

MT. DIABLO—CHAPTER 20



ASCCA CHAPTER 20, Volume 15, Issue 1—JULY 2019

JULY 10, 2019

President's Message - July 2019

Hello Chapter Members.

Last month's Chapter meeting was a very good one. I know that everyone is super busy and it is tough to get to some of the meetings but please make them if you can. There is so much information now that, to me, sometimes it is a bit overpowering. That is why we all need help from our chapter trainers and all the available resources from the ASCCA. This is the reason for the chapter meetings.



We have decided to postpone our Vendor Fair from this month until November. There was almost no interest in attendance at this time of year. Again, everyone is super busy and using vacation time as well. We will keep you all informed very soon with the reschedule.

Lastly, as the digital world moves forward I, for example, am dealing with more and more customers supplying their own parts. It is a just reality of the performance segment in automotive. One thing I have started to educate my customers on is, that if they are supplying me with their own parts for their cars, they are the general contractor on the project and I am only a sub. Meaning that any parts failures, wrong parts, poor fit, etc. they are on the hook for additional labor and time to correct their own suppliers' mistakes. I am seeing that a few customers don't want to really deal with all the hassles that we go through every day, all day long. It's gonna take a while to get the genie back in the bottle. One customer at a time.

Have a great July. *Steve.*



www.ascca.com

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DIRECTOR

Dennis Nolen.....831-430-6402
dnolen@webmail.oreillyauto.com

POSTPONED UNTIL NOVEMBER!

Automotive Service Councils of California
ASCCA Mt. Diablo Chapter 20
brings you our 2019 Vendor Fair!
 July 17, 2019 ~ 5:00 - 8:30 pm
 Zio Fraedo's
 Vendor Fair at the hot summer days cool indoor venue of Zio Fraedo's

Attendees:
 One per shop free for Chapter 20 members
 Additional ASCCA members
 Networking opportunities

Vendors - for details
 Mary Kemnitz
 D&K Enterprises
 925-46-2424 or
 925-356-0683

Event info
 Ginger Exner -
 gexner6359@aol.com
 925-356-0683
 editor2019@sonic.net

611 Gregory Lane, Pleasant Hill, CA 94523



Chapter Rep Report

July, 2019



The state ASCCA has sent out an email to all of its members hoping to get some information about various aspects of our organization and benefits from our membership. There are 33 questions, which may seem too lengthy for some. But the directions the questions go are varied.

The information gleaned from the survey should help us help serve you, our members, better. I did the survey last week. It takes a little bit of time. Leave the survey window open and you can come back to it later if distracted by work. If there are questions you don't have the answer to, skip them. Some information is better than none.

We hope the answers we receive will better provide focus for where the resources we have can best be utilized, be it Connected Cars digest, the half hour of our lobbyist and attorney Jack Molodanof's time for your legal questions, the technology needed going into the newer ADAS equipped vehicles....we need your input to better serve you.

Please let us know if you are willing to help out on our Chapter 20 Board if you feel the questions being asked could be better. As a volunteer board we could use the help.

Rich Lezcano

Chapter 20 Chapter Rep

925-680-6946 office | 925-899-8813 cell

Survey link is on the next page ...



The No-Show Dilemma

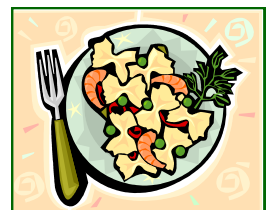
A Note from the Editor ~ There were **EIGHT** no-shows last month, which cost the Chapter \$280 ~ Carolyn braved the traffic from San Francisco to be at the meeting sharing her inspiration and extensive knowledge.

No-shows cost your Chapter money! The chapter pays for the number of meals ordered, which is

why the 'head-count' counts!

Plan ahead - Consult the Meeting Calendar in the newsletter - and ...

Come if you said you would!



How to Stay "Connected"!
with Carolyn Coquillette





Automotive Service Councils of California
Professionals in Automotive Service ~ Since 1940

Take our Membership Survey and Win an iPad!



ASCCA Wants to Hear Your Voice!

ASCCA: "To Elevate and Unite Automotive Professionals, and Give Them Voice." Let us know what you are thinking and help shape ASCCA's future by participating in a survey.

If you've already taken the survey great! ASCCA appreciates your input! If you haven't taken it yet, we invite you to participate.

Participants will be entered into a prize drawing that will include a chance to win one of the following items:



Two Apple iPad's

Sponsored by



One \$500 Amazon Gift Card

Sponsored by



Five \$100 Amazon Gift Cards

Sponsored by

The deadline for submissions is midnight on **August 30** and the prizes will be presented on September 7 during the Team Weekend event, September 7-8, 2019, Gustafson Brothers Automotive, 19161 Gothard St, Huntington Beach, CA 92648.



TAKE SURVEY

CHAPTER 20 MEMBER LIST

Ace Auto Repair & Tire Ctr George Chavez 2560 San Ramon Vly Blvd. San Ramon, CA 94583 925-743-1552	D&H Enterprises Dave & Mary Kemnitz 2689 Monument Blvd Concord, CA 94520 925-356-0683	Gene's Auto Repair Tracy Renee 37 Tennessee Street Vallejo, CA 94590 707-642-1900	Monkey Wrenches, Inc. Ted Curran 8130 Brentwood Blvd Brentwood, CA 94513 925-634-4145	S.P. Automotive Supply Steve Markus 3410 Pacheco Blvd Martinez, CA 94553 925-372-4930
Acalanes High School Grant Cusick 1200 Pleasant Hill Road Lafayette, CA 94549 925-935-2600	Devil Mountain Diesel Jason Loelieger Mark Fuenzalida 1500 3rd Avenue Walnut Creek, CA 94597 925-954-8582	Gilmores Auto Service Phillip Sanders 2151 N. Broadway Walnut Creek, CA 94596 925-939-9430	Moraga Motors Ron Schumacker 530 Moraga Road Moraga, CA 94556 925-376-0692	Simply Superior Auto Body Rich & Jennifer Lezcano 2110 Market Street Concord, CA 94520 925-680-6946
Alhambra High School Brian Wheeler 150 E Street Martinez, CA 94553 925-313-0440	Diablo Auto Specialists Tim Stussi 1413 Carback Avenue Walnut Creek, CA 94596 925-932-6701	Hagin's Automotive, Inc. Andy Hagin 3725 Alhambra Ave Martinez, CA 94553 925-228-5115	Orinda Motors Allen Pennebaker 63 Orinda Way Orinda, CA 94563 925-254-2012	Solano Community College Paul Hidy 1687 North Ascot Parkway Vallejo, CA 94591 707-864-7000, ext 5746
Airbag Service & Techzone Matt Patterson 32 California Ave, Ste A Pleasanton, CA 94566 800-763-8588	Dick & Ryan's Auto Repair Trevor Stoneham 1679 1st Street Livermore, CA 94550 925-373-9055	Hunt & Sons Tim Lockhart 485 Industrial Way Benicia, CA 94510 707-747-9500	Orinda Shell Auto Care Kathy Mitchell 9 Orinda Way Orinda, CA 94563 925-254-1486	Solano Way Auto Repair Ken R. Fritzberg 2197 Solano Way Concord, CA 94520 925-676-2890
All-Flow Muffler & Auto Danny Larson 3900 Pacheco Blvd Martinez, CA 94593 925-229-3044	Digital Financial Group Shannon Devery 1329 Hwy 395 N., Ste 10 Gardnerville, NV 89410 626-476-9016	JJ Auto Repair Victor & Teresa Gonzalez 6300 Brentwood Blvd, #A Brentwood, CA 94513 925-513-5927	Scott Phillips, CPA 3011 Citrus Circle, Ste 204 Walnut Creek, CA 94598 916-274-0600	Standard Motor Products Joe Schwartzbine 1460 Arvilla Drive Sacramento, CA 94582 916-606-0985
Autotron Service Center Ryan Tunison 3688 Washington St. Ste F Pleasanton, CA 94566 925-484-2400	Dublin Car Tek Tim Johnson 6008 Dougherty Rd. Dublin, CA 94568 925-829-9300	Lehmers Concord Caroline Anderson 1905 Market Street Concord, CA 94520 925-827-2077	Precision Auto Repair Tyler & Renee Edgren 164 A Wyoming Street Pleasanton, CA 94566 925-462-7440	Superior Auto Parts Horacio "O" Parra 1055 Detroit Avenue Concord, CA 94518 925-305-1624
BG Fleming Distrib. Co. Christopher Smith 1011 Suncastr Lane El Dorado Hills, CA 95762 916-223-0559	European Auto Repair Carlos Showing 1573 Third Avenue Walnut Creek, CA 94597 925-944-5606	Liberty High School Jonathan Dorr 850 Second Street Brentwood, CA 94513 559-977-0181	Randys Mobile Mech'l Svc Randy Wilferd 2750 Cloverdale Ave. Concord, CA 94518 925-288-0766	Tuolumne St Auto & Elec John McLaughlin 635C Tuolumne Street Vallejo, CA 94590 707-648-3434
Burrough & Sons Automotv Tom Burrough 5154 Sobrante Avenue El Sobrante, CA 94803 510-222-3330	European Autotech Chris Murad 31 Beta Court, Ste J San Ramon, CA 94583 925-820-6460	M Service Dante Paulazzo 2008 Mount Diablo Blvd. Walnut Creek, CA 94596 925-932-8744	Rich's Auto Service Louis Volpone 839 Ygnacio Valley Rd Walnut Creek, CA 94596 925-937-3434	Walnut Creek Automotive Bill & Jeff Boaman 1855 Contra Costa Blvd Pleasant Hill, CA 94523 925-849-6440
Clayton Valley Auto Svc Harold Naipo/Terry Ketchel 1505 Rishell Drive Concord, CA 94521 925-682-2281	Five Star Automotive Brian & Janice Andrews 1440 Concord Ave. Ste C Concord, CA 94520 925-609-7827	Mekatron Concord Ian G. Miller 1771 Concord Ave Concord, CA 94520 925-687-8300	SC Fuels Mark Williams 2075 Alum Rock San Jose, CA 95116 408-625-6059 657-236-8175	West Coast Muffler & Tire Steve Elstins 2090 Market Street Concord, CA 94520 925-676-8376
Commans, Walt ASE W. States Consultant 5312 Quail Ridge Terrace Anaheim Hills, CA 92807 714-974-3208	Frank's Auto Service Margaret & Dave Frank 1255 Boulevard Way Walnut Creek, CA 94595 925-942-3677	Mendelson Autobody Ted Mendelson 38 Beta Court, Ste A5 San Ramon, CA 94583 925-838-2343	S.G. Auto Repair Sergio Garcia 517 C San Pablo Ave Pinole, CA 94564 510-964-1541	50/50 Xtreme Auto Glass O'Neill Tasleem 2098 Market Street Concord, CA 94520 925-676-2000
Contra Costa College Bobby Sturgeon 2600 Mission Bell Drive San Pablo, CA 94806 510-215-3976	Fuenzalida, Bob Ch 20 Member Emeritus Cars R Us 2269 Bromfield Court Walnut Creek, CA 94596 925-683-2310			



From: Dave Schedin
Sent: Tuesday, July 09, 2019
To: Mary Kemnitz
Subject: Service Advisor Diag & PM Services Workshop

Hi Mary,

It was great to visit your chapter last month and thank you again for the opportunity to do a brief speaking about the upcoming Service Advisor Workshop in the Eastbay area.

Attached is an updated flyer for the workshop to be held in the Castro Valley area on Saturday July 27th.

If your chapter has 10 or more people in attendance then \$25 of each tuition will be donated back to chapter 20. This workshop is great for advisors, owners, and techs as well will be going over P.M. chemistry and sciences of the fluids as well as the Diagnostic section for processes affecting technicians.

This workshop includes Breakfast (7:30am) and Lunch.

Your support for this workshop would be greatly appreciated.

Thank you and have a great week!

“Every champion was once a contender, intentional in their training.”

To your success! *Dave*
Dave Schedin,
CEO Coach & Mentor
CompuTrek Automotive Solutions
253.732.5229
www.computreksystems.com





www.CompuTrekSystems.com



**DAVE SCHEDIN, CEO
COACH & TRAINER**

Morning Session

PRESENTING and SELLING DIAGNOSTICS WITH VALUE

This 4 hour **COMPUTREK SEMINAR** will **EMPOWER** your *Service Advisors* by demonstrating **“HOW TO”** create profitable diagnostics **AND** reduce the number of phone calls per job on average – by 3+ calls!

PLUS – teach you HOW TO GET PAID for the diagnostics you’re doing but **NOT** getting paid for!

VALUABLE TOOLS YOUR ADVISORS WILL LEARN

- A toolbox of effective vocabulary every Advisor needs to present and sell diagnostics properly and profitably.
- Relational selling techniques – selling **VALUE** rather than price.
- Get paid for the Diagnostics your team is doing **BUT NOT** collecting for!

SATURDAY

July 27th

AM Session
8** AM – 12 PM

PM Session
1 PM – 5 PM

\$325* Members
Includes
**Breakfast 7:30am & Lunch
2nd + person \$300 each
4 or more Team max \$1,000

***\$375 / NON-member**
*After 7-19-19 all tuitions at \$375

Reservation Hotline
253-732-5229

Afternoon Session

PRESENTING and SELLING P.M. SERVICES WITH VALUE

This 4 hour **COMPUTREK SEMINAR** will **EMPOWER** your *Service Advisors* by demonstrating **“HOW TO”** create profitable PM Services **AND** High Efficient Canned Jobs.

- A toolbox of effective vocabulary every Advisor needs to present and sell PM Services properly and profitably.
- Relational selling techniques – selling **VALUE** rather than price.



JP's Family Restaurant & Sport Lounge
3600 Castro Valley Blvd
Castro Valley, CA 94546

COMPUTREK COACHING & TRAINING
 Virtually & Remotely Operated in the USA & Canada – where you are, we will be.

EMAIL
dave@computreksystems.com

ASCCA's September Team Weekend - September 7-8 in Huntington Beach

Join us in Huntington Beach for the September Team Weekend. Registration is now open. Sign up TODAY!

ASCCA Education and Training on Saturday featuring:

- Future of the Auto Repair Industry with Bob Cushing, **WORLDPAC**
- Be a 5-Star Shop on Google, Facebook and More! with Jenna Simon, **Broadly**
- Auto Industry & Young Tech Involvement with John Gustafson, **Gustafson Brothers Automotive**
- [Click here](#) for more information on the Education and Training

September 7-8, 2019
 Gustafson Brothers Automotive
 19161 Gothard St, Huntington Beach, CA 92648

[Click here to read more and register](#)



Automotive Service Councils of California
Professionals in Automotive Service - Since 1940
www.ascca.com

Education & Training
September 7, 2019 1:00 - 5:00 pm
Gustafson Brothers Automotive
 19161 Gothard St,
 Huntington Beach, CA 92648

Register Now!
www.ascca.com or 

Agenda

1:00 - 3:00
Future of the Auto Repair Industry
 Bob Cushing, **WORLDPAC**

3:15 - 4:15
Be a 5-Star Shop on Google, Facebook and More!
 Jenna Simon, **Broadly**

4:15 - 5:00
Auto Industry & Young Tech Involvement
 John Gustafson
 Gustafson Brothers Automotive

Special Speaker

Bob Cushing

Bob Cushing is President and CEO of WORLDPAC. His years of experience in the Automotive Aftermarket Industry has led him to believe in partnering with independent repair shops and owners in order to give them the best business solutions and tools possible. They're committed to offering the quality trained parts that independent shop owners depend on to get the job done.

Other Speakers




Contact Us
www.ascca.com / 800-810-4272

Follow Us
   

ESi 2019 Northern California Schedule!

2019 Professional Business Development Northern California Schedule Monday Evening 6:30PM to 9:30PM

July 22	Martinez	Service Advisors Roundtable	Sit down with your service advising peers to discuss the challenges facing service advisors in repair shops today. No subject is off the table! Phone shoppers, quoting prices, the internet customers, or owners and staff.	SERVICE ADVISORS
September 16	Martinez	11.5 Ways to Massively Grow Your Customer Base in 30 days	Need to get some new business and do so quickly? Lost too many customers over the last few years? Want some new marketing ideas or maybe some new ways to use the old ones? In this workshop, you will learn the many tried and true ways to massively grow your customer base very quickly.	OWNERS/ MANAGERS
December 7	Martinez	Owners Roundtable	Sit down with other owners and managers to have an open honest and frank discussion on the Good, Bad and the Ugly of shop ownership today	OWNERS/ MANAGERS



Hagin's Automotive
3725 Alhambra Ave. Martinez, Ca 94553



ASCCA Member Exclusive Offer!

ASCCA Partners with Educational Seminars Institute (ESi) again to Bring You Special Course Offerings
Seminar courses are normally \$149.95. ASCCA members pay only \$95 per attendee -- a savings of almost \$55 per class! Service writer courses are normally \$1,795. ASCCA members pay only \$995 per attendee!

[Click here to take advantage of this offer](#)

WYNKR 3/5/19



Service Advisor School of America

July 13-14 | 8 am till 6 pm

Crowne Plaza, 45 John Glenn Drive, Concord, CA



- *Is your service adviser losing their edge?*
- *Are Sales and customer service slipping through their fingers?*
 - *Are the sales just not being made?*

It doesn't matter if your service adviser is a 20-year veteran or a one week experienced rookie, educational seminars Institute's acclaimed two day Service Adviser School will make a huge difference in their performance.

Did you invest in electronic inspections and don't seem to think it's helped your sales? Is your service writer using the correct sales techniques to make them pay off?

This innovative 2-day class is designed to give the maximum instruction time through its small class size (Maximum 10 Students) and personal attention.

Call Now To Reserve Your Seat - 805-526-3039 or email MAYLAN at MAYLAN@esiseminars.com



Random Thoughts

July 2019 ~ by Jerry Kubitsky



- Upset customers: Sometimes they just want to be heard. The hardest thing is to sit and listen. Let them vent. Listen with interest, take notes and don't argue. Your goal is to let them leave your place feeling like they are whole again. I know a lawyer who saved a client millions because she just listen to the plaintiff.
- Create your own "On Hold" message. I purchased On Hold Plus and it came with a program for recording, including choices of music that could fade in and out, as well as other voices. I wrote several scripts and it came out great. If you don't feel good about your voice, ask a friend or hire a company. On hold messages are very professional but in your own voice it becomes more personal.
- A drawer full of screws and nuts. My neighbor has these little boxes filled with similar screws and nuts. He keeps them in the top tool box draw all nice and neat. I needed a 6mm screw the other day and found one easily. Great idea.
- Returning cores and unused parts quickly. Schedule every two to three days to send back things. If you don't, they'll pile up quickly.
- Google has a program called Keep. Great "To Do" list that is easy to use. Use several to help keep yourself organized.
- Blog. Many people have a hard time writing. Maybe you're scared about writing or not sure what to say. You're an expert in your field. Write about dirty air filters or the virtues of using quality parts. Talk about the customer who you saved them thousands by checking out the car first. Ask for someone to review it before posting.
- Went by a friend's shop today. He had a dead palm tree in a container. What do you have greeting your customers? Dead plants, weeds, faded signs? Step back and look and then make any changes.

Sincerely,
Jerry Kubitsky
ASCCA Chapter 24



(619) 335-4324
7633 El Cajon Blvd #100, La Mesa, CA 91942



Did you know that your ASCCA Membership grants you access to an exclusive dental program?

Group Dental Insurance options are often limited for smaller employers, but not when you take advantage of group buying power through the ASCCA's exclusive dental program. With no contribution required by the employer, and only one enrollee needed for coverage, this plan is a great way to enhance the benefits you provide your employees.

Even if you aren't offering benefits, you can roll out this plan quickly and easily for any employees interested. And with three plans to choose from, there is a price point for every budget.

Program Features:

- Multiple plan options, both HMO & PPO available.
- National A++ Rated Carrier.
- Preventive care doesn't count toward annual max (High Option PPO Only).
- Annual Max Rollover Feature on PPO Plans.
- No employer contribution required.
- Can start with just one enrolling employee.
- Competitive rates.

Check out the plan details [here](#).

Additional info on Page 12



2019 Meeting Calendar

NOTE Chapter 20 meetings will be held on the 3rd Wednesday

January 16, 2019 ... Round table discussion with Los Medanos College on their auto program and possible intern program. Also meet **Elie Massabki!**

March 20, 2019 ... Assemblyman Tim Grayson
on upcoming legislative issues (Legislative Day coming up April 23rd!)

April 17, 2019 ... High School Diagnostic Challenge
at Superior Auto Body

May 15, 2019 ... Joint Meeting with Chapter 16
at Orinda Motors, with **Maylan Newton** as guest moderator

June 19, 2019 ... Carolyn Coquillette
How to stay "Connected"!

July 17, 2019 ... Vendor Fair **POSTPONED TO NOVEMBER**
at Zio Fraedo's

September 18, 2019 ... Jennifer Filzen
Rock Star Marketing

October 16, 2019 ... ESi Maylan Newton
on Influence - Positive and Negative

November 20, 2019 Joint Meeting with Auto Body and Tow Truck Industry
(to be confirmed)

All meetings subject to final confirmation by scheduled speakers and Board. If you need more information about ASCCA Chapter 20's meetings, please contact Steve Elstins, West Coast Muffler, 925-676-8376 OR Mary Kemnitz, D&H Enterprises, 925-356-0683



Chapter 20 appreciates its Associate Members and Branch Members

BG Fleming Distributing Co.	Christopher Smith	916-223-0559	csmith@bgfleming.com
Hunt & Sons	Tim Lockhart	707-747-9500	tlockhart@huntnsnons.com
Scott Phillips, CPA, Inc.	Scott Phillips	925-274-0600	scott@cpaman.com
SC Fuels	Mark Williams	408-625-6059	williamsm@scfuels.com
		657-236-8175	
S.P. Automotive Supply	Steve Markus	925-372-4930	smarkus@spauto.com
Standard Motor Products	Randy Dorman	(916-606-0985)	rdorman@smpsfa.com
Superior Auto Parts	Horacio "O" Parra	925-305-1624	horacio@trimoninc.com

Hi there, Walt!

I think this is an outstanding and detailed history lesson on the beginnings of ASE...lest we forget from where we came.

<https://www.nada.org/Reflections/PohankaASE/>

Thank you for being such a great leader and friend for so long! If not for ASE, and those first certification tests, I would not have accomplished the career that I still enjoy today. Because of my affiliations with ASE, you have personally influenced and taught me a lot and I am forever grateful for your mentorship.

Best Regards, John Saia




ASE: The Early Years

By John J. Pohanka

In December of 1968, and then in the spring and October of 1969, the Senate Antitrust and Monopoly Subcommittee on Auto Repair Legislation met in Washington, D.C. Sen. Philip Hart (D-Mich.) was the chairman of that committee. They were looking at legislation to try to improve the quality of automotive repair. There had been considerable press about improper and unnecessary repairs performed by auto repair shops.

Joan Claybrook, a consumer advocate, was very much in the news in those days, writing stories about people being ripped off by auto repair men. There were other stories, too. *60 Minutes* did two programs with Morley Safer on the subject, and they pretty well told the story of how bitter some people felt about their auto repair experiences.

The legislation proposed was to establish diagnostic centers where people could take their cars to be diagnosed, which, in all likelihood, the government would operate. In addition, they proposed the licensing of automobile mechanics, with the thought that by licensing they could provide standards of competency and a means to punish any fraudulent actions.

At the first subcommittee meeting, this legislation was proposed. Several organizations supported the idea—the Federal Trade Commission, the Department of Transportation, some representatives from New York state government, and the Machinists Union.

The National Automobile Dealers Association was asked to attend that meeting and to state its position on the proposed legislation. Warren McEleney, an Oldsmobile and Cadillac dealer from Clinton, Iowa, spoke for NADA. When questioned by Senator Hart, he answered that NADA had never considered the idea and did not have a position at that time. Hart responded that he would like for NADA to think about all this and come back to the spring session of the committee with some thoughts.

I was in the audience at that time, because I had sold a new Oldsmobile to Hart, had formed a friendship with him and was very much interested in the service end of the car business. Knowing this, then-NADA President Lyman Slack, a Chevrolet dealer from Portland, Ore., asked me if I would form a committee of dealers to study the question and make a recommendation to the NADA board as to what its position should be. So I put together a committee of local dealers to think about this on NADA's behalf. I saw this as a unique opportunity for me to get involved with an issue that could have major consequences for the auto industry. Could this lead to the kind of "impact" that Val Chaslowski had discussed with me? Having a previous relationship with Hart would be helpful.

Paul Herzog, an NADA staff person at the time, suggested to me that our committee meet with the General Service Managers' Committee of the Automobile Manufacturers Association (AMA) to study the question. AMA's members were the domestic manufacturers at that time. No import manufacturers were members. This evolved into a historic meeting, since the two organizations had never met before to address an industry issue.

Prior to meeting with the manufacturers, our committee, on the advice of NADA executive vice president Frank McCarthy, met with the Independent Garage Owners Association, the Automobile Service Industries Association and the National Congress of Petroleum Retailers to get the thinking of other parts of the industry.

The Independent Garage Owners Association (IGOA) already had in place a mechanics' certification program, called the National Automobile Technicians Certification Board. They worked very hard to develop test questions, and their thought was to certify mechanics rather than license them.

Continued on next page

ASE: The Early Years - continued

There were certain problems with that program, worthy as it was. There was a question as to whether the tests were completely secure; copies of the tests were in several hands. Also, few questions were changed from test to test. But all in all, considering the limited funds available to IGOA, it was an excellent effort in the right direction.

At the meeting with IGOA, I found out that feelings ran rather strong in our business. Mel Turner from IGOA was particularly incensed, because he had heard that the NADA president, Lyman Slack, had referred to his members as "alley mechanics." I came to realize at this meeting that when emotions run high, it is not easy to get diverse groups to agree, even when there is a common cause, but overall it was good meeting, and an important one. We parted on friendly terms and agreed to stay in touch.

Our NADA committee next met with AMA's General Service Managers' Committee, whose chairman was George Brown of American Motors. It also included John Bates of General Motors, Magnus Von Braun (the brother of Werner von Braun, the space scientist) of Chrysler and Ed Williams of Ford.

In planning this meeting, we asked Dr. Ben Shimberg of Educational Testing Service (ETS) in Princeton, N.J., to discuss with us the pros and cons of licensing. Shimberg had written a book on licensing and how it had performed in the marketplace. He had come to the conclusion, after a great deal of study, that licensing did not work. It did not achieve its objectives, either in raising skill levels or in controlling fraud.

Why not? Well, to start with, licensing skill levels normally are set quite low. Think of a driver's license. It doesn't take much driving skill to get a driver's license. As for revoking a mechanic's license because of fraudulent activity, think of the number of drivers who have had DWI violations and continue to hold a driver's license; it would be unlikely that a mechanic committing a fraudulent act would have his license revoked, since it would deny him the right to work.

Finally, when you create a licensing program, you normally give a license to everybody who is out there already operating, so you bless any incompetency that already exists. After listening to Shimberg, we felt that we should tell Senator Hart that licensing was not a good idea for the industry or for the public. But, we thought, was there another approach to the problem that might work?

Lessons from Another Industry

My brothers-in-law, Jack Powers and Wayne Parker, had taken CLU and CPCU tests in the insurance industry to become certified, and though I realized that most people who bought life insurance didn't know what in the world "CLU" meant next to the agent's name on his card,

people in the industry respected "certified life underwriters," because they knew that the tests were tough

and that, compared with his peers, anyone certified had a proven high degree of knowledge about insurance.

So I asked Dr. Shimberg if we could develop a voluntary certification program for mechanics where standards could be set high so as to be meaningful to mechanics, employers and consumers alike. Dr. Shimberg, who had been involved in developing college board tests and many other programs at ETS, assured us that it could be done.

I said, "Well I assume that if we have a test, it can't be a written test. It's going to have to be some kind of hands-on test." Shimberg responded that it would not have to be hands-on; written questions could be developed that would show if the person had the knowledge to do the work and could do the work. He said that ETS had developed tests for cosmetologists and could do the same for mechanics.

We asked him how we would go about creating such tests. He responded that first we would have to decide what areas of repair work we wished to certify and what would be the standards for certification in each area. Once that was established, test questions would have to be developed and a validation study done to see if the test results were commensurate with the skill levels of those tested.

The program would have to be an ongoing program. Questions would have to be changed periodically. Tests should be given under very secure conditions, like the college board tests, maybe twice a year at given test centers. It would be expensive to develop, but it could be done.

In listening to this, we felt that if we could do this, there would be many benefits to the industry and to consumers. If we could identify the competence that is out there, and then encourage mechanics to improve their knowledge and skills, we could do many things. To start with, we could improve the image of the mechanic himself. There had never really been a program to give mechanics much recognition of any kind, particularly of a national nature. In a sense, they were to some degree a downtrodden lot, and after watching *60 Minutes* and reading some of Joan Claybrook's articles, some of their wives and mothers probably felt that they should get a "respectable job."

In addition to giving the mechanics some recognition, it would enable an employer, in hiring a mechanic, to have some concept in advance of how good he is, instead of putting him to work in hopes that he would work out. Also, it would allow the consumer, if he so wanted, to seek out such a certified person. Everyone would benefit if we could do this, and as we talked about it, I got rather excited.

Continue reading [here](#)



Project Update!

The build is going well. We sent the truck off to get primer and paint. We finished staining the wood for the bed of the truck. The engine is rebuilt and we switched over from carburetor to fuel injection. We are in the process of rebuilding the transmission.



We are still in need of donation/discount for rims and tires. We are also in need of volunteers for next year starting in August. Nick

Nick Brys: 916-804-5911 nicholis.brys@cityofconcord.org ;
 Scott Smith: 925-603-5859 scott.smith@cityofconcord.org



Chapter 20's Newsletter begins its 15th Year!



AUTOMOTIVE SERVICE COUNCILS OF CALIFORNIA
ASC REGION 1
 REPRESENTING CHAPTERS 9, 16, 20 & 23
 REGION 1, VOLUME 1, ISSUE 2 JUNE 1, 2005

REGIONAL ROUNDUP

Celine Haugen, new Regional Administrator for Chapters 9, 16, 20 and 23, officially began her duties on May 1st. The concept behind the regional pilot project is to help take the load off chapters and their members, along with creating a lot more interaction, sharing and communication between chapters. Additionally, Celine hopes to bring chapters more into the 21st century (mostly done which will strengthen them).

helping small, independent businesses, which forms the backbone of the economy. So what exactly has Celine been doing this first month? Well - those was the Marine World Fun Day invitation (from Ch 20 to be extended to other chapters - a new meeting venue to be arranged for Ch 9 - visits to Board or Chapter meetings for Chapters 16, 20 and 23 (9 is next!) - getting to know Shelly Levy, Shwena Scott and the other staff at the State ASCCA office - an orientation session - updating of mailing lists and speaker lists - a little meeting - presentation work -

our priorities (and idiosyncrasies!) - leaving automotive industry acronyms - contacting a couple of potential speakers - gathering information for the first Region 1 newsletter ... and having a new transmission installed in her van, which conveniently went out just three miles from ARA Transmissions in Santa Rosa (when she had met just the week before at Ch 20's Board meeting!). We look forward to a successful regional pilot project, to your feedback, and to continuously improving ASCCA services to all its members.

IN THIS NEWSLETTER LOOK FORWARD TO:

- Looking at individual Region 1 Chapter news
- Region 1's first historical "exploration"
- Chapter President Message
- Finding out what the auto is doing this month
- Important dates
- 2005 State Board list



REGION 1, VOLUME 1, ISSUE 2

PAGE 4

Mt. Diablo Chapter 20, June 2005



ASCCA Chapter 20 MISSION STATEMENT
 "To promote professionalism throughout our industry by upholding our state code of ethics and sharing our successes and failures with our members and

President's Message

Due to an astounding positive response our new home for the dinner meeting is Mudd's Restaurant, 10 Boardwalk, San Ramon CA 94583, 925.837.5387, The third Thursday of each month @ 7:00pm - We have asked that coffee and a desert be added to the menu. We got the coffee - The dinner seems to be good enough to not worry about the dessert.

We look forward to seeing you at The Phoenix in The Park On June 12th. We will have give away gifts for the dinner portion of the program.

The Techhelp Class Series will start on June 8th, so far the interest is fantastic. There are still seats available so don't delay, call or fax you're reservations in. The topics will include Air Conditioning, Hybrid Vehicles, Tech Class for Service Advisors, Code EVAP, Test Air Fuel Sensors and OBD II "The Rest of The Story". The series will cost each ASC Member shop \$519.00. This will include two dinners at each class. Each shop can bring all of their technicians to each meeting, but you will have to pay for additional dinners at \$15.00 for each technician. You can sign up until the night of each class. Classes are available A La Carte at list price of \$130.00 per class.

Our Chapter along with Chapter 9 Napa, Chapter 16 East Bay, Chapter 28 Santa Rosa have been selected to participate in a pilot program to bring a shared administrator to help with the day to day background duties of running the chapter. One of the advantages is an on line or E-Mail based E-Mail newsletter. Join is our first on line newsletter is due to be sent this month.

Roster and sign up sheets for Techhelp class series and Marine World Fun in The Park Sign Up sheets are available on line @ <https://www.Hans-specialties.com/asc-20.htm>

Hans Hiller
 Chapter 20 President

MEETING SCHEDULE

JUNE—Picnic in the Park, Marine World, June 12th

JULY 21st—Tony Wilson, BAR

AUGUST 18th—West Commons, ASE

Mudd's Restaurant, 10 Boardwalk, San Ramon
 Social Gathering 4:30 p.m.
 Meeting/Dinner 7:00 p.m.
 (925)837-5387

OFFICERS & BOARD

- PRESIDENT**
 Hans Hiller ... 925-602-2688
VICE PRESIDENT
 Tim Swick ... 925-932-0701
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SHOP TEAM SELFIE CHALLENGE



2018 Grand Prize Winner

Runs June 3 - August 30, 2019

#MyShopTeamSelfie

We know it takes an entire shop to get the job done day after day. That's why we want to showcase your entire team during SMP's 100th anniversary celebration with our special 'Shop Team Selfie Challenge.' You can win a prize that will benefit your entire shop.



Winning shop receives \$5,000 for a Shop Appreciation Event

HOW IT WORKS

1. Take a group selfie with your technicians and employees
2. Upload to Facebook, Instagram, or Twitter with the hashtag #MyShopTeamSelfie.

SMPShopTeamSelfie.com

NO PURCHASE NECESSARY TO ENTER OR WIN. A purchase will not increase your chance of winning. Open to legal residents of the 50 United States, D.C., and the provinces of Canada (excluding Quebec). Promotion is void where prohibited or restricted by applicable law, and all applicable federal, state, provincial and local laws and regulations apply. For Official Rules, go to www.SMPShopTeamSelfie.com




When ASCCA members have us administer their benefits program, we also include:



- HRIS onboarding and enrollment platform (Retail: \$40-\$60/year per employee)
- COBRA Administration (Retail: \$20/year per employee)
- ERISA Plan Document and Summary Plan Description (Retail: \$800-1500/year)
- Section 125 Plan (Retail: \$150-\$250/year, plus per employee fees for FSA plans)
- IRS Form 1095 Reporting (Retail: \$70-\$100/year per employee)
- Online HR Support Dashboard, Hotline and Document Generator (Retail: \$1,700/year)
- Training Portal including Sexual Harassment Prevention Training (Retail: \$4000/year)

Approximate annual value for an employer with 5 employees: \$8,100
Approximate annual value for an employer with 100 employees \$22,400

Contact Mat Nability at CoreMark Insurance (mnability@CoreMarkIns.com) or (916) 286-0918

ASAP

**Auto Shop
Accounting
by Phillips**
www.asapcpa.net

**Is your business making the
“Bottom Line” profit it should?
If not, what can you do about it?**

- ◆ **What is your labor rate? Should it be higher?**
- ◆ **Do you charge for diagnostic work? Should you?**
- ◆ **What about Parts Markup? What do successful shops charge?**
- ◆ **How much would your “Bottom Line” increase if you could improve your gross profit by just 5%?**

The “Bottom Line” is that our accounting, payroll and tax service is geared to help you make the most profit and pay the least amount of taxes legally, all at an affordable fixed fee. Please call me today for your FREE consultation to see how my 40 years of experience can help your shop run smoothly on all cylinders!



**Book your free
one-hour
consultation today
Scott Phillips
Call (925)478-3943**



**Having Trouble Hiring Qualified
Candidates? Need a Temporary
Employee on a Short Notice?**

Finding qualified candidates is a full-time job that most shop owners don't have time for. Technology makes it easy for applicants to apply for 10-20 jobs at a time. Mechanics Marketplace puts you in front of the line and screens the best candidates for you to interview first.

Here's what Mary Kemnitz from D&H had to say: *“After months of unsuccessfully searching for technical staff we discovered Mechanics Marketplace. The service is incredible. Within two days, several interviews were scheduled and we were able to choose from candidates that were both skilled and fit into our business culture beautifully. 5 stars to Mechanics Marketplace!!”*

For more information, call Elie Massabki at 650-867-1072 and register for free to find temporary employees at:
www.MechanicsMarketplace.com

Hans' Training Resources

ESI – Maylan Newton - Service advisor and Owner management training 888-338-7296

Worldpac Training – worldpac.com/training – Offers both management and technical training, local classes available

Car Quest CTI - Offers technical training 1 class every 2 months, contact your sales representative for more details.

Techelp - Longer term training to bring your people up to speed with late model electrical systems and classes for smog update and new licensing. Contact Jon Brown: 888-747-8888. Or see his schedule at www.tec-help.com

ATG – Automotive Training Group www.atgtraining.com – Advanced training various topics. 800-233-3182,

RLO Training/Bottom Line Impact Groups www.rlotraining.com

ATI – Autotraining.net – Offers coaching services for shop owners

Elite – Eliteworldwidestore.com – On line and service advisor training

SSF offers European training topics (MZF, BMW, Porsche) <https://www.ssfautoparts.com/>

The ASCCA Advantage



The ASCCA Advantage outlines the value of ASCCA membership. We are proud to be able to offer a number of discounts and intangible benefits that are uniquely provided by our association.



Corporate Partners - Increasing Your Membership Value

BUSINESS SUPPLIES, EQUIPMENT & SERVICES


	<p>ASCCA members get access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capital Report, as well as member discounts on ACA publications and events. Call to see how you can save up to \$600 a year!</p>	<p>Kathleen Schmatz, (301) 654.6664 kathleen.schmatz@autocare.org</p>
	<p>AESwave specializes in sales and support of automotive diagnostic equipment. Each day, thousands of technicians, educators, trainers, engineers, and technical writers use products and strategies developed at AESwave.</p>	<p>Carlos Menchu, (877) 351.9573 info@aeswave.com www.aeswave.com</p>
	<p>This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more!</p>	<p>Jim Gray, (704) 301.1500 jim.gray@autozone.com</p>
	<p>Provides maintenance services, equipment training & consumer education materials. Increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving your customer's driving experience and vehicle performance.</p>	<p>Eric Waln (949) 337.7484 Eric Elbert (805) 490.6000 Eric.E@petrospecsBG.com www.petrospecsinc.com</p>
	<p>Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit hotelstorm.com/ascca and use password Auto 1234 to get your discount.</p>	<p>concierge@hotelstorm.com www.hotelstorm/ascca</p>
	<p>LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines.</p>	<p>Steven Poole, (562) 320.2398 SJPoole@lkqcorp.com</p>
	<p>The leader in automotive thermostats, fuel, oil and coolant caps sold to the North American automotive aftermarket. Their line of thermostats is one of the most advanced in the automotive industry, using state-of-the-art manufacturing equipment, with strict quality control and functional testing, ensuring high quality and long-lasting products.</p>	<p>Sean Ruitenber, (618) 599.5196 sean.ruitenber@motoradusa.com</p>
	<p>Motul is the first lubricant manufacturer to pioneer the formulation of a 100% synthetic lubricant for automotive engines, the 300V, making use of Esters technology and issued from the aeronautical industry. Motul's 8100 line of 100% synthetic oils have OE approvals from manufacturers such as Porsche, Audi, BMW, Mercedes-Benz, and VW.</p>	<p>Nick Bagley, (909) 538.2041 n.bagley@us.motul.com</p>
	<p>NAPA Auto Care is the largest aftermarket repair network in the country with over 16,000 independently owned and nationally recognized automotive, collision, and truck service centers. NAPA's mission is to help all member businesses increase their car count and sell more services.</p>	<p>John Hartman, (619) 360.4910 NAPA SoCal District Sales Manager john_hartman@genpt.com</p>
	<p>Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members.</p>	<p>Michael Nitz, (855) 337.6811 Michael.Nitz@officedepot.com https://business.officedepot.com/</p>
	<p>Get access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform every day, a nationwide road-hazard tire warranty, shop management training, nationwide roadside assistance, technician training classes, competitive pricing, early pay discounts, electronic ordering discounts, and more.</p>	<p>ASCCA@oreillyauto.com</p>

 <p>Print & Direct Mail Made Easy</p>	<p>Mail Shark approaches direct mail strategically by providing penetration reports and demographic analysis to make sure you're reaching the right people. They'll make it easier for you to grow your car count, manage your budget.</p>	<p>Josh Davis, 484-648-8626 josh@themailshark.com www.themailshark.com/ascca</p>
	<p>DFC is the leading manufacturer of award-winning automotive braking systems. They maintain a huge selection of brake parts for all domestic and foreign vehicle applications. Their engineers, product managers, and R&D staff work hard to give their customers first-to-market advantage.</p>	<p>Dan Biezorsky, 951-200-0953, danb@dynamicfriction.com, http:// www.dynamicfriction.com/</p>




EDUCATION PROVIDERS

	<p>The ACT Group is a partnership of long time automotive industry experts. Former Technicians, Service Writers, Managers, General Managers and owners of automotive facilities offer their expertise in a strong variety of industry training classes. Discounts are available to ASCCA members, including \$200.00 off our Service Advisor Classes.</p>	<p>Ray Kurz, 916-588-0775</p>
	<p>ATI has helped thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses for over 30 years.</p> <ul style="list-style-type: none"> • They are the industry leader in automotive business coaching providing expert management and consulting services. Get weekly business coaching from an industry expert and classes in marketing, hiring, finance, leadership and sales. 	<p>Jim Silverman, (301) 575-9140, jsilverman@autotraining.net, www.autotraining.net</p>
	<p>Since 1984 ESI has provided independent repair shops with up-to-date full-facility training for management and personnel.</p> <ul style="list-style-type: none"> • ASCCA Members have exclusive access to discounted training courses. • Save \$800 on every Service Writer course and \$55 on every seminar. (Space limited.) • FREE 30 minutes of business consulting advice per month. 	<p>Maylan Newton (866) 526.3039, maylan@esiseminars.com.</p>
	<p>25% discount on all ASE exam study guides.</p>	<p>James Hwang (310) 857.7633</p>

INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS








	<p>iATN is the world's first and largest online network of automotive service industry professionals. -Get discounted access to up to 5 premium access accounts, free job ad postings, a private forum for your shop, and unlimited access to the iATN Knowledge Base that allows you to search iATN's databases of in-use industry knowledge compiled over the last 20 years.</p>	<p>Greg Montero (651) 628.5706 greg.montero@iatn.com www.iatn.net</p>
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INSURANCE & LEGAL SERVICES

	<p>Includes an enrollment discount of \$100</p>	<p>Customer Service (866) 923.7767, www.armstrongprofessional.com</p>
	<p>Competitive dental & vision plans exclusively available to ASCCA members.</p>	<p>Mat Nabity, (916) 286.0918 mnabity@coremarkins.com</p>
	<p>FREE LEGAL Service - Thirty (30) minutes of free legal advice per month for all ASCCA members. A \$225 monthly value!</p>	<p>Jack Molodanof, (916) 447.0313 jack@mgrco.org www.mgrco.org.</p>

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	<p>The Kukui All in One Success Platform provides solutions for custom online marketing tools, website design, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. Kukui will help you track stats about new clients, your customer retention rate, and will help you track areas of improvement through appointment forms, phone call tracking, and feedback from customer reviews. ASCCA members receive special pricing on custom website design.</p>	<p>Todd Westerlund (925) 980.8012 Todd@kukui.com or Patrick Egan (805) 259.3679 Patrick@kukui.com www.kukui.com</p>
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	Through internet marketing, Broadly gets great customer reviews on Google, Facebook, and other review sites. ASCCA members get a FREE account set-up (valued at \$200).	(800) 693.1089 marketing@broadly.com www.broadly.com
	Join the nation's largest network of elite auto repair shops. RepairPal Independently certifies auto repair shops nationwide for superior training, quality tools, fair pricing, and a minimum 12-month/12,000 mile warranty. RepairPal shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year)	Evan DeMik, (415) 595-3346 evan@repairpal.com www.repairpal.com
MERCHANT SERVICES		
	Receive up to a \$350 rebate on your ASCCA State dues when you use DFG to process your credit cards. Call for a free no obligation consultation.	Shannon Devery (877) 326-2799 www.digitalfg.com/
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	A comprehensive cloud-based tool that offers simple solutions to workflow management, communication, digital vehicle inspections, and quality control. <ul style="list-style-type: none"> Developed by a shop owner designed specifically for the challenges shop owners face, AutoText.me's software is easy to implement and will save you time while you solve common shop problems. Available as a benefit to all ASCCA shop owners.. 	Chris Cloutier (469) 546.5725, chris@autoflow.com, www.autoflow.com
	Members receive a promotional price for online diagnostic tool and telephone diagnostic services. New Identifix members received \$40 off each of the first 3 months and \$10 off every month after for annual savings of \$210	Customer Service (800) 997.1674
	The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Ask for a special ASCCA member rate.	Matt Ellinwood, (415) 890.0906 x106 matt@shop-ware.com.
UNIFORM SERVICES		
	Nationally recognized supplier of customer and employee apparel & janitorial services with special ASCCA pricing.	Jessica Essad 775-813-8954 EssadJ@cintas.com

ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

Local Chapters – Chapter meetings give members unprecedented opportunities to meet, network and trade ideas with colleagues in your local area.

Proudly Display Your ASCCA Affiliation – Use of ASCCA sign, code of ethics, and logo for use on invoices, customer forms, etc.

Communications – The ASCCA Independent newsletter, email broadcasts, news alerts, member benefit flyers and our website.

Member-to-Member Communications – The ASCCA TeamTalk list serv provides members to communicate directly with their peers on a broad range of topics facing shop owners throughout California.



Scan here to learn more about your benefits or visit <http://ascca.com/resources/memberbenefits>

Government Affairs & Political Representation – Bill tracking, reading and analyzing constantly changing information and tracking bills via our website. Representation at government meetings, lobbying, etc. Hugely beneficial because it ultimately affects your bottom line.

Educational Foundation – ASCCA members can also participate in the association's educational foundation that raises funds for scholarships issues to students entering into the automotive aftermarket.



Automotive Service Councils of California
 One Capitol Mall, Suite 800, Sacramento, CA 95814
 P: (800) 810.4272 | F: (916) 444.7462
 info@ascca.com | www.ascca.com

Updated 1/30/19

[Click here to see clearer pages on ASCCA's website](#)

Mission Statement/Core Purpose/Code of Ethics



MISSION STATEMENT: To provide business resources for our members and to advance the professionalism of the Automotive Repair Industry.

CORE PURPOSE: To elevate and unite automotive professionals and give them voice.

CORE VALUES: Integrity, Compassion, Professionalism, Unity

BHAG: Make the public aware that ASCCA means skilled professionalism and inspired customer trust.

CODE OF ETHICS:

1. To promote goodwill between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality services at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality, distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for services rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from an advertisement, which is false or misleading or likely to confuse, or deceive the customer.

The Jeff Stich Memorial Scholarship



If you would like to make a donation:
 ASCEF (Automotive Service Council's Educational Foundation)
 Jeff Stich Memorial Scholarship
 700 R Street, Suite 200
 Sacramento, CA 95811

CARS is a 501(c)(3) nonprofit.
We make it easy to make a difference.
<https://careasy.org/nonprofit/asc-educational-foundation-inc>

Find us on Facebook

www.facebook.com/ASCCA.Chapter20/



Contact information for ASCCA's attorney,
Jack Molodanof:
 916-447-0313 ~
jack@mgrco.org



ASCCA State Office's contact information:

One Capital Mall, Suite 800, Sacramento, CA 95814
 Telephone: (916) 444-3568, (800) 810-4272; Fax:(916) 444-7462
Gloria Peterson - Executive Director, Ext 104, GPeterson@amgroup.us
Benjamin Ichimaru - Membership Services, Ext 137, bichimaru@amgroup.us

