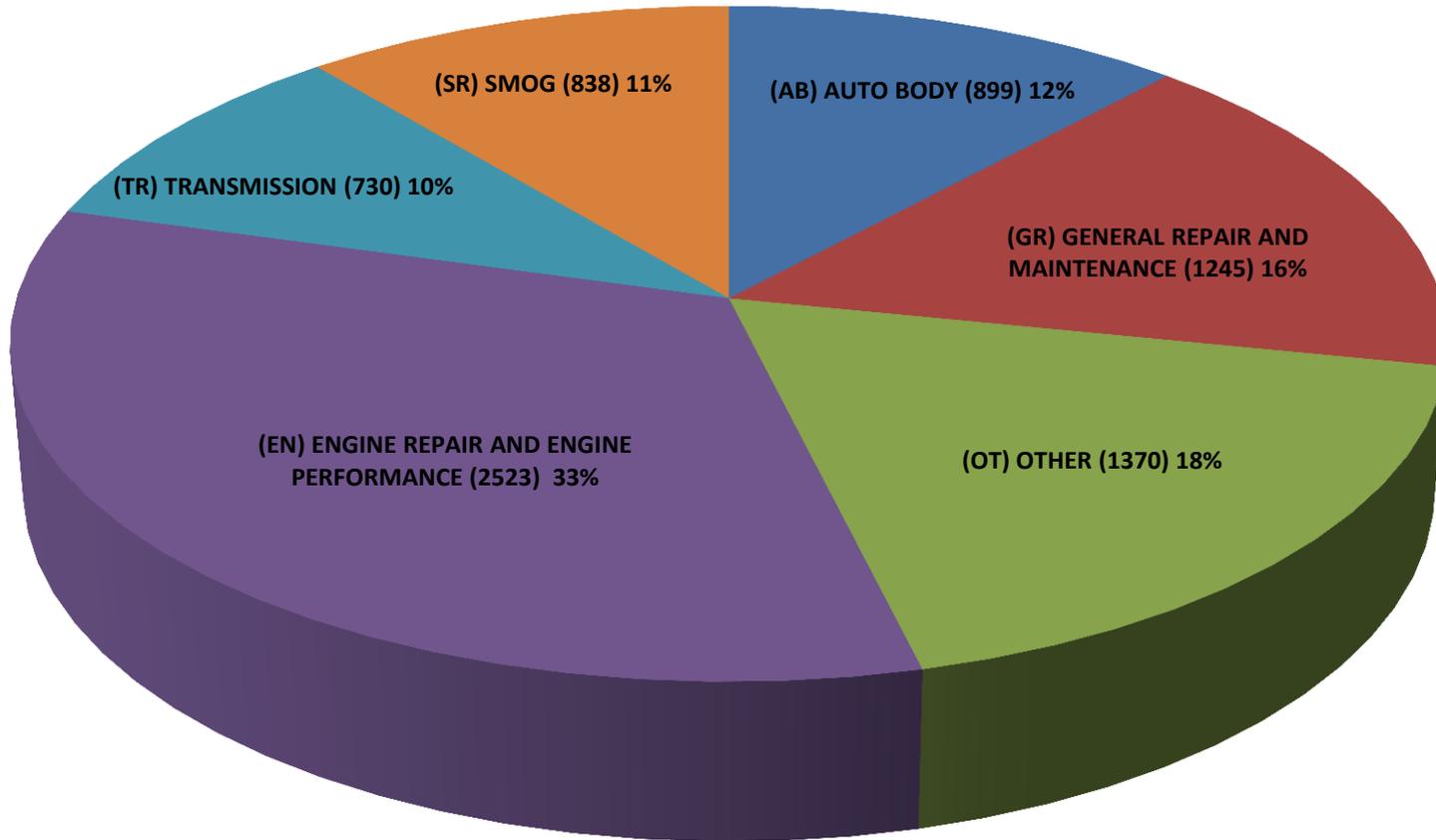


Department of Consumer Affairs
Bureau of Automotive Repair

Enforcement Statistics Update

Bill Thomas, Enforcement Planning and Oversight
Bureau Advisory Group
April 22, 2014

COMPLAINT TRENDS FY 2014-15: July 2014 – March 2015



■ (AB) AUTO BODY (899) 12%

■ (OT) OTHER (1370) 18%

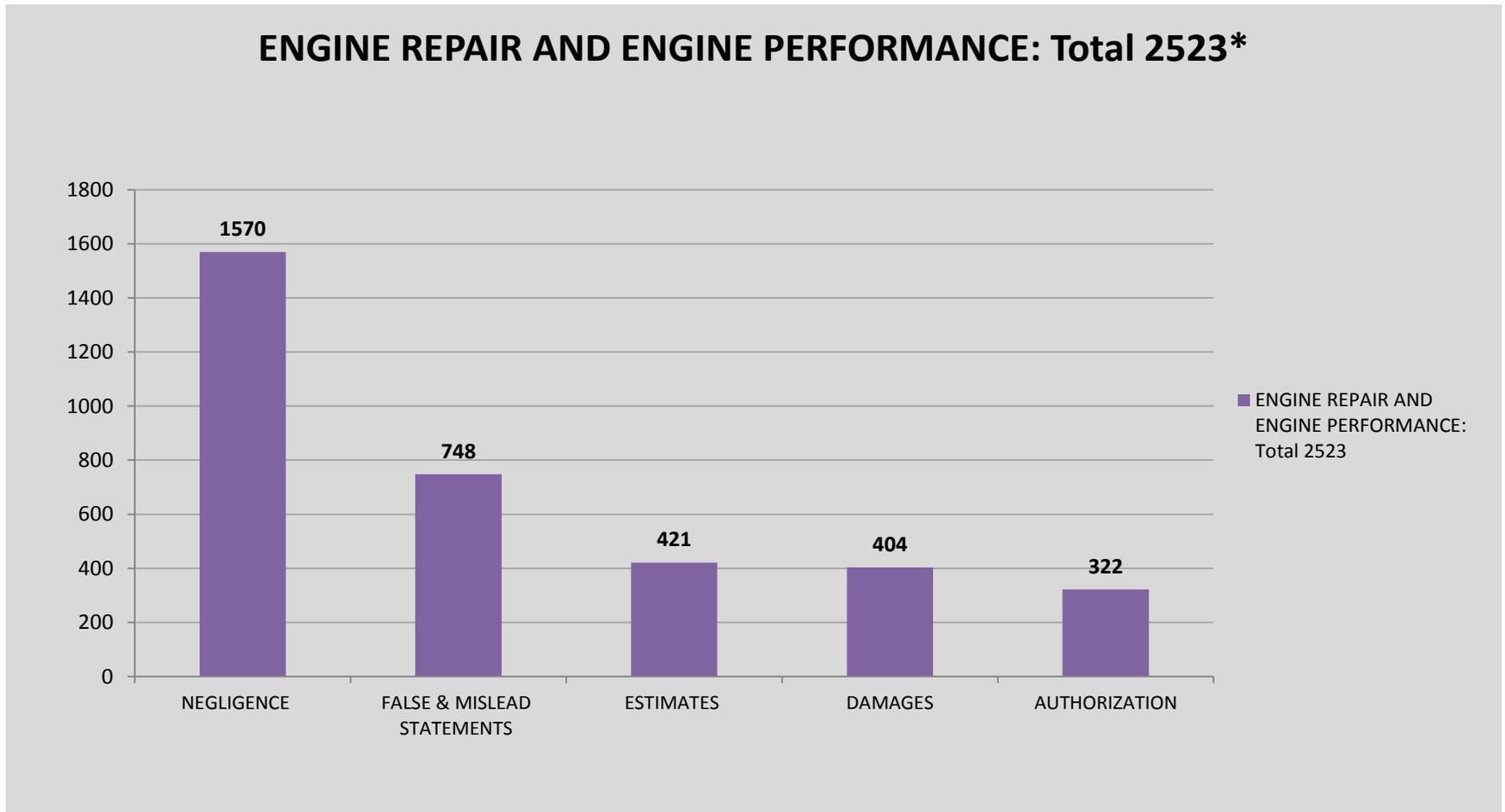
■ (TR) TRANSMISSION (730) 10%

■ (GR) GENERAL REPAIR AND MAINTENANCE (1245) 16%

■ (EN) ENGINE REPAIR AND ENGINE PERFORMANCE (2523) 33%

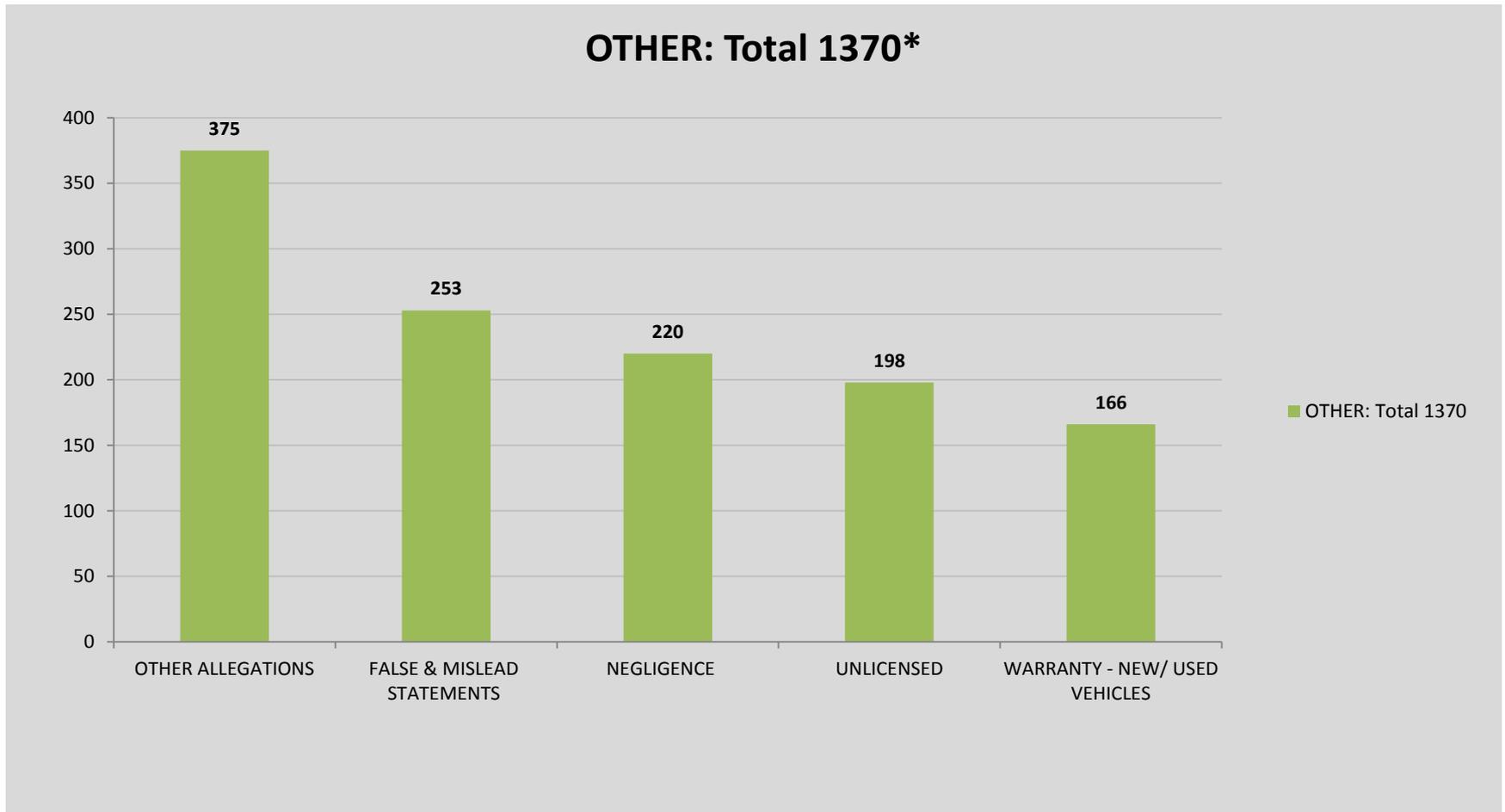
■ (SR) SMOG (838) 11%

FY 2014-15 Complaint Allegations Top 5 by Trend Category



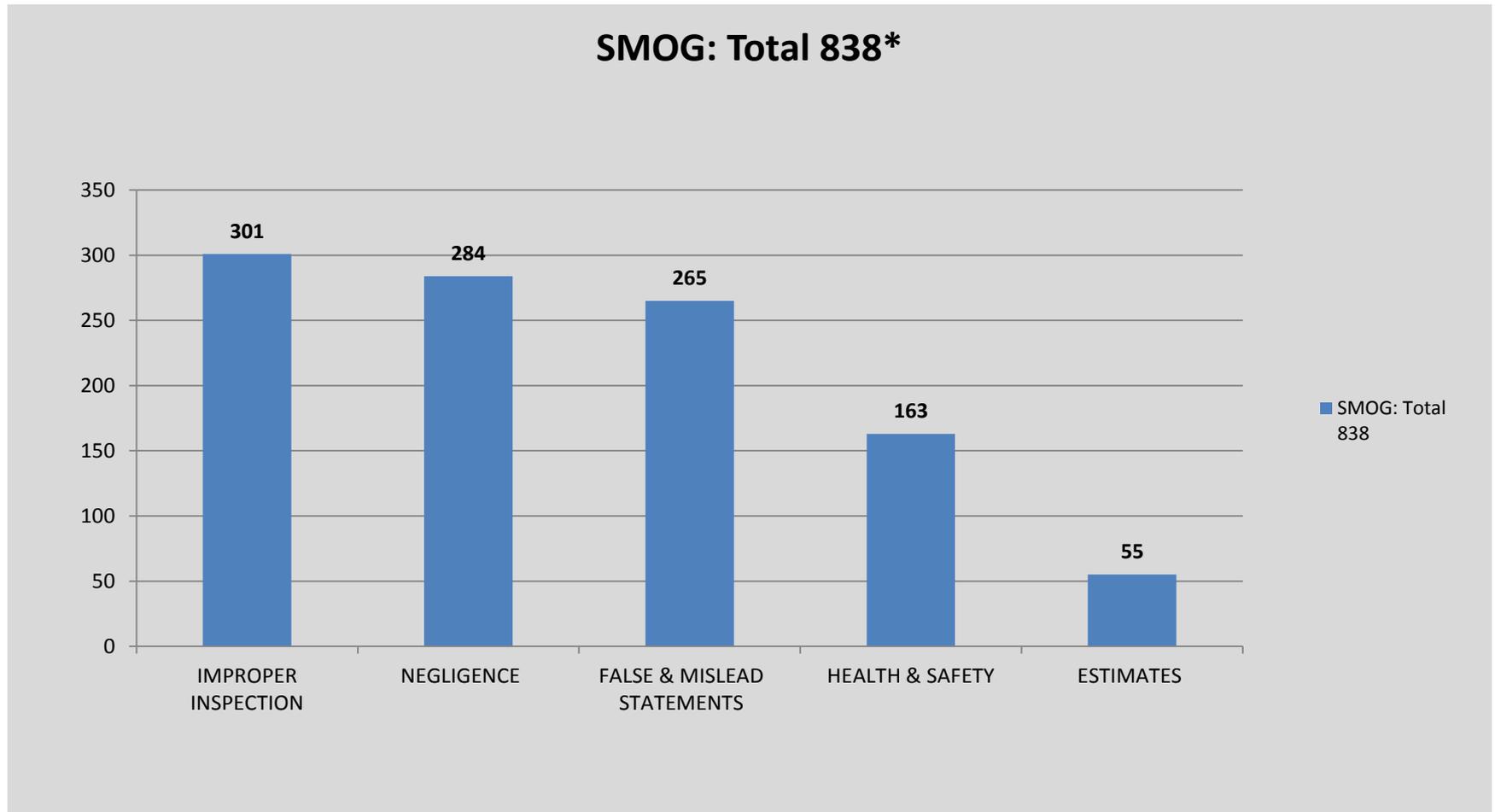
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



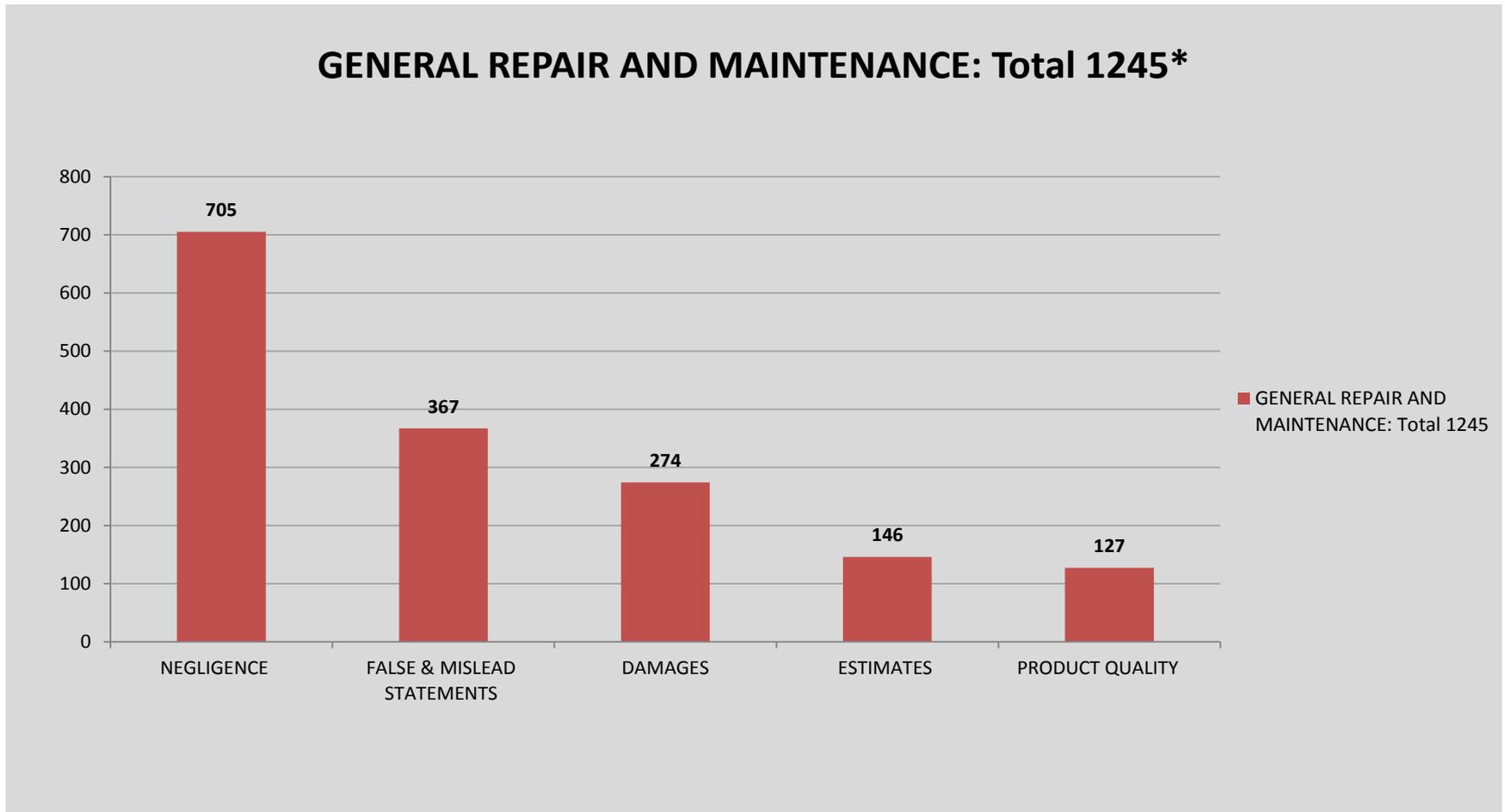
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



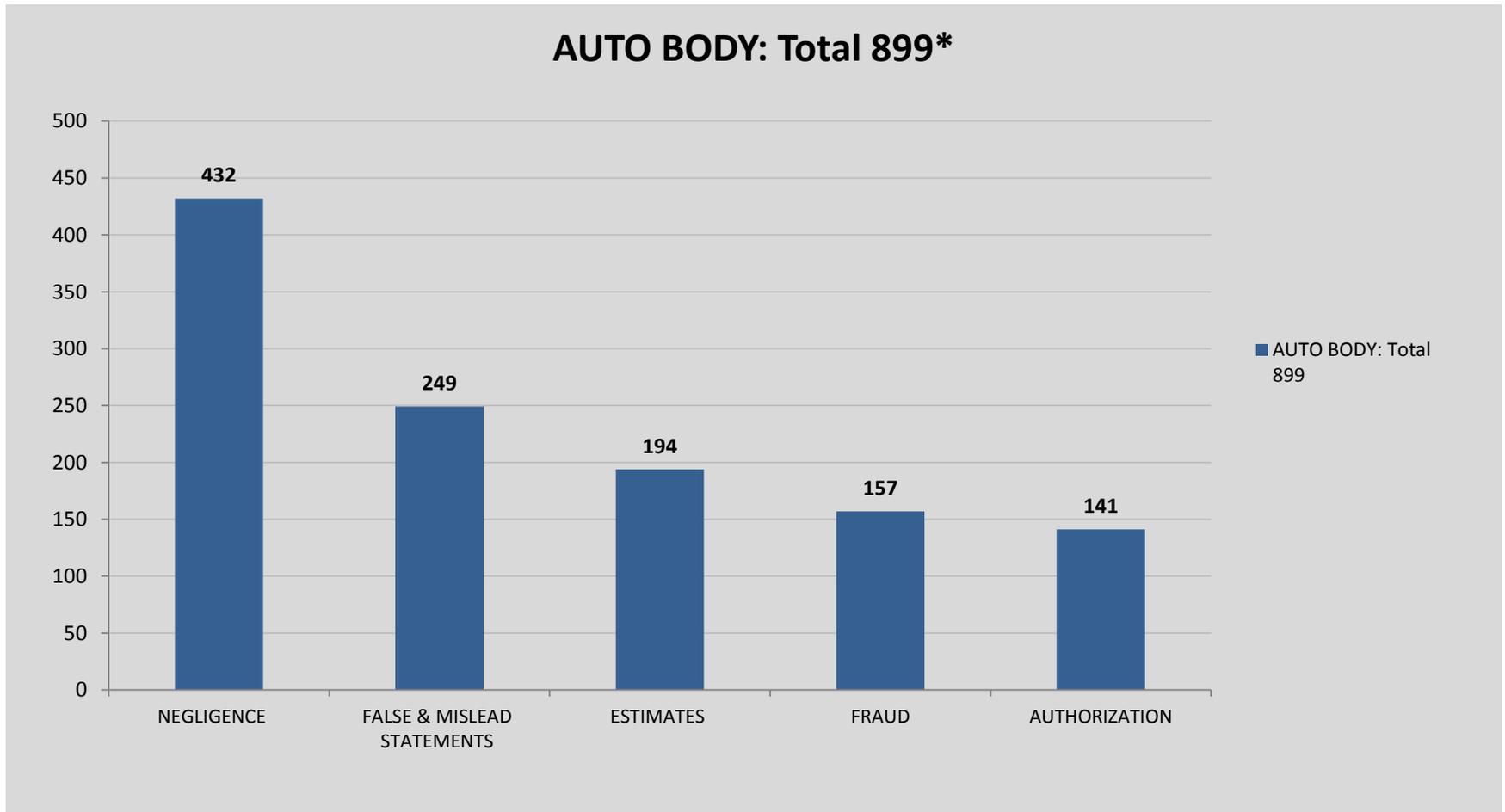
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



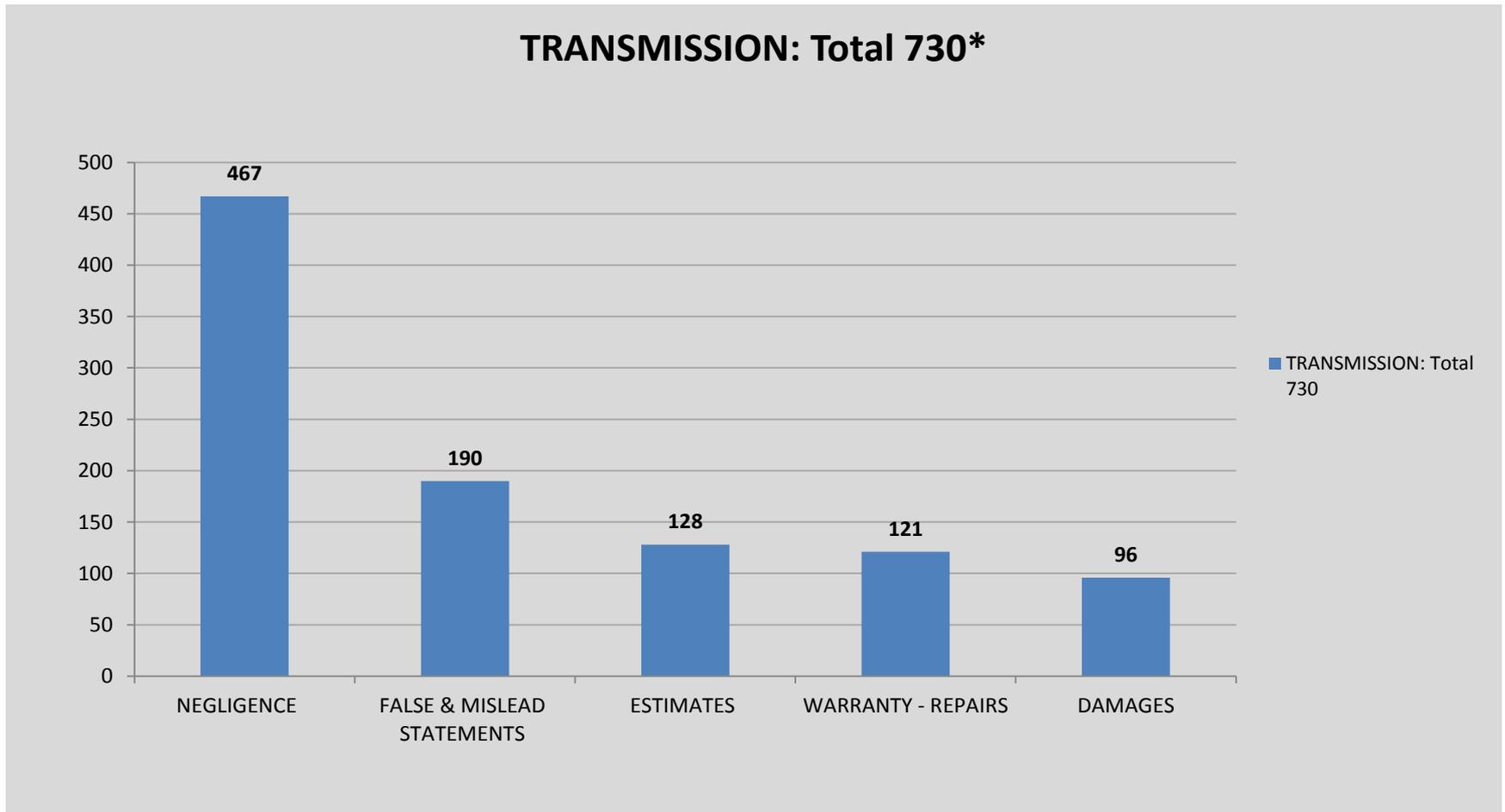
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



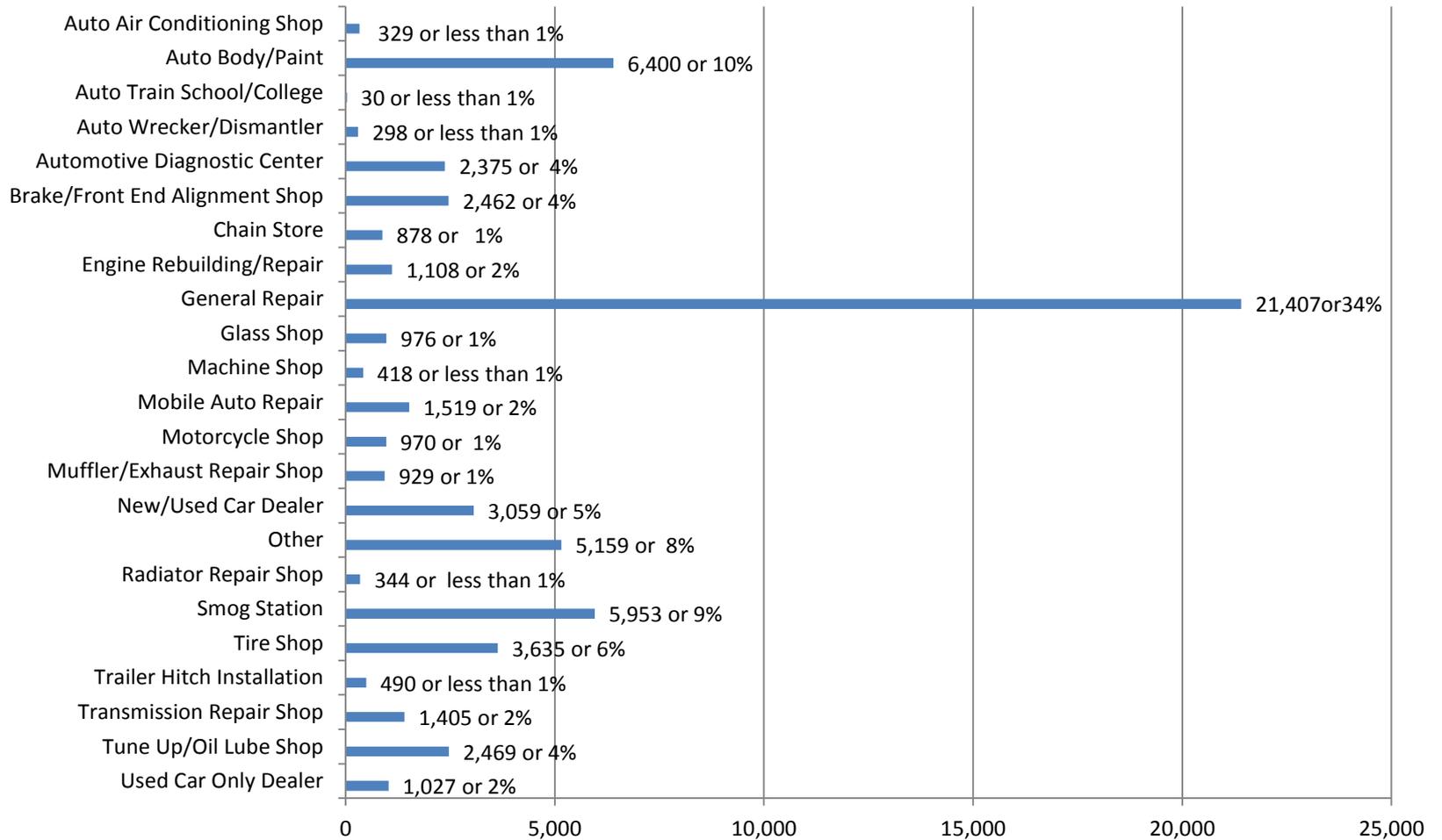
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

Primary Business Type FY 2014/15



OIS CONVERSION STATISTICS

Star Invalidations for Equipment

Cause	Status	Number
Non-Functional		1
BAR97	Appealed	
No OIS System	Notice Sent	1
Total		2

STAR Stations with No OIS

Station Type	Number
Test and Repair	7
Test Only	10
Total	17

Citation Requests for Incorrect Test

Type	Privilege	Number
TC	Reg.	23
TC	STAR	83
RC	Reg.	71
RC	STAR	48
Total Citation Requests		225
Total STAR Stations		121

Questions and Comments

Submit additional questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Fax: 916-464-2879

Email: bill.thomas@dca.ca.gov