

BAR Sunset Review Hearing Happens and Industry Makes Its Case

The Joint Legislative Sunset Review Committee conducted the first phase of its review of the Bureau of Automotive Repair on January 6, 2004. At the hearing, the automotive repair and aftermarket industries presented summaries of their concerns in a special panel. There was an impressive showing of aftermarket organizations



Marty Keller briefing ASC Leadership prior to hearings.

present for this important meeting including testimony from the Automotive Repair Coalition (ARC), Motorist Assurance Program (MAP), California Automotive Teachers (CAT), Automotive Trade Organizations of California (AuTO-CA), California Service Station and Automotive Repair Association (CSSARA), California Automotive Wholesalers' Association (CAWA), Automotive Service Association (ASA) and of course ASC of California. Our Executive Director, Jennifer Zins, testified on behalf of ASC during the hearing. Other groups representing industry were also present and provided testimony at the hearing including Society for Collision Repair Specialists, National Autobody Council, Used Car Dealers, and SEMA. The California Autobody Association was present at the hearing but did not provide any testimony.

Mr. Mike Noroit of the Collision Division of ASA was present at the hearing. Mike provided some very positive comments about the work ASC is doing in this arena and lent ASA's full support to our efforts on behalf of reforming the BAR structure.

The panel took the time to summarize the key points made in the case document that was compiled and distributed to the Joint Legislative Sunset Review Committee and their staff members. A copy of this case document can be found by following the links on our website at www.ascca.com. The testimony was so well put together that Tom Papageorge, Head

Deputy District Attorney of the Consumer Protection Division of the Los Angeles County DA's office, told the committee that the testimony presented by the automotive aftermarket demonstrated conclusively that significant problems exist with the current regulatory process, and offered to personally work with both the industry and the legislature to craft effective solutions.



ASC Executive Director Jennifer Zins preparing to testify.

enforcement representatives. Several representatives of the Bureau of Automotive Repair were present making the case on behalf of the Bureau. Many of the comments that came from all those three fronts were in contrast to the industry's position.

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ASC Leadership Identifies Critical Issues for 2004

At the Long Range Strategic Planning Workshop held in October the leadership of ASC jointly went through a process in which they identified a number of issues both in the industry and with the association itself that they felt would be critical to keep in mind as we move into 2004. Since this is the first issue of the Independent for the year, we felt it appropriate to share some of these things with you so you can see what is in the forefront of our minds as we plan to meet these challenges head on.

Challenges on the Horizon

No industry is safe. Every industry comes under fire from time to time from both the public and other factors. Threat is an alarming word, but let's be realistic, they exist. A few of the challenges we will face in 2004 come from a variety of sources. One of the biggest things we still suffer from is public perception on the part of our current and future customers. Many members of the general public still assume the automotive repair shop is behind the times in technology, likely to overcharge, likely to be unable to cor-

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President's Message



Dan Biggs
State President 2004



Members:

The holidays are finally over, and that means it's tax time again. That is usually indicated by the slow down our shops seem to see. Now we try to tell our customers it is time for spring cleaning and to pull out the owner's manual to make sure they are up to date on recommended services. Those of us in the basic smog testing areas have already updated our equipment to BAR 97 levels (more money out the door!) and hoping the investment will pay off. During this slower time it is also a good idea to try to make sure we are running our businesses as efficiently as possible.

ASC is running very smoothly and we have a balanced budget to work with in 2004. We have trimmed the budget to run on current numbers and have narrowed projections to a minimal amount. That means as membership grows so does our ability to enhance and increase benefits for you and your business. Just think, if every member signed up 1 new member, we would double in size! Pretty impressive, huh? And in my opinion, very achievable.

In addition to growing the membership, education and training is the second main focus for this year and I would like to have everyone join me in this endeavor. The Education, Information and Training Committee is being led by Glenn Davis and if you have any ideas on how to bring training directly to our members, or ideas on seminars ASC can hold at statewide events, please e-mail Glenn at gdaent@msn.com or call him at (909) 946-2282.

Don't forget the AALC Legislative 2004 Day on March 22, 2004 in conjunction with Team Weekend! There is more information about all of these upcoming events in this issue of the Independent. I'll see you there as we continue to make ASC the centerpiece of the automotive industry's fight in the legislative halls of Sacramento.

ASC-CA Staff & Associates

Table listing staff and associates with names and phone numbers: Jennifer Zins, Shelly Levy, Elizabeth Hicks, Rachel Otter, Maxine Jones, Walt Commans, Katie Jacobs, David Gregory, Chuck Coppage, Shannon Blakeman, Lorraine Stevens.

State Office Report



Jennifer Zins
Executive Director

Membership recruitment is the name of the game in 2004. ASC members, leadership and staff alike must focus our attention on growing our membership rolls this year. Growth in membership can mean a lot of things to us — increased benefits and services, amplified clout in the legislative and regulatory arenas and improved networking and support for members to grow and strengthen their businesses.

We all know membership in ASC is an extremely valuable investment. Now we have to convince the tens of thousands of automotive repair dealers who are not members of ASC of our value. Belonging to ASC gives you an edge over your competition, because you are privy to inside industry, government and professional information that your colleagues outside of ASC are not. You know about the latest issues coming down the pipeline that will affect your ability to do business in the state. Now, we must go out and recruit others and educate them about this value and service.

One of the ways the ASC leadership is doing this in 2004 is with the addition of a new staff position within ASC—the Chapter Liaison. We have revamped and improved the position of membership coordinator and have modified that job responsibility to emphasize education, support and growth of the chapters within ASC. We are also adding a second Chapter Liaison that will serve as a resource to the chapters in the northern and central portions of California. All this has been done with two main goals in mind: one, to support and strengthen the chapter network within ASC and two, to grow and fortify the membership of ASC.

I challenge each of you in 2004 to bring one colleague to a chapter meeting, to personally visit one shop in your area and talk about the benefits of membership in ASC, or invite one shop to attend a team weekend, legislative day at the Capitol or other ASC event as your guest. Working together we can build and grow the membership base of ASC which will in turn benefit each of us in ways that have not even imagined.

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ASC Mourns the Passing of Jack Heyler

ASC members have been saddened by the passing of Jack Heyler on December 26, 2003 from complications arising from emphysema. Jack was a long-time member of ASC from Chapter 12 and a staunch supporter of the automotive aftermarket. His personal commitment and caring attitude made him an irreplaceable asset for our industry and in the lives of so many ASC members.



From left: Joanne, Jack and Shirley Heyler

As a tribute to Jack we are reprinting the following article published in the November 2002 issue of *Motor Age* and written by Jacques Gordon and also including some of the many comments we received in memoriam from ASC members who wanted to make their thoughts heard.

Reprinted Article

In the long history of on-board diagnostics, one man from the service industry has worked behind the scenes almost every step of the way. Most of those in government, auto manufacturing and the Society of Automotive Engineers (SAE) who were involved in the creation of OBDII know of this man's contributions to the system. But perhaps his greatest contribution was to represent you, the people who actually use OBDII every time you plug in a scan tool.

Jack Heyler started working in his father's shop in 1937, eventually becoming a mechanic and shop owner himself. He joined the Independent Garage Owners' association in 1958, which later became Automotive Service Councils (ASC). He was there for the nation's first attempts at emission control-California's PCV retrofit program in 1962.

As a member of ASC, Heyler became involved in negotiating regulatory issues, from service station landscaping rules to emissions inspection standards. In the early '70s, California created the Bureau of Automotive Repair (BAR) and the Air Resources Board (ARB), and almost

immediately, bitter battles began between these agencies and California's shop owners and mechanics. In 1978, Heyler was appointed to the board of the newly formed California Automotive Task Force (CATF), with the specific task of opposing ARB's proposed 10-year/100,000-mile emissions warranty. That warranty would have

sent cars to the dealer for almost every kind of engine repair, not just for emissions failures. It took years, but CATF succeeded in getting the warranty rolled back. It was also the last time Jack Heyler took the position of adversary against a government agency.

In 1983, health concerns forced Heyler to leave the shop, but the rest of us are better for it. He began devoting his full attention to working with ARB as a volunteer consultant on their diagnostics and emissions inspection programs. When the industry's first attempt at onboard diagnostics proved disappointing, he was in a good position to present his ideas to the right people. Many of those same people now say that it was Jack Heyler's understanding of what technicians really need to get the job done that eventually led to development of today's OBDII.

Heyler was invited to make a presentation at the SAE West Coast International Conference in 1986. Here he proposed that all cars have the same diagnostic connector, a standard data transfer protocol, standardized diagnostic codes and that all manufacturers use the same names for their emissions control system parts. He also proposed that technicians be formally trained and certified to repair these systems, and that repair information be made available for all makes through a single source. Some of the engineers in the audience actually laughed at these ideas; however, the

audience also included people from ARB and BAR who were working on the next generation of on-board diagnostics, and they listened intently to what Jack had to say

There's a whole lot more to the story, and some big issues are still not resolved. But as a result of that presentation, Jack Heyler has been called the "Father of OBDII." He'll be the first to tell you that he didn't invent it, that it took a lot of people to make useful onboard diagnostics a reality. But the vision he presented at that meeting was the result of his experience as a mechanic and shop owner. His later experience as a trade association officer and technical consultant taught him how to get people working together toward real solutions instead of wasting time and energy trying to "protect their own turf," as he would say.

Jack Heyler's work was characterized neatly in a letter from Tom Cackette, chief deputy executive officer of ARB. Through many baffles and opportunities for failure, it was Heyler's vision and "advice that came from the heart, offered with (the) intent of making things better" that did so much to make OBDII the truly useful tool that it is today.

Tributes

It is a sad day for the Automotive Industry when we lost a man who moved this industry forward for the betterment of servicing vehicles.

We ASC were lucky to have that person as part of our Association. Jack was honored a few years ago by the Automotive Industry and he knew what he had achieved for our and future shop owners. Jack was part of our past, present and future. He will never be forgotten for his part in open communications between Manufactures and Service Industry and Government. His dedication as a representative of the ASC Family to Industry will never be forgotten. I have learned a lot from Jack over the years. His guidance and training proved to be instrumental in my personal involvement for our industry.

Elaine and I send our condolences to Shirley and the rest of the Jack Heyler family.

Robert Salerno
ASC Past President

It is with great sadness I read the news of Jack Heyler being called to another life, the

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Insurance News

ASC Insurance Services in Retrospect

By Chuck Coppage

As we start our fourth year of operations I wanted to take a minute and remind all of you of the services you have at your disposal through your Association-owned Insurance Agency and give you a brief review of our success over the past three years.

As most of you know, ASC Insurance Services is a joint venture between your Association and InterWest Insurance Services. As an equal partnership both expenses and profits are shared fifty-fifty between ASC and InterWest. This means fifty percent of the gross income, after expenses, generated by selling insurance policies stays with the Association and its members. The Association uses these profits to directly benefit the members and to help control the cost of membership. It is truly a win-win situation for everyone.

We just finished another record year and are extremely proud to give you the following report. We now write insurance policies for over 450 members. We have generated over 8 million in premiums during the last full year ending December 31, 2003. This allowed us to return profits of over \$145,000 directly to you and your Association. This in turn helped the Association pay for the expense of fighting the Trevor Law Group lawsuit and for its day-to-day operations.

We continue to work on bringing excellent service to the members of the Association. Members of the ASC Insurance Services Management Committee and members of the ASC State Office staff meet once per month to discuss the program and brainstorm ideas on how to better serve you, the membership. We continue to search the marketplace for the best combination of service and price to present to you. In addition, we continue to expand our product line to be able to bring you a complete insurance package providing coverage for all of your insurance needs. We now have Workers' Compensation, garage liability, property, commercial auto liability, bonds and any other business related insurance

coverage needed including employee benefits.

We recently brought you a new personal lines insurance product from the Allied Insurance Company. This is an "A" rated carrier by A.M. Best who is a specialist in Homeowners and Personal Auto. We have negotiated some very competitive rates specifically for ASC members, their employees and families and we get an additional 5% credit on each policy issued. You can call your contacts at ASC Insurance Services, Shannon Blakeman at (916) 609-8396 or Lorraine Stevens at (916) 609-8402 and they can help you gather the information Allied will need from you. You can then be properly prepared to call Allied's sales center and have them quote and bind your coverage in about 10 minutes. The call center number is (800) 982-0756. Tell them you want the ASC discount program # 71194.

Finally, as your Association-owned trusted insurance partner we are far more than a sales force. We stand ready to work with you on your insurance needs and to help you understand the complex world of insurance. Your association cares about your business and, as a part of ASC, we do too. If you have questions about any aspect of your insurance or just want our opinion on whether your current coverage is appropriate for your needs, give us a call toll-free at (877) 250-1979. Let's get together and make 2004 another success story for all of us!

ASC Restructures to Meet Chapter Needs

Over the past year and a half we have listened to your many concerns regarding chapter relations and membership recruitment and retention and the ASC Board of Directors, in conjunction with your Executive Director, Jennifer Zins, have made a significant change in the ASC State Office staff in order to address those concerns.

As of January 2004, we have eliminated the position of "Membership Account Executive" and have created the position of "Chapter Liaison" to take its place. Walt Commans will serve as the Chapter Liaison in the Southern portion of the state. We are currently conducting a job search to find a Chapter Liaison dedicated to the Northern chapters.

The new job description has been extensively restructured and is focused on providing the chapters with their own, personal link to the ASC State Office. Because membership in ASC is the future of the automotive repair industry, the new Chapter Liaison position is concerned with increasing membership but is also very much focused on the critical task of retaining the members we already have and directing more personal attention to the chapter representatives in each Liaison's territory.

The position of Chapter Liaison (CL) is responsible for promoting communication between the ASC State Office and various chapters that exist within the state. Chapter Liaisons have the important tasks of helping the chapter representatives obtain new members, retain existing members, as well as promote ASC Insurance Services and other membership benefits. In addition to acting as a point of contact for the chapters they will also work in an educational capacity, to train and assist Chapter Representatives and other Chapter members in the vital task of recruiting and retaining members in their chapters. Other responsibilities include assisting in promoting ASC as the industry's trade association including being well versed in the government relations program, educational opportunities, programs and services and other benefits of membership

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ASE Tests

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"Certifying the Automotive Professional"

*(continued from page 1)***Critical Issues**

rectly identify and fix the problem and going to be a dirty and unpleasant place to be for a few hours while their car is being repaired. Consumer groups continue to promulgate this message since they need reasons to "defend consumers" and they still think we are viable target.

Obtaining the information to fix the cars we work on continues to loom large. Due to SB 1146, car manufacturers have been forced to post repair information online but in many cases charge a significant amount of money to access that information. Both the continued availability of the information and finding a way to control those costs are critical to our continued success.

Finding a way to attract younger people into the profession as a whole, and also tempting younger members to become involved in ASC itself will continue to be a challenge. Finding ways to address the needs of a younger and more culturally diverse constituency and creating ways to take advantage of their enthusiasm and dynamism will be key to our continued growth and stability in the future.

The continued encroachment of insurance agencies into the repair arena is also of concern. Although legislative remedies have prevented some insurance companies from owning their own repair facilities and body shops they are continuing to challenge the system. They are difficult to deal with and present numbers of obstacles to warranty work.

Lack of mandatory certification continues to leave our industry at the mercy of people who accuse us of sloppy workmanship. Without measurable standards for qualification of automotive technicians we are doing a disservice to future workers and the profession.

Other associations and groups, whether related to the automotive industry, regulatory entities or consumer groups continue to pose challenges for us. Of course, the consumer is our first priority and it's time people believe us when we say that. Other automotive associations attempt to challenge our position as leader of the automotive repair industry in California and although we are confident about our position and our future we need to stay cognizant of those who may seek to surpass or supplant our

organization with a pale and transparent copy of what and who we are.

Opportunities and Strengths

The above challenges appear daunting to some, but we think our greatest strength as an organization is admitting those challenges exist in honest and straightforward discussions among the leadership of ASC and then putting our heads together and coming up with positive, proactive and realistic ways to address those things. That is precisely the strength of our Long Range Strategic Plan and the way we conduct the business of being an association. If you plan to survive an increasingly hostile atmosphere, the best thing you can do is close ranks and do what you do best.

In the minds of the public, ASC has to continue to build bridges with communication, communication and more communication. Our Marketing and Communications Plan for 2004 is focused on ramping up our public relations program with regular press releases to both automotive and general media, editorial boards and extending the consumer portion of our website to not only refer consumers to ASC member shops but also to educate them on their automotive repair experience. We are continuing to join and participate in coalitions that also have consumer groups as members and are trying to build bridges to provide good information to those groups to begin to change their perception of what an automotive repair shop is. You can help in this effort by treating every one of your customers fairly and helping them solve their problems. Remember, studies have shown time and again that a happy customer might tell one or two people about you an unhappy customer will tell ten or more they hate you. Make getting to that one or two people your goal.

ASC continues to support federal legislation, the grandfather bill of SB 1146, which is HR 2735. The Consumers Right to Repair Act takes the provisions of SB 1146 and expands the accessibility of repair information and specs to the entire car. It is a critical step to provide oversight and remedy for those manufacturers who choose to hold that information back. Don't forget, the manufacturers didn't post their websites with the OBD II information on them because they wanted to, or out of the goodness of their hearts. SB 1146 forced them to. Some

manufacturers would have you believe they will provide other information for the "good of the industry." How far will that goodness extend as their service centers in dealerships continue to expand bay by bay? Right now, they need you to handle the overflow on the vehicles they can't get to. Later on, when they've finished their expansions, maybe they won't need you so much and that voluntary cooperation may erode away like yesterday's news. Let's make sure information is available and affordable because if you don't know how to repair these new vehicles, you will not be in business.

ASC members need to find out what younger members need. Without a more diversified membership we are missing out on a lot of opportunities to learn and adapt to the changing demographics within our own profession. Reaching out to students with scholarships, career days at high schools and making sure we produce materials and programs that are attractive to younger people will be critical in attracting them to the profession as a whole and, by extension, our membership.

A natural extension of this is looking at the vocational, technical programs out there and continuing to work with organizations who promote certification and provide mechanisms for us to implement standards. Consistent, measurable performance and educational standards will go far to increase the public's confidence that technicians are competent and able to diagnose and repair the hundreds of different makes and models that exist.

Insurance agency encroachment is a battle best fought on legislative and regulatory turf. In conjunction with other aftermarket organizations we have a powerful voice in these discussions. It is a continuing struggle that must be faced by developing strong, consistent positions on issues and then taking them to the mat time and time again as they try this way and that way to continue to exert their influence over our industry.

The bottom line is your leaders are working every day to ensure that ASC stays on the forefront of all of these issues that affect your daily life. You can do your part by supporting your association and helping us grow one member at a time. Our influence and our ability to change and grow is based on you, your

neighbor and the shop down the street that you KNOW should be a part of us. Do your part and as we focus on our programs, our members and our industry we will continue to create a rich and multi-faceted powerhouse that nobody could ever dream of replacing because we have stayed true to who we are. We are the automotive repair professionals. We are the Automotive Service Councils of California.

(continued from page 5)
Chapter Liaison

as well as serving as a facilitator when chapters have special needs or concerns.

We are happy to be able to provide this new opportunity to *help grow* the chapters and address their needs. We believe the addition of a second Chapter Liaison in the North will strengthen the chapter structure within the organization. If you are interested in interviewing for this

position, or you know someone who might be, please contact our Executive Director, Jennifer Zins at (916) 924-9054 or contact her via email at Jennifer@ascca.com. As we continue to build our team at ASC let's remember we are all in this together. We hope you are pleased with the changes you will see as part of this new direction that we have undertaken on your behalf. We welcome your comments at info@ascca.com.

Scholarship Fund Donations in Memoriam

We wish to offer our thanks to the following individuals who contributed to the ASC Educational Foundation Scholarship Fund in memoriam of Jack Heyler - Eli & Edythe L. Broad Foundation, Walter's M.B. Autohaus, William M. and Jane Lynn, Beverly B. Heyler, Elsie Jean Martin and Grover and Caroline Heyler.

Schmatz Takes Over as AAIA President, CEO

On Jan. 1, 2004, Kathleen Schmatz became the new president and CEO of AAIA. Schmatz, who has served as AAIA's executive vice president since January 2002, takes over the role from Alfred L. Gaspar, who retired after 40 years in the aftermarket industry. Gaspar is president emeritus and will serve as a consultant to the association.

"Thrilled, excited, eager, humbled, nervous: Pick one or pick them all and that's how I feel about the privilege and one-of-a-kind opportunity I have to lead the most dynamic and powerful trade association in the automotive industry," Schmatz said. "I am honored to fill the shoes of an industry icon, one of the most respected and revered individuals in the business, Al Gaspar."

Schmatz, formerly vice president and group publisher of Babcox in Akron, Ohio, is a nationally recognized advocate of the automotive aftermarket, a sought-after speaker and presenter and an active volunteer on the boards and committees of several trade associations.

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Legislative Update

New Laws Effective January 1, 2004

Governor Davis may no longer be at the State Capitol but employers are going to feel his impact on several bills that took effect on January 1, 2004 having to do with different employee issues.

We've prepared this rundown for you to get you up to speed. As always, if you have any questions regarding employee issues ASC members are entitled to one half hour per month of free legal consultation with Jacobs and Gregory and if you give them a call at (909) 781-9091 they will be able to help you with any specifics you may need.

Employees Entitled to Paid Family Leave

Last year California enacted landmark legislation allowing employees to take paid family leave for qualifying absences. This law, SB 727, created the "Family Temporary Disability Insurance" program, or FTDI. Beginning on July 1, 2004 employees will be eligible to receive FTDI benefits for qualifying absences.

FTDI qualifying absences include up to six weeks of partial wage-replacement benefits within any 12-month period when employees take leave from work to care for a seriously ill child, spouse, parent or domestic partner, or to bond with a new child.

Employees will start paying for these benefits on January 1, 2004 through increased SDI withholdings. Benefits will be 55% of the employees base pay rate, up to a maximum of \$728 per week in 2004 and up to \$840 in 2005. Payroll deductions are mandatory.

Employers must provide notice of paid family leave benefits to all employees hired on or after January 1, 2004 and to all current employees who take leave after July 1, 2004 due to pregnancy, non-occupational injury or illness, or to care for a child, spouse, parent, domestic partner or new child. Employers must be careful not to retaliate against any employees who use these benefits. Carefully document the reasons for any adverse employment action taken against employees who have taken FTDI leave so

you cannot be accused of retaliatory measures.

More detailed information is available from the ASC State Office and will be posted on the website at www.ascca.com soon. Call us at (916) 924-9054 if you would like a copy faxed to you.

Employees May Now Assess and Collect Civil Penalties for Labor Code Violations

Before SB 796, government agencies had the sole ability to assess and collect civil penalties for Labor Code violations. Effective January 1, 2004 the Labor Code Private Attorneys General Act (or otherwise known as the "Sue Your Boss Law") gives employees the right to sue their employers on behalf of "himself or herself and other current or former employees" to recover civil penalties for alleged Labor Code violations that a government agency does not prosecute. Employees can recover up to 25% of any penalties imposed on the employer, and the amount left over will be distributed between the State General Fund (50%) and the California Training Fund (25%). Employees may also recover attorneys fees and costs.

Employers Face Liability for Sexual Harassment by Non-Employees

AB 76 amends section 12940(j) of the California Government Code to state an employer is liable for the sexual harassment of employees by clients, customers and other third parties if the employer knows or should have known of the

harassment, and failed to take immediate and corrective action. The new law also expands protection to include independent contractors in the service of that employer.

Transgender Discrimination Prohibited

AB 196 adds to the list of protected classes of employees. The definition of "sex" has been modified to include "gender." The new law makes it illegal to discriminate on the basis of "gender identity" or against transgender employees. The new FEHA definition of "gender" is as follows: "the employee's or applicant's actual sex or the employer's perception of the employee's or applicant's sex, and includes the employer's perception of the employee's or applicant's identity, appearance or behavior, whether or not that identity, appearance or behavior is different from that traditionally associated with the employee's or applicant's sex at birth." AB 196 also adds Section 12949 to protect employees whose mannerisms or appearance are regarded as too feminine or masculine for his or her gender. You may still require employees to adhere to reasonable workplace appearance, grooming and dress standards but only if employees are allowed to appear or dress consistently with their gender identity. You need to make sure you update your harassment and discrimination policies to include this additional protection.

These are just a few of the new employer mandates taking effect on January 1, 2004. This new legislative session will bring more changes and we will keep you updated as these things occur. Make sure to attend Legislative Day on March 22, 2004 at the State Capitol in Sacramento and get to know your legislators one on one. This is a perfect opportunity to let your voice be heard as small employers who are regularly impacted by decisions made at the State Legislature.

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AALC Legislative Day at the Capitol 2004



ASC Member Registration Form

MONDAY, MARCH 22, 2004

9:00 AM — 5:00 PM

Sacramento Convention Center & State Capitol

KEY EVENTS

- | | |
|---|-------------------------------------|
| BAR Reform Update | Caucus With Your Association |
| Federal Issues Update | Visit With Your Legislator |
| Panel Discussion on Job Killer Bills | Hospitality Suite |
| Luncheon with Keynote Speaker | Network With Your Colleagues |

Why Attend? Because These Issues Will Impact YOU This Year:

- ψ BAR Reform
- ψ Workers Comp Reform
- ψ 17200 Reform
- SB-2 Reform
- ψ Regulatory Review

**Please Return this form by mail
or Fax to:**

**CSSARA
1202 Grant Avenue Suite B-1
Novato, CA 95945
Fax: (415) 892-4173**

Name (s): _____

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State: _____ **Zip Code:** _____

“Voting” Zip Code (your residence zip code): _____

Phone: _____

Fax: _____

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ASC. Your Partner. Your Resource. Your Voice.

Legal Forum

Ask Katie & Dave

Dear Katie and Dave:

You two talk to a lot of auto repair shop owners throughout the state every week. Based on what you can gather from all of these conversations, what would you say is the single most important factor that separates successful shop owners from the less successful ones?

— Signed Curious

Dear Curious:

As important it is for a technician to have good diagnostic skills and an aptitude for making repairs, these are not the most important attributes for a successful owner. The key to success is COMMUNICATION. The shop owner who LISTENS to the customer and treats the customer with RESPECT usually ends up with a customer for life. The few minutes it takes to really understand the customer and help the customer understand you will save you hours of problems if something goes wrong.

Always remember that what you do — repairing cars — is magic to most people. The standard customer who gets into a car and turns the key expects the car to start and run perfect every time. If there is a problem and this customer lifts the hood of the car — especially the newer cars — the customer is at a total loss. Don't get frustrated because the customer does not have a clue about cars. Remember they probably know a lot about things you probably know little about, so try to explain things to them in as simple and straightforward manner as possible without patronizing them or making them feel bad for asking you questions.

If the customer feels you are listening, they are less likely to get frustrated with the whole process and think you are a crook. Remember, many of your new customers are afraid you might take advantage of them and it is up to you to show them, through patient and consistent communication, that you aren't that kind of person. Every once in a while you will run across one of those people who will never be convinced you are not trying to rip them off. Once you discover this, don't continue to do work for that

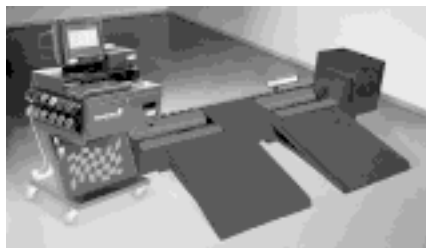
person — just decline future jobs from them.

In the event communication is not your best skill, hire someone as a service writer who is good at it. But don't give up on learning how to communicate better. Pursue educational opportunities presented by ASC or by affiliated organizations. Even if you have an employee who can communicate with your customers, you need to communicate with that employee. And when the day is done, communication skills are still necessary with your spouse, your kids, your dog . . .

ASC Insurance Services Holds Elections

The ASC Insurance Services Management Committee held an election recently to fill two open terms on the committee. The ASC Board of Directors ratified the winners and wish to offer their congratulations to both Alan Cherko and Doug Dirks. The ASCIS Management Committee is looking forward to continuing to move ASC Insurance Services into the next year in the strong growth mode it is currently in.

Remember, ASC Insurance Services is your trusted insurance partner. We will be happy to review your coverages for you and offer our opinions on whether they are appropriate for you at any time. Just call 1-877-250-1979 and see if we can help. You've got nothing to lose — even the call is toll-free!



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AAM Reunion Dinner Featured at AMI Spring Break Event

The Automotive Service Association (ASA) and the Automotive Management Institute (AMI) will hold a Reunion Dinner for the Institute's Accredited Automotive Managers (AAMs) from 7 - 11 p.m., on May 1, at the Embassy Suites, Palm Springs, Calif. The dinner will be part of AMI's Spring Break Seminars, a four-day educational event to be held April 29 - May 2, 2004.

The Reunion Dinner will recognize AAMs for their accomplishment in achieving this prestigious designation and will include entertainment. The dinner is open to all AAMs and there will be no charge for the first 50 AAMs to RSVP. Thereafter, tickets for the function will be \$30 for AAMs and \$45 for non-AAMs. To attend, RSVP to AMI, toll-free (800) 272-7467, ext. 239, or Fred Sullivan, seminar registration office, (650) 340-6315.

In addition to the dinner, AMI's Spring Break will feature 11 business management seminars designed for automotive repair professionals. The seminars are part of AMI's accredited curriculum and will earn students credits toward the AAM designation. Students may opt to take seminars on all four days of the event, earning 36 credits, on two days to earn 24 credits, or 1-1/2 days to earn 18 credits.

This educational event will also offer ample free time to enjoy the many exciting local attractions and the warm Southern California climate.

To register for the Spring Break Seminars or for more information, call the seminar reservation office at (650) 340-6315.

The ASC Website is available for you 24/7!

Please visit www.ascca.com for all the latest association information!

ASC Leaders Attend Leadership Orientation Workshop

The leadership of ASC including the Board of Directors and Chapter Representatives participated in a volunteer leadership workshop on Saturday, January 10, 2004 in Sacramento.



ASC Executive Director Jennifer Zins giving the group some introductory comments.

An experienced consultant facilitated the workshop and taught such important principles as volunteer leadership skills, board and chapter representative roles and responsibilities and governance and management skills. Participants indicated the workshop was valuable and said they learned skills to make them a better volunteer leader both for ASC as



Consultant Georgene Waterman and ASC members review some educational materials.

well as in their local chapters.

The leadership of ASC is dedicated to learning and reinforcing the critical skills needed to do the best job they can for ASC and its members. As evidenced by attendance at this important annual workshop, ASC volunteers have incredible dedication, loyalty and commitment to growing and enhancing their association.



ASC President Dan Biggs, First Vice President Bob Constant and other members of ASC's leadership enjoying lunch.

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Want to do something about rising health insurance costs?

ASC Insurance Services and its partner, CIMS, have teamed up to develop a new, **low-cost alternative health insurance plan** for members of the association. In combination with the administrative capability of CIMS, the program gives you choices in plan design, providers and premium levels. It might be the "fix" for your rising health insurance costs that you've been looking for!



Visit our website at www.ASCCAinsurance.com and get a "quick quote" for coverage today!

ASC Insurance Services/CIMS
1-800-575-6891, ext. 22

License No. 0614752



(continued from page 1)

Review Hearings

Senator Jackie Speier, who is a strong consumer advocate, came to the hearing and provided a testimony centered around the outstanding work the BAR is doing on behalf of consumers and the need to keep BAR funded and kept intact as a Bureau Structure. Conversely, Assemblyman Rudy Bermudez was also present at the hearing and certainly gave BAR a run for their money. He was highly and publicly critical of BAR, their enforcement practices and their *interpretations* of fraud. He did not back down on the Bureau throughout the entire hearing, which put BAR on the defensive to an even greater extent than they already were.

Several dedicated and loyal ASC members took time out of their busy schedules to attend this very important hearing and show support for the industry's position including ASC Director Bob Klingenberg. In fact, there were several ASC members who provided public testimony at the hearing. Special thanks go out to all ASC members who attended the hearing and a special thank you to the following members for adding such valuable input to the committee by



ASC members discussing the days events.

providing testimony: Milt Seropan (Seropan Enterprises, San Francisco), Dennis Montalbano (German Auto Repair, Fresno), Larry Moore, (Larry's Autoworks, Mountain View), David Baerg (Precision Auto Repair, Costa Mesa), Chris Ervine (Chris's Auto Repair Service, Stockton). ASC Member Paul Frech, who provided testimony as President of AUTO - CA, did an excellent job in his presentation.

The hearing lasted from 9:00 a.m. until 4:15, with an hour lunch break. The discussion was lively and revealing. The

committee members and staff present at the hearing seemed to be very responsive to the concerns of the industry. The committee will have the responsibility to go back and assess all comments being made in front of the committee. They will summarize the issues presented at the hearing and submit them to BAR with the requirement that the BAR respond within sixty days. In the meantime, our industry is continuing to work collaboratively to introduce new legislation in 2004 to reform the Bureau structure.

We cannot overstate the importance of the automotive industry pulling together and speaking with one coordinated voice on this issue. We owe a debt of gratitude

to all the players who've put in countless hours to ensure that our testimony was clear and supported in fact thanks to the many examples you've provided us with. This coalition is one stop closer to achieving real, measurable and visionary reform of the Bureau of Automotive Repair so that both consumers and our industry can enjoy equal protection under the law.

We have posted important documents related to the hearing including the industry's case document prepared by ARC as well as the testimony provided by ASC Executive Director, Jennifer Zins on the ASC web site at www.ascca.com under the "What's Hot" section. We will continue to keep you informed as this process wends its way along. As always, if you need more information, please don't hesitate to call the ASC State Office at (916) 924-9054.

(continued from page 4)

Jack Heyler

few times we talked, I was always amazed how he wanted to shared his knowledge with someone, a great spokesperson and allied to this industry.

My Deepest Sympathy to Shirley and the entire Heyler family.

John Camara

Dear Friends, Jack Heyler, passed away on Friday, December 26th while in the hospital. Jack was there suffering with pneumonia, a complication of emphysema, which he had battled for the last several years.

Jack has spent more time improving our industry and our Association than any one person could have been expected to do. He will be greatly missed by all of us.

Memorial services were held on Tuesday, December 30th at Gates, Kingsley, Gates Mortuary at 11:00 AM in Santa Monica.

I take the liberty of posting this as Jack had been a member of the West Los Angeles Chapter 12 since 1969, and we have been very proud to claim him.

Alan Cherko

It is not only a sad time for Jack's family but for the auto repair industry as a whole. When I first met Jack it was obvious that his main concern was improving the industry and that he had no interest in speaking about or participating in any issues that did not help us all effect that cause.

It was impossible to engage him in conversation de meaning one group or association over another and he was never

Member Feedback Form

ASC endorses a number of benefits that give you, the ASC member, the advantage of preferential pricing or other advantages that you can't get on the street but we don't often hear your opinions of the services we offer. So here is your chance! If you have had a terrific experience with one of our vendors, let us know about it. If you have had a not so great experience, we'd like to know that too.

Please complete the following form and fax back to the ASC State Office at 1-916-924-6702 and let us hear from you!

Name: _____ Chapter: _____

Company: _____

Endorsed Benefit Provider:

- ASC Insurance Services CIMS CITGO Jacobs and Gregory
 NOVA ALLDATA Mitchell1 Paychex
 California Preferred Credit Union Heartland Payment Systems
 iCARumba Certegy Check Guarantee Services FirstCorp

Rate this vendor on service (1 being poor and 5 being great)

- 1 2 3 4 5

Rate this vendor on price (1 being poor and 5 being great)

- 1 2 3 4 5

Comments: _____

Thanks for Helping Us Keep an Eye on Things on Your Behalf!

on a "personal ego trip" of any kind even though he had more right than anyone I know to be on one. His knowledge of "his subject" was second to none and he was willing to share it all with anyone as long as you were legitimately interested. We should all learn from his example.

My condolences to his entire family. We have lost one of the best.

Milt Seropan

It was with great sadness that Laurie and I heard of Jack's passing this weekend. I am proud to have known Jack and had the pleasure of working with him on building one of his longtime dreams — STS. I will never forget his kindness and valuable instruction in "how to get things done."

Jack was always looking forward at what could be, not at the artificial restrictions imposed by the status quo. He did not let small defeats stop his vision of what could be, he simply found another way to get it done. This industry is a much better place as a result of Jack's clear thinking and his vision of a better future. His enthusiasm, determination and logical thought processes caused many people, inside and outside of our industry, to re-examine their beliefs and join him in getting things done. He unselfishly and constantly worked to improve the lot of the average shop and mechanic. Even after being diagnosed with terminal medical problems he fought many battles on our behalf. He gave his all for a better industry right up to the end.

Jack will be missed but we are all better off as a result of his hard work and far reaching vision.

My deepest sympathy goes out to Shirley and Jack's close friends and family because I know there will be a huge piece of their lives missing from now on. Hopefully we can all fill that void with the fond memories of this wonderful man.

Larry Moore

I had the honor and pleasure to serve on the State Board of Directors during Jack's term as State President many years ago. He ran the association like he did his life — with dignity and professionalism. I remember a state convention held here at the Hotel Del Coronado when Jack trailered his boat down and took my family out on San Diego Bay for a cruise — an unforgettable ride. He sponsored my membership into SAE, where he had quite a bit of clout. He also, almost single-handedly, got the auto manufacturers, through SAE, to standardize the adl connectors on late model cars — a monumental

task in itself. I may not be able to attend the memorial service, but would like to send condolences on behalf of myself and the San Diego chapter.

James Justus, Chapter 24

Jack Heyler was very dedicated to the Automotive Service industry and to IGO/ASC. He also was wonderful man and a good friend to our cause. His contributions are hard to measure. He will be long remembered and badly missed.

June and I offer our condolences to Shirley and to all the family.

**Chuck Overbey,
1990 State President**

We at Pacific Management Services are saddened to hear of the passing of our friend, Jack Heyler. He supported, promoted and recommended to ASC shops our environmental and employee safety services. For his support and recommendations we are grateful. He was a great friend to me and I will miss him tremendously. Our sympathy and prayers for Mrs. Heyler and the Heyler family.

**L. Dean Lowe, Ph.D.
and the staff of Pacific
Management Services, Fresno**

I've worked with Jack for a number of years on the Extended Warranty issue and SB1146. The professionalism and compassion that Jack showed during these crises was phenomenal. Jack taught me a great deal about the industry — I will always cherish the memories I hold of Jack and will miss him and his many contributions to ASC and the industry.

God Bless the Heyler Family—

**Jennifer Zins
ASC Executive Director**

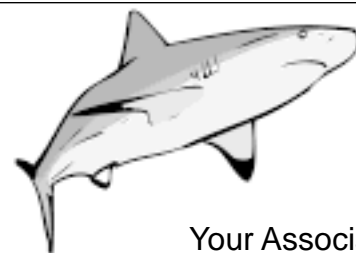
Come One, Come All to Sacramento

Our next Team Weekend including board of directors and chapter representatives meetings is scheduled for the weekend of March 20-21, 2004 at the DoubleTree Hotel in Sacramento, California. As a special added event, we are holding an Open House at the ASC State Office on Sunday, March 21, 2004 from 5:00 PM to 7:00 PM. All ASC members are invited to come and see where it all happens in Sacramento! Please RSVP to Elizabeth Hicks at elizabeth.hicks@ascca.com.

Make plans to stay through and attend Legislative Day 2004 on Monday, March 22, 2004 from 9:00 AM to 4:00 PM.

More information on all of these events are in this issue of the Independent.

As always, all events, including upcoming board meetings are listed on the website at www.ascca.com and in the calendar section located on the back page of the Independent. This calendar feature is an ongoing feature and is in every issue. If you ever have any questions regarding upcoming events feel free to call the ASC State Office and we can fill you in.



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Shannon Blakeman: Workers Comp 916/609-8396
Lorraine Stevens: Package 916/609-8402
Chuck Coppage: Manager 916/679-2951

ASC Communication Resources

As we put the finishing touches on our Marketing and Communications Plan for 2004 we thought we'd do a brief rundown of all of the different communication tools we use on a regular basis so you can begin to keep an eye out for them and take advantage of the many different ways your association has developed to get information to you.

California Independent

This highly respected newsletter, which you are currently reading, is published on a bi-monthly basis and mailed to every ASC member as well as other interested automotive aftermarket individuals and businesses. It contains the latest association information, industry news and hints to keep your business at its best. For advertising rates and more, contact Elizabeth Hicks at (916) 924-9054.

Fax Broadcasts

We maintain fax lists for our members and send out fax broadcasts that contain information on association events, member benefits, important legislative alerts and more! You can identify our faxes by looking for our ASC logo in the upper left hand corner of ALL of our fax alerts (for a reminder of what our logo looks like, you can look in the upper left hand corner of the cover page of this newsletter). "The State Office Update" comes out once per month and contains short news bulletins on current association activities and industry news of interest. The last one was sent out on January 7, 2004 and the next one is scheduled for the second week of February. "The Capitol News" is sent out every other month (more often if necessary) and contains information on current legislative and regulatory hot-button issues that ASC is involved in. The last one was sent out on January 23, 2004.

"Legislative Alert" faxes come out when we need to bring your attention to a vital piece of legislation requiring your immediate action and only appear as events warrant. "Member Benefit Alerts" are scheduled every other month and are dedicated to our member benefit providers and include information on programs and services that you can take advantage of. The bottom line is this — watch for our ASC logo and DO NOT toss these away thinking they are junk faxes.

E-mail Broadcasts

The ASC State Office sends out a full-color, HTML Broadcast Email on a regular basis. Information on the "State Office

Update" broadcast fax is sent via this communication tool but other information is sent throughout the month including updates on insurance issues, changes in plans and website updates. Our last broadcast email was sent on January 23, 2004. If we don't have your email address, we certainly would like it! Please send an email to info@ascca.com or call us at (800) 810-4272 and get signed up today!

Website

Our website is currently undergoing a major overhaul and once it is re-launched it will be the premier website for the automotive aftermarket with up-to-the-minute information and numerous resources for both the repair professional, the technician, the student and the consumer. Don't forget to watch for our announcements when the new site is rolled out and visit us online at www.ascca.com.

Group E-mail

We maintain several group email lists. All of our group email lists are closed, meaning you cannot use them if you are not added as an authorized user by the ASC State Office staff. The two lists of the most interest to the general membership is RepTalk (which is reserved for Chapter Representatives) and TeamTalk (which is open to all ASC Members who wish to use it). The ASC State Office uses RepTalk to send all manner of messages that are critical for your chapter representatives to get. IF YOU ARE A CHAPTER REP and you are NOT on RepTalk, you need to immediately send an email to shelly.levy@ascca.com and get added. It is one of our most important conduits to instantly get to you with important information that directly concerns you and your chapter. RepTalk is also a valuable communication tool for you to use as you discuss chapter issues with your counterparts. Sharing ideas on RepTalk is a great way to discover new ways to develop your chapter. TeamTalk is a member-to-member list open to all members. A sign up form is available on the website at www.ascca.com along with

instructions on how to use it. TeamTalk is intended to be used as a forum to ask questions of your fellow members. Recently a discussion was held on TeamTalk regarding an inspector visit from the Dept. of Food and Agriculture, Weights and Measures division. The member was able to get their question answered and all of you on TeamTalk were able to benefit from this useful information. This is PRECISELY the way TeamTalk should be used and is a clear demonstration of its value to you. However, TeamTalk is a member-to-member discussion board. The ASC State Office no longer uses TeamTalk to communicate with the membership since the advent of our Broadcast Email service, nor do we respond to messages sent to us via TeamTalk, so you need to make sure you are on the Broadcast Email list so you get our messages and make sure you contact our office directly at info@ascca.com or (800) 810-4272 if you feel a particular issue needs to be brought to our attention.

Face-to-Face Meetings

Not to be overlooked, face to face meetings are where it's at. ATTEND your local chapter meetings. If you are a state only member, check your chapter out! You are missing out on a valuable opportunity to meet and network with your colleagues and form invaluable friendships and professional relationships. Check out the Chapter List in the newsletter or call the ASC State Office at (800) 810-4272 to find out which chapter you would belong to. We also provide opportunities for the chapter representatives to get together in their committee at all of our Team Weekends and at other times as necessary during the year. Make sure you encourage your chapter representative to take the time to come to those meetings so they can bring you the latest information on the things that concern every ASC member.

Our goal this year is to continue to build on the communications plan put in place last year and to continue to encourage you to avail yourself of the resources you have. If you feel you are not on either our fax broadcast list or our email list please make sure we have your current information in our database by calling us at (800) 810-4272. We'll be in touch with you soon!

Congratulations and Welcome to New Members

BUSINESS	CHAPTER
Ciro Smog Check	02
Tim's Auto Repair	05
Toyolex	05
Tony Nicholas Car Care	14
Mike King Union 76	23
John's Foreign Car Service	24
Roy's Transmissions	48
Dave's Quality Auto Care	99
Gibbs International, Inc.	State
Jack's Lube Service	State
Metro Smog Center	State
Parts & People	State

ASA Announces Dates, Location, Theme for CARS 2004

The 2004 Congress of Automotive Repair and Service (CARS) will be held Nov. 4-6 at the Flamingo Las Vegas. CARS 2004, sponsored by the Automotive Service Association's Mechanical Division, is an official event of Automotive Aftermarket Industry Week (AAIW), held annually in Las Vegas.

This year marks a change of venue for the event. The Flamingo Las Vegas was chosen as the new site for CARS because it is conveniently located to the Sands Expo Center, the home of the Automotive Aftermarket Products Expo (AAPEX).

The theme of this year's show is "Feel the Power." In keeping with this theme, CARS 2004 will offer cutting-edge technical training and management courses approved by the Automotive Management Institute (AMI). The event will also provide ample networking opportunities, including the third annual Service Professionals Industry Reception, co-sponsored by ASA and the International Automotive Technicians' Network (iATN); and an exhibitor showcase featuring the latest in automotive products and services. Additional information about CARS 2004, including schedules and online registration, will be available on the official CARS Web site www.CARSONline.org, as it becomes available.

Chapter Meetings & Contacts

- Bakersfield (58)** — Meetings: 4th Wed. 7:30 pm, place varies. Mbr Info: Michael Elliot at (661) 845-2274.
- Central Coast (52)** — Meetings: 3rd Weds. 7:00 pm, place varies. Mbr Info: Bob Constant at (831) 394-2620.
- Central Valley (27)** — Meetings: 2nd Tues., 6:30 pm, Early Dawn Cattle Co, Modesto. Mbr Info: Robert Raduechel at (209) 575-6326.
- Coachella Valley (30)** — Meetings: 2nd Tues, 6:30 pm, Augua Caliente, Rancho Mirage. Mbr Info: Fred Divine at (760) 343-1226.
- East Bay (16)** — Meetings: 2nd Tues., 7:00 pm, The Englander Restaurant, San Leandro. Mbr Info: Ron Besette at (510) 774-3394.
- Foothill (5)** — Meetings: 1st Tues. 6:30 pm, Brookside Country Club, Pasadena. Mbr Info: Chuck Chatham. (562) 928-1725.
- Fresno (25)** — Meetings: 2nd Thurs., 7:00 pm, Ramada Inn, Fresno. Mbr Info: Ray Rasmussen at (559) 855-2398.
- Gold Country (36)** — Meetings: 2nd Tues., 6:30 pm, place varies. Mbr Info: Robert Brocke at (530) 477-5712.
- Hemet (32)** — Meetings: 2nd Tues., 6:30 pm, Sizzler, Hemet. Mbr Info: Phil Fournier at (909) 927-2102.
- High Desert (31)** — Meetings: last Tues, 6:30 pm, Location varies. Mbr Info: Walt Carnwright at (760) 245-5777.
- Inland Empire (14)** — Meetings: 3rd Tues., 7:00 pm, Royal Cut Restaurant, Ontario. Mbr Info: Glenn Davis at (909) 946-2282.
- Long Beach (18)** — Meetings: 3rd Tues. (no mtg July & Aug), 7:00 pm, Colonial Cafe, Long Beach. Mbr Info: Sam Baayoun at (562) 433-5523.
- Merced (33)** — Meetings: 3rd Tues. 7:00 pm, Place varies. Mbr Info: Kelly Velasco at (209) 826-6409.
- Mid Cities (1)** — Meetings: Varies, call for info. Mbr Info: Russ Okimoto at (562) 926-7317.
- Mt. Diablo (20)** — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Barbara Livingstone at (925) 837-1000.
- Napa/Solano Counties (9)** — Meetings: 2nd Tues. 7:00 pm, Palby's Restaurant, Vallejo. Mbr Info: David Whittington at (707) 648-3299.
- North Orange County (48)** — Meetings: 3rd Weds., Embassy Suites, Brea. Mbr Info: Jo Ann Fischer at (714) 773-0949.
- Orange Coast (50)** — Meetings: 2nd Thurs. 7:00 pm, Irvine Marriott, Irvine. Mbr Info: Rita Thomas at (949) 855-0590.
- Orange County (49)** — Meetings: 3rd Thurs. 7:00 pm, Sterling Suites Hotel, Anaheim. Mbr Info: Ken Hamilton at (714) 535-4100.
- Peninsula (23)** — Meetings: Last Tues. 7:00 pm, place varies. Mbr Info: Vallerie Williamson at (408) 264-9495.
- Redding (99)** — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Tim Morlock at (530) 244-4423.
- Sacramento (34)** — Meetings: 4th Tues. 7:00 pm, location varies. Mbr Info: Carol Bartels at (916) 383-2076.
- San Diego (24)** — Meetings: 3rd Tues., 7:30 pm, Handerly Hotel, San Diego. Mbr Info: Stuart Terry at (619) 287-9626.
- San Fernando Valley (11)** — Meetings: 3rd Tues. 6:30 pm, Odyssey Restaurant, Granada Hills. Mbr Info: Marilyn Schanley. at (818) 768-3656.
- San Francisco (21)** — Meetings: last Weds. 6:30 pm, Delaney St. Restaurant. Mbr Info: Paul Grech at (415) 474-7323.
- San Joaquin Valley (6)** — Meetings: 2nd Thurs. 6:30 pm, place varies. Mbr Info: Andy Pollino at (209) 472-9866.
- San Jose (42)** — Meetings: 2nd Weds. 7:00 pm, Lou's Village, San Jose. Mbr Info: Valerie Williamson at (408) 264-9495.
- San Luis Obispo (17)** — Meetings: 3rd Weds., 7:00 pm, place varies. Mbr Info: Smitty Price at (805) 546-9892.
- Santa Barbara (8)** — Meetings: 3rd Wed. 7:00 pm, place varies. Mbr Info: Rachel Barajas. at (805) 682-9441.
- Santa Clarita (3)** — Meetings: Varies, call for info. Mbr Info: Kevin Browning. at (661) 251-6736.
- Santa Cruz (15)** — Meetings: 3rd Tuesday. 7:00 pm, Hindquarter, Santa Cruz. Contact: Nate Smith at (831) 476-1332.
- Santa Rosa (28)** — Meetings: last Tues. 7:00 pm, Michele's Restaurant, Santa Rosa. Mbr Info: Barbara Baker at (707) 546-4280.
- South Bay (1940)** — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Peter Alper at (310) 328-1981.
- South Los Angeles (10)** — Meetings: 4th Thurs., 7:00 pm, Margarita Joens Restaurant, Los Angeles. Mbr Info: Les Morris at (323) 778-1014.
- Tri-County (7)** — Meetings: Varies, call for info. Mbr Info: John Mallen at (530) 671-2115.
- Tulare-Visalia (26)** — Meetings: 1st Mon., place varies. Mbr Info: Jammie Hammond at (559) 688-4713.
- Ventura County (2)** — Meetings: 2nd Tues. 6:30 pm, place varies. Mbr Info: Kathy Riggs at (805) 983-8100.
- West Los Angeles (12)** — Meetings: Varies, call for info. Mbr Info: Dee Cherko at (310) 837-0446.

Automotive Service Councils of California

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ASC-CA
Calendar

MEETING/EVENTS SCHEDULE

2004

March 20-21, 2004	ASC Team Weekend Embassy Suites Sacramento, CA
March 22, 2004	AALC Legislative Day at the Capitol Sacramento Convention Center and State Capitol Sacramento, CA
June 11-13 2004	ASC 2nd Quarter Team Weekend Los Angeles, CA
Aug. 23-27, 2004	ASC 3rd Quarter Committee Meetings Conference Call
Aug. 31, 2004	3rd Quarter Board of Directors Meeting Conference Call
Oct. 8-10, 2004	ASC Annual Meeting and Elections Embassy Suites San Luis Obispo, CA

All Events Listed Subject to Change

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