
2019 - 20 PROGRAM UPDATES



BAR MANAGERS AND SUPERVISORS
BAR ADVISORY GROUP MEETING
JANUARY 23, 2020

AUDITS AND ROADSIDES BRANCH



GARY GOODWIN
PROGRAM REPRESENTATIVE SUPERVISOR

2019 Accomplishments – Audits and Roadsides

- Roadsides

- Performed 13,641 tests/10,840 unique VINs
 - Data used in annual SCPR and USEPA reports
- Developed and implemented additional safety measures

- Gas Audits

- Performed 5,044 analyzer audits
 - 7.9% increase over 2018
- Expanded audits into Basic and COO areas
- Incorporated DocuSign into ARDIS application

- Fleets

- Completed unit-wide business process analysis
- Developed new processes to maximize efficiency
 - Achieved 99% compliance rate
- Initiated 465 non-compliance actions

2020 GOALS – Audits and Roadsides

- Roadsides

- Gather sufficient data from vehicles for annual Smog Check evaluation
- Continue to develop appropriate safety measures
 - Test-site speed reduction protocols
 - Safety related training modules

- Gas Audits

- Increase total gas audits performed
- Improve gas audit cycle time
- Increase presence in Basic and COO areas

2020 GOALS – Audits and Roadsides (CONTINUED)

- Fleets

- Implement new business processes
- Streamline workflow
- Increase efficiency and accuracy
- Enhance computer application to support processes
- Identify and contact agencies subject to HSC §44019 that are not currently testing or reporting vehicles and bring them into compliance

QUESTIONS AND COMMENTS – Audits and Roadsides

Submit questions and/or comments to:

Gary Goodwin

Bureau of Automotive Repair

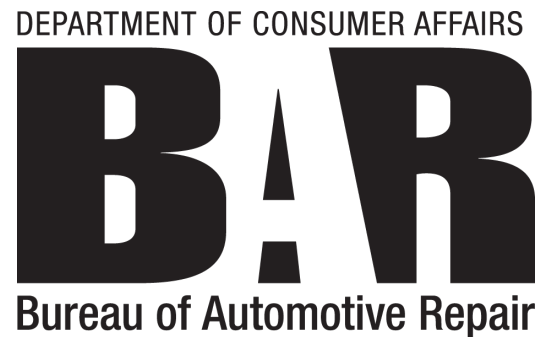
10949 North Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 403-0217

Email: Gary.Goodwin@dca.ca.gov

BUSINESS SERVICES UNIT



ERIN WILSON
STAFF SERVICES MANAGER

2019 Accomplishments – Business Services

- Executive Order B-16-12
 - 25% of fleet purchases ZEV by FY 19/20
 - 50% of fleet purchases ZEV by FY 24/25
- Replaced 68 vehicles in BAR fleet with 57 Plug-In Hybrid Vehicles and 11 Hydrogen vehicles
- Installed 17 EV Chargers for public use and 12 EV Chargers for State Fleet use at BAR HQ
- BAR will incorporate EV charger installation in all current and future lease negotiations

2020 GOALS – Business Services

- Exceed established percentages for:
 - Small Business purchases (25%)
 - Disabled Veteran Business Enterprise purchases (3%)
- Digitize paper files to reduce storage costs
- Continue to replace gas-only fleet vehicles with ZEV

QUESTIONS AND COMMENTS – Business Services

Submit questions and/or comments to:

Erin Wilson

Bureau of Automotive Repair

10949 North Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 403-8618

Email: Erin.Wilson@dca.ca.gov

CONSUMER ASSISTANCE PROGRAM

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

FIDEL REYES
PROGRAM MANAGER

2019 ACCOMPLISHMENTS - CAP

Program Highlights

- Retired 52,556 vehicles
- Repaired 2,450 vehicles
- Reduced an estimated 7,382 tons of emissions

Customer Service

- Processed over 176,000 applications
- Handled 155,000 consumer and 13,000 repair station calls
- 80% utilization of online application

2019 ACCOMPLISHMENTS – CAP (CONTINUED)

Process Improvement

- Released IFB and awarded new VR dismantler contracts
- Converted to electronic transmission of VR invoices to DCA
- Converted application files to electronic storage
- Assisted CARB and local air districts on retire and replace programs
- Completed draft RA regulations for DCA formal review
- CAP webpage updated to improve usability and accessibility

Cars for Schools

- Developed program, procedures, and MOU for participating schools
- Six schools placed orders
- First vehicle picked up by College of the Sequoias on 1/6/2020

2020 GOALS - CAP

- Provide applicants the ability to upload copies of required documents when submitting an online application
- Enhance Call Center software to include information on number of calls-in-queue and provide call-back option
- Advertise availability of Cars for Schools program to high school and college automotive programs
- Adopt new RA regulations to increase participation

QUESTIONS AND COMMENTS – CAP

Submit questions and/or comments to:

Fidel Reyes

Bureau of Automotive Repair

10949 North Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 403-8761

Email: Fidel.ReyesIII@dca.ca.gov

ENGINEERING & RESEARCH BRANCH



GARRETT TORGERSON
SUPERVISING AIR QUALITY ENGINEER

2019 ACCOMPLISHMENTS - ENGINEERING

- AB 2289 Smog Check Performance Report
- EPA Annual Report
- Implementation of Permanent DTCs
- Transitioned BAR-97 to Internet Connectivity for VID
- Continued development and use of Certificate Blocking and DMV registration holds
- Developed requirements for biometric authentication equipment
- Developed specifications for BAR-OIS DAD 2.0 equipment

2020 GOALS - ENGINEERING

- Update Referee scheduling software
- Implement 2nd phase of BAR-97 2017 specification (LPFET, equipment platform messaging)
- Incorporate Cal ID / CVN failure criteria into BAR-OIS inspection
- Remedy vehicles obtaining registration without a legitimate smog certificate
- Submit regulations and develop VID infrastructure for:
 - Biometric authentication
 - BAR-OIS DAD 2.0
- Incorporate safety recalls onto BAR-OIS VIR

QUESTIONS AND COMMENTS - ENGINEERING

Submit questions and/or comments to:

Garrett Torgerson

Bureau of Automotive Repair

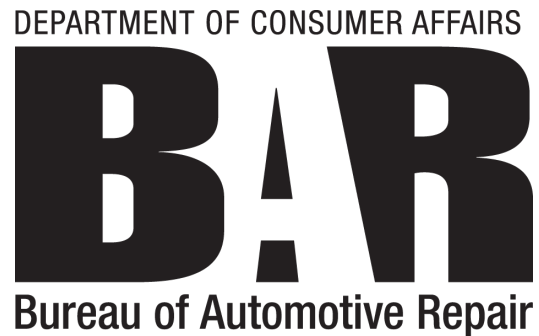
10949 North Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916.403.0315

Email: Garrett.Torgerson@dca.ca.gov

FIELD OPERATIONS AND ENFORCEMENT



MATHEW GIBSON, DON JOHNSON,
PATRICK LUTFI, RICHARD STEELE
PROGRAM MANAGERS

2019 ACCOMPLISHMENTS - ENFORCEMENT

- Administrative Filings – 384
- District Attorney Referrals – 74
- Smog Citations – 685
- Unlicensed/Delinquent Citations – 794
- Consumer Complaints Received – 13,050
- Inspections Conducted – 9,345
- Successfully mapped “As-Is” business processes in support of BAR’s Enforcement and Licensing Modernization (ELM) project
- Reviewed application review procedures and established policies to comply with AB 2138
- Conducted biennial training for all Enforcement staff to improve statewide consistency in application of policies and procedures

2020 GOALS - ENFORCEMENT

- Continue efforts to identify and block certificates for tests conducted with Smog Check defeat devices
- Enhance efforts to combat use of electronic defeat devices through collaboration with other local, state and federal agencies
- Continue enforcement efforts to address unlicensed auto repair
- Pursue regulations focused on emerging trends within the automotive repair industry
- Partner with BAR Licensing to effectively apply the requirements of AB 2138 requirements and ensure qualified applicants are granted licensure
- Continue partnering with DMV to identify and enact enforcement countermeasures to improper smog test activity

QUESTIONS AND COMMENTS - ENFORCEMENT

Submit questions and/or comments to:

Mathew.Gibson@dca.ca.gov

Don.Johnson@dca.ca.gov

Patrick.Lutfi@dca.ca.gov

Richard.Steele@dca.ca.gov

Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
916-403-8060

LICENSING PROGRAM



VINCE SOMMA, STAFF SERVICES MANAGER
KEITH DELL, STAFF SERVICES ANALYST

2019 BY THE NUMBERS - LICENSING

LICENSE ¹ APPLICATIONS			
License	Initial Applications Received	Initial Licenses Issued	Licenses Renewed
Automotive Repair Dealer	3,572	3,334	32,269
Brake & Lamp Station	269	233	1,724
Brake & Lamp Adjuster	1,791	535	721
Smog Check Test & Repair Station	387	399	4,421
Smog Check Test Only Station	346	324	1,804
Smog Check Repair Only Station	15	6	36
Smog Check Inspector	1,956	800	6,548
Smog Check Repair Technician	988	249	3,472
STAR Station	739	423	N/A
Totals	10,063	6,303	51,530

1. Per Business and Professions Code section 23.7, and unless otherwise stated, "license" means license, certificate, registration, or other means to engage in a business or profession.

2019 BY THE NUMBERS – LICENSING (CONTINUED)

Statewide Populations by License ¹ Type	
License	Population
Automotive Repair Dealer	36,085
Brake & Lamp Station	1,918
Brake & Lamp Adjuster	2,672
Smog Check Test & Repair Station	4,790
Smog Check Test Only Station	2,024
Smog Check Repair Only Station	41
Smog Check Inspector	14,153
Smog Check Repair Technician	7,202
STAR Station	4,003
Total	72,888

1. Per Business and Professions Code section 23.7, and unless otherwise stated, "license" means license, certificate, registration, or other means to engage in a business or profession.

2019 ACCOMPLISHMENTS - LICENSING

- Initiated modernization of records maintenance processes (e.g., electronic records storage)
- Approximately 50% of records now submitted for storage in electronic format
- Successfully mapped “As-Is” business processes in support of BAR’s Enforcement and Licensing Modernization (ELM) project

2019 ACCOMPLISHMENTS – LICENSING (CONTINUED)

- Better utilized technology when corresponding with applicants (e.g., scanning and emailing)
- Continued expediting military service member and veteran applications
- Implemented special handling of applications and other services for victims of California wildfires

2020 GOALS - LICENSING

- Continue modernization of licensing processes
- Scanning existing hardcopy records
- Continue to meet 30-day application processing goals
- Currently averaging 25 days
- Implementation of AB 2138 – rehabilitation criteria for licensure

QUESTIONS AND COMMENTS - LICENSING

Submit additional questions and/or comments to:

Vince Somma

Phone: 916-403-8440

Fax: 855-641-9982

Email: Vincent.Somma@dca.ca.gov

TECHNICAL TRAINING UNIT



MICHELLE WOLKEN
PROGRAM REPRESENTATIVE SUPERVISOR

2019 ACCOMPLISHMENTS – TECHNICAL TRAINING

- Continued to provide in-house technical and job-required training
 - New Program Representative required training
 - Existing Program Representative training to enhance enforcement skills and maintain licenses
- Facilitated training events and special projects
 - Structural Damage Analysis courses designed specifically for BAR enforcement staff
 - Internal workgroup to update collision repair regulations
 - Training academy for all enforcement staff
 - Training academy for all clerical support staff

2020 GOALS – TECHNICAL TRAINING

- Ongoing course development and administration
- Expansion of externally contracted vendors
- Rollout DCA Learning Management System (LMS)
- Facilitate computer skills assessments and subsequent training opportunities to increase staff proficiency
- Ongoing facilitation of training events and special projects
- Improve communication with BAR staff regarding training processes and opportunities
- Plan 2021 training academy for enforcement staff

QUESTIONS AND COMMENTS – TECHNICAL TRAINING

Submit questions and/or comments to:

Michelle Wolken

Bureau of Automotive Repair

10949 North Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 255-3478

Email: Michelle.Wolken@dca.ca.gov

TECHNOLOGY SERVICES BRANCH

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

MIKE FADLING
INFORMATION TECHNOLOGY MANAGER

2019 ACCOMPLISHMENTS – TECHNOLOGY SERVICES

- CAL-VISTA project completion
- Public website redesign
- Implemented e-signature process for audits and inspections
- Desktop/laptop refresh
- Infrastructure migration and consolidation
- Enforcement and Licensing Modernization Stage 1 Business Analysis approved

2020 GOALS – TECHNICAL SERVICES

- CAL-VIS operations
- Evaluate and prioritize desired changes
- Desktop/laptop refresh
- Provide technology solutions to improve business processes
- Implement enterprise e-fax solution
- Drive transition to digital storage of documents
- Provide support for BAR applications
- Enhance BAR's security posture
- Obtain formal approval of and initiate Enforcement and Licensing Modernization Project

QUESTIONS AND COMMENTS – TECHNICAL SERVICES

Submit questions and/or comments to:

Mike Fadling

Bureau of Automotive Repair

10949 North Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8426

Email: michael.fadling@dca.ca.gov