



Automotive Service Councils of California
Professionals in Automotive Service ~ Since 1940

CALIFORNIA *Independent*

Summer 2007

ASC Educational Foundation

Kris Cesena, ASCEF Chair

2007 Scholarship Program Summary

All five scholarships have been presented to the winning students and press releases have been sent to the student's respective hometown newspaper. Thank you very much to Chapter 99-Redding for presenting the Donald Dirks Memorial Scholarship to Gregory Compomizzo at their chapter meeting on March 28th. Many thanks also go to Chapter 16-East Bay for presenting the Jim Hunt Memorial Scholarship to Josh Coon at their chapter meeting on May 8th, and to Chapter 18-Long Beach for presenting the Maxine & Jim Jones Scholarship to Timothy Fromm at their chapter meeting on April 25th, and also to Chapter 17-San Luis Obispo for presenting the Past President's Scholarship to Daniel Lehmkuhl at the chapter meet-

ing on May 16th. And finally also thanks to the leaders from Chapter 11-San Fernando Valley who presented the Jack Heyler Memorial Scholarship to Julius Rosicka at his graduation on June 5th. ASCEF sincerely appreciates the volunteers who helped the Foundation present these awards.



Thomas Rosdahl, Pierce College Auto Tech Instructor
Julius Rosicka, Jack Heyler Memorial Scholarship
Winner Declan Kavanagh, San Fernando Valley
Chapter President Tom Fortune, Pierce College Auto
Tech Instructor

The 2008 Scholarship program will begin in late August when the packages will be sent to all of the California schools and colleges with automotive programs. We did not receive as many applications as desired for the 2007

Foundation continued on page 12

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Date	Contributor	Chapter	Amount	Scholarship
7/1/2006	Honda Hospital	23	\$ 50	General
7/1/2006	Inside Garage	23	\$ 20	General
7/1/2006	Portola Valley Garage	23	\$ 10	General
7/1/2006	Burlingame Motors	23	\$ 10	General
7/1/2006	Universal Underwriters	23	\$ 10	General
7/1/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt
7/1/2006	Chapter 8	8	\$ 100	General
7/17/2006	Burlingame Motors	23	\$ 10	General
7/17/2006	Inside Garage	23	\$ 10	General
7/17/2006	Portola Valley Garage	23	\$ 10	General
7/17/2006	Honda Hospital	23	\$ 25	General
7/31/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt
8/31/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt
9/25/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt
10/24/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt
11/18/2006	Universal Underwriters	23	\$ 10	General
11/18/2006	Holland Service	23	\$ 10	General
11/18/2006	Portola Valley Garage	23	\$ 10	General
11/18/2006	Inside Garage	23	\$ 10	General
11/18/2006	Honda Hospital	23	\$ 25	General
11/28/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt
12/12/2006	San Fernando Valley Chapter	11	\$ 100	Sheldon Miller
12/21/2006	Larry's AutoWorks	42	\$ 100	Jim Hunt



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President's Message

The power of association is a tremendous force in our personal and professional lives. It is not what you know, but who you know. If I had to name the single characteristic shared by all the truly successful people I've met over a lifetime, I'd say it is the ability to create and nurture a network of contacts.

In today's shark-eat-shark economy, talent alone will not save you. Genius will not. Experience will not. Guts and hard work will not. If you need a job, money, advice, help, hope or a means to make a sale, there's only one sure-fire place to find it—your network. That's why I'm a



Bob Klingenberg
State President 2007

huge believer in our trade association. Our group provides not only networking opportunities, but also valuable services, programs and products for our members. The point that I am trying to make here is how valuable ASCCA is to me and our industry. Over the past 8 months, leaders and staff have done a great job of stabilizing the association and getting it back onto a firm footing. Like many trade associations, we continue to face the challenge of "It's Not Your Father's (or Mother's) Organization Anymore." Attitudes

about trade associations, professional societies, chambers of commerce and other membership-based organizations have changed forever. Only the people who understand these changes—and adapt to them—will succeed in attracting and keeping members. In fact, the challenge of membership is not only to adapt to these changes but also to make them work for us. That is what we plan to do.

Now, onto more fun info...

It is time for the ASCCA 67th Annual Meeting and Elections, "ASCCA-Gateway to the Future." We will be celebrating our 67th Anniversary in the bountiful Bay Area at Doubletree Hotel San Francisco Airport from October 5-7, 2007. Throughout the course of the weekend, we will be holding a number of camaraderie and networking opportunities including a Welcome Reception, Kick Off Breakfast, President's Banquet and a Golf Tournament to benefit the ASC Educational Foundation. Bring your wives, husbands, friends and children. Invite them to get to know our trade association. More importantly, invite a fellow repair shop owner in your local area to be your guest. Membership growth starts with you!

I am looking forward to seeing you all there! ■

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President



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Delcan Kavanagh
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Immediate Past President



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Past President



Marion Vosbur
Director



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Director



Andrew Pallino
Director



Kevin Browning
Director



Ryan Tunisan
Director



Jack Crawley
Director

Recruitment Incentive Program

Any individual who recruits a full dues paying "regular member" for a minimum term of one year is eligible to receive a \$75.00 recruitment incentive payment. Reimbursement for expenses will not be provided. The recruitment incentive payment will be processed after full annual state dues are received by new member.

Recruitment

- \$75.00 incentive payment to any individual who recruits a Regular Member.
- Individual will send completed application and full annual state dues to state office at One Capitol Mall, Ste 320, Sacramento, CA 95814.
- Incentive payment will be issued to individual once application and full annual state dues are processed.
- Application will be processed for state membership and then forwarded to Chapter. Chapter is responsible to collect only chapter portion of dues. Chapter should notify state within 30 days if the member fails to pay chapter dues and then member will be terminated from state roll. If the chapter does not contact the member within 30 days, the member will become exempt from the chapter membership requirement.
- Chapters may choose to pay an additional recruitment incentive, but that fee amount and payment will be between the individual and the chapter, and not with the State.
- Reimbursement for any additional expenses will not be provided.

If you have any questions, please contact staff at 800.810.4272. ■

Executive Director's Report

Carol Leveroni, CAE

We are now half-way through the year and it is amazing how quickly time has passed. Internally we are working closely with ASCCA leadership to continue to restructure ASCCA to best serve its members.

What should you expect to see over the next few months? More direct communication from the state office.

The chapters do a great job of engaging members in local events, however we believe that members want to hear more about what is happening at the state level so that they know what their dues are paying for and why their membership is so crucial to the voice of the industry.

You will also start to see a change in how your state membership is handled. The membership committee and the Board of Directors have agreed to begin collecting the state portion of your dues directly, and annually. This means that come January, you will be billed for your full state dues, payable to the state. Chapter members will continue to pay their chapter dues directly to the chapter, but to ease the issue of dues collection by the chapters and so that we can communicate directly with the members, this change is necessary. There have even been requests by some chapters of collecting the chapter dues for those chapters that are interested, but that is a step farther down the line.

ASCCA continues to represent its members in legislative and regulatory issues that affect you, and I and other Board leadership have been attending these meetings, as well as Board meetings from other affiliated groups, including CAWA and CalABC. I am continuing to reconnect to other affiliated groups that we may work together with on various issues (such as ASA, AAIA, and CCPN) and have gotten good feedback about them being pleased that they have begun to hear the ASCCA drumbeat again.

Mark your calendars for the upcoming Annual Conference in October. Come see what the new ASCCA is all about! And speaking of that, make a difference for your industry and volunteer on a local chapter board or, better yet, become involved at the state level. When you choose to do nothing, the choices are made for you. ■

Green Business — It's the Right Thing to Do

Kevin Donohoe

Becoming a Certified Green Business....it's the right thing to do!! Now let me tell you the rest of the story.

Larry and Laurie Moore have been directly and indirectly responsible for some measure of the success my wife and I have enjoyed as independent garage owners. Over the years (25) Larry and Laurie have been role models, to say the least. In the case of the Green Business Program, Larry and Laurie participated in a workshop promoting the Green Business Program for Monterey and Santa Cruz Counties. They discussed the features and benefits of the program they are a part of in Santa Clara County, and answered questions from the audience. It was that meeting that inspired us to become involved.

From there, the Monterey County Health Department came in and guided us through the application process. There were several inspections and some reporting we had to provide; however the process was not too complicated. The Health Department's personnel were truly there to help us through the steps and make sure we met all of the criteria for a successful outcome. From start to finish, it took approximately 9 months, as well as a few dollars, to update interior lighting, but the outcome was well worth the effort.

In short, a Green Business meets a stringent series of guidelines.

These guidelines include: sealing the shop floors with a durable product, dry spill containment measures, reducing energy use, reduc-

ing water consumption, a commitment to use recycled office products, using technology to reduce paper-use (email), recycling paper and cardboard, recycling plastic, recycling metal, and recycling office consumable containers. As I mentioned earlier, none of the procedures listed are difficult to implement, nor are they expensive.

The most important benefits we enjoy are the relationships we have with the Monterey County Health Department, The City of Monterey, The Monterey Peninsula Storm Water Management Task Force and the Monterey Fire Department. And of course, we see some customers who are interested in supporting a Green Business!!

As I mentioned at the beginning of the article, becoming a Green Business...it's the right thing to do. We work in an industry that, for decades, was stereotyped as unclean, grimy and careless. This program demonstrates in a tangible way that we are dedicated to making a difference. Sadly, there are only 2 automotive shops in Monterey County that are Certified Green Business: our shop, Pacific Motor Service and Forest Hill Auto Service, owned and operated by Bob Constant.

I encourage you to consider becoming a Certified Green Business in the city or county you work in, you won't regret it. If you have any questions, please call me at 831.375.9571 or Bob Constant at 831.372.6575. The web site for the Monterey Bay Area Green Business Program is <http://www.monterey-baygreenbusiness.org/> ■

ATI Nose Profits

At ATI, we specialize in making struggling shops successful and taking successful shops to the next level. Our passion is helping the owners of independent auto repair shops reconnect with those once bright dreams that have been worn away by the daily grind of running a business.

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Saturday, October 20 San Diego

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The Fear of Success, Itself

Succeeding at business is never easy and never guaranteed. In fact, the certainties we can count on most in our business are those that we wished we couldn't:

First: The price we pay to reach success will always exceed what we prepared for.

Second: 'The end of the road' will always stretch just a little further just as soon as we arrive.

Third: We'll find ourselves outside our comfort zone so often that its boundaries will become endless.

Fourth: The toughest job delegated is one which requires change somehow in the person assigned to the task

Fifth: The toughest job we undertake is outside of our comfort zone and allows us time to procrastinate

There's no easy part in maintaining a business (we just like some parts better) and even greater difficulty in growing one. None the less, it's all difficult and to fail equals jeopardizing plans for our future. Ultimately, to succeed means conquering the difficult.

Eventual, real success is achieved one day at a time throughout our life. Strengthening the odds to have what we set out to is a 3-step process: 1) planning goals carefully, 2) acting on their tasks passionately and, 3) maintaining a relentless pursuit to reach them. Procrastination is always a strong player in all 3 steps because all 3 are difficult; but, procrastination is the enemy and should be defined as such. The longer we procrastinate, the greater the risk in failing to complete tasks that are penciled into the goals we've set.

Procrastination is the natural assassin of opportunity. If you tend to procrastinate indefinitely with some projects, constantly transferring them to every day's new list, a better idea is to delegate them to others who won't dread them like you do. An alternative idea is to move them onto their own list (the Dreaded Tasks list) for breakdown. Break these projects into smaller tasks that can actually be accomplished. Once broken down, prioritize start dates for each of the projects according to 'least time-intensive project' to 'most time-intensive project'. Truth is, for most of these projects, the energy you burn up in their dread is far more exhausting than what you'll burn up just getting on with getting them done!

One big hurdle to clear trying to move on dreaded tasks is in believing that their completion will reward us like we need - will the sacrifice be worthwhile? A good example is putting off scrutinizing the formulas we use for profiting by. The information revealed in this project is crucial to knowing what you should be profiting compared to what you're actually profiting now. Procrastinating allows time to hope that your figures are not as far from the positive margin as what the formulas may show. The assassination is in learning too late that you've been too far from real profit for so long that the road to recovery will be extremely hard. The fact is, it's always easier talking about our intentions to succeed than enduring the hardship it will take in efforts to make it happen.

Giving your business the attention it needs in areas so crucial to its success means conquering procrastination every day, and that starts with both self-discipline and self-motivation. To understanding why we procrastinate, we must address 6 key fears that fuel our reluctance to act:

The fear of Success, itself:

As difficult as it might be to believe, achieving success



could be reason why we procrastinate. Those closest to us (parents, siblings, friends) can fear the responsibility that success requires in attaining and maintaining it, and plant seeds of doubt in our mind. Because we don't want to disappoint them, we put off the things that would help us progress and can end up living out self-fulfilled prophecies. The fear that we might not deserve success ultimately justifies our lack of follow through.

The fear of Failure (most popular):

Our actions expose us to judgment; when others aren't judging us we're busy judging ourselves. Self-criticism can be the most brutal. Our human nature measures our value by our performance in everything we do, so avoiding some projects, especially the difficult, can be easier to justify by our circumstance than trying to perform them.

Fear of Losing Control:

Procrastination keeps us in control. As we control the system, we control the process and can move along at a pace that suits us. The problem is the damage caused on production. An example might be the owner dragging feet on a strong 'procedures change' needed to increase productivity. Frustrated employees can give up waiting for the change and choose to seek other employment where productivity is greater, and so increases their opportunities, too.

Fearing Lack of Perfection:

Some translate the old cliché, "Anything worth doing is worth doing well" to "If it can't be perfect, why try?" There's no doubt that this mind-set fuels procrastination. Repeat to yourself, "There are no perfect days and today probably won't be the exception." Very little in this life is perfect. No need for you to believe it should start with you today.

Don't let attempting to prove your worth equal striving to do the impossible. The world would be broken in a lot more places without the 'Jacks of all trades, Masters of none'. Perfectionism is over-rated. Your 'to do list' will never shorten up if this is your goal. In fact, you'll need to expect its endless growth.

Fear of Attachment:

"If I accomplish this task, others may depend on me from now on." The cry here is this: "I want no one to depend on me. I want to be invisible, an unattached part of the business. I will procrastinate as needed to prevent the business from having a grip on me."

This fear usually belongs to an employee, not an owner; one who does not want to be indispensable. Procrastination equals putting forth just enough effort to keep from being fired, that with postponing a task long enough, no one will ask them to take on another one like it later.

The fear of Separation:

It's common to need help from others or to be co-dependent, wanting support to feel good about what we are doing. The problem with this dependency is the excuse it gives to procrastinate, feeling we don't have adequate help to do the task right! We can even start laying the groundwork for the outcome early in the process with this one!

Remember, if you truly desire the success that awaits you, stop putting things off and move along. Despite all the causes 'failure by procrastination', failing to act at all will be your greatest true failure. ■

Can Your Shop Do a Duality Job in 4 Seconds?

By Bob Spitz
Management Success!

When Ayrton Senna was still racing Formula 1 for McLaren the pit crew that serviced his cars was truly a marvel to watch. During the Australian Grand Prix Ayrton raced unexpectedly into the pit because it needed new tires. The crew was on the ball and serviced that car in under four seconds.



In the world of professional racing especially at the level of Grand Prix "comebacks" carry a fantastic cost (the race or more). The job has got to be done right the first time and it has to be done efficiently. It's an activity where errors are not tolerated by anyone on the team. It's a tightly organized group with a purpose. They are trained within an inch of their lives by top notch coaches. And the best crews have great leadership.

What's the difference between a pit crew and your shop?

Is it fair to pit your people against a professional race car pit crew?

Someone might argue they are not the same thing. The professional crew has many guys going over the wall to do the service. Yes that's true. But this valuable comparison can be used, piece by piece, to improve your shop.

Let's see what makes a professional pit crew tick.

#1 is their PURPOSE. This is probably the single biggest factor that separates a professional crew from everyone else. Those guys that jump over the wall live a hard life. They're on the road all the time working crazy hours getting paid peanuts. So why do they do it weekend after weekend from February through November? What drives them to do it and keep doing it? The answer is PURPOSE. What is purpose? It is the stuff that real living is made of. It is the reason you and I get out of bed in the morning and do the things we do. Without purpose life would be extremely boring. A shop is boring without a purpose. And bored people don't produce much and when they do finally produce something it's low quality.

#2 is their TEAMWORK. Those pits are a team. And a great shop operates as a team. In order to have a team everyone has to know how to play the game. They have to agree with

the rules of the game. Then they will push (as a unit) along the right path. The employees on a team share common goals with the owner. They know what they have to do and how they fit in to the big picture. It's a nice feeling.

#3 is their ORGANIZATION. In order to get people to work as a team there has got to be a well-guided flow of organization in place. This includes people, paper, cars, parts and cash money. Note: money flows into the hands of a well organized shop owner and out of the hands of a poorly organized one.

#4 is their TRAINING. In order for the team to be efficient and get the job done each person on the team must know what their position is, how to perform the task expected from that position and how to do it effectively and efficiently. This requires training and drilling. One of the first things I like to do when I help an owner to manage their shop is to get them training and drilling their team. When the right things are drilled, wow what a difference! And fast!

#5 is their LEADERSHIP. All good teams have a good leader. So what makes someone a good leader? Here are some of the basics:

- He or she has a clear vision of what they want. They have a goal.
- They have a great attitude toward the business and life.
- They can communicate their vision clearly.
- They can gain agreement from others.
- They know how to handle people.
- They can easily give and enforce orders.

When people see that what they do makes a difference, they get inspired. It's nice for someone to know that what they do is important. And it's great to feel that what they do adds up to something larger than what they could accomplish on their own. A leader lets the team know how valuable they are, because it's true, they are.

So how about McLaren's Ayrton Senna 4 second pit stop? It couldn't have been done without these five:

1. Purpose
2. Teamwork
3. Organization
4. Training
5. Leadership

This is also the heart and soul of managing a shop.

Fortunately you do not have to have been born with these abilities to succeed; they can be learned!

I invite you to visit www.shopmanagementsolutions.com and take the free on-line Executive Business Analysis and get a good picture as to where you stand as the leader of your Team. Wishing you Success!

MANAGEMENT SUCCESS!, is a company that specializes in training and consulting the independent automotive repair shop owner. Bob tours the country as an educational speaker and writes numerous columns and articles for trade publications. Additional articles on management can be read online at www.managementsuccess.com ■

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The Best Kept Car Count Secret: Visit Frequency Control

By Ken Brookings,
Automotive Training Institute

Need more cars? Would some stability in the weekly, monthly or seasonal car count flow make your life a little easier? Most shops have car count issues but few shops solve the problem in the easiest way.

In this industry we talk about winning new customers (acquisition) and we talk about keeping the ones we have (retention). However, one of the most powerful car count control and stabilization tools is often overlooked – and that is Visit Frequency Control (VFC). VFC is simply getting your best customers to bring their car to you more often instead of spreading the work around town.

Each car in the United States averages 2.1 visits to a shop for some kind of work each year. Most of these cars see several types of auto service businesses to fulfill their needs; independent general service, quick services, tire stores, mass merchandisers, dealers and specialists. Test your current Visit Frequency like this:

- Figure out the number of cars in your customer database.
- Divide that number by the number of tickets you write annually (car count).
- The answer is your Visit Frequency.

How does your VF compare to the 2.1 visits per year that cars average? At ATI we have worked closely with thousands of shops and we find that the average Visit Frequency is less than 1 visit per year!

Let's assume that your current car count is 150 cars a month or about 7 cars per day but you feel a better number for you would be 9 cars per day. Plus, you could really benefit from a smoothing out of the flow; seeing more cars in your slow season and a fewer in your crazy times. Bigger yellow pages ad, more coupons, place an ad in the newspaper, cut prices? Nope, there's a better way.

Now let's assume that your current Visit Frequency is .6 visits per year per car in your customer base. Look at what happens if you were to boost your average VF just a tiny bit to .75 visits per year per car. Your car count would increase by

25%, covering the entire lift in car count you wanted! And even more powerfully, if you increased your VF the right way, you would be placing all that increase in precisely the time slots advantageous to you – and with customers who already know and trust you.

Want to fantasize a bit: Imagine the impact if you "re-engineered" your business so that the VF of the very best and favorite half of your customer base hit ATI's practices target of 1.7 visits per year per car. And then you got rid of the bottom third of your customer base; allowing them to find their true destiny of taking used parts to someone else for installation or hanging out at Wal-Mart while a cheap brake job is being done. How much more money would you be making? How much more pleasant would your workplace become?

So how does Visit Frequency Control work?

Back "in the good old days" our business was defined by "unreliable cars breaking reliably." We built and perfected our business model as what is called an "Event Driven Model." That is, we reacted to events (required repairs). Now cars don't break reliably. The average American car had 1.1 breakdowns per year in 1980 and only .18 breakdowns per year now. Shops need to shift toward a "Schedule Driven" model based on caring for the ownership experience of their customers, not just fixing things when they break. In a schedule driven model the shop takes a bigger role in controlling schedule and work mix for its customers. The shop offers service strategies to its customers to achieve each customer's service goals; whether those goals are lowest lifetime operating costs, most safety, reliability or convenience.

A schedule driven model allows the shop to better serve their convenience oriented customers while increasing their Visit Frequency Control. While shifting from an Event Driven Business Model to a truly Schedule Driven Business Model is a big project that must be executed in small steps over time there are some things you can do now to boost, stabilize,

and balance your car count.

1. Schedule the Next Appointment

By scheduling the customer's next appointment at the pick up you will increase your car count, balance the flow of cars, provide a convenience service for your customers and teach them how to relate to you and auto service. Always build in the pre-appointment call (one to two weeks prior) as this will allow you to reschedule some of the appointments to better serve your schedule.

2. Educate Customers about Maintenance

Car owners know what their service objectives are but they don't know how to voice them and they certainly don't know how to connect up various services on your menu board with those objectives. It's our job as their auto service consultants to translate their goals into the right service strategy and recommend the services and service timing that will best achieve those goals. This process will strengthen customer loyalty, increase car count and add maintenance revenue to your average ticket.

3. Educate Customers about the benefits of "single source auto service."

Your customers get their clues about how auto service is supposed to work from the shops they patronize. They have little way to figure out that a primary service facility taking care of virtually all of their auto service needs can offer them powerful benefits. You will be very well served if you develop a program for your core clients that bring you all their work.

These are but a few of the pieces of a larger, but very profitable, puzzle worth solving. If you'd like to learn more please join us for one of our "Beyond Repair" workshops. Please call 866-389-7999 for our schedule and more info. ■

NASTF Marks First Anniversary of Incorporation

Leesburg, Va., August 31, 2007 – As the National Automotive Service Task Force enters its second year as a formal organization, it is a good time to review positive accomplishments as well as look to the future. Although NASTF has existed through the efforts of many hard-working volunteers for many years, last summer marked the beginning of the newly formed 501(c)-6 organization. In addition to continuing its five-year history of facilitating communication between independent repair facilities and Original Equipment Manufacturers upon identification of a gap in availability of information, NASTF is highlighting several accomplishments during the past year:

- Development and release of a new logo, creating a new look and feel for the organization
- Drafting and approval of the documents required to become a formal organization
- Launch of a redesigned website incorporating the new logo, a new color scheme, and other improvements
- Establishment of a Collision Repair Committee to address those issues unique to the collision industry
- Ongoing work on the Secure Data Release Model (SDRM), which will give appropriately qualified and registered technicians and locksmiths a means of accessing key codes and other types of security data and service support systems

"We've come a long way in the past year," said Mary Hutchinson, NASTF Administrator, "but there is still a lot to do. Beta testing for the SDRM with live users is gearing up, and we are in the planning stages of the development of a brand new on-line module for submitting service information requests when information is missing."

"The process of incorporating NASTF brought together many diverse parts of the automotive industry," said Charlie Gorman, NASTF Chairman. "We've secured the funding necessary to get the organization formalized and made significant progress on key issues. Our ongoing challenges include developing a permanent funding model and improving the reporting process for obtaining the necessary service information from the car manufacturers."

Founded in 2000 to address the issue of information availability for the independent aftermarket, NASTF has processed more than 200 separate information requests, with only a few still outstanding. The NASTF Board of Directors is made up of representatives from the independent service dealer, tool and equipment, car manufacturer and car dealer segments, along with industry associations.

NASTF was established in 2000 to identify, communicate and resolve gaps in the availability and accessibility of automotive service information, service training, diagnostic tools, and equipment for the benefit of automotive service professionals and their customers. NASTF was incorporated in 2006. Additional details can be found at www.nastf.org. ■



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Legislative Update

During the recent BAR advisory committee meeting on July 10, BAR Chief Sherry Mehl introduced the BAR staff, including Pat Dorais who has returned to the Bureau as a deputy in smog check. Jim Allen summarized pending state legislation, including AB 616 (Jones) & AB 1483 (Carter). Mr. Allen also summarized pending regulation proposals, including EVAP (which should be approved by 8/1), Visible Smoke Test (draft regulations circulating and hearing set for 8/13 in Sacramento) and Revised Disciplinary Regulations (summarized later in this article).

On the discussion regarding Licensing of Shops and/or technicians, Mehl agreed to create a subcommittee to discuss this issue in more detail; however no date has been set for a workshop.

The BAR Educational Advisory Committee discussed educating staff and noted that a bid has gone out to hire a consultant to conduct such programs. Dick Sullivan and Wayne Ramos discussed station evaluation and repair effectiveness and there was a discussion that the IMRC subcommittee that is dealing with incentives could coordinate efforts to improve industry. So far this year the BAR enforcement folks have received 8,000 consumer complaints.

Wayne Ramos gave a short update on the Auto Body Inspection Program. They are getting about 100 calls per month on the program. The BAR indicates that it is a good program. Sherry Mehl agreed to create an auto body subcommittee based on a suggestion from industry to address unique issues facing the industry and to work with BAR.

During the discussion regarding joint ARB/BAR efforts for cleaner air an update on Next Generation Electronic Transmission (NGET) (which is replacing the MCI system) was provided. BAR will provide timelines on progress. They also updated everyone on BAR 2010 software, which will be owned by BAR and was claimed to be user friendly. Finally a brief update on the State Implementation efforts was given by Chief Mehl and she indicated the Budget for the Clean Air Campaign is \$4 million.

During the public comment period

some Test Only shops were upset that they did not receive notice on the EVAP regulations which also would allow cars to be directed to Gold Shield shops and strongly encouraged BAR to make sure that those companies that were affected by such regulations received proper notification.

ASCCA's lobbyist, Jack Molodanof, recently attend both the industry strategy meeting regarding the Disciplinary Guidelines.

At the industry strategy meeting the group essentially agreed that the auto repair industry would unite and attempt to change/amend the Disciplinary guidelines to make them much more reasonable and reduce the penalties to "fit the crime." A lot of areas were covered, including advocating for less suspension time (down time) and more education and training. It was agreed that the industry would be on the same page.

At the BAR meeting, the industry representative took turns arguing for less down time and more education and training for automotive repair dealers. Sherry Mehl, BAR Chief, facilitated the meeting. The deputy from the Attorney General's office also attended the meeting.

The BAR was receptive to industry suggestions. They agreed to make revisions

to the guidelines, including: revisions to the introductory section to provide more flexibility to the Administrative judges when using the guidelines; Revising the terms and conditions to include more time for shops to reimburse the BAR for costs recovery; tightening up language for probation to apply to BAR laws not all state laws; expanding training and education courses for all repair shops, not just smog check technicians. The BAR also agreed to reduce minimum suspension times for violations; specifically all 30 day minimum suspensions were reduced down to 15 days; 20 day minimum suspensions were reduced down to 10 days; 10 day minimum suspension were reduced down to 5 days; 5 day minimums were reduced down to 1 to 5 days and the lesser violations were reduced down to 0 to 3 days... which could mean just probation with no down time.

Although BAR was pushed for more education and training the compromises reached were positive and a step in the right direction. The BAR has agreed to redraft and forward copies to the workshops attendees and the BAG Committee members for review. Will have to wait and see what the language looks like and then provide further comments. ■

ASCCA Formal Stance on Right to Repair Legislation

Allen Pennebaker,
ASCCA Vice President

As you may know we, ASCCA, sit on the NASTF Board of Directors. I can tell you first hand that the NASTF process is moving forward positively and constructively with the obvious commitment on the part of the representatives of the New Car Manufacturers. As you may also know, ASCCA has been supporting Right to Repair legislation for some time. These positions are not mutually exclusive. Both sides of the R2R debate have disseminated incorrect or incomplete information at one time or another.

ASCCA's official position is that we will continue to actively support R2R legislation, until the New Car Manufacturers have signed the binding agreements that NASTF is currently finalizing. And we will continue to actively work with NASTF on getting those agreements in place and assuring that all repair information is available for our Members.

Keep in mind that NASTF takes no position on the R2R legislation. It is our belief that the likely vehicle for implementation of R2R will be NASTF as currently constituted, but that they will fund it and empower it. ■

Industry Meetings Calendar

The following are meetings ASCCA encourages you to attend, as their outcome directly affects you and your industry. Please note that all meetings are subject to change without notice and you are advised to check on meeting times and locations the day before the event if you plan to attend.

Date	Event	Location	Contact
August 28	Inspection and Maintenance Review Committee	TBD, Sacramento	919.322.8181
September 5-7	2007 AAIA Fall Leadership Days	TBD, Chicago, IL	301.654.6664
September 25	Inspection and Maintenance Review Committee	TBD, Sacramento	919.322.8181
October 5-7	ASCCA 2007 67th Annual Meeting & Elections 3rd Quarter Board of Directors/Committee Meetings	TBD, Bay Area	916.924.9054
October 10	BAR Advisory Group Meeting	TBD, Orange Co	800.810.4272
October 28- Nov 1	AWDA 60th Business & Education Conference	TBD, Las Vegas, NV	301.654.6664
October 30	Inspection and Maintenance Review Committee	TBD, Sacramento	919.322.8181
November 27	Inspection and Maintenance Review Committee	TBD, Sacramento	919.322.8181
December 8-9	ASCCA Team Weekend 4th Quarter Board of Directors/Committee Meetings, Chapter Representatives Committee Meeting, Board and Chapter Reps Orientation	TBA, Sacramento	916.924.9054

Are You PCI Compliant?

If not, your business could be fined today

by **Dennis Carpenter**
Director of Association Relationships

You may not have thousands of customers like large retailer TJX, the parent company to HomeGoods, Marshalls, and T.J. Maxx which is still suffering from the massive computer breach that compromised the identity of thousands of credit and debit card holders. However, you still have the same responsibility to protect consumers, and you are subject to the same relative risk to your business. By failing to safeguard all credit and debit transaction data, you may be fined thousands of dollars for a security breach – along with thousands more to find the source.

As of July 31, 2007, every merchant that processes card payments must follow the 12 requirements of the Payment Card Industry's (PCI) Data Security Standard (DSS). In September 2006, Visa and MasterCard created PCI DSS as a single approach to safeguarding sensitive data for all card brands. It is now also endorsed by American Express and Discover Card.

Although the PCI DSS is a comprehensive standard for security policies, network architecture, and software design, don't be overwhelmed. Compliance does not mean completely changing everything you are doing now. Rather, it should make you more security conscious and prompt you to utilize available resources and contact your service providers.

Here are a few steps to get you started:

1. If you are using a Point-of-Sale (POS) system, contact your supplier to confirm the system is PCI compliant or obtain

the latest updates or revisions to make it compliant.

2. Contact the company that processes your card transactions about PCI compliance, card data transmissions and storage. Your processor should be encrypting all data you store and/or print, purging all transaction history from their systems on an annual basis and alerting you immediately if your credit card records are compromised.
3. Lastly, look at your store environment to see how cardholder data is stored and protected. Records should not be stored in a computer system, and printed receipts need to be protected from unauthorized personnel. A rule of thumb: Do not store data you do not need.

Start asking questions about PCI compliance today. Remember, you are responsible for security. Ignoring these standards can be costly, so make it a priority to better understand how you can protect your customers and your business.

For more information, contact Heartland Payment Systems at 866.976.7207 and visit www.pcisecuritystandards.org.

Dennis Carpenter is director of association relationships at Heartland Payment Systems. Heartland, a NYSE company trading under the symbol HPY, delivers credit/debit/prepaid card processing, payroll and payment solutions to more than 150,000 small and mid-sized businesses nationwide.

Heartland is the founding supporter of The Merchant Bill of Rights, a public advocacy initiative that educates merchants about fair credit and debit card processing practices. For more information, visit: www.heartlandpaymentsystems.com and www.MerchantBillOfRights.com. ■

ASCIS – The Reciprocal Advantage

At ASC Insurance Services, we are responsible to educate the association membership about the insurance marketplace, and assist you with making informed and intelligent decisions regarding your insurance. We also believe that it is your desire to benefit your Association, so we would like to give you some information on how to accomplish this.

We believe there are three important factors that you should consider when you select a broker to represent your business. These factors are:

1. Access to Multiple Insurance Companies
2. Service after the sale
3. Support for your industry

ASCIS is structured like most other brokers. However, we have the advantage of a partnership with Interwest Insurance Services. This gives us the buying power and influence of one of the largest agencies in the country. We have

access to over 300 different sources to secure coverage for your business, while many other agencies have only a small handful.

ASCIS is jointly owned by ASCCA and its membership, including you. Our staff has only one priority day in and day out – the insurance needs of the ASCCA members and our clients. We have a benchmark of excellence, since we are accountable to the Association Board, the Agency Management Committee, and to you.

ASCIS wants to be part of your business as a trusted advisor, and not just another commissioned salesperson. The partnership between ASC and InterWest is designed to promote your industry. We provide direct monetary support for the many programs that your Association provides, such as lobbying to protect the rights of the automotive aftermarket industry. Every dollar that we generate reduces your membership dues. It is a rare opportunity to support

your industry just by purchasing something you need anyway.

We are here to be your representative and advocate, and we have the capability and expertise to get you the best insurance coverages and price available on the market. Call us and ask us about our many available insurance carriers. We'll present you with a quote that is the best price for you, a great deal for your Association, and a wise investment in your industry.

We've heard your voice -- we know you don't believe we can get the lowest price on the street. Examine your own business practices and you may understand that being the cheapest doesn't make you the best. Circumstances may arise when we are unable to beat or match another quote. Many times, however, we do have the best price. Most times, we have the best product. And absolutely every time, we have the best intentions, to give excellent service and advise to the membership of ASCCA. ■



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- 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)

New Member Benefit: Pacific Management Services

Pacific Management Services is a professional consulting firm specializing in helping businesses comply with environmentally toxic and hazardous materials, employee right-to-know, and safety laws/regulations. ASCCA members receive a 25% discount off all their services.

Foundation continued from page 1

program. We look forward to working with the chapters and our new staff to help promote the 2008 program better.

Scholarship Funding

Thank you very much to everyone who donated to the Educational Foundation and/or participated in the Annual Meeting fund raising raffle or the golf tournament in 2006. Between the donations, fund raisers and the interest earned on our investments, we had income of over \$6,000 for 2006. We have not reported on and properly acknowledged the generous contributors since June 2006, with the exception of the golf tournament. The table below lists contributors for the second half of 2006. All of your contributions are most appreciated. The 2007 contributors will be acknowledged in the next issue of this newsletter.

Some of you requested that your donations be applied to a specific scholarship, although most donated to the general fund. The trustees recently held a conference call to vote on how to allocate the general funds. During this conference call, details of a not-yet documented Scholarship Funding Policy were discussed and the ideas presented are being written into a policy as I write this article. The basic details of the policy are:

Any Scholarship must collect a minimum of \$10,000 to be implemented, and will garner a \$500 award to the winning student.

Each time an implemented Scholarship acquires \$2,000 more in funding, \$100 will be added to the amount awarded to the winning student.

In most circumstances, any donations to the General Fund will be distributed evenly amongst all of the Scholarships, both implemented and in-progress.

The student with the highest score will receive the Scholarship with the largest award.



Dan Biggs, ASCCA Past President Daniel Lehmkuhl, Past President's Scholarship Winner Bob Klingenberg, ASCCA 2007 President



Bob Klingenberg, ASCCA 2007 President Daniel Lehmkuhl, Past President's Scholarship Winner Jeff Lehmkuhl, San Luis Obispo High School Auto Tech Instructor Daniel's Mother Allen Pennebaker, ASCCA 1st Vice-President



Thomas Rosdahl, Julius Rosicka, Gene Walinski, former State and Local President, Tom Fortune

Foundation continued on next page

Scholarship	Year Implemented	Donated/Allocated thru 2006	Award
Jim Hunt Memorial	2000	*\$21,300	\$1,000
Jack Heyler Memorial	2000	\$13,000	\$600
Doonald Dirks Memorial	2000	\$13,000	\$600
Jim & Maxine Jones	2000	\$13,475	\$600
Past Presidents	2000	\$13,000	\$600
Bill Schoneman Memorial	In-progress	\$7,000	NA
Sheldon Miller Memorial	In-progress	\$1,975	NA



Raleigh Ross, Shasta College Automotive Instructor Greg Compomizzo, Donald Dirks Memorial Scholarship Winner Tim White, President ASCCA Chapter 99.

Foundation continued on next page

The last time the Trustees voted to allocate funds was June 2005. In our recent conference call, we unanimously voted to allocate \$1,000 to each of the seven Scholarships currently being tracked. This was based on the donations received between July 2005 and December 2006. Please refer to the table below to see the status of each Scholarship.

**past reports indicated that some donations were being collected to implement a 2nd Scholarship in Jim Hunt's name. Research indicates these were intended to be added to the original Scholarship.*

At the February Team Weekend, a member suggested that our current award of \$600 seems low and he wished it could be more. So do I. The award amount is based on the interest earned on the amount donated/allocated to each Scholarship. Consider this: If every member added a mere \$10 donation to their quarterly dues when paid, the Foundation would receive over \$40,000 in donations per year at our current membership level. And that would make the fund raisers the icing on the cake. Please consider this when you make your next dues payment. Your contributions could help fund the education of your next Master Technician.

Thanks for all your support, and have a GREAT day! ■

Welcome New Members

A and E Automotive-Ron Havens	Chapter 5
Parts World-Sandra Tooley	Chapter 5
C & D Auto Care-Dara Bakhshandeh	Chapter 24
Circle City Brake & Alignment-David Zepeda	Chapter 14
Nicson Automotive, Inc.-Tony Ferraro	Chapter 48
Marlen Motors-Oscar "Oz" Marlen	Chapter 5

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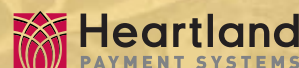
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ASCCA State Candidate Forum

As part of their application for consideration as a candidate for the ASCCA Board of Directors each prospective board member is asked to complete a questionnaire. Answers to questions related to business, personal information and ASCCA activities are listed, as well as answers to five additional questions at the end. Each answer has been reproduced as submitted and has not been edited for content.

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

Business Information: I purchased Fisk Automotive in January 2000. We have a 2500 square foot shop with 4 techs and a full time service writer. We have been an ASE Blue Seal shop since 2002. Centrally located in the city of Fullerton, Fisk Automotive has been serving the area since 1973.

Personal Information: I have been in the automotive business since 1972. I currently hold a number of ASE certifications including Master, L1, Alternate Fuels, and Service writer. My wife Cyndy and I have recently celebrated our second anniversary. Our home is in the city of Chino. Activities of interest include golfing, hunting and camping. I have been in a business networking group for 4 years helping others grow their businesses.

I have been involved at a grass roots level to raise funds for the Susan Komen Foundation. Our effort over the past 4 years has risen close to \$60k for awareness, research and a cure for breast cancer.

ASCCA Activities: I was brought into ASCCA by my mentor, Ira Newman. I have served in almost all positions of the Chapter including President and Chapter Representative. I currently am Chapter Rep for Chapter 48. I am finishing my second year as a State director. I currently sit on and Chair the membership committee.

Personal Qualities: I attend all team weekends and actively participate in Board meetings and Executive teleconferences. My family and business come before the association, but I give as much time as possible to the industry. I would like to continue to move the Membership Committee forward since membership is the most critical issue next to govern-

ment representation.

Areas of Expertise: After 1½ years of involvement at the State level, I now have a much better and more global view of the needs of our association and industry. Having “hands on” experience plus the opportunity of work with some of the best leaders of our field has been invaluable. Working with others to achieve our goals is my best asset.

Area of Association Governance: Being part of the successful management change was very fulfilling. Working with other directors to bring the services and representation our members need will be my priority. I believe that membership will continue to grow with the new benefits and the need to create a strong voice for our industry.

ASCCA in 5 years: This is a critical time for the association. We have been struggling declining numbers in membership, along with participation by members at the local chapter level. One person cannot change our direction, but efforts by all will make the difference. The association will also have to continue working with other groups to help our industry survive over the next few years and beyond.

Automotive Repair Industry in Five Years: I see major changes coming down the road for our industry. Technological and environmental changes will force us to adapt and learn new ways of repairing cars. The “old way” of repairing cars and staying in business will be gone. The good news is we will always be a mobile society. People will demand that they have a way of moving around the country. That will give us new opportunities for the future.

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

Business Information: Stuart Terry Auto Repair is a general repair shop. We repair foreign and domestic we have been in business for 32 years, 21 at this location. We are a Napa Auto Care Center.

Personal Information: I have been involved in the automotive industry for over 30 years. As I grew from repairing skates (steel wheels), flexies, bicycles (found out what metric nuts were real fast), lawn mowers (gas and electric) my dad taught me how to wash oil soaked brake shoes,

hammer pencils into leaking freeze plugs and wrap string on a striped oil drain plugs to keep it from falling out. With five sisters I stayed quite busy keeping all the cars running in the family, and learning as I went. In high school I attended auto shop and learned the proper way to repair cars, although I found out later that was not proper either. I joined the National Guard, with draft notice in hand and was able to get a truck maintenance school and a Combat Tank maintenance school. I learned what industry standards meant, continued reading motor manuals and in 1975 opened my auto repair shop. I retired from the National Guard in 1996, 25 years, as a Master Sergeant, I was the Battalion Motor Sergeant in charge of 35 technicians. I like to fish in Baja, my largest catch was a 105 lb black sea bass on 40 lb line. I like to camp and watch off-road races, I have raced in the past. I belong to, and am a board member of, a networking group that meets weekly.

ASCCA Activities: I have been a member of Chapter 24 – San Diego for over 10 years, and a board member for most of that time. I have held the position of President and Vice-President a few times. Currently, I am the Chapter Representative and work on almost every committee we have. A short time ago someone asked what we had accomplished in the last year, and this is the list we came up with: 1. We held our 25th annual “Skills Day” for our local high school auto repair students, \$12,000.00 in donations, 80 plus students attended. 2. We financially and physically sponsored cars at our local soap box derby, assisted in the event and one member even flew back to Akron, Ohio for the nationals with the San Diego winners. 3. We donated to the “Breast Cancer” walk and our newsletter lay out person walked the event all three days. 4. We donated to the “Boys and Girls Club” and assisted in helping the kids on a local half day fishing trip. 5. We donated to one of our local high schools for a “Fire Victims Fund” to help some of the family’s who lost homes due to our recent “Wild Fire.” 6. We held an A/C retro-fit clinic for our chapter and non-members. 7. We held a mini-diagnostic trade show for regular and associate members. 8. We brought Marty

Forum continued on page 17



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135-520	\$.62	\$.60	.58	.56
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Forum continued from page 14

Keller to town, as speaker at a regular dinner meeting, to help keep us informed. 9. We had an outstanding Membership Drive with Walt's help. 10. We purchased a pallet of "Target Training" manuals at a low price for our members. 11. We have a "Power Ball" at our regular dinner meetings to insight attendance. 12. We support the "Green Business Program" locally. 13. One of our members won the "Small Business of The Year" award given by a state senator in Sacramento. 14. We have an outstanding website with a members and visitors section. 15. We produce a monthly newsletter (160 sent throughout the state) that is also available at our website. 16. We are financially stable. 17. We provided a catalytic converter seminar, by Kevin S. McCartney, for members and other chapter's members. 18. We have met with numerous legislators to support the automotive industry. 19. We hosted the most recent state convention, and hospitality suite, with a full bar and bar tender. 20. We held a cooling system seminar, by Kevin S. McCartney. 21. We are having an oil seminar, by Kevin S.

McCartney next month. 22. We had our Christmas party/dinner/interactive mystery game at Dave and Busters, (an adult chucky cheese). 23. We have a member who has won the AAA Quality Service Award, six years in a row; two shops three years in a row and four of our shops have won this award for this year.

Personal Qualities: I am a leader, when I am led I am a follower, I can work with almost anyone, I like to listen and I like to talk. I like to be part of solving a problem, or making something better. Do not criticize someone until you have walked a mile in his/hers shoes.

Areas of Expertise: As a Chapter Board member for such a long time, I have dealt with consumer complaints, member complaints, financial issues, board member issues and a host of other items that are ongoing. I am also the newsletter editor which gives me another perspective. As a Chapter Representative, and attending many Team Weekends and Annual Meetings, I have a good idea what needs to be done and why, I feel I can use this experience to help better our cause.

Areas of Association Governance: Membership Growth is by far the most impor-

tant area of concern; with out members we do not exist. Membership benefits is an on-going job, if you take the time and calculate your savings like I did, ASCCA does not cost – it pays. Government Relations is also on-going, we can not let up or we will loose our foot hold. Public awareness will come with time. When we have several thousand members, enjoying money saving benefits, keeping legislation pro small business and pro auto repair, the public will be aware.

ASCCA in Five Years: With the momentum and ideas I have witnessed in the last few months, I see ASCCA the leading association in five years, legislators will be asking us for advice.

Automotive Repair Industry in Five Years: We are still in an uphill battle to stay competitive in this industry; we must continue to attend classes and seminars, mechanical and business. As an association, we need to speak with one strong voice to be heard and respected. We need to keep close ties with legislators so they know we are in it for the long haul. We need to continue what we are doing now, and in five years, and in ten, and in twenty. We are in control of our destiny. ■



One Capitol Mall, Ste 320, Sacramento, CA 95814
Phone: (800) 810-4272 Fax: (916) 444-7462 Email: info@ascca.com

**Annual Election Ballot for ASCCA Board of Directors—October 2007
Two (2) Year Term Commencing January 1, 2008**

This is a SAMPLE BALLOT for informational and preparation purposes ONLY. Official ballots will be distributed at the Annual Meeting being held October 5-7, 2007 in Burlingame.

Voting Instructions for Chapters: Your chapter delegate will vote on your behalf. The number of votes each delegate is entitled to cast is determined by multiplying the number of Regular Members in your chapter by the number of open seats on the board. (For example, if your chapter has 50 Regular Members in good standing and there are six open seats you will have 300 total votes). You may cast a total of 300 votes, but no more than 50 for any one candidate.

Voting Instructions for State Only Members: You may cast a total of six votes, but no more than 1 for any one candidate.

This is a (please select one):

____ Chapter Ballot: No. of Chapter Regular Members: _____ x 6 open seats = _____ Total Votes
Chapter Number/Name: _____

____ State Only Member Ballot: No. of Votes: 1 x 6 open seats = 6 Total Votes
State Only Member Name: _____

**Candidates for 2008-09 ASCCA Board of Directors,
In Alphabetical Order**

____ Jack Crawley
____ Stuart Terry
____ Nomination from the Floor: _____
____ Nomination from the Floor: _____
____ Nomination from the Floor: _____

Voting Member Name: _____ Company Name: _____

Voting Member Signature: _____

INSTRUCTIONS FOR PROXY VOTING ARE ON THE BACK OF THIS BALLOT

ASCCA. Your Partner. Your Resource. Your Voice.

Proxy Voting Instructions

Proxy (or substitute) voting is allowed, although all voting must be done in person at the annual election, and the substitute must also be a voting member of the association.

State Only Members: If a State Only Member cannot be at the annual election, they may send a substitute or designate a chapter representative to vote for them, provided they notify the Executive Director, in writing, by mail or by fax, no less than fifteen days prior to the annual election. This notification shall include: Their name, business name, business address, name of substitute, substitute's business name and address; such that the election committee may validate that the voter and the substitute are voting members.

Chapters: If a chapter's Representative cannot be at the annual election, the chapter may assign a substitute or another Chapter Representative to cast the chapter's votes. To assign a substitute or another Chapter Representative to cast their votes the chapter must notify the Executive Director, in writing, by mail or by fax, no less than fifteen days prior to the annual election. This notification shall include: Chapter name and number, chapter president's name, and the substitute's name, such that the election committee may validate that the substitute is a voting member. This substitute must complete separate ballots for their chapter and the chapter they are substituting for during the election. Any substitute who represents another chapter may only substitute for no more than one chapter.

Other Information Of Note

Election Committee:

An Election Committee comprised of four (4) members and appropriate staff will oversee the counting of ballots. The Election Committee shall be comprised of the following: The Immediate Past President of ASC-CA who shall serve as the Chair; A Board member appointed by the President who shall not be a candidate in the election; and, two (2) volunteers from the Chapter Representatives Committee. Should the Immediate Past President not be available or be unwilling to serve on the Election Committee, the ASC-CA President shall appoint the remaining member of the Election Committee who shall also serve as Chair.

The election committee must have the latest member roster available to validate all ballots are by eligible voting members.

Tie Votes:

In the event of a tie vote for the final position(s) on the Board of Directors, there will be a ten- (10) minute recess and a second vote will take place. If a second vote is necessary, the number of votes a delegate shall be entitled to cast shall be determined again by multiplying the number of Regular Members represented by the delegate times the new number of open seats on the Board (normally 1).

Election by Acclamation:

In elections where the number of candidates is less than or equal to the number of seats up for election, the presiding officer at the Meeting shall state the following:

"By way of application and nomination, we have [#] of candidates for [#] of seats up for election on the Board. We know of no other declared candidates. The chair will accept a motion to elect the candidates by acclamation."

Sample Ballot

ASCCA Chapter Network

The Automotive Service Councils of California is made up of 34 local chapters for members to join and become actively involved. Check them out!

- ♦ **Bakersfield (58)** - Meetings held 4th Thurs., 6:30 PM, Call Bob Klingenberg (661) 631-5765.
- ♦ **Central Coast (52)** - Meetings held 3rd Wed., 6:30 PM, Call Fernando Garibay (831) 758-8277.
- ♦ **Coachella Valley (30)** - Meetings held 2nd Tues., 6:30 PM, Call Fred Devine (760) 343-1226.
- ♦ **East Bay (16)** - Meetings held 2nd Tues., 6:30 PM, Call Steve Small (510) 427-4345.
- ♦ **Foothill (5)** - Meetings held 1st Tues., 6:30 PM, Call Jo Ann Fischer (800) 564-1272.
- ♦ **Fresno (25)** - Meetings held 2nd Thurs., 7:00 PM, Call Ray Rasmussen (209) 259-0854.
- ♦ **Gold Country (36)** - Meetings—Varies, Call Robert Brocke (530) 477-5712.
- ♦ **Hemet (32)** - Meetings held 2nd Tues., 6:30 PM, Call Phil Fournier (909) 927-2101.
- ♦ **Inland Empire (14)** - Meetings held 3rd Tues., 7:00 PM, Call Glenn Davis (909) 946-2282.
- ♦ **Long Beach (18)** - Meetings held 3rd Tues., 7:00 PM, Call Sam Baayoun (562) 433-5523.
- ♦ **Merced (33)** - Meetings held 3rd Tues., 6:45 PM, Call Rhonda Amezcua (209) 383-6981.
- ♦ **Mid-Cities (1)** - Meetings—Varies, Call Russ Okimoto (562) 926-7317.
- ♦ **Mt. Diablo (20)** - Meetings held 3rd Thurs., 7:00 PM, Call Celine Haugen (707) 251-9838.
- ♦ **Napa/Solano (9)** - Meetings held 2nd Tues., 7:00 PM, Call Angela Larson (707) 644-5566.
- ♦ **No. Orange Co. (48)** - Meetings held 3rd Wed., Call Jo Ann Fischer (714) 773-0949.
- ♦ **Orange Coast (50)** - Meetings held 2nd Thurs., 7:00 PM, Call Rita Thomas (949) 855-0590.
- ♦ **Orange County (49)** - Meetings held 3rd Thurs., 7:00 PM, Call Ken Hamilton (714) 535-4100.
- ♦ **Peninsula (23)** - Meetings held last Tues. of every other month, 7:00 PM, Call Angie Roberts (408) 266-9658.
- ♦ **Redding (99)** - Meetings held last Wed., 7:00 PM, Call Tim White (530) 246-9277.
- ♦ **Sacramento (34)** - Meetings held 4th Tues., 7:00 PM, Call Carol Bartels (916) 332-1883.
- ♦ **San Diego (24)** - Meetings held 3rd Tues., 7:30 PM, Call Stuart Terry (619) 287-4215.
- ♦ **San Fernando Valley (11)** - Meetings held 3rd Tues., 6:30 PM, Call Marilyn Schanley (818) 768-3656.
- ♦ **San Francisco (21)** - Meetings held last Wed., 6:30 PM, Call Paul Grech (415) 474-7323.
- ♦ **San Joaquin Valley (6)** - Meetings held 2nd Thurs., 6:30 PM, Call Andy Pollino (209) 472-9866.
- ♦ **San Jose (42)** - Meetings held 2nd Wed., 7:00 PM, Call Angie Roberts (408) 266-9658.
- ♦ **San Luis Obispo (17)** - Meetings held 3rd Wed., 7:00 PM, Call Smitty Price (805) 5444-1776.
- ♦ **Santa Clarita (3)** - Meetings—Varies, Call Kevin Browning (661) 251-6736.
- ♦ **Santa Cruz (15)** - Meetings held 3rd Tues., 7:00 PM, Call Viva Valle (831) 539-1595.
- ♦ **Santa Rosa (28)** - Meetings held last Tues., 7:00 PM, Call Ann Nolen (707) 576-1855.
- ♦ **South Bay (1940)** - Meetings held quarterly, 6:30 PM, Call Peter Alper (310) 328-1981.
- ♦ **So. Los Angeles (10)** - Meetings held 2nd Tues., 7:00 PM, Call Les Morris (323) 750-0511.
- ♦ **Tulare/Visalia (26)** - Meetings held 4th Thurs., 7:00 PM, Call Jaimmie Hammond (559) 688-4713.
- ♦ **Ventura County (2)** - Meetings held 2nd Tues., 6:30 PM, Call Kathy Riggs (805) 983-8100.
- ♦ **West Los Angeles (12)** - Meetings—Varies, Call Dee Cherko (310) 837-0446. ■

Industry and Endorsed Vendors Contact List

BAR, Chief	(916)255-4565	Sherry Mehl
BAR, Industry Ombudsman	(916)255-2893	Rick Fong
California Chamber of Commerce	(916) 444-6670	Headquarters
CARB	(800) 242-4450	General Number
EPA	(202) 272-0167	Headquarters
ESI	805-526-3039	Maylan Newton
ATI	866-389-7999	Linda Casey
ASC Insurance Services	916-679-2951	Chuck Coppage
ALLDATA	916-684-5200 x3008	Mauricia Lopez
CA Preferred Credit Union	415-546-3980 x2005	David Waterman
CustomerLink	916-781-4344 x107	Jill Stenson
Heartland Payment Systems	316-425-2537	Dennis Carpenter
Jacobs and Gregory	951-781-9091	David Jacobs
Kevin Landy	(800)-998-7498 ext: 2582	Andrew Bearese
Mitchell1	858-386-9176	Chris Hurst
NOVA	800-725-1243 x8519	Barbara Martin
PayChex	559-432-1100 x3505	Joeseeph Blinn
ConocoPhillips - Kendall Oil	310-376-0179	Bill Curry
Automated Marketing Group	303-703-8000	John Bamford
A New Direction For Us, Inc.	909-574-2866	Pam Stevens
Office Depot	408-623-8534	Dale Gluck
Pacific Management Services	559.251.4060	L. Dean Lowe





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