
AUDITS AND ROADSIDES BRANCH



GARY GOODWIN
PROGRAM REPRESENTATIVE SUPERVISOR

2020 ACCOMPLISHMENTS

Roadsides

- Performed 2,766 inspections*
- Assisted in developing alternative data sources when Roadside operations suspended

Gas Audits

- Performed 3,505 analyzer audits
- Expanded audits statewide
- Developed procedures for transmitting audit information to BAR Licensing records

Fleets

- Implemented new business processes to streamline workflow
- Initiated 434 non-compliance actions
- Achieved 99.9% compliance rate
- Completed draft of ROBD regulations

*Roadside testing temporarily suspended on 3/16/20 due to COVID-19

2021 GOALS

Roadsides

- Safely return to gathering Roadside data
- Gather sufficient data from vehicles for annual Smog Check evaluation
- Continue to develop appropriate safety measures
 - Test-site speed reduction protocols

Gas Audits

- Increase total gas audits performed
- Improve gas audit cycle time
- Implement procedures for record transmittal to BAR Licensing records

Fleets

- Enhance computer application to support business processes
- Develop inspection procedures for government agencies enrolled in Continuous Testing Program
- Provide support for passage and implementation of ROBD regulations

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Gary Goodwin

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 403-0217

Email: Gary.Goodwin@dca.ca.gov

BUSINESS SERVICES UNIT



LINDA JANSSEN
STAFF SERVICES MANAGER II

2020 ACCOMPLISHMENTS

Emergency response to pandemic stay-at-home orders in March 2020:

- Instituted Telework Agreements
- Continued delivery of program services without interruption during pandemic
- Reported daily, weekly, and monthly COVID-19 statistics, costs, and labor hours
- Purchased emergency supplies such as 6-foot distancing floor stickers, hand sanitizer, disinfectant, plexiglass sneeze guards
- Established contracts for deep-cleaning services

2020 ACCOMPLISHMENTS (CONT.)

Installed 16 EV chargers to support E.O. B-16-12*

- San Jose Field Office (12)
- Sacramento Technical Training Unit (2)
- Jurupa Valley Roadsides Office (2)

*ZEV Fleet Purchases - 30% by FY 20/21; 50% by FY 24/25

2021 GOALS

Meet or exceed established percentages for:

- Small Business purchases (25%)
- Disabled Veteran Business Enterprise purchases (3%)

Continue to replace gas-only fleet vehicles with ZEV

Plan for continued telework requirements, reduction of office space footprint by “hoteling” and through lease negotiations

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Linda Janssen

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 403-8614

Email: Linda.Janssen@dca.ca.gov

CONSUMER ASSISTANCE PROGRAM

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

FIDEL REYES
PROGRAM MANAGER I

2020 ACCOMPLISHMENTS

General

- Implemented emergency regulations to provide consumers with up to \$1,200 in Smog Check repair assistance Assisted CARB and local air districts on retire and replace programs

Process Improvement

- Updated website to improve usability and accessibility
- Updated Call Center to provide number of callers-in-queue and call-back option

Cars for Schools

- 13 vehicles redirected to schools
- Publicized program

2020 ACCOMPLISHMENTS

Program Highlights

- Retired 52,948 vehicles
- Repaired 1,907 vehicles
- Reduced an estimated 7,421 tons of emissions

Customer Service

- Processed over 137,000 applications
- Handled over 140,000 consumer and 13,000 repair station calls
- 87% utilization of online application

2021 GOALS

- Provide applicants the ability to upload digital copies of supporting documents when applying online
- Adopt as permanent emergency repair assistance regulations that expire on June 30, 2021
- Add repair assistance stations to Auto Shop Locator

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Fidel Reyes

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916) 403-8761

Email: Fidel.Reyesiii@dca.ca.gov

ENGINEERING & RESEARCH BRANCH



MARK ISAACS
SENIOR AIR QUALITY ENGINEER

2020 ACCOMPLISHMENTS

- AB 2289 Smog Check Performance Report
- USEPA Annual Report
- Certificate Blocking and DMV Registration Holds
 - In 2020, 3608 Cert Blocks, 291 Registration Holds
- Added vehicle emissions warranty, safety recalls, inspector advice messages to BAR-OIS
- Expanded use of dynamic test mode in BAR-OIS
- Drafted biometric regulations and enrollment software; public workshop held on 10/22/2020
- Drafted DAD 2.0 regulations and specifications
- Coordinated work with DMV on “business partner” registration transactions

2021 GOALS

- Implement Cal ID/CVN/unsupported monitors for BAR-OIS
- Adopt biometric regulations, enroll inspectors, and mandatory use with BAR-OIS
- Implement remote access for BAR-OIS
- Adopt DAD 2.0 specifications and regulation package
- Update DAD software to connect new vehicles
- Develop electronic brake and lamp certification process
- Improve BAR-97 fraud detection capabilities

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Mark Isaacs

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-0315

Email: mark.isaacs@dca.ca.gov

FIELD OPERATIONS AND ENFORCEMENT DIVISION

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

GILBERT SANCHEZ
PROGRAM MANAGER I

2020 ACCOMPLISHMENTS

Program Statistics

- Administrative Filings – 298
- District Attorney Referrals - 52
- Smog Citations - 194
- Unlicensed/Delinquent Citations - 532
- Office/Proactive Conferences - 456
- Consumer Complaints Received – 11,959
- ARD/Station Inspections Conducted – 4,917
- Write It Right Presentations - 188

Business Processes

- Collaborated with local, state and federal agencies to combat use of Smog Check defeat devices
- Worked with Attorney General's Office on implementation of AB 2138 licensure requirements relating to prior criminal convictions
- Enhanced the use of virtual communication technology and positioned analytical staff within field offices to continue efforts of ensuring consistency in all aspects of field operations

2021 GOALS

- Develop procedures to support the implementation of biometric Smog Check security enhancements
- Continue efforts to identify and block certificates for tests conducted with Smog Check defeat devices
- Continue collaboration with local, state and federal agencies to combat the use of Smog Check defeat devices
- Proactively identify emerging trends within the automotive repair industry and address through the regulatory process
 - Auto Body: update regulations to address advancements in the collision repair industry as it pertains to Accepted Trade Standards, Supplemental Restraints, and Advanced Driver Assistance Systems (ADAS)
 - Brake & Lamp: Modernization of program to incorporate electronic inspection platform and issuance of electronic certificates, similar to smog check.
- Continue to identify and address unlicensed auto repair

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Gilbert Sanchez

Bureau of Automotive Repair

7130 Marks Ave

Fresno, CA 93711

Phone: 559-445-5015

Email: gilbert.sanchez@dca.ca.gov

LICENSING PROGRAM



NICK SEARS, STAFF SERVICES ANALYST

2020 STATISTICS

License¹ Applications

License	Initial Applications Received	Initial Licenses Issued	Licenses Renewed
Automotive Repair Dealer	2,695	2,303	30,231
Brake & Lamp Station	199	176	1,575
Brake & Lamp Adjuster ²	1,396	836	560
Smog Check Test & Repair Station	297	328	4,064
Smog Check Test Only Station	232	227	1,719
Smog Check Repair Only Station	5	5	33
Smog Check Inspector	1,161	721	5,584
Smog Check Repair Technician	576	321	2,764
STAR Station	553	327	N/A
Totals	7,066	4,662	46,530

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.
2. Brake and Lamp Adjuster applications are received and processed as initial applications. The renewal number for this license type is based on licensees with a preexisting license reapplying for initial licensure.

2020 STATISTICS

Number of Licensees

License ¹ Type	Number
Automotive Repair Dealer	34,153
Brake & Lamp Station	1,820
Brake & Lamp Adjuster	2,203
Smog Check Test & Repair Station	4,660
Smog Check Test Only Station	1,989
Smog Check Repair Only Station	39
Smog Check Inspector	13,775
Smog Check Repair Technician	6,929
STAR Station	3,728
Total	70,296

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.

2020 ACCOMPLISHMENTS

Transitioned paper processes to digital in support of modernization initiatives and remote work opportunities

- All applications are scanned, processed, and archived digitally
- Nearing 100% electronic submission of records to archive
- Better utilization of technology when corresponding with applicants (e.g., scanning and emailing)
 - For questions regarding the status of an application:
BARLicensingApplications@dca.ca.gov

Extended licenses for licensees impacted by COVID-19

Implemented special handling procedures for applications from California wildfire victims

2021 GOALS

- Complete conversion of archived hardcopy records to digital format
- Reach 100% electronic submission of records to archive
- Continue to meet 30-day application processing goals
 - Currently averaging 19 days
- Implement AB 2113 (Low) – Expedite review of initial licensure applications for refugees, asylees, and special immigrant visa holders
- Implement SB 878 (Jones) – Report average processing timeframes for licensure applications on BAR's website

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Nick Sears

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8515

Email: Nick.Sears@dca.ca.gov

For questions regarding the status of an application:
BARLicensingApplications@dca.ca.gov

TECHNOLOGY SERVICES BRANCH



DAWN ISHCOMER
INFORMATION TECHNOLOGY SUPERVISOR II

2020 ACCOMPLISHMENTS

Application Development

- Auto Shop Locator
- CAL-VIS Modifications
- Licensing File Review
- Enforcement Licensing Modernization - Project Approval Lifecycle

Client Services

- Emergency Mass Loaner Laptop Deployment
- Virtual Desktop Installation
- Rugged Tablet Deployment for Field Representatives

2020 ACCOMPLISHMENTS (CONT.)

Business Technology

- Implemented E-Signature Processes
 - Timesheets, Invoices, Procurement
- Coordinated Laptop/iPhone Refresh
- Executed E-Fax Testing

Security

- Updated the Business Continuity Plan and Created Pandemic Response Plan (PRP)

Customer Service

- Resolved over 4,000 tickets from BAR employees

2021 GOALS

- Mature BAR's IT Security posture
- Department of the Military Audit (AB 670)
- Improve CAL-VIS Monitoring Capabilities
- Major Update to the Public Website
- Implement Enforcement Licensing Modernization System
- Continue to Support Digital Workflows
 - Deployment of Laptops/iPhones
 - Implement Enterprise E-Fax solution
 - Assess Business Processes for E-Signature Adoption
 - Mature IT Asset Management Program
 - Full Physical Inventory IT Assets BAR-wide

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Dawn Ishcomer

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8435

Email: Dawn.Ishcomer@dca.ca.gov

TECHNICAL TRAINING UNIT



MICHELLE WOLKEN
PROGRAM REPRESENTATIVE III SUPERVISOR

2020 ACCOMPLISHMENTS

- Developed virtual formats for internal training courses to support physical distancing and remote work environments in response to the pandemic
- Communicated and provided access to virtual training opportunities for BAR staff through contracted training vendors
 - Over 4,500 training courses completed in areas including automotive technology, analytical skills, business acumen, and leadership
- Provided in-house technical and job-required training for BAR staff
- Facilitated internal workgroup to update collision repair regulations
- Administered computer assessments to BAR enforcement staff
- Provided online I-CAR collision repair training for BAR enforcement staff

2021 GOALS

- Ongoing course development and administration in both virtual and in-class formats
- Continued expansion of contracts with training vendors to improve employee technical expertise and skill development
- Adoption of collision repair regulations
- Transition to DCA Learning Management System (LMS)
 - Assists in ensuring compliance with mandated training
 - Streamlines training processes for DCA provided/state required courses
 - Provides managers easy access to employee training records
- Relocation of Sacramento Technical Training Center

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Michelle Wolken

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: (916)255-3478

Email: Michelle.Wolken@dca.ca.gov