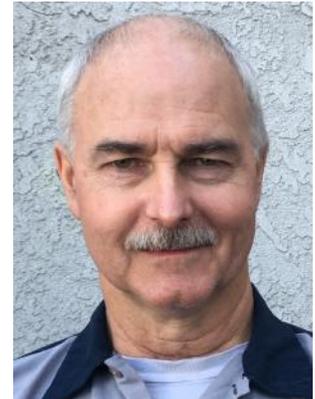




ASCCA

Foothill Chapter 5

February 2019



President's Message:

GREETINGS!

First I would like to thank Darin Gilbert for 6 years as president and congratulate him for accepting a position on the ASCCA State Board of Directors.

For those who don't know me, I'm Kirk Haslam of Advance Muffler & Auto Service in Pasadena, and am honored to be this year's new Chapter 5 President.

We have a great board, and hope to do great things this year. Repair Pal is sponsoring our February meeting. In May, we'll have a "Shop Night" at Hanson's Distributing. Later in the year we have BAR Chief, Pat Dorais, and ASCCA attorney, Jack Molodanof coming. Other great meetings will be sandwiched in throughout the year.

Mark your calendars for Saturday March 23rd. Scott Brown of Diagnostic Network will be putting on a seminar for us. He'll be demonstrating to us how to bring our shops into the digital age. Leveraging our computers, cell phones, tablets, and more, to help increase sales and improve the customer experience. You do not want to miss this. It is open to everyone in your shop, service writers, and technicians too. Details are on page 3.

I hope to see you on Tuesday at Mijares!

President, ASCCA Chapter 5
Kirk Haslam
Advance Muffler
1234 E. Walnut St.
Pasadena CA 91106

UPCOMING MEETINGS & EVENTS

Feb 5 - RepairPal at Mijares

Mar 5 - TBD at Mijares

Mar 23 - Scott Brown Seminar in Monrovia

Apr 2 - TBD at Mijares

May 7 - Shop Night at Hanson's Distributing

Jun 4 - BAR Chief Pat Dorais at Mijares

Jul 2 - Open Forum at Mijares

Aug 6 - TBD at Mijares

Sep 3 - Jack Molodanof at Mijares

Oct 1 - Oktoberfest at Montrose Bowl

Nov 5 - TBD at Mijares

Dec 7 - Chapter Holiday Party

We began the year with an “Open Forum” moderated by Gene Morrill, with Jack Scrafield and Paul Brow starting off the discussions. Many members contributed from their hard-earned experience, helping everyone learn.



Shop Drawing

Dorman Products was drawn in the Shop Drawing, but was not present to win the \$260 prize.

In February, the prize increases to \$280. Remember, you must be present to win!

Digital Tools for Auto Pros

March 23 in Monrovia



Scott Brown

Seminar Description: The goal of this session is to help you become a better problem solver and communicator. Today's digital devices possess features that enable you to enhance and clarify the story like never before. Scott will take you on a tour and demonstrate many of tools and techniques he and other industry service professionals use to achieve success inside and outside the service bay.

Scott Brown Biography: Scott Brown's automotive career began after graduating from Arizona Automotive Technical Institute in 1983. With a strong focus on engine performance and analysis of onboard computerized engine controls, Scott began collaborating with other industry professionals online in the early 90's. In 1992, he helped organize the first online technical automotive waveform database on CompuServe. He later began a dial-up automotive-themed bulletin board service [pre-Internet] for fellow automotive service industry professionals, The Garage BBS. In 1993, he became the owner of Connie & Dick's Service Center Inc., located in Southern California. Today, Scott and his wife Cindy continue to operate the business with seven employees.

In 1995, he joined in to help build, launch and support the International Automotive Technicians Network, (iATN) where he retired as company president in February 2018. Scott is an ASE Certified Master Automobile Technician, SAE member, a NASTF Director and is a member of a number of other industry groups and associations. He and his wife have two adult daughters.

Scott is now focusing his efforts on Diagnosticians and service industry professionals in the automotive, collision and HD service markets through Diagnostic Network (diag.net), an online community service which was launched in June 2018. The Diagnostic Network Community mission is to connect professional technicians to enable successful repair of complex vehicles through peer discussion, partner collaboration, and education.

Seminar Date & Time: March 23, 9:00 am - 2:00 pm

Seminar Location: Courtyard by Marriott
700 W. Huntington Dr., Monrovia CA 91016

Seminar Costs: (must be paid in advance)

ASCCA Chapter 5 Members: \$50 (full amount will be rebated after attending the seminar)

ASCCA Members of other Chapters: \$50

Non-ASCCA Members: \$100 (Full amount will be applied to dues if you join ASCCA Chapter 5 at the seminar.)

Contact Joseph at asca.05@gmail.com to register

Top 10 Laws and Regulations for 2019

(Submitted by Kirk Haslam)

Every year comes with new laws and regulations that affect employers.

It pays to stay on top of all the new requirements, so we are here to help you understand those that are most likely to affect your business. The following are some of the top laws, regulations and trends that you need to know about going into 2019.

1. Sexual harassment training

Since 2005, California law has required employers having 50 or more employees to provide at least two hours of sexual harassment training to supervisors every two years. SB 1343 changes this by requiring employers with five or more employees to provide non-supervisory employees with at least one hour by Jan. 1, 2020.

In addition, this training must be held every two years. Employers with five or more workers must provide (or continue to provide) two hours of the biennial supervisory training, as well.

2. Data privacy

Companies that collect data on their customers online should start gearing up in 2019 for the Jan. 1, 2020 implementation of the California Consumer Privacy Act of 2018, which is the state's version of the European Union's General Data Protection Regulation.

The law gives consumers the following rights in relation to their personal information:

- The right to know, through a general privacy policy and with more specifics available upon request, what personal information a business has collected about them, where it was sourced from, what it is being used for, whether it is being disclosed or sold, and to whom it is being disclosed or sold;
- The right to "opt out" of allowing a business to sell their personal information to third parties;
- The right to have a business delete their personal information; and
- Not be discriminated against by opting out.

The law applies to businesses that:

- Have annual gross revenues in excess of \$25 million,
- Annually buy, receive for their own commercial purposes, or sell or share for commercial purposes, the personal information of 50,000 or more consumers, households or devices, and/or derive 50% or more of their annual revenues from selling consumers' personal information.

3. Independent contractors

While this legal development happened in 2018, now is a good time to go over it. In May, the California Supreme Court handed down a decision that rewrites the state's independent contractor law.

In its decision in *Dynamex Operations West, Inc. vs. Superior Court*, the court rejected a test that's been used for more than a decade in favor of a more rigid three-factor approach, often called the "ABC" test. Employers now must be able to answer 'yes' to all three parts of the ABC test if they want to classify workers as independent contractors:

- The worker is free from the control and direction of the hirer in relation to the performance of the work, both under the contract and in fact;
- The worker performs work that is outside the usual course of the hirer's business; and
- The worker is customarily engaged in an independently established trade, occupation, or business of the same nature as the work performed for the hirer.

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The second prong of the ABC test is the sentence that really changes the game. Now, if you hire a worker to do anything that is central to your business's offerings, you must classify them as an employee.

4. Electronic submission of Form 300A

In November 2018, Cal/OSHA issued an emergency regulation that requires California employers with more than 250 workers to submit Form 300A data covering calendar year 2017 by Dec. 31, 2018. The new regulation was designed to put California's regulations in line with those of Federal OSHA.

Starting in 2019, affected employers will be required to submit their Form 300A data by March 2. For instance, the 2018 summary would have to be submitted before March 2, 2019. The law applies to:

- All employers with 250 or more employees, and
- Employers with 20 to 249 employees in specified high-risk industries, including Agriculture, Construction, Manufacturing and others.*

* See Appendix H of CCR T8 14300.41¹ for a complete list of high-risk industries.

Exemptions: Not all employers are required to electronically submit Form 300A data – Employers classified in "low-risk" industries listed in Appendix A CCR T8 14300.2² are not required to post or submit 300A data electronically.

¹https://www.dir.ca.gov/T8/14300_48_AppendixH.html

²https://www.dir.ca.gov/T8/14300_2.html

5. Harassment non-disclosure

This law, which takes effect Jan. 1, 2019, bars California employers from entering into settlement agreements that prevent the disclosure of information regarding:

- Acts of sexual assault;
- Acts of sexual harassment;
- Acts of workplace sexual harassment;
- Acts of workplace sex discrimination;
- The failure to prevent acts of workplace sexual harassment or sex discrimination; and
- Retaliation against a person for reporting sexual harassment or sex discrimination

The big issue employers will need to watch out for, according to experts, is that the new law could actually keep the employer and employee from reaching resolutions for disputes.

6. New tiered minimum wage

On Jan. 1, 2019, the state minimum wage will increase, depending on employer size, to:

- \$11 per hour for employers with 25 or fewer workers.
- \$12 an hour for employers with 26 or more workers.

Local municipalities may have their own minimum wage rules, so always check to make sure you don't live in a city or county that has a higher minimum wage.

7. Accommodating lactating mothers

A new law brings California statute into conformity with federal law that requires employers to provide a location other than a bathroom for a lactating mother to express milk.

8. New bar for harassment liability

A California Appeals Court ruling in 2018 set a new standard for what constitutes harassment in the workplace in a case that concerned a correctional officer at a prison who was mocked about his speech impediment on numerous occasions by co-workers.

The significance of the case for employers is that even teasing and sporadic verbal harassment can be enough to create a hostile work environment and, hence, liability.

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To reduce the chances of liability, employers should have an anti-harassment policy in writing that their staff should know and understand. Include training and make sure there are steps for reporting harassment, a mechanism for investigating it, and that the ramifications for harassers are clear.

9. Overtime laws

The U.S. Department of Labor plans to propose new regulations governing overtime exemptions from the Fair Labor Standards Act in March 2019.

The DOL is aiming to update FLSA regulations that set a salary threshold below which employees must be paid overtime. Today, it remains at \$23,660, after the Obama administration unsuccessfully attempted to raise it to \$47,476. President Trump's DOL is expected to propose a threshold somewhere between \$32,000 and \$35,000.

Also, as of January 1st agricultural employees will now receive time and a half pay after 9.5 hours per day or 55 hours per week, down from the old threshold of 10 hours per day or 60 hours per week. For now this change only applies to agricultural employers with 25 or more employees, with the change being phased-in for smaller employers until 2022.

10. Indoor heat illness regulations

The plan was for proposed indoor heat illness regulations to be issued before Jan. 1, 2019 for implementation before summer, but the Division of Occupational Safety and Health has said it can't meet that deadline.

Look for proposed regulations in the first quarter with possible implementation by the summer.

So far, here's what's in the draft rules:

The standard would apply to all indoor work areas where the temperature equals or exceeds 82 degrees. Employers that would be subject to all of the standard's provisions include those who have workplaces where:

- The temperature is at least 92 degrees,
- The heat index is at least 90 degrees,
- Employees wear clothing that restricts heat removal, or
- Employees work in high-radiant-heat work areas.

It would require employers subject to the rules to provide cool-down areas at all times, and they would be required to encourage and allow employees to take preventative cool-down rests when they feel the need to protect themselves from overheating.

They must also implement control measures that could include engineering controls, isolating employees from heat, using air conditioning, cooling fans, cooling-mist fans, and natural ventilation when the outdoor temperature is lower than inside.

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Converting Price Shoppers: Using A Different Approach Can Win Them Over

SHOPOWNER

Victor Broski, Author

(Ed. Note: here's a slightly different way to respond to a "price" shopper who's really a "shop" shopper)

How would you like it if you got select calls from people who needed car repair now?

Coincidentally, you pretty much have that now, but you call them "price shoppers." And, you all but hang up on them because of what you read and hear from consultants and seminars. This type of thinking is for the old days, when people had only the Yellow Pages and picked shops to call because of the ads. Today, before a customer calls, they've checked out your website and online reviews. They are half sold on you already. You ruin the sale with your no-quote, "bring it in" attitude. Then, when they don't make an appointment, you make it their fault and say, "Another price shopper."

The phone book days are gone – it's time for our industry to catch up.

As a service advisor, I look at that call as my time to shine. It's my opportunity to "earn my keep" and to gain a new customer. I look at it as a treasured phone call from someone with a current car problem, who's looking for a (new) shop to fix it. They are going to pick a shop. I want to be their car guy, unless they truly are a price shopper, which will become apparent rather quickly.

So what is this treasured call, really? They are searching for a brand new shop or disappointed with their current one. They have a car problem and don't like what they are hearing from their current shop, or the neighborhood car guy who diagnosed it. They are in a predicament. They are shopping the only way they know how: by price. They probably won't go to the cheapest or most expensive, which hopefully makes your shop a good option. They are feeling you out; help them choose you. They need their car fixed. Help them!

Converting the "Price Shopper"

It's time to build rapport. Listen to their whole problem. Take your time with them and get their history. Learn about them and their family. Offer suggestions and advice. Be part of the solution. It doesn't necessarily need to be in that order — however it comes out naturally.

Remember to promote yourself and your shop. Share how many years it's been in business, combined years of expertise, training certifications, cleanliness, equipment, amenities, rides, etc. There is no right time to share this information, but the sooner the better. This may not be a quick call, but it seems a fair trade for a new customer.

Ask questions, including personal questions. You're starting a relationship with someone who has no idea who you are, except maybe only by what your reviews say. I recall chatting with one guy about his recent move to California (hence the need for a shop), his work, his kids, kids sports, and then he said, "When can I bring my car in?" I never even got to promoting us! It was all about the relationship.

Now, it's time to quote. Yes, give them a quote. Why? If they call five shops and three quote a price, they are not going to the other two. They have no idea of the cost. All they remember from you is saying, "Bring it in." Meaning, you want them to schedule two hours out of their day, or arrange a ride to and from your shop, just to get a quote? A water pump is a water pump. If it's something else, they can't hold you to it: you didn't diagnose it, you quoted it. You want this potential customer to drop off their car, arrange a ride, and you won't risk a simple quote?

As you're working up that quote, it's a great time to ask how they found you, why is it that they need a new shop and learn more about their problem. They want to hear that you know something about their car, their

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problem and some possible solutions.

Side note: If you quote book labor and list price for parts, they will probably go to a lower-priced shop. Someone else will get this NEW customer unless you sell him or her on your expertise, skill, experience, charm and charisma, etc. A lot of times it's YOU they are buying.

If you still don't want to do an exact quote, or if they press you for a quick quote because they don't want to hear you promote your shop, you could easily say, "I'm not the most expensive and not the cheapest. I'm in the middle." That is what most people are looking for anyway. Then, suggest that they don't go to the cheapest. There's a reason they are the cheapest.

If I find that we are not a good match for the customer's problem, I still offer as much auto advice as I can. I tell them I'm here to help. That's why we have good reviews. I even have a nice review from a price shopper who I helped over the phone and never even worked on his car. Remember, every caller has friends.

An Actual "Price Shopper" Call

"What do you guys get for an oil change on a Porsche Cayenne?"

I say, "About \$210 (but forgot to say it's an oil service, not just an oil change!!!). Are you new to the area?"

No, she's been going to the dealer; it's not going well, plus it's expensive.

She asks: "Do you need it all day?"

I say typically yes, but offer her a ride to Starbucks during the oil service.

I ask, "How did you hear about us?"

Google and Yelp.

"Ya, we have great reviews. And that's me! I'm Victor! (she chuckles)

I ask if she writes any online reviews. She says no. I kid her with, "You use Yelp and don't contribute?" She chuckles again. I work in that the owner drives a Cayenne. She smiles. I tell her I own an old Porsche.

I don't even get to tell her we are a Bosch Service Center when she says, "What's your schedule this week?" I said nothing about how clean our shop is, how good our techs are, a ride, etc.

Spotting the True Price Shoppers

Here's a tip to help spot the price-only shoppers. They want only a price, not a pitch or the "bring it in and we'll check it out" response. Or, they ask, "How much for a radiator for a ...?"

Be gentle when you ask: "How do you know it's a radiator?" Most times they hate that, because they believe they already have a diagnosis. I disagree with the hook, "Bring it in so we can check it out ourselves," or the extra salesy, "It might be something cheaper."

I hope I've inspired you to try a different approach to the price shopper phone call. They say people can sense a smile over the phone, so make sure you display a cheerful, helpful, optimistic attitude. And, send me 10% of their first invoice.

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The Entrepreneur Evolution



Aaron Stokes

This story was originally published in Ratchet+Wrench on January 4, 2019

Why did we all go into business and become an entrepreneur? Do you remember your reason? I bet it's similar to everyone else's: We did it for the freedom, to be our own boss, to have no one else "telling us what to do," and, of course, to make piles of cash.

Or so we thought ...

That was our mindset, and we jumped headfirst into our shops and our businesses only to find out our understanding of our profit-and-loss statement was wrong—just because it says we made \$10,000 this month doesn't mean that we have \$10,000 in cash this month. We didn't realize that our principal payments don't show up on the P&L; only interest does. We didn't understand that payroll taxes would be on top of every employee paycheck, or that employees would want benefits. We didn't understand just how many customers would want things for free.

And, above all else, we didn't—couldn't—imagine that it would be this freaking hard.

We went into business with a lifestyle in mind as our goal. We'd work part-time with full-time money, and it would seem like little to no responsibility compared to our nine-to-five jobs we just came from.

But we found the opposite. We had to work twice as hard for half the money and twice the stress.

So, why was there this great disconnect for us all? And what snaps us out of it?

The problem falls on the mindset. We go in thinking that we can sell our time and our expertise, instead of honing in and selling results. This understanding causes us to sell the one thing we have plenty of at the beginning—our time. We find ourselves working late nights, just to make sure we can put food on the table, pay rent, pay bills. The only thing we feel we have to offer is our time and labor.

This gets ingrained in us. And trust me, it's not just our industry. This goes for any small business person in any industry. If you start out and don't have cash to offer the marketplace or enough product to offer the marketplace, the one thing you can sell is your time. Then it becomes habit, and when it becomes time to actually get results, we can't get out of that trend; we're caught in a rat race for the money and never able to become the entrepreneur we want to become.

So, let's back up a second: Who should we be as entrepreneurs in our industry? An entrepreneur needs to be the person who can connect the customer to the salesperson to the technician to the parts hours, making all those connections but not doing the actual work at each step. In the beginning, we might need to do one of those positions (as a rule of thumb, I often advice that shop owners work a role in the business until they cross the \$1 million mark in revenue), but we have to see when the right time is to get on top of that business and become the entrepreneur we always truly wanted to be.

It's a difficult and awkward change to go from being the best technician in the building to hiring someone better than you and to no longer be the hero. If sales is your expertise, it's difficult to let go and hand it off to someone else and not worry that the customer will only want to talk to you.

But as you make the adjustment and start letting go, you'll quickly see it all start to come together.

And this all comes from a place of being able to properly understand your profit-and-loss statement, and allowing the numbers to be your boss. I've written about this before ("Numbers are the Boss," April, 2018), but you need to let the numbers tell you what decisions to make so that you can grow your business and truly become a real entrepreneur. Most often, the difference between average business people and advanced ones simply comes down to them understanding the authority that numbers have over their businesses. Just because you believe your business should provide you a

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lifestyle doesn't mean you can just go pull money if it's not actually there. You have to understand that your ability to obey the numbers and listen to the numbers will directly correlate to your business success every single month. And the more you listen to your numbers, instead of hunches and other people who are broke, you'll get there faster.

The numbers are telling you which way to profitability, which way to the north star. They are your compass, they are your guide, they are the boss. You are not the boss. The true entrepreneur realizes you still have a boss, but it's no longer a person. It's now the numbers. Once you understand that, you can truly have that lifestyle you always wanted.

Ratchet+Wrench is the leading progressive media brand exclusively serving auto care center owners and operators through examining in-depth real world struggles, successes and solutions from the industry. It provides our readers and users the inspiration, tools and motivation to help them succeed in the auto care center industry.

Read on for the previous article mentioned above

Numbers are the Boss



Aaron Stokes

This story was originally published in Ratchet+Wrench on April 1, 2018

OK, for the first few months of this column, we've hit on a lot of intangible topics—self-belief, decision-making, etc. It's great; all of it. These are things you must have nailed down. But this month, I want to shift to something more tangible.

Numbers.

I know for most of you this isn't your favorite topic. If we all loved numbers (and analyzing the numbers in our businesses), I wouldn't need to have a column about it, right? So, here's the fact that we need to come to grips with: We all ignore the numbers instead of realizing they are the boss and they will bite us in the butt if we continue to ignore them.

It's that simple.

Every decision you make in your business is always—always—reflected in the numbers. If you have a subpar advisor, sales will drop off. If you have a subpar tech, sales will drop off. If you have great advisors and techs, sales (or other numbers) could still drop off because of bad processes, or good processes not being followed correctly.

Whatever the case, the issue will reveal itself in your P&L. We don't always know the cause, but we'll see the symptom. The cause is there, though, and we just have to understand the numbers to be able to find it.

Here's a very basic example: You look at your numbers and your average sales have dropped. It doesn't make sense, right? You have a great service advisor—a great salesman—up front, and great techs in the back. Your shop's busy. So, what gives? You dig deeper, and you see that the back of the shop is getting backed up. Vehicles are sitting idle, and it's taking four, five, even six hours until your advisor can call a customer with the needs of her vehicle. You wait until that late in the day, and

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most customer won't buy as much—many won't buy at all. It hurts your purchase percentage, which derails your sales.

If you didn't pay attention, and just saw that your shop was "busy," you'd be in a tough spot. Maybe you don't have enough to pay your taxes, your parts bill, your wages.

You cannot ignore what the numbers tell you, and you cannot make up excuses for why issues occur. Excuses take the edge off the information. If there's no response by you, as the owner, or your team, then you lose all power that knowing the numbers gives you.

First, you have to understand and analyze the information. Then, you make decisions and adjustments based on the information. It's that simple.

Remember this: You're only as good as your last month. Be honest with yourself, and drive your business forward.

That said, there are a handful of numbers you must have a handle on:

- Gross sales per hour: Total sales divided by total hours sold
- Gross profit dollars per hour: Total gross profit dollars divided by hours sold
- Average ticket: Total dollars divided by total car count
- Shop advisor closing ratio: Amount of work sold divided by amount of work presented
- Customer satisfaction scores: Differs depending on your system, but even just analyzing reviews and Google is a must
- Average hours per RO: Amount of hours sold divided by car count
- Technician direct cost: Straight cost of your technician divided by total gross sales
- Parts direct cost: Total parts dollars divided by total sales dollars of parts and labor

These are just a few examples of some of the things you need to track every single month. If you use these numbers plus the experience in the shop—watching how work is done, how fast customers are called back, how quickly the work is dispatched, if your team is QC-ing work, performing full inspections, etc.—all that would influence how well the shop performs in your numbers.

Every month you need to read your P&L and be honest with yourself. Say, "I did this; it's my fault," and look yourself in the mirror and tell yourself good job or bad job and figure out how to fix it. Don't wait. If you have a negative month, you have to fight that whole next month to get back to where you were.

The numbers are the boss, and if you don't listen, they'll show you—the easy way or the hard way.

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ASCCA Foothill Chapter 5 Member Benefits

In addition to the State-wide benefits shown in the “ASCCA Advantage,” these are additional benefits available to Chapter 5 members.

- 1. A VERY LOUD POLITICAL VOICE.** Individually, there isn't much we can do to shape legislation which will affect our industry, but collectively, our united voices are STRONG, LOUD AND FOCUSED. Politicians and elected officials in state, county and city governments listen to ASCCA when we talk, because we represent hundreds of members (& thousands of voters!) statewide. Often, the Bureau of Automotive Repair discusses with ASCCA rules and regulations under consideration to see how they will fit in the real world of automotive repair.
- 2. SHOP TO SHOP NETWORKING.** Our members don't see each other as competition but as comrades in the industry, helping each other to succeed. If you have a problem you can't figure out, call one of our members who specializes in that area. They'll be glad to help you out.
- 3. INFORMATIVE MEETINGS.** We hold Dinner Meetings on the first Tuesday evening of each month. Our meetings offer great speakers, camaraderie, valuable information, and the latest news on what's happening in the automotive repair industry. You also get to network with other shop owners and exchange ideas, tips, techniques and short cuts. The monthly meal is included in your dues, plus we have a long-standing special where you can bring your spouse or business partner at no charge! Our Chapter Board of Directors schedules our programs and welcomes any suggestions you have on good speakers! Contact the chapter office with your suggestions. For the location and current speaker, look on the last page of this newsletter.
- 4. CHAPTER SEMINARS.** The Foothill Chapter Board of Directors and our Seminar Committee Chair, Raul Salgado of Raul's Auto Repair in Azusa and Covina, keeps us informed on seminars on business management and technical subjects for our shop owner members and their technicians. Cost is minimal and sometimes free. This is a tremendous member benefit for you and your employees! Give Raul your ideas and suggestions for seminars & we will try to schedule the seminars you want. (626) 339-7566
- 5. MONTHLY & QUARTERLY NEWSLETTERS.** We send out an environmentally-friendly monthly email newsletter with helpful and informative articles, tech tips, contact lists and information, upcoming events, reports on recent events and vendor ads & information. Once a quarter you'll receive the newsletter from the State Association Office.
- 6. THE FOOTHILL CHAPTER WEBSITE.** This Foothill Chapter website at <http://www.asc5.com/> lists members by city. It also lists upcoming seminars and meetings. Contact Joseph Appler at asca.05@gmail.com with questions or suggestions for the chapter web site.
- 7. CHAPTER JOB BANK.** The Foothill Chapter has established its own Job Bank Network for member shops. If you have a qualified applicant you can't use, or if you need to hire someone, send a summary email to asca.05@gmail.com & your information will be forwarded to the entire Chapter 5 membership.
- 8. CHAPTER ASE LENDING LIBRARY** Call Darren Gilbert at (626-282-0644) or email him at gilbertmotors@yahoo.com for more information.
- 9. CHAPTER SOCIALS.** Our Socials Chairman, Jack Scrafield (818) 769-2334, arranges outstanding social events for us throughout the year. We've visited JPL, the J. Paul Getty Museum, had many "Day at the Races" at Santa Anita Race Track, toured the Autry Museum of Western Heritage, taken a murder mystery train ride including a delicious dinner, attended the races at Irwindale Speedway, had bowling dinner parties at Montrose Bowl, had several excellent parties, and toured the J. P. Nethercutt Collection of beautiful classic automobiles. Jack would like to hear from you with your suggestions for future social events.
- 10. ASCCA NET PRESENCE.** ASCCA has established a home page at <http://www.ascca.com/> The ASC web page has three target audiences: 1) ASC members now have a quick, easy reference on their computer to keep them abreast of what is occurring in the state association and within the automotive repair industry; 2) California shops that are not ASC members can learn more about the advantages of being an ASC member; and 3) California consumers looking for honest, reputable repair facilities can find a list of ASC members quickly and easily on the ASC web pages. All ASC members statewide are listed. Soon, your shop website will be able to have a link on the State site.
- 11. FREE CPA CONSULTS.** All ASCCA Chapter 5 members are entitled to a half-hour of free telephone consultation each month from chapter member Norm Blieden, CPA. The service is not limited to shop business though Norm has extensive experience in shop-related matters. This member benefit can save you a ton of money and a lot of headaches. Call Norm at 626-440-9511.

Why try to succeed alone, and re-invent the wheel? Partner with others on the same path and learn from them, as well as teach them what you have learned. If you have questions about how to access these benefits, contact the Chapter 5 office at asca.05@gmail.com. or 626-296-6961.

How ASCCA Dues work in Chapter 5

Membership in ASCCA is on an annual basis.

- Regular membership dues in ASCCA Chapter 5 are \$800/yr. Associate membership dues are \$895/yr.
 - \$400 goes to the Chapter
 - The remaining portion goes to the State Association
- When memberships are held in multiple chapters, only the original membership pays the full State Association dues. Additional members pay reduced State dues of \$250/yr. All memberships pay full chapter dues.
- Annual payment is due in the Sacramento office on January 1 of each year.
- Payment plans are available upon approval by the Chapter & State Association. With all payment plans, automatic credit card payments or ACH are now required. There is a \$2.00 transaction fee for these payments. (Chapter 5 will cover the transaction fees for our members.)
 - Semi-annually: Due: January 1 & July 1
 - Quarterly: Due: January 1, April 1, July 1, October 1
 - Monthly: Due the first of each month
- If payment is not received according to the agreed-upon schedule, dues immediately become delinquent.
- If a member reaches 90 days delinquent, their ASCCA membership may be cancelled.

What do you get for your dues? (This is the “short” list. See the ASCCA Advantage flyer for the full list.)

- Amazing connection with your peers in the automotive industry.
 - Older shop owners who have gone ahead & you can benefit from what they’ve learned.
 - Newer shop owners who need to learn from what you’ve experienced.
- A loud voice to the legislators who are passing laws which have a direct effect on how you can operate your business.
- Opportunities to meet the legislators with power in numbers. (They will listen better.)
- Great discounts from endorsed vendors (see the ASCCA Advantage flyer) which will more than make up for your dues costs.
- Timely communications regarding what’s going on in the industry.
- Access to seminars & classes at an ASCCA discounted rate.
- Monthly dinner meetings with special speakers who know our industry. Dinner at the regular meetings for you and your spouse or business partner is included in your chapter dues. (\$600/yr. value.)
- Monthly e-newsletters with important, educational, & sometimes entertaining information that is designed to improve your bottom line.
- 30 minutes a month of free legal counsel.
- 30 minutes a month of free accounting counsel.

What happens when you don’t pay your dues on time?

- Association resources have to be spent to collect your outstanding dues.
- Association activities & effectiveness are reduced.
- The Association loses a valuable voice.
- (This is why we recommend automatic payments on all payment plans.)

The ASCCA Advantage

The ASCCA Advantage provides a comprehensive summary of the value of ASCCA membership. We are proud to be able to offer a number of discounts and intangible benefits that are uniquely provided by our association. Please review the following benefit categories and be sure to make the ASCCA Advantage your first stop when looking for products and services you can trust.

Endorsed Vendors and the Value They Bring to Us

INSURANCE & LEGAL SERVICES

- EE & MB ASC Insurance Services** – Includes an enrollment discount of \$100. Customer Service (866) 923.7767, www.armstrongprofessional.com
- EE & MB CoreMark Insurance Services** – Competitive dental & vision plans exclusively available to ASCCA members. Mat Nability, (916) 286.0918, mnability@coremarkins.com
- MB FREE LEGAL Service** – 30 minutes of free legal advice per month for all ASCCA members. A \$225 monthly value. Jack Molodanof (916) 447.0313, jack@mgrco.org, www.mgrco.org.

EDUCATION PROVIDER

- CP Automotive Training Institute** – For 30 years, Automotive Training Institute has been helping thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses into the companies of their dreams. ATI is the industry leader in automotive business coaching providing expert management and consulting services through one-day workshops and an all-inclusive Re-Engineering Program which includes weekly business coaching from an industry expert coupled with classes in marketing, hiring, finance, leadership and sales. Whether you need training, coaching or a state-of-the-art business model, ATI has systems to help make the changes you want right away Jim Silverman, (301) 575-9140, jsilverman@autotraining.net, www.autotraining.net
- CP & MB CompuTrek** – Automotive Coaching & Training with PROVEN automotive system solutions coupled with implementation & accountability coaching, of individuals & teams, typically yields \$200,000+ in NEW GP Dollars in 12 months! ASCCA Members will receive a complimentary, Level 1 Business Evaluation. Purchase of a full Stage One Training Package includes your next year's annual ASCCA Dues! A \$400/year value. Dave Schedin, (800) 385.0724, dave@computreksystems.com
- CP & MB Educational Seminars Institute (ESI)** – Since 1984 ESI has been the forerunner in providing the independent repair shop with up-to-date full-facility training for the management team and personnel. ASCCA Members have exclusive access to discounted training courses as well as 30 minutes free business consulting advice per month. Save \$55 on every seminar registration and \$800 on every Service Writer course registration.

(Space limited.) ESI services include personal coaching and consulting, service writer's school of America, educational programs and temporary fill-in service writer services. Contact Maylan Newton (866) 526.3039, maylan@esiseminars.com. Proud ASCCA members for over 30 years.

- MB Motor Age Training** – 25% discount on all ASE exam study guides. James Hwang (310) 857.7633

MERCHANT SERVICES

- EE, CP & MB Digital Financial Group (DFG)** – Credit card processing company. DFG pays \$350 for each ASCCA members state dues annually. Special member only rates. Call us for a free no obligation consultation. David Cherney and Shannon Devery (877) 326.2799

SOFTWARE PROVIDERS

- CP Autoflow** – A comprehensive, cloud-based tool that offers simple solutions for workflow management, improved communications, digital vehicle inspections, and quality control. autoflow was created by Chris Cloutier of Golden Rule Auto Care to solve communication gaps that cause workflow delays and waste valuable rack time. Because autoflow is created and developed by a shop owner, the company is uniquely positioned to understand what owners and shops go through and their need for continual process improvement. autoflow has been proven to be an easy-to-implement, timesaving solution to common industry problems and is available to benefit all shop owners. Chris Cloutier (469) 546.5725, chris@autoflow.com, www.autoflow.com
- MB Identifix** – Members receive a promotional price for online diagnostic tool and telephone diagnostic services. New Identifix members received \$40 off each of the first 3 months and \$10 off every month after for annual savings of \$210. Customer Service (800) 997.1674
- CP & MB Shop-Ware** – The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Scott Alton at (415) 890.0906 x106, contact_us@shop-ware.com. Ask for a special ASCCA member rate.

UNIFORM SERVICES

- EE & MB G&K Services** – Nationally recognized supplier of customer and employee apparel with special ASCCA pricing. Thomas Dunne (619) 399.6078, DunneT@Cintas.com

EE = Exclusive Endorsed Vendor CP = Corporate Partner MB = Member Benefit Provider



INTERNET MARKETING, WEBSITE DESIGN & SEARCH ENGINE OPTIMIZATION SERVICES

- CP & MB Broadly** – Through internet marketing, Broadly gets great customer reviews on Google, Facebook, and other review sites. ASCCA members get a FREE account set-up (valued at \$200). Call (800) 693.1089, write marketing@broadly.com or visit www.broadly.com
- CP & MB Kukui Corporation** – The Kukui All in One Success Platform is combined solution of custom online marketing tools, websites designed for higher conversion rates, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. The Kukui solution empowers each of Kukui's clients with quantitative data showing their return on investment, the number of new clients based on their POS system, statistics revealing their customer retention rate, and areas to improve their business through the tracking of phone calls, appointment forms, and feedback from customer reviews. ASCCA members receive special pricing on custom website designs. Todd Westerlund (925) 980.8012, Todd@kukui.com, Patrick Egan (805) 259.3679, Patrick@kukui.com, www.kukui.com
- CP & MB Repair Pal** – Join the nation's largest network of elite auto repair shops. RepairPal independently certifies auto repair shops nationwide for superior training, quality tools, fair pricing, and a minimum 12-month/12,000 mile warranty. Our website gets millions of visitors each month from Google searching for "car repair estimate" and other phrases. In turn, each of our shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year.) We also get shops additional business through our partner program, CarMax, The Warranty Group, and USAA. Russell Miller, rmiller@repairpal.com, www.repairpal.com

INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS

- MB iATN** – The International Automotive Technicians Network (iATN) is the world's first and largest online network of automotive service industry professionals providing resources to members worldwide. ASCCA members enjoy a \$9-per-month discount off of the regular price of iATN Business+ premium membership, a savings of \$108/year. (Regularly \$45-per-month, ASCCA members \$36/month.) This membership provides your shop with up to 5 premium access accounts, free job ad postings, a private forum for your shop and unlimited access to the iATN Knowledge

Base allowing one to perform research within iATN's databases of in-use industry knowledge collected over the past 20+ years. Scott Brown, (714) 257.1335 x3807 or cell (909) 257-9497, scott@iatn.net, www.iatn.net

BUSINESS SUPPLIES, EQUIPMENT & SERVICES

- MB ACA** – Access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capitol Report, as well as member discounts on ACA publications and events. Call to see how you can save up to \$600 a year. kathleen.schmatz@autocare.org, (301) 654.6664
- CP Automotive Electronics Services, Inc (AESwave)** specializes in sales and support of automotive diagnostic equipment. Each day, thousands of technicians, educators, trainers, engineers, and technical writers use products and strategies developed at AESwave. Carlos Menchu, Toll Free (877) 351.9573, info@aeswave.com, www.aeswave.com
- CP & MB AutoZone** – This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more! Jim Gray, (704) 301.1500, jim.gray@autozone.com
- CP BG Products** – Provides maintenance services, equipment, training & consumer education materials. BG Products have been shown to increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving the customers driving experience and vehicles performance. Exact revenue estimates will vary from store to store, but the statement above is a universal truth. Eric Waln (949) 337.2484 / Eric Elbert (805) 490.6080, EricE@petrospecsBG.com, www.petrospecsinc.com.
- CP & MB BP/Castrol** – An innovative company that markets high-performance engine oils and business-building programs directly to independent workshop owners. For over 23 years, Castrol has been the only major marketer to manufacture its own premium, custom-made additives for its leading passenger car motor oils. They use the best combination of components rather than rely on commercial engine oil additive packages. Their patented, multi-functional additives combat against engine deposit build-up. Contact Castrol at (310) 699.5212 or Mackenzie.Merz@BP.com, <http://bit.ly/2qsuKiQ>.
- MB HotelStorm** – Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit hotelstorm.com/ascca and use password Auto 1234 to get your discount. concierge@hotelstorm.com, www.hotelstorm.com/ascca

EE = Exclusive Endorsed Vendor CP = Corporate Partner MB = Member Benefit Provider



CP & MB LKQ Corporation – LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines. Steven Poole, (562) 320.2398, SJPoole@lkqcorp.com

CP Motul – A recognized specialist in synthetic lubricants, having been the first lubricant manufacturer to pioneer the formulation of a 100% synthetic lubricant for automotive engines, the 300V, making use of Esters technology and issued from the aeronautical industry. Motul's 8100 line of 100% synthetic oils have OE approvals from manufacturers such as Porsche, Audi, BMW, Mercedes-Benz, and VW. Nicholas Bagley, (909) 538.2042, n.bagley@us.motul.com

CP NAPA Auto Care – An integrated banner program that unites everything an independent repair business needs to prosper. Since 1984, the NAPA AutoCare family has grown to over 16,000-plus independently owned and nationally recognized automotive, collision, and truck service centers, making it the largest single aftermarket repair network in the country. NAPA's mission is to help all member businesses increase car count and sell more services. John Hartman, NAPA SoCal District Sales Manager, cell: (619) 300.4910, john_hartman@genpt.com

MB Office Depot – Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members. Michael Nitz, 855-337-6811 Ext.12809, Michael.nitz@officedepot.com, <https://business.officedepot.com/>

CP & MB O'Reilly Auto Parts – O'Reilly has been dedicated to the Professional since 1957. ASCCA members that choose to partner with O'Reilly have access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform everyday, a nationwide road-hazard tire warranty, shop management training, nationwide roadside assistance, technician training classes, competitive pricing, early-pay discounts, electronic ordering discounts, and more. ASCCA@oreillyauto.com

MB Phillips 66 – Special pricing on Kendall GT-1 Motor Oil available to ASCCA members. Kendall Installers may be eligible for annual rebates.

Howie Klein (SCAL), (951) 903.8466, howie.klein@p66.com
Jeff Landon (Central CA), (805) 296.0170, Jeff.A.Landon@p66.com
Keith Westbrook (Valley/NCAL), (707) 448-8279,
Keith.R.Westbrook@p66.com

ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

Proudly Display Your ASCCA Affiliation – Use of ASCCA sign, code of ethics, and logo for use on invoices, customer forms, etc.

Communications – The ASCCA Independent newsletter, fax broadcasts, email broadcasts, special news alerts, member benefit flyers and our website.

Member-to-Member Communications – The ASCCA TeamTalk list serv provides members to communicate directly with their peers on a broad range of topics facing shop owners throughout California.

Education Programs – Attend ASCCA's Annual Summer Conference for educational opportunities for Shop Owners and Technicians. From business management to industry updates attending the Annual Summer Conference will keep you and your staff informed.

Government Affairs & Political Representation – Bill tracking, reading and analyzing constantly changing information and tracking bills via our website. Representation at government meetings, lobbying, etc. Hugely beneficial because it ultimately affects your bottom line.

Local Chapters – Chapter meetings give members unprecedented opportunities to meet, network and trade ideas with colleagues in your local area.

Updated 4/27/18

EE = Exclusive Endorsed Vendor CP = Corporate Partner MB = Member Benefit Provider

WWW.ASCCA.COM

Chapter 5 Associate Members

BG Products	Abe Chavira	805-857-5065	abec@petrospecsbg.com
Dorman Products	Frank Alviso	951-206-7023	falviso@dormanproducts.com
Frederick Blum Insurance	Fred Blum	626-401-1300	blum4@pacbell.net
Hanson Distributing Company, Inc	Dan Hanson	626-448-4683	hansonmrktg@aol.com
Hawley Insurance Services	Bruce Hawley	714-865-2907	bruce@hawleyinsuranceservices.com
Highpoint Distributing / Justice Brothers	Tim Huddleston	805-584-0030	huddle5@sbcglobal.net
Jasper Engines & Transmissions	Randy Lewis	909-717-9950	rlewis@jasperengines.com
Jeff Chin Diagnostics	Jeff Chin	818-929-9444	jchin.autologic@gmail.com
Mark Christopher Auto Center	Steve Johnson	909-975-3919	sjohnson@markchristopher.com
Management Success!	Robert Spitz	818-500-9631	rspitz@managementsuccess.com
Mitchell 1 Software	Frank Joel	818-326-0602	fjoel@ix.netcom.com
Norm Blieden CPA	Norm Blieden	626-440-9511	norm@bliedencpa.com
RKM Insurance Agency	Ernie Arciniega	818-243-2651	ernie@rkmins.com
SC Fuels & Lubes	Dennis Giardina	310-722-3357	giardinad@scfuels.com
Van de Pol Oil	Wes Powell	562-236-1000	wpowell@ineedoil.com

***Be sure to use the Anyvite electronic invitation to RSVP.
If you didn't receive it, contact the Chapter 5 office at
ascca.05@gmail.com***

ASCCA CODE OF ETHICS

1. To promote good will between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality service at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality, distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for services rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from advertisement which is false or misleading or likely to confuse or deceive the customer.

Chapter 5 Lending Library

(Another Benefit of Membership in ASCCA5)

To use this free service, call Darren Gilbert at (626) 282-0644 or email him at gilbertmotors@yahoo.com and tell him which study guides you would like to check out. He will bring the books to the next General Meeting for you to pick up, and you then leave your credit card information as a guarantee. You are responsible for any damage or loss of the study guide. The guides must be returned to Darren at the next General Meeting or by mail. It's that simple!

<p>C 1 - Automotive Consultant A 1 - Automotive Engine Repair A 2 - Automotive Trans/Trans Axle A 4 - Automotive Drivetrain A 4 - Automotive Suspension/Steering A 5 - Automotive Brakes A 6 - Automotive Electrical/Electronic A 7 - Automotive Heating/Air Conditioning A 8 - Automotive Engine Performance A9 - Diesel L 1 - Advanced Engine Performance L 2 - Med/H.D Truck Electronic Diesel P 1 - Parts Specialist Med/H.D Truck Dealership P 2 - Parts Specialist Automobile P 3 - Parts Specialist Truck Brakes P 4 - Parts Specialist General Motors P 9 - Med/H.D. Truck Suspension & Steering X 1 - Car/Light Duty Truck Exhaust Systems B 2 - Auto body Collision Repair - Painting/Refinishing B 3 - Auto body Collision - Non Structural Analysis B 4 - Auto Body Collision - Structural Analysis</p>	<p>B 5 - Auto Body Collision - Mech/Electrical Components B 6 - Auto Body Collision - Damage Analysis/ Estimating F 1 - Alternate Fuels - Light Vehicle Compressed Natural Gas M.M. - Engine Machinist Series E 2 - Truck Equipment - Electrical/Electronic Systems S 1 - School Bus - Body/ Special Equipment S 2 - School Bus - Diesel Engine S 3 - School Bus - Drivetrain S 4 - School Bus - Brakes S 5 - School Bus - Suspension/Steering S 6 - School Bus - Electrical/ Electronic S 7 - School Bus - Air Conditioning T 1 - Med/H.D. Truck - Gasoline Engines T 2 - Med/H.D. Truck - Diesel Engines T 3 - Med/H.D. Truck - Drive Train T 4 - Med/H.D. Truck - Brakes T 5 - Med/H.D. Truck - Suspension/ Steering T 6 - Med/H.D. Truck - Electrical/Electronic Systems T 7 - Med/H.D. Truck - Heating/ A.C. Systems T 8 - Med/H. D. Truck - Preventive Maintenance</p>
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ASCCA Chapter 5 2019 Board of Directors

Executive Board

2016

President.....Kirk Haslam
 Phone..... (626) 793-5656
 Email.....advancemuffler1234@gmail.com

Vice-President.....Tim Chakarian
 Phone..... (626) 792-9222
 Email.....tim@bmwphd.com

Secretary.....Craig Johnson
 Phone..... (626) 810-2281
 Email.....cjauto@verizon.net

Treasurer.....Jim Ward
 Phone..... (626) 357-8080
 Email.....jim@wardservice.com

Board of Directors

Randy Lewis..... (909) 717-9950
 Gene Morrill..... (626) 963-0814
 Darren Gilbert..... (626) 282-0644
 Johanna Reichert..... (626) 792-9222
 Jack Scrafield..... (818) 769-2334
 Mike Bedrossian..... (626) 765-6190
 Dave Label..... (626) 963-1211

Chapter Rep

Jack Scrafield.....(818)769-2334

Committee Chairs

Seminars..... Tim Chakarian.....(626) 792-9222
Socials..... Jack Scrafield.....(818) 769-2334
Programs..... Tim Chakarian.....(626) 792-9222

Associate Member Board Rep.

Randy Lewis.....(909) 717-9950

Chapter Staff

Membership & Administration.....Joseph Appler
 Phone.....(626) 296-6961
 Text.....(818)482-0590
 Email.....asca.05@gmail.com

Chapter Contact Information

Mailing Address:
 1443 E. Washington Blvd. #653
 Pasadena, CA 91104-2650

Phone: (626)296-6961
 Text: (818)482-0590
 email: asca.05@gmail.com
 Website: <http://www.ascca5.com>

ASCCA State Contacts

State Office in Sacramento.....(800) 810-4272

President
 John Eppstein..... (619) 280-9315

Executive Director
 Gloria Peterson...(800) 810-4272 x104 or GPeterson@amgroup.us

Deputy Executive Director
 Matthew Peralta...(800) 810-4272 x131 or MPeralta@amgroup.us

Manager Digital and Social Media
 Sarah Austin.....(800) 810-4272 x110 or SAustin@amgroup.us

Membership Services
 Karissa Groff.(800) 810-4272 x133 or KGoff@amgroup.us

Accounting Executive
 Nito Goolan.....(800) 810-4272 x103 or NGoolan@amgroup.us

Events Manager
 Rachel Hickerson.(800) 810-4272 x109 or rhickerson@amgroup.us

Communications Manager
 Ryan King.....(800) 810-4272 x122 or RKing@amgroup.us

ASCCA Attorney
 Jack Molodanof.....(916) 447-0313 or Jack@mgrco.org

Government Offices/Contacts

US Senator Kamala Harris..... (D)
 Phone..... (916) 448 - 2787
 Email.....senator@harris.senate.gov

US Senator Dianne Feinstein..... (D)
 Phone..... (310) 914-7300
 Email.....senator@feinstein.senate.gov

US Rep Judy Chu..... (D-27)
 Phone..... (626) 304-0110

US Rep Adam Schiff..... (D-28)
 Phone..... (818) 450-2900

CA Senator Connie M. Leyva..... (D-20)
 Phone..... (909) 888-5360

CA Senator Susan Rubio..... (D-22)
 Phone..... (626) 430-2499

CA Senator Maria Elena Durazo..... (D-24)
 Phone..... (213) 483-9300

CA Senator Anthony J. Portantino..... (D-25)
 Phone..... (818) 409-0400

CA Senator Ling Ling Chang..... (R-29)
 Phone..... (714) 671-9474

CA Assembly Luz Rivas..... (D-39)
 Phone..... (818) 504-3911
 Email.....Assemblymember.Rivas@assembly.ca.gov

CA Assembly Chris Holden..... (D-41)
 Phone..... (626) 351-1917
 Email.....Assemblymember.Holden@assembly.ca.gov

CA Assembly Laura Friedman..... (D-43)
 Phone..... (818) 558-3043
 Email.....Assemblymember.Friedman@assembly.ca.gov

CA Assembly Jessie Gabriel..... (D-45)
 Phone..... (818) 904-3840
 Email.....Assemblymember.Gabriel@assembly.ca.gov

CA Assembly Adrin Nazarian..... (D-46)
 Phone..... (818) 376-4246
 Email.....Assemblymember.Nazarian@assembly.ca.gov

CA Assembly Blanca E. Rubio..... (D-48)
 Phone..... (626) 940-4457
 Email.....Assemblymember.Rubio@assembly.ca.gov

CA Assembly Ed Chau..... (D-49)
 Phone..... (323) 264-4949
 Email.....Assemblymember.Chau@assembly.ca.gov

Government Offices/Contacts

President Donald Trump..... (R)
 Phone..... (202) 456-1111
 Fax..... (202) 445-4633

Governor Gavin Newsom..... (D)
 Phone..... (916) 445-2841
 Web.....<http://www.govmail.ca.gov>



ASCCA

Foothill Chapter 5

February 2019

Join us for our February 5 Meeting at Mijares Mexican Restaurant!!!

RepairPal, an ASCCA Corporate Partner, will be with us to discuss how we can work together for the betterment of the industry

Menu:

Taco/Tostada Buffet
Soda & Coffee
Beer & wine available

Where:

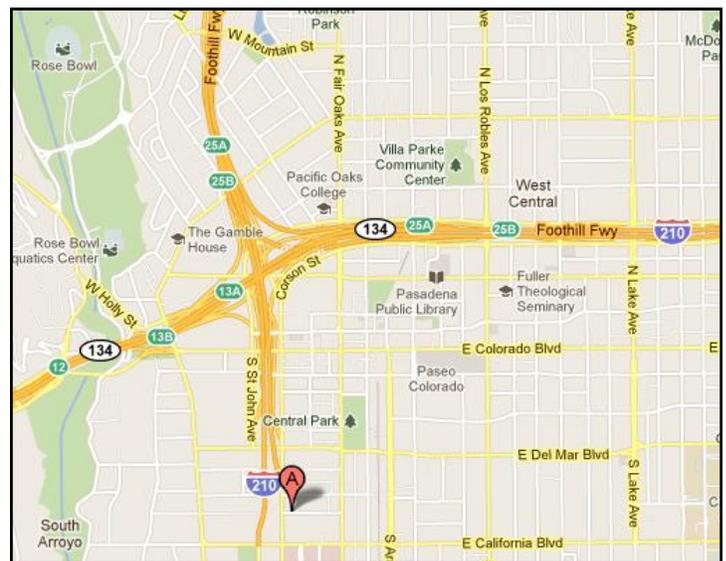
Mijares Mexican Restaurant
145 Palmetto Drive
Pasadena, CA 91105
Phone: (626) 792-2763

When:

Tuesday, February 5, 2019
6:30 PM – Social/Networking/Dinner
7:00 PM – Program
9:00 PM – Finish

Cost:

- No Charge to Regular or Associate Chapter Member, Business Partner, Spouse or Significant Other (**max 2 per member**)
- No Charge for Potential Members
- **\$25/ea.** for all others



Directions

From the 210 & 134 Junction in Pasadena: Go South on the 210/710 Spur towards California/Del Mar/110; Exit on California, turn left; Left again at the first light; Pass Palmetto (the first street on the right) & turn in to the Mijares parking lot; If the lot is full, park on the street

UPCOMING MEETINGS & EVENTS

Mar 5 - TBD at Mijares
Mar 23 - Scott Brown Seminar in Monrovia
Apr 2 - TBD at Mijares
May 7 - Shop Night at Hanson's Distributing
Jun 4 - BAR Chief Pat Dorais at Mijares
Jul 2 - Open Forum at Mijares

Aug 6 - TBD at Mijares
Sep 3 - Jack Molodanof at Mijares
Oct 1 - Oktoberfest at Montrose Bowl
Nov 5 - TBD at Mijares
Dec 7 - Chapter Holiday Party