

ASC Announces 2003 Scholarship Winners

After much consideration the ASC Educational Foundation was proud to award the following scholarships for the 2003/2004 school year:



Scholarship winners Roxana Del Val and Erik Skratulia with ASC's Walt Commans

Roxana Del Val, El Monte, Citrus College - Winner Jim Hunt Scholarship

Roxana is a full time student at Citrus College in the ASC Fast Track program. She is working on a double major both in business and in automotive technology. She volunteered her time in high school to a program called TEAM (Together Everyone Achieves More) and participated in a number of canned food drives and other community activities.

Erik Skratulia, Whittier, Citrus College - Winner Don Dirks Scholarship

Erik is a student in the ASC Fast Track program. Erik has been interested in cars since he was a very young person. His goal is to become an ASE Certified Master Technician and he has already passed the A1, A6 and A8 tests. He volunteered to help the Medical Careers Academy with their Annual Health Fair at his high school and is interested in health issues.

Mark Posner, Cameron Park, Universal Technical Institute - Winner Jim Jones Scholarship (Photo not available)

Mark is a student at Universal Technical Institute in Phoenix Arizona. The exposure Mark had to his father's auto-

motive repair shop has given him an edge over other students his age. He has already achieved his IMACA certification for air conditioning and has acquired his ASE certification in HVAC, electrical systems and brakes. He has been very involved in his community including participating in Community Concerts, painting playground equipment and doing yardwork at the local community center.



David Halagarda

David Halagarda, Mission Viejo, Saddleback Junior College - Winner Bill Schoneman Scholarship

David is a student at Saddleback Junior College in Mission Viejo and his immediate goal is to become an ASE Master Certi-

fied Technician. He achieved a 4.0 in his automotive program in high school prior to transferring. He has volunteered for many organizations including the American Red Cross and helping distribute food and clothing to the disadvantaged.

Caleb Bowman, Tulare, College of the Sequoias - Winner Past Presidents Scholarship (Photo not available)

Caleb is attending the College of the Sequoias and is majoring in Automotive Technology. Upon completion of his training he will be ASE Certified. He has been working during and after school at ASC Member Shop Camara Auto Service which is giving him invaluable real-world experience in addition to his academic training. Because of his commitments to working in the industry he has little time for volunteering in community service but his automotive instructor made a point to mention how respectful he is to his peers and his teachers and this is just

Membership Survey 2003 Results

The ASC Membership Survey 2003 was distributed in May of 2003 to approximately 1,480 regular ASC members and we received 287 responses translating into a 19% return rate. This kind of return rate is excellent for a non-profit organization, and provides a great deal of confidence in the results and also in projecting trends across the membership. We would like to thank each member who took the time to let us know what you thought and we greatly appreciate your input.

These survey results are being carefully analyzed by the ASC Board of Directors and will be taken into account when reviewing the Long Range Strategic Plan at the Annual Meeting and Elections in San Diego, October 9 - 12, 2003 (more information about the Annual Meeting and a registration form are also included in this issue of the Independent or can be found online at www.ascca.com).

The following is a brief synopsis of some of the survey highlights we felt you would be interested in. The survey results can be downloaded in the member's only section of our website www.ascca.com.

(continued on page 12)

In this issue . . .

President's Message	2
State Office Report	3
Candidates Forum	4
Insurance News	7
ASC Discontinues Pennzoil Endorsement	7
Annual Meeting	8-9
Legislative Update	10
Unemployment Insurance	10
New Members	15
Meetings & Contacts	15
Calendar	16

(continued on page 12)

ASC-CA

758 University Ave • Sacramento, CA 95825
916/924-9054 or 800/810-4272
Fax 916/924-6702
Email—
Executive Director:
Jennifer@ascca.com
Office Staff:
info@ascca.com
Internet Web Site:
www.ascca.com

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

How to Submit Material to The Independent:

Material must be submitted in writing to: Shelly Nolder, Editor
PHONE: 800/810-4272
E-MAIL: shelly.nolder@ascca.com
FAX: 916/924-6702
MAIL: 758 University Avenue, Sacramento, CA 95825

DISCLAIMER

The Automotive Service Councils of California, their officers, board members, employees, members and affiliates in no way warrant the quality, competency, or merchantability of any goods or services advertised in this publication or any other Automotive Service Council's publication. In connection with this disclaimer, the Automotive Service Councils of California in no way warrant or insure the goods or services described above and each and every individual contracting with these manufacturers shall do so at their own risk. Furthermore, individuals utilizing these services are forewarned that the Automotive Service Councils of California have conducted no investigation into any representations made in any advertising, literature, or ad distributed by the advertisers in this or any other publication.

Additionally, please be advised that the opinions and comments expressed by the contributors to this periodical are those of the contributors alone and do not necessarily reflect the opinions of the Automotive Service Councils of California, its officers, directors, employees, or members.

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

President's Message



Carol Bartels
State President



Members:

As October approaches and our Annual Meeting will be taking place in San Diego I will be bidding you all farewell.

I have seen changes in the Association and they are all for the better. Our Long Range Strategic Planning Committee has a good handle on where we should be in five years and all of the Committees are working towards that goal.

Our Education and Training Committee will be working with other Associations to bring you better Technical and Business Management seminars.

The Government Affairs Committee has been working hard to get 17200 reformed and at this time there is a good possibility it will get done. We are keeping track of other bills and are working with the BAR to help them over the NOV disaster.

The Membership Committee is working to help Chapters retain members as well as sign up new members.

The Endorsement Committee has endorsed two new programs that could be beneficial to your business. One is CITGO oil and the other is Certegy Check Guarantee Services.

Our website has changed. You can ask questions and find answers on it. Our office staff is available to you and answering your questions every day. They are hard at work for you the member. We have three new and very capable office personnel helping Jennifer. Maxine Jones is still with us and she is helping the membership committee with retention and signing up new members. Walt Commans is working hard with his membership show and is still working on fundraising for the ASC Educational Foundation.

We have planned an exciting Annual Meeting and I invite all who can to attend. We will be electing new board members and officers at this time. Your new President will be Dan Biggs. From now on his picture will appear on the Presidents Message and you will be reading his words of wisdom.

I have enjoyed my time as President. I will be continuing to work with the Government Affairs Committee this coming year.

ASC-CA Staff & Associates

Jennifer Zins, Executive Director	916/924-9054
Shelly Nolder, Director of Membership & Programs	916/924-9054
Rachel Otter, Administrative Assistant	916/924-9054
Elizabeth Hicks, Director of Administration	916/924-9054
Maxine Jones, Southern California Office	310/764-1344
Walt Commans, Account Executive	800/488-3208
Katie Jacobs, ASC Attorney	909/781-9091
David Gregory, ASC Attorney	909/781-9091
Chuck Coppage, ASCIS-Manager	916/679-2951
Shannon Blakeman, ASCIS-Workers Comp	916/609-8396
Lorraine Stevens, ASCIS-Package	916/609-8402

State Office Report



Jennifer Zins
Executive Director

As summer draws to a close and we begin to bring out our warmer gear (well not for those of us living in the central valley) we say goodbye to yet another season and welcome the Fall. Traditionally Fall is an extremely busy season for the automotive aftermarket industry with trade shows, conventions, annual meetings and other expositions and industry events.

One industry event you should not miss this Fall is the ASC 2003 Annual Meeting and Elections. Scheduled for October 9-12, 2003 in San Diego, with the theme "By the Sea in 2003," this event is sure to be packed with educational, networking and learning opportunities for you. In addition to the traditional events being held in conjunction with the annual meeting there is also a special meeting to work on the Long Range Strategic Plan for 2004 and a unique AMI Training Seminar being conducted by ASC Member Mitch Schneider that all ASC members are encouraged to attend.

Fall is time for another exciting occasion, the end of the legislative session. The legislature will adjourn on September 12 for the year, and the Governor will have until October 12 to either sign or veto all legislation that has made it to his desk for consideration. Although the legislature has reluctantly dealt with many issues of paramount significance to the automotive repair industry this year including efforts to reform workers' compensation and 17200 laws, some measures affecting change in these areas are still being considered by the Legislature. ASC had a successful legislative year in 2003. We defeated a very harmful measure that would have implemented a rating/grading system for auto repair facilities, worked to reform 17200 laws, received recognition for efforts to protect small businesses being extorted by unscrupulous attorneys and worked to remove the posting of NOV's on the BAR web site.

ASC continues to be on the forefront of many issues this Fall including the Sunset Review Hearings of the Bureau of Automotive Repair as well as the ballot initiative effort to reform the 17200 Business and Professions Code to protect small businesses. Just because the Legislature has adjourned for the year does not mean the work of the association's government affairs arm stops. Many issues impacting you and your business arise in the interim months and rest assured that ASC staff and associates are there watching out for your best interests each and every day of the year.

I hope you all had a very productive and lucrative season and made some time for yourselves and your family to relax and enjoy the summer months. I look forward to seeing you at upcoming industry events throughout the Fall months. Don't forget, I enjoy hearing from you. Please feel free to phone or email me with your thoughts or suggestions for continuing to improve our great association. Hearing from you helps us provide the highest level of programs and services and ensure you are getting top value for your membership dollar. Thank you for your continued support of the automotive repair industry in California and for your membership in ASC.

ASC Board & Directors



Carol Bartels
President
(916) 332-1883



Dan Biggs
1st Vice President
(805) 781-3925



Bob Constant
2nd Vice President
(831) 372-6575



Frank Joel
Secretary
(818) 999-0210



Dan Fogle
Treasurer
(661) 273-4123



Robert Salerno
Past President
(909) 792-3453



Mike Mahneke
Ex-Officio-Board
(805) 681-0021



Kevin Browning
Director
(661) 251-6736



John Camara
Director
(559) 688-5721



Walt Carnwright
Director
(760) 245-5777



Glenn Davis
Director
(909) 946-2282



Ken Fox
Director
(714) 525-3239



Greg Kelly
Director
(619) 440-4337



Jim Piraino
Director
(805) 482-2853



Andrew Pollino
Director
(209) 472-9866



Marion Vosburg
Director
(559) 291-0629

ASC State Candidate Forum

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

Kevin Browning – Chapter 3, Santa Clarita

(Business Information) G & M Auto Repair, specializing in Asian & Domestic vehicles. Established in 1981, I purchased the business from the original (ASC) owner in 1991, just completed my 12th year as the owner and operator. We are located in Canyon Country, a community of the Santa Clarita Valley (home to Six Flags Magic Mountain). G & M has enjoyed a strong repeat customer base over the years with most of our new customers generated from referrals. G & M's resume of involvement includes: the local Chamber of Commerce, ASCCA, ASA, ASE, iATN and AMI Management training. We perform all types of service from oil and filter, scheduled maintenance, undercar to electrical and computer diagnostics. **(Personal Information)** I have been married to Kathy for 20 years, with two sons; Kyle, 16, and Ryan, 13, years of age. Kathy and I are natives of Michigan's Detroit suburbia and moved to California in 1981. Kathy has her degrees and credentials in education, working as a resource specialist in the local school district since 1985. I was a licensed mechanic in Michigan in the mid/late '70s, returned to college to graduate with a bachelor's degree in mechanical engineering, laid-off from Ford Motor Co., and moved to Burbank, CA working as an aircraft power plant systems engineer for Lockheed through 1991. I started looking at business ventures as the aerospace contract activity began to decline. I came round full circle so to speak, but as the business owner in the automotive repair industry. I enjoy sports of all kinds, currently to stay fit with running and triathlon activities. I stay active with my boys sport activities, and coach youth sports. I have a fetish towards recorded music and guitar playing, along with early Mustang/Shelby restoration projects. **(ASC Activities)** Chapter Representative: since 1992; Chapter Vice President: 1992-1994; Chapter President: 1995-1996 and current; Newsletter Editor: 1995-1998; Member, Board of Directors: 1997-1999, 2002-2003 Executive Committee; Committees: I currently serve as the chairperson of the Membership committee, serve on the Long Range Strategic Planning committee and on the Financial Review committee. During my previous years as a Director and Chapter Rep., I have been involved on the following committees and task forces: Trade Show, Convention, Legislative, Public and Industry Awareness, Internet Membership Communications, Investment Task Force, and Endorsement Committees.

Kristine (Kris) Cesena – Chapter 23, Peninsula

(Business Information) Honda Hospital specializes in the maintenance and repair of Honda and Acura vehicles only. We currently have two business locations: 330 South Claremont Street in San Mateo and 1634 South Main Street in Milpitas. The San Mateo shop was our original location and serves as our corporate headquarters. It was started 16 years ago in April 1987. In 1996 we purchased the San Mateo property. The Milpitas shop was an existing Honda repair business that we purchased in February 2002. **(Personal Information)** Graduated from the College of San Mateo in 1986 with Associate Degree in Drafting Technology. Worked at three different companies as a mechanical drafter, drawing checker, drafting supervisor, technical illustrator, technical writer and CAD designer from 1986 to 1999. In 1987, I helped my husband Dan Cesena and his partner start Honda Hospital. I worked behind the scenes with shop projects and administration until we decided to buy-out his partner in 1999. Since 1999, I have worked full time at the business as a Service Advisor, Office Manager and Chief Financial Officer. I perform every task except for actually working on our customer's cars. I have basically managed the San Mateo Shop ever since we started the second Milpitas shop in Feb 2002. Dan manages the Milpitas shop. I started a side business out of my home in 1996 called CAD graphics. I do drafting, tech illustration/writing, 3-D modeling and basic graphic design on a contract basis, usually for friends or previous coworkers or companies I used to work for. I have not had much time for my side business since we started our second shop. My hobbies are: golf, camping in our RV, snow skiing, water skiing/boating, basically any type of water sports, and scrap booking photographs. **(ASC Activities)** Honda Hospital joined the ASC in 2001. After actively participating in every monthly chapter meeting, I was requested to volunteer for the position of Chapter President and have been president for both 2002 and 2003 (plan to pass the torch for 2004). Also write the monthly chapter newsletter and do 90% of the planning and coordination for the newsletter, meetings and chapter activities. Attended the 2002 ASC annual meeting and volunteered to join the Government Affairs Committee. Also, attended the Feb 2003 Team Weekend, the March 2003 Legislative Day events and the May 2003 Chapter Rep weekend (on the sidelines). While I have not been in the organization long, I have been an active and willing participant from the beginning.

Patrick Donovan – Chapter 32, Hemet

(Business Information) I am just getting started as a business owner. It is going to be a mobile auto repair business until I get my permanent location which I am in the middle of getting right now. I have been in the industry for 21 years and have been shop manager as well as a service manager and service writer.

(Personal Information) I have been in Boy Scouting for 17 years and have many positions of leadership including committee chairman for 6 years, assistant scoutmaster for 5 years, district training staff, and roundtable commissioner which was a monthly leadership training session. My favorite hobbies are history, playing golf, military hardware, camping in the mountains and outdoor activities with my family. I also enjoy motorcycle riding. **(ASC Activities)** I have been in ASC for 5 years and I am currently chapter president. I was education training chairman for our chapter.

Daniel Fogle – Chapter 19, Antelope Valley

(Business Information) I have owned Quality Automotive for 22 years. We repair Asian and domestic vehicles as well as light trucks and medium duty trucks for our fleet accounts. I have been in auto repair my whole life as well as most of my family. We are a general auto repair facility that will work on most areas of a vehicle accept transmission rebuilding. **(Personal Information)** I have been married to my wife Suzie for 23 years and we have three children; Danny 19, Chris 17, and Katie 15. Suzie is first a mother then a housewife, as well as shop bookkeeper, and shop banker and all the other things that it takes to keep the shop running smoothly. My hobbies are boating, hunting, trap shooting, and off road racing when time permits. **(ASC Activities)** I joined ASC in October of 1996 and since then I have served as Chapter President, Chapter Rep. as well as a State board member for two years. This year I assumed the duties of State Treasurer until the present time. In the seven years I have been a member of ASC I have served on the membership, endorsement, videotape committees and the member's choice task force.

Greg Kelly – Chapter 24, San Diego

(Business Information) Greg's Automotive started in 1979. I moved to my second location in 1982. This was a much larger shop that we outgrew in about 4 years. We stayed there for a total of 10 years when the body shop across the parking lot went bankrupt and closed. We moved into that building in 1992. The shop is 6,500 square feet and is laid out in one long line of work bays. We are blessed with a huge parking lot behind the fence. Greg's Automotive does general repair on most makes and models. We do not do body work or automatic transmissions. In 1999, I bought out the brake and alignment shop next door. This added another 2 techs and 3,500 sf to my company. We currently

total 13 employees, including my wife and myself. **(Personal Information)** I have been working on cars and involved in the repair industry for 35 years. I started out as many mechanics, a kid that didn't mind learning and getting dirty. Unlike many, I chose to leave college and continue on as a mechanic. I have been married to one woman, Sheri, for over 32 years. We have 2 children, Arlene, 32 and Steve, 30 years old. Arlene lives a short drive from Palmdale near Los Angeles. She and her boyfriend have purchased a home there and fixing it up to sell. Steve lives a half hour drive from us and has 2 children and a beautiful wife, Kim. Tyler is our oldest grandchild and will be starting kindergarten this fall. His baby sister, Megan is 2. Her birthday is Cinco de Mayo. We recently found out another is on the way. I enjoy salt water fishing, but only get to talk about it more than I am able to get out. I work on the boat, build computers and garden in my spare time. I believe my best accomplishments in the civic arena come from having a hand in the implementation of Smog Check II when it first rolled out. Many hours of discussions, negotiations and meetings gave the industry the best program that politics and the Feds allowed. Along the way, I met and became friends with many upper-level BAR leaders as well as politicians and their staffs. **(ASC Activities)** My business has been an ASC member since 1989. Not long, compared to some, but long enough to be a "senior member" in San Diego. I am a 3 times past Chapter President and have held all Chapter Board positions except secretary. I wrote and published the local newsletter for many years. Our best accomplishment was beating Orange Coast to the ASA Golden Quill award once. I served on the State Board for the 1995 -1997 term. I am finishing my second term on the Board this Fall. The first time I was on the Board I chaired the Grassroots Mobilization Committee.

Andrew Pollino - Chapter 6, San Joaquin Valley

(Business Information) My shop is Pro Care Automotive. I have been in business here in Stockton for fourteen years. The shop has five service bays, two techs, and a service advisor. We are a general repair shop, but we do tend to specialize in emission and driveability repairs. **(Personal Information)** I have been in the business since the mid-seventies. My wife, Fay is a health clerk for the local school district. My son recently returned to college full time to finish his degree, and my daughter-in-law, Michele is our service advisor. **(ASC Activities)** I joined ASC in 1994. I served four years as a Chapter Representative and two years on the State Board. I have been on the Government Relations Committee for the past six years. During that time I also served two years on Grassroots Sub-Committees and two years as Chapter President.

Ryan Tunison - Chapter 20, Mt. Diablo

(Business Information) Autotron Service Center is a general automotive repair facility. We work on most domestic and Asian import ve-

hicles. Charles Rich opened Autotron Service Center in 1982. I joined the team in 1991 as a technician and became shop Manager/Service Advisor in 1997. In 2001 Chuck presented me with an opportunity to purchase Autotron from him so he could start working into his retirement. On January 1, 2002 I took ownership of the facility. **(Personal Information)** I have been involved in the automotive industry for 16 years. I worked for a Tire/Front End & Brake Shop before joining Autotron Service Center. I met my wife in 1990 and we were married in 1991. We have two boys (Nicholas 9 & Sean 7). We enjoy spending time with family and friends. **(ASC Activities)** I have been a member of ASC for 2 years. I currently serve as our Chapter Co Rep, and I am a member of the Endorsement Committee at the state level.

What personal qualities do you believe you possess that would be helpful in governing ASC?

Browning: Like many of the Chapter Reps, I am one who has gone on to involve myself in the Association that provided for me when I first acquired my business. I continue to strive in maintaining a high personal and business ethic of which, I feel, impacts our industry's professional image in the eyes of the general public, the bureaucrats, and industry. This involvement allows me to give back to the Association and industry, which has allowed for me to be in the great position in my life and business. I do not feel that I possess a unique factor from others whom I have met through my experiences in the Association. I feel I have strong analytical and problem solving capabilities from my education and work practices over the years. As a member, I wish to continue my involvement in our Association and industry for the next 2 year term. I wish to continue to ensure the progress the current volunteers and staff have developed during my past term. I hope to continue in the progress of providing our Association and its Members the soundness and fulfillment of belonging to ASC as well as maintaining the direction which keeps ASC at the forefront of our industry.

Cesena: I believe the following traits qualify me as an excellent potential Board Member. 1) Willingness to attend meetings and actively participate. 2) Courage of conviction (I won't hold back my opinions). 3) Methodical, meaning I usually take the time to research and organize before presenting my opinion. 4) I am computer, internet and e-mail literate. 5) Good listener. 6) Pay great attention to details.

Donovan: Personal qualities are that when I do or are a part of something, I do it to the best of my abilities and I am committed to fulfilling my duties. I will do what is best for our members and the association.

Fogle: I believe that I bring a conservative approach to ASC when it comes to the decision making process and when given the facts. I will act on the facts and vote what I see fit for the association. As State Treasurer I will work hard to keep ASC on sound financial ground. With the help of Jennifer as well as the help of the boards I believe this will remain a reality now and in the future.

Kelly: My best personal asset that I bring to the board table is the desire to do what is best for the members first, then the Association. I have never been afraid to ask questions about issues and ask member input on those issues. I believe ASC got into trouble by having Directors that made decisions based solely on their feelings and failed to ask members for input.

Pollino: I don't back off from making decisions or commitments, but I do take the time to study the issues and try to keep an open mind until I have all the facts. I think I do a good job not rushing in and letting my emotions cloud my judgment. I understand that as a board member my job is not to do what is best for me, or my chapter, but to look at the big picture and do what is best for the entire association.

Tunison: I believe my strong opinions along with being able to listen to and appreciate other people's opinions could benefit the State Board. I believe we need to work together to accomplish our goals. I work well in a group atmosphere and I believe that The State Board needs to have a group that will work well together.

What special areas of expertise do you believe you possess that would be helpful in governing ASC-CA?

Cesena: 1) Training: I have been formally trained in supervisor/management skills, meeting facilitator skills, strategic planning, ISO 9000 quality procedures and much computer software. 2) I recently passed the ASE Service Consultant Test. 3) I have many AMI credits and will be receiving my AAM accreditation by next year.

Donovan: From my years in scouting, I can bring that leadership to ASC. I have had much experience in leading committees and groups of people to get to our goal.

Tunison: I enjoy working with financial statements and reports. I understand the principles and feel I have an expertise in accounting. I feel my knowledge of financial statements could help benefit the Board when it came to setting up budgets or preparing financial statements.

In which areas of association governance do you believe ASC-CA should target it's financial and human resources and why?

Browning: In my opinion, the issue is, what is ASC's primary aim, strategic objective and how do we get there? At the January 2002 Team Weekend the Board, Chapter Reps, interested Members and Staff took the first steps in creating that objective in development of our strategic plan. In 2003, a membership questionnaire was sent to all members with close to a 20% response rate. As of this writing the results are in work, but this will establish the needs of our members and its implementation with the strategic plan. It has been noted in the past and I am sure the survey will convey that legislative issues and training are a priority of our members. It has been made clear we need membership to stay strong as an industry leader, as a legislative strong arm and for ASC's financial solvency. We have endorsement programs to

(continued from page 5)

Candidate Forum

benefit our members and provide financial benefit to the Association, but the members have to understand and want those benefits. I also feel the Association, Staff and decision makers need to be accountable-favorable or unfavorable-in its decisions, programs and financial welfare. Membership, Legislative issues, Technical and Management Training are my top 3 Priority picks.

Cesena: I believe ASC-CA should target its financial and human resources toward: 1) Government Relations, especially with the sunset review for the BAR coming up. 2) Public Awareness, we really need to get the public thinking we are professional. 3) Policies & Procedures, while the other two areas are important to our businesses, finalizing the policies & procedures is vital to the organization. 4) Membership Growth (vs. membership benefits). Although some resources should be put toward the maintenance of the benefits programs, we need more members soon and I don't believe that adding more benefits will drastically bring on new members.

Donovan: I think we need to put all of our financial and human resources in the entire association. I don't think we can focus on 1 or 2 areas because if we do, ASC will fade away. Every area of our association is just as important as the other.

Fogle: I believe that the association needs to focus on member retention and member growth. Without large numbers of committed members the independent garage owners in California will not be represented.

Kelly: I believe that ASC should focus on procuring benefits that save our members money and help them grow their businesses. Government relations should be our main outreach activity.

Pollino: I know there is always talk of membership growth and public awareness. There is talk about what member benefits get used and don't get used. But I'm not sure that focusing on membership growth or public awareness is the best use of our limited resources. We have surveyed our members, and had focus groups. We need to focus our energy on what our members us they want. If we don't meet the needs of our members right now, what good is it to get more members, or make the public more aware? I think we need to keep asking our members what they need and want to make their businesses and their industry more successful, and we need to stay focused on those goals.

Tunison: I think with the Long-Range Strategic Plan in effect, ASC can concentrate on all areas of association governance. With having the committees in place it allows smaller groups to concentrate on each area and then bring it to the Board of Directors. I believe that all areas are important and that is what makes the committees and the Long-Range Strategic Plan so important.

How do you envision ASC-CA in five years from now?

Browning: With a plan and focus in place we have the potential to be as strong as ever. ASC

is an ally to the industry business owner, other industry groups, government agencies and the consumers. Communication must be clear and concise with the message that aligns with the goals of the Association. That is what I hope and target for ASC with my involvement. ASC involvement of issues will have to be chosen carefully.

Cesena: Some members in my local chapter are skeptical about the progress of the ASC at this point in time. But since I have participated at the statewide level, I feel a sense of moving forward, and optimism and purpose amongst the members at the statewide meetings. I believe that we have a great foundation to work from. If we can get our policies and procedures in place within five years we will see our membership growing instead of shrinking. Also, within five years I see the public becoming more aware of our organization and its membership. And I also see our coalitions with other organizations becoming very strong.

Donovan: I see ASC growing in five years and becoming a bigger voice in Sacramento. Without us and others, the small auto repair shop is going to be hard to find. I think it is vital to grow and team up with others to keep us in business. ASC has done great things along with others in getting things done in Sacramento. We need to keep pushing for our industry and small businesses.

Fogle: I envision ASC as the most powerful association in California if we can rebound our membership. A large membership growth will make it so we will not be ignored by Sacramento.

Kelly: My crystal ball is broken, so I can no longer foretell the future. I hope ASC can be the leading trade Association in California and our model is used for all Associations.

Pollino: If our members will tell the board where they want to be in five years, then my job as a board member is to do everything I can to keep this association focused on the goals of the members.

Tunison: I see ASC as being a major player in the political field to protect the members and create a fair playing field for the individual repair facility. I believe an organization such as ASC is the only chance the individual repair facility has to have a fair playing field against the government and the auto manufacturers.

How do you envision the automotive repair industry in five years from now?

Browning: One of our biggest enemies is the car manufacturer. Proprietary design will injure many and kill those who cannot keep with or afford the new technology. It will be a tough marketplace. We will continue to compete in a price oriented industry, full of mass merchants, dealers and independents, all striving for a piece of the repair pie. The customers want their needs fulfilled. Can we satisfy them? Forward thinking strategies will come from creative owners. More and more information will be required and knowledge of the systems by those working in this industry will be a must, primarily in the electronic systems, as they grow and become more complex. This has been an alarming surprise to our customers when we are requesting diagnostic time. There will be increased levels of government activity of our industry generated. I hope to see an industry regulated program for certifying and licensing mechanics/technicians. It will become more apparent the benefit of belonging to professional associations, such as ASC, to stay abreast of what industry trends, government activities, parts and information availability, business skills and many other resources are to staying in business and being profitable.

Cesena: I see the industry going more towards specialization and also towards presenting a more professional image. I also see the internet having more of an impact than most would believe. My opinion is that any auto repair business that is not internet savvy or have a presence on the web, and/or does not attempt to portray professionalism will have a hard time keeping/attracting customers. And while it may not happen in five years, over time, I believe we will see less and less general auto repair shops and more specialty shops due to the tools and information needed to repair vehicles today and in the future.

Tunison: I see the automotive repair industry as being a very professional industry. I see the professional shop that belongs to the professional organizations being in business making a good profit and I see the other shops closing their doors, as they will not be able to keep up with the information needed to run a professional repair facility. Being part of an organization such as ASC is a must to survive.



1923 North Fine,
Suite 101
Fresno, CA 93727

(559) 251-4060

- Environmental Laws
- OSHA "Right to Know Laws"
- Air Toxics & Emissions Reports
- Stormwater & Wastewater Reports
- Hazardous Materials Management Plans
- Hazardous Waste Requirements
- NFPA Labeling, MSDS's, Employee Training
- CAL-OSHA Injury Prevention Plans (SB 198)

Insurance News

Take Every Action Possible to Protect Your Workers' Compensation Insurance

We wish we had some better news for you. The current workers' compensation marketplace is continuing to deteriorate. We are seeing insurance companies continue to have financial problems and turn away new business whenever possible. In addition, the State Department of Insurance (DOI) and the Workers' Compensation Insurance Rating Bureau recently indicated rates will need to be increased AGAIN in January 2004.

The State Compensation Insurance Fund has always operated as the market of last resort for companies that for whatever reason were unable to secure coverage from another carrier. Recently the State Fund severely restricted their new business writings. In addition, they will not accept accounts that have been quoted by another insurance carrier. In many cases this has led to businesses going without insurance for a period of time. You cannot depend on the State Fund to rescue you anymore.

We strongly urge you to protect your current coverage at all costs and make SURE you are not cancelled for any reason. Remember, the carriers are actively looking for reasons to terminate your account. To avoid cancellations you MUST do the following:

- Pay all premiums on time. Most carriers, especially Preferred Employ-

ers, are not allowing any grace period past the date of cancellation.

- Co-operate with the carrier on requests for mid-term payrolls reports.
- Be sure to provide the information needed to complete your final audit at year end.
- Co-operate with the safety and health people if they contact you.

Those of you with workers compensation policies renewing in October should already have your loss runs ready. If you don't, start TODAY!!! If you have any questions or want to get the best quote going give our ASC Insurance Services a call today toll free at 877-250-1979 and let us help you. You can also download quote forms off of our website at www.ascca.com.

One other thing we all need is more ASC members getting involved with the reform efforts underway in the legislature. Call or write your assembly member or state senator and tell them you expect them to pass legislation that will cut costs and restore solvency to the California system. Only your input as business people will cause them to take this issue seriously. We will continue to provide you with updates as they become available.

ASC Discontinues Endorsement of Pennzoil/Quaker State

ASC has discontinued their endorsed relationship with Pennzoil/Quaker State effective July 30, 2003. The PQS program had undergone some changes earlier in the year that were designed to make the program more cost efficient and effective for our members and included changes in the way the billing was handled and other administrative procedures. Our intent was to maintain the endorsement and continue to provide the membership of ASC with a choice in their oil and lubricant purchasing needs by providing one value added line and one value priced line through our other endorsed oil program with CITGO.

However, certain actions by PQS in the interim prompted the ASC Endorsements Committee to review the endorsement again at their last committee meeting on July 29, 2003. The ASC Endorsements Committee, after long months of deliberation and precipitated by PQS refusal to adhere to certain tenets of their already negotiated agreement, voted to rescind ASC's endorsement of PQS and the ASC Board of Directors concurred with that recommendation at their July 30, 2003 meeting via conference call.

PQS has been notified of our decision and the termination of our endorsed relationship. If you are a current PQS user your relationship with them should not be affected but your association will no longer benefit from your oil purchases and you will no longer be able to obtain any specially negotiated pricing through PQS.

The ASC Endorsements Committee is actively pursuing a replacement oil program to augment our value priced line through CITGO. We are working with a number of vendors to negotiate a pricing schedule that will be advantageous for you and will let you all know as soon as the new program is in place and available to you for your oil purchasing needs! Please watch your fax machine and email for more information as it becomes available. We appreciate your patience throughout this transition.

ASC Welcomes New Staff Member



ASC would like to welcome a new member to the staff of the Automotive Service Councils of California. On August 11, 2003 Elizabeth Hicks joined ASC's staff as Director of Administration and Business Operations.

Elizabeth is a graduate of California State University Sacramento with degrees in Business Administration and Strategic Management. Elizabeth has worked in the financial services industry for the past six years and also has experience as an Executive Assistant.

With an extensive background in customer relations, Elizabeth is committed to providing all of our members with the highest level of service possible. She is dedicated to meeting the needs of the chapters and the membership and being available to assist wherever needed.

Elizabeth will be primarily responsible for Accounting, Systems Management and Office Management at ASC. She brings a high level of expertise and commitment to these areas and is looking forward to being a positive, contributing member of the ASC Team.

**Announcing
ASC's 63rd Annual
Meeting and Elections**

"By The Sea in 2003"

October 9-12, 2003

Set amidst tropical palms and lush, inviting gardens, the Red Lion Hanalei Hotel's intimate atrium setting is the perfect place for your stay!

**Red Lion Hanalei Hotel
2270 Hotel Circle North
San Diego, CA 92108
Phone: (619) 297-1101**

RESERVATIONS

**\$99 Per Night
Deadline to Register
September 17, 2003**

**Call 1-800-882-0858 (mention
code ascca1) or
register online at
www.ascca.com
Password—ascca1**

TRANSPORTATION

You will fly into San Diego Airport. Almost all airlines fly into this airport so consult your travel agent or use online reservations with airlines like Southwest at www.southwest.com in order to secure your flights.

SHUTTLE

Cloud 9 shuttle service provides transportation from the airport to the hotel. Call 1-800-9-SHUTTLE or 858-974-8885. \$7.50 per person one way.

CONCIERGE

The hotel offers a number of services including information on rental cars, tours, ticket purchases for local attractions and much more at the front desk!

Schedule of Events

(dress code in parenthesis, events may be subject to change)

Thursday, October 9 - FUN DAY!

You and your family can visit great local attractions such as the World Famous San Diego Zoo, Sea World, Old Town State Park, Wild Animal Park and Seaport Village or hit the beach and send your troubles out to sea with the tide.

10:00 A.M. Start	Golf Tournament, Riverwalk Country Club
3:00 P.M. to 5:00 P.M.	Registration Desk Open
	Evening on your own

Friday, October 10

8:00 A.M. to 11:00 A.M.	Registration Desk Open
8:00 A.M. to 10:00 A.M.	Executive Committee Meeting
10:30 A.M. to 4:30 P.M.	Long Range Strategic Planning Session Committee Meetings (<i>Business Casual</i>)
12:30 P.M. to 1:30 P.M.	Lunch
4:00 P.M. to 6:00 P.M.	Registration Desk Open
6:00 P.M. to 7:30 P.M.	Welcome Reception/Vendor Fair (<i>Hawaiian</i>)
8:00 P.M. to 10:00 P.M.	Polynesian Dinner Buffet, Hotel (<i>Hawaiian</i>)
9:00 P.M.	Candidate Hospitality Suites

Saturday, October 11

7:00 A.M. to 10:00 A.M.	Registration Desk Open
7:00 A.M. to 8:00 A.M.	Continental Breakfast and Networking
8:00 A.M. to 11:00 A.M.	Chapter Representatives Committee Meeting (<i>Business</i>)
11:30 A.M. to 1:30 P.M.	Lunch with Industry Speaker And the "State of the Association Address" (<i>Business, Business Casual</i>)
2:00 P.M. to 3:00 P.M.	Annual Meeting and Elections
4:00 P.M. to 6:00 P.M.	AMI Management Training Seminar with AMI Instructor Mitch Schneider (Details TBA) (<i>Business Casual</i>)
7:00 P.M. to 8:00 P.M.	No Host Cocktail Reception (<i>Cocktail, Semi-Formal</i>)
8:00 P.M. to 11:00 P.M.	President's Annual Banquet and Entertainment Awards Presentation (<i>Cocktail, Semi-Formal</i>)

Sunday October 12

8:00 A.M. to 9:30 A.M.	Continental Breakfast and Networking
9:30 A.M. to 12:30 P.M.	Board of Director's Meeting (<i>Business</i>)
12:30 P.M.	Annual Meeting Adjourns

ASC's Annual Golf Tournament



Thursday, October 9th at the Riverwalk Country Club located at 1150 Fashion Valley Rd., San Diego. Golf begins at 10:00am. The price is \$100.00 and includes Golf Game, Cart, Range Balls and lunch. Prizes for closest to the pin and longest drive will be given along with door prizes. A fun time for all! If you have any questions, please contact Glenn Davis at 909-946-2282.

2003 ASC-CA Annual Meeting Registration Form
Use This Form to Register or Register Online at www.ascca.com!

Name: _____

Spouse/Guest Name: _____

Company: _____

Phone: _____ **Fax:** _____

Email: _____ **Chapter:** _____

All costs are per person. Registration must be received by September 28, 2003. No refunds will be possible after that date.

£	Registration for Annual Meeting	_____ @ \$99.00 per person =	_____
£	(Optional) AMI Training	_____ @ \$29.00 per person =	_____
£	(Optional) Golf Tournament	_____ @ \$100.00 per person =	_____
		Total =	_____

I will also attend the following events included at no charge:

(Please specify so staff can prepare the hotel with the proper food and beverage orders)

£ · Executive Committee Meeting	No. of Guests: _____	£ · Lunch, Sat Noon	No. of Guests: _____
£ · Long Range Strategic Planning	No. of Guests: _____	£ · Elections	No. of Guests: _____
£ · Lunch, Fri Noon	No. of Guests: _____	£ · Reception, Sat PM	No. of Guests: _____
£ · Welcome Reception/Vendors	No. of Guests: _____	£ · President's Banquet	No. of Guests: _____
£ · Polynesian Buffet, Fri PM	No. of Guests: _____	£ Halibut Qty _____	£ NY Steak Qty _____
£ · Continental Breakfast, Sat AM	No. of Guests: _____	£ Continental Breakfast, Sun	No. of Guests: _____
£ Chapter Reps Meeting	No. of Guests: _____	£ Board of Director's Meeting	No. of Guests: _____

Payment: £ M/C £ VISA £ Discover £ Check (make payable to ASC-CA)

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

Name on the Card: _____

Card Billing Address: _____

City, State, ZIP: _____

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

Or via fax to: 916-924-6702

Any questions? Give us a call at 1-800-810-4272!

ASC. Your Partner. Your Resource. Your Voice.

Legislative Update

ASC Co-sponsors In-District Legislative Meetings with Members of Congress

by Jennifer Zins

ASC co-sponsored two very successful in-district meetings in August with our industry partner CAWA. The first was with Congressman Devin Nunes (R) of Congressional District 21 on August 18 in Tulare and the second was with Congressman Bob Filner of Congressional District 51 in August 28 in Chula Vista. The meeting with Congressman Nunes was hosted by ASC Director John Camara, of Camara Auto Service in Tulare.



From left to right: ASC Director John Camara, Congressman Devin Nunes, and ASC Executive Director Jennifer Zins.

Each meeting was well attended and included ASC Executive Director Jennifer Zins as well as several ASC members.

The primary purpose of the meetings was to educate the members of Congress about the automotive parts and repair industries and in particular HR 2735 the Motor Vehicle Owners Right to Repair Act (the grandfather legislation to ASC co-sponsored SB 1146). ASC and CAWA members communicated the industry's position very well and each Congressman expressed interest in looking into the bill further to assess their position. The bill, which was reintroduced in Congress this year, currently has nearly 50 co-sponsors. In addition, ASC members discussed the Asbestos Litigation Reform movement in Congress and asked the Congressmen to support S. 1125, the bill to reform asbestos litigation when it comes before them in the House.

We all know that getting HR 2735 signed into law will be an uphill fight, but having the support from Congressman Nunes and Filner will be key to getting the bill through it's first hurdle, the House Energy and Commerce Committee. Once approved there the bill faces challenges advancing through subcommittees such as Health; Commerce, Trade

and Consumer Protection; and Environment and Hazardous Materials.

In all, the meetings were successful and both Congressman Nunes and Filner left with a much clearer understanding of ASC and the issues facing the independent repair industry in California. ASC will continue to partner with its sister organizations to hold meetings throughout the state with key legislators to continue the education about the automotive repair

industry and position ASC as a resource to policy makers when addressing issues impacting our industry and our members. Special thanks go out to John Camara for hosting the Nunes event and to all the ASC members who took time out of their busy schedules to participate. The state office will keep you up to date on these meetings and encourage your participation and attendance when a meeting comes to your community.



Reminder!

Remember to schedule time for the 9th Annual Legislative Day being held Monday, March 29, 2004! It's never too early to plan to come and educate your lawmakers on issues near and dear to the heart of automotive repair businesses in the state!

UI Fund Insolvency to Spur Massive Tax Increase

State officials have announced a huge increase in employer-paid unemployment insurance (UI) taxes for 2004 in an effort to deal with the insolvency of the UI Trust Fund.

The tax hike, estimated at more than \$2 billion by the Employment Development Department (EDD), amounts to a 74 percent increase in the average employer UI tax cost per worker and makes California's average UI tax rate the highest in the nation.

Warnings Unheeded

When legislation to boost UI benefits was enacted two years ago without streamlining reforms to reduce costs, the California Chamber warned lawmakers that the solvency of the UI Fund was at risk.

Earlier this year, EDD projected a need for a \$1.8 billion increase in employer payroll taxes by January 2004 and the first-ever trigger of the 15 percent emergency solvency surcharge. At that time, the Chamber called for the suspension of future UI benefit increases until the economy recovers and the UI fund returned to solvency.

Since then, the drain on the UI fund has accelerated due to the huge increases in benefit levels, combined with the continuing recession and longer periods of joblessness for UI recipients.

Reforms

The Chamber continues to advocate cost-saving reforms to the UI system and temporarily freezing benefits at the current level as ways to reduce system costs.

Reforms for which the Chamber has voiced support include addressing the slippage in eligibility requirements, such as instituting a required length of time on the job before the worker qualifies for benefits and adjusting the minimum amount of earnings needed to qualify for benefits.

System abuses also could be curtailed by requiring and verifying further

Fast, Flexible Auto Loans



Rates as low as
3.75% APR*!

Low auto loan rates are one of the greatest benefits of credit union membership.

Remember you can turn to us for a Personal Vehicle Loan with a great low rate, currently as low as 3.75% APR!

Don't hesitate, don't wait till rates start to rise and don't turn anywhere else. Here at California Preferred Credit Union, we have the money you need with affordable payments you'll appreciate!

Just give us a call at 1-888-287-9475, stop by for more information or visit us online at www.thepreferreddcu.org.

*APR=Annual Percentage Rate. Rates are subject to change without notice.

ASC Educational Foundation Fundraiser Underway!



The ASC Educational Foundation is conducting a fund raiser to help benefit the 2004 Scholarship Fund. Right now, for \$20, you can purchase Diagnostic Dice for use when vehicle repair problems are driving you NUTS! You don't have an answer? Roll the dice! These simple but very entertaining dice offer diagnostic solutions to your vehicle repair nightmares and are the brainchild of a professional mechanic in California who made up the first set as a gag for some friends.

For more information please contact Walt Commans at (714) 974-3208.

STEERING & SUSPENSION 1930 to 2000

2wd / 4wd Testing & Manufacturing Import / Domestic

All makes and models.

Cars, Trucks, Motor Homes, Heavy Duty Vehicles

All parts meet or exceed O.E.M. specifications.

wholesale only
1-800-468-6865

RARE PARTS

www.rareparts.com Fax 209-948-2851 rparts@rareparts.com

Reduce Health Insurance Premiums by 40%!

- Fully insured
- Wide choice of providers
- Easy to administer
- Flexible design

Want to do something about rising health insurance costs?

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



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

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

License No. 0614752



(continued from page 10)

Tax Increase

personal identification information or by adding additional security measures for payroll data. Reports indicate that individuals have gained access to employer files and filed for unemployment benefits under false employers, further driving up system costs.

State UI System

California has the largest UI system in the nation. The system provides the easiest access to benefits, covers more workers, pays more claims and pays more weeks of benefits than that of any other state in the country.

The balance of the UI Trust Fund, which comes from taxes paid by employers, has plummeted from \$6 billion in 2001 to less than \$1 billion this year.

The employer-paid UI taxes are applied to the first \$7,000 each worker earns in a year.

Study of UI Tax Structure

Although the EDD report outlining the current condition of the UI Trust Fund says there is a “need to revise the tax structure to greater reflect today’s UI system realities,” employers disagree — making eligibility reforms and temporarily freezing benefits until the fund recovers is the most responsible course to take.

Legislation enacted last year requires EDD to study the fund to determine whether the revenue system should be restructured. EDD will convene a committee of representatives from labor, business, the public sector and academia in the coming months to examine options and report to the Legislature and Governor by the end of the year.

Staff Contact: [Julianne Broyles](#). Reprinted with permission from the California Chamber of Commerce Alert.

(continued from page 1)

Scholarships

the type of technician that the ASC Educational Foundation is proud to sponsor.

Congratulations again to all of these worthy candidates! The 2004 Scholarship Applications are being developed and will be ready for distribution shortly. Please watch upcoming issues of the Independent and our website at www.ascca.com for more information regarding the next round of scholarships as they become available.

(continued from page 1)

Survey Results

General Overview Section

82% of the membership ranked Legislative and Regulatory Issues and Education, Training and Information as Very Important. 61% felt Communications and Cost Saving Programs and Services were Very Important while only 25% of the membership ranked Scholarships as Very Important although 54% did think they were Somewhat Important while 18% felt they were Not Important at all.

This indicates our continued emphasis on legislative activities is appropriate and we need to focus some of our energy on training.

Legislative/Regulatory Issues Section

Overall legislative issues, communications regarding legislative issues, coalition building and our participation in Legislative Day were ranked as important activities. Our performance on those things was also ranked as excellent or good by 78 – 82% of respondents. The highest ranked in terms of importance was our overall legislative program in Sacramento whereas the lowest ranked was our participation in Legislative Day. The highest ranked in terms of our performance was keeping the members informed about our activities whereas the lowest was coalition building.

These results indicate that generally the membership considers ASC performance in the areas of Legislative and Regulatory Issues as Good to Excellent.

Education, Training and Information Section

Most training questions were rated as Very Useful or Somewhat Useful by the majority of respondents. 64% of respondents felt that ASC partnering with other organizations to provide training was Very Useful and another 61% felt receiving information regarding ASE and their activities was also Very Useful.

Members also had a number of suggestions on training topics they would like to see addressed ranging from technical courses, to business and finance to time management and workflow.

Programs and Services Section

By far the most used program and service ASC offers is the free legal services program with Jacobs and Gregory. 57% of respondents have used this service and

56% rated it as Very Valuable. Running a close second was the ALLDATA program which had 47% of respondents claiming they use it and 36% saying the program was Very Valuable and another 24% saying it was Somewhat Valuable.

The predominance of responses indicates awareness of the different programs is relatively high. Still, a good percentage of those respondents who indicated they were aware of a particular program did not use it. A number of members are still unaware of all of the different programs we actually offer. However, when it comes to the perception of the value of the different programs we run into a pretty even split between what is and is not perceived as valuable. The three highest ranked programs in terms of value are the aforementioned Jacobs and Gregory, ALLDATA and our workers’ compensation program. The three programs rated the lowest in terms of overall value were iCARumba, Pennzoil/Quaker State and CITGO.

There was some amount of interest in additional programs and services. The highest rated in terms of interest was our pursuing an endorsement involved obtaining ASC Group Access to Manufacturer Websites. Otherwise respondents were relatively evenly split as to whether they would be interested in a particular service or not.

Communications To Members Section

The highest rated communications vehicle for the members are the Local Chapter Meetings with 68% rating their local chapter meeting as being Very Useful and an additional 24% weighing in with Somewhat Useful. The California Independent and Chapter Newsletters were the next two in line. The lowest rated communications vehicle was Team Talk with only 28% feeling it was Very Useful and 21% saying that Team Talk or other email broadcasts are Not Useful at all.

88% of respondents have access to the Internet and 70% use it regularly while 68% consider themselves skilled in the use of the internet and 63% use email to communicate regularly. Continued website development was a high priority with 71% to 79% of respondents indicating “Yes” answers to those questions. The overall rating on the website had 49% of respondents rating it “Somewhat Useful” while only 29% rating it “Very Useful,” so

this would suggest continued development should be a priority.

The questions regarding the use of the website were the most unanswered in the survey with 167 people declining to fill out the section at all. The other responses were scattered all over the place with the member's only, events and membership benefits section receiving relatively good marks although all areas were used to some extent.

Members also offered suggestions of ways to expand the website they would find useful and those ideas will be forwarded to the appropriate committees.

Scholarships

69% of respondents are aware of the scholarship program and 58% felt the program should be continued and expanded however 67% of the respondents do not contribute to the scholarship program.

Conclusion/Observations

While a 19% response rate does not represent all members, it is certainly a good representation and indicator of ASC members' thoughts and beliefs about the programs, services and benefits that ASC offers to its members.

These survey results will be a tremendous tool for ASC's committees, volunteer leadership and staff in planning for, forecasting and preparing a strategic plan for the future. This survey is a valuable tool that should be used in all decision making processes of the Board of Directors to ensure the ASC leadership is providing the members with what they want and deem valuable.

ASC. Your Partner. Your Resource. Your Voice.

CARS 2003

Management Education: Something for Everyone

The 2003 Congress of Automotive Repair and Service (CARS) will be held Nov. 6-8, 2003 at the Tropicana Resort and Casino in Las Vegas. Four management seminars, three qualifying for AMI credit, will be presented during this years convention. In addition to the management seminars CARS 2003 will offer eight technical courses. CARS registrants will receive credentials to attend the AAPEX and SEMA shows at no additional cost. Extended course descriptions and online registration are available at the CARS website www.carsonline.org or by calling the ASA meetings department at (800) 272-7467 ext 235 or 220.



Finding the best insurance premiums for your business doesn't have to be like swimming with the sharks.

Your Association-owned Insurance Agency has very competitive rates as well as excellent coverage options.
End your search—CALL TODAY!

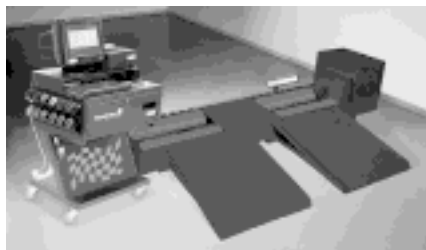


ASC Insurance Services

A division of
InterWest Insurance Services, Inc.
3610 American River Drive, Suite 150
Sacramento, CA 95865
License 0B01096



Shannon Blakeman: Workers Comp916/609-8396
Lorraine Stevens: Package916/609-8402
Chuck Coppage: Manager916/679-2951



SystemOne® Inspection System for Smog Check II

DRIVE YOUR SALES FORWARD

You've made it this far in the smog inspection business, but SystemOne® can take you further. SystemOne® from Environmental Systems Products (ESP) has the power to put money in your pocket. Its impressive and reliable technology enables you to automatically boost your performance, decrease downtime, and achieve more profitable testing. Simply put, SystemOne® is a smart investment. Call today to make an appointment for a demonstration. Be sure to ask about our flexible lease options.

call: 888-377-7971

SystemOne
The Only Solution In Emissions Testing you can count on.™



Environmental Systems Products

www.esp-global.com



California Sales Offices:

3132 West Adams Street, Santa Ana, CA 92704
30944 San Clemente Street, Hayward, CA 94544

Membership Drive 2003 Contest Winners!

ASC is proud to announce the following winners of the Membership Drive 2003!

Duane Carlson, Duane's Automotive (Chapter 31) - First place - Awarded the Chapter Wine Basket with 31 chapters donating including: San Luis Obispo, Monterey, North Orange County, Napa Solana (2 bottles), High Desert, Yuba City, Santa Barbara, Fresno, Santa Rosa, San Diego, LAX South Bay, San Jose, Peninsula, South Los Angeles, East Bay, Long Beach, Sacramento, Antelope Valley, Foothill, Santa Cruz, Redding, San Diego, San Fernando Valley, Hemet, San Francisco, West Los Angeles, Orange Coast, Inland Empire, Bakersfield, Butte and Merced. Robert Salerno and Walt Commans also made individual contributions to the wine basket.

Gene Morrill, Certified Automotive Specialists (Chapter 5)- Second place - Awarded two annual passes to Disneyland (includes parking) donated by Walt Commans.

Tracy Renee, Gene's Auto Repair (Chapter 9) - Third place - Awarded two nights at The Palace Flop House (an upscale B&B in Pacific Grove) donated by Bob Constant.

Craig Wells, Inland Smog and Repair (Chapter 14) - Fourth place - Awarded an Electronic Dart Board donated by Walt Commans.

Congratulations to the winners and thanks to all who participated in the contest! We welcomed a total of 24 new members to the ASC family and we appreciate all of your efforts!

Membership Survey 2003 Drawing Winner!

Congratulations to David Pinkerton of Dr. Pinkerton Auto Clinic in Sylmar, CA for being the winner of a brand new Sony CD/DVD player! The DVD player was awarded in a random drawing out of all members who returned their Membership Survey 2003! Highlights from the survey can be found in this issue of the Independent and can be downloaded off of our website at www.ascca.com!

Change of Address Notification

If you have moved or your address label is incorrect, please correct on this form. From time to time, we receive requests from people to remove their name from our mailing list. Sometimes members move from a location, and the new shop owner does not wish to continue receiving the *Independent*. Other people, for one reason or another, are receiving duplicate copies.

If you have a correction or you wish to stop receiving the *Independent*, please clip out this section (along with your mailing label on the back page) and mail it to:

ASC-CA, 758 University Avenue, Sacramento, CA 95825

Please indicate the reason for your request:

- Change of address (please PRINT corrections under label on back page and include with this form)
- This is a duplicate copy [you do not have to send the other label(s), unless you wish to stop receiving all copies of the *Independent*].
- I no longer wish to receive the *Independent*.

ENVIROCLEAN® Aqueous Parts Washer



Eliminates Solvents

The Enviroclean® 40 gallon aqueous parts washer is made of double wall rotationally molded polyethylene. Offers effective, safe water-based cleaning at 300 GPH with no VOC emissions. Unit has 1000 watt heater preset to 110° F and 115 volt industrial pump. Heater and pump have separate switches and a low fluid sensor automatically shuts off unit. Includes a stainless steel pre-filter strainer and poly-flo thru brush. Unit ships UPS - shipping weight 100 lbs.

Model #N315 - \$996.00 • Dimensions: 39L x 38H x 28W

Available options:

- AB-1640 - disposable absorbent pad
- CEM-8100 - 5 gal. ENVIROCLEAN® solution
- FIL-7400 - filter cartridge assembly

Trionic Corp.

800-287-4614

fax 262-692-6175

www.trionicc corp.com

sales@trionicc corp.com

Congratulations and Welcome to New Members

BUSINESS	CHAPTER
Associated Auto Air & Radiator	05
Bauer German Car Repair	05
Colusa German Motor Works	07
Superior Automotive	09
Tune Town Service	09
Vallejo Smog Test Only Center	09
OK Auto	10
Snap-On Tools	14
Mission Valley ROP	16
G & S Auto Repair	19
Braun's Automotive	1940
Joe Kerby Auto Repair	1940
California Auto Body	20
Karden Automotive	20
Advanced Fleet Services	24
C.A.R.S.	25
Automotive Technical Support Services	25
Proto-Fab, LLC	25
Inter-State Oil Company	25
Complete Car Care	25
R & R Auto & Tow	27
Auto Doctor	30
C.A.R.S., Inc.	48
Savi Ranch Auto Group	48
Francisco's Automotive Repair	48
Costa Mesa R&D Automotive Machine Shop	48
Rossi's Tire & Auto Service	52
B-H Automotive	State
Joel's Automotive, Inc.	State
Pacific Automotive Specialty Systems	State
Phoenix Auto	State
Mark Speer Automotive	State
Link New Tech	State
Pete's Performance	State
American Automotive Body & Collision	State
Sam's Import Service	State
Wholesale Exhaust Supply Co.	State
Staffease	State

ASC Membership Directory

We are beginning preparations for publication of our annual membership directory. We will be doing another joint directory with CAWA this year. In an ongoing effort to ensure your information is up to date in our database please take a minute to visit our website and update your information at www.ascca.com. We need to make sure we have your correct shop name, mailing address, phone, fax, email, website and the name of your contact person!

**The ASC Website is
available for you 24/7!**

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

Chapter Meetings & Contacts

- Antelope Valley (19)** — Meetings: Varies, call for info. Mbr Info: Dan Fogle at (661) 273-4123.
- Bakersfield (58)** — Meetings: 4th Wed. 7:30 pm, place varies. Mbr Info: Michael Elliot at (661) 845-2274.
- Butte Area (4)** — Meetings: Varies, call for info. Mbr Info: Doug Dirks at (530) 891-4972.
- Central Coast (52)** — Meetings: 3rd Weds. 7:00 pm, place varies. Mbr Info: Bob Constant at (831) 394-2620.
- Central Valley (27)** — Meetings: 2nd Tues., 6:30 pm, Early Dawn Cattle Co, Modesto. Mbr Info: Robert Raduechel at (209) 575-6326.
- Coachella Valley (30)** — Meetings: 2nd Tues, 6:30 pm, Augua Caliente, Rancho Mirage. Mbr Info: Fred Divine at (760) 343-1226.
- East Bay (16)** — Meetings: 2nd Tues., 7:00 pm, The Englander Restaurant, San Leandro. Mbr Info: Ron Bessette at (510) 774-3394.
- Foothill (5)** — Meetings: 1st Tues. 6:30 pm, Brookside Country Club, Pasadena. Mbr Info: Chuck Chatham. (562) 928-1725.
- Fresno (25)** — Meetings: 2nd Thurs., 7:00 pm, Ramada Inn, Fresno. Mbr Info: Ray Rasmussen at (559) 855-2398.
- Gold Country (36)** — Meetings: 2nd Tues., 6:30 pm, place varies. Mbr Info: Robert Brocke at (530) 477-5712.
- Hemet (32)** — Meetings: 2nd Tues., 6:30 pm, Sizzler, Hemet. Mbr Info: Phil Fournier at (909) 927-2102.
- High Desert (31)** — Meetings: last Tues, 6:30 pm, Location varies. Mbr Info: Walt Carnwright at (760) 245-5777.
- Inland Empire (14)** — Meetings: 3rd Tues., 7:00 pm, Royal Cut Restaurant, Ontario. Mbr Info: Glenn Davis at (909) 946-2282.
- Long Beach (18)** — Meetings: 3rd Tues. (no mtg July & Aug), 7:00 pm, Colonial Cafe, Long Beach. Mbr Info: Sam Baayoun at (562) 433-5523.
- Merced (33)** — Meetings: 3rd Tues. 7:00 pm, Place varies. Mbr Info: Kelly Velasco at (209) 826-6409.
- Mid Cities (1)** — Meetings: Varies, call for info. Mbr Info: Russ Okimoto at (562) 926-7317.
- Mt. Diablo (20)** — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Barbara Livingstone at (925) 837-1000.
- Napa/Solano Counties (9)** — Meetings: 2nd Tues. 7:00 pm, Palby's Restaurant, Vallejo. Mbr Info: David Whittington at (707) 648-3299.
- North Orange County (48)** — Meetings: 3rd Weds., Embassy Suites, Brea. Mbr Info: Jo Ann Fischer at (714) 773-0949.
- Orange Coast (50)** — Meetings: 2nd Thurs. 7:00 pm, Irvine Marriott, Irvine. Mbr Info: Rita Thomas at (949) 855-0590.
- Orange County (49)** — Meetings: 3rd Thurs. 7:00 pm, Sterling Suites Hotel, Anaheim. Mbr Info: Ken Hamilton at (714) 535-4100.
- Peninsula (23)** — Meetings: Last Tues. 7:00 pm, place varies. Mbr Info: Vallerie Williamson at (408) 264-9495.
- Redding (99)** — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Tim Morlock at (530) 244-4423.
- Sacramento (34)** — Meetings: 4th Tues. 7:00 pm, location varies. Mbr Info: Carol Bartels at (916) 383-2076.
- San Diego (24)** — Meetings: 3rd Tues., 7:30 pm, Handerly Hotel, San Diego. Mbr Info: Stuart Terry at (619) 287-9626.
- San Fernando Valley (11)** — Meetings: 3rd Tues. 6:30 pm, Odyssey Restaurant, Granada Hills. Mbr Info: Marilyn Schanley. at (818) 768-3656.
- San Francisco (21)** — Meetings: last Weds. 6:30 pm, Delaney St. Restaurant. Mbr Info: Paul Grech at (415) 474-7323.
- San Joaquin Valley (6)** — Meetings: 2nd Thurs. 6:30 pm, place varies. Mbr Info: Andy Pollino at (209) 472-9866.
- San Jose (42)** — Meetings: 2nd Weds. 7:00 pm, Lou's Village, San Jose. Mbr Info: Valerie Williamson at (408) 264-9495.
- San Luis Obispo (17)** — Meetings: 3rd Weds., 7:00 pm, place varies. Mbr Info: Smitty Price at (805) 546-9892.
- Santa Barbara (8)** — Meetings: 3rd Wed. 7:00 pm, place varies. Mbr Info: Rachel Barajas. at (805) 682-9441.
- Santa Clarita (3)** — Meetings: Varies, call for info. Mbr Info: Kevin Browning. at (661) 251-6736.
- Santa Cruz (15)** — Meetings: 3rd Tuesday. 7:00 pm, Hindquarter, Santa Cruz. Contact: Nate Smith at (831) 476-1332.
- Santa Rosa (28)** — Meetings: last Tues. 7:00 pm, Michele's Restaurant, Santa Rosa. Mbr Info: Barbara Baker at (707) 546-4280.
- South Bay (1940)** — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Peter Alper at (310) 328-1981.
- South Los Angeles (10)** — Meetings: 4th Thurs., 7:00 pm, Margarita Joens Restaurant, Los Angeles. Mbr Info: Les Morris at (323) 778-1014.
- Tri-County (7)** — Meetings: Varies, call for Info. Mbr Info: John Mallen at (530) 671-2115.
- Tulare-Visalia (26)** — Meetings: 1st Mon., place varies. Mbr Info: Jammie Hammond at (559) 688-4713.
- Ventura County (2)** — Meetings: 2nd Tues. 6:30 pm, place varies. Mbr Info: Kathy Riggs at (805) 983-8100.
- West Los Angeles (12)** — Meetings: Varies, call for info. Mbr Info: Dee Cherko at (310) 837-0446.

Automotive Service Councils of California

758 University Avenue • Sacramento, CA 95825

ADDRESS CORRECTION REQUESTED

PRESORT STD
U.S. POSTAGE
PAID
Permit No.2840
Sacramento, CA

ASC-CA is an affiliate
of the Automotive
Service Association



ASC-CA
Calendar

MEETING/EVENTS SCHEDULE

2003

Oct. 9-12, 2003	ASC Annual Meeting and Elections Hanalei Hotel San Diego, CA
Nov. 6-8, 2003	CARS Tropicana Resort & Casino Las Vegas, NV
Dec. 4-7, 2003	NACE Orlando, FL

2004

March 29, 2004	AALC Legislative Day at the Capitol Sacramento, CA
April 15-17, 2004	ASA Annual Meeting San Antonio, TX
Oct. 6-10, 2004	ASC Annual Meeting and Elections Embassy Suites San Luis Obispo, CA

All Events Listed Subject to Change

ASC-CA
Sponsors

Thanks to Our Sponsors:



ASC. Your Partner. Your Resource. Your Voice.