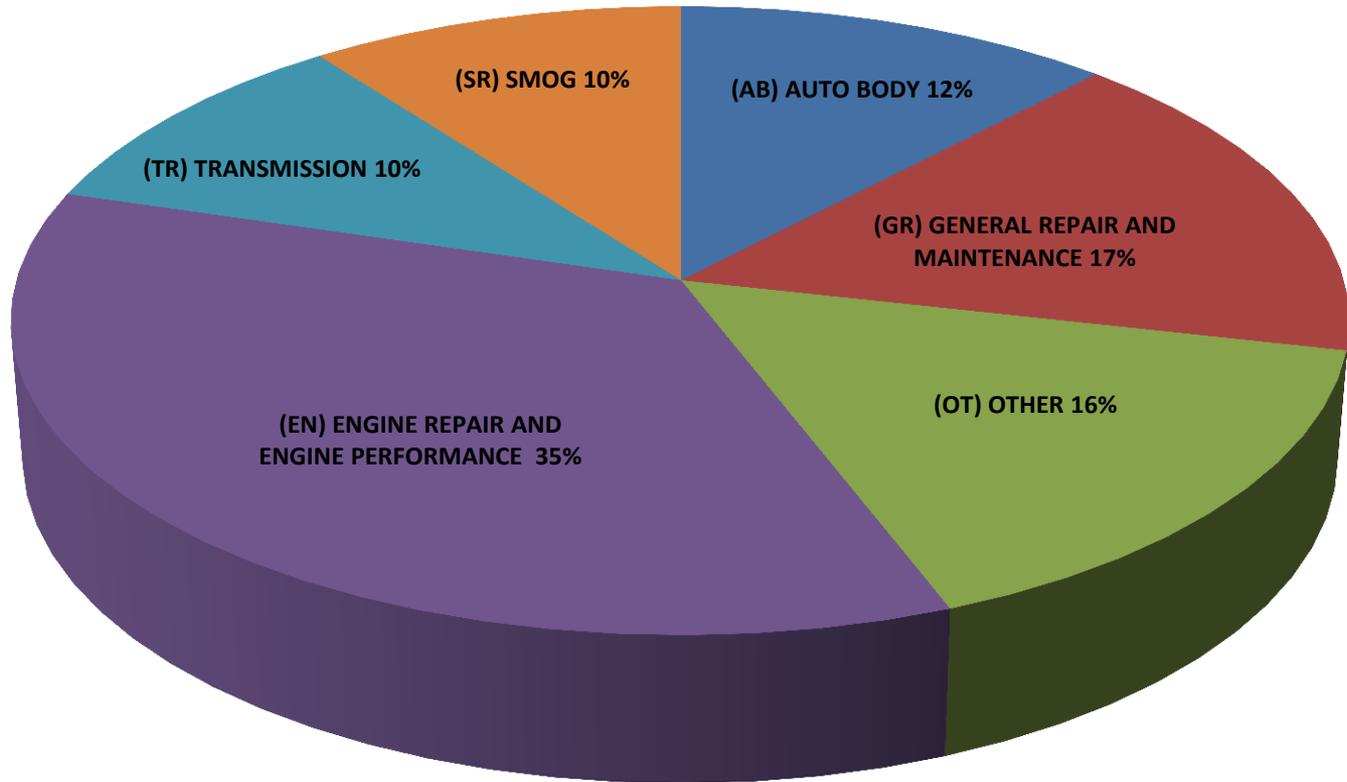


Department of Consumer Affairs
Bureau of Automotive Repair

Enforcement Statistics Update

Bill Thomas, Enforcement Planning and Oversight
Bureau Advisory Group
July 23, 2015

COMPLAINT TRENDS FISCAL YEAR 2014-15



■ (AB) AUTO BODY 12%

■ (OT) OTHER 16%

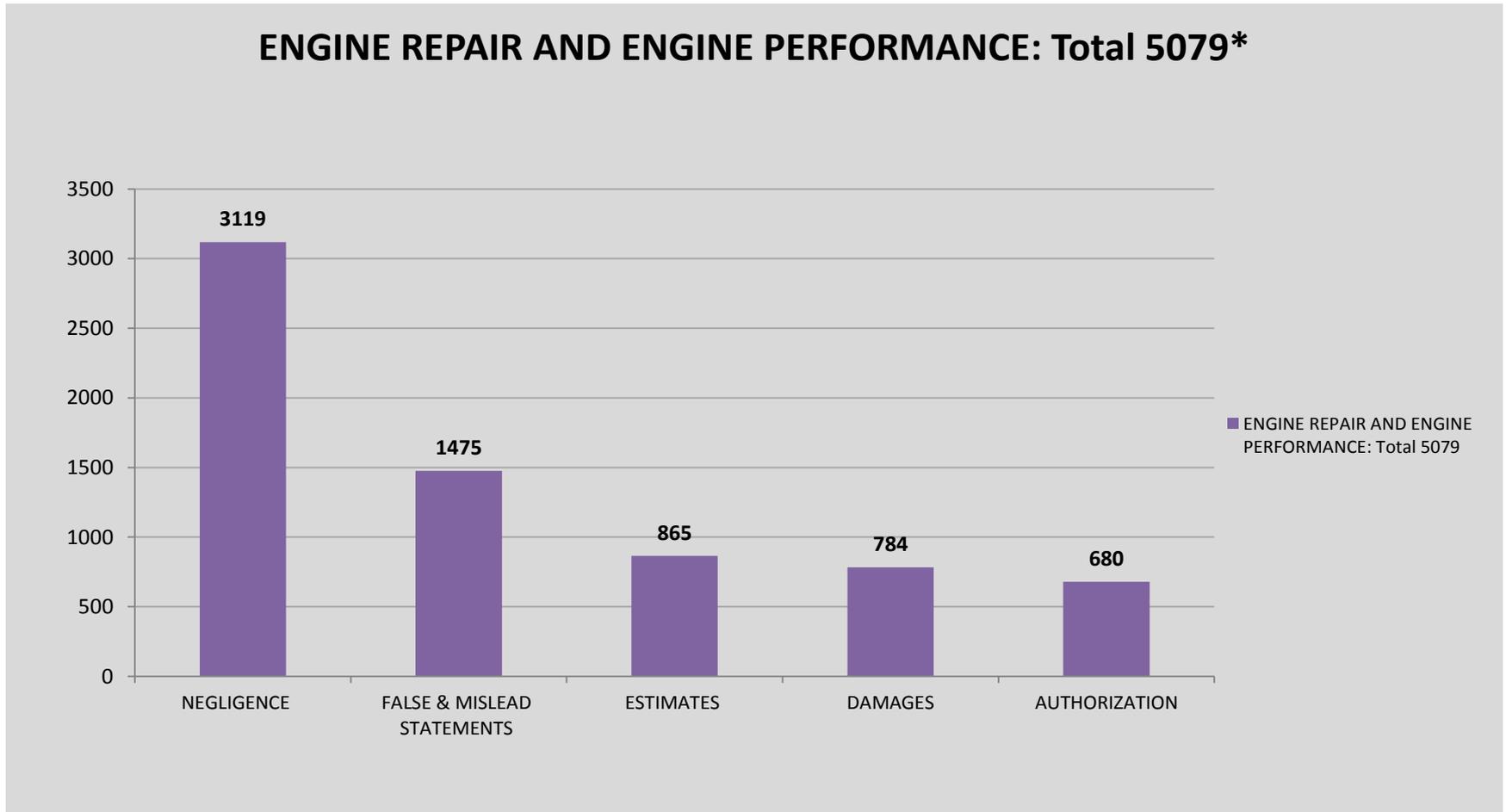
■ (TR) TRANSMISSION 10%

■ (GR) GENERAL REPAIR AND MAINTENANCE 17%

■ (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 35%

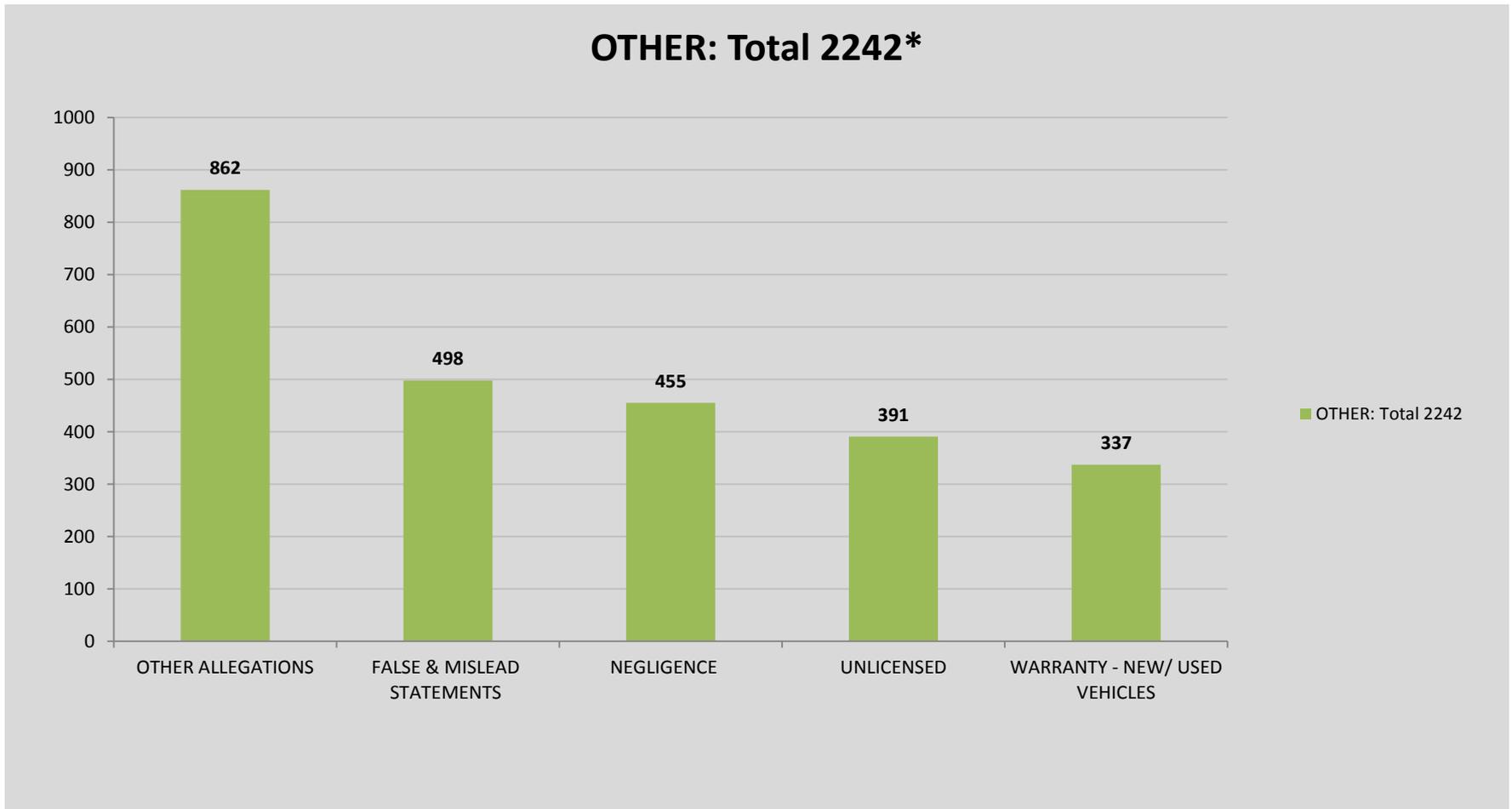
■ (SR) SMOG 10%

FY 2014-15 Complaint Allegations Top 5 by Trend Category



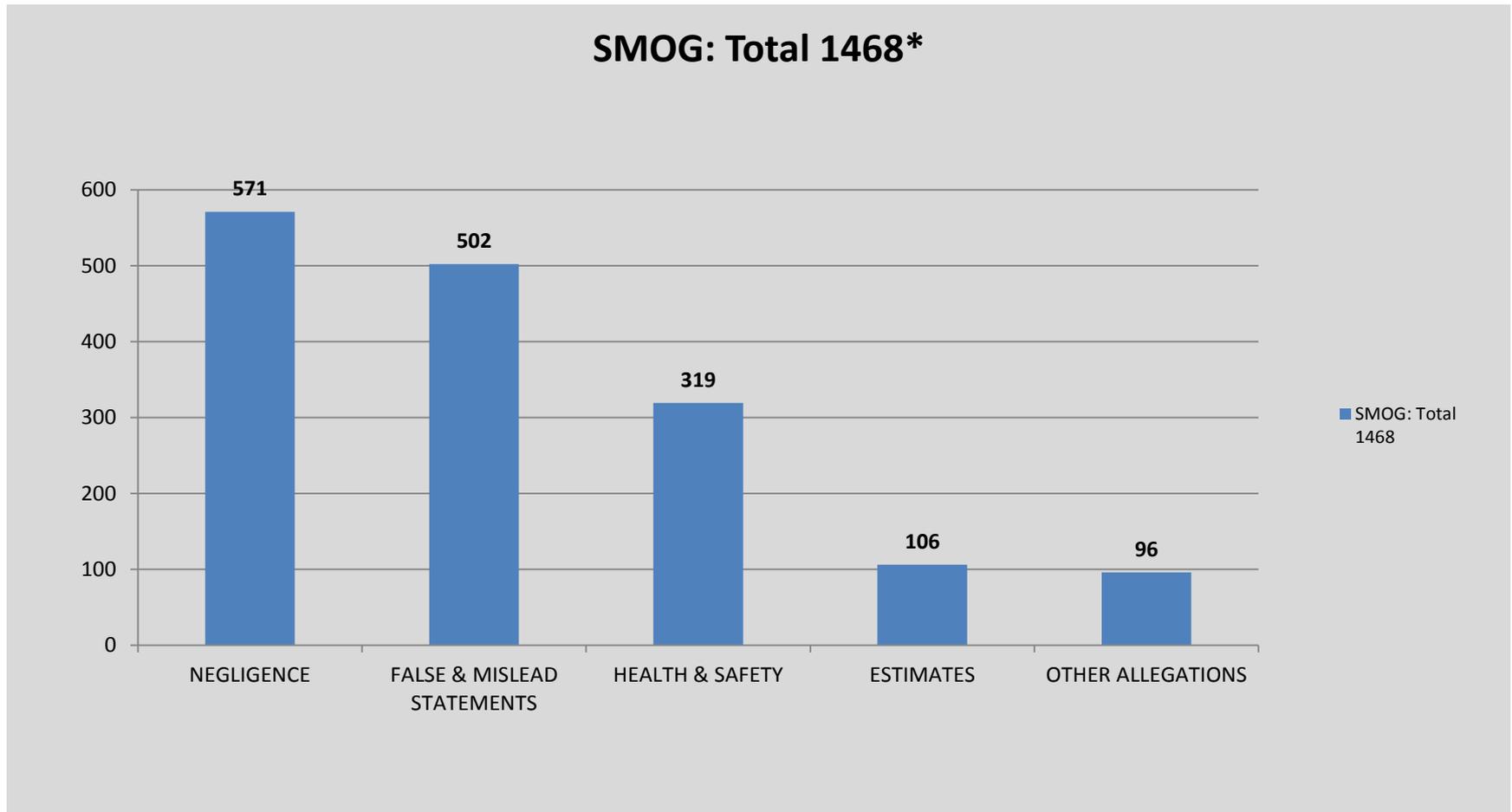
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



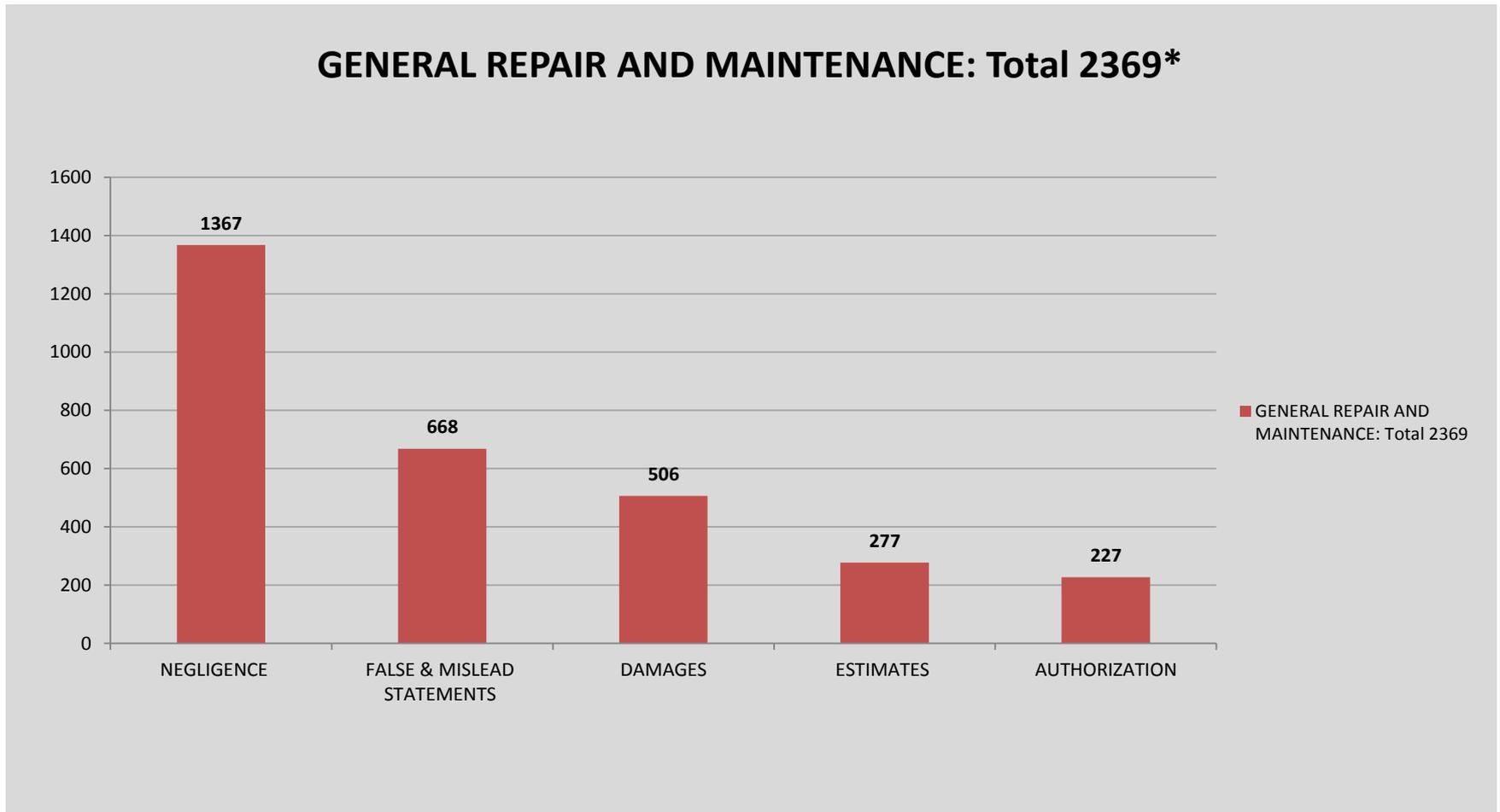
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



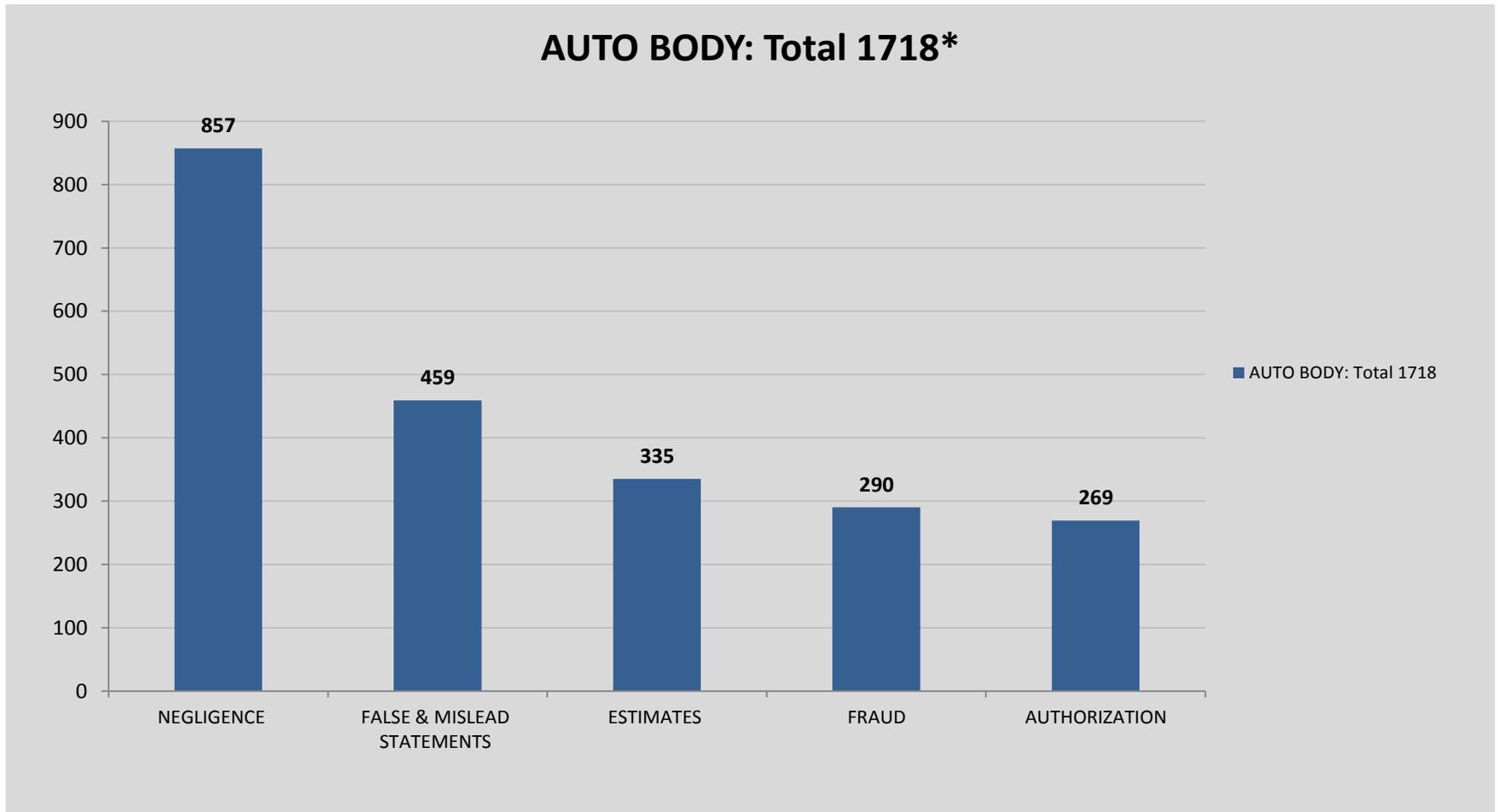
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



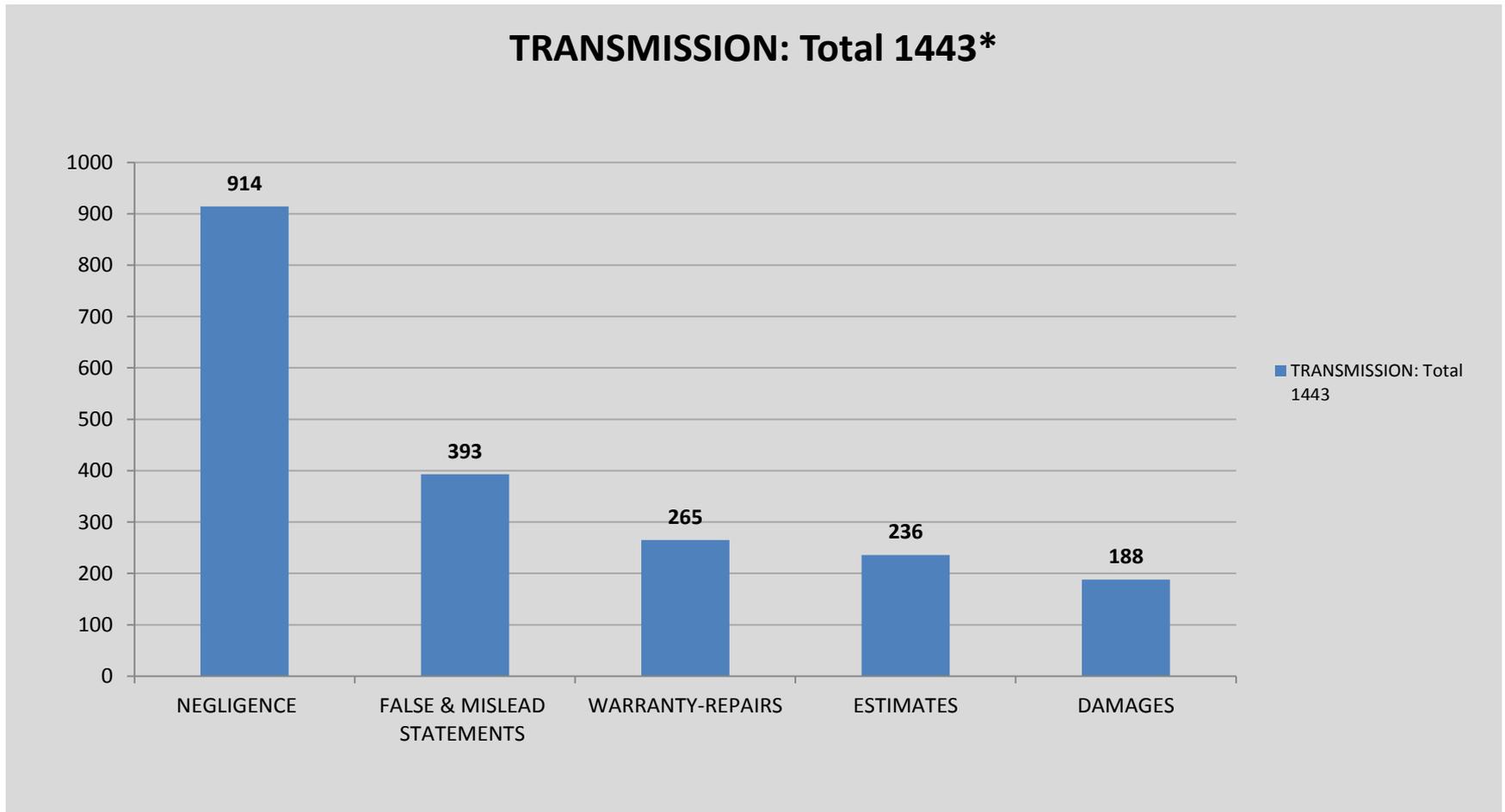
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FY 2014-15 Complaint Allegations Top 5 by Trend Category



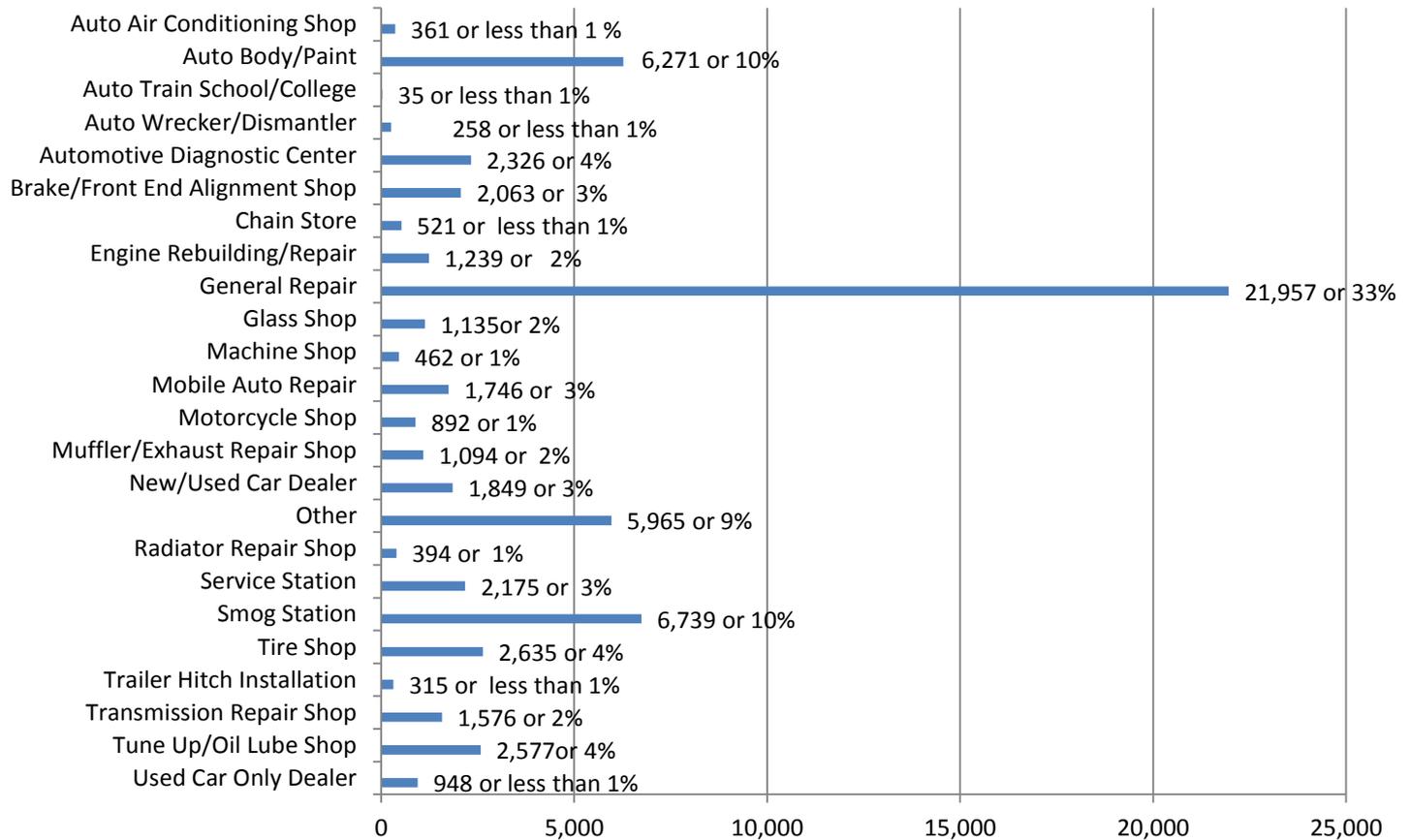
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

Primary Business Type FY 2014/15



UNAUTHORIZED BAR 97 TEST STATISTICS
as of 6/30/2015

Citations Served for Incorrect Test		
Type	Privilege	Number
TC	Reg.	24
TC	STAR	76
RC	Reg.	61
RC	STAR	52
Technicians		224
Total Citations Served		437
Total STAR Stations		128

Questions and Comments

Submit additional questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

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Rancho Cordova, CA 95670

Phone: 916-403-8060

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