



ASCCA Foothill Chapter 5

May 5, 2020

Join us in this challenging time for our monthly Chapter 5 meeting. May 5 at 7 pm via ZOOM.

**We need the strength of our Association now more than ever!!!
Due to the “safe at home” restrictions we will meet virtually via our computers, tablets, and smart phones.**

We will begin with Chapter updates, then turn the meeting over to David Saline of DRIVE for his presentation on:

How to Keep your Business Going in These Unprecedented Times



David Saline is a proven industry leader in the automotive and truck repair business. With over 30 years of experience, Mr. Saline has been ranked as one of the Top 30 Truck Technicians in the nation by the American Trucking Association.



- Certifications include: ASE Master Certified in Automotive, Medium-Heavy Truck, School Buses, Service Writer and Parts.
- Over 40 different OEM certifications.
- Master and Master Elite of Shop Management Awards by DRIVE.
- With his background in owning successful shops in New Mexico that applied the DRIVE systems, Mr. Saline is now serving as Vice President of Sales for **DRIVE** in California. In this senior leadership position, he mentors and helps shop owners improve their business while having a better and more productive life.

The easiest way to join the ZOOM meeting is to click [HERE](#) just before 7 pm.

The details of the meeting are below:

Joseph Appler is inviting you to a scheduled Zoom meeting.
Topic: ASCCA Chapter 5 Monthly Meeting Featuring DRIVE
Time: May 5, 2020 07:00 PM Pacific Time (US and Canada)
Join Zoom Meeting
<https://us02web.zoom.us/j/82217119919>
Meeting ID: 822 1711 9919

One tap mobile

+16699009128,,82217119919# US (San Jose) +13462487799,,82217119919# US (Houston)

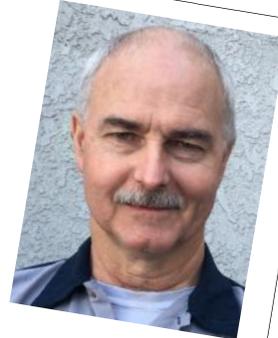
Dial by your location

+1 669 900 9128 US (San Jose) +1 346 248 7799 US (Houston) +1 253 215 8782 US (Tacoma)

+1 312 626 6799 US (Chicago) =+1 646 558 8656 US (New York) +1 301 715 8592 US (Germantown)

Meeting ID: 822 1711 9919 Find your local number: <https://us02web.zoom.us/u/kcviQsQILR>

President's Message:



Greetings,

GREETINGS

Hope all is well in these crazy times , ASCCA is here for those who want it.

The info given by members has helped many get the resources they needed to get by . Thanks to those who have been there with advice, information and webinars.

We miss the monthly get togethers and are looking forward to it again, but for now, we are meeting online on May 5 for a webinar put on by DRIVE.

Join us if you are tired of seeing the same faces and need a change of scenery, where you can be on the screen and be a star. Or if you could use some much needed info. or have some to share.

Hope to see you there

Here's what DRIVE has lined up for our May 5 Zoom meeting:
TOPIC: How to Keep the Business Going in These Unprecedented Times

SORRY, NO TACOS BUT GOOD INFORMATION!

A handwritten signature in brown ink that reads "Kirk Haslam". The signature is fluid and cursive.

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

Letter from ASCCA 2020 State President

(Yes, this is a reprint from last month... it was that good! - ed.)

I wanted to reach out to the members of ASCCA first to thank you all for staying calm and working within your communities to help keep people safe as well as safely on the road. I have also heard about all the shops that are going above and beyond to help those that need a little more help than just car repairs. Just remember your communities have supported you while you have been in business so now is a good time to help support them. It is also impressive how many shops have decided to keep their doors open to not only take care of the consumers but also take care of their employees.

Also, a BIG thank you to all the great partners, board members and members of ASCCA. We continue to work together to support each other and help us all to get through these challenging times. The amount of information that has flowed through our channels this past few weeks has been amazing. People stepping in and helping when they had an opportunity.

Having been a member of ASCCA for over 20 years I know how important being a member of this amazing organization is. I can't begin to put a value to it. Hopefully at times like this it will be crystal clear to you as to how important this organization is.

Please remember there are a lot of volunteers that work hard for this association every day to make ASCCA the place to be. Just know that right now we are working even harder than usual to make sure that you have all the tools and information that you need to make the best decisions for your business.

If there is anything that you need help with, please don't hesitate to reach out and ask. I have spoken with many people across the state today and have received as much important information as I have shared. The more that we work together the stronger that we will be.

You can reach out to me on Team Talk, call or text me at 619-808-9315 or email me directly at John@johnsAutomotiveCare.com

John Eppstein

John's Automotive Care

2019 & 2020 ASCCA State President
and member of Chapter 24

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Tax & Business Tips from Norm Blieden, CPA

COVID-19 uncertainty abounds for everyone. This month's newsletter provides a round-up of tax-related laws to help with tax planning for 2020 as we all navigate the coronavirus pandemic. Also in this edition are ways to track your stimulus payment, tips to find cash, and how to protect your video conference meetings from unwanted visitors.

Please call if you would like to discuss how this information could impact your situation. If you know someone who can benefit from this newsletter, feel free to send it to them.

Key 2020 Coronavirus Tax Changes

Thankfully, by monitoring tax changes on your behalf, we can work together to navigate the right path for you and your family. Here is a round-up of tax-related laws and information to help with tax planning for 2020.

- **Early distribution penalty waived.** The 10% early distribution penalty on up to \$100,000 of **retirement withdrawals for coronavirus-related reasons** is waived during 2020. New tax rules allow tax liabilities on these distributions to be paid over a three-year period. So if you need the funds, you won't see your tax bill skyrocket in one year. Even better, you can return these distributions **back** into your retirement account over a three-year period and not be subject to the annual contribution limits. **Action:** This could be a great way to handle emergency payments until you receive a stimulus check, unemployment payments, or a pending small business loan.
- **Required minimum distributions (RMDs) waived for 2020.** Required minimum distributions (RMDs) in the year 2020 for various retirement plans is suspended. The corresponding 50% penalty associated with not taking an RMD is also suspended in 2020. **Action:** Taking out distributions when the market takes a tumble can hurt retirement income for many years. This change allows you to wait to let the value in your retirement account rebound before you withdraw funds.
- **IRS installment agreement suspension.** The IRS is suspending payments of all amounts due from April 1 through July 15, 2020. If you do not pay your IRS installment payment during this time your installment agreement will not be in default. Interest will continue to accrue on these installment agreements. **Action:** Being on the bad side of the IRS is never fun. If you currently have an IRS installment agreement, look to take advantage of this delay.
- **Offers-in-compromise.** The IRS will allow you until July 15, 2020 to provide additional requested information for any pending offers-in-compromise (OIC) and will not close out the OIC during this time without your consent. The IRS is also suspending any payments due under an OIC until July 15, 2020.
- **Enforcement activities suspended? Not so fast...** The filing and enforcement of liens and levies will generally be suspended. However, IRS Revenue Officers will continue to pursue high income non-filers and initiate other actions when warranted.
- **No new audits.** The IRS will not initiate new audits during this time but will act to protect the statute of limitations.

Get Your Money: Ensure You Receive a Stimulus Payment

The IRS has two websites to help with stimulus payments: One for non-tax filers to register to receive their economic impact payment and a new "Get My Payment" tool.

Background

As a response to the COVID-19 pandemic, the government is sending \$1,200 to single taxpayers with income less than \$75,000 (\$98,000 with phaseouts). \$2,400 is being sent to married taxpayers with income less than \$150,000 (\$198,000 with phaseouts). An additional \$500 is being sent for each child under the age of 17.

The Problem

The payments are being made based on 2019 or 2018 tax returns. If you do not need to file a tax return for either of these years, **you run the risk of not receiving this payment.**

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The Solution

The IRS launched a way to register to receive your payment and to determine the status of your payment. Here are the websites:

Non-filers: If you are not required to file a 2019 and/or a 2018 tax return, visit:

<https://www.freefilefillableforms.com/#/fd/EconomicImpactPayment>.

Payment status and direct deposit registration: There is also an IRS app called “Get Your Payment” to register to receive your payment via direct deposit. Visit <https://www.irs.gov/coronavirus/get-my-payment>. Also use this tool to review the status of your payment.

Who should use the app for non-filers: If you fall into one of the following cases, you need to review whether it makes sense to use the app mentioned above for non-filers:

- **Not required to file.** If you are not required to file a tax return in either 2018 or 2019 but otherwise qualify to receive a stimulus payment, using this tool or other tax filings is the only way to receive the payment.
- **College students.** If you are not a dependent on someone else’s tax return, you need to look into using this tool. If you are a dependent, it may also be worth a conversation to see if you can or should change your filing status in 2019 in order to receive this payment.
- **Seniors.** Seniors that do not file tax returns in 2018 or 2019 will eventually receive the payment based upon their Form 1099-SA or railroad retirement information. The non-filer site asks you not to register, but you may receive the payment sooner AND protect your identity from would-be thieves by filing a tax return.

Who should NOT use the app for non-filers: DO NOT use the app for non-filers if you will be filing a 2019 return. If you are required to file a return, using this tool will not speed up your stimulus payment and will likely slow down processing of your tax return and receiving any refund.

Ideas to Help Make Payments During Tough Times

How to get cash quickly when you're out of work

You’re not alone in trying to navigate the financial uncertainty during the coronavirus pandemic. Millions of American workers who lost their paycheck because of COVID-19 need to find creative ways to pay bills.

Here are 6 ways to get cash to help pay for your monthly expenses.

1. **Apply for state unemployment benefits.** Recent federal legislation expands traditional state unemployment payments from 26 weeks to 39 weeks. State unemployment offices are also administering an additional weekly payment of \$600 to unemployment benefit recipients courtesy of the federal government. This additional \$600 weekly payment runs through July 31, 2020. Visit your state's unemployment insurance website to fill out your application. Even better, this federal unemployment assistance applies to self-employed workers and part-time workers.
2. **Look to your retirement accounts.** While not ideal, you can withdraw up to \$100,000 penalty-free from your retirement accounts. You can then pay it back within the next three years without penalty or being subject to annual contribution limits!
3. **Talk to your banker/landlord about a mortgage or rent deferral.** Recent legislation suspends required payments on certain loans and halts foreclosures for at least 60 days. But you must contact your lender to discuss the specifics of your situation. It may be trickier to work with landlords to defer rent payments, but many property owners have signaled a willingness to work with tenants over the next several months to defer or forgive payments.
4. **Talk to lenders about credit card payments.** Call your credit card company to see if they are willing to defer your payment for several months. While credit card companies haven't explicitly said that consumers can skip or defer credit card payments, they have encouraged anyone experiencing financial hardships because of COVID-19 to contact their customer service teams to discuss their individual situation.
5. **Tell everyone in your network that you could use work.** While the U.S. unemployment rate is close to 20%, that still means 80% of Americans are still working. You may have numerous friends and family that could help you weather the financial storm for several months. But you won't know unless you ask.

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6. **Downsize your budget.** If you normally don't create a monthly budget, now would be a good time to start. Keep track of where every dollar goes. Identify non-essential spending you could put on hold until you find your next job.

Answers to Common COVID-19 Unemployment Questions

The recently passed Coronavirus Aid, Relief, and Economic Security (CARES) Act provides individuals and businesses significant financial relief from the financial strain caused by the coronavirus epidemic.

Here is a snapshot of the unemployment benefits section of the bill and how it affects individuals and businesses.

- **Who qualifies to receive unemployment benefits?** In addition to full-time workers who are laid off or furloughed, the Act provides individuals who are not already eligible for state and federal unemployment programs, including self-employed individuals and part-time workers, a set amount of unemployment compensation.
- **How much will I receive?** There are two different components to the new law's unemployment benefits:
 - Each worker will receive unemployment benefits based on the state in which they work, and
 - In addition to their state unemployment benefits, each worker will receive an additional \$600 per week from the federal government.
- **How will benefits for self-employed workers be calculated?** Benefits for self-employed workers are calculated based on previous income and are also eligible for up to an additional \$600 per week. Part-time workers are also eligible.
- **How long will the state unemployment payments last?** The CARES Act provides eligible workers with an additional 13 weeks of unemployment benefits. Most states already provide 26 weeks of benefits, bringing the total number of weeks that someone is eligible for benefits to 39.
- **How long will the federal payments of \$600 last?** The federal payment of \$600 per week will continue through July 31, 2020.

How do I apply for unemployment benefits? You must apply for unemployment benefits through your state unemployment office. Most state applications can now be filled out online. Workers who normally don't qualify for unemployment benefits, such as self-employed individuals, need to monitor their state's unemployment office website to find out when they can apply, as many states need to update their computer systems to reflect every type of worker who is eligible to collect unemployment benefits under the CARES Act.

What to do now: If you have not already done so, you must file for unemployment with your state as soon as possible. State offices and websites are being slammed, so the sooner you get in the queue the better for you and your loved ones. And remember, these benefits now apply to self-employed and part-time employees.

Beware of Scams Tied to COVID-19 Economic Impact Payments

The IRS is warning you to be on the lookout for a surge of calls and e-mail phishing attempts related to COVID-19.

They will come in the form of e-mails, text messages, websites and social media attempts that request money or personal information.

It can come in many forms

The IRS says that scammers may do the following when trying to contact you:

- Emphasize the words "stimulus check" or "stimulus payment." The official term is economic impact payment.
- Ask you to sign over your economic impact payment check to them.
- Ask by phone, e-mail, text or social media for verification of personal and/or banking information saying that the information is needed to receive or speed up your economic impact payment.
- Suggest that you can get a tax refund or economic impact payment faster by working with them on your behalf. This scam could be conducted by social media or even in person.

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- Mail you a bogus check, perhaps in an odd amount, then tell you to call a number or verify information online in order to cash it.

Some examples

Here's where to go on the Federal Trade Commission web site to learn about scam calls.

Sample COVID-19 Medicare scam call:

<https://www.consumer.ftc.gov/blog/2020/04/scammers-are-using-covid-19-messages-scam-people>

What you can do

If you receive unsolicited e-mails, text messages or any other type of attempt to gather information that appears to be from either the IRS or an organization closely linked to the IRS (such as the Electronic Federal Tax Payment System, or EFTPS), you should forward it to phishing@irs.gov.

Protect Your Video Conference Meetings

Avalanche of new remote workers creates latest playground for hackers

Hackers have found their new playground amid the increased use of video conferencing during the coronavirus pandemic: Zoombombing!

Zoombombing defined:

Named for the company Zoom, the unfortunate first high-profile victim of this phenomena, Zoombombing occurs when internet trolls hack video conference meetings and join as uninvited attendees. After infiltrating a meeting, the hackers then have their fun, doing everything from performing harmless pranks to posting sexually explicit content.

Ideas to keep your meetings private:

You can protect yourself, your friends and your company while using popular video conferencing tools with these tips.

- **Monitor meeting attendance.** Designate an employee to monitor the attendees of your video conferencing meetings. By assigning a moderator (host), attendees can be removed or dismissed.
- **Create a waiting room for new attendees.** Most conferencing platforms have a feature called a waiting room. When this feature is enabled, each user who connects to your meeting is put in a queue. The meeting host then approves each person waiting in the queue for admission to the meeting.
- **Turn off screen sharing for everyone but the meeting host.** A favorite Zoombomber prank is to hack into a meeting, share their screen and then draw something really funny or inappropriate. Consider only allowing the meeting host to share a screen and to give permissions to others who subsequently want to share a screen.
- **Password protect your meetings.** As a meeting organizer, you can also choose to password-protect your meetings. Don't forget to distribute the password to all attendees prior to the meeting.
- **Carefully choose your video conferencing service.** With many different companies offering video conferencing services, it can be difficult to find which company features the best security measures. Take the time to do your homework to find the platform that's right for your business.

As always, should you have any questions or concerns regarding your tax situation please feel free to call Norm Blieden, CPA. Tel (626) 440-9511

If you have a hard time finding the right words to express your feelings during this health and economic crisis, here is a Face Book post that Gene Morrill forwarded to me. I wish I could credit the author, but Gene didn't have that information.—JA

“THIS IS THE BEST I'VE SEEN WRITTEN FROM A BUSINESS OWNER'S PERSPECTIVE” -Gene

Many people in the USA have absolutely no understanding of the frustration and angst that many self-employed and small business owners are experiencing right now. And when they say to us, “is your livelihood more important than a human life?” it really demonstrates just how clueless they are to how we feel, what we think, and the many challenges we have overcome to get to where we are. They think we are worried about lining our pockets and want more \$\$\$\$. It is absurd - and insulting - for any of them to think that because we want to save our businesses that we don't care about the sick, have no empathy, or that we are not concerned about those who are vulnerable to the virus, or that we are simply selfish and self-centered. They don't understand. And the simple truth is, they can't understand...and they will never understand. They have not walked in our shoes. They do not know the sacrifices we have made. They have no idea how much we have cried, pinched, and prayed, wondering if we will make it or the risks we've had to take. How we work 24/7 and it never shuts off - years of sleepless nights, stress and worry. They were not there when we celebrated the first year we broke even - not made a profit - just broke even and saw the potential of our dream. And that dream employed others, and met other needs! They don't know the weight of responsibility a business owner feels for their employees. No, they collect a check and get to turn off the lights and go home, not worrying about how to make payroll, or rent, insurance, etc. They may be working or they may be at home, enjoying the time off, feeling inconvenienced, but is their life decimated? I think not.

So, please, they need to stop judging us and stop trying to shame us! They should stop pretending that they “get it” and “understand” because they don't. They expect that our lives should come to a screeching halt while they sit in their office or work from home and experience a bit of inconvenience. Meanwhile, their paycheck is being direct deposited into their bank account while government destroys what we spent our entire lives to build. We still have bills to pay, food to put on our tables, and financial responsibilities that do not halt simply because we are told to shut our doors.

We are angry and frustrated. And it's not because we can't go buy seeds to plant tomatoes or go buy a sports bra at Target. Instead, we must literally sit by with hands tied by a government that says we can't save what we've worked our entire lives for. We are watching more lives ruined long-term and far beyond when we get to go back to our work. We want to save our businesses and be able to salvage what is left and pray to God we will be able to provide for our families because there is no one else and no boss writing a check to us. Oh, and who pays for our health insurance? Our boss? Um, that also disappears as there is no income coming in to pay those unbelievable premiums. What do we do when the Stay at Home mandate from our Governor (which is longer than ANY other state, including NY) is lifted? What will be left? Who will have a business left? You think that once it is lifted, then, boom, money starts to pour back in? No... not how it works for most businesses... the blood, sweat and tears and rebuilding begin again...

I would love to be at home wondering what to do with myself or working out all day! During this time, I would love to homeschool my kids all day and not be worried about how to pay the mortgage, and be more rested than ever before, as others are telling me. Instead, we choose to give whatever we can to the couple of employees we have left, and make sure they still have an income and health insurance. We choose to take what we are given and go feed first responders and those on the frontlines because that is our heart, and we will bless others every opportunity we can.

So, when you see people protest and upset with restrictions that are not fair or justified, know that it isn't because we are tired of being at home and inconvenienced... or sick of cooking, or bored... no, it actually is because we know that soon there will be nothing left or pieces to pick back up.

For those business owners and self-employed, we applaud you. We understand. We are praying that you find a way to make ends meet because we know that you aren't home collecting a paycheck.

Stand strong and we will get through this. You are some of the strongest people I know.

Our faith carries us in a time of great uncertainty and anguish... And we will continue to walk in Faith..

A Method to Deal with Slow Days in Your Shop

(Though originally published in 8/2018, this is relevant for today! - ed.)



[Alex Van Abbema](#)

This story was originally published in Ratchet+Wrench on August 22, 2018. For original article, click [HERE](#).

From always doing full vehicle inspections to putting out welcome back specials, John Bridgwater has learned a multitude of ways to minimize slow days in his shop. Regardless, the owner of Wright's Automotive Service in San Leandro, Calif., knows that some slow days are inevitable, and that he and his team have to find ways to be as productive as possible when they come up.

During some months, like winter times and back-to-school periods, Bridgwater finds that these slow days are more prevalent than others. Bridgwater has learned to deal with these issues, and as he admits, there are still months that were a struggle, especially last year. But this year, during the normal slow periods, his shop saw a significant boost in revenue, and he attributes much of this to his slow day procedure.

Bridgwater pays his employees by the hour and doesn't send them home when they're slow, so it's vital that each employee is finding some kind of work in the shop to take on. Properly coping with a slow day starts from the management end of things, to make sure your staff doesn't slack off and makes the most of their time. Bridgwater details his procedure to deal with slow times in his shop.

1. During the slow times, start by having a shop meeting to go over the goals for the day and the things you can do in the meantime. We try to have a shop meeting once per week anyway, but if we're super busy, we might not have a chance to have that meeting. When we're busy, we may have had a problem with this thing or that thing, and we can use the slow days to deal with that.

2. Take a critical look at any equipment maintenance or upkeep that can be done. We will discuss and see if we can put certain equipment together, and figure out a way to make that happen. Maybe we have this transmission flushing machine that we keep over on this side of the shop, and we have a draining machine and these fluids stuck in the middle. When we're busy, of course we don't have time to move stuff around and make that happen, so on the slow times, when we have a list of these things that we've thought of during the busy times, then we'll be able to attack.

3. Making the shop more efficient and organized is another important thing to take on. The shop needs to be clean and organized so that when we are busy, we spend less time hunting for things.

4. Training should certainly be an emphasis during slower times—I want my staff to have all certifications they can possibly have. We're gangbusters busy this week, but I sent one of my guys on Tuesday to go take his smog license exam, and sent another guy on Wednesday to take his brake license exam, even though we were very busy. So, in the slow times, we absolutely make an emphasis to fill it with things like that. There's a lot of online learning we can do, there's always something.

5. Software updates for scan tools is always an ongoing thing. If we have a slow day, we can go through tools, see if anything needs updating, or if we need to replace any specific equipment.

6. Service advisors should use slow days to reach out to customers that the shop hasn't seen in a while. Right now we use AutoVitals, and some other workflow management stuff. That does a lot of reporting, and scours the database for us. That automation helps, but it doesn't cover everything. We can have our service advisors reach out and say, we haven't seen you in six months, have you had your services taken care of? Also, do they not like us for some reason? If not, why don't they like us? How can we correct that? This can be a time to have those conversations.

These calls to customers often take up a lot of time, so you can make them during the slow days. Getting ahold of those customers is sometimes challenging, we'll invite the client to call us back without leaving a detailed message: Hey, we had a question for you, some sort of a leading question or introduction.

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.

Follow Up to Gain More Customers in your Area



By Eric Twiggs, ATI Performance Coach

This story was originally published in Ratchet+Wrench on April 1, 2020.

How do they do it? I asked this question several years ago as a new member of my local Toastmasters International club. The meetings were held every Tuesday, and the room was always packed with aspiring speakers.

At the district conventions, the leaders of the other clubs complained about member count being down in the area. When one club leader spoke about their low member count, the others would console her by saying, "It's not just you; everybody is slow." (Sound familiar?)

So, how was my club able to grow while everyone else was slow? I got the answer at our next meeting. Clara, the club president, asked all the new members who joined within the last 30 days to stand, introduce themselves and tell everyone why they chose our club.

Four people stood up, introduced themselves, and each stated the following reason: "I called several clubs that were listed on the Toastmasters website, but Clara was the only one who called me back."

Clara is living proof of this well-known fact: "The fortune is in the follow-up." How many customers are currently with your competitor because you failed to get back with them?

Since most businesses are bad at follow-up, being great in this area can give you an unfair advantage. In his book *Never Eat Alone*, Keith Ferrazzi points out that great follow-up alone would put you ahead of 95% of your competition.

Do you want to make a fortune while gaining an unfair advantage in your area? Keep reading to discover what to do.

Focus on the Fundamental

ATI Fundamental #19 states that "Appearance Counts." The fundamental reason that appearance counts is because it creates the first impression. Following up (or failing to do so) also creates a first impression. When Clara promptly called me back, I got the impression that the club was proactive to the needs of its members.

The club appeared to be on top of its game. Do you appear on top of yours?

This is an important question to answer because YOU create a similar first impression by promptly following up. The failure to get back with your patrons speaks volumes!

Consider this: according to a recent study, 68 percent of all business is lost because of a failure to follow up. By failing to follow up, you send the message that you aren't concerned about your customer's car, and creating the perception that your customer isn't the priority is a recipe for lost business.

Follow-Up Tools

If you only have a hammer, every situation looks like a nail. Since the situations will vary, the key to gaining an unfair advantage is to use a variety of tools.

Below are three of my favorites:

The "Three-Day Thank You" Call

This will give you an unfair advantage in your market because nobody does it! When was the last time you received a thank you call from a retail business after you made a purchase?

Customer Service Follow-up Calls

Using this to schedule a call your customers within seven to ten days of their last visit to ensure they're completely satisfied with the service they received. This not only builds value but helps keep you in tune with your customers' needs and reveals areas of improvement.

The "How Have You Been?" Call

This is not to be confused with the "Where have you been?" call. "Where have you been?" sounds judgmental, while "How have you been?" sounds like you care. Keep in mind that the typical response rate for this type of call is 15 percent, so it will take twenty calls to get three inactive customers to return ($20 \times 0.15 = 3$).

Conclusion

So, there you have it. As I mentioned earlier, appearance counts. By excelling at follow-up, you will appear to be proactive in the eyes of your customers, which will give you an unfair advantage in your area. [Click here to learn more from ATI's Customer Follow-Up Guide.](#)

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ASCCA Foothill Chapter 5 Member Benefits

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.**

Shop to Shop Networking

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.

Merchant Processing Digital Financial Group

In addition to personalized 24/7 service and the most competitive rates available, you receive an annual \$350 rebate which covers almost half your ASCCA 5 membership dues.

Free Legal Counsel Molodanof Government Relations

FREE LEGAL Service - Thirty (30) minutes of free legal advice per month for all ASCCA members. A \$225 monthly value!

Uniform Discounts Cintas

Nationally recognized supplier of customer apparel and related products. Deeply discounted services & products for ASCCA members.

Free CPA & Business Consults Norm Blieden

All ASCCA Chapter 5 members are entitled to thirty (30) minutes of free telephone consultation each month.

Discounted or Free Training

Our Chapter hosts management and technical seminars throughout the year with a 50% to 100% rebate of seminar fees after you attend the class.

TeamTalk

Team Talk is one of ASCCA's most popular benefits. It's an open online forum for members to network, offer or seek advice on vehicle repair, find industry resources, or discuss any issues of relevance to the automotive industry.

Discounted or Free Training - ESI

Since 1984 ESI has provided independent repair shops with up-to-date full-facility training for management and personnel.

- ASCCA discount for training courses.
- FREE 30 minutes of business consulting per month.

**Check out other Benefits on the
ASCCA Advantage on pages 14-16
in this newsletter**

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, Tim Chakarian of Bimmer PhD, keeps us informed on seminars on business management and technical subjects for our shop owner members and their technicians. **Cost is minimal and often free.** This is a tremendous member benefit for you and your employees! Give Tim your ideas and suggestions for seminars & we will try to schedule the seminars you want. (626) 792-9222.
- 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.)

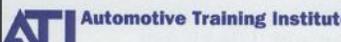
The ASCCA Advantage

The ASCCA Advantage outlines 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.



Corporate Partners - Increasing Your Membership Value

BUSINESS SUPPLIES, EQUIPMENT & SERVICES		
	<p>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.</p>	<p>Carlos Menchu, 877.351.9573 info@aeswave.com www.aeswave.com</p>
	<p>AutoZone's partnership with ASCCA will get you special pricing for Platinum Level Membership, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more! Check out their electronic ordering software which can help save you time and money.</p>	<p>Jim Gray, 704.301.1500 jim.gray@autozone.com</p>
	<p>Autologic Diagnostics is changing the game in aftermarket diagnostics by going beyond the diagnosis stage. We empower technicians to meet the challenges of today's increasingly complex vehicles through a range advanced diagnostic, programming, and remote assistance services. Our fully-integrated diagnostic support system combines dealer-trained technician expertise with diagnostic technology to ensure we make our customers more profitable by finding faults faster and more accurately, as well as repair more cars, faster with fewer mistakes.</p>	<p>Kevin Fitzpatrick 631.486.3506 kevin.fitzpatrick@autologic.com</p>
	<p>Provides maintenance services, equipment training & consumer education materials. Increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving your customer's driving experience and vehicle performance.</p>	<p>Eric Waln, 949.337.2484 Eric Elbert, 805.490.6080, EricE@petrospecsBG.com www.petrospecsinc.com.</p>
	<p>California Employers Services has been making compliance easy since 1997. We know the laws and how they are being enforced. Everything that we provide is customized to your business' needs. Ask about our 30 day trial or our special packages and prices. ASCCA members can email or call for advice on California Labor Laws and Cal-OSHA questions!</p>	<p>Dave Fischer, 559.472.3542 cesyes@hotmail.com www.ces.today.com</p>
	<p>DFC is the leading manufacturer of award-winning automotive braking systems. They maintain a huge selection of brake parts for all domestic and foreign vehicle applications. Their engineers, product managers, and R&D staff work hard to give their customers first-to-market advantage.</p>	<p>Dan Biezonsky, 951.200.0953 danb@dynamicfriction.com www.dynamicfriction.com</p>
	<p>LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines.</p>	<p>Steven Poole, 562.320.2398 SJPoole@lkqcorp.com</p>
	<p>Mail Shark approaches direct mail strategically by providing penetration reports and demographic analysis to make sure you're reaching the right people. They'll make it easier for you to grow your car count, manage your budget.</p>	<p>Josh Davis, 484.648.8626 josh@themailshark.com www.themailshark.com/ascca</p>
	<p>The leader in automotive thermostats; fuel, oil and coolant caps sold to the North American automotive aftermarket. Their line of thermostats is one of the most advanced in the automotive industry, using state-of-the-art manufacturing equipment, with strict quality control and functional testing, ensuring high quality and long-lasting products.</p>	<p>Sean Ruitenber, 618.599.5196 sean.ruitenber@motoradusa.com</p>
	<p>NAPA Auto Care is the largest aftermarket repair network in the country with over 16,000 independently owned and nationally recognizes automotive, collision, and truck service centers. NAPA's mission is to help all member businesses increase their car count and sell more services.</p>	<p>John Hartman, 619.300.4910 SoCal District Sales Manager john_hartman@genpt.com</p>

 <p>DEDICATED TO THE PROFESSIONAL</p>	<p>Get access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform every day, 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.</p>	<p>Sergio Gonzales, 916.962.3270 ASCCA@oreillyauto.com www.oreillyauto.com</p>
	<p>WORLD PAC supplies automotive replacement parts directly from the most respected manufacturers in the industry. Their speedDIAL Parts Catalog and Fulfillment Ordering System can check real-time parts availability. Technical Training, Business Management Solutions, and other services for independent shops are taught by experienced professional instructors.</p>	<p>Rob Morrell, 510.755.6058 rmkroll@gmail.com www.worldpac.com</p>
<p>EDUCATION PROVIDERS</p>		
 <p>Automotive Coaching and Training</p>	<p>The ACT Group is a partnership of long time automotive industry experts. Former Technicians, Service Writers, Managers, General Managers and owners of automotive facilities offer their expertise in a strong variety of industry training classes. Discounts are available to ASCCA members, including \$200.00 off our Service Advisor Classes.</p>	<p>Ray Kunz, 916.588.0775 ray@automotivecoachingandtraining.com www.automotivecoachingandtraining.com</p>
	<p>ATI has helped thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses for over 30 years.</p> <ul style="list-style-type: none"> • They are the industry leader in automotive business coaching providing expert management and consulting services. Get weekly business coaching from an industry expert and classes in marketing, hiring, finance, leadership and sales. 	<p>Jim Silverman, 301.575.9140 jsilverman@autotraining.net www.autotraining.net</p>
 <p>Power Your Shop • Fuel Your Freedom</p>	<p>DRIVE is the premiere automotive and truck repair consulting and training company. With over 25 years of experience, their continuing aim is to provide shop owners with best-in-class training, organizational skills and management tools. The goal of DRIVE is to fully arm shop owners with every executive and management ability needed to win.</p>	<p>Carolyn Gray 818.863.1077 cgray@driveshops.com</p>
 <p>Educational Seminars Institute Automotive Management Specialists</p>	<p>Since 1984 ESI has provided independent repair shops with up-to-date full-facility training for management and personnel.</p> <ul style="list-style-type: none"> • ASCCA Members have exclusive access to discounted training courses. • Save \$800 on every Service Writer course and \$55 on every seminar. (Space limited.) • FREE 30 minutes of business consulting advice per month. 	<p>Maylan Newton 866.526.3039 maylan@esiseminars.com</p>
<p>INSURANCE & LEGAL SERVICES</p>		
 <p>Insurance Services</p>	<p>Armstrong & Associates provides ASCCA members with A+ rated property casualty company policy options and an exclusive workers' compensation program including comprehensive safety & claims services. You'll receive the utmost care and service along with the most competitive insurance programs. Includes an enrollment discount of \$100</p>	<p>Customer Service, 530.668.2777 www.armstrongprofessional.com</p>
 <p>INSURANCE SERVICES, INC</p>	<p>Competitive dental & vision plans exclusively available to ASCCA members.</p>	<p>Mat Nability, 916.286.0918 mnability@coremarkins.com</p>
<p>Molodanof Government Relations</p>	<p>FREE LEGAL Service - Thirty (30) minutes of free legal advice per month for all ASCCA members. A \$225 monthly value!</p>	<p>Jack Molodanof, 916.447.0313 jack@mgrco.org www.mgrco.org</p>
<p>INTERNET MARKETING, WEB DESIGN & SEARCH ENGINE OPTIMIZATION</p>		
 <p>BROADLY.COM</p>	<p>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).</p>	<p>Laura Nelson, 800.693.1089 marketing@broadly.com www.broadly.com</p>
	<p>The Kukui All in One Success Platform provides solutions for custom online marketing tools, website design, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. Kukui will help you track stats about new clients, your customer retention rate, and will help you track areas of improvement through appointment forms, phone call tracking, and feedback from customer reviews. ASCCA members receive special pricing on custom website design.</p>	<p>Todd Westerlund 925.980.8012 Todd@kukui.com or Patrick Egan 805.259.3679 Patrick@kukui.com www.kukui.com</p>

 <p>MUDLICK™ MARKETING DATA DRIVEN DIRECT RESPONSE</p>	<p>Mudlick Marketing is proud to offer a Multi-Channel Marketing Platform where our clients have access to powerful direct mail and digital services to help grow their business. We will help you use your data to make buying decisions, offer in-house financing, and our weekly flex pay and flex mail programs make us very affordable. In addition, ASCCA Members will be offered \$250 off their first customer mailing and 10% off all our digital programs.</p>	<p>Danielle Ray, 470.299.7374 Dray@mudlick.com http://mudlickmail.com</p>
	<p>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. RepairPal shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year)</p>	<p>Evan DeMik, 415.595.3346 evan@repairpal.com www.repairpal.com</p>
MERCHANT SERVICES		
	<p>Receive up to a \$350 rebate on your ASCCA State dues when you use DFG to process your credit cards. Call for a free no obligation consultation.</p>	<p>Shannon Devery 877.326.2799 www.digitalfg.com/</p>
SOFTWARE PROVIDERS		
	<p>ALLDATA's automotive diagnostic and repair software, with OEM-direct repair information for accurate car repairs, is trusted by more than 400,000 technicians in more than 100,000 shops nationwide. Covering more than 38,000 engine-specific vehicles, ALLDATA provides auto repair shops a suite of products to help increase the daily car count, improve processes and provide quality repairs to keep customers satisfied.</p>	<p>Chuck Bennett 512.285.0307 Charles.bennett@alldata.com www.alldata.com</p>
	<p>BOLT ON TECHNOLOGY equips the automotive repair and maintenance aftermarket with award-winning technology tools to improve customer communication. Along with ongoing training and support, BOLT ON's mobile and digital tools also reduce problems inherent in the service process, while increasing shop productivity, revenue, and customer satisfaction.</p>	<p>Tim Cifelli 610.400.1019 tcifelli@boltontechnology.com</p>
	<p>The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Ask for a special ASCCA member rate.</p>	<p>Matt Ellinwood, 415.890.0906 x106 matt@shop-ware.com.</p>
UNIFORM SERVICES		
	<p>Nationally recognized supplier of customer and employee apparel & janitorial services with thier special ASCCA package. Keep your employees on brand, your bathrooms stocked, floors clean, and much more. Let Cintas take care of your shop's maintenance needs and get exclusive pricing with your ASCCA membership.</p>	<p>Jessica Essad, 775.813.8954 EssadJ@cintas.com http://cintas.com/</p>

ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

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

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, email broadcasts, 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.



Scan to learn more about your member benefits
<http://ascca.com/resources/memberbenefits>

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.

Educational Foundation – ASCCA members can also participate in the association's educational foundation that raises funds for scholarships issues to students entering into the automotive aftermarket.



Chapter 5 Associate Members

BG Petrospecs	Abe Chavira	805-857-5065	abec@petrospecsbg.com
Dorman Products	Frank Alviso	951-206-7023	falviso@dormanproducts.com
DRIVE!	Carolyn Gray	818-863-1077	cgray@driveshops.com
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	Tim Huddleston	805-584-0030	huddle5@sbcglobal.net
Jasper Engines & Transmissions	Randy Lewis	909-717-9950	rlewis@jasperengines.com
Mark Christopher Auto Center	Steve Johnson	909-975-3919	sjohnson@markchristopher.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 Petroleum	Wes Powell	562-236-1000	wpowell@ineedoil.com

Be sure to use the evite electronic invitation to RSVP. If you didn't receive it, contact the Chapter 5 office at asca.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
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Treasurer.....Jim Ward
Phone..... (626) 357-8080
Email.....jim@wardservice.com

Board of Directors

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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
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ASCCA State Contacts

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Deputy Executive Director
Anne Mullinax.....(800) 810-4272 x116 or AMullinax@amgroup.us

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Events Manager
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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)
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US Senator Dianne Feinstein..... (D)
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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)
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Fax..... (202) 445-4633

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



ASCCA

Foothill Chapter 5

May 2020

ASCCA Benefits



"Camaraderie and advice from fellow ASCCA shop owners."
Craig, Craig Johnson Automotive



"Tim and I have taken advantage of the 30 minutes of free legal advice with Jack Molodanof at least three times."
'ohanna, BMW PhD



"DFG rebates back to me almost half my ASCCA annual dues."
Gene, Certified Automotive Specialists



"30 free minutes of professional business advice from Maylan Newton."
Darren, Gilbert Motor Services



"GK, now Cintas, saved me 40% on my uniform costs with my ASCCA discount."
Gene, Certified Automotive Specialists

UPCOMING MEETINGS & EVENTS

May 5 - Chapter Meeting via Zoom featuring David Saline of DRIVE

Jun 2 - John Eppstein, ASCCA State President at Mijares (*pending*)
Jul 7 - TBA at Mijares (*pending*)

Aug 4 - BAR Chief, Pat Dorais at Mijares (*pending*)
Sep 1 - TBA at Mijares (*pending*)
Oct 6 - "Shop Night" at Gilbert Motors (*pending*)