

Special Annual Meeting and Elections Edition



The California Independent

JULY/AUGUST 2005

PROFESSIONALS IN AUTOMOTIVE SERVICE

JOIN US for the 65th ASCCA Annual Meeting!

The most wonderful time of year is once again upon us – it's time for the 65th ASCCA Annual Meeting, September 30 – October 2, 2005, in beautiful Monterey, California. Every year, our ASCCA president chooses the location of the Annual Meeting and this year, our esteemed President, Bob Constant, has chosen his home region for the grand party.

As in years past, the meeting will be a three-day gala event; jam-packed with formal dinners, beach parties and a golf tournament. The party begins on Friday, September 30, 2005 at The Beach Resort, Monterey, with a wonderful golf tournament and a Clam Bake by the beach.

Then, on Saturday, October 1, 2005, join us for a Kick-Off Breakfast and the Annual Meeting and Elections. Also on Saturday, make sure to leave time for some fun. This year, there will be plenty of time to enjoy the scenery of gorgeous Monterey and visit well-known local attractions.

ASCCA will provide a bus to transport you from the hotel to the famous Cannery Row to visit the Monterey Bay Aquarium and other attractions. Then, hop back on the bus for a visit to a local award-winning winery, Ventana Vineyards. When you are tired and ready to go back to your room for a much de-

(continued on page 6)

June Team Weekend Paves Future of ASCCA



Executive Director, Shelly Levy, and ASCCA members get down to business.

It wasn't business as usual at the June 2005 ASCCA Team Weekend. Of course, we still had our standing Committee meetings, Chapter Representative meeting, and Board of Directors meeting; but in addition, we incorporated a large "rap session" into the regular committee meetings to discuss where to focus ASCCA's limited resources in the upcoming years.

The three big themes for ASCCA to focus on in the upcoming years are doozies. As an association, we will continue to focus on legislation and education, training and information. However, the most surprising topic that came out of the meeting was that a super-majority of our members want to focus on mandatory certification and licensing.

So, to that end, in 2006, we will focus the majority of staff time and funding on those three areas, along with the basic tasks of running an association. ASCCA is excited to move forward with your ideas in the long and short term. In order to fulfill your goals in a satisfactory manner, it is going to take years of hard-work

and dedication, but that's nothing new to you – as a shop owner, you know it takes years to build a successful business, just as we know that anything worth doing is worth doing well and it takes years to successfully accomplish the really big ideas.

On a lighter note, we had a great time at the Team Weekend. Some members

(continued on page 4)

In this issue . . .

President's Message	2
Executive Director's Report	3
Insurance News	4
Learning From Losses	5
ASC Educational Foundation News ..	6
Annual Meeting Information and Registration Form	8-10
Candidate Forum	11
Legislative Update	14
Legal Forum	15
Classified Ads/ Meetings & Contacts	19
ASCCA Meetings Calendar 2005	20

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There are a number of information pages and communication forms available on the website for matters pertaining to *The Independent* on the ASCCA Website. Go to: www.ascca.com

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The California Independent published
bi-monthly by the
Automotive Service Councils of California

July/August 2005 • Volume 29 No.4

President's Message



Bob Constant
State President 2005

Members:

Life in the Big Bird's Seat

At the June Team Weekend in Bakersfield, your Chapter Representatives and Board of Directors (BOD) brainstormed issues to work on in the upcoming years and the issues they came up with are in line with the broader issues we have been interested in for several years, such as, legislative activities, education and training, and mandatory certification and licensing. I and the ASCCA BOD would very much like to hear your thoughts and feelings about these issues. Please call, write or email me with your ideas at bob@foresthillauto.com.

In line with what was determined at the June Team Weekend, ASCCA staff and volunteers have been working with the California Legislature and Bureau of Automotive Repair (BAR) to enhance the auto industry business environment. Due to these efforts, opportunities for ASCCA to affect change have surfaced, by communicating with the BAR Ombudsman, in an effort to provide auto repair owners a chance to inform the legislature how the BAR is doing, from a shop owners' perspective. However, the opportunity to voice our concerns has not been well utilized.

The BAR Ombudsman set up several meetings around the state to hear from shop owners; unfortunately, they were not well attended by industry members. Furthermore, the BAR Ombudsman has been in place for a little over a year, and during the first quarter of this year only had about 60 phone calls, with less than ten of the calls coming from shop owners seeking help. Please phone Rick Fong, BAR Ombudsman, at (916) 255-2893, to voice your concerns.

On the topic of federal legislation, the Motor Vehicle Owners' Right to Repair Act, (formerly HR 2735) has been changed and improved to reduce the concern that its purpose was to help aftermarket parts manufacturers gain access to the design strategies of the auto makers and now has a new bill number, HR 2048. Since this is technically a new bill, members of Congress are being asked to sign up again as sponsors. There were more than 100 signers on HR 2735 and the progress of getting Congress members to sign the new legislation is going well. However, to ensure our success, the ASCCA Government Affairs Committee is asking our members for financial and grass roots support of this bill. Watch your mail for information on how you can help the future of your business.

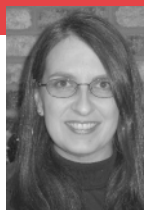
Regarding chapter meetings – when Shelly Levy, our Executive Director, and I visit chapters around the state we are asked, "What has ASCCA done for us recently?" Well, we are more than able to answer that question; however, we need to know what issues are most important to you. Please have your Chapter Representative contact us if you have a concern or a hot new idea for ASCCA. Also, ask them to give you a report on what is happening with ASCCA at the state-level. Your Chapter Representative can give you all the information you seek in bite size pieces – if you let them. So, let's utilize this resource – ask your Chapter Representative to write an article in your newsletter AND give a 5 minute report at EVERY meeting. It will help them prepare for their time as Chapter President, ASCCA Director, or even ASCCA President.

Best Wishes from the Monterey Peninsula . . . the site for the 2005 ASCCA Annual Meeting.

ASCCA Staff & Associates

Shelly Levy, Executive Director	916/924-9054
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Randy Aragon, ASCIS – Customer Service Assistant	916/609-8403

Executive Director's Report



Shelly Levy
Executive Director

Every time I go to a legislative hearing or talk to members of the public it never ceases to amaze me how many people look down on the profession of automotive repair. Members of the public continue to perceive automotive repair as the domain of the rip-off artist and the cheat or at best — the uneducated and lazy. Parents continue to insist that their child will be have a career in a “real profession,” as if the trades have nothing to offer in the way of possibilities for a great life, respect, challenges and personal achievement.

By extension, I think you should know I suffer from the same sorts of askance looks as I introduce myself as Executive Director of ASCCA. The minute I get through with stating my name and the name of our association, facing the corresponding blank look on the face of the person I am speaking to, and giving the inevitable explanation that I represent independent automotive repair shops in California, I get one of two reactions: one is that patronizing “Oh. . .” and the other is an immediate supposition that I must be willing to do just about anything if I am willing to represent automotive repair. Neither reaction embarrasses me, but they both reinforce my determination to figure out how to turn public perception around.

We have a long way to go and your ASCCA Board of Directors and Chapter Representatives continue to focus on a true long range strategy to get us to the point where ASCCA means “skilled professionalism, and inspired customer trust.” It is one thing to say it, another thing to point to a code of ethics, and yet another thing to intrinsically know that “we *are* the best of the best.” But, it’s an entirely different thing to actually put the programs in place to demonstrate it.

The Committee Session on Saturday, June 25th, was designed to develop long term goals that fit together and allow us to pursue our biggest objective, which is elevating automotive professionals and giving them voice. To that end, we have received a mandate to work on three main goals, as identified by the group at the June Team Weekend. The first is implementation of mandatory professional licensing and certification for ARDs in California, the second is a true expansion of our Education, Information and Training Program and the third is Legislative and Regulatory Action.

All three goals are symbiotically connected, which leads to a great deal of opportunity for both our association and our industry. We will be working on developing a new strategic plan with those objectives in mind and will be presenting it at a special planning session during the Annual Meeting, which will be open to all members and attendees. Are these goals easy? No. Will they take time? Yes. Will they take funding? Yes. Will they take cooperation? Yes.

The bottom line is this – you stake your personal and professional reputation on the line every day you open your shop and I stake mine on YOU every time I enter a room and say I’m your Executive Director. Working together, we can make some serious inroads into the cynics who surround us and not only preserve but improve our way of life both for ourselves and our families. Please stay connected and involved and I hope to see you at the 65th Annual Meeting and Elections in Monterey on September 30 – October 2, 2005. In the meantime, call me anytime or send me an email at shelly@ascca.com if you need anything.

ASCCA Board & Directors



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Jon McConnel
Director
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Insurance News

Who Pays When a Business Operates Without Workers' Compensation Insurance?

You do – and here's why. Employers who comply with the California workers' compensation laws pay higher rates due to the fact that other businesses are not paying their fair share, which drives up the costs. Uninsured employees who are injured must resort to taxpayer-funded programs for assistance so it is virtually a double whammy to the law-abiding insured employers.

The message that ASC Insurance Services wants to get out there to the automotive business owners is that California State agencies such as the Department of Industrial Relations, the Employment Development Department (EDD), the Department of Insurance and the Workers' Compensation Insurance Rating Bureau (WCIRB) are working in conjunction to identify uninsured employers, promote compliance and punish those business owners who do not comply with the state laws.

The California Department of Industrial Relations launched what they refer to as "Operation Insure" to help identify and bring into compliance uninsured employers. The program uses a variety of methods to identify business owners who are operating outside of the state's workers' compensation requirements.

They identify businesses, which records show are still currently in operation that have had workers' compensation insurance in the past, but that have no current coverage on record. The program also targets employers in industries with high rates of non-compliance and high cost to the state's Uninsured Employers Fund (UEF), which pays benefits to injured workers of illegally uninsured employers.

Auto/truck repair and restaurants/bars are the top two high-risk businesses that the program targets. New employers are shown to avoid compliance with workers' compensations laws at high percentage rates so the program attempts to educate these new business owners and

improve their knowledge of the state's requirements for compensation coverage. Those who avoid securing coverage will be investigated as to why they have failed to provide coverage for their employees.

Employment tax records and records from the EDD are randomly checked on the business types named above and matched to WCIRB records for records of policies in force. Those shown not to have coverage will be contacted by the appropriate state agency.

Multi-agency sweeps are conducted and punishments for fraud-related activities and/or non-compliance with workers' compensation laws include **fines, probation and jail sentences**, depending on the crimes committed. **It is a criminal offense for an employer to be unlawfully uninsured, whether or not an employee has been injured.** The punishment can be either a fine up to \$10,000, or imprisonment in the county jail for up to one year, or both. In addition, the state issues penalties of up to \$100,000 against illegally uninsured employers. If an employee is uninsured, the employer is responsible for paying all benefits and may be subject to additional liability. Anonymous tips are commonly used to identify employers who commit fraud and employers who do not have workers' compensation coverage. The sources of these tips are largely employees or former employees.

Your local district attorney's office may be contacted to report uninsured employers. Please visit the CA Dept. of Industrial Relations www.dir.ca.gov and the WCIRB www.wcirbonline.org websites for more detailed information OR **contact the ASC Insurance office with any questions or concerns regarding this information or if you wish to have insurance coverage placed.**

ASC Insurance Services
Toll Free (877) 250-1979
Fax (916) 484-1532

ASCCA Governance Task Force

The recent work by Chapter Representatives and State Board members who developed ASCCA's new Vision Statement, also revealed problems with how ASCCA is governed. One of the primary problems is that the current structure results in an "us versus them mentality." Chapter Representatives have a limited role and are often frustrated that their voice is not consistently reflected in Board decisions.

Transparency has been an issue for many chapters and many of the Board's decisions have been criticized, regardless of the outcome. It is a "no-win" situation and rapidly depletes precious energy from the volunteers in our association. The issues facing the independent auto repair industry today are many and require a unified industry voice – they do not allow for infighting between stakeholders. These issues require every ounce of energy a large, well-organized, agile, knowledgeable, and professional organization can muster to apply to the right place, at the right time.

Individual chapters offer great benefits to their members and are the basis of powerful grassroots lobbying on behalf of ASCCA; unfortunately, they do not have the mobility, reach, or power of combined numbers and resulting influence of a "statewide super chapter" to represent all our chapters.

A Governance Task Force, consisting of three ASCCA Board members and four Chapter Representatives has made a

(continued on page 6)

Continued from pg. 1

June Team Weekend Information

even went out to the local go-cart race-way to have a little fun. Rumor has it that there was a little friendly competition going on and Dan Biggs, Immediate Past-President, won the race against his worthy opponents. Also, Executive Director, Shelly Levy, celebrated her birthday that weekend and was presented flowers and presents by the Board of Directors and Staff.

Please join us for our next big event, the Annual Meeting, in Monterey, CA. See this issue of the *Independent* for further details and registration materials.

Learning From Losses

Learning From Losses

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Don't Push Your Luck

INCIDENT DESCRIPTION

During the summer of 2003, a 40-year old auto mechanic was fatally injured in an explosion at his auto repair shop. He was using a wire feed welder to repair a 250 gallon container that was used to hold waste motor oil. A pipe connected into a bung hole on top of the container had broken. The shop owner was welding around the container bung hole when sparks ignited fumes in the container causing it to explode. The explosion sprayed oil all over the shop area and the victim. He was seen running out of the burning building, himself on fire from head to foot. A business neighbor rushed to his aid, covering him with a blanket to smother the flames.

The mechanic suffered 3rd degree burns over 90 percent of his body and inhalation burns. He died within a few hours from shock and respiratory distress. The auto repair shop was completely destroyed by the fire.

Earlier in the day, the victim instructed an employee to make the repair, and cautioned the employee to empty and fill the container with water before welding the bung hole. The employee left work before doing the repair, so the victim not wanting to wait, chose to repair the container. The accident investigation found that the waste oil container had broken once before in the same place, and the owner successfully welded it without incident. From his prior instruction to the employee, it is obvious the victim was aware of the danger, and probably based on earlier experience felt he could perform the work safely. The victim may have considered draining, cleaning, and purging the oil container, but this was not a quick and simple task.

RECOMMENDATION/DISCUSSION

1. Cleaning, Repairing or Altering Containers.

Before welding, cutting, or performing other hot work on used drums, barrels, tanks or other containers thoroughly clean and make absolutely certain that there are no flammable materials present or substances such as greases, tars, acids, or other materials which, when subjected to heat, might produce flammable or toxic vapors. Review Cal/OSHA Article 109 Hazardous Substances and Processes, Section 5166 - Cleaning, Repairing, or Altering Containers when work will be done without a person entering the container.

2. Fire Prevention

While used motor oil has a low vapor pressure, and is not perceived to be explosive it can contain volatile compounds and is clearly included in materials for which fire prevention precautions apply. Fresh used oil will usually contain some amount of volatile compounds, which will vaporize in a container where the oil is stored, creating an explosion hazard. Keep ignition sources away from flammables and combustibles, and ensure an appropriate number of fire extinguishers readily available and easily accessible in the shop and office areas.

LFL 1012

ASC Educational Foundation News

Update on existing and new scholarships

The ASC Educational Foundation recently met and voted to increase the amount of the existing scholarships from \$500 to \$600 starting in 2006. This is based on the amount of unspecified donations received and interest earned on the investment account since these scholarships were implemented. The existing scholarships are:

- Jim Hunt Memorial Scholarship (#1)
- Jim & Maxine Jones Scholarship
- Donald D. Dirks Memorial Scholarship
- Jack Heyler Scholarship
- Past President's Scholarship

The Foundation also reconciled the amount collected to date for three new scholarships. For reference, a scholarship is created when a group of donors collects donations toward a new scholarship and requests the Foundation to create and manage the scholarship. The scholarship is implemented when the donations collected toward that specific scholarship

equal \$10,000. The initial award is \$500 per year. The details of the new scholarships are:

- Jim Hunt Memorial Scholarship (#2) - \$6,500 collected to date.
- Bill Schoneman Memorial Scholarship - \$6,000 collected to date.
- Sheldon Miller Memorial Scholarship - \$775 collected to date.

As stated in a previous article, we are keeping track of where donations come from, and which scholarship they're applied to, if specified. Therefore, if you or your chapter sends a donation to the Foundation, whether it's included with the quarterly dues or sent alone, please make sure you specify which scholarship you would like your donation to go towards. If none is specified, it will go into the Foundation's general fund to be distributed later.

For existing (implemented) scholarships, the Foundation will vote to in-

crease the amount awarded every time \$2,000 extra is collected toward that scholarship. For unspecified donations, the Foundation will vote to spread the money evenly amongst existing scholarships. New scholarships must receive \$10,000 specifically in their name before being implemented and then being increased in later years.

Thanks very much to all of those who have donated generously over the years. Without your support, we could not have made these great strides.

If you have any questions, please feel free to call or email Kris Cesena (650) 342-8490 or kris@hondahospital.com.

Continued from pg. 4

Governance Task Force

great effort to research, analyze and evaluate different, more effective, ways to improve the governance structure of ASCCA.

As many of you know, the process has been underway since the beginning of 2005. The Task Force has read the most current research articles on the evolution of association governance. In addition, we have had an Association Structure and Governance specialist available to answer questions. We also set up a Task Force communication platform the internet and a phone tree to ensure that every Chapter Representative has a link to a Task Force member to answer questions and provide pertinent information. Several teleconference meetings have been held – with more scheduled. This topic was discussed during the Chapter Representatives meeting in Bakersfield on June 25th and Chapter representatives were asked to consult with their Chapter leaders and submit their ideas in writing to their Governance Task Force contact. The goal is to have a plan outline that fits in with the Vision Statement and present that plan to the ASCCA Board by the end of this year. In the third quarter mailing, each of you will receive sample organization charts for the ASCCA governance structure. Please take a moment to review them and then report your input to your Chapter Representative. Very soon, the phone tree will once again be activated and members of the Task Force will call their assigned Chapter Representative for their chapter's input on the sample organization charts.

~ Mark Redfield, Governance Task Force, Chair, Chapter 50 – Orange Coast

Continued from pg. 1

65th Annual Meeting

served rest, just ride the bus back to the hotel, where you can prepare yourself for our main event, because Saturday night is the Annual President's Banquet and Awards Ceremony!

Sunday, October 2, 2005 is the last day of the 2005 Annual Meeting and begins with a Farewell Breakfast. After everyone is sufficiently fed and watered, it's time to get down to business with a Board of Director's meeting and 2006 Planning Session, followed by an ASC Insurance Services Management Committee Meeting.

So, come one, come all and JOIN US for the 65th ASCCA Annual Meeting!!!



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Scholarship Winner Presentation

ASC Educational Foundation scholarship winner, Christopher Lundeen, of Chabot College, in Hayward, California, was the recipient of the Jack Heyler Memorial Scholarship. Lundeen was presented his scholarship on June 8, 2005 during a Chapter 42 – San Jose meeting.



Lundeen (center); Chabot College instructor, Steve Small (right); scholarship presenter, Jeff Curry (left)

Lundeen is a 4.0 Academic Honors student, and plans to go into the automotive repair industry and become an automotive technician. "This scholarship . . . prove[s] to me that I have what it takes to be an excellent technician, . . . [n]ot just an ordinary technician, but hopefully one that younger people like me will look up to, as I look up to my teachers and technicians already in the automotive repair field."

Non-Deductibility Statement

Pursuant to IRS regulations you are hereby notified:

Contributions or gifts to the Automotive Service Councils of California are not deductible as charitable contributions for Federal Income tax purposes. However, your dues may be deductible under other provisions of the Internal Revenue Code except for that portion which is allocated to Association political and lobbying expenses.

ASC estimates that the non-deductible portion of your dues attributable to political and lobbying expenses for the 2005 year are as follows:

ASC Lobbying:	3%
Total Non-Deductible Portion of Dues:	3%

Please consult your tax advisor for further information.



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*September 12, 2005****

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Mention you are with the
Automotive Service Councils of CA
Group Code "ASC 2005"**

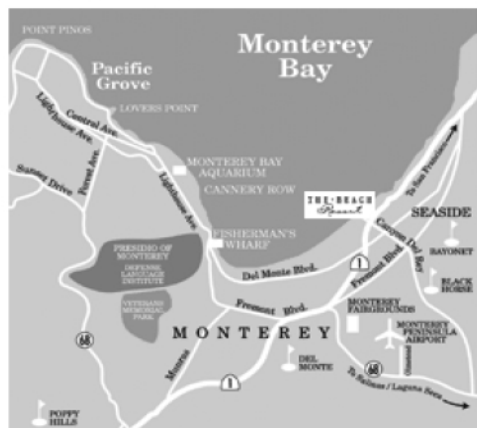
****Note that registering at the Hotel
will NOT register you for the
Annual Meeting and vice versa.
Please send in the registration
form to the ASCCA Headquarters
Office to register for the Annual
Meeting.***

TRANSPORTATION

You can fly into Monterey
Airport non-stop from LAX via
American Eagle or
United Express Airlines. The airport is
approximately 3 miles from the hotel.

SHUTTLE

There are no shuttle services to or
from the hotel but Taxis or Rental Car
services are available at the Airport.

*Schedule of Events*

(Dress Code in parenthesis, events may be subject to change)

Friday, September 30 — Welcome!

Today you and your family can enjoy great local attractions like shopping, restaurants and aquariums. We also have arranged an off site Golf Tournament for your enjoyment (details TBA). Tonight please join us around the Bonfire for our Welcome Reception and Clam Bake Buffet on the Beach! After dinner, meet and greet our 2006 Board of Directors Candidates in their rooms for some great conversation and libations!

8:00 A.M. to 3:00 P.M.	Golf Tournament (Details TBA)
3:00 P.M. to 6:00 P.M.	Registration Desk Open
6:00 P.M. to 9:00 P.M.	No Host Welcome Reception and Clam Bake Buffet on the Beach! (<i>Casual</i>)
9:00 P.M. to ?	Candidate Hospitality Suites

Saturday, October 1

Please join us this morning for our Annual Meeting Kick-Off Breakfast featuring a Guest Speaker (TBA) and ASCCA's "State of the State" address. This afternoon following our Elections, please join us on a bus ride to Cannery Row, where you can enjoy an afternoon on your own Shopping, at the Monterey Bay Aquarium or taking a stroll along the bike path to Lover's Point. Also, we will be taking a trip to Ventana Vineyards for wine tasting. This evening get dressed up and ready for a night of fun, entertainment and memories at our President's Annual Banquet and Awards Ceremony.

8:00 A.M. to 12:00 P.M.	Registration Desk Open
8:30 A.M. to 10:30 A.M.	Annual Meeting Kick-Off Breakfast with Guest Speaker (TBA) (<i>Business</i>)
10:30 A.M. to 11:30 A.M.	Annual Meeting and Elections (<i>Business</i>)
11:30 A.M. to 5:00 P.M.	Afternoon on your own—For your convenience, ASCCA will provide shuttle transportation to and from Cannery Row as well as a trip to Ventana Vineyards. Please see shuttle schedule for pick up and drop off times.
6:00 P.M. to 7:00 P.M.	No Host Reception (<i>Formal, Black Tie*</i>)
7:00 P.M. to 10:00 P.M.	President's Annual Banquet, Entertainment and Awards Ceremony (<i>Formal, Black Tie*</i>)

**Tuxedo/Formalwear required for Board Members*

Sunday, October 2

Join us this morning for a farewell breakfast followed by our ASCCA Board of Directors Meeting and 2006 Planning Session. Help ASCCA set it's direction in 2006 by being a part of this important event. Chapter Representatives are strongly encouraged to attend

8:00 A.M. to 9:00 A.M.	Farewell Breakfast (<i>Business</i>)
9:00 A.M. to 1:00 P.M.	ASCCA Board of Directors Meeting/2006 Planning Session (<i>Business/Board Shirts</i>)
1:00 P.M. to 2:00 P.M.	Lunch on your own
2:00 P.M. to 3:00 P.M.	ASCIS Management Committee Meeting (<i>Business</i>)
3:00 P.M.	Annual Meeting Adjourns

2005 ASCCA Annual Meeting Registration Form

Or Register Online at www.ascca.com

Name: _____

Spouse/Guest Name(s): _____

Company: _____

Phone: _____ Fax: _____

Email: _____ Chapter: _____

Registration Fees are \$129 for the first person, \$99 for each additional attendee and include all meals. Registration must be received by September 22, 2005. No refunds will be possible after that date.

<input type="checkbox"/> Registration for Annual Meeting	1	@ \$129 per person	=	\$129.00
<input type="checkbox"/> Additional Guest Registration	_____	@ \$99 per person	=	_____
<input type="checkbox"/> 1 Dinner Only (Please List: _____)	_____	@ \$50 per person	=	_____
Total Registration Fees			=	_____

I will attend the following events:

<input type="checkbox"/> *Welcome Reception/ClamBake Dinner, Fri PM	No. of Additional Guests: _____
<input type="checkbox"/> *Kick Off Breakfast, Sat AM	No. of Additional Guests: _____
<input type="checkbox"/> Elections	No. of Additional Guests: _____
<input type="checkbox"/> Shuttle to/from Cannery Row _____ Ventana Vineyards _____	No. of Additional Guests: _____
<input type="checkbox"/> *President's Reception/Banquet Sat PM Steak _____ Chicken _____	No. of Additional Guests: _____
<input type="checkbox"/> *Farewell Breakfast, Sun AM	No. of Additional Guests: _____
<input type="checkbox"/> Board of Directors Meeting/Planning Session	No. of Additional Guests: _____
<input type="checkbox"/> ASCIS Management Committee Meeting	No. of Additional Guests: _____
<input type="checkbox"/> Please Send Me Registration information for the Golf Tournament	

(* All Receptions are No Host. Additional Charges apply for all guests at meal functions.)

Payment: ☐ M/C ☐ VISA ☐ American Express ☐ Discover ☐ Check (make payable to ASCCA)

Credit Card # _____ Exp Date: _____ 3 Digit Code (on back): _____

Name on the Card: _____

Card Billing Address: _____

City, State, ZIP: _____

Complete this form and return via mail to: ASCCA, 758 University Ave, Sacramento, CA 95825

Or fax to: 916-924-6702.

Any questions? Call Elizabeth Hicks at (800) 810-4272!

ASCCA will be providing a shuttle to and from the hotel to the following destinations:

- Cannery Row (www.canneryrow.com)
- Ventana Vineyards (www.ventanavineyards.com)

Please use the registration form to reserve a space. All shuttles are first come, first served.

Shuttle Schedule



11:30 A.M.—Shuttle Departs Hotel to Cannery Row

12:30 P.M.—Shuttle Departs Hotel to Cannery Row

1:00 P.M.—Shuttle Departs Hotel to Ventana Vineyards

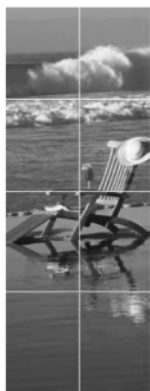
2:30 P.M.—Shuttle Departs Ventana Vineyards to Hotel

3:00 P.M.—Shuttle Departs Hotel to Cannery Row

3:30 P.M.—Shuttle Departs Cannery Row to Hotel

4:00 P.M.—Shuttle Departs Hotel to Cannery Row

4:30 P.M.—Shuttle Departs Cannery Row to Hotel



Announcing ASCCA's 65th Annual Meeting and Elections

ASCCA—Yesterday, Today & Tomorrow

**The Beach Resort Monterey, Monterey CA
September 30-October 2, 2005**

Pack up the family and make plans now to attend this important association event!

ASC Elections!
2006 Planning Session!
Networking With Your Colleagues!

Food and Entertainment!
Fun for the Entire Family!

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ASCCA State Candidate Forum

[Editor's Note: As part of their application for consideration as a candidate for the ASCCA Board of Directors each prospective board member is asked to complete a questionnaire. Answers to questions related to business, personal information and ASCCA activities are listed as well as answers to five additional questions at the end. Each answer has been reproduced as submitted and has not been edited for content. Please note that not every candidate may answer every question. The candidates are listed in alphabetical order. This year there are six candidates for six positions.]

Andrew Pollino, Pro Care Automotive, Chapter 06 - San Joaquin Valley

Business information: I opened Pro Care Automotive in 1990. It is a general repair and Gold Shield Smog Station, located in Stockton. I have been a technician since 1976 and I have had a smog license since 1978. **Personal Information:** Prior to getting into the automotive field I taught high school for 3 years. In the late 1990s I became a certified arbitrator for the National Center for Dispute Settlement, and presided over "Lemon Law" hearings. As a trained arbitrator, I possess skill in dispute resolution including the evaluation and weighing of all evidence presented in a case, to make a determination of fact and reach a fair settlement. **ASCCA Activities:** In the past I have been a Chapter Vice-President and a Chapter Representative. **Areas of Association Governance:** Currently, I am a Chapter President, a Director on the State Board, a member of ASC Insurance Service Committee and Chairman of the Government Affairs Committee. **Areas of Expertise:** As an industry advocate I am also involved in a number of industry betterment projects including BAR Advisory Committee, subcommittee on technician competency, California Automotive Warranty Task Force and Automotive Aftermarket Legislative Coalition. Locally, I Chair the Automotive Technology III Advisory Committee - San Joaquin County Office of Education, and I serve on San Joaquin Delta College Advisory Board and Bear Creek High School Advisory Board. In addition, I am still trying to get appointed to the California Inspection and Maintenance Review Committee. **ASCCA in Five Years:** At the visioning workshop last January, I noticed the ideas being offered from the participants were coming from two very different perspectives. One group sees ASCCA as an elite association representing "the best of the best." The second point of view is that we should see ASCCA as "THE" association to represent the industry. These two perspectives require very different marketing strategies, and I don't think we can move the association in two directions at once. The first idea requires that we market ourselves to the public as being better than the rest. The consumer must perceive ASCCA shops as the most ethical, the most competent, the best "value." In order to achieve this, we must be very selective with our membership. We must represent the top five or ten percent of the industry. That will limit the size of ASCCA. We will choose to remain small and elite. The very definition of elite limits our size. As a very select organization, membership will be a privilege and higher dues will be a worthwhile investment because of public brand recognition. The second idea of being "THE" association requires marketing within the industry, and does not directly rely on public perception. Like a

snowball rolling downhill, we will gain speed and strength as we grow in size. Our efforts must be aimed at improving the entire industry, not just an elite few. When we represent a majority of the industry, we will have real political clout and financial stability. And brand recognition will come with size. We will be able to set the industry standard and refer to non-members as sub-standard or second rate. Both concepts have appeal, but can we be elite and be the biggest? Not really, at least not in the short term. I believe we must focus our resources on marketing our association to the industry, not to the public. And our marketing should focus on our continuing successes in providing current information, ongoing education, and a voice in government relations. Those are the big benefits to members. **Automotive Industry in Five Years:** As to a five year plan, I don't know if my vision can be achieved in just five years but I think it is the direction our association and the industry should be headed. My vision is that automotive technicians will become true professionals on a par with dentists or CPA's in both social status and income. And when the public perceives them as craftsmen and true professionals, a number of big changes will take place. Parents, students and guidance counselors will consider this to be a desirable career path. If the students want and the parents demand education in this area, there will be no shortage of good technicians. In fact, industry will be able to raise the bar and demand more of entry level technicians. I believe the plan to achieve this vision is "Mandatory Technician Certification." It is not a new idea. It has been tried in the past. But just because it hasn't succeeded yet doesn't mean we should stop trying. I think ASCCA should be leading the industry in setting standards for certification. In fact I think we should be doing the certifying. Always remember, if you are not the lead sled dog, the scenery never changes.

Bob Klingenberg, Eye Street Automotive, Chapter 58 - Bakersfield

Business Information: I have run my shop from the same location for the last seventeen years. Eye Street Automotive handles general auto repair, and is a Gold Shield smog station. We also do hot-rod and street-rod restoration. **Personal Information:** I have been in the automotive industry in some form, since I was nine years old. My dad was a new car dealer for many years and, after college, I went to work for a few dealerships over the course of twenty-three years. After leaving my position as a Service Director at a local dealership, I started Eye Street Automotive and have never looked back. Currently, I employ five people, and I enjoy working this group of fine individuals. I have been married for thirty-years to my beautiful wife, Connie, who

is a school teacher. I have two wonderful children: Robby, 26, who lives in the Bay Area and works for Microsoft, and Ashlee, twenty, who will attend San Jose State in the Fall to play Division I basketball. Ashlee's specialty on the basketball team is being three-point shooter. My wife and I enjoy weekend road trips throughout California to visit our children. While traveling, I often take my wife shopping at all the outlet malls throughout California and she also makes sure we stop at every Nordstrom's along the way. As for me, I am still working on my '38 Ford Streetrod pickup, which I have been working on for the last fifteen years. **ASCCA Activities:** I have been a member of ASCCA for the last fifteen years and have held every position on our local Chapter Board. For the last seven years, I have been a Chapter Representative and I am currently the chair of the Chapter Representative Committee. In addition, I have been the ASCCA State Board of Directors' 2nd Vice-President for the last two years. **Personal Qualities:** I am the type of person who likes to get all the facts before making a decision. I am straight to the point and I don't beat around the bush. I get things done. I realize people are going to have different opinions on matters and be on both sides of the fence, but I always try to do what the majority of people want. **Areas of Expertise:** I feel I have an open relationship with everyone in ASCCA, and I have close personal contacts inside the state and local Bureau of Automotive Repair (BAR). I correspond quite a bit with those contacts and we share our points of view on pertinent issues. I feel we need to work with the BAR a great deal, as well as with state government officials and legislators in Sacramento, in order to make industry better for independent repair shop owners. **Areas of Association Governance:** I believe that ASCCA needs to put 99% of it's time and money into government affairs and the rest will follow behind. **ASCCA in Five Years:** In five years, I see ASCCA as the leader in the automotive industry, with everyone looking to ASCCA for government guidance. **Automotive Repair Industry in Five Years:** In five years, our industry is going to be much more technical. We will need to have a new wave of younger technicians entering the industry, in order for automotive repair to survive. In closing, I like to keep things short and sweet, and hopefully nobody will need to use the duct tape.

Jack Crawley, Fisk Automotive, Chapter 48 - North Orange County

Business Information: General repair shop located in the North Orange County area. I've owned the business since January 1, 2000. Fisk Automotive has been in business for thirty-two years. (I worked for Mr. Fisk before I bought the shop.) **Personal Information:** I have been in the automotive repair business since 1971. Prior to purchasing the shop, I was a service writer and technician. I am a two-time ASE Master Tech and two-time L-1. I also hold certification in Alternate Fuels and Service Writer. Our shop has the ASE "Blue Seal of Excellence." I was recently married to my beautiful wife Cyndy on May 1, 2005 and have no children. I have been a member of

(continued on page 12)

Continued from pg. 11

Candidate Forum

Business Network International for two years. I have been active in raising funds for the Susan G. Komen Foundation, local Boys and Girls Club, YWCA, Muckenthaler Cultural Center, and support the local youth sports groups. Until recently, I served on the Ford Motor Company, Resolution Dispute Board, as a technical advisor. My hobbies include golf, ATV's and camping. **ASCCA Activities:** I have been an active member of ASCCA since I purchased Fisk Automotive in 2000. Currently, I serve on our Chapter 48 – North Orange County board as President. I also served for two years as the Chapter Representative and Vice-President. In addition, I am currently a member of the ASCCA Membership Committee. **Personal Qualities:** Like most shop owners, I was a former technician who decided to buy my own shop. The learning curve of owning and building a business has been an ongoing experience for me. My levelheaded approach to problem solving, along with an old-fashion work ethic, are some of my greatest strengths as a shop owner and as a candidate for a seat on the ASCCA Board of Directors. I am the kind of person who checks his ego and his personal agenda the door. **Areas of Expertise:** Although I have no specific area of association expertise, I feel that I would bring an essential perspective to the Board and help make responsible decisions for ASCCA's future. I would perform any and all tasks assigned to me to the best of my ability. **Areas of Association Governance:** There are several areas that I feel ASCCA should be addressing in the near future. One such area is finding a way for members to always look to ASCCA, their industry association, first for benefits. We seem to be missing that "hook" that brings in and retains members. It will take the cooperation of all the committees to bring that "hook" back to the association. Another area of immediate concern is government affairs. We need to be a leader in our industry and find ways to work with the BAR. We may have to consider retaining a full-time lobbyist to deal with legislative bills that affect our livelihoods. **ASCCA in Five Years:** I see ASCCA and other industry groups (auto-body, parts, etc.) working together to survive the changes that are quickly coming up on our radar-screen. I picture ASCCA, and the industry in general, will be proactive instead of being reactive to issues that block our progress. **Automotive Repair Industry in Five Years:** Minimum requirements to have an ARD license may be in our futures. Technician licensing will follow, along with mandatory update training. We all know that tomorrow's cars will be even more complex than we can imagine. It will take a huge effort on our parts to survive. We must look at the way fix cars and run our business in a whole new way. Raising the bar of professionalism will be a must.

Kristine (Kris) Cesena, Honda Hospital, Chapter 23 – Peninsula

Business Information: Honda Hospital specializes in the maintenance and repair of Honda and Acura vehicles only. We currently have two

locations: 330 S. Claremont St. in San Mateo and 1634 S. Main St. in Milpitas. The San Mateo shop was our original location and serves as our corporate headquarters. It was started 18 years ago in April 1987. In 1996 we purchased the San Mateo property. The Milpitas shop was an existing Honda repair business that we purchased in February 2002. **Personal Information:** Graduated from the College of San Mateo in 1986 with Associate Degree in Drafting Technology. Worked at three different companies as a mechanical drafter, drawing checker, drafting supervisor, technical illustrator, technical writer and CAD designer from 1986 to 1999. In 1987, I helped my husband, Dan Cesena, and his partner start Honda Hospital. I worked behind the scenes with shop projects and administration until we decided to buy-out his partner in 1999. Since 1999, I have worked full time at the business as a Service Advisor, Office Manager and Chief Financial Officer. I perform every task except for actually working on our customer's cars. I have basically managed the San Mateo shop ever since we started the second, Milpitas shop in Feb. 2002. Dan manages the Milpitas shop. I started a side business out of my home in 1996 called CAD Graphics. I do drafting, tech illustration/writing, 3-D modeling and basic graphic design on a contract basis, usually for friends or previous coworkers or companies I used to work for. I have not had any time for my side business since we started our second shop. My hobbies are: Golf, Camping in our RV, snow skiing, water skiing/boating, basically any type of water sports, and scrap-booking photographs. **ASCCA Activities:** Honda Hospital joined ASCCA in 2001. After actively participating in every monthly chapter meeting, I was requested to volunteer for the position of Chapter President and was elected president for both 2002 and 2003. For about 1½ years, I wrote the monthly chapter newsletter. I am currently the chapter's treasurer and do about 75% of the planning and coordination for the chapter meetings and activities. I have attended every team weekend since the 2002 ASCCA annual meeting where I volunteered to join the Government Affairs Committee, and still remain a committee member. I also attended the March 2003 Legislative Day events. I joined the Bylaws, Policies & Procedures Committee in 2003 and continue to be a member. In October 2003, I ran for and was elected to the State Board of Directors for 2004-2005. My term ends this year and I am running again because I enjoy working with this group ASCCA leaders, and I feel I can contribute to the association's vision for the future. After being elected as a Director, I was asked to take the helm of the ASC Educational Foundation and have been "steering that ship" for the last two years. I also participated as a member of the 2004 Election Committee and as a member of the Executive Director Search Committee that interviewed and recommended, Shelly Levy, for the position. While I have not been in the organization long, I have been an active & willing participant from the beginning. **Personal Qualities:** I believe the following traits qualify me as an excellent potential Board Member: willingness to attend meetings and actively participate; courage of conviction (I won't hold

back my opinions); methodical, meaning I usually take the time to research and organize before presenting my opinion; I am computer, internet and e-mail literate; good listener; pay great attention to details. **Areas of Expertise:** Training: I have been formally trained in supervisor/management skills, meeting facilitator skills, strategic planning, ISO 9000 quality procedures and many computer softwares. I am a certified ASE Service Consultant. I have my AAM accreditation from AMI. **Areas of Association Governance:** I believe ASCCA should target its financial and human resources toward: government relations - with the California political climate and current hot-topic issues related to the BAR and the CARB, we can't afford not to focus on this important area for our members; public awareness—we really need to get the public thinking we are professional; membership growth (vs. membership benefits)—although some resources should be put toward the maintenance of the benefits programs, we need more members soon and I don't believe that adding more benefits will drastically bring on new members. **ASCCA in Five Years:** Some members in my local chapter are still skeptical about the progress of the ASCCA at this point in time. But since I have participated at the statewide level, I feel a sense of moving forward, and optimism and purpose amongst the members at the statewide meetings. I believe that we have a great foundation to work from. If we can make some headway on our new vision, within five years we will see our membership growing instead of shrinking. Also, within five years I see the public becoming more aware of our organization and its membership. **Automotive Repair Industry in Five Years:** I see the industry going more towards specialization and also toward presenting a more professional image. I also see the internet having more of an impact than most would believe. My opinion is that any auto repair business that is not internet savvy or have a presence on the web, and/or does not attempt to portray professionalism will have a hard time keeping/attracting customers. And while it may not happen in five years, over time, I believe we will see less and less general auto repair shops and more specialty shops due to the tools and information needed to repair vehicles today and in the future.

Ryan Tunison, Autotron Service Center, Chapter 20 – Mt. Diablo

Business Information: Autotron Service Center is a general automotive repair facility that works on most Asian & Domestic vehicles. Autotron Service Center was opened in 1982 by Chuck Rich. I started as an apprentice technician in October 1991. After 6 years of working in the shop Chuck and I decided some changes needed to be made in the operation. These changes would include me becoming a Service Advisor/Manager. We continually grew the business and then my next opportunity was when I took ownership on January 1, 2002. **Personal Information:** I have been in the automotive repair field for 18 years now. I became interested in this field while living with my sister and brother-in-law. My brother-in law worked for a

GM dealer and there was always projects going on in the garage. While in school, I took many business courses thinking I was going to be an accountant or something along that line. Ironically, the courses that didn't mean much to me going into the mechanical field turned out to be a big help when becoming an owner of a repair facility. As many owners know, I owe a lot of my success to my family. Jennifer is my wife of 13 years. We have two outstanding boys (Nicholas, 11 and Sean, 9). **ASCCA Activities:** Under Chuck's ownership, Autotron Service Center was part of ASCCA for many years. Autotron Service Center dropped from membership around 1997. When the opportunity came about to purchase Autotron Service Center I knew it was important to get back involved with my fellow business associates. I joined ASCCA late in 2001. **Areas of Association Governance:** I had attended many Team Weekends as a Chapter Rep. alternative or Endorsement Committee member when I decided to run for the Board of Directors in 2003. I have been a Director during what I consider a very pivotal time in ASCCA. **Areas of expertise:** I believe I can work well within a team. ASCCA is a team of independent thinking people with strong opinions. I believe I have the ability to listen, understand, and make decisions based on those opinions that will allow ASCCA to become the organization that the whole team (EC/Board/Reps./Membership) wants it to be. I consider myself strong in the accounting arena of business management. I believe being strong in accounting allows me to be able to crunch numbers on the financial statements to make sure that the organization is on the right path. I also feel that after sitting on the board for two years, I have gained some expertise that can only be gained by being on the Board. ASCCA needs to grow its membership while offering the membership quality benefits. These benefits would include buying programs, government affairs, and public relations. This leads me to one of the hardest, but least costly, areas that the leaders of this organization have to master. The leaders need to make sure that the membership or future membership, understand the hidden benefits they receive or will receive. These benefits would consist of the government affairs and public relations. **ASCCA in Five Years:** ASCCA five years from now will be looked at by our industry as a major player. With the enthusiasm that our current Executive Director, Board of Directors, Chapter Representatives and Committee Members have, we will be making great strides to do what we can as an organization to improve the automotive repair industry. **Automotive Repair Industry in Five Years:** The automotive repair industry will continue to change over the next five years. With the continued advancement of the automobile we are going to have to keep our technicians trained. I believe we will see more of the non-professional shops close. I can also see that shops may have to specialize in certain makes to be able to keep up with equipment needs.

Stuart Terry, Stuart Terry Auto Repair, Chapter 24 – San Diego

Business Information: Stuart Terry Auto Repair is a general repair shop. We repair foreign

and domestic we have been in business for 30 years, 19 at this location. We are a Napa Auto Care Center. **Personal Information:** I have been involved in the automotive industry for over 30 years. As I grew from repairing skates (steel wheels), flexies, bicycles (found out what metric nuts were real fast), lawn mowers (gas and electric) my dad taught me how to wash oil soaked brake shoes, hammer pencils into leaking freeze plugs and wrap string on a striped oil drain plugs to keep it from falling out. With five sisters I stayed quite busy keeping all the cars running in the family, and learning as I went. In high school I attended auto shop and learned the proper way to repair cars, although I found out later that was not proper either. I joined the National Guard, with draft notice in hand and was able to get a truck maintenance school and a Combat Tank maintenance school. I learned what industry standards meant, continued reading motor manuals and in 1975 opened my auto repair shop. I retired from the National Guard in 1996, 25 years, as a Master Sergeant, I was the Battalion Motor Sergeant in charge of 35 technicians. I like to fish in Baja, my largest catch was a 105 lb black sea bass on 40 lb line. I like to camp and watch off-road races, I have raced in the past. I belong to, and am a board member of, a networking group that meets weekly. **ASCCA Activities:** I have been a member of Chapter 24 – San Diego for over 10 years, and a board member for most of that time. I have held the position of President and Vice-President a few times. Currently, I am the Chapter Representative and work on almost every committee we have. A short time ago someone asked what we had accomplished in the last year, and this is the list we came up with: 1. We held our 25th annual "Skills Day" for our local high school auto repair students, \$12,000 in donations, 80 plus students attended. 2. We financially and physically sponsored cars at our local soap box derby, assisted in the event and one member even flew back to Akron, Ohio for the nationals with the San Diego winners. 3. We donated to the "Breast Cancer" walk and our newsletter layout person walked the event all three days. 4. We donated to the "Boys and Girls Club" and assisted in helping the kids on a local half day fishing trip. 5. We donated to one of our local high schools for a "Fire Victims Fund" to help some of the family's who lost homes due to our recent "Wild Fire." 6. We held an A/C retro-fit clinic for our chapter and non-members. 7. We held a mini-diagnostic trade show for regular and associate members. 8. We brought Marty Keller to town, as speaker at a regular dinner meeting, to help keep us informed. 9. We had an outstanding Membership Drive with Walt's help. 10. We purchased a pallet of "Target Training" manuals at a low price for our members. 11. We have a "Power Ball" at our regular dinner meetings to insight attendance. 12. We support the "Green Business Program" locally. 13. One of our members won the "Small Business of The Year" award given by a state senator in Sacramento. 14. We have an outstanding website with a members and visitors section. 15. We produce a monthly newsletter (160 sent throughout the state) that is also available at our web-

site. 16. We are financially stable. 17. We provided a catalytic converter seminar, by Kevin S. McCartney, for members and other chapter's members. 18. We have met with numerous legislators to support the automotive industry. 19. We hosted the most recent state convention, and hospitality suite, with a full bar and bar tender. 20. We held a cooling system seminar, by Kevin S. McCartney. 21. We are having an oil seminar, by Kevin S. McCartney next month. 22. We had our Christmas party/dinner/interactive mystery game at Dave and Busters, (an adult chucky cheese). 23. We have a member who has won the AAA Quality Service Award, six years in a row; two shops three years in a row and four of our shops have won this award for this year. **Personal Qualities:** I am a leader, when I am led I am a follower, I can work with almost anyone, I like to listen and I like to talk. I like to be part of solving a problem, or making something better. Do not criticize someone until you have walked a mile in his/hers shoes. **Areas of Expertise:** As a Chapter Board member for such a long time, I have dealt with consumer complaints, member complaints, financial issues, board member issues and a host of other items that are ongoing. I am also the newsletter editor which gives me another perspective. As a Chapter Representative, and attending many Team Weekends and Annual Meetings, I have a good idea what needs to be done and why, I feel I can use this experience to help better our cause. **Areas of Association Governance:** Membership Growth is by far the most important area of concern; without members we do not exist. Membership benefits is an ongoing job, if you take the time and calculate your savings like I did, ASCCA does not cost—it pays. Government Relations is also on-going, we can not let up or we will lose our foot hold. Public awareness will come with time. When we have several thousand members, enjoying money saving benefits, keeping legislation pro small business and pro auto repair, the public will be aware. **ASCCA in Five Years:** With the momentum and ideas I have witnessed in the last few months, I see ASCCA the leading association in five years, legislators will be asking us for advice. **Automotive Repair Industry in Five Years:** We are still in an uphill battle to stay competitive in this industry; we must continue to attend classes and seminars, mechanical and business. As an association, we need to speak with one strong voice to be heard and respected. We need to keep close ties with legislators so they know we are in it for the long haul. We need to continue what we are doing now, and in five years, and in ten, and in twenty. We are in control of our destiny.

The ASCCA Website is available for you 24/7!

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

Legislative Update

One of the most significant bills ASCCA is monitoring is HR 2048, the federal "Motor Vehicle Owners Right to Repair Act." This bill, formerly known as HR 2735, is making headway in the United States Congress. The language in the bill has been simplified and it remains the strongest vehicle we have to ensure that continued access to repair information remains ours.

Keep an eye out for a donation form being sent ASCCA membership in order to help raise funds to assist us in the effort to pass this critical legislation.

Currently, the California Legislature is in recess. Many of the bills ASCCA was

following have turned into two-year bills. AB 578 – an effort to reform the smog program – was heard last week and made into a two-year bill. Keep an eye out for more information regarding this key piece of legislation.

For more information about the bills mentioned above, or any other bills monitored by ASCCA, visit members' only section of our website at www.ascca.com, where you can access our legislative bill files. In addition, a grassroots lobbying component is currently in development that will allow you to contact your assembly members and senators straight from our website.

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ASCCA New Endorsed Vendor: Kendall Motor Oil

ASCCA would like to introduce Kendall Motor Oil as one of its new endorsed vendors, voted upon by your ASCCA Board of Directors at the June Team Weekend.



Over the last 120 years Kendall Motor has earned a longstanding reputation as a trusted brand. Born and bred at the track, the Kendall heritage is truly unique within the industry. Through years of association with high performance drag racing and the consistent production of premium product, Kendall has cemented its position as a top-quality motor oil brand loyal fans reach for time and time again.

Today, Kendall Motor Oil provides premium products to a wide spectrum of market segments; everything from passenger car motor oils to hydraulic oils to specialty lubricants and filters. But no matter how much the brand grows or how things change, one thing will remain the same: Kendall will continue to earn the trust of its customers each and every day by delivering the highest quality products that perform day-in and day-out.

Applause please

ASCCA is truly blessed this year to have Board members dedicated and committed to bettering our industry and our association. These good people give freely of their time and energy for the betterment of us all. This month's "EveryReady Bunny Award" goes to Kris Cesena, the President-dynamo of the ASC Educational Foundation. Kris has pushed, shoved and cajoled a ton of paperwork to get the Foundation in proper running order. At the June Team Weekend, Kris reported the Foundation now has six annual scholarships funded and they are working on developing more. GREAT WORK KRIS AND THE ASC EDUCATIONAL FOUNDATION BOARD OF TRUSTEES!

Legal Forum

Ask Katie & Dave

Dear Katie and Dave,

I don't know about other shops, but around here we seem to have regular problems with getting customers to accept responsibility for payment of the work they have requested and authorized us to perform on their vehicles. Are there any tricks of the trade you might share with me to help in this situation?

Befuddled in Barstow

Dear Befuddled:

Rest assured, you are not alone. Over the many years we have been talking with ASCCA shops, the subject of collection for repairs comes up with great frequency. As a result, we have developed what we have come to call the ten commandments of avoiding collection problems. These ten commandments have formed the basis of many presentations given by us at Chapters throughout the years. For the benefit for those who have not had the opportunity to attend or who need a quick refresher, they are provided again.

1. Don't give a break to a sad case. (Hard luck stories abound. Remember, you are not a bank or finance company. You deserve to be paid promptly for the hard work that you do.)
2. Go with your gut. (You all know that "problem customers" become readily apparent from the very first meeting with them. When you get the feeling that a customer will likely be a problem, it is simply best just to decline to do the work.)
3. Don't just do half a job or a patch job. (If a customer does not have sufficient funds to do a job right, he probably doesn't even have sufficient funds to pay for what little work he is willing to authorize you to do.)
4. Never let a car go without payment in full. (Your greatest asset is your Garageman's lien. Once you surrender the car, you have lost your lien rights.)
5. Don't accept a check or a credit card from a customer that has turned out to be a problem while the job is unfolding. (Make sure your estimates require payment in cash. That way the customer can not give you a check or a credit card at the end of a difficult relationship and simply turn around and protest the charge.)
6. Don't think that you can simply repossess a car if a customer fails to follow through on a promise to make weekly, monthly or some other payment deal agreed between you. (Once you volun-

tarily surrender possession of a car, you have lost all of your lien rights, including the right to repossess.)

7. Start your lien sales promptly. (Your lien is created automatically but may be lost if you do not commence lien sale proceedings within thirty days of the day that the car is completed. Never wait until the last minute to start a lien sale. Our suggestion is you wait no more than two weeks after advising a customer that the job has been completed to commence your lien sale.)
8. Get a deposit if you are going to be performing an expensive job. (At the end of a job, it will probably be much harder to get five or ten thousand dollars out a customer than to collect a few thousand dollar balance.)
9. Make sure your estimate includes a written statement providing for imposition of storage charges within 48 hours of completion of repairs. (Don't

think that storage charges are automatic or that if you have a sign posted on your wall that you may enforce those rights. Accruing storage charges are a good way to convince a customer to get in quickly to get their bill paid.)

10. Remember, as long as you have the car and have not waived your lien rights, you really don't have much of a collection problem. (Garageman's liens are a powerful tool unavailable to most other similar professionals including attorneys. Make sure your customers are aware of your rights and your intent to ensure that you do not give them up.)

As with all advice we give, we urge you to contact us prior to undertaking any drastic steps to discuss your particular situation. The guidelines set forth above should help to provide you with a good idea of things to do to lessen bad experiences with your customers. We realize that each situation is different and sometimes rules are made to be broken or ignored. If you have such a situation, please do not hesitate to give us a call to discuss your unique situation.

Dave & Katie

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Long-Time ASCCA Member Earns "Small Business of the Year" Award

Ira Newman, of Ira Newman Automotive, and an ASCCA member since 1962, was honored with a "Small Business of the Year Award" by Senator Dick Ackerman of the 33rd Senate District, at an award ceremony, hosted by the California Small Business Association on June 15, 2005. Ira was chosen as

Senator Dick Ackerman's district's "Small Business of the Year" honoree due to his considerable contribution to the community as a small business owner.

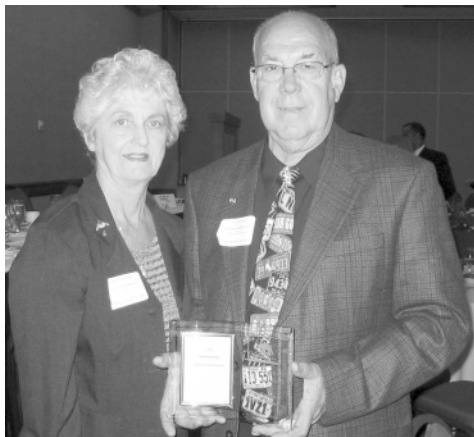
As a closing to the event, Steve Westly, the California Controller, gave a speech honoring the award winners – encouraging them to continue in their endeavors to develop their successful businesses. Ira, in the spirit of Westly's speech, has worked long and hard to develop his business, along with his family and long-time business partner, Scott Fischbach. Ira opened his automotive repair shop in 1962 in Whittier, CA; eventually moved his shop to Anaheim, CA, and joined ASCCA in 1983.

Ira began his membership in ASCCA in Chapter 49 – Orange County, and served as President of that chapter and then, when Chapter 48 – North Orange County formed, he joined the newly formed chapter. Throughout the years, Ira has served as Chapter President, as well as in other capacities on his Chapter Board.

Ira and Scott run their business with Ira's wife, Pat, daughter, Karen and son, Ira Junior. Although the "Small Business of Year" award is a great honor for Ira Newman Automotive, it is not its only business related honor. Ira Newman Automotive previously received three "Quality of Service" awards from the American Automobile Association.

Ira attributes his success in both the business world and his personal life to his determination to "try to do the right thing everyday" and "put the needs of the customer before his own."

Ira's daughter and son-in-law, Karen and Scott Roper, state, "This is an award that is long overdue. My father has proven himself to be a leader among the leaders of the business community. We are very proud to have the opportunity to work with a man of his caliber."



Pat (left) and Ira (right) Newman pose with award.

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Larry's AutoWorks Wins Prestigious Award

On Tuesday April 19th the California EPA, Department of Toxic Substances, Pollution Prevention Division, presented the California Model Shop Award to Larry's AutoWorks for their role in reducing pollution in the Automotive Repair Industry. The presentation was made by Leonard Robinson, the Chief Deputy Director of the Department of Toxic Substances, who noted that a small shop winning this award shows a genuine group effort by the staff and owners.

Larry's AutoWorks is located in Mountain View, California. Larry Moore, President, and Laurie Moore, VP of Finance, are both accredited as Automotive Managers through the Automotive Service Association Management Institute. The 10,500 sq ft facility has 13 employees and is a 21 year member of the Automotive Service Association and has been a member of ASCCA for over two decades.

A tour and pollution prevention demonstration was given to those attending. This award is rare for an Independent Repair Facility. Larry's AutoWorks is one of only 9 shops in the state, and the only one in Mountain View, to have ever received this award.

Larry's AutoWorks received this award as a result of:

- Providing extensive Pollution Prevention training for their employees



Our own Larry Moore receives California Model Shop Award

- Receiving a score of over 100 points on the "Model Shop" Checklist
- Verification of the checklist score by the Department of Toxic Substances

As a result of meeting the above criteria, Larry's AutoWorks has minimized their facili-

ties impact on the environment and maximized the health and safety conditions for employees of the facility.

Larry's AutoWorks is a family corporation that has consistently worked to improve the environment through the implementation of Best Environmental Management Practices and has received several national, state and local environmental awards and certifications, including the prestigious Susanne B. Wilson Environmental Achievement Award. Larry's AutoWorks has been a "Green Business" since the inception of the program and was filmed in 1994 by Mission College of Santa Clara as an example of how to manage a green "garage". This film has been widely distributed throughout the California.

2006 Scholarship Applications Available Soon

Be on the lookout for the 2006 Scholarship Applications. They will soon be available on our website. Stay tuned for more information . . .

NOVA Sponsors Portion of June Team Weekend

ASCCA thanks NOVA for its support of our June Team Weekend. NOVA provided popcorn, candy, pretzels and soda as an afternoon snack for our hardworking and dedicated Chapter Representatives, ASCCA Board Members and guests.

For more information on NOVA, call Barbara Martin at (800) 725-1243 ext. 8519.

ASCCA Website Re-launches

The ASCCA website once again has undergone major revision and is now up and running. The new version of the website is compatible with a wider variety of web browsers and is also more accessible for the visually impaired. The new website also features the "Executive Director's Blog," which is an area for our Executive Director, Shelly Levy, to communicate her thoughts and feelings on a real time basis. Shelly hopes to update her Blog on a weekly basis.

A "blog" is an online journal or diary and is a way for Shelly to communicate with ASCCA members in an ongoing way that she hopes folks find useful and maybe even a little entertaining. Blogs are written in an informal, "conversational," style.

If you have questions or comments about the Executive Director's Blog, please contact Shelly Levy at (800) 810-4272 or shelly@ascca.com. View Shelly's blog at www.ascca.com.

ASCCA 65th Annual Meeting and Elections

Come to sunny Monterey September 30 – October 2, 2005 for our Annual Meeting. We have set aside lots of time for family fun in an effort to get away from the drudgery of business as usual. Come and meet with old friends and make some new ones! Registration forms are being mailed, will be on the website and will be sent to your chapters. Come join the fun!



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- NFPA Labeling, MSDS's, Employee Training
- CAL-OSHA Injury Prevention Plans (SB 198)

New Toyota Website

Toyota has introduced a new website for factory-authorized information on Genuine Toyota Parts. The new website, www.toyotapartsandservice.com, is part of Toyota's information and training initiative to support independent repair facilities in their efforts to provide the highest quality service for Toyota vehicles.

The new site is a starting point for information about parts, programs and materials available from Toyota, including sections regarding:

- Collision parts, information and repair procedures
- Technical information and support
- Special promotions and price reduction notifications
- Remanufactured parts
- Maintenance parts
- Parts number look-up

Long-Time ASCCA Member Passes

Hermann Erdelji, formerly of Chapter 49 – Orange County, passed away on June 10, 2005, from an aneurism. Hermann owned Steve's Transmission in Buena Park, CA.

Hermann is survived by wife Anna, sons Alfred and Anthony, along with daughter Christie. Hermann and his brother, Rudy, were longtime members of Chapter 49 and partners in the transmission business. Services were held in German at the Holy Cross Cemetery in Culver City, CA, on Thursday, June 16, 2005.

Herman was an avid golfer, fisherman, and hunter. He also loved sports, anything having to do with the outdoors, and was an active member of the Lions club in his community.

Hermann will be greatly missed. Cards and condolences may be sent to Anna Erdelji at: 18520 Linda Circle, Cerritos, CA, 90705.

2005 Educational Foundation Raffle and Silent Auction Winners Announced

At the June Team Weekend, three raffle winners were announced. Walt Commans won the Ahwahnee Inn gift certificates, as well as a NASCAR jacket, and Chapter 08 – Santa Barbara also won a NASCAR jacket. In addition, Paul Grech, of Chapter 21 – San Francisco, won a collectable "Motor Magazine" issue after bidding \$100 to win the prize.

A BIG THANK-YOU to everyone who donated prizes and contributed to the Foundation by purchasing raffle tickets and participating in the "silent auction!"

ATI Helps Shop Owners Increase Profits

Automotive Training Institute (ATI) is helping shop owners and managers increase profits through their AMI-approved one-day "Beyond Repair" workshops. These workshops identify roadblocks to shop profitability while laying out steps for overcoming these obstacles. As part of the workshop, ATI performs a shop analysis which provides a snapshot of your shops' Key Process Indicators and potential. Call ATI at (866) 389-7999 to receive an ASCCA discount to the workshop, plus mention your chapter number and ATI will contribute \$50 to your local chapter.

Upcoming "Beyond Repair" Workshops:

- Tuesday, July 26 – Orange County/Irvine Hilton
- Monday, August 15 – Walnut Creek/Marriott
- Sunday, August 28 – La Jolla/Hyatt Regency
- Sunday, September 11 – Sacramento/Doubletree
- Sunday, September 25 – Anaheim/TBD

The Secret to Solving SBC Problems

- Call (888) 322-5274 and ask for the "LFO manager" for your area.
- If the "LFO manager" can't solve your issue, try calling SBC DSL Support for Business at (888) 322-5274 and press "option 3" for the ASI department (this is for technical support which is not outsourced), then press "option 8" and ask for, Monica, for billing issues.

Some tips:

- Try solving your problem through use of the "LFO manager" first.
- Ask for and record the UID number and first name of any SBC employee you deal with.

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Ed and William's Garage	28
Dave's Auto Service	24
Automotive Technical Services	24
Advanced Automotive	3
C & M Transmission, Inc.	30
Mike's Foreign Car	48
Arcane Automotive	25
Marlin's Auto & Truck	25
Sanders Automotive	5
BFIC Wholesale Distributors	5

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Industry and Endorsed Vendors Contact List

BAR, Chief:
 Dick Ross (916) 255-4565

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 Yolanda Heinz (888) 472-0065 x4722

Jacobs and Gregory:
 Katie Jacobs (951) 781-9091

Mitchell:
 Mike McBerney .. (888) 724-6742 x6986

NOVA:
 Barbara Martin ... (800) 725-1243 x8519

PayChex:
 Rhonda Bunker ... (702) 933-6200 x3016

Thomson Delmar Learning:
 Jessica Cipperly (518) 348-2578

Chapter Meetings & Contacts

Bakersfield (58) — Meetings: 4th Wed., 7:30 pm, Hodel's Restraunt. Mbr. Info.: Bob Klingenberg at (661) 631-5765.

Central Coast (52) — Meetings: 3rd Wed., 6:30 pm, place varies. Mbr. Info.: Fernando Garibay at (831) 758-8277.

Central Valley (27) — Meetings: 2nd Tue., 6:30 pm, Early Dawn Cattle Co., Modesto. Mbr. Info.: Robert Raduechel at (209) 575-6326.

Coachella Valley (30) — Meetings: 2nd Tue., 6:30 pm, Augua Caliente, Rancho Mirage. Mbr. Info.: Fred Divine at (760) 343-1226.

East Bay (16) — Meetings: 2nd Tue., 7:00 pm, The Englander Restaurant, San Leandro. Mbr. Info.: Ron Bessette at (510) 774-3394.

Foothill (5) — Meetings: 1st Tue., 6:30 pm, Four Points Sheraton, Monrovia. Mbr. Info.: Jo Ann Fischer at (714) 773-0949.

Fresno (25) — Meetings: 2nd Thur., 7:00 pm, Ramada Inn, Fresno. Mbr. Info.: Ray Rasmussen at (559) 855-2398.

Gold Country (36) — Meetings: 2nd Tue., 6:30 pm, place varies. Mbr. Info.: Robert Brocke at (530) 477-5712.

Hemet (32) — Meetings: 2nd Tue., 6:30 pm, Sizzler, Hemet. Mbr. Info.: Phil Fournier at (909) 927-2102.

Inland Empire (14) — Meetings: 3rd Tue., 7:00 pm, Royal Cut Restaurant, Ontario. Mbr. Info.: Glenn Davis at (909) 946-2282.

Long Beach (18) — Meetings: 3rd Tue., (no mtg. July & Aug), 7:00 pm, Colonial Cafe, Long Beach. Mbr. Info.: Sam Baayoun at (562) 433-5523.

Merced (33) — Meetings: 3rd Tue., 6:45 pm, Eagle's Nest Restaurant. Mbr. Info.: Rick Scroeder at (209) 722-3856.

Mid Cities (1) — Meetings: Varies, call for info. Mbr. Info.: Russ Okimoto at (562) 926-7317.

Mt. Diablo (20) — Meetings: 3rd Thur., 7:00 pm, place varies. Mbr. Info.: Barbara Livingstone at (925) 837-1000.

Napa/Solano Counties (9) — Meetings: 2nd Tue., 7:00 pm, Rockville Inn, Fairfield. Mbr. Info.: Tracy Renee at (707) 642-1900.

North Orange County (48) — Meetings: 3rd Wed., Embassy Suites, Brea. Mbr. Info.: Jo Ann Fischer at (714) 773-0949.

Orange Coast (50) — Meetings: 2nd Thur., 7:00 pm, Irvine Marriott, Irvine. Mbr. Info.: Rita Thomas at (949) 855-0590.

Orange County (49) — Meetings: 3rd Thur., 7:00 pm, Sterling Suites Hotel, Anaheim. Mbr. Info.: Ken Hamilton at (714) 535-4100.

Peninsula (23) — Meetings: last Tue., 7:00 pm, place varies. Mbr. Info.: Vallerie Williamson at (408) 264-9495.

Redding (99) — Meetings: last Wed., 7:00 pm, place varies. Mbr. Info.: Tim White at (530) 246-9277.

Sacramento (34) — Meetings: 4th Tue., 7:00 pm, Frasinetti's Winery. Mbr. Info.: Carol Bartels at (916) 332-1883.

San Diego (24) — Meetings: 3rd Tue., 7:30 pm, Handerly Hotel, San Diego. Mbr. Info.: Stuart Terry at (619) 287-9626.

San Fernando Valley (11) — Meetings: 3rd Tue., 6:30 pm, Odyssey Restaurant, Granada Hills. Mbr. Info.: Marilyn Schanley. at (818) 768-3656.

San Francisco (21) — Meetings: last Wed., 6:30 pm, Delaney St. Restaurant. Mbr. Info.: Paul Grech at (415) 474-7323.

San Joaquin Valley (6) — Meetings: 2nd Thur., 6:30 pm, place varies. Mbr. Info.: Andy Pollino at (209) 472-9866.

San Jose (42) — Meetings: 2nd Wed., 7:00 pm, Lou's Village, San Jose. Mbr. Info.: Valerie Williamson at (408) 264-9495.

San Luis Obispo (17) — Meetings: 3rd Wed., 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 Tue., 7:00 pm, Hindquarter, Santa Cruz. Contact: Nate Smith at (831) 476-1332.

Santa Rosa (28) — Meetings: 1st Tue., 7:00 pm, Coco's Family Restaurant, Santa Rosa. Mbr. Info.: Barbara Baker at (707) 546-4280.

South Bay (1940) — Meetings: 3rd Thur., 7:00 pm, place varies. Mbr. Info.: Peter Alper at (310) 328-1981.

South Los Angeles (10) — Meetings: 4th Thur., 7:00 pm, La Parrilla Restaurant, Los Angeles. Mbr. Info.: Les Les Morris at (323) 778-1014.

Tulare-Visalia (26) — Meetings: 4th Thur., 7:00 pm, place varies. Mbr. Info.: Jaimie Hammond at (559) 688-4713.

Ventura County (2) — Meetings: 2nd Tue., 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.

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ASCCA Calendar

August 30	ASCCA Finance/Executive Committee Conference Call [July Financials] 6 to 7 p.m.
August 31	ASCCA Board of Directors Interim Conference Call 7 to 8 p.m.
September 29 thru October 2	ASCCA 2005 65th Annual Meeting & Elections; 3rd Quarter Board of Directors/ Committee Meetings The Beach Resort, Monterey
October 25	ASC Finance/Executive Committee Conference Call [September Financials] 6 to 7 p.m.
October 25	ASCCA Board of Directors Interim Conference Call 7 to 8 p.m.
November 15	ASCCA Executive Committee Conference Call Closed Session: Discuss ED Performance Evaluation 6 to 7 p.m.
November 19	ASCCA Executive Committee Budget Meeting [staff budget due to EC by November 4] ASCCA Office, Sacramento
November 29	ASCCA Finance/Executive Committee..... Conference Call [October Financials] 6 to 7 p.m.
December 10-11	ASCCA Team Weekend 4th Quarter Board of Directors/ Committee Meetings Adopt 2006 Budget Chapter Representatives Committee Meeting Location TBA (Los Angeles area)

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