



The California Independent

MARCH/APRIL 2005

PROFESSIONALS IN AUTOMOTIVE SERVICE

ASC First Quarter Team Weekend Update

This year's First Quarter Team Weekend went by fast. The whirlwind event took place over the course of three days, Friday, March 18, 2005 through Sunday, March 21, 2005 at the Embassy Suites Riverfront Promenade, Sacramento. All Chapter Representatives, ASC Board Members, ASC Staff and other interested parties were invited to attend the weekend long event to hold committee meetings and find out the latest information about ASC at the state and chapter level.

The weekend began with an ASCIS Management Committee meeting on Friday to discuss ways to promote ASCIS in the coming year and help ASCIS members get the best insurance for their individual needs. One idea discussed by the Committee was a "Chapter Champion" who would promote ASCIS to their chapter, and at the same time, help their chapter earn some additional income. More to come on this issue soon.

Saturday's meetings started early for ASCCA members asked to participate in a special LRSP Focus Session. The meeting ran from 8:00 am to 11:30 am and WE DID IT — ASCCA now has a long range strategic plan that its members can get behind and use to plan for the future. See the full LRSP results in this issue of the *Independent*.

During a working lunch, Team Weekend attendees were given a presentation on the new ASCIS program, "Administrative Services Organization (ASO)" concerning what it does and what it can do for ASCCA members. For more information on this program, please call ASCIS at (877) 250-1979.

The afternoon brought simultaneous committee meetings, which non-committee members were encouraged to attend and contribute to discussion. Later, the ASC Executive Committee meeting convened and most Team Weekend attendees sat in on this meeting to find out what new ideas were being brought before the Executive Committee.

On Sunday, the final day of the First Quarter Team Weekend, the Chapter

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Committee Recommendations Ratified at Team Weekend BOD Meeting

During the March Team Weekend, the ASC Board of Directors voted to ratify several Membership Committee Recommendations unanimously approved in a February 11, 2005 fax vote. The following Recommendations were presented to the BOD for ratification by the Membership Committee Chairman, Allen Pennebaker:

Membership Committee Recommendation 2005-1 — Elimination of the "state only" member category. Members are required to join the nearest local chapter (or another chapter of their choice) irrespective of geographical location. Chapters are encouraged to have a secondary dues structure for those outlying members who may be unable to attend dinners, etc. Current "state only" members will be grandfathered in until December 31, 2006 to allow for time for transition and attempt to mitigate the impact on the ASC budget.

Membership Committee Recommendation 2005-2 — Contingent upon acceptance of Committee Recommendation 2005-1 — Delete the Board Statement of March 21, 2004 since we no longer employ Chapter Liaisons, nor are there state only members to contend with.

Membership Committee Recommendation 2005-3 — Temporarily suspend ASC CA Policy #4-1 and Policy #2-15 having to do with the recruitment of members pending full review by Membership Committee and Bylaws, Policies and Procedures Committee and institute Membership Committee Recommendation #2005-4 as a temporary guideline for ASC Staff until such time as Policy #4-1 and Policy #2-15 are revised and approved.

Membership Committee Recommendation 2005-4 — ASC Staff will follow the temporary membership recruitment and retention guidelines outlined on Page 2 of this recommendation until such time as Policy #4-1 and Policy #2-15 are revised and approved.

Temporary ASC Staff Membership Recruitment Guidelines

- New member prospects come in via phone or via the internet.
- ASC Staff will get their information and determine what chapter is nearest them geographically.

- ASC Staff will call that chapter representative and indicate to them that they have a new member prospect that they will try to sign that person up for that chapter. If the chapter has any objections, ASC Staff will not sign the prospect up for membership. The chapter has one week to register any objections to signing up that particular prospect. If the chapter chooses to sign up this prospective member themselves ASC Staff will pass the information along to the chapter and not contact the prospect.
- If the chapter presents no objection, ASC Staff will contact the member telephonically and discuss ASC membership with them.
- ASC Staff will determine what the chapter's dues and entry fees are. ASC Staff will give the member one amount (i.e., not break it down as to \$260 for the state portion and \$___ for the chapter portion,
- If this prospect decides to join then ASC Staff will fax them the membership application and get a credit card number over the phone. Otherwise ASC Staff will fax the application and will wait for a check.

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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 ASC Website. Go to: www.ascca.com

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President's Message



Bob Constant
State President 2005



Members:

Why, How, Who— An ASC Tutorial

Why: The other day I was reading a note from an ASC member who wanted to know why ASC can't just *do* things. If there is a suggestion, which on the surface appears to make sense, why can't we just do it? This is a great question.

All of us are masters in our shops, we make decisions and things happen or we soon find out why the plan didn't work. With ASCCA, the situation is similar to driving an aircraft carrier. A boat cannot turn on a dime, it takes a lot of time, energy, and space. Nearly every idea has to be run through at least one committee, and possibly other leadership bodies such as the Chapter Representatives Committee or the ASC Board of Directors (BOD). For instance, if an idea or program will be seen, heard or acted upon outside ASCCA, then many individuals, perhaps even other outside entities may need to become involved. With luck, committees might get a response back within a week or two. Many times, even with imploring, committee members or others that need to be involved in the discussions can't respond immediately because they are running their shops, are having e-mail or fax problems, need more information, are out of town, or any number of other reasons. Everyone needs to be very concerned with the image we project to our members and others in our industry, so ideas and action items must be given time to simmer and be considered by many different groups. The passions we are allowed to express in our daily lives may not be appropriate for a professional association to express in a public manner. I hope this explains why ASCCA does not jump to action as quickly as we would all like it to sometimes.

How: What is the best way to get something changed within ASCCA or even within our industry? Our association is no different than all other associations in that it functions well when the proper policies and procedures are followed. As in the military or any other organization, there is a "chain-of-command" which has less to do with "control" but more to do with organization of information and adherence to due process. The lines of communication, (when followed), provide for the flow of information to all appropriate segments of the group in a clear and organized fashion. When we jump outside of this process, confusion and the feeling that "things are out of control" can threaten forward progress. Committees need to function with direction and the individuals in leadership positions need to have the opportunity to appropriately study and approve actions. So, the short answer to the question of how to get things done within ASCCA? Use the appropriate channels. If you don't know what those are, contact your Chapter Representative.

This leads us to one other part of the answer to this question. Make sure your Chapter Representative attends Team Weekends and reports your concerns up and down the

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ASC-CA Staff & Associates

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Shauna Scott, Director of Membership & Marketing	916/924-9054
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Shannon Blakeman, ASCIS-Workers Comp	916/609-8396
Lorraine Stevens, ASCIS-Package	916/609-8402
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Executive Director's Report



Shelly Levy
Executive Director

Thanks to all of you who attended our recent Team Weekend at the Embassy Suites in Sacramento. We had a series of exciting meetings and the committees within the organization are working hard and are focused on providing solutions to the many and varied needs within our chapters and our membership.

On Saturday morning we had our follow up meeting to the visioning session we held in January of 2005. The members of the LRSP Visioning Focus Group were tasked with refining the core purpose and a big, hairy, audacious goal for our organization because there was a vague feeling that we simply hadn't finished the process in January to everyone's satisfaction. The Focus Group consisted of members of the ASC Executive Committee, the ASC Committee Chairs, the President of the ASC Educational Foundation and Chapter Representatives chosen from various geographical regions in the state.

This team pulled together, took all the different things we got out of January's meeting and in our subsequent research and distilled it into the Vision Statement you will find elsewhere in this issue of the Independent. The Vision Statement will be the basis of all of our Long Range Strategic Planning going forward. All of our goals as an association will need to line up with not only our core purpose and our envisioned future but will also need to fall in line with our values and the overall goal. Congratulations to the Focus Group as well as all of the folks who attended and participated in the ASC Board of Directors and Chapter Representatives Orientation and Visioning Workshop in January for accomplishing this monumental task!

The **core values** of our organization are the yardstick by which we will measure our programs, our membership, our staff and ourselves and include such things as integrity, compassion, individuality and continuous self-improvement. Those prospective members who are not yet in the ASC family should be able to see their reflection in our core values and want to be a part of who we are and what we stand for.

The **core purpose** of our organization is that "something" which will not change over time. Twenty years from now our purpose should be the same as it is today. Our entire reason for existing as ASC is "to elevate and unite automotive professionals, and give them voice." This is something we are committed to no matter how the winds blow.

Our **big, hairy, audacious goal (BHAG)** is something that we will design every program, every communication and every strategy to achieve over the next 10 to 20 years. We will work together as one organism to hit the overall goal which is to ensure that the name of ASC will mean skilled professionalism, and inspired customer trust. We don't want "enough" customers, we want "inspired" customers who are devoted to us and recognize the worth of quality automotive repair in their daily lives as they get themselves and their families back and forth from work and school.

Our **envisioned future** is just that. A future that we look to with enthusiasm and will result from all of the work that flows out of the core values and core purpose and into the BHAG we have set for ourselves. These concepts aren't new, but they now take center stage in the forefront of our thoughts and our planning. It's an exciting time to be a member of an ASC Chapter and of ASC. As we unite as an organization, we will unite as an industry and ensure our bright future!

Thanks again for your membership and your continued belief in ASC. Together we have an envisioned future worth fighting for.

ASC Board & Directors



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Automotive Service Councils of California A California Nonprofit Association

Vision Statement: March 2005

CORE PURPOSE

To Elevate and Unite Automotive Professionals, and Give Them Voice.

CORE VALUES

- **INTEGRITY** – First and foremost, always honest, always fair, always ethical and reliable.
- **COMPASSION** – Treating others the way we want to be treated, with compassion, sensitivity and loyalty.
- **INDIVIDUALITY** – Working with a passion for challenges, self-reliance, tenacity and the drive to excel.
- **CONTINUOUS SELF-IMPROVEMENT** – Belief in constant learning and striving to be the best.

BIG, HAIRY, AUDACIOUS GOAL

ASC means skilled professionalism, and inspired customer trust.

Our Future, Having Achieved Our Goal:

ASC shops and members will be the most trusted in the industry. Half of all independent automotive service shops will be ASC members. ASC will be a name brand recognized for automotive quality, and the most trusted source of information and education for the automotive industry. Government and media consult with us first on automotive issues. We will have MPC&L. ASC shops will attract the best and brightest people in the industry. ASC membership will be regarded as a prerequisite to being a highly successful independent automotive service facility. Membership will be by qualification not just an application. ASC shops will be financially successful; 90% of ASC shop owners are multimillionaires. Every ASC Chapter will be successful. 100% of ASC Chapters will be represented at Team Weekends.

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President's Message

chain-of-command. As a member, you could help out even more by getting involved in the various committees that make up our association's governance structure.

Who: For many members of ASCCA, one of the main reasons for staying with the Association is an appreciation of the high quality of your fellow members. Our fellow members are REALLY SPECIAL! If you want proof, just take a look at our Anaheim members who have raised large amounts of money for breast cancer research. Or consider the gentleman from the Redding area who raised a son who cares so much about our safety that he has made a career of nuclear non-proliferation. In addition, there are several people in ASCCA who have given much time and money to find and keep the VICA trailer going. Then there are the folks on Team Talk, who upon hearing that a shop had been lost in the San Diego area fires, did not hesitate to offer shop equipment, funding, and other support to the people involved. There is even one fireball of a person, who got involved in a legal battle to stop a crooked attorney from taking advantage of her family. After fighting that battle, she went on to help fight other automotive industry ills.

We have members who are heroes to their families, their communities and our industry. The bottom line is this: our members care, and they are passionate. We will not always agree with one another, but when the laundry is done, we understand that we all care about the automotive repair industry.

From my perspective this is an article that answers some basic questions concerning ASCCA. **Why** doesn't the association just jump when I say JUMP? **How** can we get it to move when we say MOVE? But, most of all, this article speaks to you about who ASCCA is all about. **Actually, the who is the real reason** why many of us continue to be members of this great association.

I hope you have a good and profitable day.

Ex-Officio Board Member Appointment

Carol Bartels, a Past-President of ASC, was recently appointed an ex-officio board member by unanimous vote of the ASC Board of Directors. Her term will run until the Annual Meeting in October.

Insurance News

Reducing Your Auto Liability Exposure: Negligent Entrustment

A business owner is struggling to fill a job opening for a parts runner, and he has two applicants. We'll call the first applicant "Ted." He has a clean driving record – no accidents or violations whatsoever. The second candidate is "Ralph." His driving history is not good. Ralph has had a number of violations (speeding, running a red light, etc.) and accidents. His license was even suspended once.

We know you would hire Ted for the job. But our fictitious business owner doesn't check either applicant's MVR. Ted can't start for a couple weeks, and Ralph can start immediately. So, the job goes to Ralph.

It's now Ralph's third week on the job, and so far there hasn't been a problem. On Monday afternoon Ralph is heading back to the business after making a parts run. His cell phone rings as he approaches an intersection. Ralph fumbles to find the phone, spills his iced tea into his lap, looks away from the road, and BAM! He is so distracted that he doesn't see the red light or the sedan that he hits. Ralph is not severely injured. But the 52-year-old man driving the sedan is killed upon impact. One of the man's three children is also in the vehicle, and he is knocked unconscious.

Months later, the business is named in a suit brought by the father's estate and his children. The plaintiff's attorney is going to work hard to build a case against the business owner based on the negligent entrustment principle.

What is negligent entrustment? This principle can be invoked when someone (the business owner) lends another (the employee) a dangerous article (a vehicle), even though the lender knows or should know that the recipient is likely to use it in a way that poses a risk to others.

Negligent entrustment can apply if:

- The driver was incompetent
- The business owner knew or should have known of this incompetence

- The business owner entrusted the vehicle to the driver
- The driver's negligence caused the accident.

The employee can be deemed incompetent if he or she:

- lacks the skills for the type of vehicle or driving involved
- was not qualified to drive a vehicle safely at the time of hire
- has a history of accidents or violations
- was disqualified from driving (i.e. license revoked or inactivated) by the state motor vehicle department.

Mitigating the risk:

Lawsuits claiming negligent entrustment are on the rise, and many times punitive damages are included in the judgments. You may be able to reduce your business' liability from negligent entrustment claims.

Review your policies and procedures to make sure they include:

- A formal and consistent safety policy
- Driving evaluation, including a Motor Vehicle Registration (MVR) review, of all new hires
- Systematic review of all drivers' MVRs
- Reasonable and consistent disciplinary standards
- Formal post-accident reviews
- Regular loss detail reviews
- Appropriate response to driver developments, applied consistently to everyone in the business, including management.

For more information on how you can protect yourself and your business from this type of situation, please call Jacobs & Gregory at (951)781-9091.

~ Reprinted with permission from the "Aftermarket Advisor," an Universal Underwriters Group newsletter, Winter 2005; — Mike McHugh, Executive Vice President Universal Underwriters Insurance Company

Shop Owners Beware!

If you own a vehicle that you or your employees use for your business, you need to secure "Business or Commercial Auto Coverage." If you currently have the vehicle insured under a Personal Auto Policy, this is important information.

If your business is sued for an owned business auto loss, your business entity is not a named insured under your Personal Auto Policy and coverage will be denied in most cases. Also, persons eligible for "who is insured" under a Personal Auto Policy do not include your employees. Read your policy exclusions and "who is insured" under your Personal Auto Policy.

A business exception can sometimes be added to a Personal Auto Policy but the coverage addition is very limited and restrictive and usually does not change the named insured's so coverage for a business loss may still be denied even if you have a business use endorsement on your Personal Auto Policy. Another common exclusion on Personal Auto Policies is "Auto Business." This exclusion states coverage does not apply to any person legally responsible for damages while employed or engaged in the auto business. The exclusion prevents coverage for liability exposures that are, or should be, covered under a Commercial/Business auto liability policy.

For more information, check with your agent or contact Lorraine Stevens with ASC Insurance Services at (916) 609-8402 for additional information or questions regarding Business Auto Coverage.

!!April: National Care Car Month!!

National Car Care Month (NCCM) is your opportunity to educate your customers in the finer points of "Car Care 101." Customers who are "in the know," understand that maintaining their car is important to the longevity of their vehicles, as well as their personal safety. And customers who bring in their cars for regular maintenance positively impact your bottom line.

Participants in last year's Car Care Month events reported that a whopping 87% of vehicles checked out required parts or service of some kind and many of those affected brought their cars back to the shop that checked out their cars for service. Showing that commitment to community service and customer safety resonates with the public, bringing

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ASC Educational Foundation News

We'll miss you Walt. Yes, it's true; our favorite fund-raiser has flown the coupe. Unfortunately, Walt had to resign his position as a trustee on the ASC Educational Foundation because he is so busy working for a few of the Southern California chapters and ASE that he has no time to run the fundraiser. Thanks for all of your help and support in the past, Walt. Good luck in your future endeavors.

This means that I will be taking over for Walt for the current fundraiser. Normally, Walt would attend the team weekends and various chapter meetings and run a raffle to raise money for the foundation. Since I cannot attend various chapter meetings, I would like to send out tickets to each chapter and ask that you help us with the raffle. I will send tickets, a flyer explaining the prizes, and instructions to follow regarding the tickets and the donations received. Thanks in advance for your help with this project.

Our goal is to raise \$10,000 this year. We are on our way with a little over \$1,000 so far, mostly thanks to Walt for purchasing 1000 tickets (wow!). Our goal is to raise as much as we can and have our prize drawing in June of this year. Since the fundraiser had a hiccup, I will extend the deadline until the end of September and draw for prizes at the Annual Meeting on October 2nd.

As a reminder, the grand prize is a gift certificate for Yosemite Park, good for two nights at the Ahwahnee Hotel, or any other concession in the park. Let's all work together to make this a great fundraiser. If we raise \$10,000 we could add a sixth scholarship, or raise the amount awarded to cover higher tuitions and school costs.

If you have any questions, you may contact me at (650) 342-8490 or Elizabeth Hicks at the ASCCA main-office at (916) 609-6111.

*Kris Cesena – Chair,
ASC Educational Foundation*

2006 Scholarship Applications Available Soon!

Be on the lookout for the 2006 Education Foundation Scholarship Applications that will be available very soon on the ASCCA website. This is a great opportunity for anyone who wants to have career in the auto repair industry and get some money to help pay for school. For detailed information, look in the next issue of the Independent or visit www.ascca.com in May of this year.

Education Foundation Contributors

A big **THANK-YOU** to all of our ASC Education Foundation contributors! In this issue, we would especially like to thank our most recent contributors for their kind donation to our Foundation, which helps make a difference in the lives of future automotive technicians. YOU make a positive difference by helping these students further their education in the automotive field!

Contributor's Name	Contributor's Chapter	Amount Donated	Donation Date
Honda Hospital	23/42	\$10	1/1/2005
Holland Service	23/42	\$10	1/1/2005
San Bruno Auto Center	23/42	\$10	1/1/2005
Larry's AutoWorks	42	\$100	1/1/2005
Larry's AutoWorks	42	\$100	2/1/2005
Dennis McDaniel Carburetor & Electric Co.	08	\$12.75	2/1/2005
Robert and Nikki Ayers Ayers Repairs	08	\$100	2/1/2005
Chapter 42	42	\$150	3/1/2005
Larry's AutoWorks	42	\$100	3/1/2005

Welcome New Members

Shop Name	Chapter
Ace-1 Automotive Service	5
Diamond Bar Automotive	5
World Auto Inc.	5
Matt Weaver	5
Gregg's Auto	5
VJ's Auto Service	5
San Joaquin Auto	6
Orsportz	11
Precision Automotive & Tire	11
Advantage Acura Honda	11
Inland Exhaust Products	14
J.C. Tires & Brakes	16
Econolube N' Tune #107	17
W & S Tire Inc.	20
SKS Petroleum Distributors	24
Mitchell 1	24
Winchester Auto Parts	42
Lake Forest Transmission	50
Finishline Tires and Automotive	50
Auto Care Experts, Inc.	50
Salinas Radiation Inc.	52
Kay Automotive Distributors	58

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National Care Car Month

business to your shop. Getting customers in your shop is the hard part and this program can be the catalyst that brings them in. Once car owners get a taste of how you do business, they are likely to return for quality service — and tell their friends.

For this year's event, vehicle check forms will be free of charge to participating shops. The vehicle check forms are in triplicate in order to provide a record for the car owner, the participating shop, and the "Be Car Care Aware" campaign to be used in future marketing campaigns. So, get out there, get involved, and watch your business grow!

To order your "Point-of-Sale" starter kit or to find out more information about "event planning," visit www.carcare.org.

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INCIDENT DESCRIPTION

During the summer months, many small businesses show their appreciation to employees by hosting picnics or dinners. What comes as a surprise to the employer is that an injury at one of these events can be work related.

Recently, a business owner felt his employees deserved a special outing as summer came to a close. He provided transportation for employees and their families to a desert resort and planned several fun outdoor activities. One activity was riding all terrain vehicles (ATV's). Employees wore all the necessary safety equipment and followed a guide on a well ridden trail. Unfortunately, one employee failed to negotiate a turn and fell off the ATV, sustaining a concussion and injuring his shoulder. The employee missed several weeks of work, and required several physical therapy treatments.

Courts have ruled that injuries are compensable when occurring at company-sponsored events that promote the employers' interest and benefit the employer by maintaining good employment relationships.

RECOMMENDATIONS/DISCUSSION

Company picnics, holiday parties, and employee gatherings can boost morale and show appreciation for hard working employees. To minimize company liability for events that are provided for employees enjoyment, employers **should not**:

1. Plan or organize the event. Encourage volunteer employee committees to plan nonbusiness related functions.
2. Create signs, fliers or posters to advertise the function. Volunteer committees should handle all promotion of the event. Be sure the employer is not named as the sponsor on the promotional materials.
3. Mandate employee participation.
4. Reimburse employees for expenses incurred in attending the function.
5. Sponsor teams at the event.
6. State or imply that attendance at the event will improve an employee's standing within the company or will be a factor in evaluating job performance.
7. Promote an event as an annual custom or use any other term that may infer company ownership.

Following these guidelines will help ensure that employees understand the function is strictly for socializing, attendance is voluntary, and that the employer is not liable for any injuries employees may sustain while attending.

Think Safety

Always take precautions to prevent employee injuries whether or not it is at an event to further the employer's interest. Ensure ground rules for games and sports are explained and understood. Use protective equipment in situations when it is recommended, such as the catcher wearing a face mask when playing softball.

Alcohol consumption definitely increases the risk of injury during games and sporting events. Refrain from serving alcohol to safeguard against injury.

LFL 1001

Accident prevention is the responsibility of your Company's management. The information in this publication should not be considered all encompassing, or suitable for all situations, conditions or environments. Every business is responsible for implementing an effective injury and illness prevention program and should consult with legal, technical or other advisors as to the applicability of this information to your business.

888-472-9001 • P.O. Box 85478 • SAN DIEGO, CA 92186-5478

Legal Forum

Ask Katie & Dave

Dear Katie and Dave:

From time to time, I have customers who come in and cannot afford to get their car fixed correctly. It's not a situation where it is a safety hazard and I am not talking about something that is cosmetic such that if it gets fixed or not, the car runs. What I am talking about is something that should really be fixed one way, but if I do a minor repair, the car MAY last another three to six months before the repair has to be done. What can I get them to sign to show they understand there is no warranty for the repairs?

Signed, Soft-Hearted Shop Owner who doesn't want to be Soft-Headed

Dear Soft-Hearted:

The short answer to your question is DON'T DO IT. If there is a problem with the repair a judge will look at two tests. The first test is whether the vehicle broke during the warranty period and the second is whether the repairs were done correctly in the first place. It is the second test where you will get caught. Your customer relies on you as the professional to make the appropriate recommendations for the repair of their car. They do not have enough information on their own to make a determination as to whether a "patch job" will be good enough.

Remember your customers pay you not only for your work and the parts but also for your knowledge and expertise. If you tell them that the "patch" might work for another three to six months, they "hear" that it will fix the problem. When the car breaks again with the same problem, the customer will be back in your shop


yelling that you did not fix it. If they go to court, the judge will side with the customer the majority of the time.

When faced with people who cannot afford to fix their cars properly, make the decision at that time whether or not you want to treat them as a charity case. If you are going to be charitable, make the complete repair and charge the customer only for the patch job. This way you are not stuck with doing the job twice - first, the patch job and then the complete repair after you have been to small claims court and the court has ordered you to fix it right. Or worse yet, the judge could just order you to pay the bill for some other shop to fix it right.

Warning From NOVA

NOVA has recently become aware of a promotional campaign from one of our competitors that could cause you problems. One of its competitors is targeting medical and dental offices informing them their terminals need to be updated for compliance purposes. They are requiring merchants to sign a contract to provide this updated information. The contract is in fact a contract to switch processors. Merchants do not realize that they have changed processors until they receive their next statement. At that point it is too late and they are stuck paying higher rates.

Please remember to always check the fine print. If you have questions about this issue please contact Barbara Martin with NOVA at (800) 725-1243 ext. 8519.






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One Member's Point of View

This past weekend, I attended a Chapter Representative meeting in Sacramento. The subject was brought up that some members feel that ASCCA doesn't do enough for them. They feel that they don't get enough for their dues dollars. At the time I couldn't come up with a quick rebuttal. I thought about it during my drive home and the answer I came up with for them is to think about the Energizer bunny ad that runs on television.

The analogy goes like this: The ad states that the bunny keeps on running longer with the Energizer batteries in. So it is with some of the benefits that ASCCA has brought about for its members. Every time you hook into an OBDII connector under a dashboard, remember that its existence was brought about by an ASCCA member. His name was Jack Hyler. He was highly instrumental in bringing it to fruition. He attended all the EPA meetings and brought it to their attention that something like this would be very useful to everyone involved in repairing automobiles. This led to the government mandating that the terminology for emission control related parts be the same, instead of each manufacturer having its own name for the parts. These two benefits alone pay you back for your dues every single time you use them. Just imagine what it would be like if each manufacturer had a different style of access plug to tap into its computer and a different location for that plug. So, this is one benefit that you get to use over and over again and puts extra dollars in your pocket and saves you an enormous amount of time. People who tend not to remember what was done for them in the past and makes their life easier in the present will always be around. They are the ones who forget the annuity Grandma set up for them that paid for their college education and then moan that she didn't include enough for a new convertible as well. When someone gives a gift that keeps on giving, it is very easy to forget who gave it to you and how much you continue to benefit from it. I am very lucky to have the wife that I have. So lucky in fact, that on my mother-in-law's 80th birthday I stood up in front of the group in attendance and thanked her for the gift of her daughter, Marianne.

One of the best pieces of advice I ever received was that you don't always look at what something costs, but rather how much it will pay back over the long haul. The dues that I have paid over the years are nothing compared to what I have reaped from being a member of ASCCA. It is like buying tools and equipment. The main reason you buy them is to save you

time and wear and tear on your body. They wear out and break. So what — you just buy another one and continue to save time that you can then turn around and sell for hard cash.

Another benefit is the services of Jacobs & Gregory. How many of you ever thought about the agony you were spared by not having been sued by the Trevor Group? Katie and Dave, among other people, were not only able to stop them, but were able to get them disbarred. A lawsuit can be a very costly and time consuming affair. They also are ever vigilant for your legal and economic welfare. They are on the lookout for laws that can hurt or hinder your business. Again, this is a benefit that continues on, just like the Energizer Bunny. One tends to forget that what was done in the past for you and your business and still benefits you today. This ought to provide a rebuttal to an individual that had the attitude of "that was in the past, what have you done for me lately?"

The association cannot do everything for everybody. What it can and should do is put out thoughts and ideas for individuals to look over and use to make the correct decisions on what course of action to take in coping with the constant changes that are out there. An example of this is a little decision I made back in 1978. I had just attended my first ASCCA convention. The speaker talked about buying property to house your business. The prevailing thought at the time was, "Why buy when the rent is so cheap?" I was paying \$250 a month for 3,200 square feet in the center of San Francisco. What a deal that was! The speaker told us that the rents in the near future were going to increase a minimum of 10 TIMES what we were currently paying. I ended up buying my building for \$115,000 that year. Everyone told me that I paid too much for an old brick building, but I replied that the, "land is worth the dough, not the building."


"In order to succeed in this trade or any endeavor in life you must be able to look at something and see what is *really* there, not just

what you *think* is there." I use this saying as my guiding light in life.

Where did I get the inspiration to buy my own building? At an ASCCA convention. Where did Bob Constant get the encouragement to buy his property? From Milt Seropan, a fellow ASSCA member. If you ever wonder what they mean by the camaraderie that occurs at ASCCA meetings, just ask Bob Constant. If I remember right, Milt told Bob that if he didn't buy the property for his business, he wouldn't talk to him ever again. How's that for tough love?

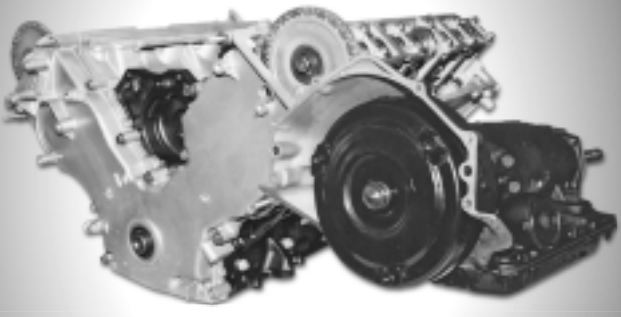
ASCCA also exists so that a united front can be presented on issues that can affect our economic well being. I have been a member for over 27 years and have seen many a legislative change brought about because a number of people addressed the issue, not just one or two individuals. Remember — while in our shops we may be the chief, master-sergeant, pharaoh, king, dictator, ect., we must leave these titles at the door when we attend our ASCCA meetings, otherwise the old saying will come to fruition, "United we stand, divided we fall." So, as Ann Landers used to say, "Quit your kvetching" and count your blessings.

— Paul E. Grech, Chapter 21-San Francisco





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Legislative Update

CapitolTrack

Our new bill tracking service with CapitolTrack is now online in the members only section of our website at www.ascca.com. ASC members may visit this part of our website and not only see which legislative bills we are currently tracking but gain access to the text and analysis as well. The Government Affairs Committee will be meeting via conference call in the next few weeks to take positions on the various legislative issues currently on our horizon. We will post updates in the CapitolTrack system so you can see what is happening at the California Legislature and what actions ASC is taking on your behalf.

ASC Supports Bill Regarding Test Only Referrals in the Smog Check Program

ASC has taken an official support position on AB 578 (Horton). CSSARA has sponsored this legislation this year to address some of the current inequities being created in the Smog Check program through referrals to test only vs test and repair facilities particularly in light of the exemptions that took effect on January 1, 2005. This bill permits, rather than requires, the Department of Consumer Affairs to increase the capacity of the program for testing at test only facilities while adding the requirement that before they turn the volume up or down on the program that they complete an open and public review and consideration of many factors including consumer costs, additional wait times, additional testing fees, impacts on small business and environmental benefit. We encourage all ASC members to support this legislation and more information will be coming soon on how you can get directly involved with passing this important bill.

HR 2735

The Motor Vehicle Owners Right to Repair Act has been re-introduced in this session of Congress. It continues to garner support from many co-sponsors in the House of Representatives. ASC continues to strongly support this legislation that will ensure the right to repair on the part of the consumer and will also ensure that the independent automotive repair facilities in the United States continue to have access to the repair information needed to properly repair and maintain

the vehicles on the nation's highways. For more information, please contact Shelly Levy at the ASC Office at (916) 924-9054.

15/150 Warranty Task Force Still Meeting

A RAND corporation study commissioned by CARB several years ago has "suddenly" been finished and distributed to industry representatives. "The Impact of Extended Vehicle Emission Warranties on California's Independent Repair Shops" is currently being reviewed by members of the warranty task force. ASC has committed \$2,000 to the 15/150 Warranty Task Force to help defray the costs of hiring an engineer to develop a scientific model to support our case that extended warranties do little to actually impact smog. The Warranty Task Force will meet again on April 7, 2005 to determine our next steps in our challenge of these regulations.

AALC Update

Members of the Automotive Aftermarket Legislative Coalition continue to work together on issues that affect the automotive industry and continue to meet on the last Thursday of every month in Sacramento to review current legislation and discuss issues of common interest. Thanks to all of the participating organizations who make up the AALC and their continued commitment to working together to monitor the legislative and regulatory bodies that continue to make our lives challenging.

Legislative Day

It has been reported in several industry publications that ASC pulled out of Legislative Day and that's why Legislative Day was cancelled. This is a misconception and is not accurate. Over the course of several months many members of the AALC indicated that they either did not have the financial resources or staff resources to commit to the 2005 event at the levels they had in past years and/or withdrew from the 2005 event. ASC did not have the fiscal or staff resources to sponsor our own event and have since redirected our focus into building a stronger, sustained grassroots presence in the state of California. We also intend to participate in other Legislative Day type events including attending the 2005 California Business Legislative Summit sponsored by the California Chamber of Commerce on May 25, 2005.

BAR Advisory Group

The next meeting of the BAR Advisory Group is scheduled for Monday, April 11, 2005. ASC holds a seat on the BAR Advisory Group and ASC members are welcome to attend the meeting in addition to your professional staff representative, Shelly Levy, ASC Executive Director. We expect the test only vs test and repair situation to continue to be a hot issue. The new EVAP equipment that was demonstrated at the BAR Advisory Group meeting in January may be ready for another demonstration. We will see if the engineers have addressed some of the concerns expressed by observers in the audience regarding several features on the equipment and also the proposed cost which continues to rise and is now around several thousand dollars.

Meal and Rest Period Regulations

Thanks to all ASC members who responded to our Legislative Alert fax and email broadcast regarding the Meal and Rest Period rules that were undergoing evaluation by the Division of Labor Standards and Enforcement. Many of you wrote letters and your input was heard! The final hearing was held on March 2, 2005 and we will update you on the substance of the new regulations as soon as we get the final versions. We have heard rumors that the proposed changes we were supporting were in fact adopted and once we get confirmation on that rumor we will let you know.

Ballot Initiatives

As of March 15, 2005 there are 36 ballot initiatives that have been submitted to the AG for title and summary and another 46 of them in circulation for signatures. We will sort through these to see if there are any we would like to actively support this year like we did for Proposition 64. In other news, Proposition 64 which reformed B&P Code 17200 that ASC was instrumental in passing last year has been held up twice in the courts as being retroactively applicable to Trevor Group-like lawsuits currently in the system. This is terrific news for small business and a huge victory for ASC and its members! Your membership matters!

Continued from pg. 1

First Quarter Update

Representatives Committee meeting was held and everyone had a chance to voice their opinions and update the Committee on their chapter events and news. During another working lunch, CustomerLink gave a presentation on its products and how ASCCA members can use them to help make their business more successful.

The final meeting, and the end to the 2005 March Team Weekend, was the ASCCA Board of Directors' meeting. The BOD discussed ASCCA financial statements and ratified previously voted upon committee recommendations.

Overall, the weekend was a success and everyone was given a chance to be heard by the group. Your Chapter Representatives have a lot to report to you on the specifics of the weekend and the changes approved over the course of the weekend, as well as the different ideas on the table for the different committees.

If you have any questions about this weekend's events, please contact your Chapter Representative or call the ASCCA main-office at (800) 810-4272.

Continued from pg. 1

Committee Recommendations

- g. Once the application and fees have been properly received a new member packet will be shipped directly to new member. An ASC Sign, upon request, will be shipped to the Chapter President so they may make a personal delivery and contact with their new member. The chapter portion of the dues will be remitted to the chapter according to existing policy.
- h. If the member chooses not to join ASC then ASC Staff will put them in their prospect database and mark them for follow up in six months.
- i. ASC Staff will also send them the prospect letter with literature and a brochure in order to encourage the prospect to consider joining.
- j. ASC Staff will notify the chapter that this prospect did not choose to join but still seems interested and will ask the chapter to follow up with them personally.

ProfitBoost: Another First for the Profit Index Factor

Nine owners and managers of California based auto repair centers joined with over forty transmission and general repair professionals from across the U.S. and Canada recently in Chandler, Arizona for over two days of total immersion into a variety of management topics. ProfitBoost, LLC hosted the event - its first annual management retreat workshop held exclusively for PIF users.

PIF is an acronym for "Profit Index Factor." It uses your shop's financial data to determine your actual hourly operating expenses based on your shop's adjusted production and sales capacity. This is then adjusted for your profit goal and is used to determine the true incrementally profitable selling price of any repair job.

The guest speakers were all from the automotive industry and the list included ASCCA boosters Maylan Newton and Ray Kunz of Educational Seminars Institute, internationally known technical expert, Glenn Troub, Rob Russell and author, Sharon Wilson of Rob Russell Coaching, and the ProfitBoost Sales and Support Team — Thom Tschetter, Keith Barnard, Scott Johnson, Tom Good, and Chuck Baker.

The format of the retreat was unique in that it included seminar training reinforced by small group workshop activities that focused on solving problems presented as case-studies that allowed the attendees to practice what they had just learned. Everyone agreed that this was far better than just hearing a speaker and then being left to figure out how to put the lessons to work when they got home.

A ground swell of interest in ProfitBoost has been building nationally since the company released "PIF Pro", a shop management and repair order writing system that utilizes the company's patent pending PIF technology to answer the question, "Where have all the profits gone?"

The concept flies in the face of traditional pricing and accounting methods, but it has received the blessing of CPAs and Patent Attorneys who have examined it and validated its accuracy. In fact, the PIF Concept has a patent pending and is currently in final review to receive an intellectual and business process patent.

Contact Thom Tschetter at (360) 419-4153 or email at thom@profitboost.com for more information or clarification or visit www.profitboost.com or call toll free (888) 274-3776.

— Chuck Baker, Chapter 28 - Santa Rosa



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CAWA and ASC Survey

Conclusions

Below are conclusions reached after examining the results from the two surveys sent to CAWA and ASC members. Twenty-one members responded to the CAWA survey and seventy-six members responded to the ASC survey.

In general, what percentage of parts do your commercial customers purchase through [New Car Dealerships; Aftermarket/Parts Store Supplier; Retailer; Expeditors/Importers; and, Other Sources]. Follow-up question: Is this an increase or decrease from last year?

- Independent shops still purchase the vast majority of their parts from the aftermarket/parts store supplier. On average, 11% of ASC members buy between 1% and 20% of their parts from aftermarket/parts store suppliers - 8% fall between 21% and 40% - 17% fall between 41% and 60% - 44% fall between 61% and 80% - and, 20% fall between 81% and 100%.
- Wholesalers are losing market share to the dealerships but not as rapidly as they think. 47% of the CAWA respondents indicated independents increased their purchases from the dealership over the prior year while only 34% of the ASC respondents indicated they had increased their purchases from dealerships over the prior year.

What type of parts do your commercial customers purchase from the dealership - emissions, brake, electronic components, other?

- As to the type of parts commercial customers purchase from the dealership, 84% indicated they purchased electronic components and 77% indicated they purchased emissions parts. Wholesalers recognized this fact when they indicated that 90% of their commercial customers purchased electronic components and 76% purchased emissions parts.
- Both wholesalers and their commercial customers are on the same page as it relates to this question.

What is the main reason your commercial customers purchase their parts through [dealership; aftermarket/traditional wholesale supplier; retailer; expeditor/importer.]

Conclusion (Dealership):

- The main reasons commercial customers purchase parts from the dealers are "Availability" (73%) and "Quality" (48%).

Conclusion (Aftermarket/Wholesaler):

- The main reasons commercial customers purchase parts from the

aftermarket/wholesalers are "Price" (76%) and "Availability" (60%).

If your commercial customers purchase parts from the dealerships because of lack of availability from the aftermarket, which parts have you found to be unavailable?

- Both the ASC and CAWA respondents agreed that electronics/sensors (CAWA - 15%; ASC - 48%), emissions parts (CAWA - 33%; ASC - 34%) and body parts/cosmetic (CAWA - 19%; ASC - 18%) were the most unavailable.

Are your commercial customers purchasing parts electronically or over the internet?

- ASC member respondents are purchasing significantly more parts electronically and over the internet than the CAWA respondents believe their commercial customers are. 74% of the ASC respondents indicated they were purchasing parts electronically and/or over the internet while only 43% of the CAWA respondents indicated their commercial customers purchased parts electronically or over the internet.

If your commercial customers purchase parts electronically or over the internet: Do you feel the dealerships are better equipped to process their parts order than the aftermarket/traditional parts distributor?

- Respondents to both surveys, for the most part, do not believe the dealerships are any better equipped to process their electronic and/or internet parts order than the traditional aftermarket parts distributor.

In your experience, are dealerships offering independents special incentives or value added bonuses to encourage the purchasing of parts through dealerships?

- 29% of the CAWA respondents and 25% of the ASC respondents believe dealerships are offering independents special incentives or value added bonuses to encourage purchasing parts through dealerships

If all parts were readily available through the aftermarket, do you think your commercial customer would tend to buy there first?

- Respondents to both surveys indicated that if all parts were readily available through the aftermarket commercial customers would tend to buy there first.

What are the primary driving factors behind the purchasing of parts by your commercial customers?

- Respondents from both surveys agree that frequently technicians prefer OE parts over aftermarket parts (CAWA - 66%, ASC - 63%)
- Respondents from both surveys believe technicians are frequently driven to buy OE parts because aftermarket parts are not available (CAWA - 66%, ASC - 76%)
- There was a significant disparity on driving factors behind purchases by commercial customers as it relates to OE's carrying the parts that the aftermarket doesn't (CAWA - 48%, ASC - 76%).

How would you describe the competitive pricing of parts purchased through the new car dealer?

- Over half (52%) of the ASC respondents indicated that parts purchased from the new car dealerships are more expensive than the parts purchased from the aftermarket.

Oftentimes the OE parts and the aftermarket parts are the same part but in a different box?

- Significantly more of the ASC respondents disagree with the statement. (CAWA - 18%, ASC - 39%).

Where do your commercial customers receive training?

- CAWA respondents believe more of their commercial customers receive training from dealership-sponsored clinics that they actually do (CAWA - 33%, ASC - 15%).
- ASC respondents receive more of their training from aftermarket certified clinics/seminars than CAWA respondents believe they do (CAWA 67% - ASC 88%).

In your opinion, which entity has the survival of the independent repair shop as their primary concern.

- Unanimously, CAWA respondents feel that the aftermarket wholesalers and jobbers have the independent's survival as their primary concern. They also believe that the new car dealers have little concern for the survival of the independent.
- Overwhelmingly the ASC respondents feel that the aftermarket wholesalers and jobbers have the independent's survival as their primary concern.
 - ❖ 89% of the ASC respondents checked Aftermarket Wholesaler/Jobber
 - ❖ 11% of the ASC respondents checked Expeditor
 - ❖ 9% of the ASC respondents checked New Car Dealer
 - ❖ 2% of the ASC respondents checked Retailer.



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ASC CA: 65 Years in the Making Industry Interest in Audio-Visual Keeps Mounting

Everybody's doing it, or planning it, or wishing he could. In the automotive field, especially, the company or trade association that doesn't have a 20-minute movie or, at least, a color film strip with sound, feels no longer with it. After-dinner speakers feel undressed without their projectors. Program chairmen, lining up talent, ask about screen requirements before they worry about pronouncing the speaker's name.

The automotive industry has found the new educational media particularly useful in view of its own special problems in communication; specifically, in the training of young mechanics and service personnel. As these young people arrive in the industry, they are not, for the most part, academically inclined; they are poor readers. In their minds, books and printed materials are in the same classification of attractiveness of tarantulas, schools and haircuts.

One of the West Coast's well-known producers of films and other sight-and-sound materials, Mehring Productions, has been beefing up its own staff and facilities to match increased industry interest.

Its most recent addition is Robert E. Dwan, a veteran hand in movies, radio and television with an endless list of credits to his name. He had directed and produced record-breaking TV shows — like those of Groucho Marx and Art Linkletter — as well as hundreds of commercials for a long roster of blue-chip advertisers.

~ The "Independent," October 1954

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 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.

The Year of the Hybrid: Every Carmaker in the World is Rushing Hybrids to Market

If you want to buy the country's best-selling hybrid car, the Toyota Prius, you'll have to add patience to your list of virtues. In Sacramento, the wait is three to four months.

The fuel-efficient gasoline-electric hybrid has been a favorite among the green Hollywood elite since its introduction in 2000. This is one status symbol people desperately want to own rather than lease. According to Edmunds.com, an automotive information Web site, the percentage of leases for the Prius is only 1.5 percent, whereas most luxury vehicles' leasing percentages range from 17 to 56 percent.

The Prius and other gasoline-electric hybrids are cars that people feel good about buying, so much so that they'll pay as much as \$3,000 more for the hybrid version of a car over the standard model.

Sales data for hybrids is hard to come by because carmakers don't break out hybrid versions from the other models in their line. We can tell how many Honda Civics were sold, but not how many Honda Civic Hybrids. Analysts speculate that carmakers will be happy to tout the hybrid sales numbers once those numbers reach a substantial level nationally. Right now,

about one-third of all hybrid sales are in California.

Here in Sacramento, hybrid sales are brisk. "The Prius sales are fantastic!" says AL Rosenbloom, sales manager of fleet leasing for Maita Toyota in Sacramento. "We've got 75 units ordered that are spoken for when they arrive. Everybody is getting on the bandwagon now."

What is driving people to buy the Prius is a mixture of environmentalism, patriotism and future-fetishism. "Also, with oil prices going up and up, people are looking at the vehicle as a way of saving money," says Rosenbloom.

According to Rosenbloom, the Prius attracts all types of buyers, from upper-income earners to older folks looking for value.

Since the Environmental Protection Agency measures gas mileage based not on miles driven per gallon but on a formula based on tailpipe emissions, some hybrid owners have complained that they are not getting anywhere near the advertised mileage. The EPA is looking to change how they measure hybrids' fuel economy to more accurately reflect reality.

"I have had no complaints from the customers about that," says Rosenbloom. "As a matter of fact, some say they are getting better mileage. It is all a matter of learning how to drive it to get the best mileage."

Every major carmaker in the world, from luxury nameplates like Lexus to Chevy, is rushing hybrids to market. In addition to fuel economy, with a few in-factory adjustments, hybrid engines can also boost horsepower substantially, which means marketing can go more mainstream with messages of manly power instead of wimpy environmentalism. March hybrids such as the Chevrolet Silverado, General Motors Corp. Sierra, Ford Escape sport utility vehicle, and Dodge Ram pickup will be hitting the dealerships in the next year. Many analysts are already calling 2005 "the year of the hybrid."

According to industry newsletter Hybrid & Electric Vehicle Progress, hybrid passenger vehicles offerings should more than triple this year worldwide.

To add fuel to the sales fire, the internal Revenue Service recently declared that several hybrids are eligible for a \$2,000 clean-burning fuel deduction.

According to the Automotive Technology Research Group, by 2010, more than 50 hybrid makes will be available in North America, with annual sales volumes close to one million units.

~ Reprinted with permission from
"Comstock's Magazine," March 2005



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Hybrid Vehicle Introductions to the U.S. Market from 2005-2007

2005	Lexus RX 400h
2005	Toyota Highlander Hybrid
2006	Nissan Altima Hybrid
2006	Saturn Vue Hybrid System Hybrid
2006	Mazda Tribute Hybrid
2006	Mercury Mariner Hybrid
	System Hybrid
2007	Chevy Tahoe Dual
2007	GMC Yukon Dual
2007	Ford Fusion Hybrid

~ J.D. Power and Associates

Dear Fellow ASC

Members:

I would like to personally encourage each and every one of you to look at ASC Insurance Services for all of your insurance needs. As many of you know, ASC relies on ASCIS for much of its operating budget each year. And while the recent decrease in workers' compensation costs is good for each of us on an individual basis, it represents a significant decrease in income to ASC in the coming year. Next year alone, ASC may be looking at a \$50,000 shortfall if ASCIS isn't able to make up this difference with new policies in 2005 and 2006.

That being said, I hope that all of you Chapter Representatives out there will talk to your chapter members and promote the benefits of ASCIS and the importance of supporting ASC through purchasing lines of insurance.

Now, some of you may be thinking, "But I already have workers' compensation through ASCIS. This doesn't apply to me." I say that I think it's great that you use ASCIS for workers' compensation. But, I am hoping that you will also look to them for all your lines of insurance, such as garage keepers', auto, homeowners', medical, dental, and life.

So, if you have any questions at all about insurance or would like an insurance quote, PLEASE call Shannon or Lorraine with ASCIS at (916) 609-8396 or (916) 609-8402.

In other news, based on discussion that took place at this past Team Weekend, the idea of a "Chapter Champion" was developed. More information on this subject will be coming to you soon, but suffice it to say that this is an idea that will not only help ASCIS, but also have a positive financial impact on participating chapters. Stay tuned for more information.

— Dan Fogle, ASC Vice-President,
Chapter 03 - Santa Clarita Valley

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: Pat McDonald at (831) 899-2425.
- 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 Bessette at (510) 774-3394.
- Foothill** (5) — Meetings: 1st Tues. 6:30 pm, Four Points Sheraton, Monrovia. Mbr Info: JoAnn Fischer at (714) 773-0949.
- 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. 6:45 pm, Eagle's Nest Restaurant. Mbr Info: Rick Schroeder 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 Thurs. 7:00 pm, place varies. Mbr Info: Barbara Livingstone at (925) 837-1000.
- Napa/Solano Counties** (9) — Meetings: 2nd Tues. 7:00 pm, Rockville Inn, Fairfield. Mbr Info: Tracy Renee at (707) 642-1900.
- 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: last Wed. 7:00 pm, place varies. Mbr Info: Tim White at (530) 246-9277.
- Sacramento** (34) — Meetings: 4th Tues. 7:00 pm, Frasinetti's Winery. Mbr Info: Carol Bartels at (916) 332-1883.
- 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: 3rd Tues. 7:00 pm, Sam's For Play, 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, La Parrilla Restaurant, Los Angeles. Mbr Info: Les Morris at (323) 778-1014.
- Tulare-Visalia** (26) — Meetings: 4th Thurs., 7:00 pm, place varies. Mbr Info: Jaimie 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.

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ASC-CA Calendar

MEETING/EVENTS SCHEDULE

2005

June 13-17	Virtual Committee Meetings 2nd Quarter Committee Meetings – schedule TBA Via Conference Calls
June 25	ASC Mini-Team Day 2nd Quarter Board of Directors/Committee Meetings Chapter Representatives Committee Meeting Location TBA (Fresno/Bakersfield area)
Sept. 29-Oct. 2	ASC 2005 65th Annual Meeting & Elections 3rd Quarter Board of Directors/Committee Meetings Chapter Representatives Committee Meeting The Beach Resort – Monterey, CA
Nov. 30-Dec. 7	Virtual Committee Meetings 4 th Quarter Committee meetings - schedule TBA Via conference calls
Dec. 10	ASC Mini-Team Day 4 th Quarter Board of Directors/Chapter Representatives Committee Location TBA (Los Angeles area)

All Events Listed Subject to Change

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