



ASCCA

Foothill Chapter 5

July 2018

President's Message:

Hello Everyone,

It is HOT out! Are your service writers asking everyone if their air conditioning is working well? Most clients when coming in for a service won't mention anything about it, but if you ask about, you'll find quite a few will have some issue. We have also started checking A/C operation as we drive the cars inside. We've sold quite a few cabin filters and services this way.



ASCCA Chapter 5 has some exciting meeting planned for us. In August, well be spending a night at the raceway, Irwindale Raceway. With food and fun for all. We have Cal/OSHA Consultation Services coming in September, and of course our Oktoberfest, then Maylan Newton in November.

I hope to see everyone at these events.

Remember, Once you have mastered doing some thing well, create a new project to tackle. The status quo will only take you so far. Don't be afraid to open your shop up to new ideas. It can certainly lead to success.

Darren L. Gilbert
Gilbert Motor Service
626-282-0644
Alhambra, CA
President ASCCA Chapter 5

UPCOMING MEETINGS & EVENTS

Aug 7 - Special night at Irwindale Speedway

Sep 4 - Dan Leiner of Cal/OSHA Consultation services at Mijares

Oct 2 - Oktoberfest Bowling at Montrose Bowl

Nov 6 - Maylan Newton at Mijares

Dec ? - Chapter Christmas Party

At our June meeting, Norm and Gene showed us how important it is to understand our profit and loss statements. We had a room full of shop owners and managers who listened and asked questions. We didn't learn it all in the time we had, but we learned enough to "know what we don't know" and need to learn, in order for our shops to succeed!



Shop Drawing

Norm Blieden, CPA was drawn in the Shop Drawing, and was present to win the \$360 prize, which he immediately donated to the Chapter 5 Education Fund.

Thanks Norm!!!

In August, the prize resets to \$200.

Remember, you must be present to win!

Why Shops Need to Charge Testing Fees



Ratchet and Wrench June 20, 2018 [Joe Marconi](#)

A first-time customer scheduled an appointment with us for his annual New York State inspection. This inspection consists of a vehicle safety check and an OBD-II scan to make sure the monitors are complete and with no check engine light on. The vehicle was a 2008 Chevrolet Colorado. As soon as the tech started the car up, he noticed that the check engine light was on, which is an automatic failure.

My service advisor called the customer to let him know of the check engine light and to let him know that his car will fail the state inspection. The advisor asked him if he would like us to scan the computer and let him know what tests would be needed to find out why the light was on. The customer replied, "That light has been coming on and off for almost a year." My advisor went into more detail about the New York State inspection law and let Mr. Colorado know that after we retrieved the code, there would be a separate charge for the testing and for the repair. Mr. Colorado then said, "Hey, are you telling me you are going to charge me for finding out why the light is coming on, and for the repair? I never heard of that. My last mechanic never charged me for any diagnostic testing. Don't do anything. I am picking up my car."

When Mr. Colorado came down to pick up his vehicle, he made it a point to let us know how unfair we were and how dare we charge for the check engine light testing. He also said, "And besides, don't shops waive the testing fee if the customer does the work?"

Is this true? Do shops really do this? Am I so naïve to think that in 2018 there are still shops out there that don't know why they need to charge for check engine lights, performance problems, air bag lights, etc.? All the shop owners I speak to say they do charge, so who's telling the truth?

Recently, my sister-in-law's check engine came on in her Hyundai. A few coworkers in her office told her, "Just go to one of those parts stores where they come out into the parking lot and check your car. They'll tell you what's wrong, you can buy the part from them and your mechanic will install it. I do it all the time." Is this really happening? You say no? Well, who's lying to me?

Look, I do know the truth. And here it is: The fact is, shops across the country are losing a ton of money by not charging, not charging enough, or waiving the fee for diagnostic testing if the customer authorizes the repair.

Consider all the associated costs needed to test and repair these highly sophisticated cars these days: the education, equipment and information systems. It's financially monumental. Not to mention it takes a qualified tech with the right credentials. Now, consider the associated costs with replacing front brakes and rotors on a Honda Civic. Not much has changed in decades, right? So, tell me, why is it that so many shops charge more to hang pads and rotors than to test and analyze a complicated check engine light?

Another sad fact is that we have already done so much damage in the mind of the consumer. Too many consumers think that to test and analyze a check engine light takes nothing more than a small handheld device the size of your cell phone.

Cars are not getting any easier. And the amount of knowledge and equipment that is needed these days has made our business so financially demanding that if we, as an industry, don't stand together on this, we will not have the financial resources in the future to survive.

We need to explain to the customer that there will be situations, such as a check engine light, where we will need to charge for certain tests in order to know what's causing the problem. And we need to charge enough. We need to also tell the customer that the testing fee is different from the repair fee.

It's like going to the doctor. The doctor orders a blood test and an x-ray to find out what's wrong with you. Once he knows what's wrong, he will prescribe the correct medication or procedure. There's a bill for the blood tests, the x-ray, the medicine and/or the procedure. It's no different for us.

So, let's all be truthful about what's going on. Let's all work to make a difference. We owe to the industry, ourselves and the people we employ.

Joe Marconi has more than three decades of experience in the automotive repair industry. He is the owner of Osceola Garage in Baldwin Place, N.Y., a business development coach for Elite Worldwide and co-founder of [autoshopowner.com](#). Reach him at j.marconi@eliteworldwide.com.

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.

The Power Of Gratitude: When People Feel Valued And Appreciated, They Are Better Able To Handle Customers

Kristen Criswell

Sometimes owners and managers think they are communicating appreciation to their staff, but the sentiment may be falling short.

A 10-year, 200,000-person study from the O.C. Tanner Institute found that 79% of employees who quit their jobs cite lack of appreciation as a key reason for leaving. In that same study, 65% of employees reported that they weren't recognized once in the previous year.

"People — employees, managers and owners — want to be appreciated for the work they do," says Dr. Paul White, psychologist and co-author of the book *5 Languages of Appreciation in the Workplace*. "Most people don't just want to work for money."

In fact, a global study from the Boston Consulting Group found that of 26 different factors for happiness on the job, appreciation was ranked No. 1. Meanwhile, salary was only No. 8 on the list.

The Benefits of Appreciation

It would be a mistake to think, "employees are getting paid to do their job and therefore they don't need to be thanked." Showing appreciation not only makes the workplace a more enjoyable environment, it can also help a business' bottom line.

"There's really an economic argument to business leaders — owners, managers — that their business will function better and be more profitable when the employees feel like they're valued," Dr. White says.

When employees don't feel appreciated, tardiness increases, people don't follow policies and procedures, there's an increase in office conflict and there's a higher level of turnover, Dr. White shares.

"One of the ways to apply that statistic regarding 79% of the people who leave because they don't feel valued or appreciated: If you have a key employee who you don't want to lose, you better make sure they feel appreciated. Otherwise, they're sort of at risk for looking around," he says.

Additionally, customer service suffers when employees lack appreciation. Employees will be grumpier with customers and be less likely to deal with their problems.

"Usually, the employee is irritable and grumpy, and little things bother them more. If you don't feel like anyone gives a rip about you, you just get worn out and discouraged," Dr. White explains. "People who don't feel valued, don't engage in problem solving because that takes energy. And, if you don't think it matters, you're not going to do it. You'll pass it off to someone else. Or, the employees just do the minimal job, rather than trying to figure out how to best serve the customer.

"When people feel valued and appreciated, they have more of a full emotional tank to deal with the problems and challenges that customers bring," he continues.

Recognition vs. Appreciation

Business owners sometimes confuse recognizing an employee with showing appreciation. But, recognition and appreciation are two different things. Recognition is about performance, and appreciation is about the person.

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“We talk about recognition being focused on performance. Appreciation, yeah it includes performance, but it’s more than that,” Dr. White says. “You can appreciate someone who isn’t necessarily a high performer. They’re just a solid middle team member. They’re there every day. They do their job. They’re not the star,” he says. “You can have a star quarterback or running back, but if you don’t have people who block and tackle, you’re not going to do much as a team.”

The differentiation between appreciation and recognition is important, because when businesses acknowledge employees only when they’re performing well, people start to resent it.

“If we hear things only when we are meeting these goals, then the message is you aren’t important as a person. You’re just important as a productivity unit,” Dr. White shares.



5 Languages of Appreciation

Discovering how an employee would like to be appreciated could be a bit awkward.

“It’s not a common topic of conversation. We say, ‘Hey, I want to be sure and show you appreciation the right way, but how do I do that?’ That feels sort of weird,” Dr. White says. “Most people can’t give you any ideas because they don’t think about it that way.”

Understanding the importance of showing appreciation to employees in a way they prefer, the 5 Love Languages of Appreciation in the Workplace was born. Working with Dr. Gary Chapman, Dr. White adapted principals from the book, *The 5 Love Languages*, and applied them to the workplace.

The 5 Languages of Appreciation are:

1. Words of Affirmation
2. Acts of Service
3. Receiving Gifts
4. Quality Time
5. Physical Touch

To help individuals identify which language they speak, the Motivating By Appreciation (MBA) Inventory was created. The assessment tool helps individuals learn which language they prefer to be shown appreciation, not how to discover someone else’s language.

Having a group take the assessment and work with a trained consultant will help individuals to speak the languages of others and encourage each other, not just as manager-to-employee but also co-worker to co-worker.

“One of the things we’ve found when working with organizations and businesses is knowing a person’s language of appreciation is helpful. There are different actions that are important within the language that are important to know, too,” Dr. White shares.

There are four core principles of the 5 Languages of Appreciation:

1. There are different methods to communicate appreciation and encouragement.
2. Individuals have preferred ways they want to be shown appreciation.
3. The most effective form of appreciation is expressed in the language most valued by the receiver.
4. Appreciation can miss the mark if communicated in a way that’s not valued by the recipient.

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Dr. White advises finding ways to show appreciation that fit your company's culture and situation.

"Basically, you've got to look at the setting and see what's realistic. Quality time may not be that you're going to hang out while they're changing tires," he says. "Go hang out with them during break or over lunch."

He also emphasizes that showing group appreciation is good, but businesses should try individualized appreciation when possible.

"Specific feedback about what a person has done is far more impactful for an individual than a group complement because it's about you," Dr. White explains. "We know people feel appreciated when the message is individual and personalized. It's about them as a person, not just a global 'Way to go team!'"

Not every small business may feel comfortable having their team take the MBA Inventory and that's OK, Dr. White shares. Individuals can utilize principals of the 5 Languages without the whole company buying in.

The 5 Languages of Appreciation in the Workplace book provides anyone with the tools they need to show appreciation and encouragement to one another in the workplace.

"You can start and use the concepts, regardless of your position in the organization," he says.

SIDEBAR

Showing Appreciation in Your Shop

Sometimes taking academic ideas and translating them to practice in a business can be difficult. Remembering to show appreciation isn't always easy. It takes effort.

- Here are just a few examples of ways you can show appreciation to your employees:
 - Host company-wide events such as family picnics, staff bowling events and holiday parties.
 - Call attention to an employee's extra effort during a staff meeting. Or, post positive customer feedback where everyone can see it.
 - Provide lunch for the staff when the day gets extra busy.
 - Hand out recognition plaques for years of service (given out on anniversary intervals).
 - Give away tangible items, such as tickets to sporting events or concerts, amusement park passes and gift cards.

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The Four D's of Leadership



May 29, 2018

Mitch Schneider

There is a chapter in the book I've just finished writing that deals with "D words."

I think "D words" are important. So important they found a place in the eight-volume management series I wrote and published at the beginning of this century.

The first four "D words" I discussed were desire, discipline, determination and drive.

I suggested that three of these four words are among the most essential elements of character, or the very core of who you are, and that character—an essential "C word"—is all about the choices we make when no one is looking.

Other than a couple close friends, our son, Ryan, is the only one on the planet who has seen the manuscript. He liked it! And, he forwarded a list of really excellent comments, questions and suggestions, just about all of which I incorporated. I say, "just about all," because there was one exception. Ryan wanted to know why I felt compelled to string so many similar words in meaning together. Specifically, he was referring to the four "D words" mentioned above.

Like all of his comments, I took what he had to say seriously. While these words are similar, there are subtle and highly nuanced differences that carry even greater meaning when they appear together.

I may not distinguish those differences in the same way everyone else might. But, I think an explanation is appropriate.

Desire, simply stated, is something you want; something you would like to possess. Think about everyone you know. Think about the human condition. There are things we would all would like. We've all got desires of one kind or another, both personal and professional.

"I want to run a marathon! I'd like to become a black belt. I need to take my business to the next level: over \$1 million or \$2 million in sales or more!"

The real question is, what do we do with those desires? And, the sad commentary is, most of us do nothing more than fantasize about them. Most of us are satisfied using those desires to fuel our daydreams and not much else. We're not willing to take the next step and do the work.

For desires to be more than the stuff of daydreams, we have to sprinkle them with a little action! Discipline is important. Critical, in fact. Discipline is the mental toughness it takes to do what has to be done, even when you aren't motivated to do it!

Of course, discipline works best when you are motivated, but, by definition, it doesn't have to work that way.

Drive is really all about motivation. As in, "I am driven to fix my business!" Or, "I am driven to break that habit!" Certainly, there are external forces that could drive you to do something. Even something you don't really want to do. But, for the most part, when we talk about drive, we're talking about the fire in your belly that compels you to do whatever has to be done in order to accomplish your goals and objectives.

Like most words, determination can have more than one meaning. But, when I talk about determination, you can be pretty sure I'm talking about a firmness of purpose.]

You can have desire, but without determination, discipline and drive you've got nothing.

You can have determination, but without desire, discipline and drive, your efforts will remain unfocused.

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Building An Environment Where People Do The Right Thing (Without Being Asked)

Mark Miller Jr.

Thinking about overhauling your company's culture can be overwhelming and intimidating. Is that because culture is more of an intangible? Something you can't see or touch? Something for which you can't write out a standard operating procedure? Something you can't put in place over the weekend and have ready for your staff Monday morning? We like to fix things with our hands or with a written process or a set of rules, but we can't fix culture that way.

The Foundation

I like to look at culture as the foundation your company will stand on. Without a solid foundation, we know what happens over time.

Culture is the nuts and bolts of why people will follow your lead. I don't like to look at culture as a management tool; it's more of a concept and system of core beliefs or principles that will cultivate a staff that everyone wants to be part of.

Building a culture in your company is not only a good thing to do for your business, it's the right thing to do for your people. Zig Ziglar – my favorite philosopher – once said, "You can have everything you want in life, if you can help enough other people get what they want." That means if you can help your employees achieve their goals and dreams, you'll in turn achieve your own.

How To

That was a lot of feel-good talk, but let's see if we can put these feelings into a "how-to" – or at least as close to one as we can get.

As I mentioned before, it's difficult to put an intangible concept into a "how-to," but we're going to give it our best shot. Fair warning, though: Creating a culture will take a change of heart to achieve. If you are not open to that, you may want to skip over this article.

I'm going to give you four baseline principles or ideas to help you create a great culture among your staff. All of these principles will drive a "lead," not "manage," philosophy. We always want leadership as opposed to management.

Grab your pen and paper, here we go:

1. Use employee input to create a vested interest in the overall success of your operation.

How can you get people to be as passionate about your company's success as you are? You most likely can't, but the next closest thing is something called "buy-in."

Are you more excited to implement your own idea or someone else's? Everyone wants to be heard. These folks are out on the floor and on the front lines every single day, dealing with insurance companies, writing estimates, turning wrenches, straightening panels, etc. Your staff feels the pain of daily issues, every day, all day.

This is a two-fold concept. First, the relief an employee experiences when someone listens to what they go through day in and day out is huge. We all know this feeling, it's called venting and it just feels good and is healthy. If they're venting to you, your manager or the staff in a healthy group setting, it will keep them from doing the negative kind of venting, also known as gossip, slander, dirty laundry, etc. Gossip and chatter about the company in a negative way is one of the greatest, if not the greatest, culture killers. We need to get rid of this by any means necessary. So why not do it in a healthy, meeting-style environment? These types of meetings need to be held regularly, about once per week to begin. I would not recommend cutting them back to any less than twice per month, if at all.

The second part of this concept is listening to the problems that employees face on a daily basis and removing the problems or creating solutions. This should be familiar to those who practice lean concepts. You find a way to remove the waste, problems and distractions that keep people from doing their job as effectively as possible. (If you're practicing lean or Six Sigma, I recommend using the "5 Why" method in your group meeting.) I call this throwing away the fire extinguisher. You know just how much that extinguisher is used in our line of business; it's just about a full-time position in the collision industry. These daily annoyances can kill employee morale and hinder productivity.

When a staff member offers an idea that isn't so great, or isn't something you can input, find another creative way to address their concern. If there is no way to do that, then have a quick, private meeting with them to explain why. If you find yourself shutting down employees' ideas often, take a step back and make sure you're addressing these ideas with an open and creative mind.

2. Communication

Communication involves listening with an open mind and communicating the goals you're working toward to your staff. People want to know more than just what; they want to know why. A lot of times, people are frustrated because they don't understand why you're having them do things a certain way.

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Most of the time, a manager or owner of a company has put a lot of thought into the way things are going to be done at their shop. After all, this is one of the reasons why they're an owner/manager – they think through their processes and decisions carefully. (At least they should be! I bet some technicians may say different.) Technicians or lower-level managers are more doers than thinkers. So, do your best to let your staff know the why, not just the what. It can lower frustration levels and eliminate confusion.

Our workforce is getting younger as the baby boomers are retiring or finding other fields of work. They're just plain beat up from many years of wrenching on cars. Your millennial worker is a stickler for the why. You'll find that providing your younger employees with the proper information and explanation will go a long way toward achieving the outcome you're looking for.

This last thought is a nice segue into our next principle: leadership. Great leaders are known for great speeches. A great speech is a strong form of communication. Take some time to prepare for your staff meetings. Don't be afraid to share personal stories, trials and tribulations, or even some humor. You may look at it as just your staff you're talking to, but they're an audience that still needs to be captured. It can also be beneficial to start your meetings with hearing their side of things and what they have to say. They'll be more apt to hear what you have to say after they know you've listened to their concerns and ideas.

3. Servant Leadership

Get down in the trenches with your people! Spend time out on the floor with them. Go and see for yourself (known as "Genchi Genbutsu" in the Toyota Production System). If an employee is explaining something to you, ask them to show you. Always take this opportunity. You'll be amazed at the things you learn when you actually go and see for yourself. Toyota built an entire production model with this as one of the core concepts. (If you're not up on lean practices, that's where the Japanese came from earlier.)

This is a tough concept to get people to follow because it requires a little extra work and some humility. For example, if you're having the guys come in on a Saturday to clean the shop, be there. Show up in work boots and jeans and dig in with them (but be careful, this may cause some of them to faint!). You don't have to do this every single time, but from time to time, lend a helping hand. The next time there's an event like this, buy pizza and spend some time talking about their personal lives (if they're open to that). If you see someone is down in the dumps, reach out and ask if you can help them or just simply listen to them. If an employee's mother passes away, be at the funeral home.

Sometimes this step can take a change of heart. You want this to be authentic. The way it becomes authentic is through a spirit of appreciation for what they do for you on a daily basis. I've seen many managers and owners carry the attitude, "I give them a paycheck, that is my appreciation." However, there's a reason they're at your shop. There's a reason you chose them as opposed to another technician who's working up the street. Think about those reasons and appreciate them for that. If you can't think of any reasons, that may be a whole other topic!

The next idea I'm starting to see more and more of (maybe because of social media) is serving your community with your staff. This is one of the healthiest things a company can do together. If you don't believe me, try it and see if you can come home without a smile on your face. If it's on a weekend, listen to the positive chatter in the shop Monday morning. You'll notice an all-around lighter spirit. There is no better way for a company to be recognized than by serving their local community, whether it be through a food drive, car wash for single mothers, or presenting a car you voluntarily rebuilt for a less fortunate family. This will create a bond between your staff that not many other things can.

Another terrific way to serve while leading is when you're interviewing or conducting an employee review. Instead of just telling them what you want or expect, ask them what their goals and aspirations are and what they expect from you. Then, find ways to help them achieve those goals. It must be a win-win for both sides.

Servant leadership is something I didn't practice in my early years of management. As I look back, I wonder how much farther along I would have been had I known this, both personally and in business. This step will take your culture farther than any other step we'll talk about.

4. Appreciation

This topic is short, simple and to the point. I cannot stress this one enough. This can be really simple. Take the time to notice when someone goes the extra mile or just does their job exceptionally well on a daily basis. Even when you see someone performing a rudimentary task, take a minute and thank them. If nothing else, just have a sense of appreciation because they're most likely performing a task you don't want to do! It can be that simple. The best way to get your team to go the extra mile is to appreciate what they do for you.

Summary

So why is a good culture so important to a company's success? Why should you create one in your company?

A culture creates the type of environment where people do things without being asked. It motivates employees to want to make the right decisions, to make decisions as if the company was their own.

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You can be disciplined, but without determination, drive and desire you just might find yourself wondering: disciplined to what end?

And, finally, you may find yourself driven—self-propelled toward a certain goal or objective—but without desire, determination and discipline, the chances are high your journey will take longer and cost more, both physically and emotionally, than it would if all four “D words” were present and working in concert.

There is one more “D word” that should be considered here. That “D word” is dedication. And, it just may be the most powerful of all the “D words” because it speaks to a critical “P word”: passion.

Words—like the ones I’ve discussed—matter. They matter because words are the pigments used to color the canvas of our lives with success. They matter even more when used in conjunction with one of the most critical of all “L words,” leadership!

Mitch Schneider is a fourth-generation auto repair professional and the owner of Schneider’s Auto Repair in Simi Valley, Calif. He is an industry educator, author, seminar facilitator, and blogger at mitschschneidersworld.com. Contact him at mitschs@schneidersauto.net.

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It creates trust. It will brand a group of people who act and perform the same when you’re not there as when you are. By involving the staff in decision making and process mapping, it will make them more passionate about what they’re doing because it’s their own creation. People drive harder for their own ideas; it’s only human nature. If you appreciate 100-percent effort, you’ll continue to get 100-percent effort.

It creates a culture of people who do the right thing even when no one is looking. Culture makes the workplace better for all participants. People want to be heard! Employees want to know that what they’re doing makes a difference. Making the goals known by casting vision creates buy-in, as long as the vision is solid and beneficial to all.

There are many ways to build culture in your company. I hope I’ve given you a good sense of what culture is and how to help cultivate it. There is no “one way” to create a good culture in your company, so be creative and come up with some of your own methods.

I can tell you from experience that the concepts mentioned in this article work. They gave my business a competitive edge over others in my area when it came to finding and keeping good employees. We all know how hard it is to find good people, ask any business owner. Use these concepts to give yourself an edge and make your business, your people and yourself better today than yesterday.

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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
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***



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Add-on signs are \$15 each.

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**Call: 626-296-6961 or email:
ascca.05@gmail.com to get started**

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 2018 Board of Directors

Executive Board

2016

President..... Darren Gilbert
 Phone..... (626) 282-0644
 Email..... gilbertmotors@yahoo.com

Vice President.....Kirk Haslam
 Phone..... (626) 793-5656
 Email..... advancemuffler1234@gmail.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
 Raul Salgado.....(626) 339-7566
 Dave Label.....(626) 963-1211
 Jack Scrafield(818)769-2334

Chapter Rep

Jack Scrafield(818)769-2334

Committee Chairs

Seminars..... Raul Salgado.....(626) 339-7566
Socials..... Jack Scrafield.....(818) 769-2334
Programs.....Jack Scrafield.....(818) 769-2334

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.asc5.com>

ASCCA State Contacts

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

President
 “Rocky” Khamenian..... (949) 642-1410

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 SSpencer@amgroup.us

Membership Services
 Mary Putterman.(800) 810-4272 x133 or MPutterman@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

Team Weekend Event Planner
 Lauren Stoddard...(800) 810-4272 x131 or LStoddard@amgroup.us

Vendor Relations Manager
 Stacy Siqueiros....(800) 810-4272 x114 or SSiqueiros@amgroup.us

ASCCA Attorney
 Jack Molodanof(916) 447-0313 or Jack@mgro.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 Ed Hernandez.....(D-22)
 Phone(626) 430-2499

CA Senator Kevin de Leon.....(D-24)
 Phone(213) 483-9300

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

CA Senator Josh Newman.....(R-29)
 Phone(714) 671-9474

CA Assembly Raul Bocanegra.....(D-39)
 Phone(818) 365-2464
 Email Assemblymember.Bocanegra@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 Matthew Dababneh.....(D-45)
 Phone(818) 904-3840
 Email..... Assemblymember.Dababneh@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 Jerry Brown.....(D)
 Phone(916) 445-2841
 Web..... <http://www.govmail.ca.gov>



ASCCA
Foothill Chapter 5
July 2018

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 at Irwindale Speedway!!!***

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(More details will follow)

UPCOMING MEETINGS & EVENTS

Sep 4 - Dan Leiner of Cal/OSHA Consultation services at Mijares
Oct 2 - Oktoberfest Bowling at Montrose Bowl

Nov 6 - Maylan Newton at Mijares
Dec ? - Chapter Christmas Party