



# ASCCA

## Foothill Chapter 5

January 2019

### President's Message:

Happy New Year everyone.

I hope all of our members had an amazing year. As we start off on a new year there are lots of things ahead for ASCCA. Our first meeting of the year will be Tuesday January 8th 2019 at Mijares in Pasadena. Come join us for an open forum where will be discussing many of the hot topics that affect all of our shops today.



Mark your calendars for Saturday March 23rd. Scott Brown of Diagnostic Network will be putting on a seminar for us. He'll be demonstrating to us how to bring our shops into the digital age. Leveraging our computers, cell phones, tablets, and more, to help increase sales and improve the customer experience. You do not want to miss this. It is open to everyone in your shop, service writers, and technicians too.

Darren L. Gilbert  
Gilbert Motor Service  
Alhambra, CA 91803  
President, ASCCA Chapter 5

## UPCOMING MEETINGS & EVENTS

### January 8 – Open Forum at Mijares

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|--|--|
| February 5 - RepairPal at Mijares          | July 2 - Open Forum at Mijares           |
| March 5 - TBD at Mijares                   | August 6 - TBD at Mijares                |
| March 23 - Scott Brown Seminar in Monrovia | September 3 - TBD at Mijares             |
| April 2 - TBD at Mijares                   | October 1 - Oktoberfest at Montrose Bowl |
| May 7 - Shop Night                         | November 5 - TBD at Mijares              |
| June 4 - TBD at Mijares                    | December 7 - Chapter Holiday Party       |



# **McKinley Children's Center and Five Acres Final Report**

**Donations: \$1,270  
Casino Night: \$1,260  
Total \$2,530**

**Donation Match of \$1,000**

**Total Received: \$3,530**

**Total Given to Each  
Charity: \$1,765**

**Thank you for your  
Generosity**

# Leave a Work Ethic Legacy



This story was originally published in Ratchet+Wrench on December 27, 2018. Click [Here](#) for original article.

*Mike Tatich was introduced to the automotive industry when he began working in car sales at 17 years old. Fascinated with cars, Tatich would hang around a dealership after hours while his friends worked on cars. A few years later, Tatich and his soon-to-be wife, Serena, discovered an empty building in their hometown on the main drag and made the call to lease it for his own operation, TMT Automotive. The business started without a set customer base and the staff included roughly four employees: Tatich, Serena, his brother, and friend from high school who was a certified technician.*

*“Have you ever seen a trainwreck?” Tatich says, with a laugh.*

*TMT Automotive today now stands as an example of opportunity today. Tatich’s son, Tony, is now in the process of ownership, and Tatich spends his time leading the shop at an arm’s distance and working as a coach to help other businesses.*

*“My shop right now can operate with me and without me,” Tatich says.*

*Through Tatich’s career, he’s learned the importance of how running a one-man-band presents a challenge when a vacation takes place, as well as defining the gap between managing and leading a business.*

*“I can manage it, coach it, lead it, and not work in it,” Tatich says.*

**On Monday morning, I have a level 10 meeting with Tony, my son, at 6:15 a.m.** We have a meeting at 6:15 to go over last week’s stats, and we go over everything from KPIs, to what went right or what didn’t. We follow a program called the Entrepreneurial Operating System (EOS) based on the book Traction by Gino Wickman, which is a set of concepts and tools to help entrepreneurs manage their businesses better. It’s something that we’ve fully implemented.

Roughly seven years ago, I started to look at how we’re going to move things forward; Tony was out of college and we didn’t know if that meant he was going to lead down the path of eventually taking over the business, or if that something he was even considering. But, we started to build a plan, and I met with a succession planner and worked through the process, which took around 18 months.

Once the plan was built, I ran it past my mentors and ran through their suggestions; it was cool because I went through two separate industry leaders and came back with similar feedback. Overall, the feedback was helpful because Tony wasn’t in a place to write a check, so we billed it into his ability to buy the shop and make money. Our deal is seven years for him to purchase 49 percent of the business, and at the current pace the shop is going at, he can do it in three.

**Since Tony runs day-to-day operations, my day starts at 7:30 a.m., and involves meeting with personele.** Each day I try to have a 3–5 minute conversation with everyone that works in the business. It’s a personal side of the business that I always missed and is something that has made a difference at our shop because it allows me to be more in touch with their lives. I usually try to do that around mid-morning, somewhere around 9 a.m.

I started doing that over the last two years as Tony’s taken over more of the shop. Probably seven

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years ago, I was running everything day to day and we left on vacation and everything went to crap. I was sitting in a banker's meeting and I was telling him how great everything at the shop was, and he said, "That's all well and good, but what happens if you get hit by a truck?" I stopped right there. I think the meeting was on Friday, and I spent all weekend thinking about what would happen with the business if I left, given I had put myself in a position of running the business all by myself. The shop had been running for 20 years and everything went through me, and if I wasn't there, it didn't run well. That conversation inspired me to leave behind what I was doing and build a team around the organization.

Getting in the mindset to divy your business out is something that I think a lot of owners struggle with in the industry. I coach and talk to so many shop owners that take charge of everything and it can be really difficult.

**I work on leading the shop, behind the scenes.** My business office is in the retail area of the shop, so I'm typically there throughout the day. I'm still taking care of the business finances and the leadership of the operation overall. I'll look at certain things that we might need to improve on, like what equipment should we bring in, or forecasting for what 2019 and 2020 is going to look like.

In leading the shop, I'm focusing a lot on things we require for our employees and the vision for what our business looks like. In our shop, we require a minimum of 40 hours of training per year—and that goes for all positions, including working with customers to working as technician on the shop floor.

I'll work one on one with employees, too. Recently, I met with a technician that had been with our company for a long time and he was due for a raise. I asked him what his personal goals are and he said that he wanted to eventually be able to purchase a house. After he got the raise, we worked with him to get to his goal and set him up with a financial advisor. His goal is in place now, and by next year, he'll have a down payment on his house. We used to not get that involved in our employees' lives, but this is something I think is important to do—especially in today's era.

**I'm there to help Tony if he needs it.** Since Tony is taking over, I do all management through Tony because I don't think it's effective to do so otherwise. There may be instances where Tony will come to me and ask for help, and we work through that together. In John Maxwell's book, *The 5 Levels of Leadership*, one of the levels I think about is if I'm trying to make Tony a leader, I have to assist him now instead of him always assisting me.

Tony and I meet again on Tuesdays with our sales trainer, and then my week usually involves being away from the shop. Tuesday is a coaching day for me, Wednesdays I teach service advising for two classes over a six-week period, and Thursday afternoon is my marketing day. I leave and go to my home office and work on marketing as a business and work on all of the marketing programs. Then, on Fridays, lately I do some additional coaching with our new service advisor at the store and help Tony, if he needs assistance wrapping up anything from the rest of the week.

My shop can go on without me, and to me, that's something that's worth noting.

*Ratchet+Wrench* is the leading progressive media brand exclusively serving auto care center owners and operators through examining in-depth real world struggles, successes and solutions from the industry. It provides our readers and users the inspiration, tools and motivation to help them succeed in the auto care center industry.

# How To Raise The Bar On Sales

SHOPOWNER

## **Steve Ferrante,**

I was recently back in the college town of Chapel Hill, North Carolina for another round of training with my very-valued client, Chapel Hill Tire. Chapel Hill Tire is a first-class operation in all they do. Like all clients, I consider the store owners Marc and Britt Pons, both friends and family.

After another productive day, Marc and I went out for our usual post-training dinner. Entering the restaurant, our first impressions were favorable. And the meal didn't disappoint, with delicious steak and equally enjoyable sides. As we settled into the upscale, elegant environment, something occurred that has happened to us all countless times before: the waitress checked in with us mid-meal.

At your average restaurant, this check-in is nothing special, typically sounding like "Is everything okay?" But on this occasion, the question was enhanced (and quite memorable) as the waitress posed "Gentleman, is everything wonderful?"

Wow! As I'm sure you'd agree, "wonderful" is a much higher standard than "okay." I suggest that if you've set the bar at "okay," you've set the standard for mediocrity, at best.

So how do you set the bar for high performance at your auto service business? Here are six essential elements:

### **Start with Core Values**

A set of core values is the foundation of a company's culture. They establish standards for proper decision-making and help employees understand why certain rules are in place and what they need to contribute to make the company successful.

If your organization has already established core values, then you're ahead of the game. If not, I recommend some serious brainstorming with your executive leadership team. As I facilitate in my Pinnacle Leadership Training, ask broad questions about the key factors that drive a company's success, like:

- What is our company's broader purpose or reason for existence (beyond making money)?
- What do we want be known for?
- How do we want to treat customers and employees?

Michelangelo said, "the greatest danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it."

As an example, the first of the ten core values at the mega e-commerce retailer, Zappos.com, is: "Deliver WOW Through Service." This core value is embedded in the Zappos culture and all employees are expected to live this on a day-to-day basis and in every customer interaction.

### **Have a Plan and Work that Plan**

Once your core values are defined, you must have a clear plan. What are the specific sales and customer service goals you're trying to achieve? Again, your executive leadership team should brainstorm and define a top 5 or top 10 list of realistic goals. This is the "what to do" part.

As the famous quote states, a goal without a plan is just a wish. Accordingly, you must then define the specific actions that are required to achieve these goals. This is the "how to do it" part.

Employee behaviors (what they are doing) and execution (how they are doing it) should be actively monitored and managed. When behaviors or execution are substandard, managers should provide the guidance and coaching to get the off-course employee on the winning track.

I cannot emphasize the importance of this step enough. All too often when faced with under-performing em-

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ployees, managers will focus on the desired outcome. Like “We need more sales!” They should be focusing on the behaviors and execution required to achieve that desired outcome.

Encourage personal responsibility, but be prepared to hold employees accountable when coaching and guidance fails to keep under-performing employees moving in a positive direction.

### **Establish Non-Negotiable Performance Standards**

A favorite management maxim of mine is: “You can’t get mad at an employee for doing something you didn’t tell them they couldn’t do.” With this in mind, it’s critical to establish non-negotiable standards so employees are fully aware of what is required to successfully fulfill their job responsibilities. These “non-negotiables” are pre-determined performance standards to ensure consistency among all your employees and enable predictable results. They are not like to-dos or should-dos. They are the must-dos.

As an example, the sales process I train clients on regarding their phone-based sales interactions has been proven to be successful in improving the customer experience, increasing customer engagement and winning more sales. Therefore, this sales process is treated as a non-negotiable standard, as each employee must strive to effectively execute it on all of their tire and service sales calls.

If a given behavior is producing positive results, such as enthusiastic customers at a particular location, that behavior can (and should) be duplicated across all company locations to achieve the same results. Keep this in mind to create best practices and determine your non-negotiable performance standards.

### **Train to Gain**

While goals and the performance standards to achieve them are essential to success, so is training. You can define goals and the actions required to achieve them, but if employees lack the skillset to effectively execute, you will achieve subpar performance at best.

Not training your staff is a major mistake. Successful selling, customer service and leadership are skills that must be developed to achieve peak performance. When employees are properly trained, their confidence level increases, they are more effective in their roles and results improve greatly.

### **Spotlight Excellence**

In every organization, there are A players, B players and C players. Your A players are your top 20% and literally represent the MVPs of your business. They consistently do the right things the right way, consistently achieving peak performance.

Celebrate success and use these A players as examples of the outstanding behavior you’re aiming to achieve throughout your organization. In doing so, be specific with the actions the high-performing employee executed that are aligned with the core values and performance standards you’ve established. By acknowledging and rewarding excellence, you’ll reinforce effective behaviors and encourage the same in all employees.

### **Promote Greatness**

In the best-selling business book “Good to Great,” Jim Collins famously published, “Good is the enemy of great,” detailing how truly great companies relentlessly pursue excellence.

With that in mind, challenge your team to eliminate complacency and the “status quo” mentality that believes “I’m okay – we’re okay – everything is okay” as is. Promoting greatness must be an intentional effort that begins and ends with your workplace culture. Along with “spotlighting excellence,” leaders must clearly and consistently communicate the importance of progress and promote a culture of continuous improvement in every aspect of the business. As I often say, if good enough is good enough, then you’ll never achieve greatness.

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# What Women Really Want From Your Automotive Repair Shop

SHOPOWNER

Micki Hazz

If over half of your customers are female, why haven't you taken a moment to think about how to provide for them in a better way?

Most women dread, or at least shy away from, all things automotive – especially when it comes to automotive repair. So, let's flip things around and cater to that customer segment to not only be a well-rounded business, but also elevate the customer experience for your female clientele.

## **Parking and Entrance**

Women are typically intimidated when visiting an auto repair shop and feel a bit disoriented if they've never been there before. Women's brains work in a way where they want to feel organized and have everything laid out nice and neatly for them. To help them feel comfortable right away, make sure that appropriate parking and the office entrance are clearly marked so they know exactly what to do and where to go when they arrive at your shop.

## **Front Office**

Is your front office clean? Not like "teenager" clean, we're talking "the housecleaner just left and everything is sparkling" kind of clean.

Your female customers do NOT want to sit on a dusty chair or fill out paperwork on a gritty clipboard. I recommend spending the money to have a professional cleaning company come in and thoroughly clean your front office on a regular basis, paired with someone on your staff dusting and wiping things down every couple of days at minimum. This includes any plants in your office. Women can see dust a mile away, and we appreciate a clean environment. Women think: If you keep your office clean, then you must be fixing my car well. (Don't question it. Just accept it.)

## **Decor**

Step out of the typical auto repair shop décor and spread your designer wings! (Or get someone on your staff to help you step out of your box if this type of thing makes your skin crawl.)

Everyone who walks into an auto repair shop knows why they're there. They don't need pictures of vintage cars or racecars adorning the walls to know where they are. Don't get me wrong, sweet Lambos and '64 Caddys are awesome to look at, but if you've had the same pictures on your walls for the last 20 years ... try something new! Try some abstract art or something with greenery or flowers or even some cityscapes to mix things up and give your shop a different vibe.

And for the love of Pete, keep whatever is hanging on the walls straight! Want to tick off your woman at home? Walk around and tilt the hanging pictures, then step back and watch her lose her mind.

Also, don't be afraid to repaint your office. A fresh coat of paint can freshen things up quickly! Pick up some nice potted plants or flowers to add something natural and light to the space. OK, guys ... I see you rolling your eyes. But these small changes will make a huge difference to the perception women will have when entering your shop and spending time there. No joke!

## **Estimating**

Make sure your writers take the time to explain the estimating and repair process to your female customers.

It's the shop's job to help the customer understand what happens during the repair process along with a completion date. (You probably already know to do this, but make sure your writers are building in extra time into the

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completion date so you're not late completing the vehicle if unexpected things come up – under promise, over deliver.)

Oftentimes, a woman will not want to know all the specific details of a repair, but will appreciate someone taking the time to keep them informed. This will make her feel like she's part of the process and that you care about her. Build that relationship.

### **Catering to Kids**

While a mother is filling out paperwork, there is nothing more maddening than having her child get bored and start acting up. There are a few ways you can help moms out while they're dropping off or picking up their vehicles.

If you have the room, add a small kiddie table with some child-friendly toys. If you don't have the room for a table and toys, you can offer a coloring page with some crayons or even a toy racecar to play with. If it's in the budget, you can put your logo on those coloring pages and on that toy racecar for a little take-home marketing item. Shameless plug on your part? Of course! Do it!

### **The Bathroom**

We have to talk about this. It may not be on your radar, but it needs to be: the bathroom!

One thing I learned from the late and oh-so-great Marshall Gluchow was the power of a beautiful, clean bathroom in an auto repair shop.

This may seem silly to you, and I understand why. You men get to stand up to use the bathroom and don't get your "special parts" anywhere near that grimy, constantly running toilet unless it's an emergency. And even then – you just deal with it.

Well, things aren't the same for females. We HATE gross bathrooms. You can already envision your average shop bathroom without me saying anything. One single light in the ceiling that's barely lit; an exhaust fan that rattles so much you wonder if it's about to take flight; a wobbly toilet that never stops running with a ring inside the bowl that's been there so long it has now created a permanent stain; an empty toilet paper roll with a full roll balancing right on top of it; no paper seat covers or maybe one that's been ripped in half; a soap container that may or may not have soap inside it (and if there is soap inside, it smells like you just "scrubbed in" for a procedure at the hospital and your hands are now dry as the Sahara Desert). Do I need to go on?

The bathroom is one place you can spend some money and make a big change that will positively impact your female customers. Paint that sucker and add some good quality lights such as a light bar over the mirror. Spend the money on some decent hand soap and toilet paper. Keep the bathroom stocked with toilet seat covers, tissue and some air freshener that doesn't smell like Pine-Sol. Most importantly, clean the bathroom regularly. If you only do the things I just listed, your female clients will love you forever.

### **Summary**

All in all, customers want good, quality service from people who care. These are some extras you can do to win over your female clientele and make their experience one they remember with a smile on their face.

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# Two Faced



*Joe Marconi*

This story was originally published in Ratchet+Wrench on December 7, 2018. Click [Here](#) for original article.

Can someone truly have two personalities? A real life Dr. Jekyll and Mr. Hyde—the one you see, and the one everyone else sees? I had a Dr. Jekyll and Mr. Hyde employee a number of years ago; we'll call him Dr. J. He was my shop foreman and helped the manager run the daily operations. Dr. J was employed about five years before things began to change.

I first learned about Dr. J's erratic behavior from a few of my employees. According to these employees, his behavior was destructive, disrespectful and rude. He never acted differently in front of me, so I had a hard time understanding what was going on. I talked to Dr. J about what others were saying, and he looked stunned.

"Joe, I really can't tell you why anyone would be unhappy with me. I get along with everyone," he told me.

I met with the employees who expressed concerns and let them know that I appreciated their feedback. I told them that Dr. J had been with us for a number of years and that I had never witnessed any unusual behavior from him. I tried to look at all sides and suggested that perhaps he was going through some personal issues, so let's try to be a little more understanding.

Out of respect, the employees agreed—but not for long. I was away on a business trip when I got a disturbing text message from one of my technicians. The text read, "Joe, if you don't do something about Dr. J, we'll deal with it ourselves." It was late when I got the text, but decided to call the tech anyway. He told me in great detail what Dr. J was saying and how he behaved. I was shocked by what the tech told me. Could this person be a real life Jekyll and Hyde?

It was early Monday morning, my first day back, when my office manager came into my office, closed the door behind her and said, "Joe, if you don't do something about Dr. J, people are going to quit." I knew at this point I had a real problem on my hands.

I brought Dr. J into my office and told him everything that I had heard. I told him that the employees did not like the way he treated them and that the harsh words he used was causing a problem with everyone. Again, Dr. J was defensive and denied everything. However, this time he told me his perspective of the situation.

According to Dr. J, the rest of the employees were not pulling their weight and that all he was trying to do was to motivate them. I tried to explain to him that criticism and harsh words are viewed as an attack. And if this strategy is repeated over and over, people will push back and shut down—the exact opposite of any intended good. I could tell by the look on Dr. J's face that he really didn't agree with what I was saying, but he told me that he would take my opinion under consideration.

After that meeting, I paid careful attention to Dr. J's treatment of others. All seemed good. Then one day, I witnessed the Jekyll and Hyde persona for myself. Dr. J didn't know I was in the front office as he lashed out at one of the technicians. The tone and the words that came out of his mouth were unacceptable and appalling. I saw firsthand what everyone in the shop was experiencing. After repeated attempts to correct his behavior, his conduct never improved. It was time to let him go.

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I never found out what changed Dr. J, but I did feel confident that I gave him every opportunity to correct his behavior. While Dr. J may have fooled me initially, I have to admit that I did see that the mood of the shop was tense and morale was down. With Dr. J no longer employed, morale improved and everything went back to normal.

The workplace environment is a delicate balance between culture and production. It's also filled with emotions. People want to rally together for the greater good. But, they also need to know that their leader protects them from any threats that attempts to harm the team. It's also wise not to readily dismiss the concerns your employees express to you. Be on the lookout in your shop. You just might have a Dr. J of your own.

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## *Heads Up for our February Meeting*

*RepairPal, an ASCCA Corporate Partner, will be with us to follow up on the thread many of you read on TeamTalk. Bring your questions and concerns, and let's work together for the betterment of the industry.*

### **DISCLAIMER**

The Automotive Service Councils of California, their officers, board members, employees, members and affiliates in no way warrant the quality, competency, or merchantability of any goods or services advertised in this publication. In connection with this disclaimer, the Automotive Service Councils of California in no way warrant or insure the goods or services described herein, and each and every individual contracting with these manufacturers shall do so at their own risk. Furthermore, individuals utilizing these services are forewarned that the Automotive Service Councils of California have conducted no investigation into any representations made in any advertising, literature, or ad distributed by the advertisers in this or any other publication. Additionally, please be advised that the opinions and comments expressed by the contributors to this periodical are those of the contributors alone and do not necessarily reflect the opinions of the Automotive Service Councils of California, or ASCCA Chapter 5, or their officers, directors, members or staff.

# ASCCA Foothill Chapter 5 Member Benefits

**In addition to the State-wide benefits shown in the “ASCCA Advantage,” these are additional benefits available to Chapter 5 members.**

- 1. A VERY LOUD POLITICAL VOICE.** Individually, there isn't much we can do to shape legislation which will affect our industry, but collectively, our united voices are STRONG, LOUD AND FOCUSED. Politicians and elected officials in state, county and city governments listen to ASCCA when we talk, because we represent hundreds of members (& thousands of voters!) statewide. Often, the Bureau of Automotive Repair discusses with ASCCA rules and regulations under consideration to see how they will fit in the real world of automotive repair.
- 2. SHOP TO SHOP NETWORKING.** Our members don't see each other as competition but as comrades in the industry, helping each other to succeed. If you have a problem you can't figure out, call one of our members who specializes in that area. They'll be glad to help you out.
- 3. INFORMATIVE MEETINGS.** We hold Dinner Meetings on the first Tuesday evening of each month. Our meetings offer great speakers, camaraderie, valuable information, and the latest news on what's happening in the automotive repair industry. You also get to network with other shop owners and exchange ideas, tips, techniques and short cuts. The monthly meal is included in your dues, plus we have a long-standing special where you can bring your spouse or business partner at no charge! Our Chapter Board of Directors schedules our programs and welcomes any suggestions you have on good speakers! Contact the chapter office with your suggestions. For the location and current speaker, look on the last page of this newsletter.
- 4. CHAPTER SEMINARS.** The Foothill Chapter Board of Directors and our Seminar Committee Chair, Raul Salgado of Raul's Auto Repair in Azusa and Covina, keeps us informed on seminars on business management and technical subjects for our shop owner members and their technicians. Cost is minimal and sometimes free. This is a tremendous member benefit for you and your employees! Give Raul your ideas and suggestions for seminars & we will try to schedule the seminars you want. (626) 339-7566
- 5. MONTHLY & QUARTERLY NEWSLETTERS.** We send out an environmentally-friendly monthly email newsletter with helpful and informative articles, tech tips, contact lists and information, upcoming events, reports on recent events and vendor ads & information. Once a quarter you'll receive the newsletter from the State Association Office.
- 6. THE FOOTHILL CHAPTER WEBSITE.** This Foothill Chapter website at <http://www.asc5.com/> lists members by city. It also lists upcoming seminars and meetings. Contact Joseph Appler at [asca.05@gmail.com](mailto:asca.05@gmail.com) with questions or suggestions for the chapter web site.
- 7. CHAPTER JOB BANK.** The Foothill Chapter has established its own Job Bank Network for member shops. If you have a qualified applicant you can't use, or if you need to hire someone, send a summary email to [asca.05@gmail.com](mailto:asca.05@gmail.com) & your information will be forwarded to the entire Chapter 5 membership.
- 8. CHAPTER ASE LENDING LIBRARY** Call Darren Gilbert at (626-282-0644) or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) for more information.
- 9. CHAPTER SOCIALS.** Our Socials Chairman, Jack Scrafield (818) 769-2334, arranges outstanding social events for us throughout the year. We've visited JPL, the J. Paul Getty Museum, had many "Day at the Races" at Santa Anita Race Track, toured the Autry Museum of Western Heritage, taken a murder mystery train ride including a delicious dinner, attended the races at Irwindale Speedway, had bowling dinner parties at Montrose Bowl, had several excellent parties, and toured the J. P. Nethercutt Collection of beautiful classic automobiles. Jack would like to hear from you with your suggestions for future social events.
- 10. ASCCA NET PRESENCE.** ASCCA has established a home page at <http://www.ascca.com/> The ASC web page has three target audiences: 1) ASC members now have a quick, easy reference on their computer to keep them abreast of what is occurring in the state association and within the automotive repair industry; 2) California shops that are not ASC members can learn more about the advantages of being an ASC member; and 3) California consumers looking for honest, reputable repair facilities can find a list of ASC members quickly and easily on the ASC web pages. All ASC members statewide are listed. Soon, your shop website will be able to have a link on the State site.
- 11. FREE CPA CONSULTS.** All ASCCA Chapter 5 members are entitled to a half-hour of free telephone consultation each month from chapter member Norm Blieden, CPA. The service is not limited to shop business though Norm has extensive experience in shop-related matters. This member benefit can save you a ton of money and a lot of headaches. Call Norm at 626-440-9511.

**Why try to succeed alone, and re-invent the wheel? Partner with others on the same path and learn from them, as well as teach them what you have learned. If you have questions about how to access these benefits, contact the Chapter 5 office at [asca.05@gmail.com](mailto:asca.05@gmail.com). or 626-296-6961.**

# How ASCCA Dues work in Chapter 5

## Membership in ASCCA is on an annual basis.

- Regular membership dues in ASCCA Chapter 5 are \$800/yr. Associate membership dues are \$895/yr.
  - \$400 goes to the Chapter
  - The remaining portion goes to the State Association
- When memberships are held in multiple chapters, only the original membership pays the full State Association dues. Additional members pay reduced State dues of \$250/yr. All memberships pay full chapter dues.
- Annual payment is due in the Sacramento office on January 1 of each year.
- Payment plans are available upon approval by the Chapter & State Association. With all payment plans, automatic credit card payments or ACH are now required. There is a \$2.00 transaction fee for these payments. (Chapter 5 will cover the transaction fees for our members.)
  - Semi-annually: Due: January 1 & July 1
  - Quarterly: Due: January 1, April 1, July 1, October 1
  - Monthly: Due the first of each month
- If payment is not received according to the agreed-upon schedule, dues immediately become delinquent.
- If a member reaches 90 days delinquent, their ASCCA membership may be cancelled.

## What do you get for your dues? (This is the “short” list. See the ASCCA Advantage flyer for the full list.)

- Amazing connection with your peers in the automotive industry.
  - Older shop owners who have gone ahead & you can benefit from what they’ve learned.
  - Newer shop owners who need to learn from what you’ve experienced.
- A loud voice to the legislators who are passing laws which have a direct effect on how you can operate your business.
- Opportunities to meet the legislators with power in numbers. (They will listen better.)
- Great discounts from endorsed vendors (see the ASCCA Advantage flyer) which will more than make up for your dues costs.
- Timely communications regarding what’s going on in the industry.
- Access to seminars & classes at an ASCCA discounted rate.
- Monthly dinner meetings with special speakers who know our industry. Dinner at the regular meetings for you and your spouse or business partner is included in your chapter dues. (\$600/yr. value.)
- Monthly e-newsletters with important, educational, & sometimes entertaining information that is designed to improve your bottom line.
- 30 minutes a month of free legal counsel.
- 30 minutes a month of free accounting counsel.

## What happens when you don’t pay your dues on time?

- Association resources have to be spent to collect your outstanding dues.
- Association activities & effectiveness are reduced.
- The Association loses a valuable voice.
- (This is why we recommend automatic payments on all payment plans.)



# The ASCCA Advantage

The ASCCA Advantage provides a comprehensive summary of 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. Please review the following benefit categories and be sure to make the ASCCA Advantage your first stop when looking for products and services you can trust.

## Endorsed Vendors and the Value They Bring to Us

### INSURANCE & LEGAL SERVICES

- EE & MB ASC Insurance Services** – Includes an enrollment discount of \$100. Customer Service (866) 923.7767, [www.armstrongprofessional.com](http://www.armstrongprofessional.com)
- EE & MB CoreMark Insurance Services** – Competitive dental & vision plans exclusively available to ASCCA members. Mat Nability, (916) 286.0918, [mnability@coremarkins.com](mailto:mnability@coremarkins.com)
- MB FREE LEGAL Service** – 30 minutes of free legal advice per month for all ASCCA members. A \$225 monthly value. Jack Molodanof (916) 447.0313, [jack@mgrco.org](mailto:jack@mgrco.org), [www.mgrco.org](http://www.mgrco.org).

### EDUCATION PROVIDER

- CP Automotive Training Institute** – For 30 years, Automotive Training Institute has been helping thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses into the companies of their dreams. ATI is the industry leader in automotive business coaching providing expert management and consulting services through one-day workshops and an all-inclusive Re-Engineering Program which includes weekly business coaching from an industry expert coupled with classes in marketing, hiring, finance, leadership and sales. Whether you need training, coaching or a state-of-the-art business model, ATI has systems to help make the changes you want right away Jim Silverman, (301) 575-9140, [jsilverman@autotraining.net](mailto:jsilverman@autotraining.net), [www.autotraining.net](http://www.autotraining.net)
- CP & MB CompuTrek** – Automotive Coaching & Training with PROVEN automotive system solutions coupled with implementation & accountability coaching, of individuals & teams, typically yields \$200,000+ in NEW GP Dollars in 12 months! ASCCA Members will receive a complimentary, Level 1 Business Evaluation. Purchase of a full Stage One Training Package includes your next year's annual ASCCA Dues! A \$400/year value. Dave Schedin, (800) 385.0724, [dave@computreksystems.com](mailto:dave@computreksystems.com)
- CP & MB Educational Seminars Institute (ESI)** – Since 1984 ESI has been the forerunner in providing the independent repair shop with up-to-date full-facility training for the management team and personnel. ASCCA Members have exclusive access to discounted training courses as well as 30 minutes free business consulting advice per month. Save \$55 on every seminar registration and \$800 on every Service Writer course registration.

(Space limited.) ESI services include personal coaching and consulting, service writer's school of America, educational programs and temporary fill-in service writer services. Contact Maylan Newton (866) 526.3039, [maylan@esiseminars.com](mailto:maylan@esiseminars.com). Proud ASCCA members for over 30 years.

- MB Motor Age Training** – 25% discount on all ASE exam study guides. James Hwang (310) 857.7633

### MERCHANT SERVICES

- EE, CP & MB Digital Financial Group (DFG)** – Credit card processing company. DFG pays \$350 for each ASCCA members state dues annually. Special member only rates. Call us for a free no obligation consultation. David Cherney and Shannon Devery (877) 326.2799

### SOFTWARE PROVIDERS

- CP Autoflow** – A comprehensive, cloud-based tool that offers simple solutions for workflow management, improved communications, digital vehicle inspections, and quality control. autoflow was created by Chris Cloutier of Golden Rule Auto Care to solve communication gaps that cause workflow delays and waste valuable rack time. Because autoflow is created and developed by a shop owner, the company is uniquely positioned to understand what owners and shops go through and their need for continual process improvement. autoflow has been proven to be an easy-to-implement, timesaving solution to common industry problems and is available to benefit all shop owners. Chris Cloutier (469) 546.5725, [chris@autoflow.com](mailto:chris@autoflow.com), [www.autoflow.com](http://www.autoflow.com)
- MB Identifix** – 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
- CP & MB Shop-Ware** – The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Scott Alton at (415) 890.0906 x106, [contact\\_us@shop-ware.com](mailto:contact_us@shop-ware.com). Ask for a special ASCCA member rate.

### UNIFORM SERVICES

- EE & MB G&K Services** – Nationally recognized supplier of customer and employee apparel with special ASCCA pricing. Thomas Dunne (619) 399.6078, [DunneT@Cintas.com](mailto:DunneT@Cintas.com)

EE = Exclusive Endorsed Vendor CP = Corporate Partner MB = Member Benefit Provider





## INTERNET MARKETING, WEBSITE DESIGN & SEARCH ENGINE OPTIMIZATION SERVICES

- CP & MB Broadly** – 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). Call (800) 693.1089, write [marketing@broadly.com](mailto:marketing@broadly.com) or visit [www.broadly.com](http://www.broadly.com)
- CP & MB Kukui Corporation** – The Kukui All in One Success Platform is combined solution of custom online marketing tools, websites designed for higher conversion rates, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. The Kukui solution empowers each of Kukui's clients with quantitative data showing their return on investment, the number of new clients based on their POS system, statistics revealing their customer retention rate, and areas to improve their business through the tracking of phone calls, appointment forms, and feedback from customer reviews. ASCCA members receive special pricing on custom website designs. Todd Westerlund (925) 980.8012, [Todd@kukui.com](mailto:Todd@kukui.com), Patrick Egan (805) 259.3679, [Patrick@kukui.com](mailto:Patrick@kukui.com), [www.kukui.com](http://www.kukui.com)
- CP & MB Repair Pal** – 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. Our website gets millions of visitors each month from Google searching for "car repair estimate" and other phrases. In turn, each of our shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year.) We also get shops additional business through our partner program, CarMax, The Warranty Group, and USAA. Russell Miller, [rmiller@repairpal.com](mailto:rmiller@repairpal.com), [www.repairpal.com](http://www.repairpal.com)

## INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS

- MB iATN** – The International Automotive Technicians Network (iATN) is the world's first and largest online network of automotive service industry professionals providing resources to members worldwide. ASCCA members enjoy a \$9-per-month discount off of the regular price of iATN Business+ premium membership, a savings of \$108/year. (Regularly \$45-per-month, ASCCA members \$36/month.) This membership provides your shop with up to 5 premium access accounts, free job ad postings, a private forum for your shop and unlimited access to the iATN Knowledge

Base allowing one to perform research within iATN's databases of in-use industry knowledge collected over the past 20+ years. Scott Brown, (714) 257.1335 x3807 or cell (909) 257-9497, [scott@iatn.net](mailto:scott@iatn.net), [www.iatn.net](http://www.iatn.net)

## BUSINESS SUPPLIES, EQUIPMENT & SERVICES

- MB ACA** – Access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capitol Report, as well as member discounts on ACA publications and events. Call to see how you can save up to \$600 a year. [kathleen.schmatz@autocare.org](mailto:kathleen.schmatz@autocare.org), (301) 654.6664
- CP Automotive Electronics Services, Inc (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. Carlos Menchu, Toll Free (877) 351.9573, [info@aeswave.com](mailto:info@aeswave.com), [www.aeswave.com](http://www.aeswave.com)
- CP & MB AutoZone** – This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more! Jim Gray, (704) 301.1500, [jim.gray@autozone.com](mailto:jim.gray@autozone.com)
- CP BG Products** – Provides maintenance services, equipment, training & consumer education materials. BG Products have been shown to increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving the customers driving experience and vehicles performance. Exact revenue estimates will vary from store to store, but the statement above is a universal truth. Eric Waln (949) 337.2484 / Eric Elbert (805) 490.6080, [EricE@petrospecsBG.com](mailto:EricE@petrospecsBG.com), [www.petrospecsinc.com](http://www.petrospecsinc.com).
- CP & MB BP/Castrol** – An innovative company that markets high-performance engine oils and business-building programs directly to independent workshop owners. For over 23 years, Castrol has been the only major marketer to manufacture its own premium, custom-made additives for its leading passenger car motor oils. They use the best combination of components rather than rely on commercial engine oil additive packages. Their patented, multi-functional additives combat against engine deposit build-up. Contact Castrol at (310) 699.5212 or [Mackenzie.Merz@BP.com](mailto:Mackenzie.Merz@BP.com), <http://bit.ly/2qsuKiQ>.
- MB HotelStorm** – Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit [hotelstorm.com/ascca](http://hotelstorm.com/ascca) and use password Auto 1234 to get your discount. [concierge@hotelstorm.com](mailto:concierge@hotelstorm.com), [www.hotelstorm.com/ascca](http://www.hotelstorm.com/ascca)

EE = Exclusive Endorsed Vendor CP = Corporate Partner MB = Member Benefit Provider





- CP & MB LKQ Corporation** – LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines. Steven Poole, (562) 320.2398, [SJPoole@lkqcorp.com](mailto:SJPoole@lkqcorp.com)
  
- CP Motul** – A recognized specialist in synthetic lubricants, having been 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. Nicholas Bagley, (909) 538.2042, [n.bagley@us.motul.com](mailto:n.bagley@us.motul.com)
  
- CP NAPA Auto Care**– An integrated banner program that unites everything an independent repair business needs to prosper. Since 1984, the NAPA AutoCare family has grown to over 16,000-plus independently owned and nationally recognized automotive, collision, and truck service centers, making it the largest single aftermarket repair network in the country. NAPA's mission is to help all member businesses increase car count and sell more services. John Hartman, NAPA SoCal District Sales Manager, cell: (619) 300.4910, [john\\_hartman@genpt.com](mailto:john_hartman@genpt.com)
  
- MB Office Depot** – Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members. Michael Nitz, 855-337-6811 Ext.12809, [Michael.nitz@officedepot.com](mailto:Michael.nitz@officedepot.com), <https://business.officedepot.com/>
  
- CP & MB O'Reilly Auto Parts** – O'Reilly has been dedicated to the Professional since 1957. ASCCA members that choose to partner with O'Reilly have access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform everyday, 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. [ASCCA@oreillyauto.com](mailto:ASCCA@oreillyauto.com)

- MB Phillips 66** – Special pricing on Kendall GT-1 Motor Oil available to ASCCA members. Kendall Installers may be eligible for annual rebates. Howie Klein (SCAL), (951) 903.8466, [howie.klein@p66.com](mailto:howie.klein@p66.com) Jeff Landon (Central CA), (805) 296.0170, [Jeff.A.Landon@p66.com](mailto:Jeff.A.Landon@p66.com) Keith Westbrook (Valley/NCAL), (707) 448-8279, [Keith.R.Westbrook@p66.com](mailto:Keith.R.Westbrook@p66.com)

### ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

**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, fax broadcasts, email broadcasts, special 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.

**Education Programs** – Attend ASCCA's Annual Summer Conference for educational opportunities for Shop Owners and Technicians. From business management to industry updates attending the Annual Summer Conference will keep you and your staff informed.

**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.

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

Updated 4/27/18

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[WWW.ASCCA.COM](http://WWW.ASCCA.COM)



## Chapter 5 Associate Members

BG Products	Abe Chavira	805-857-5065	<a href="mailto:abec@petrospecsbg.com">abec@petrospecsbg.com</a>
Dorman Products	Frank Alviso	951-206-7023	<a href="mailto:falviso@dormanproducts.com">falviso@dormanproducts.com</a>
Frederick Blum Insurance	Fred Blum	626-401-1300	<a href="mailto:blum4@pacbell.net">blum4@pacbell.net</a>
Hanson Distributing Company, Inc	Dan Hanson	626-448-4683	<a href="mailto:hansonmrktg@aol.com">hansonmrktg@aol.com</a>
Hawley Insurance Services	Bruce Hawley	714-865-2907	<a href="mailto:bruce@hawleyinsuranceservices.com">bruce@hawleyinsuranceservices.com</a>
Highpoint Distributing / Justice Brothers	Tim Huddleston	805-584-0030	<a href="mailto:huddle5@sbcglobal.net">huddle5@sbcglobal.net</a>
Jasper Engines & Transmissions	Randy Lewis	909-717-9950	<a href="mailto:rlewis@jasperengines.com">rlewis@jasperengines.com</a>
Jeff Chin Diagnostics	Jeff Chin	818-929-9444	<a href="mailto:jchin.autologic@gmail.com">jchin.autologic@gmail.com</a>
Mark Christopher Auto Center	Steve Johnson	909-975-3919	<a href="mailto:sjohnson@markchristopher.com">sjohnson@markchristopher.com</a>
Management Success!	Robert Spitz	818-500-9631	<a href="mailto:rspitz@managementsuccess.com">rspitz@managementsuccess.com</a>
Mitchell 1 Software	Frank Joel	818-326-0602	<a href="mailto:fjoel@ix.netcom.com">fjoel@ix.netcom.com</a>
Norm Blieden CPA	Norm Blieden	626-440-9511	<a href="mailto:norm@bliedencpa.com">norm@bliedencpa.com</a>
RKM Insurance Agency	Ernie Arciniega	818-243-2651	<a href="mailto:ernie@rkmins.com">ernie@rkmins.com</a>
SC Fuels & Lubes	Dennis Giardina	310-722-3357	<a href="mailto:giardinad@scfuels.com">giardinad@scfuels.com</a>
Van de Pol Oil	Wes Powell	562-236-1000	<a href="mailto:wpowell@ineedoil.com">wpowell@ineedoil.com</a>

***Be sure to use the Anyvite electronic invitation to RSVP.  
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**Call: 626-296-6961 or email:  
[ascca.05@gmail.com](mailto:ascca.05@gmail.com) to get started**

## ASCCA CODE OF ETHICS

1. To promote good will between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality service 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 advertisement which is false or misleading or likely to confuse or deceive the customer.

## Chapter 5 Lending Library

(Another Benefit of Membership in ASCCA5)

To use this free service, call Darren Gilbert at (626) 282-0644 or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) and tell him which study guides you would like to check out. He will bring the books to the next General Meeting for you to pick up, and you then leave your credit card information as a guarantee. You are responsible for any damage or loss of the study guide. The guides must be returned to Darren at the next General Meeting or by mail. It's that simple!

C 1 - Automotive Consultant  
 A 1 - Automotive Engine Repair  
 A 2 - Automotive Trans/Trans Axle  
 A 4 - Automotive Drivetrain  
 A 4 - Automotive Suspension/Steering  
 A 5 - Automotive Brakes  
 A 6 - Automotive Electrical/Electronic  
 A 7 - Automotive Heating/Air Conditioning  
 A 8 - Automotive Engine Performance  
 A9 - Diesel  
 L 1 - Advanced Engine Performance  
 L 2 - Med/H.D Truck Electronic Diesel  
 P 1 - Parts Specialist Med/H.D Truck Dealership  
 P 2 - Parts Specialist Automobile  
 P 3 - Parts Specialist Truck Brakes  
 P 4 - Parts Specialist General Motors  
 P 9 - Med/H.D. Truck Suspension & Steering  
 X 1 - Car/Light Duty Truck Exhaust Systems  
 B 2 - Auto body Collision Repair - Painting/Refinishing  
 B 3 - Auto body Collision - Non Structural Analysis  
 B 4 - Auto Body Collision - Structural Analysis

B 5 - Auto Body Collision - Mech/Electrical Components  
 B 6 - Auto Body Collision - Damage Analysis/ Estimating  
 F 1 - Alternate Fuels - Light Vehicle Compressed Natural Gas  
 M.M. - Engine Machinist Series  
 E 2 - Truck Equipment - Electrical/Electronic Systems  
 S 1 - School Bus - Body/ Special Equipment  
 S 2 - School Bus - Diesel Engine  
 S 3 - School Bus - Drivetrain  
 S 4 - School Bus - Brakes  
 S 5 - School Bus - Suspension/Steering  
 S 6 - School Bus - Electrical/ Electronic  
 S 7 - School Bus - Air Conditioning  
 T 1 - Med/H.D. Truck - Gasoline Engines  
 T 2 - Med/H.D. Truck - Diesel Engines  
 T 3 - Med/H.D. Truck - Drive Train  
 T 4 - Med/H.D. Truck - Brakes  
 T 5 - Med/H.D. Truck - Suspension/ Steering  
 T 6 - Med/H.D. Truck - Electrical/Electronic Systems  
 T 7 - Med/H.D. Truck - Heating/ A.C. Systems  
 T 8 - Med/H. D. Truck - Preventive Maintenance

# ASCCA Chapter 5 2019 Board of Directors

## Executive Board

2016

**President..... Darren Gilbert**  
 Phone..... (626) 282-0644  
 Email..... [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com)

**Vice President.....Kirk Haslam**  
 Phone..... (626) 793-5656  
 Email..... [advancemuffler1234@gmail.com](mailto:advancemuffler1234@gmail.com)

**Secretary.....Craig Johnson**  
 Phone ..... (626) 810-2281  
 Email..... [cjauto@verizon.net](mailto:cjauto@verizon.net)

**Treasurer.....Jim Ward**  
 Phone..... (626) 357-8080  
 Email..... [jim@wardservice.com](mailto:jim@wardservice.com)

## Board of Directors

Randy Lewis..... (909) 717-9950  
 Gene Morrill..... (626) 963-0814  
 Tim Chakarian..... (626) 792-9222  
 Johanna Reichert..... (626) 792-9222  
 Dave Label..... (626) 963-1211  
 Jack Scrafield ..... (818) 769-2334  
 Mike Bedrossian..... (626) 765-6190

## Chapter Rep

Jack Scrafield .....(818)769-2334

## Committee Chairs

**Seminars.....** Tim Chakarian.....(626) 792-9222  
**Socials.....** Jack Scrafield.....(818) 769-2334  
**Programs.....** Jack Scrafield.....(818) 769-2334

## Associate Member Board Rep.

Randy Lewis.....(909) 717-9950

## Chapter Staff

Membership & Administration.....Joseph Appler  
 Phone.....(626) 296-6961  
 Text.....(818)482-0590  
 Email..... [asca.05@gmail.com](mailto:asca.05@gmail.com)

## Chapter Contact Information

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 Pasadena, CA 91104-2650

Phone: (626)296-6961  
 Text: (818)482-0590  
 email: [asca.05@gmail.com](mailto:asca.05@gmail.com)  
 Website: <http://www.ascca5.com>

## ASCCA State Contacts

State Office in Sacramento.....(800) 810-4272

**President**  
 “Rocky” Khamenian..... (949) 642-1410

**Executive Director**  
 Gloria Peterson...(800) 810-4272 x104 or [GPeterson@amgroup.us](mailto:GPeterson@amgroup.us)

**Deputy Executive Director**  
 Matthew Peralta...(800) 810-4272 x131 or [MPeralta@amgroup.us](mailto:MPeralta@amgroup.us)

**Manager Digital and Social Media**  
 Sarah Austin.....(800) 810-4272 x110 or [SAustin@amgroup.us](mailto:SAustin@amgroup.us)

**Membership Services**  
 Karissa Groff.(800) 810-4272 x133 or [KGoff@amgroup.us](mailto:KGoff@amgroup.us)

**Accounting Executive**  
 Nito Goolan.....(800) 810-4272 x103 or [NGoolan@amgroup.us](mailto:NGoolan@amgroup.us)

**Events Manager**  
 Rachel Hickerson.(800) 810-4272 x109 or [rhickerson@amgroup.us](mailto:rhickerson@amgroup.us)

**Communications Manager**  
 Ryan King.....(800) 810-4272 x122 or [RKing@amgroup.us](mailto:RKing@amgroup.us)

**ASCCA Attorney**  
 Jack Molodanof .....(916) 447-0313 or [Jack@mgrco.org](mailto:Jack@mgrco.org)

## Government Offices/Contacts

**US Senator Kamala Harris..... ( D )**  
 Phone ..... (916) 448 - 2787  
 Email ..... [senator@harris.senate.gov](mailto:senator@harris.senate.gov)

**US Senator Dianne Feinstein..... ( D )**  
 Phone ..... (310) 914-7300  
 Email ..... [senator@feinstein.senate.gov](mailto:senator@feinstein.senate.gov)

**US Rep Judy Chu..... (D-27)**  
 Phone ..... (626) 304-0110

**US Rep Adam Schiff..... (D-28)**  
 Phone ..... (818) 450-2900

**CA Senator Connie M. Leyva..... (D-20)**  
 Phone ..... (909) 888-5360

**CA Senator Susan Rubio..... (D-22)**  
 Phone ..... (626) 430-2499

**CA Senator Maria Elena Durazo..... (D-24)**  
 Phone ..... (213) 483-9300

**CA Senator Anthony J. Portantino..... (D-25)**  
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**CA Senator Ling Ling Chang..... (R-29)**  
 Phone ..... (714) 671-9474

**CA Assembly Luz Rivas..... (D-39)**  
 Phone ..... (818) 504-3911  
 Email ..... [Assemblymember.Rivas@assembly.ca.gov](mailto:Assemblymember.Rivas@assembly.ca.gov)

**CA Assembly Chris Holden..... (D-41)**  
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 Email ..... [Assemblymember.Holden@assembly.ca.gov](mailto:Assemblymember.Holden@assembly.ca.gov)

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## Government Offices/Contacts

**President Donald Trump..... ( R )**  
 Phone ..... (202) 456-1111  
 Fax..... (202) 445-4633

**Governor Gavin Newsom..... ( D )**  
 Phone ..... (916) 445-2841  
 Web..... <http://www.govmail.ca.gov>



# ASCCA

## Foothill Chapter 5

January 2019

### Join us for our January 8 Meeting at Mijares Mexican Restaurant!!!

Come Participate in One of the Greatest Benefits of Membership in ASCCA. Share From Your Experience and Learn From Others.

**Menu:**

Taco/Tostada Buffet  
Soda & Coffee  
Beer & wine available

**Where:**

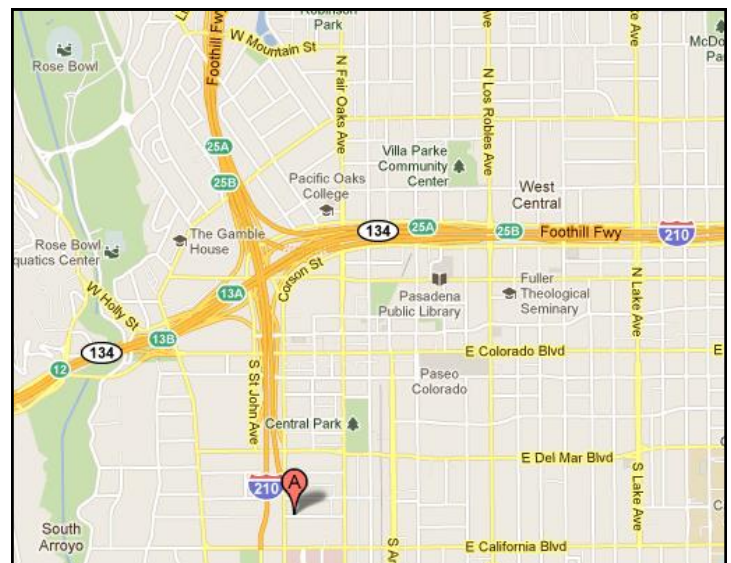
Mijares Mexican Restaurant  
145 Palmetto Drive  
Pasadena, CA 91105  
Phone: (626) 792-2763

**When:**

Tuesday, January 8, 2019  
6:30 PM – Social/Networking/Dinner  
7:00 PM – Program  
9:00 PM – Finish

**Cost:**

- No Charge to Regular or Associate Chapter Member, Business Partner, Spouse or Significant Other (**max 2 per member**)
- No Charge for Potential Members
- **\$25/ea.** for all others



**Directions**

From the 210 & 134 Junction in Pasadena: Go South on the 210/710 Spur towards California/Del Mar/110; Exit on California, turn left; Left again at the first light; Pass Palmetto (the first street on the right) & turn in to the Mijares parking lot; If the lot is full, park on the street

### UPCOMING MEETINGS & EVENTS

February 5 - RepairPal at Mijares  
March 5 - TBD at Mijares  
March 23 - Scott Brown Seminar in Monrovia  
April 2 - TBD at Mijares  
May 7 - Shop Night  
June 4 - TBD at Mijares

July 2 - Open Forum at Mijares  
August 6 - TBD at Mijares  
September 3 - TBD at Mijares  
October 1 - Oktoberfest at Montrose Bowl  
November 5 - TBD at Mijares  
December 7 - Chapter Holiday Party