

## ASC Mourns the Passing of Long Time Member and Friend Sheldon Miller

ASCCA members have been deeply saddened by the passing of long time and dedicated member, Sheldon Miller, on March 30, 2005. For those who knew Sheldon, his

passing is acutely painful because their lives were personally touched by this great man, who gave of himself and gave generously. For those of us who may have not known Sheldon, or known him well



*Sheldon Miller*

enough to call him a friend, his passing is equally sad because we will never have the chance to get to know him better. After reading these touching tributes, it is clear that Sheldon Miller was "one of a kind" and a truly wonderful person.

If anyone would like to pass along an additional tribute to the Miller family, the may email Mark Miller at preferred.auto@verizon.net.

## Tributes

On a very windy Wednesday morning, March 30, 2005, Sheldon was driving along a residential street when a 70 foot pine tree, its roots weakened by the recent rains, blew over at the same moment Sheldon was driving by. One of Sheldon's three sons, Mark, the owner of Preferred Auto Centre in Thousand Oaks, remembers the IGO signs at Martin and Miller when the shop opened in 1960. During his 44 years as an ASCCA member, Sheldon held every position on the San Fernando Valley Chapter Board more than once - including Head Chef at the chapter picnics.

*(continued on page 8)*

## June Team Weekend Information

It's that time again! Time for your Chapter Representative and State Board of Directors to meet up, in person, to discuss ways to improve ASCCA and plan for its future. This time, the Team Weekend will be held in sunny Bakersfield, CA, home of Dewar's Fine Candies and home to several ASCCA members for the weekend of June 25-26, 2005!

ASCCA encourages all Chapter Representatives to attend the June Team Weekend. Especially since Chapter 58 - Bakersfield has graciously donated 40 tickets to the Mesa Marin Raceway on Saturday, June 25th. The race will feature NASCAR Late Models "Firecracker 100", Crystal Pools Street Stocks, Havoline Racing Revolution Sport Compact Series, Chevron/Texaco High School Racing Series and fireworks. The first 40 people to register for the June 2005 Team Weekend will receive FREE tickets to the races! That's right, **F-R-E-E!**

Just fill out your registration form online at [www.ascca.com](http://www.ascca.com) or fax your form to (916)924-6702. You will be notified by ASCCA staff if you will receive the free tickets.

If you still want to go to the races, but missed the freebie, you can purchase tickets to this event at the Raceway for the following prices:

Reserved ..... \$25.00  
Adult General Admission ..... \$20.00  
Child General Admission (6-12) .... \$5.00  
Children 5 & Under ..... Free

### Team Weekend Information:

#### When:

June 25-26, 2005

#### Location:

Doubletree Hotel, Bakersfield  
3100 Camino Del Rio Court  
Bakersfield, CA 93308  
(661)323-7111

### SCHEDULE OF EVENTS:

#### Saturday, June 25, 2005

8:00 a.m. - 12:00 p.m.  
Committee Meetings - Lake Rooms  
12:15 p.m. - 1:15 p.m.  
Joint Board/Chapter Luncheon - Lake Rooms  
1:30 p.m. - 4:30 p.m.  
Chapter Representatives Meeting - Buena Vista Room  
After Meetings - Mesa Marin Raceway

#### Sunday, June 26, 2005

9:00 a.m. - 12:00 p.m.  
Board of Directors Meeting - Buena Vista Room  
12:00 p.m. - 1:00 p.m.  
Lunch on your own  
1:00 p.m. - 3:00 p.m.  
ASCIS Management Committee Meeting - Lake Rooms

### ROOM RESERVATIONS:

All attendees must make their own room reservations. All reservations can be made online at <http://www.doubletree.com> or by calling (800)222-8733. Our room rate is \$99/night. Mention "Automotive Service

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**Corrections & Info:**

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](http://www.ascca.com)

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# President's Message



Bob Constant  
State President 2005

**Stepping Up to the Plate**

**T**hrough phone calls, email messages and chapter meetings, many members have been asking ASCCA to step up to the BAR regulatory plate and take a swing for the automotive repair team. Dick Ross, the BAR Chief, has been doing his part in brushing off the proverbial plate so he can see the lines a little more clearly and, thanks to our members' loud voices, ASCCA has a mandate that begs a swing for the fences. I'd like to suggest some of my ideas on how to play this next inning.

Taking your comments into account, a position paper is being drafted that will request changes in certain BAR regulations. This paper will be sent to our Government Affairs Committee and the Board of Directors for their review, revision and approval. If approved, this position paper will be sent to Mr. Ross and other governmental agencies as well as BAR Advisory Group members. Additionally, this paper may also be sent to our association partners with a request for their support. At some point, the ASCCA Board of Directors and general members may be called upon to make presentations on behalf of these suggested changes.

So, what changes/requests are under consideration to be included in this position paper?

- Clarification regarding teardown estimates for automobiles in regards to reassembly back to running order. Case in point: You tear down the heads and find they are cracked; the customer does not want to replace/repair the heads. A professional technician [underline]would never[underline] reassemble such an engine to the point that it could run – for the safety and well being of their customer so what is the best way to proceed?
- Clarification concerning who may, or may not, complete smog repairs. Current regulations create a situation which is not being enforced and may not be enforceable in any case.
- Consideration of the concept that anyone doing any service on a motor vehicle, including, but not limited to: oil service, fan belt replacement, fuel injection service and/or transmission fluid service, should have an Automotive Repair Dealer license.
- Requesting changes in current investigation procedure for automotive repair complaints to allow for the customer, shop representative and the BAR representative to review the complaint with the vehicle present [underline]before[underline] a refund from the shop can be requested.

Those are just some of my thoughts going into this play. If **YOU** have ideas on these or any other BAR related issues with a chance for a grand slam let me know. You may contact me at [bob@foresthillauto.com](mailto:bob@foresthillauto.com). I want you to know your association is doing its very best to make the automotive repair playing field as even as possible as well as ensure the rules are fair and equitable.

Batter digs in . . . practice swings a few times . . . and waits for that sweet pitch – low and a little to the outside – and . . . the future belongs to the **BOLD OF HEART** ladies and gentlemen.

Have a GREAT day at the ballpark!

## ASCCA Staff & Associates

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## Executive Director's Report



**Shelly Levy**  
Executive Director

**A**SCCA – independent togetherness. I have been greatly enjoying my visits to the various chapters throughout the state. The “tour” will continue until I get to every chapter and I appreciate your hospitality and your willingness to talk to me about issues that are important to you. If I haven’t been able to visit your chapter yet, I’ll get there eventually. I travel as much as I am able, but as you well know, there is much to occupy my attention in Sacramento. Striking a balance between the two is a goal for which I continue to aim.

The one thing that strikes me every time I visit a chapter is the concept of “independent togetherness.” Those two things don’t seem to go together at first, but let me try to explain. Each chapter I visit has a unique culture and flair about it. Some chapters are quiet and some are rowdy. Some are more interested in government affairs, some more in education, and still others are working hard at conducting outreach in their local communities. Some are large and some are small. Some are flourishing and others are struggling.

The one thing I consistently hear when I talk to members is they have a great love for the purpose of this organization. This love transcends the momentary hiccups any organization has as it changes and moves in new directions. Many members have told me they believe their business is better and their quality of life has improved because of the people they have met on their journey with ASCCA. Contrary to what most business books have to say about organizational unity, I believe ASCCA must promote the individual in order to maintain a cohesive organization because it is the individuals who make the difference.

The future is filled with challenges. We are in a good position to think about addressing issues of cultural diversity because we have already learned to embrace the differences within our membership. We are well positioned to promote the concepts of skilled professionalism and inspired customer trust because we already adhere to a code of ethics and a sense of family that consumers won’t be able to resist.

So, independent togetherness . . . can it work? Sure. Together we make up the ASCCA family. The “maverick spirit” we all seem to have just under the surface does not prevent us from pulling together on what we do agree on and from promoting the values of ASCCA across California. Our current members, former members, customers, industry partners, and prospective members don’t need to worry about our independence. We will hang together and work to find common ground, both within our membership and within this industry. Your different strengths, when joined together with all our chapters across California, create a “well” of talent to pull from in order to realize the full potential of ASCCA – in which we all believe and cherish.

## ASC Board & Directors



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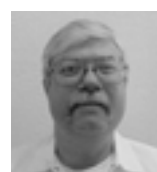
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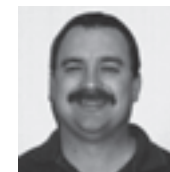
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## Insurance News

### What are ASCIS and ASCCA Doing for Their Clients And Members?

As your business partner and representative we are making sure that we stay on top of the rapidly changing insurance landscape. As new carriers come into the marketplace we are making sure we have access to them so that we can shop your renewals for the best rates possible!

For July 1, 2005 renewals, we are taking the following steps to be sure you get the best deal:

- At this point, we have already sent your information (i.e. applications, loss runs and supplemental information on your business) to **at least** five companies for quotes.
- We will get your quotes to you as soon as possible, rather than waiting until the last minute to inform you of your best insurance quote.
- We will communicate with you, on a regular basis, all changes that may affect your insurance quote, as they are announced.
- Since we are your trusted insurance partner, we always keep your needs in mind. We are not just a sales organization looking to make the largest commission possible.

July is a big month for workers' compensation renewals and we have started the quote process early to be able to service your needs in a timely manner. ASCIS takes your insurance needs seriously and wants to assure you that we will do our best to provide the best combination of price, coverage, and service to our clients.

In addition, we are the only insurance agency sales organization that takes a portion of its profits from your premium payments and returns them to YOUR association.

In return, your association uses these funds to help provide a package of services to you – the member – that include: grassroots lobbying, a half hour of free legal services each month and industry/small business protection.

What you can do to help yourself and your association:

- Be sure that you gather all necessary information for an accurate insurance quote, such as loss runs and application information and submit it to the ASCIS office as soon as possible.
- Be sure to use the "Apples to Apples" comparison sheet, available at [www.ascca.com](http://www.ascca.com), if you receive a quote from a competitor, to make sure you have all the facts.
- If any agent asks to quote your insurance, check to see if ASCIS has already sent an insurance submission to that company, as insurance carriers will only release ONE quote

per business. **\*Remember – an agent doesn't need to get a Broker of Record letter to send your submission to another company! If you sign a Broker of Record letter, you are effectively FIRING your current broker and HIRING a new one.**

ASCIS will submit your information to as many of the following companies as appropriate for your business: Preferred Employers Insurance, State Compensation Insurance Fund, Redwood Insurance Company, Everest Insurance Company, Zenith Insurance Company, Clarendon National Insurance Company, Employers Insurance Group, National Liability and Fire Insurance, Crum & Forster Insurance, Comp West Insurance, Applied Underwriters/CIC Insurance, AIG, ACE Insurance,

**We appreciate your business and the faith you put in our agency when you purchase insurance from us. We will do all we can to keep you as a customer!**

### Finally Good News On Workers' Compensation Rates

ASCIS – your association owned insurance broker and insurance consultants – wants to give you some good news!

- The Workers' Compensation Insurance Rating Board (WCIRB), which looks at past loss costs and changes in benefits and procedures, has recommended a decrease in rates of 13.8% to be applied to all renewals and new business after July 1, 2005.
- The Department of Insurance has taken the WCIRB's recommendation for study and public hearings.
- The Department of Insurance is publicly saying that they feel an even larger decrease might be indicated, according to in-house studies of results and reforms.
- The Department of Insurance is expected to publish the legally approved decrease by June 1, 2005.

Another piece of great news is that SB 899, the major reform bill passed by the Legislature last year, has added three major new procedures to the workers' compensation system that are expected to reduce claims cost and reduce fraud in the system. The new items are:

- A controlled medical system with cost controls called, a medical provider

network, will require employees to go to designated industrial doctors and eliminate most of the "doctor shopping" of the old system.

- Doctors who treat injuries that require the patient to miss work will be required to determine how much of the injury was caused by the current incident and how much by prior injuries or other medical factors and claims settlements will be reduced by those factors.
- Permanent Disability awards will be determined by a new schedule, which will attempt to reduce payments for light injuries or strain type claims and shift awards to seriously injured workers.

Many of the new features will be, and have already been, challenged in the courts by attorneys and labor organizations. So far, the courts have upheld the bill as written. It will take several years to fully establish the reductions in claims cost that this reform will produce. One thing is clear – there is real understanding on the part of most participants in workers' compensation reform that overall cost must be reduced.

# Learning From Losses

## Learning From Losses

### Crushed by Falling Pickup



### INCIDENT DESCRIPTION

A 46-year old automotive mechanic died when the crew cab truck he was working on fell from a 7,000 pound capacity, 2-post surface mounted lift. The lifting arms were the outrigger type that were adjustable to accommodate the vehicle being lifted.

On the day of the incident, the victim was doing repairs on the truck. The victim drove the vehicle onto the lift, then adjusted the extension arms on the lift to accommodate the vehicle. The rear arms were unable to reach the spot where the vehicle manufacturer suggested they be placed in order to lift the truck safely. The mechanic placed the rear extension arms as far back as they would reach. The vehicle was raised and lowered many times throughout the day as repairs were made. As the victim raised the vehicle the last time, the left rear lift arm moved from its original position and was no longer positioned equally with the other arms to support the weight of the vehicle. The rear of the truck fell off the lift crushing the mechanic.

Two co-workers heard the noise, and lifted the truck off the victim using floor jacks. The paramedics transported the victim to a hospital where he was pronounced dead.

### RECOMMENDATIONS/DISCUSSION

#### 1. Establish and maintain an Injury and Illness Prevention Program (IIPP) for employees.

Training employees in their general safe work practices and specific instructions on hazards unique to job assignments is part of the IIPP. In addition, the employer is obligated to inspect, identify and correct hazards. This includes identifying equipment with no manual or other means of determining the manufacturer's operating and maintenance procedures. A properly trained mechanic would have been aware of the manufacturer recommendations where to place lift arms when lifting a vehicle and would have been aware of lift limitations. If an IIPP had been in place, this incident might have been prevented.

#### 2. Ensure automotive lifts used in the workplace are capable of raising vehicles safely.

The lift involved in this incident was manufactured around 1964. When it was designed and manufactured, it could accommodate most vehicles on the road at that time. The operator of the lift must set the arms in specific locations under the vehicle, recommended by the vehicle manufacturer. If the arms cannot be placed in the proper position, then this lift should not be used to lift the vehicle. Although the weight capacity was within limit, in this particular case, the vehicle was too long for the lift to accommodate. Had the victim used a different lift with longer extension arms, this incident might have been prevented.

#### 3. Communicate, Communicate, Communicate!

Not indicated in the incident investigation was if one of the co-workers noticed that the lift wasn't designed for lifting the larger frame crew cab pickups. **Safety is everyone's responsibility!** If you see another worker using tools or equipment improperly, or not using safety equipment, then it's your responsibility to say something to that person. It's as easy as saying, "I would rather not see you get hurt. Would you use the correct tool? equipment?, or safety equipment?" When workers watch out for each other and talk about safety problems, they recognize the value of communicating. It is all about teamwork!

LFL 1011

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.

## ASC Educational Foundation News

### And the winners are . . .



Scholarship Winner, Caren Parodi  
and ASC Education Foundation  
President, Kristine Cesena

Here are your 2005 ASC Educational Foundation Scholarship winners:

**Gabriel Hernandez**, from San Juan High School, in Citrus Heights, won the Jim Hunt Memorial Scholarship. **Christopher Lundeen**, from Chabot College in Hayward, won the Jack Heyler Memorial Scholarship. **Jimmy McLean**, from Clovis West High School, in Fresno, won the Past

President's Scholarship. **Nick Muserelli**, from Hemet High School in Hemet, won the Maxine & Jim Jones Scholarship.

**Caren Parodi**, from Las Positas College, in Livermore, won the Donald D. Dirks Memorial Scholarship.

I had the honor of presenting the scholarship award to Caren Parodi last night at Las Positas College's Student Recognition Ceremony. Caren is a single parent looking to emerge into the automotive repair industry after a career change. Parodi said, "I've always been interested in mechanics and enjoy working on cars. I have been blessed with the opportunity to go back to school and learn a new trade and get my degree."

She hopes to obtain her State of California Smog License and Associates Degree in Automotive Technology. She has completed all of her certification and just need to pass the state test. While attending classes and getting a 4.0 grade point average, she also works for the State Referee at the college.

In the words of her instructor, Max Thomas, "she is a great student and a very hard worker."

Life is very busy for Caren right now, attending classes, working part time and raising two boys. Both of her boys are in high school and her oldest is graduating this year. "This scholarship couldn't have come at a better time," she says.

This year, each of the winners received a certificate and check for \$500. Next year, the Foundation is looking into raising the amount awarded and possibly adding one or two more scholarships. More info to come on this subject.

Congratulations to Caren and the other winners! Look for more information and photographs about the other winners in the next issue of the *Independent*.



Work's a drag at LPC.

## Thank you to all our ASC Education Foundations 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	Donation	Contributor's Name	Contributor's Chapter	Donation
Robert Salerno	14	luggage	Katie Jacobs		\$200
Chapter 58 – Bakersfield	58	\$150	Walt Commans		\$1,000
		(gift certificate)	Dwain & Carol Bartels	34	\$20
Chapter 20 – Mt. Diablo	20	\$150	Paul Grech	21	\$100
		(gift certificate)	Larry's AutoWorks	42	\$100
Chapter 32 – Hemet	32	\$100	RV Lifestyle, Inc.		\$100
		(gift certificate)	David & Mary Bean		\$25
Jack Crawley	48	\$100	Jacobs & Gregory		\$200
		(gift certificate)	Ceci Stratford		\$20
ESI Maylan Newton	16	\$100	R.J. Van Laanen		
		(gift certificate)	Insurance Agency, Inc.		\$100
Ken Fox	48	\$100	ASCCA		\$100
		(gift certificate)	David Shedlock		\$100
Ayers Automotive	08	\$100	ATI West		\$30
		(gift certificate)	Camara Auto Services, Inc.	26	\$50



## Warning to all Gold Shield Shops!

Participants in the Consumer Assistance Program (CAP) check your contracts right away! Your CAP contract will state how much money you are allowed to invoice, concerning the CAP program, for each year period. Make sure that you are keeping detailed records of how much you are invoicing throughout and that your total amount invoiced does not exceed the stated amount in your CAP contract. The CAP program does NOT keep track of your invoiced amount for you, they are only obligated to contact you once you have exceeded your contract invoice amount, and at that point, they are not legally obligated to pay you the invoiced amount over the amount stated in your contract. There is an option to "amend" your contract, but CAP does not have to grant you this request and it can take up to six weeks or longer to process such requests.

So, in order to protect yourself and your business, keep the following in mind:

- Check your contract and read it closely.
- Keep detailed invoice records regarding the CAP program and your invoice limit allotment.
- If you believe that you may exceed the invoice limit stated in your CAP contract, make sure to apply for an "amended contract" at least a couple of months ahead of time.
- Remember your fiscal contract runs from July 1<sup>st</sup> through June 30<sup>th</sup>. Unused contract money will not be carried over to the next year.

If you have any questions regarding this warning or the CAP program, please call (866)272-9642, your CAP Representative, or you may visit [www.smogcheck.ca.gov](http://www.smogcheck.ca.gov).

## Beware! VISA/ MasterCard Scam

This is how the scam artist operates: A person calls on the phone and says they are a "representative" from either one of these credit card issuers. The call is to inform you of suspicious activity on your credit card. The caller has convincing information about you: your address, your credit card number, etc. However, the caller then asks you for the security digits on the back of your card – to prove that you have the card in question in your possession. Once the caller has those security digits, he can virtually make any remote purchase – online, via telephone or mail.

If you're confronted by this situation, DO NOT GIVE OUT THOSE SECURITY DIGITS! Neither VISA nor MasterCard will ask for them – they already have them.

Call the card-issuing bank. You can normally find a customer service number on the back of all credit cards. Alert them that this call has just been received. If it was a legitimate call that company will have a record of it. If you are still uneasy after speaking with the customer service area ask for their fraud or security area.

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## ASCCA Backed Workers' Comp Director Wins Senate Confirmation

The Senate Rules Committee voted in support of keeping workers' compensation rates down by confirming ASCCA supported, Andrea Hoch, as the Director of Workers' Compensation.

Hoch, who was named to head the Division of Workers' Compensation in April 2004 by Governor Schwarzenegger, was key in implementing the reforms contained in the ASCCA supported workers' compensation package, SB 899. These reforms, including medical provider networks and medical treatment guidelines, resulted in rate reductions for many California employers.

Hoch's regulatory actions have brought much-needed clarity to a number of crucial changes in law regarding the workers' compensation system. These clarifications have helped the system to run more efficiently.

ASCCA thanks everyone who contacted members of Senate Rules in support of Hoch's confirmation! We did it!

*Information provided by the California Chamber of Commerce*

Continued from pg. 1

**Sheldon Miller**

It might sound trite, but Sheldon was truly loved by all of those who knew him. People were important to Sheldon and he went out of his way to help anyone who asked. He was an avid woodworker; typically giving away birdhouses, bowls and toys to everyone he knew – including customers.

It seems fitting that a Sheldon Miller Scholarship should be created. He was involved with several schools, and helped more than one young person get their start in this industry. He was involved with many ASCCA state and local projects. He was the “go to” guy everyone could count on whenever there was something that needed to be done or a committee that needed support.

He will be missed by everyone that had the pleasure to know him, but especially by those who knew him well.

*Frank Joel, Chapter 11 – San Fernando Valley*

Sheldon was deeply involved with ASCCA for decades, and his wisdom, insight and dedication will be greatly missed. He was a friend of mine and the first person who came up and introduced

himself to me at the first ASCCA meeting I attended. He convinced me to become a Chapter Board member and groomed me to become a Chapter Representative, a post he held for years and whose shoes I could never fill.

I vividly recall the conversations we had in the back room of his shop, among the many photographs, awards, plaques and honors he had accumulated throughout his life. We would talk about business, his family, his hobbies and what ASCCA was like when it was called IGO. He told me about the other organizations he was involved with (he particularly enjoyed talking about the Quiet Birdmen organization and his aviation experiences.) I always enjoyed our conversations because Shelly seemed to truly enjoy life and, for the most part, would always find something good or humorous in even the worst situations.

Sheldon was from the “old school,” a man of honor and integrity. I will miss him dearly, as will all of his family and friends. Shalom Aleichem.

*Ken Roussin, Chapter 05 – Foothill*

Many people on Team Talk do not know who Sheldon Miller was, and this is very surely their loss. Let me tell you some of the reasons I loved the man.

Sheldon was a man I was proud to call friend. I always found him to be an agreeable person, and a man totally in love with Rachele, his bride of over 50 years. They were always fun to watch interact. They were still so in love it was amazing. A little over a year ago, I had the pleasure of attending their 50th anniversary party and they were like teenagers again.

It was my pleasure to have served with him as a Chapter Representative and on the Board of Directors for many years. Sometimes in meetings, when Sheldon would ask a question about something that had been

getting the fast-track through the Board, (and we may have been several items past it), and he would say, “excuse me, but I have a question about . . .,” there would be a groan and moan, but sure enough when we went back to the item, others also had a question or comment that they did not make during the vote, and many times, the Sheldon-caused review, changed final vote. Once again, Sheldon had stopped the railroading.

I was always amazed at how current he was in auto repair; he did not just hit the glide path as many do when they get older. A lot of guys would quit learning the new stuff and stick to what was familiar to them. Sheldon went to all the classes, both technical and managerial, and kept on top of his craft. Sheldon was a craftsman in everything he did.

Sheldon was both thoughtful and deliberate; in addition he was one of the most talented people I have known, both as a garage owner and as a woodworker. His attention to detail and concern for his customers and fellow garage owners was an example for us all. It is my regret that I never got a Sheldon Miller built bird house, but I still have my Sheldon Miller pencils, and will proudly be bringing one to the services.

He was a special guy and I will miss him.

*Mike Mahneke, 1998 ASCCA President*

When I first became involved with ASCCA, Sheldon was one of the members who made me feel most welcome when I didn't know anyone. Because of his kindness I felt that I should stay with “the program,” as opposed to going with others. He was a true friend and I will miss him lots. My deepest sorrows to his family.

*Milt Seropan, Chapter 23 – Peninsula*

This afternoon I received a phone call informing me of the death of our long time member and friend, Sheldon Miller. Our sincere prayers go out to Sheldon's family in their time of pain and loss.

*Bob Constant, 2005 ASCCA President*



For all of us who knew Sheldon we will miss him.

*Joe Forgacs, Chapter 01 – Mid Cities*

Our hearts go out to Rachele.

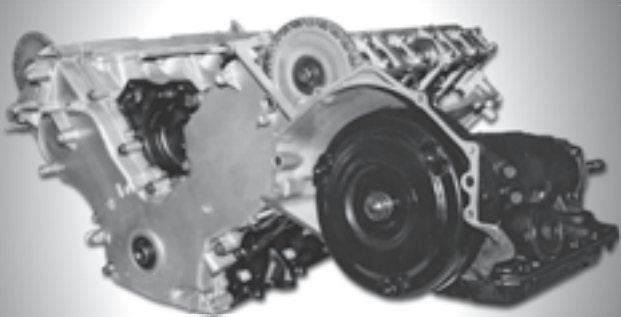
*Ira and Pat Newman*

He was one of my heroes. When my father died, Sheldon took me under his wing. He was a Great Man. He will be missed.

**ATK**

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As the story goes, Sheldon had just dropped his wife at her weekly card game and was on his way to "Just Jaguar" where he spent every Wednesday hanging out with Graham. Talking – this was Sheldon's favorite thing to do. Boy he could tell stories. I will miss Sheldon; he was an inspiration to us all. He was one of our radio co-hosts when we were on KGIL every Saturday morning. I went to school with his sons. He was always involved in what we did. He was a great husband, fantastic father and a good friend you could always count on. I find at this time in life, God only takes the best.

*Declan Kavanagh, Chapter 11 –  
San Fernando Valley*

It is with sadness that I learned of Sheldon's passing. I had the great privilege of serving on the ASCCA Board with Sheldon for several years. He was a man who stood behind his convictions and worked diligently to improve the condition of our industry, not to mention he was one heck of a good woodworker and had a wealth of stories to tell.

Laurie and my condolences go to Rachelle for her huge loss. Sheldon will be missed by all.

*Larry Moore, 1996 ASCCA President*

When I started to get more involved as an ASCCA member back in the 1970s, Sheldon was already heavily involved in the association. We did not always agree on issues, but respected one another. Sheldon contributed to the growth and well being of ASC as we know it today – thank-you Sheldon.

On behalf of Chapter 24 – San Diego, we send our condolences to his family and loved ones. We have lost a great man.

*James Justus, Chapter 24 – San Diego*

As I started to get involved with ASCCA Sheldon was my mentor. We always talked about the industry, issues of the day, how business was going, he always had a pocket full of pencils, giving them away to his friends and colleagues. He will be missed.

God Bless the Miller family and help them through this tragedy.

*John Camara, Chapter 26 – Tulare*

I am willing to bet Saint Peter checked him in with a new "pencil."

My sincere condolences to the Miller Family.

*Jim Piraino, Chapter 02 – Ventura*

The Lyons family, previously of Chapter 49 – Orange County would like pass along their condolences for Sheldon's family. God Bless you all.

*Frank and Geoff Lyons*

Joe and Sandy Gallardo join Dwain and I with our thoughts and prayers for Rachelle and the family. We have known Sheldon for a long time. Dwain and Joe were on the Board with him and I worked with him on the Government Affairs Committee. Sheldon was good for all of us. He kept the Chapter Representatives and Board members in writing sticks for a long time.

We will miss him.

*Carol Bartels, 2002-2003 ASCCA President*

I did not know Sheldon the way most of you did. I had spoken with him a few times at chapter meetings. His wife was very nice and pleasant to me. I first became aware of Sheldon during his plight with AAA a couple of years ago. From what I have witnessed, from the behavior of others, Sheldon was a loved and respected man. I think all of us would be blessed to have achieved such respect and love from our peers the way Sheldon has.

God Bless Sheldon's family and all of those who were close to him. It truly is a tragedy.

*Scott Tiffany, Chapter 11 –  
San Fernando Valley*

It is such a shock for everyone. Dave and I will always remember Sheldon for many things but especially for the questions he asked, which always started with "I have this friend . . ." He truly was a Mensch.

*Katie Jacobs*

I am extremely upset that such a good friend and supporter has passed away. My memories of Sheldon and his family are in my heart forever. Sheldon and Rachelle would always stop by on the way to Palm Springs or Arizona. I will never forget all the meatballs he ate at my house when picking up a car that I repaired for him. We shared memories of our Jewish and Italian parents. We were surprised at the similarities in traditions that gave a special meaning to our lives.

He was a very, very special person and supported our association 150%. I will truly miss Sheldon Miller – he was a friend.

*Robert and Elaine Salerno, Chapter 14 –  
Inland Empire*

For those of us involved with our association over the years we have accumulated a lot of special friends. We all have a special bond because we enjoy our vocation and have become independent shop owners. Then, we join an association of automotive shop owners. We share with our peers our glory and our problems, which give us a special reward to know we are not the only person with these problems. We share our personal experiences with these special friends. We all support ASCCA. We become a family; are concerned about their business, health, and friendship. Some people go a step further and become involved in leadership at local and state levels. Sheldon was all of the above.

Those who knew him and shared his love of our association were blessed by his actions. His love and dedication in the associations he was involved in was a credit to Sheldon. The number of the people that he has touched over the years was apparent at his final farewell to this world.

One of the greatest gifts that Sheldon gave me was the gift of concern and support. His devotion to our association over the years was fantastic. He would attend almost every meeting and ask questions regarding our future.

He would be thinking about a past motion and then drop a Sheldon Miller bomb shell "I have a concern about past motion . . .," and re-open the dialogue about what was just passed.

In most cases it was legitimate concern, but most didn't want to ask the question. When I voted "no" or opposed a proposal on some issue he would ask me why and he would support my personal feeling or disagree with me. The most important thing was we were always friends and he would say, "you were voted by membership to support our association and your concerns are our concerns." Sheldon would call me day or night just to see how I was doing. When I was having problems during my Presidency, Sheldon would stop by the shop on his way to someplace just to say, "hello." His support, before and after, meant a lot to me because he felt my actions were justified in saving our association. That was Sheldon Miller! That was his special gift to me – being my friend. I will never forget Sheldon's smile and he will always live with me in my mind and heart.

*Robert Salerno, 2001 ASCCA President*

## Legislative Update

### 15 Year/150,000 Warranty Regulations Under Attack by Coalition

The 15/150 Warranty Task Force comprised of eight aftermarket associations, including ASCCA, has completed a number of months of work which culminated in a petition being officially submitted to the California Air Resources Board (CARB) that calls on CARB to repeal the 15 year/150,000 mile warranty regulations on partial zero emission vehicles. ASCCA has joined in this effort, along with the Automotive Aftermarket Industry Association, Automotive Parts Rebuilders Association, Automotive Repair Coalition, Automotive Trade Organizations of California, California Autobody Association, Automotive Service Councils of California, California Service Station and Repair Association, and the California/Nevada Automotive Wholesalers Association.

CARB has failed to provide any evidence that a 15/150 warranty would reduce emissions, increase durability or improve maintenance. In direct contrast with CARB assertions that the extended warranty would have no adverse impact on the independent aftermarket, a study performed by the Penway Group found the extended warranty could result in the loss of \$500 million to independent repair facilities between 2003 and 2008 resulting in the loss of nearly 2,500 jobs and 700 business closures.

The rules enacted by CARB in 2000 permit car companies to meet their zero emission vehicle requirements through the sale of partial zero emission vehicles which are hybrids and super low emitting vehicles that have extremely low emissions standards. In order to obtain credit, the vehicle's emissions system must be warranted for 15 years/150,000 miles.

The petition further takes issue with CARB's contention that warranties induce car owners to better maintain their vehicle. If vehicle owners know that repairs are under warranty, they may be less likely to take early precautionary steps to avoid harm to or failure of their

vehicles' emissions system; because the increased costs of repairing the system due to owner's neglect will not be borne by the owner.

CARB will have 30 days to respond to our request to repeal those provisions. We will keep you updated as soon as their response is received. Thanks to all ASCCA members who have supported this effort over the past year.

### ASCCA Board of Directors Nomination Applications Now Available

It's that time of year again when we need start looking forward to 2006. Applications for nomination to the ASCCA Board of Directors are now available on the ASCCA website at [www.ascca.com](http://www.ascca.com). Please fill out and return the form, with any additional information to the ASCCA main-office.

For questions, please contact Shelly Levy at [shelly@ascca.com](mailto:shelly@ascca.com) or (916)924-9054.



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# Bonding with Your Customers

*At the March ASCCA Frist Quarter Team Meeting, Walt Samuelson, President and CEO of CustomerLink, one of our member benefit providers, talked with us over lunch about key customer relationship points. His speech follows:*

How many of us give serious thought to “bonding” with our customers? What does “bonding” mean and why should we want to do it?

Bonding means establishing a strong enough relationship with customers so they won't go anywhere else for vehicle care. They appreciate the level of service they get from your business so much that they won't even consider a competitor.

I visit service centers frequently, and all too often I see service writers spending more time bonding with the customer's vehicle than with the customer. Believe me when I say that the vehicle is a non-decision making entity. Bonding with the vehicle gets you nothing other than the opportunity to avoid bonding with the customer.

Customers are a lot like teenagers. One minute you think you have them all figured out and the next it seems like you've just landed on an alien planet. I say this because bonding is not a permanent thing and has to be, in my opinion, re-earned and re-established at every service event. If you assume you have “bonded” enough on the prior service visit, you may be in for a big, big surprise. Today, your customer may be in a completely different frame of mind.

I'd suggest that there are six ways to bond with the customer during a service event. That's six opportunities for you to strengthen the bond and carry the customer's loyalty to your service center through to the next service event.

The first is to **compliment**. Early on in any conversation, whether it's an appointment call or greeting the customer at service write-up, find something to compliment the customer on. Something about their vehicle would be preferable. Be careful with personal compliments. They can get you in trouble. But do find some reason to show the customer you are paying special attention to them by offering a compliment.

Why? A compliment will open up the discussion between you and the customer. It helps make the customer more comfortable. With a compliment you show that you are personally interested in this

specific customer. They'll open up more to you and feel more free to discuss their vehicle maintenance needs with you.

Second, **listen**. I know listening to a completely inane description of some perceived vehicle problem is difficult to do. And we all know people who interrupt customer explanations with solutions before the customer has finished. Listening is hard; but very, very important.

Why? Truly listening shows that you're interested in the customer. Not only that, it shows that you're interested in this specific customer. Customers have to be given the opportunity to provide their full explanation or description of problems and concerns. If you cut them off they'll wonder if you really understand. If you don't listen, you might service or fix the wrong thing, resulting in a comeback and a dissatisfied customer.

Listening is an active event. This means you should be asking clarifying questions along the way. Customers want to be sure you understand and asking for clarification is a natural thing to do. In fact, if you don't interrupt and ask for clarification along the way you'll give them reason again to wonder if you really understand.

Third, **affirm**. Affirm means to confirm or to ratify. The way you affirm is important. You need to use some or all of the customer's own words. Hearing their words come back to them helps them feel you heard what they had to say. Use affirmation to make sure you and the customer are on the same page.

Why? It confirms that you did indeed listen. It confirms that what they said was important and that you will use the information they provided to properly service their vehicle. Affirmation communicates to the customer that you believe them to be a valued and respected partner in keeping their vehicle properly serviced. Most importantly, affirmation helps to ensure any misunderstanding will be caught before it's too late.

Fourth, **query**. Always, always ask the customer if there's anything else. Even after they've gone through a lengthy

explanation of what they want done. Even after you've listened and affirmed. Ask them, “What else?”

Why? It's my belief that most customers get so wrapped around the axle during service write-up that they forget 50% of what they should be telling you. If you've complimented, listened, and affirmed, you've created a more comfortable situation for the customer. When you ask if there's anything else, the odds are very high that you'll get the explanation of something else and additional service opportunities.

Fifth, **educate** for today and the future. Customers know vehicles are complicated. They can be either uneducated about their vehicles and afraid, or educated and understand what's necessary to maintain them. That's where you come in on every service event. You're the expert and the right person to be educating them.

They want you to be the expert; but, they also want to learn more each time they're with you. Take the time to explain what's going to take place today and

*(continued on page 12)*

*Continued from pg. 1*

## June Team Weekend Information

Councils of California” or group code “ASCC” in order to get your special room rate. The “cut-off” date for making reservations with the hotel was May 25, 2005. If you have not made reservations, hotel rooms are subject to full published hotel rates. Rooms are not guaranteed to be available after our “cut-off” date.

### PARKING:

Onsite parking is available at the hotel for a charge of \$3.00/night for overnight guests. There are no parking charges for day guests.

### TRANSPORTATION:

The nearest Airport to the Doubletree Hotel Bakersfield is MEADOWS FIELD AIRPORT (BFL).

### SHUTTLE SERVICE:

Complimentary Shuttle service to and from Meadows Field Airport is available through the hotel for registered hotel guests.

Questions? Contact Elizabeth Hicks at the ASCCA main-office (916)924-9054 or [elizabeth@ascca.com](mailto:elizabeth@ascca.com).



# Meet a Fellow Member

## Meet a Fellow Member: Andy Andrade

*[As you know, ASCCA members have a TON to offer – to ASCCA, their chapter, their family, and their community. So, we would like to highlight the good works of our chapters and chapter members by printing an article, in each newsletter, on a different ASCCA member and how they make a difference, be it through community service, how they touch the lives of their fellow chapter members or just generally make the world a better place simply by their everyday actions. If you know someone who embodies these traits, please contact Shauna Scott at the ASCCA main office at (800) 810-4272 or via email at shauna@ascca.com.]*

In this issue, we are proud to present, **George “Andy” Andrade** of Chapter 16 – East Bay. Andy joined ASCCA in 1985 and has given his heart and soul to this association ever since. Not only has he served on his chapter Board of Directors a multitude of times, but he is a Past-President of his chapter and is well-known as “passionate guy” who can “always be counted on when you need him,” according to fellow chapter member, Larry Nobriga, of Salel Automotive Service.

Chapter 16 – East Bay, continues to work on their “Monster Garage” project, spearheaded by Andy and James Tehero, an instructor at James Logan High School in Union City, CA, and an ASCCA member, as a way to give back to their community, support their local youth, have some fun working on a Monster Truck, and hang out with other dedicated ASCCA members. The project is a way to get students involved in building cars from the ground up and teach them skills that they can use in their future careers. It also gives mentors and students a sense of pride at creating a Monster Truck with their own hands.

Of course, this project would not have come together without the dedication, passion, and generosity of Andy Andrade. According to fellow ASCCA member, Roy Doral, of Doral’s Auto Repair, who also works on the project, “Andy sets an example for the rest of us . . . [and] has been 100% dedicated to this project.” Pat Hendrix, of Precision Automotive, says that Andy has presented him, and his fellow chapter members, with an outstanding opportunity to reap the many rewards of teaching and mentoring



George “Andy” Andrade

students who are eager to learn about automotive repair, and for that, he is very thankful to Andy. Yet another member, Doug Nakaya, of Brake & Wheel Center, has the highest regard for Andy and spoke of his “tireless dedication” to this project, which helps students get excited, and stay excited, about the automotive repair field.

As supporters of the Monster Truck project, ASCCA members donate money to provide lunch for the high school students participating in this project and were able to get local businesses to donate more than \$25,000 to this fantastic project, as well continue to donate their personal time, expertise, and



The Monster Truck.

considerable effort. Several ASCCA members give up their weekends and have made significant donations to help local students build this amazing machine: Roy Doral, Larry Nobriga, Pat Hendrix, Jose

Mercado, Ron Bessette, Juan Gonzalez, Rich Montgomery, Larry Tehero and Doug Nakaya.

ASCCA is proud to recognize the accomplishments of Chapter 16 – East Bay, and especially the good deeds and volunteer spirit of Andy Andrade! Thank-you all for being ASCCA members and giving the greatest gift – the gift of your time – to your community. Kudos gentlemen!

Continued from pg. 11

### Bonding

what needs to be done in the future. Be sure to tell them why these things need to be taken care of. Help them become more confident about the maintenance of their vehicle. Help them understand the value of following the manufacturer recommended service, inspection, and wear item service schedules. Help them understand the difference between an oil change, an interim service, and a major service. Help them understand the difference between normal and extreme driving.

Why? Remember how loyal you were to teachers who really taught you something or opened your eyes to something? It’s the same thing here. If you’re willing to educate, the vast majority of your customers are willing to learn and follow. Education steers them down the right road. Lack of education keeps them looking for the fork that takes them elsewhere.

Finally, **appreciate**. Make sure they know you value their opinion and their business. Make sure they know you value their vehicle investment and you’re committed to helping them maintain it. Make sure your customers know you value each one of them personally and individually and that you are in business to serve them.

Why? I shouldn’t have to offer an explanation for this one, now should I?

Six opportunities at every service event to “bond” your customer to you and your service center. Think about the six steps and make them work for you and your business. Compliment, listen, affirm, query, educate and appreciate. With practice, you can do all of this with every customer on every service and you’ll be able to do it quickly. Certainly you will strengthen the “bond” with your customers giving you more service opportunities and more revenue opportunities.

~ Walt Samuelson, President and CEO of CustomerLink

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## I'm My Own Boss - Why Should I Belong to an Association?

When asked to join a trade association, probably the question most often asked is, "What can the association do for me?" And since membership involves money for dues, this is a logical question to ask. But to be completely honest, the answer is "nothing." The association can do things WITH you, but not FOR you.

The reason is simple. It's the same principle that applies to business. For a business to succeed, an individual must invest not only money, but time and energy, as well. The association is a similar investment in one's business.

An association can perform certain functions and services, but to be successful it requires the physical support of its members for these projects to be successful. An association needs the collective ideas of its membership to formulate plans . . . but it takes physical effort from its members for projects to be successful.

How do these benefits happen? They are the result of a lot of hard work and effort put forth by a great number of individuals who devote their time and energy to get the job done. The free enterprise system of America was not attained by passive acceptance. Our association owes its position and stability to a long line of "doers." What YOU do for it today determines how useful it will be for YOUR tomorrow.

Associations are formed by various groups to solve problems of mutual interest and concern. A trade association sets the ethical and economic environment by which to operate a business. This is the basis for your local and state Automotive Service Councils of California. The entire automotive industry is confronted with many problems, which means your business is also involved with these problems. And since no *one person* could possibly begin to solve any one of these problems alone, isn't it obvious that you should join with others to collectively protect YOUR business investment? Only your time, your participation and your dues dollars MAKE IT HAPPEN! It's just as simple as that!

"Together we stand, divided we fall!"  
Do your part and support ASCCA, your automotive industry association, today!

*Reprinted with permission, Chapter 42  
- San Jose newsletter*



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## ProfitBoost: New Software . . . New Name

ProfitBoost, LLC has recently released its EZ Writer Plus Shop Management System. In response to market demand, the company has elected to offer a new version of its revolutionary Profit Index Factor (PIF) Pro System.

Scott Johnson, the Director of Sales for ProfitBoost, stated that there is a large segment of shops that want software that makes writing estimates and repair orders quick and easy. "They aren't looking for complicated systems and a lot of features that they have to pay for and never use."

While the EZ Writer Plus Shop Management System is easy to learn and to use, it is not lacking in power, and it is very affordable. Johnson adds, "Perhaps the nicest aspect of EZ Writer Plus is that clients select the features they want to start with, and then it can be expanded to include any of a large variety of features. Optional features, like the PIF Financial Module, Employee Time Clock, QuickBooks Interface, Customer Mailings, and more can be added as your needs change."

ProfitBoost is a leader in shop management software. The company's patent

pending PIF technology answers the question, "Where have all the profits gone?" PIF is the only system that will accurately determine the true cost and the incrementally profitable selling price of any repair job.

For information, or to watch a free demonstration video about EZ Writer Plus, the PIF Pricing Tool, or other ProfitBoost products, go to [www.profitboost.com](http://www.profitboost.com) or call toll free (888)274-3776.

*Submitted by Chuck Baker,  
Chapter 28 – Santa Rosa*

## Popular NGV Institute Training Courses

The NGV Institute is offering three of their most popular courses in California and you can attend without paying registration fees! Visit their website to take advantage of these dates.

NGV Fuel Storage Cylinder Inspection Training in San Francisco – June 20-21, 2005.

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## Welcome New Members

Shop Name	Chapter
Adams Transmission .....	25
Affordable Transmissions Auto Center .....	32
Allstate Auto Repair .....	5
Anaheim Hills Automotive .....	48
Burbank Automotive .....	11
Craig's Automotive .....	48
Farmers Insurance .....	5
Gilshark Industries, Inc. ....	42
Han's Auto Repair .....	52
Justice Brothers .....	5
One Stop Undercar .....	5
Pete's Gear Shop .....	16
Professional Service and Tires .....	10
So Cal Auto Shop .....	5
Turbo Tires .....	16

## 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. 6:30 pm, place varies. Mbr Info: Fernando Garibay at (831) 758-8277.

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

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

**South Los Angeles** (10) — Meetings: 4th Thurs., 7:00 pm, 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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ASCCA  
Calendar

MEETING/EVENTS SCHEDULE

<b>2005</b>	
June 13-17	Virtual Committee Meetings 2nd Quarter Committee Meetings – schedule TBA ..... Via Conference Calls
June 25-26	ASCCA Team Weekend 2nd Quarter Board of Directors/Committee Meetings Chapter Representatives Committee Meeting ..... Doubletree Inn— Bakersfield
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 <sup>th</sup> Quarter Committee meetings - schedule TBA ..... Via conference calls
Dec. 10	ASCCA Mini-Team Day 4 <sup>th</sup> Quarter Board of Directors/Chapter Representatives Committee ..... Location TBA (Los Angeles area)

All Events Listed Subject to Change

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