

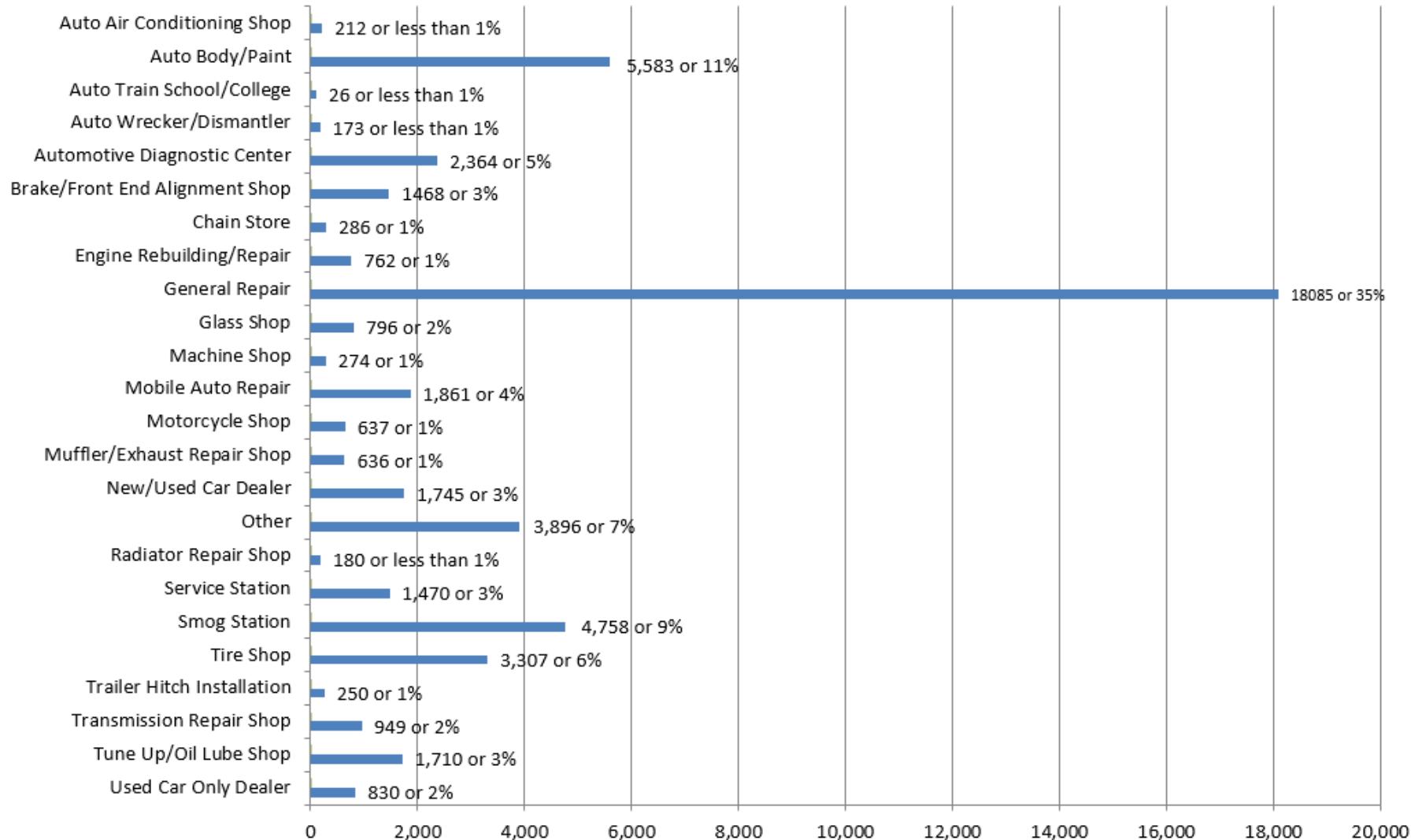
---

# ENFORCEMENT STATISTICS FY 2022-23, Q1 SUMMARY



ENFORCEMENT OPERATIONS BRANCH  
BAR ADVISORY GROUP MEETING  
OCTOBER 20, 2022

# BUSINESS TYPES AS OF SEPTEMBER 2022



---

# ENFORCEMENT PERFORMANCE MEASURES (1/2)

- The Enforcement Performance Measures (EPM) page contains six Performance Measure (PM) data points:
  - PM1 – Total number of complaints received during the reporting period including BAR investigations.
  - PM2 – Average number of days from receipt of a complaint to assignment to an investigator (BAR goal is 10 days).
  - PM3 – Average number of days to investigate and close a case not resulting in formal discipline (goal is 60 days).

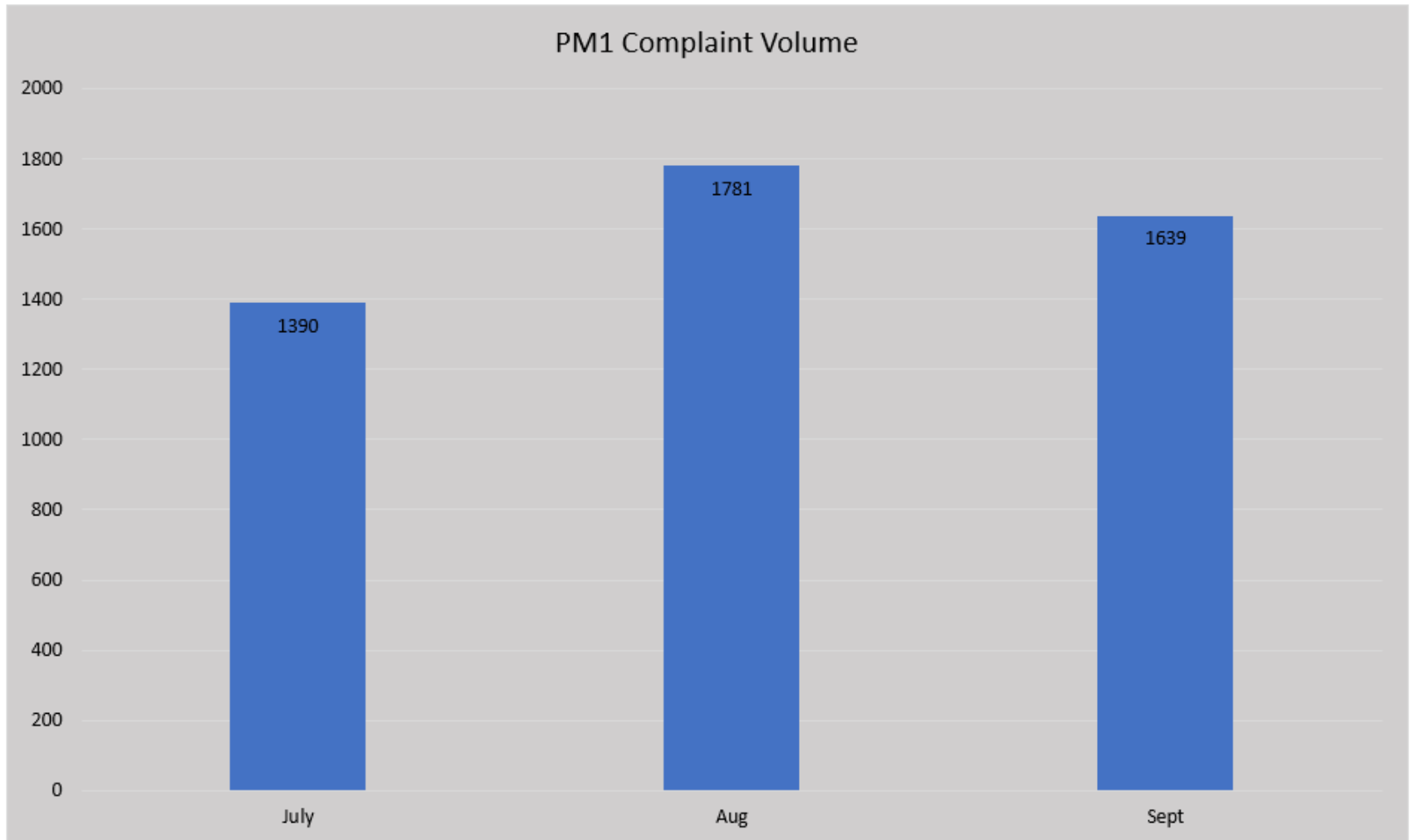
---

# ENFORCEMENT PERFORMANCE MEASURES

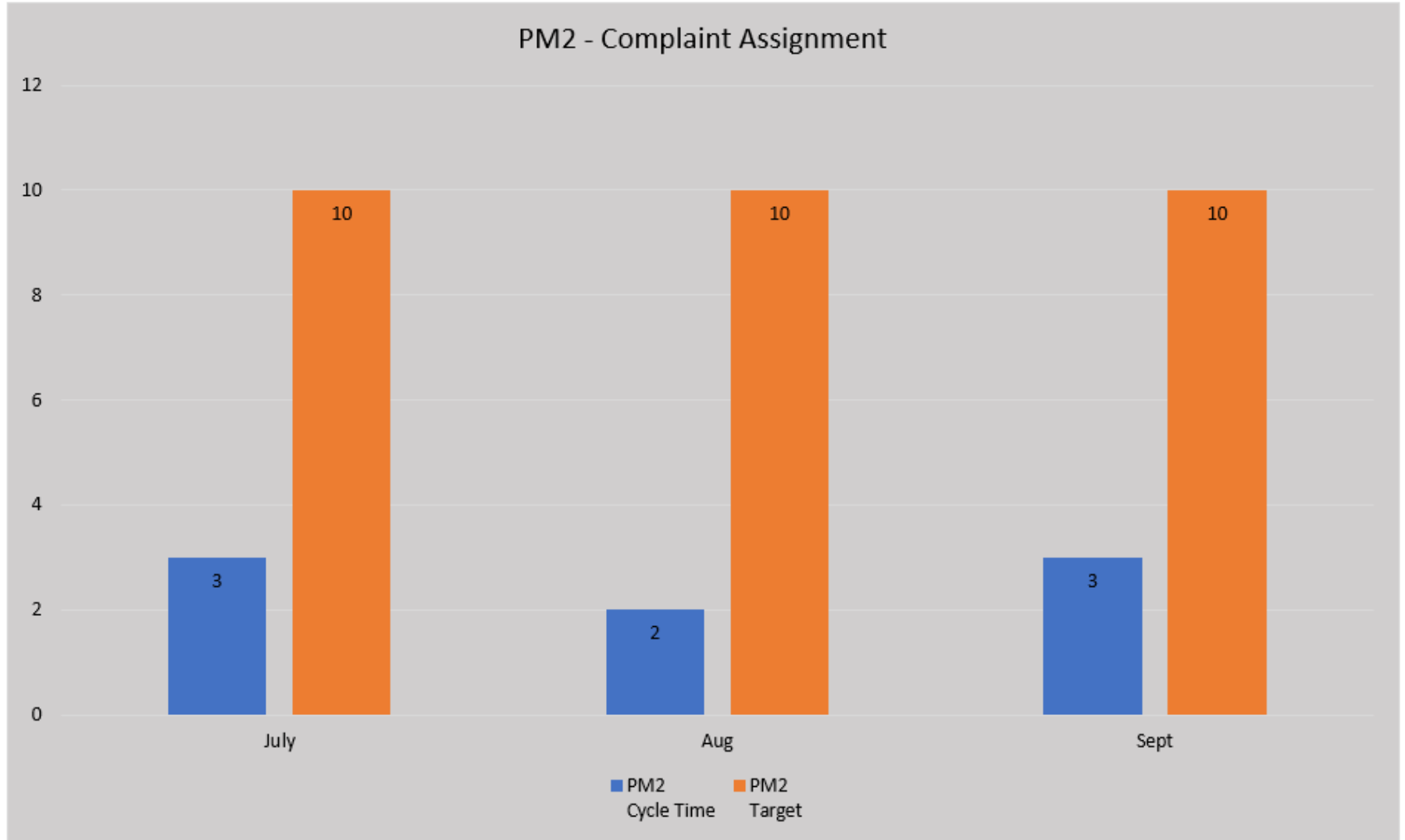
## (2/2)

- PM4 – Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
- PM7 – Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
- PM8 – Average number of days from a confirmed probation violation to taking the appropriate action (goal is 10 days)

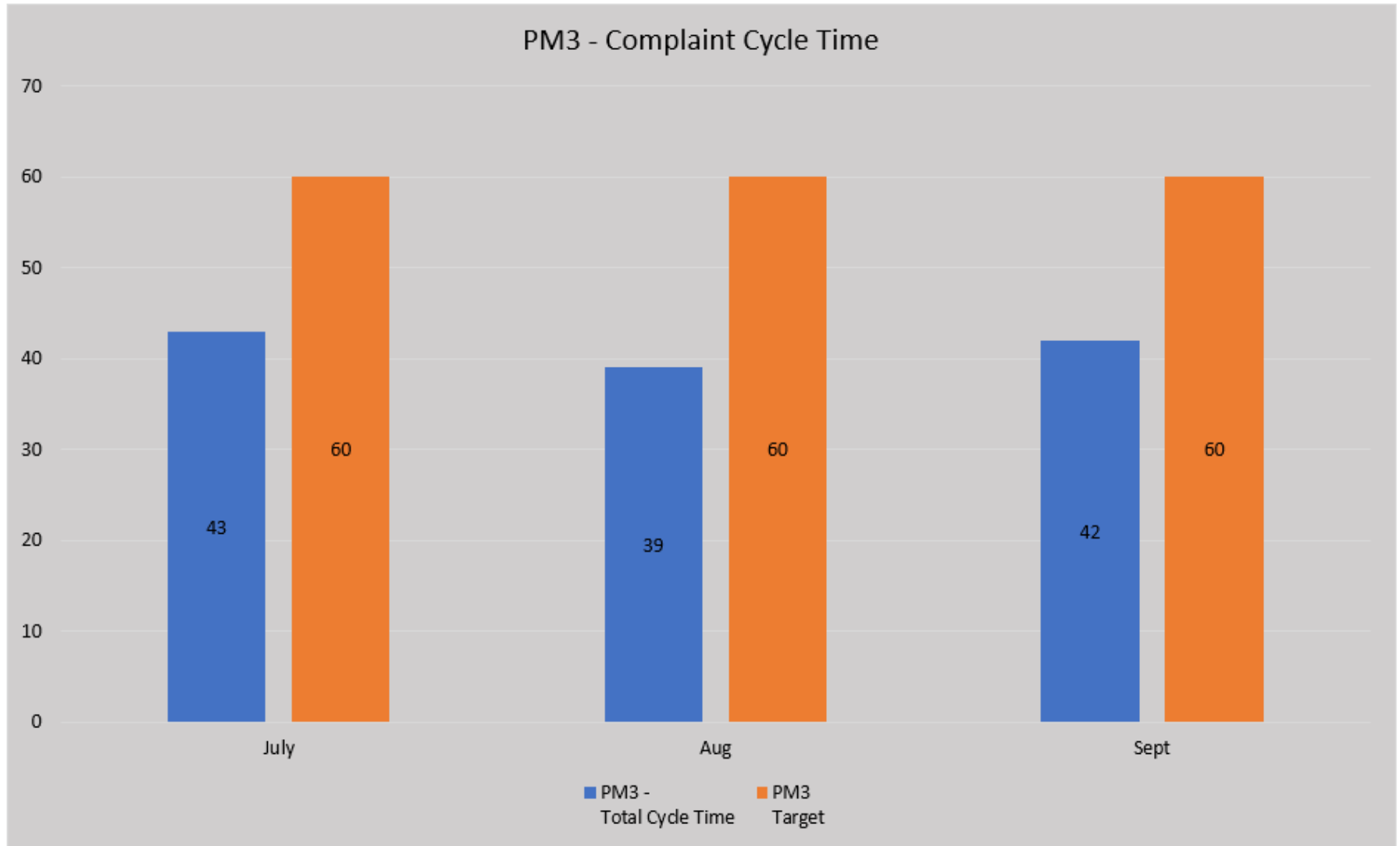
# EPM – PM1 COMPLAINT VOLUME



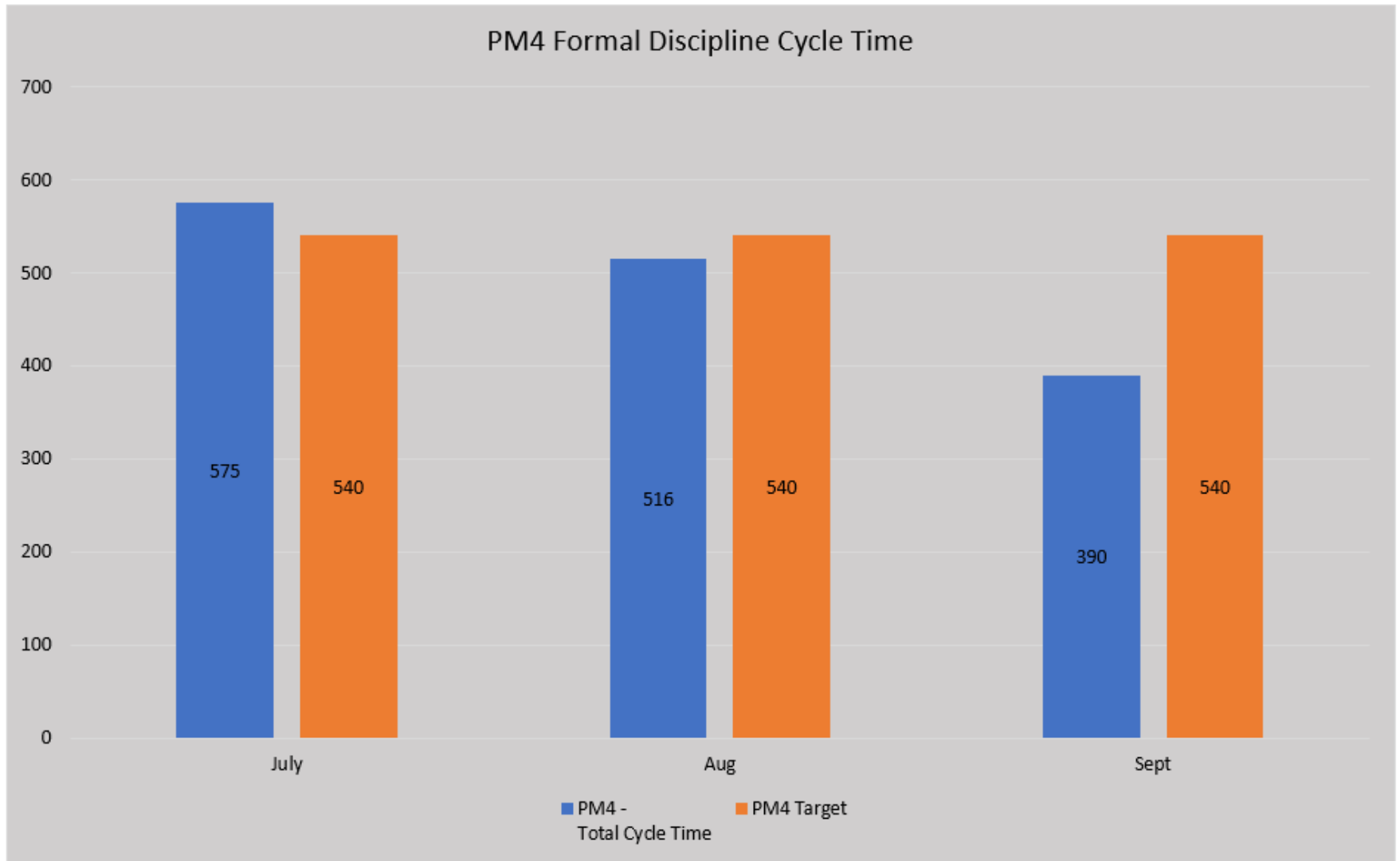
# EPM – PM2 COMPLAINT ASSIGNMENT



# EPM – PM3 COMPLAINT CYCLE TIME

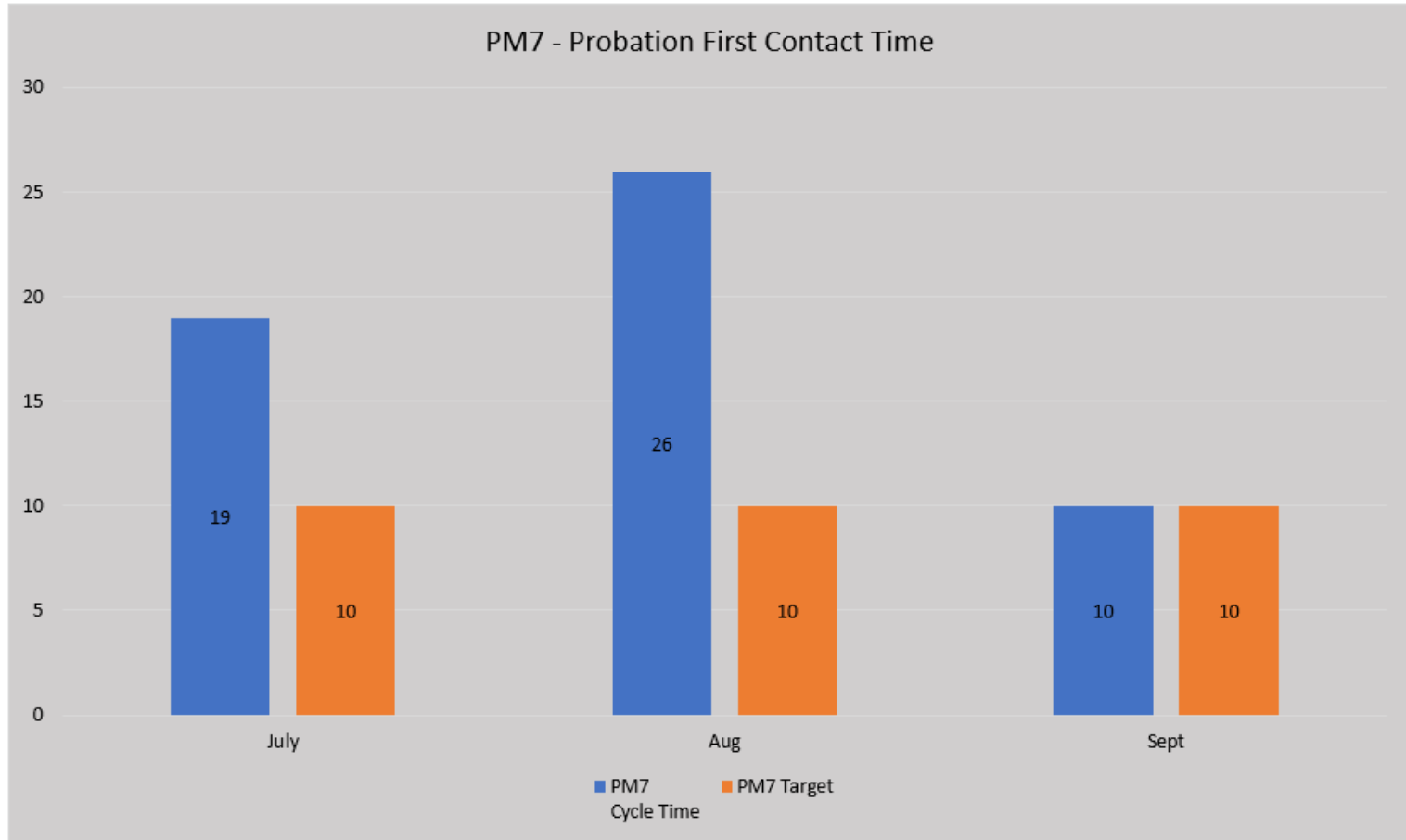


# EPM – PM4 FORMAL DISCIPLINE CYCLE TIME

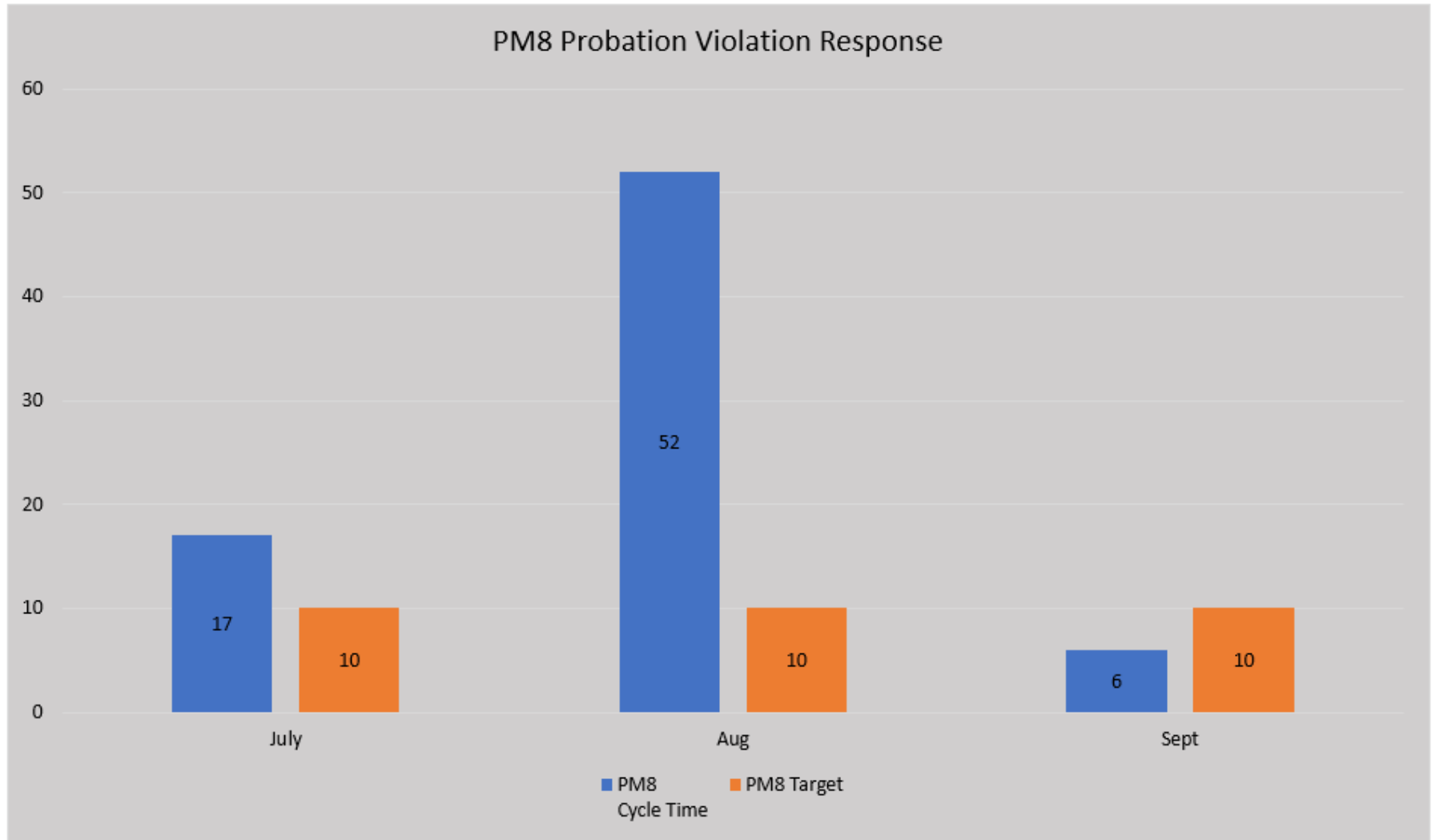




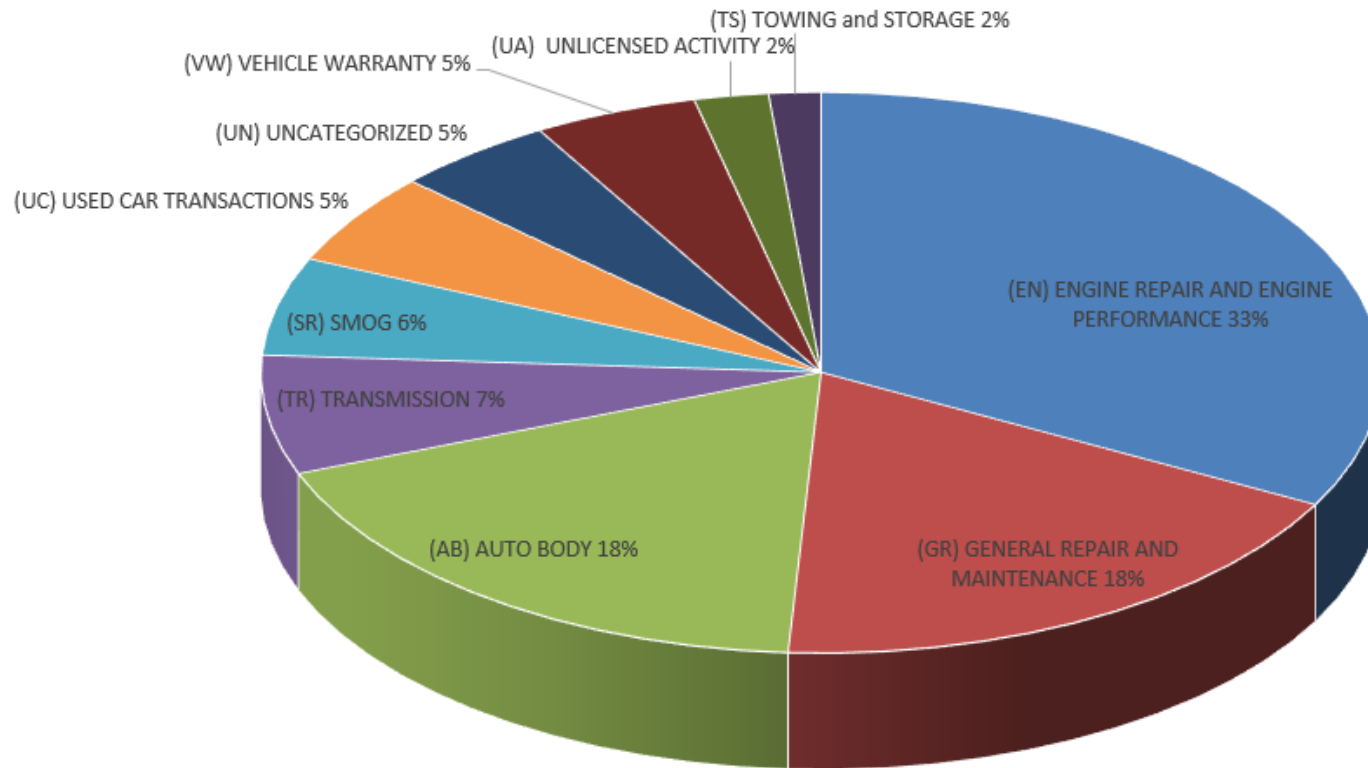
# EPM – PM7 PROBATION FIRST CONTACT



# EPM – PM8 PROBATION VIOLATION RESPONSE



# FISCAL YEAR COMPLAINT TRENDS 2022-23 YTD



- (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 33%
- (GR) GENERAL REPAIR AND MAINTENANCE 18%
- (AB) AUTO BODY 18%
- (TR) TRANSMISSION 7%
- (SR) SMOG 6%
- (UN) UNCATEGORIZED 5%
- (UC) USED CAR TRANSACTIONS 5%
- (VW) VEHICLE WARRANTY 5%
- (UA) UNLICENSED ACTIVITY 2%
- (TS) TOWING and STORAGE 2%

# COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	48
CO	COOLING SYSTEM	92
ED	ENGINE DIAGNOSIS	202
EL	ELECTRICAL	220
EN	ENGINE OVERHAUL/REPLACEMENT	163
ER	ENGINE REPAIR	448
FL	FLUSHING	6
FS	FUEL SYSTEM	35
MS	MACHINE SHOP	2
TU	TUNE UP	8

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	1
BO	BOAT REPAIR	3
II	IGNITION INTERLOCK DEVICE	5
LC	LAMP CERTIFICATION	0
MC	MOTORCYCLE REPAIR	28
OT	OTHER	95
PS	PART SALE	35
UP	UPHOLSTERY	7

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	103
BR	BRAKES	97
DT	DRIVE TRAIN	55
EX	EXHAUST	49
GR	GENERAL REPAIR	7
LU	LUBE/OIL CHANGE	147
SU	SUSPENSION/STEERING	110
TW	TIRES/WHEELS	108

UA	UNLICENSED ACTIVITY	80
----	---------------------	----

TOWING AND STORAGE		COMPLAINTS YTD
LS	LIEN SALE/STORAGE CHARGES	11
SF	STORAGE FEES	17
TO	TOWING	28

AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	652
GL	AUTO GLASSES	26

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	230
MT	MANUAL TRANS/CLUTCH	26

SMOG		COMPLAINTS YTD
CG	CLEAN GASSING	0
CP	CLEAN PIPING	0
CT	CLEAN TANKING	0
CX	CLEAN PLUGGING	1
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	29
ET	EMISSION TEST PROCEDURE	6
EW	EMISSIONS WARRANTY	3
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	0
RO	REPAIR ONLY (SMOG)	5
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	6
SN	STATION	5
SR	SMOG REPAIR	51
SS	ILLEGAL SMOG/CAR SALE	31
ST	SMOG TEST PROCEDURES	66
TE	TEST ONLY	3
TN	TECHNICIAN	0
VT	VISUAL SMOG TEST PROCEDURE	2
ZV	ZERO EMISSION VEHICLE	1

UC	USED CAR LOTS	198
----	---------------	-----

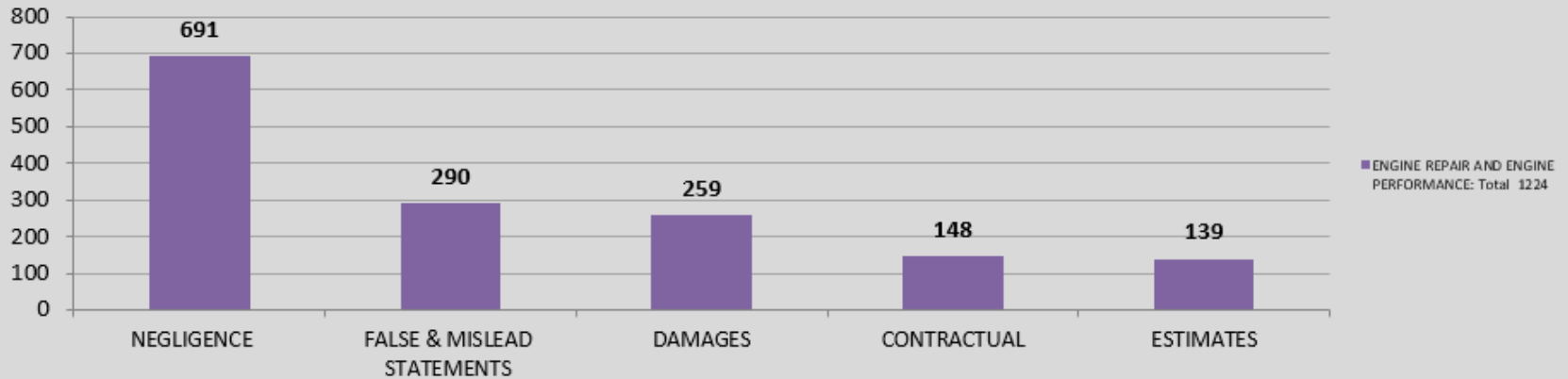
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
NC	NEW CAR/LEMON LAW	31
VW	VEHICLE WARRANTY	83
WR	REPAIR WARRANTY	63

# COMPLAINT ALLEGATIONS

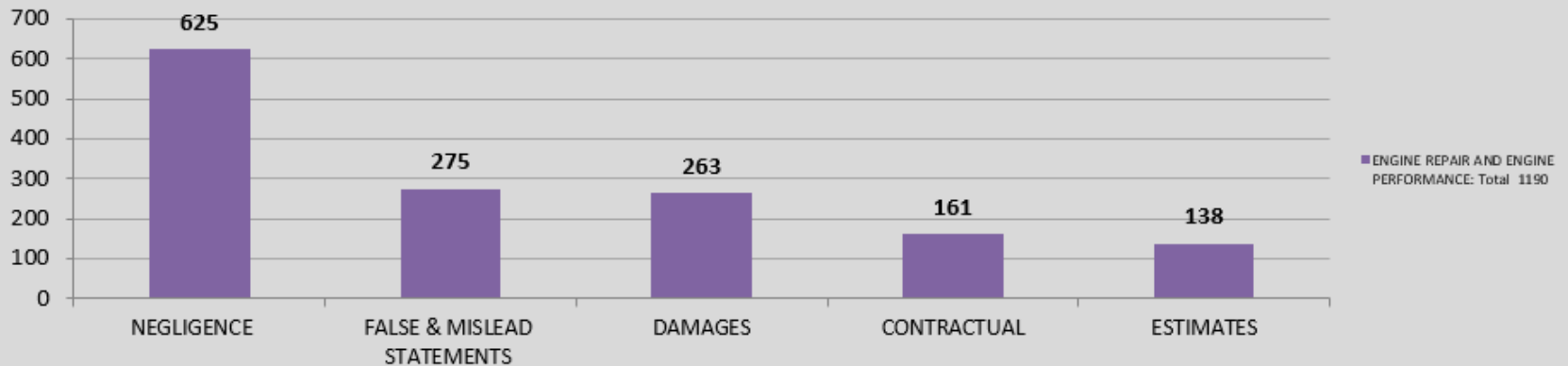
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC DELINQUENT CITATION	RW REPAIR WAIVER
EF ENGINE FAILURE	SA SEXUAL ABUSE
EM EQUIP MAINT/CALIBRATION (SMOG)	SB ILLEGAL SUBLET
ES ESTIMATES	SF ILLEGAL STORAGE FEES
FH FAILURE TO HONOR WARRANTY/SVC	SR TEST/REPAIR STATION REQ.
FM FALSE & MISLEAD STATEMENTS	TH THEFT/PERSONAL PROPERTY
FR FRAUD	UL UNLICENSED
GN GROSS NEGLIGENCE	UP UNPROFESSIONAL CONDUCT
GR GENERAL REPAIR	UT UNLICENSED STATION/TECHNICIAN
HS HEALTH & SAFETY	VW WARRANTY - NEW/USED VEHICLES
II IMPROPER INSPECTION (SMOG)	WR WARRANTY - REPAIRS

# COMPLAINT ALLEGATIONS – ENGINE REPAIR & ENGINE PERFORMANCE

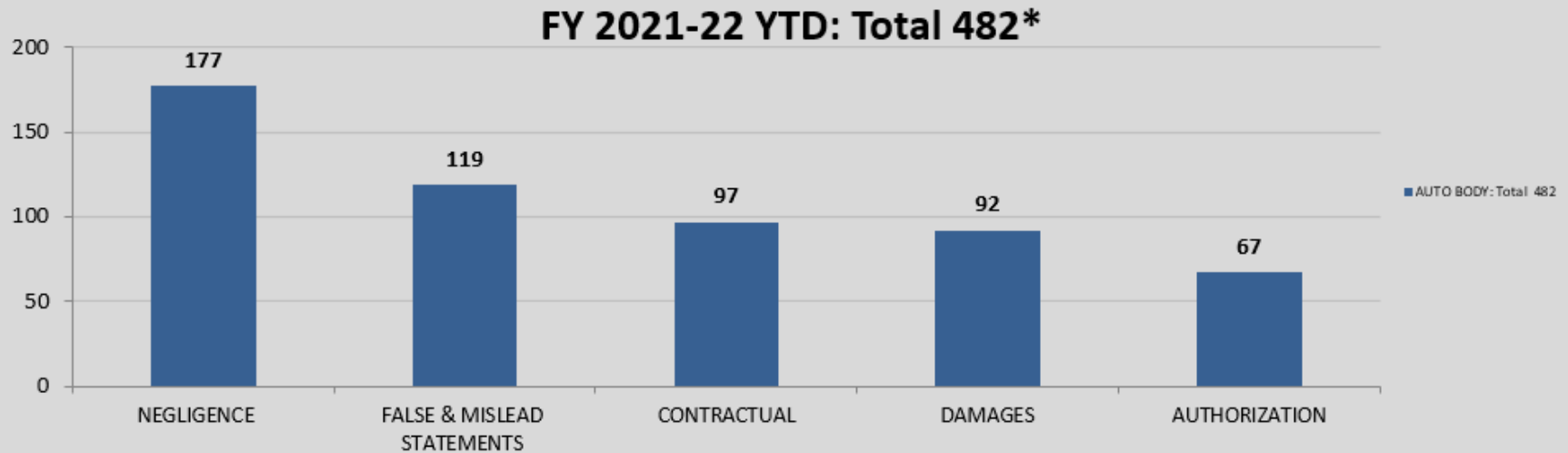
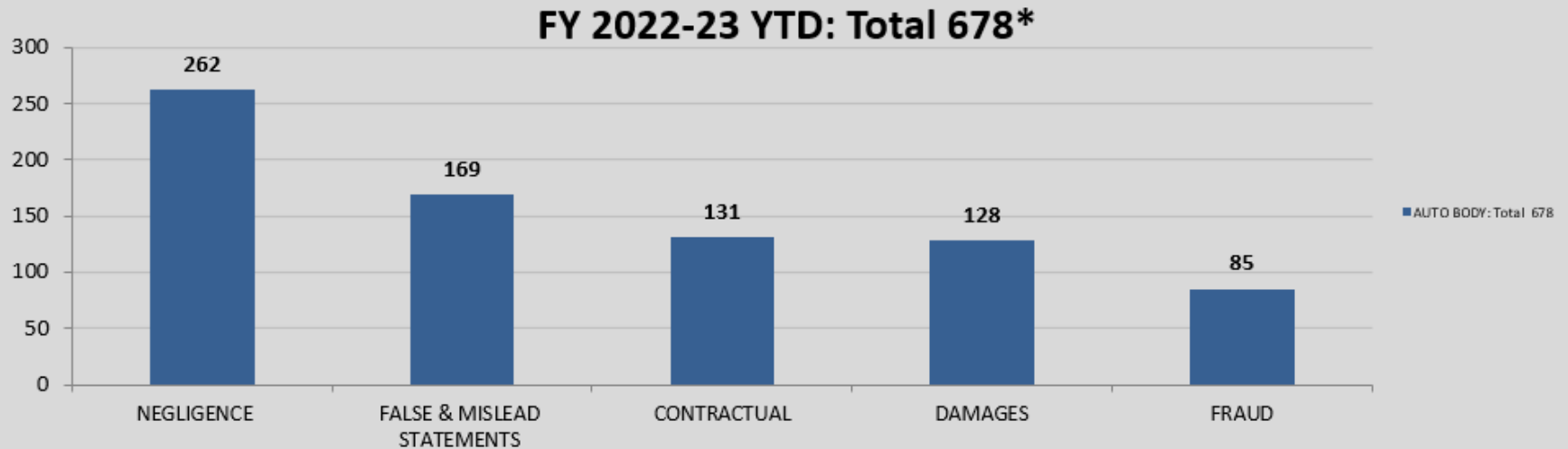
**FY 2022-23 YTD: Total 1224\***



**FY 2021-22 YTD: Total 1190\***

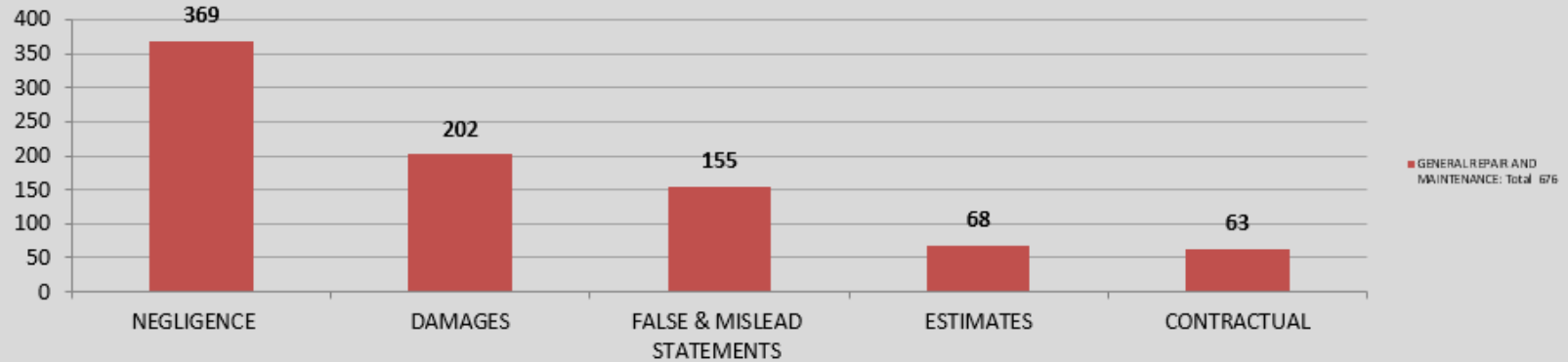


# COMPLAINT ALLEGATIONS – AUTO BODY

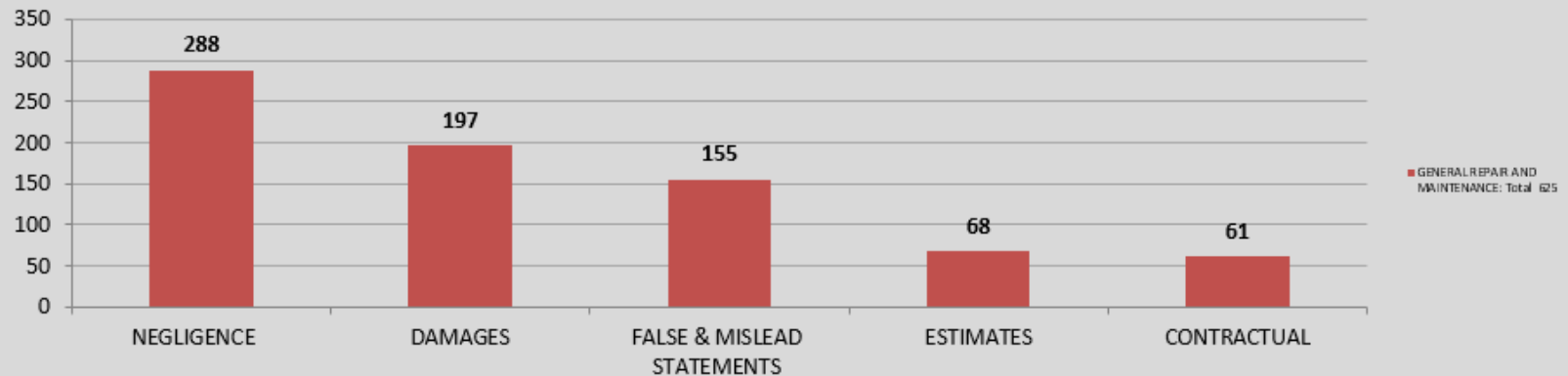


# COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

**FY 2022-23 YTD: Total 676\***



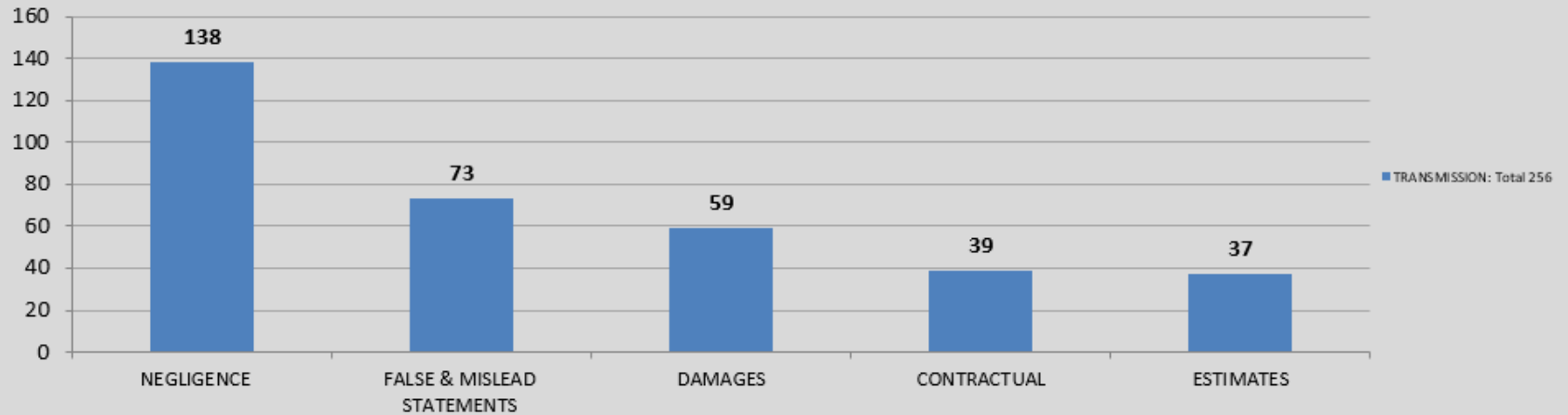
**FY 2021-22 YTD: Total 625\***



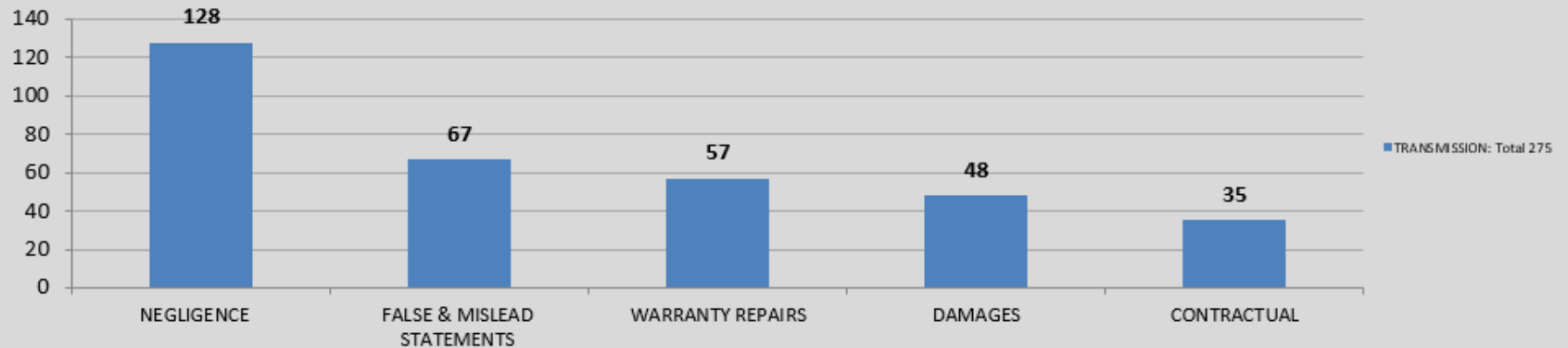


# COMPLAINT ALLEGATIONS - TRANSMISSION

**FY 2022-23 YTD: Total 256\***

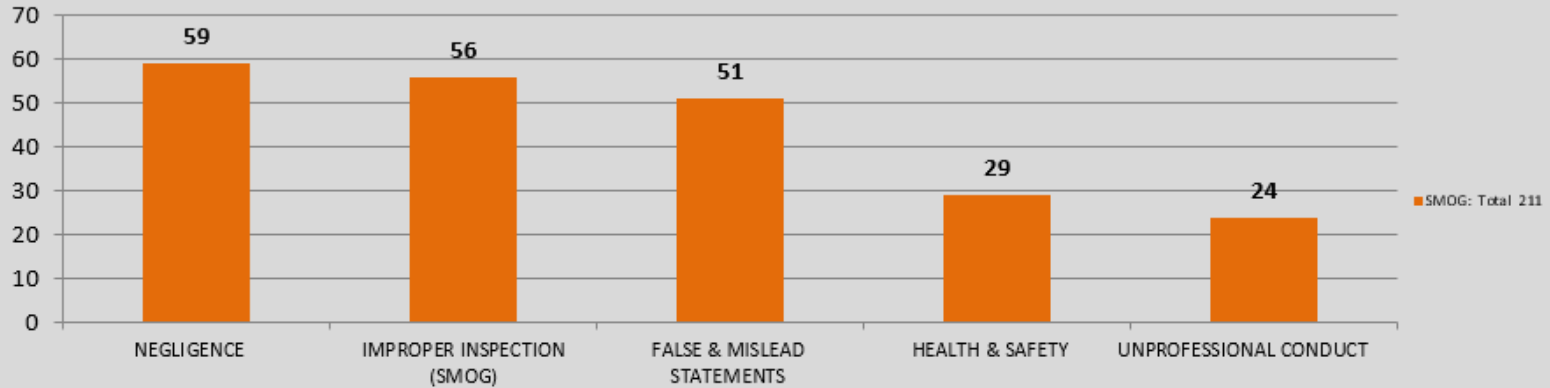


**FY 2021-22 YTD: Total 275\***



# COMPLAINT TRENDS - SMOG

**FY 2022-23 YTD: Total 211\***

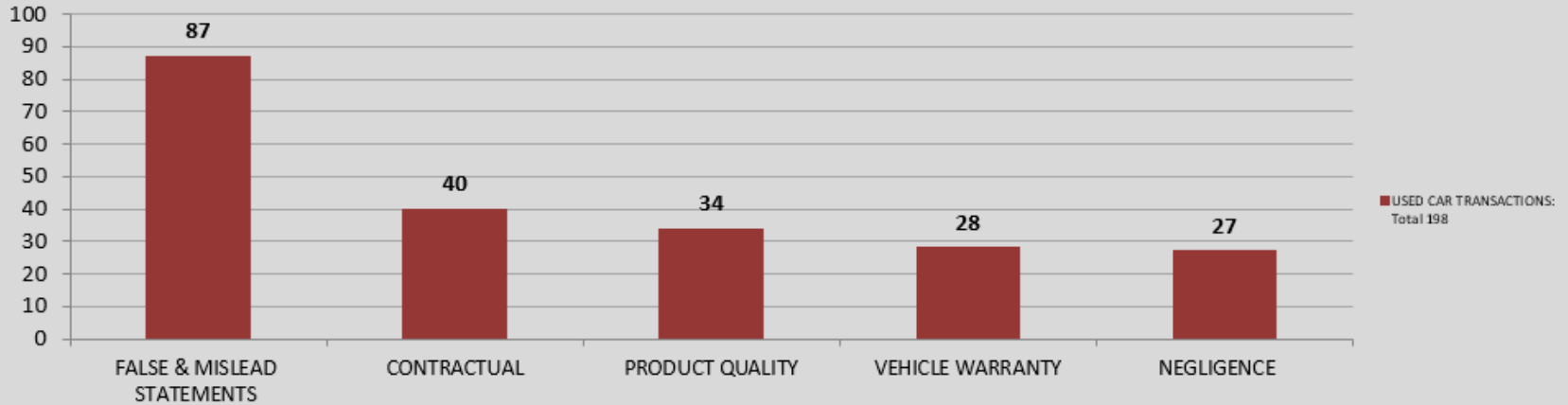


**FY 2021-22 YTD: Total 233\***

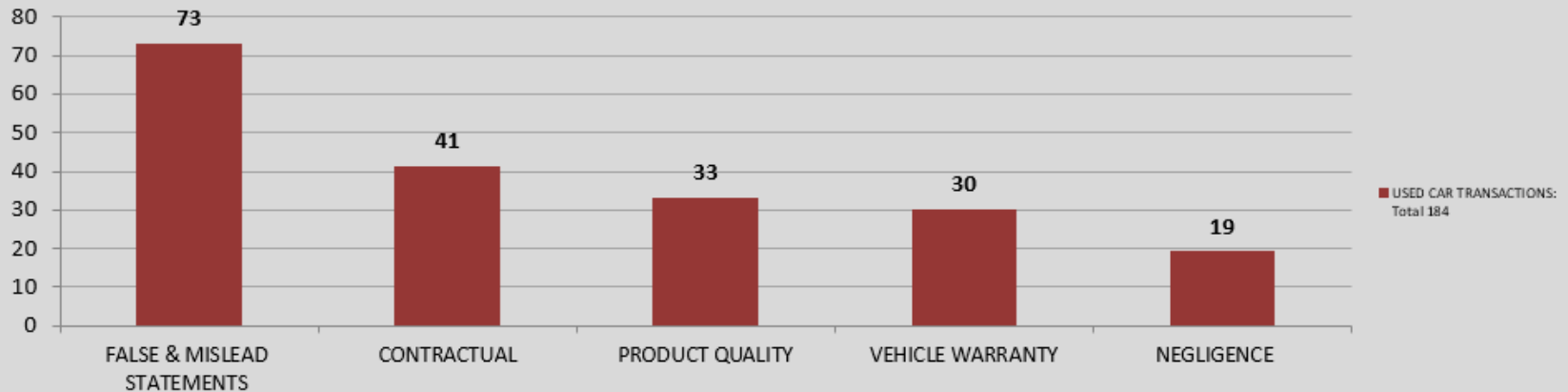


# COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

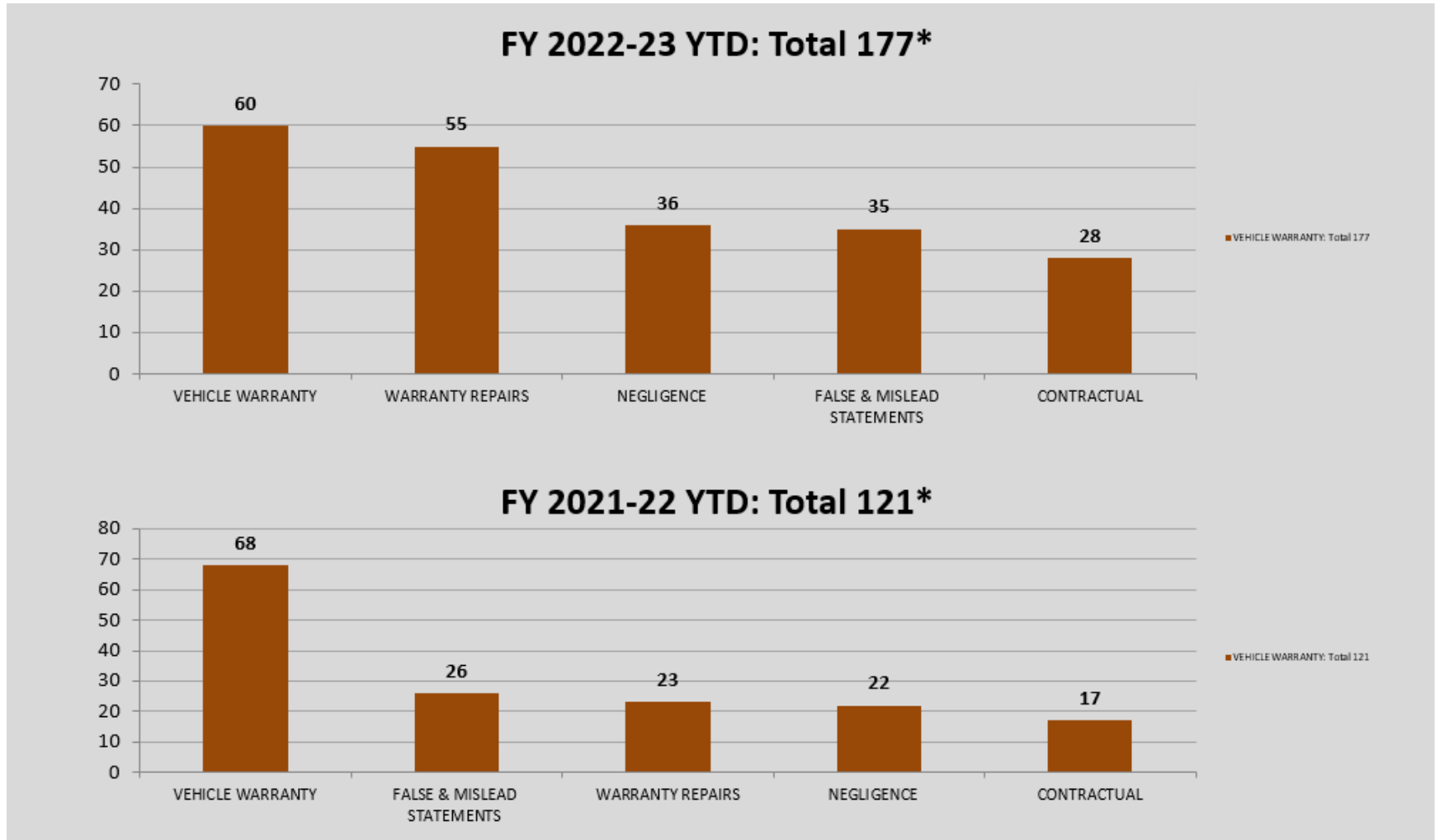
**FY 2022-23 YTD: Total 198\***



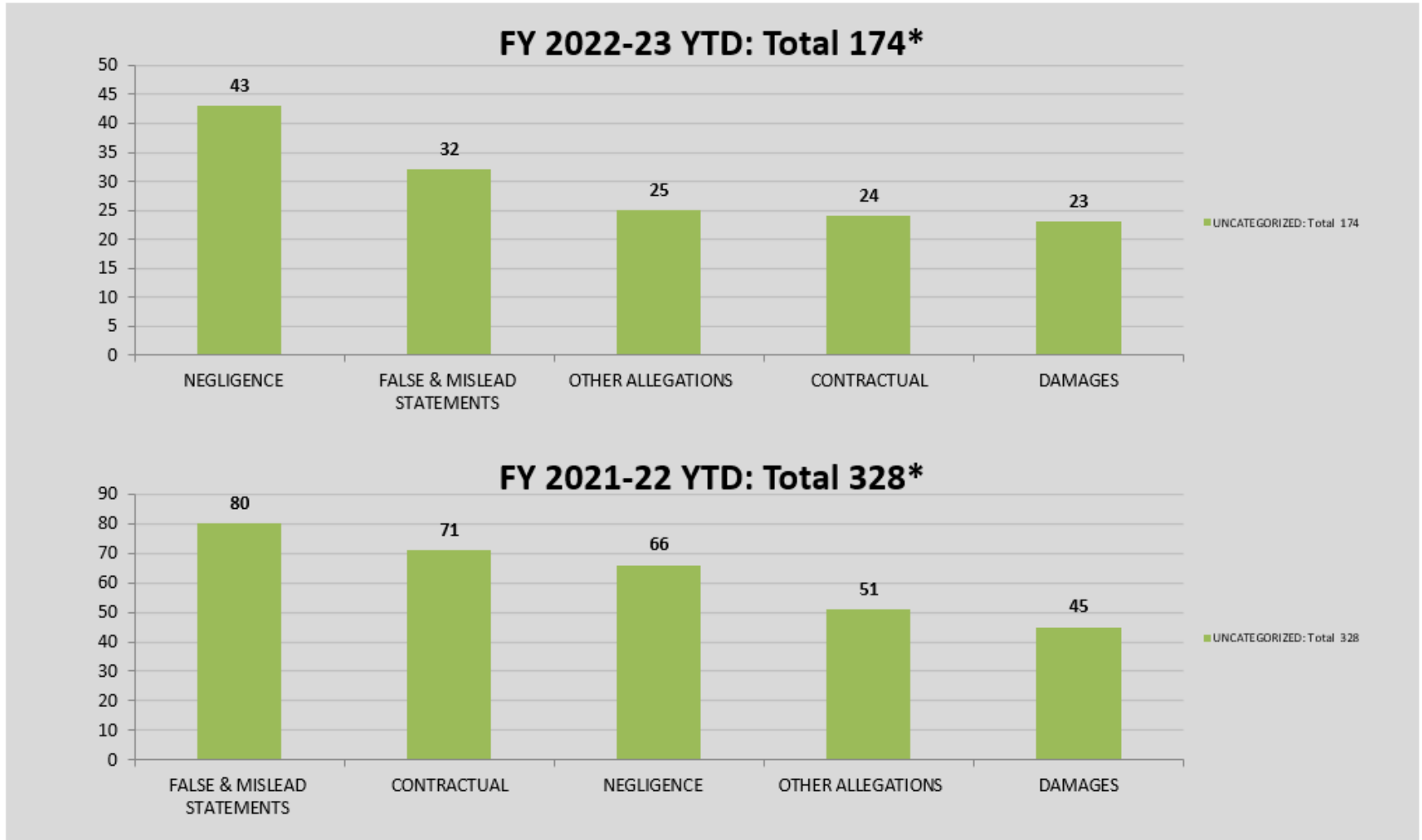
**FY 2021-22 YTD: Total 184\***



# COMPLAINT TRENDS – VEHICLE WARRANTY

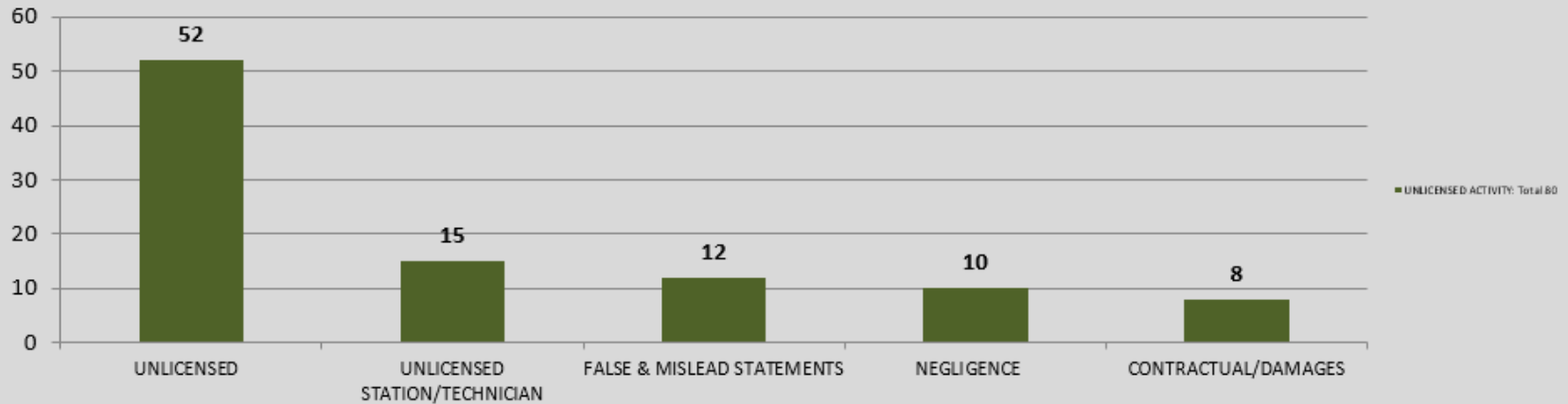


# COMPLAINT ALLEGATIONS – UNCATEGORIZED

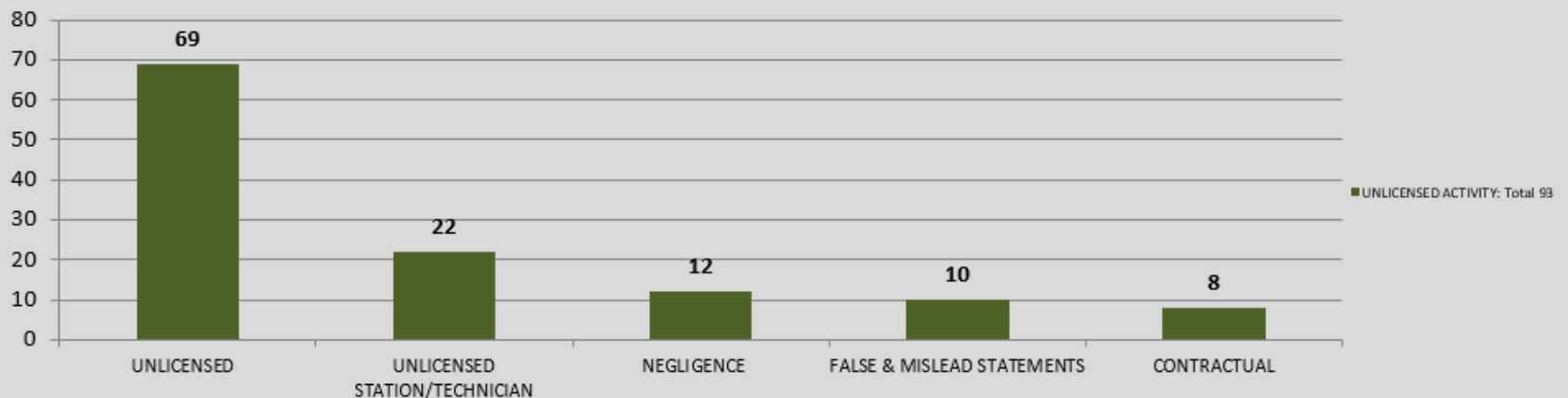


# COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

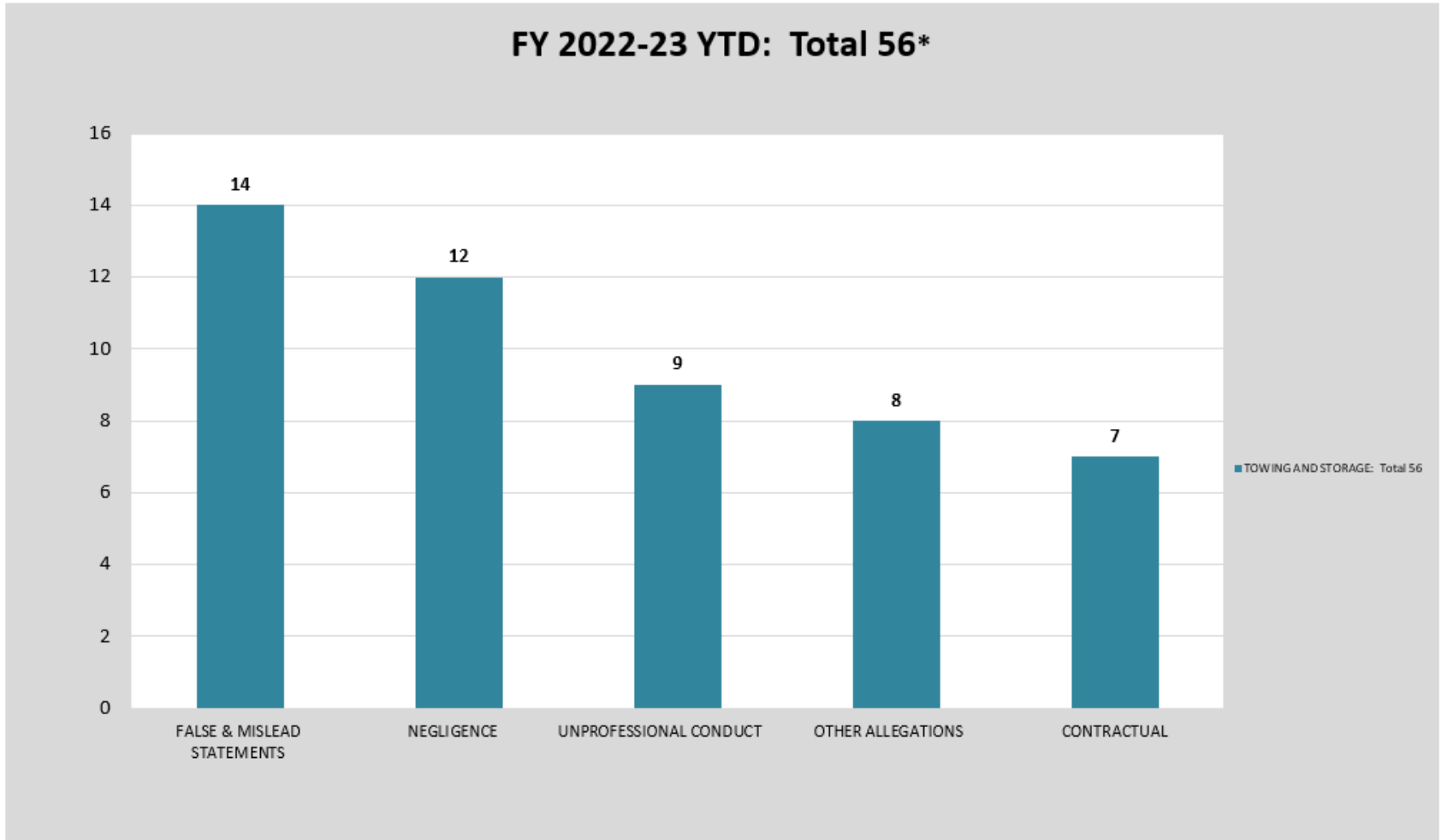
**FY 2022-23 YTD: Total 80\***



**FY 2021-22 YTD: Total 93\***



# COMPLAINT ALLEGATIONS – TOWING AND STORAGE



# AUTO BODY INSPECTION PROGRAM STATISTICS

<b>FY 2022-23 YTD</b>	
<b>Total Inspections Requested</b>	<b>75</b>
<b>Total Inspections Conducted</b>	<b>32</b>
<b>Total Complaints Filed</b>	<b>14</b>
<b>FY 2021-22 YTD</b>	
<b>Total Inspections Requested</b>	<b>26</b>
<b>Total Inspections Conducted</b>	<b>12</b>
<b>Total Complaints Filed</b>	<b>4</b>



---

# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Email: [bill.thomas@dca.ca.gov](mailto:bill.thomas@dca.ca.gov)