
VENTURA COLLEGE

Institute for Community and Professional Development

Center of Excellence

**California Community Colleges
Economic and Workforce Development Program**

**Business and Workforce Performance Improvement Initiative
Ventura College Center of Excellence - Grant Number: 05-305-011**

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

South Central Region

A Survey of New Car Dealers and Automotive Repair Facilities

Focusing on the Need for Automotive Service Technicians and Diesel Engine Specialists

Presented to

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SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

▪ TABLE OF CONTENTS ▪

<u>SECTION</u>	<u>PAGE</u>
I. <u>EXECUTIVE SUMMARY</u>	1
Introduction	
Survey Response Rates	
Numbers of Employees	
Communications with Survey Respondents	
Survey Results	
Recap	
II. <u>BACKGROUND</u>	6
External Industry Scan	
Purpose and Goal of the Survey	
Survey Instrument	
Automotive Industry Database	
College District Service Areas	
III. <u>SURVEY ADMINISTRATION</u>	8
Survey Distribution and Follow-Up	
Survey Population	
Response Rates	
IV. <u>QUALIFICATIONS FOR ENTRY-LEVEL EMPLOYMENT</u>	9
V. <u>DATA TABLES</u>	10
Current Technicians or Specialists	
Hiring of New Technicians or Specialists	
Continuing Training for Current Technicians or Specialists	
Distributions by County	
VI. <u>ANALYSIS</u>	16
Estimating the Numbers of Automotive Technicians and Diesel Specialists	
Total Employees at Surveyed- and Responding Companies	
VII. <u>SURVEY POPULATION AND RESPONDENTS</u>	19
VIII. <u>ATTACHMENTS</u>	27
Attachment A. Survey of Automotive Repair/Service Providers	
Attachment B. Cover Letter	

VENTURA COLLEGE
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SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

EXECUTIVE SUMMARY

• Introduction

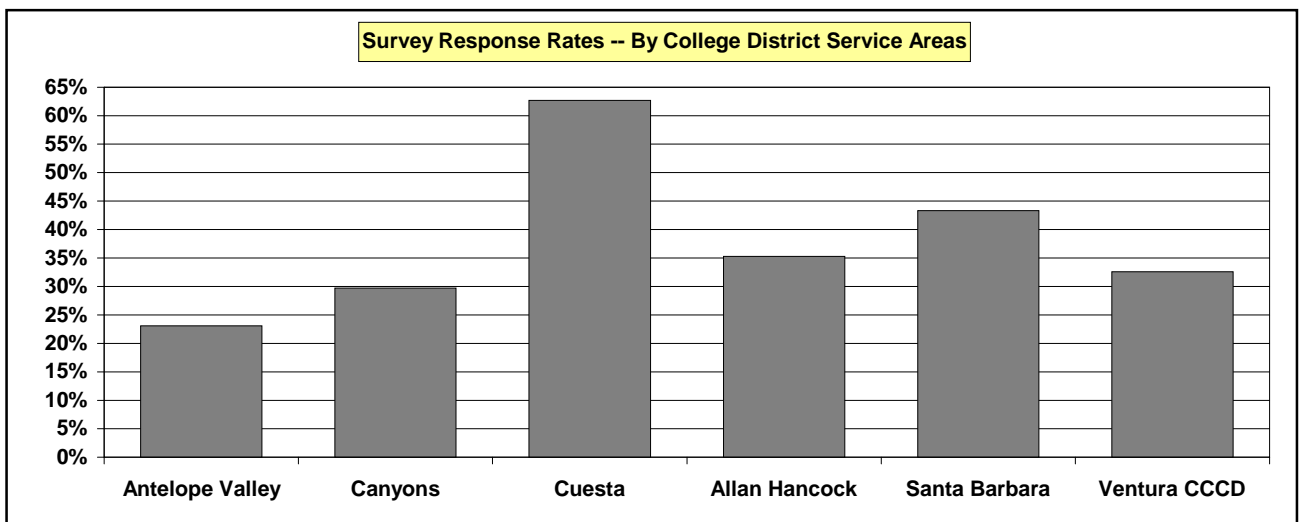
The **Survey of Automotive Repair/Service Providers** was conducted in **May/June 2006** to provide the Center of Excellence with regional industry data in support of the Center’s external scan of the **automotive industry**. An electronic database of new car dealers and automotive repair facilities located in the South Central Region was supplied by Abel Alcocer, EDD Labor Market Consultant. The **335** companies in this database comprise the automotive survey population; a survey was mailed to each of these companies on **May 22, 2006**.

The survey instrument is a one-sided form, consisting of **10** easy-to-answer questions. A sample survey and a copy of the cover letter are appended as **Attachment A** and **Attachment B**, respectively.

• Survey Response Rates

The **overall** response rate is **37%** – **124** of the surveyed employers completed and returned their surveys. Response rates by company **location** (i.e., service areas for college districts in the South Central Region) and by company **NAICS Code** are presented in the table below. Companies located in the Cuesta College service area registered the highest response rate (**63%**) of the six locations. Automotive transmission repair companies responded at the highest rate (**53%**) according to business type (NAICS Code); **new car dealers**, however, account for **48%** of all responding companies [(60 ÷ 124) x 100].

Location - College District Service Areas	Number of Surveys Mailed	Companies Completing and Returning Surveys						
		Total Respondents		441110 Car Dealers	811111 General Auto	811112 Auto Exhaust	811113 Trans- mission	811118 Other Auto
		Number	Rate					
Antelope Valley College	39	9	23.1%	2	6	--	1	--
College of the Canyons	37	11	29.7%	4	6	--	1	--
Cuesta College	51	32	62.7%	13	16	1	1	1
Allan Hancock College	34	12	35.3%	8	3	--	1	--
Santa Barbara City College	30	13	43.3%	6	6	--	1	--
Ventura County CCD	144	47	32.6%	27	14	1	4	1
Totals / Overall Res. Rate	335	124	37.0%	60	51	2	9	2
Response Rates by Company NAICS Codes				43.2%	31.3%	25.0%	52.9%	25.0%



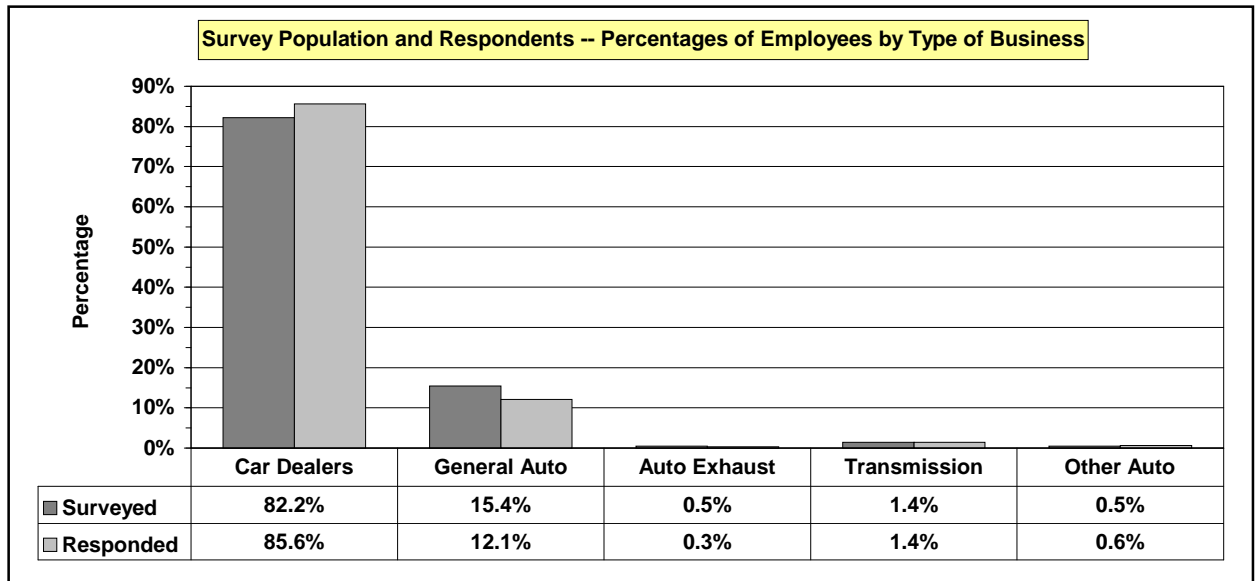
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• Numbers of Employees

New car dealers and **general automotive repair** firms comprise **90%** of all respondents $[(111 \div 124) \times 100]$, and they employ **98%** of the individuals working at respondent companies. The numbers and percentages of employees by business type (NAICS Code) for surveyed- and responding companies are indicated in the table.

Survey Categories	Total Employees		441110	811111	811112	811113	811118
	Number	Percent	Car Dealers	General Auto	Auto Exhaust	Trans- mission	Other Auto
Surveyed Companies	11,370	-----	9,343	1,757	52	156	62
	-----	100.0%	82.2%	15.4%	0.5%	1.4%	0.5%
Responding Companies	4,226	-----	3,618	511	11	58	28
	-----	100.0%	85.6%	12.1%	0.3%	1.4%	0.6%

Percentages of employees, by business type, working at surveyed- and responding companies are depicted in the chart. The distribution for responding companies closely approximates the distribution of surveyed companies.



• Communications with Survey Respondents

Conversations with service managers from three large automobile dealerships provided an opportunity to speak directly with individuals who are responsible for hiring automotive service technicians and diesel engine specialists. Thanks and appreciation are extended to the following individuals for sharing the employers' perspective with us:

Mr. Paul Bartek	Service Manager	Sunset Honda	San Luis Obispo
Mr. Rudy Esposito	Service Manager	Kirby Jeep–Suzuki	Ventura
Mr. Rob Van Nieuwburg	Service Director	Ventura Toyota	Ventura

In addition to completing and returning their surveys, the two service managers listed below also enclosed letters of support with their surveys.

Mr. Lorne J. Simpson	Service Manager	Ted Miles Jeep	Atascadero
Mr. C. P. Slicker	Service Director	Mel Clayton Ford	Santa Barbara

We thank them for taking the time to express their interest in the purpose and objectives of the survey.

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Survey Results

This survey is focused on determining the regional workforce availability for **two** occupations that are essential to the daily operations of new car dealers and independent repair/service firms: **automotive service technicians** and **diesel engine specialists**. Job duties for these occupations include performing scheduled maintenance services on cars and trucks, and diagnosing and repairing vehicles that exhibit electronic, electrical or mechanical problems.

Current Employment and Expected New Hires by Survey Respondents

The estimated numbers of **automotive service technicians** and **diesel engine specialists** employed by survey respondents are **1,015** and **167**, respectively. Expected new hires (by survey respondents) in these occupations over the next two years are **344** for **automotive service technicians** and **113** for **diesel engine specialists**. In the table below, the current employment levels and expected new hires are broken out by respondent location.

Respondent Location - College District Service Areas	Questions 1.A and 1.B Current Employees		Questions 3.A and 3.B Expected Hires in Next 2 Years	
	Automotive Technicians	Diesel Specialists	Automotive Technicians	Diesel Specialists
Antelope Valley College	71	2	35	4
College of the Canyons	107	8	39	6
Cuesta College	237	41	69	28
Allan Hancock College	106	8	27	10
Santa Barbara City College	95	22	43	11
Ventura County CCD	399	86	131	54
Totals	1,015	167	344	113

Survey questions related to current employees (Questions 1.A – 1.B) and expected hires (Questions 3.A – 3.B) were answered by checking-off employee groupings – e.g., 1 – 3 employees, 4 – 6 employees, 7 – 9 employees. To compute the *estimates* that appear in the table above, mid-point values were assigned to each employee group, the number of survey respondents for each group was multiplied by the associated mid-point value, and then the products of these computations were added up for companies located in each of the college district service areas.

Availability of Automotive Service Technicians and Diesel Engine Specialists

Survey respondents were asked **two** questions regarding the availability of **automotive service technicians** and **diesel engine specialists**:

Question 2. When you need to hire in these occupations, is there usually an adequate supply of workers?

Question 4. Are the turn-over rates for these occupations at acceptable levels?

Response distributions related to **Questions 2** and **4** are presented below. The number of respondents answering these questions as they relate to **automotive service technicians** is **123**, and for **diesel engine specialists** the total number of respondents is **55**.

Occupations	Q. 2 – Is the supply adequate?			Q.4 – Are turn-over rates acceptable?		
	Yes	No	Fluctuates	Acceptable	Too High	Unsure
Automotive Service Technicians						
Total Respondents: 123	5	96	22	75	33	15
Percentage	4%	78%	18%	61%	27%	12%
Diesel Engine Specialists						
Total Respondents: 55	1	44	10	30	10	15
Percentage	2%	80%	18%	55%	18%	27%

Only **4%** of respondents felt that there was an adequate supply of **automotive service technicians**; a mere **2%** thought that there was an adequate supply of **diesel engine specialists**. Current turn-over rates for **automotive service technicians** were judged to be acceptable by **61%** of the respondents, and **55%** of respondents found the turn-over rate for **diesel engine specialists** to be acceptable.

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

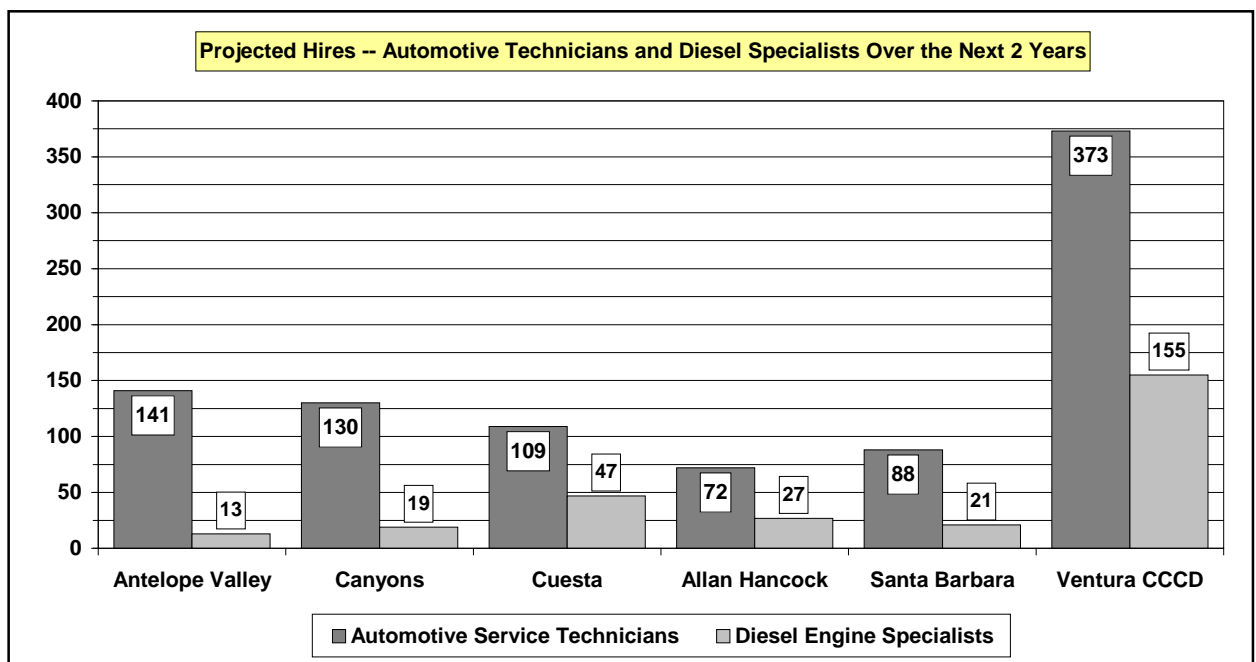
Projected Hires

Although there are not sufficient data to **accurately** project the numbers of **automotive service technicians** and **diesel engine specialists** that will be hired in the South Central Region over the **next 2 years**, *estimates* were, never-the-less, computed based on **expected hires** reported by survey respondents in **Questions 3.A** and **3.B**. **Average hires** were calculated for each type of business (NAICS Code) in each college district service area; these averages were then multiplied by the corresponding number of surveyed companies in each location.

If the response rate is low, the **average hires** may not reliable predictors of hiring by all companies in a particular group; e.g., in the Antelope Valley service area, the response rate for new car dealers is **16.7%** (2 of 12) and the expected hires are **2** and **8**: $(8 + 2) \div 2 = 5$ average hires; 5×12 car dealers = **60** projected hires by car dealers.

Location – District Service Areas	AUTOMOTIVE SERVICE TECHNICIANS – Projected Hires in the Next 2 Years					
	Total Hires	441110 New Car Dealers	811111 General Auto	811112 Auto Exhaust	811113 Transmission	811118 Other Auto
Antelope Valley College	141	60	77	0	4	0
College of the Canyons	130	82	42	0	6	0
Cuesta College	109	49	54	2	2	2
Allan Hancock College	72	48	22	0	2	0
Santa Barbara City College	88	48	36	0	4	0
Ventura County CCD	373	207	138	10	12	6
Totals	913	494	369	12	30	8

Location – District Service Areas	DIESEL ENGINE SPECIALISTS – Projected Hires in the Next 2 Years					
	Total Hires	441110 New Car Dealers	811111 General Auto	811112 Auto Exhaust	811113 Transmission	811118 Other Auto
Antelope Valley College	13	0	13	0	0	0
College of the Canyons	19	8	11	0	0	0
Cuesta College	47	15	32	0	0	0
Allan Hancock College	27	20	7	0	0	0
Santa Barbara City College	21	15	6	0	0	0
Ventura County CCD	155	96	59	0	0	0
Totals	282	154	128	0	0	0



SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

Continuing Training for Automotive Service Technicians or Diesel Engine Specialists

Survey **Questions 5** and **6** were designed to determine the primary providers of continuing, or upgrade, training for **automotive service technicians** and **diesel engine specialists**, and to ascertain whether these workers would attend training classes offered at community colleges. **Question 5** asked respondents to check-off any of the training providers that their repair/service employees have used for continuing/upgrade training.

The numbers of respondents that checked-off each of the training providers listed in **Question 5** are as follows:

<u>Training Providers</u>	<u>Number of Respondents</u>
(1) Vehicle Manufacturers	74
(2) Community Colleges	48
(3) NAPA I.A.T. or CARQUEST T.I.	26
(4) Other	41

Question 6 asks respondents if their repair/service employees would attend training offered at a community college. In the table that follows, responses to Question 6 are distributed by response category and by company location (college district service areas). Also, the numbers of **automotive service technicians** and **diesel engine specialists** employed by companies that answered “**Yes**” to Question 6 are displayed in the far right columns.

Location – College District Service Areas	Number of Survey Respondents	Question 6 Response Categories			Q. 6 - “Yes” Respondents	
		Yes	No	Unsure	Auto	Diesel
					Technicians	Specialists
Antelope Valley College	9	8	1	0	59	0
College of the Canyons	11	8	0	3	61	6
Cuesta College	32	24	4	4	180	32
Allan Hancock College	12	8	1	3	74	6
Santa Barbara City College	13	7	1	5	47	8
Ventura County CCD	47	37	4	6	337	61
Totals	124	92	11	21	758	113

Ninety-two (92), or **74%**, of the 124 respondents indicated that their technicians/specialists would attend upgrade training classes offered at community colleges. The employers that answered “**Yes**” to this question employ an estimated **758** automotive service technicians and an estimated **113** diesel engine specialists.

• **Recap**

The survey population consisted of **335** automotive repair/service providers, of whom **124** completed and returned their surveys – for an overall response rate of **37%**. Survey respondents employ approximately **1,015** automotive service technicians and about **167** diesel engine specialists, and over the next two years they expect to hire **344** automotive service technicians and **113** diesel engine specialists.

Among survey respondents, the businesses that employ the majority of automotive service technicians and diesel engine specialists are **new car dealers** (**65%** of employees in these occupations) and **general automotive repair shops** (**30%** of employees in these occupations). **New car dealers** are the most likely to provide entry-level employment for students completing associate degree/certificate requirements in Automotive Technology. In a previous automotive survey, **87%** of car dealerships indicated that they desired that new automotive service technicians have at least a high school diploma. Community colleges are well-positioned to provide continuing, or upgrade, training for currently employed automotive service technicians or diesel engine specialists – **74%** of respondents indicated that their technicians/specialists would attend upgrade training at a community college.

The availability of repair/service personnel is woefully low: only **4%** of survey respondents thought that there was an **adequate** supply of automotive service technicians, and a scant **2%** felt that there was an **adequate** supply of diesel engine specialists.

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SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

BACKGROUND

• **External Industry Scan**

In spring 2006, the Ventura College - Center of Excellence conducted an external scan of the **automotive industry**. The scan indicated (a) that there are workforce needs facing the industry and (b) that regional colleges have an opportunity to help the industry respond to some of these needs. Nationally, the automotive industry has been identified as *one* of twelve industry sectors that meet the criteria to be included in the president's High Growth Job Training Initiative (HGJTI). According to the Alliance of Automobile Manufacturers, the employment of **automotive service technicians and mechanics** is projected to increase by 10% to 20% through the year 2012, resulting in 82,000 – 164,000 new jobs between 2002 and 2012. This estimate of job growth is cited in DOL-ETA, High Growth Industry Profile – Automotive at: http://www.doleta.gov/BRG/Indprof/automotive_profile.cfm.

A telephone survey conducted by Harris Interactive® in January 2006 and reported in Automotive Retailing Today estimated that there were **5,237** job vacancies for *service* employees at car dealerships located in the Pacific Region (Alaska, California, Hawaii, Oregon and Washington).

• **Purpose and Goal of the Survey**

The **purpose** of the survey is to supplement the Industry Validation section of the COE **Automotive Technology** scan report. Survey questions relate to current- and future employment of two motor vehicle service occupations:

<u>SOC Code</u>	<u>Occupational Title</u>	<u>Abbreviated Title</u>
49-3023	Automotive Service Technicians and Mechanics	Automotive Service Technicians
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	Diesel Engine Specialists

The **goal** of the survey is (a) to obtain current and meaningful employment data from automotive employers located in the South Central Region, and (b) to provide colleges in the region with relevant information derived from the responses of companies located in their respective service areas.

• **Survey Instrument**

The survey instrument was created by Michael Callahan, based on discussions with Sharon Dwyer regarding her research into the automotive industry's need for **automotive service technicians** and **diesel engine specialists**. Designed to be short and concise, the one-page survey form consists of **ten** questions which can be answered by simply checking-off (**D**) the responses that apply to the employer's particular business situation. Respondents were also asked to update any of the company information which appeared on the survey.

The survey was previewed by Professor Chuck Rockwood, Automotive Technology Instructor at Ventura College, whose insightful suggestions for improving the draft survey were incorporated into the final survey instrument. In two previous automotive surveys conducted by the Research and Evaluation office, employers were asked what they considered to be the minimum level of education required for entry-level employment as a full-service automotive technician. The results of those survey questions were reviewed with Professor Rockwood and he felt that they (the results) were indicative of current educational minimums for entry-level employment for automotive service technicians and diesel engine specialists. As such, no questions related to minimum educational qualifications for entry-level employment in these two occupations were included in the survey. Data from the earlier surveys are incorporated into this report and appear in **Qualifications for Entry-Level Employment on page 9**. That section of the report also presents employers' responses to a question about whether or not an initial ASE certification is required by them for entry-level employment.

A sample **Survey of Automotive Repair/Service Providers** is included as **Attachment A** and a sample of the cover letter, which accompanied each survey, is included as **Attachment B**.

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• **Automotive Industry Database**

The Automotive Industry Database was created using data acquired from the State of California, Employment Development Department (EDD), Labor Market Information Division (LMID). An electronic database of automotive repair/service providers was provided to the Center of Excellence by Abel Alcocer, EDD Labor Market Consultant. Companies listed in the database met the following specifications:

Employees Employed five (5) or more individuals

Location Located in one of the following counties:

San Luis Obispo

Santa Barbara

Ventura

Los Angeles – Cities that are indicated below:

<u>City</u>	<u>ZIP Code</u>
Santa Clarita / Newhall	91321
Santa Clarita / Saugus	91350
Santa Clarita / Canyon Country	91351
Santa Clarita / Valencia	91355
Castaic	91384
Santa Clarita / Canyon Country	91387
Santa Clarita	91390
Acton	93510
Lancaster	93534
Lancaster	93535
Lancaster / Quartz Hill	93536
Littlerock	93543
Palmdale	93550
Palmdale	93551
Palmdale	93591

NAICS NAICS Code and Title corresponding to one of the following:

<u>Code</u>	<u>Title</u>
441110	New Car Dealers
811111	General Automotive Repair
811112	Automotive Exhaust System Repair
811113	Automotive Transmission Repair
811118	Other Automotive Mechanical and Electrical Repair and Maintenance

• **College District Service Areas**

For purposes of this report, service areas for college districts in the South Central Region consist of the cities/areas listed in the table below. The Ventura County Community College District consists of the following three colleges: Moorpark College, Oxnard College and Ventura College.

<u>College District</u>	<u>County</u>	<u>Cities/Areas</u>
Antelope Valley College	Los Angeles	Acton, Lancaster, Littlerock, Palmdale, Quartz Hill
College of the Canyons	Los Angeles	Canyon Country, Castaic, Newhall, Santa Clarita, Saugus, Valencia
Cuesta College	San Luis Obispo	All of the county
Allan Hancock College	Santa Barbara	Buellton, Lompoc, Santa Maria
Santa Barbara City College	Santa Barbara	Goleta, Santa Barbara, Solvang
Ventura County CCD	Ventura	All cities/areas in Ventura County

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY ADMINISTRATION

• Survey Distribution and Follow-Up

Surveys were mailed on **May 22, 2006** to the **335** automotive repair/service providers that comprise the Automotive Industry Database. Enclosed with each survey were a cover letter and a postage-paid, pre-addressed envelope for returning the completed survey to Ventura College ICPD. The cover letter included a request that surveys be completed and returned by **June 5, 2006**. A sample survey and cover letter are appended as **Attachment A** and **Attachment B**, respectively.

Between **June 1, 2006** and **June 6, 2006**, Nora James, ICPD administrative assistant, placed follow-up telephone calls to selected employers (i.e., dealerships employing more than 50 individuals) that had not returned their surveys. This effort resulted in the completion and return of several additional surveys.

• Survey Population

The Survey Population is comprised of the **335** companies that constitute the Automotive Industry Database. The numbers of companies surveyed by **Location** (College District Service Areas) and by **NAICS Codes** (with abbreviated NAICS Titles) are indicated in the table below.

Location - College District Service Areas	Total Companies Surveyed		<u>441110</u> New Car Dealers	<u>811111</u> General Auto	<u>811112</u> Auto Exhaust	<u>811113</u> Trans- mission	<u>811118</u> Other Auto
	Number	Percent					
Antelope Valley College	39	11.7%	12	20	3	2	2
College of the Canyons	37	11.0%	15	17	1	3	1
Cuesta College	51	15.2%	20	28	1	1	1
Allan Hancock College	34	10.1%	20	11	1	1	1
Santa Barbara City College	30	9.0%	10	18	--	2	--
Ventura County CCD	144	43.0%	62	69	2	8	3
Totals	335	100.0%	139	163	8	17	8
Percentages by NAICS Codes		100.0%	41.5%	48.6%	2.4%	5.1%	2.4%

• Response Rates

The overall response rate for the survey is **37%** – of the **335** automotive repair/service providers in the survey population, **124** completed their survey and mailed or faxed it to Ventura College ICPD. The last day for processing survey response data was Thursday, June 15, 2006. Response rates by **Location** (Res. Rate column) and by **NAICS Codes** (bottom row of table) are presented in the table that follows.

Location - College District Service Areas	Total Companies Completing Surveys		<u>441110</u> New Car Dealers	<u>811111</u> General Auto	<u>811112</u> Auto Exhaust	<u>811113</u> Trans- mission	<u>811118</u> Other Auto
	Number	Res. Rate					
Antelope Valley College	9	23.1%	2	6	--	1	--
College of the Canyons	11	29.7%	4	6	--	1	--
Cuesta College	32	62.7%	13	16	1	1	1
Allan Hancock College	12	35.3%	8	3	--	1	--
Santa Barbara City College	13	43.3%	6	6	--	1	--
Ventura County CCD	47	32.6%	27	14	1	4	1
Totals/Overall Res. Rate	124	37.0%	60	51	2	9	2
Response Rates by NAICS Codes			43.2%	31.3%	25.0%	52.9%	25.0%

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SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

QUALIFICATIONS FOR ENTRY-LEVEL EMPLOYMENT

In fall 1999, the VC – Office of Research and Evaluation conducted **two** regional motor vehicle training surveys: a Survey of New Car/Truck Dealerships and a Survey of Automotive Repair/Service Providers (non-dealership repair shops). The following questions were asked on both surveys:

In regards to the **full-service automotive technicians** employed by your company:

(a) What is the **lowest** level of education that is **desired** for **entry-level** employment?

Levels of education are listed in ascending order from “less than a high school diploma” (1) to an AA/AS degree (6). However, if your company hires only experienced technicians, check here ____ .

- | | |
|--|--|
| <input type="checkbox"/> (1) Less than a high school diploma | <input type="checkbox"/> (4) Private trade school (degree/certificate) |
| <input type="checkbox"/> (2) High school diploma | <input type="checkbox"/> (5) Community college certificate |
| <input type="checkbox"/> (3) Regional occupational program certificate | <input type="checkbox"/> (6) AA/AS degree |

(b) Is an **initial ASE certification** required for **entry-level** employment?

- Yes No Don't hire at entry-level; hire only experienced technicians

Responses to questions (a) and (b) are presented in the matrices below.

New Car/Truck Dealerships – Fall 1999, Survey Response Rate: 57% (71 out of 124)

(a) Education: What is the <i>lowest</i> level of education that is <i>desired</i> for entry-level employment?	(b) ASE: Is an initial ASE certification required for entry-level employment?				Total	Percent
	(a) Yes	(b) No	Exper. Only	Left Blank		
(1) Less than an HS diploma	--	4	--	--	4	6%
(2) High school diploma	11	27	--	1	39	55%
(3) ROP certificate	1	8	--	--	9	13%
(4) Private trade school degree/cert.	4	7	--	--	11	15%
(5) Community college certificate	--	2	--	--	2	3%
(6) AA/AS degree	1	--	--	--	1	1%
Hire <i>only</i> experienced technicians	--	--	3	--	3	4%
Did not respond (left blank)	1	1	--	--	2	3%
Totals	18	49	3	1	71	
Percents	25%	69%	4%	2%		100%

For **entry-level employment** of automotive technicians, **87%** of new car dealers desired a minimum of a HS diploma, and **25%** of respondents indicated that an initial ASE certification is required for entry-level employment.

Non-Dealership Repair Shops – Fall 1999, Survey Response Rate: 40% (121 out of 303)

(a) Education: What is the <i>lowest</i> level of education that is <i>desired</i> for entry-level employment?	(b) ASE: Is an initial ASE certification required for entry-level employment?				Total	Percent
	(a) Yes	(b) No	Exper. Only	Left Blank		
(1) Less than an HS diploma		4			4	3%
(2) High school diploma	4	38			42	35%
(3) ROP certificate	2	8			10	8%
(4) Private trade school degree/cert.	2	8			10	8%
(5) Community college certificate	5	2			7	6%
(6) AA/AS degree	1	3			4	3%
Hire <i>only</i> experienced technicians			35		35	29%
Did not respond (left blank)		1		8	9	8%
Totals	14	64	35	8	121	
Percents	11%	53%	29%	7%		100%

For **entry-level employment** of automotive technicians: **60%** of repair shops desired at least a HS diploma; **29%** indicated that they hire *only* experienced technicians; and **11%** require an initial ASE certification.

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DATA TABLES

• **Current Technicians or Specialists**

1. How many **automotive service technicians** or **diesel engine specialists** does your company employ?

For **each** of the **two** occupations, there are **six** response categories:

- (1) 1 - 3 employees (2) 4 - 6 employees (3) 7 - 9 employees
(4) 10 - 14 employees (5) 15 -19 employees (6) 20 or more employees

There are two data tables for each occupation: the first table in each set distributes responses by **Location – District Service Areas**; the second table distributes responses by **Respondents’ NAICS Categories**.

1.A – Automotive Service Technicians

Location - District Service Areas	Total Resp.	Question 1-A. Current Number of AUTOMOTIVE SERVICE TECHNICIANS						
		None	1 - 3	4 - 6	7 - 9	10 - 14	15 - 19	20 plus
Antelope Valley College	9	0	1	4	1	2	1	0
College of the Canyons	11	0	1	3	1	5	0	1
Cuesta College	32	1	3	13	6	7	2	0
Allan Hancock College	12	0	2	3	3	2	1	1
Santa Barbara City College	13	0	4	4	2	1	1	1
Ventura County CCD	47	2	8	15	4	8	8	2
Totals	124	3	19	42	17	25	13	5

Respondents’ NAICS Categories	Total Resp.	Question 1-A. Current Number of AUTOMOTIVE SERVICE TECHNICIANS						
		None	1 - 3	4 - 6	7 - 9	10 - 14	15 - 19	20 plus
New Car Dealers	60	0	2	11	11	20	11	5
General Automotive Repair	51	3	12	25	5	4	2	0
Automotive Exhaust Repair	2	0	0	2	0	0	0	0
Transmission Repair	9	0	4	3	1	1	0	0
Other Auto Mech. & Elect.	2	0	1	1	0	0	0	0
Totals	124	3	19	42	17	25	13	5

1.B – Diesel Engine Specialists

Location - District Service Areas	Total Resp.	Question 1-B. Current Number of DIESEL ENGINE SPECIALISTS						
		None	1 - 3	4 - 6	7 - 9	10 - 14	15 - 19	20 plus
Antelope Valley College	9	8	1	0	0	0	0	0
College of the Canyons	11	7	4	0	0	0	0	0
Cuesta College	32	19	9	3	1	0	0	0
Allan Hancock College	12	8	4	0	0	0	0	0
Santa Barbara City College	13	7	5	0	0	1	0	0
Ventura County CCD	47	29	15	0	0	0	2	1
Totals	124	78	38	3	1	1	2	1

Respondents’ NAICS Categories	Total Resp.	Question 1-B. Current Number of DIESEL ENGINE SPECIALISTS						
		None	1 - 3	4 - 6	7 - 9	10 - 14	15 - 19	20 plus
New Car Dealers	60	33	24	1	0	1	0	1
General Automotive Repair	51	33	13	2	1	0	2	0
Automotive Exhaust Repair	2	2	0	0	0	0	0	0
Transmission Repair	9	8	1	0	0	0	0	0
Other Auto Mech. & Elect.	2	2	0	0	0	0	0	0
Totals	124	78	38	3	1	1	2	1

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Hiring of New Technicians or Specialists

2. When your company needs to hire **automotive service technicians** or **diesel engine specialists**, is there usually an **adequate supply** of skilled workers from which to meet that need?

A. Automotive Service Technicians Yes ___ No ___ Fluctuates ___
B. Diesel Engine Specialists Yes ___ No ___ Fluctuates ___

There are two data tables for each occupation: the first table in each set distributes responses by **Location – College District Service Areas**; the second table distributes responses by **Respondents’ NAICS Categories**.

2.A – Automotive Service Technicians

Location – College District Service Areas	Employ AUTO TECHS	Question 2.A – Response Categories		
		Yes	No	Fluctuates
Antelope Valley College	9	0	8	1
College of the Canyons	11	0	11	0
Cuesta College	32	2	26	4
Allan Hancock College	12	1	9	2
Santa Barbara City College	13	0	11	2
Ventura County CCD	46	2	31	13
Totals	123	5	96	22

One of the respondents does not employ **automotive service technicians** (repairs or services diesel trucks **only**), therefore, the total in the **Employ Auto Techs** is **123**. **Ninety-six (96)**, or **78%**, of the respondents indicated that usually there is **not** an adequate pool of skilled automotive technicians from which to hire.

NAICS Categories		Employ AUTO TECHS	Question 2.A – Response Categories		
Code	Title		Yes	No	Fluctuates
441110	New Car Dealers	60	1	46	13
811111	General Automotive Repair	50	4	37	9
811112	Automotive Exhaust Repair	2	0	2	0
811113	Automotive Transmission Repair	9	0	9	0
811118	Other Auto Mech. & Elect. Repair	2	0	2	0
Totals		123	5	96	22

2.B – Diesel Engine Specialists

Location – College District Service Areas	Employ DIESEL SPECS	Question 2.B – Response Categories		
		Yes	No	Fluctuates
Antelope Valley College	3	0	3	0
College of the Canyons	4	0	4	0
Cuesta College	15	0	12	3
Allan Hancock College	6	0	5	1
Santa Barbara City College	6	0	5	1
Ventura County CCD	21	1	15	5
Totals	55	1	44	10

Fifty-five (55) of the **124** survey respondents employ **diesel engine specialists**, or they expect to hire diesel mechanics during the next two years. Of these **55** respondents, **44 (80%)** indicated that usually there is **not** an adequate pool of skilled diesel engine specialists from which to hire.

NAICS Categories		Employ DIESEL SPECS	Question 2.B – Response Categories		
Code	Title		Yes	No	Fluctuates
441110	New Car Dealers	32	0	28	4
811111	General Automotive Repair	22	1	15	6
811112	Automotive Exhaust Repair	0	0	0	0
811113	Automotive Transmission Repair	1	0	1	0
811118	Other Auto Mech. & Elect. Repair	0	0	0	0
Totals		55	1	44	10

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Hiring of New Technicians or Specialists (Continued)

3. How many **automotive service technicians** or **diesel engine specialists** does your company **expect** to hire in the next **2 years**?

For **each** of the **two** occupations, there are **four** response categories:

- (1) 1 - 3 employees (2) 4 - 6 employees (3) 7 - 9 employees (4) 10 or more employees

There are two data tables for each occupation: the first table in each set distributes responses by **Location – District Service Areas**; the second table distributes responses by **Respondents’ NAICS Categories**.

3.A – Automotive Service Technicians

Location - District Service Areas	Total Resp.	Q. 3.A – No. of AUTOMOTIVE TECHNICIANS to be Hired within 2 Years				
		None	1 - 3	4 - 6	7 - 9	10 or More
Antelope Valley College	9	0	6	1	1	1
College of the Canyons	11	0	7	3	0	1
Cuesta College	32	2	27	3	0	0
Allan Hancock College	12	0	11	1	0	0
Santa Barbara City College	13	0	9	3	0	1
Ventura County CCD	47	5	31	7	3	1
Totals	124	7	91	18	4	4

Respondents’ NAICS Categories	Total Resp.	Q. 3.A – No. of AUTOMOTIVE TECHNICIANS to be Hired within 2 Years				
		None	1 - 3	4 - 6	7 - 9	10 or More
New Car Dealers	60	1	40	12	4	3
General Automotive Repair	51	5	40	5	0	1
Automotive Exhaust Repair	2	0	1	1	0	0
Transmission Repair	9	1	8	0	0	0
Other Auto Mech. & Elect.	2	0	2	0	0	0
Totals	124	7	91	18	4	4

3.B – Diesel Engine Specialists

Location - District Service Areas	Total Resp.	Q. 3.B – No. of DIESEL ENGINE SPECIALISTS to be Hired within 2 Yrs				
		None	1 - 3	4 - 6	7 - 9	10 or More
Antelope Valley College	9	7	2	0	0	0
College of the Canyons	11	8	3	0	0	0
Cuesta College	32	21	10	0	1	0
Allan Hancock College	12	7	5	0	0	0
Santa Barbara City College	13	9	3	1	0	0
Ventura County CCD	47	30	13	2	1	1
Totals	124	82	36	3	2	1

Respondents’ NAICS Categories	Total Resp.	Q. 3.B – No. of DIESEL ENGINE SPECIALISTS to be Hired within 2 Yrs				
		None	1 - 3	4 - 6	7 - 9	10 or More
New Car Dealers	60	33	23	3	0	1
General Automotive Repair	51	36	13	0	2	0
Automotive Exhaust Repair	2	2	0	0	0	0
Transmission Repair	9	9	0	0	0	0
Other Auto Mech. & Elect.	2	2	0	0	0	0
Totals	124	82	36	3	2	1

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Hiring of New Technicians or Specialists (Continued)

4. From your perspective, are the **turn-over rates** of **automotive service technicians** and/or **diesel engine specialists** at acceptable levels or are they too high?

A. Automotive Service Technicians Acceptable ___ Too High ___ Unsure ___

B. Diesel Engine Specialists Acceptable ___ Too High ___ Unsure ___

There are two data tables for each occupation: the first table in each set distributes responses by **Location – District Service Areas**; the second table distributes responses by **Respondents' NAICS Categories**.

4.A – Automotive Service Technicians

Location – College District Service Areas	Employ AUTO TECHS	Question 4.A – Response Categories		
		Acceptable	Too High	Unsure
Antelope Valley College	9	4	5	0
College of the Canyons	11	6	5	0
Cuesta College	32	22	7	3
Allan Hancock College	12	7	4	1
Santa Barbara City College	13	7	3	3
Ventura County CCD	46	29	9	8
Totals	123	75	33	15

NAICS Categories		Employ AUTO TECHS	Question 4.A – Response Categories		
Code	Title		Acceptable	Too High	Unsure
441110	New Car Dealers	60	42	13	5
811111	General Automotive Repair	50	27	17	6
811112	Automotive Exhaust Repair	2	1	1	0
811113	Automotive Transmission Repair	9	4	1	4
811118	Other Auto Mech. & Elect. Repair	2	1	1	0
Totals		123	75	33	15

4.B – Diesel Engine Specialists

Location – College District Service Areas	Employ DIESEL SPECS	Question 4.B – Response Categories		
		Acceptable	Too High	Unsure
Antelope Valley College	3	1	1	1
College of the Canyons	4	2	1	1
Cuesta College	15	9	2	4
Allan Hancock College	6	4	2	0
Santa Barbara City College	6	3	1	2
Ventura County CCD	21	11	3	7
Totals	55	30	10	15

NAICS Categories		Employ DIESEL SPECS	Question 4.B – Response Categories		
Code	Title		Acceptable	Too High	Unsure
441110	New Car Dealers	32	21	5	6
811111	General Automotive Repair	22	8	5	9
811112	Automotive Exhaust Repair	0	0	0	0
811113	Automotive Transmission Repair	1	1	0	0
811118	Other Auto Mech. & Elect. Repair	0	0	0	0
Totals		55	30	10	15

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Continuing Training for Current Technicians or Specialists

5. Please **check-off (D)** the groups that provide continuing, or upgrade, training to your technicians or specialists.

- (1) **Vehicle Manufacturers** (3) **NAPA I.A.T. or CARQUEST T.I.**
 (2) **Community Colleges** (4) **Other** _____

NAICS Categories		Question 5 – Response Categories			
Codes	Titles	(1) Vehicle Manufacturers	(2) Community Colleges	(3) NAPA I.A.T. CARQUEST T.I.	(4) Other
441110	New Car Dealers	58	18	2	6
811111	General Automotive Repair	14	27	21	25
811112	Automotive Exhaust System Repair	0	0	1	2
811113	Automotive Transmission Repair	1	2	1	7
811118	Other Auto Mech. & Elec. Repair	1	1	1	1
Totals		74	48	26	41

Item 5.(3): The two companies specified in this response category are relatively large automotive training providers; their full names and website links are indicated below.

NAPA I.A.T.: National Automotive Parts Association – Institute of Automotive Technology
<http://www.niat-training.com/pages/home/niat.asp>

CARQUEST T.I. CARQUEST Technical Institute
<http://www.carquest.com/cti/>

Item 5.(4): There were **58** written entries by the **41** employers that checked-off this item; training providers that were indicated on two or more surveys are listed in the table that follows.

Other Training Providers	Count
Aamco	3
AC Delco	7
ASE	2
ATRA	3
ATSG	2
Bosch Company	2
Parts suppliers	3
Snap-on Tools	3
Trade associations	3
UTI	4
All others	26
Total	58

6. Would your technicians/specialists attend training at a Community College in areas such as: ASE – preparation for certification, ASE refresher classes, Emission update training, Alternative fuels (CNG, EV, hybrid engines)?

Yes _____ No _____ Unsure _____

Location – College District Service Areas	Survey Respondents	Question 6 Response Categories			Q. 6 - "Yes" Respondents	
		Yes	No	Unsure	Auto Technicians	Diesel Specialists
Antelope Valley College	9	8	1	0	59	0
College of the Canyons	11	8	0	3	61	6
Cuesta College	32	24	4	4	180	32
Allan Hancock College	12	8	1	3	74	6
Santa Barbara City College	13	7	1	5	47	8
Ventura County CCD	47	37	4	6	337	61
Totals	124	92	11	21	758	113

Ninety-two (92), or **74%**, of the 124 respondents indicated that their technicians/specialists would attend upgrade training offered at a community college. The employers that answered "yes" to this question employ an estimated **758** automotive service technicians and **113** diesel engine specialists.

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Distributions By County

Data tables in this section present survey response data by the **counties** in which the respondents are located.

Survey Population

Companies in the Survey Population

County	Total Companies Surveyed		441110	811111	811112	811113	811118
	Number	Percent	Car Dealers	General Auto	Auto Exhaust	Trans-mission	Other Auto
Los Angeles County	76	22.7%	27	37	4	5	3
San Luis Obispo County	51	15.2%	20	28	1	1	1
Santa Barbara	64	19.1%	30	29	1	3	1
Ventura County	144	43.0%	62	69	2	8	3
Totals	335	100.0%	139	163	8	17	8
Percentages by NAICS Codes		100.0%	41.5%	48.6%	2.4%	5.1%	2.4%

Total Employees Working at Companies in the Survey Population

County	Total Employees at Surveyed Companies		441110	811111	811112	811113	811118
	Number	Percent	Car Dealers	General Auto	Auto Exhaust	Trans-mission	Other Auto
Los Angeles County	2,477	21.8%	2,089	305	31	34	18
San Luis Obispo County	1,216	10.7%	807	385	6	5	13
Santa Barbara	1,942	17.1%	1,663	249	5	20	5
Ventura County	5,735	50.4%	4,784	818	10	97	26
Totals	11,370	100.0%	9,343	1,757	52	156	62
Percentages by NAICS Codes		100.0%	82.2%	15.4%	0.5%	1.4%	0.5%
Average Number of Employees per Company			67.2	10.8	6.5	9.2	7.7

Survey Respondents

Companies Completing Surveys

County	Total Companies Completing Surveys		441110	811111	811112	811113	811118
	Number	Res. Rate	Car Dealers	General Auto	Auto Exhaust	Trans-mission	Other Auto
Los Angeles County	20	26.3%	6	12	--	2	--
San Luis Obispo County	32	62.7%	13	16	1	1	1
Santa Barbara	25	39.0%	14	9	--	2	--
Ventura County CCD	47	32.6%	27	14	1	4	1
Totals/Overall Res. Rate	124	37.0%	60	51	2	9	2
Response Rates by NAICS Codes			43.2%	31.3%	25.0%	52.9%	25.0%

Question 1.A – Number of Automotive Service Technicians at Responding Companies

County	Total Resp.	Question 1-A. Current Number of AUTOMOTIVE SERVICE TECHNICIANS						
		None	1 - 3	4 - 6	7 - 9	10 - 14	15 - 19	20 plus
Los Angeles County	20	0	2	7	2	7	1	1
San Luis Obispo County	32	1	3	13	6	7	2	0
Santa Barbara	25	0	6	7	5	3	2	2
Ventura County	47	2	8	15	4	8	8	2
Totals	124	3	19	42	17	25	13	5

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Distributions By County (Continued)

Survey Respondents

Question 1.B – Number of Diesel Engine Specialists at Responding Companies

County	Total Resp.	Question 1-B. Current Number of DIESEL ENGINE SPECIALISTS						
		None	1 - 3	4 - 6	7 - 9	10 - 14	15 - 19	20 plus
Los Angeles County	20	15	5	0	0	0	0	0
San Luis Obispo County	32	19	9	3	1	0	0	0
Santa Barbara	25	15	9	0	0	1	0	0
Ventura County	47	29	15	0	0	0	2	1
Totals	124	78	38	3	1	1	2	1

Question 3.A – Number of Automotive Service Technicians to be Hired in the Next 2 Years

County	Total Resp.	Q. 3.A – No. of AUTOMOTIVE TECHNICIANS to be Hired within 2 Years				
		None	1 - 3	4 - 6	7 - 9	10 or More
Los Angeles County	20	0	13	4	1	2
San Luis Obispo County	32	2	27	3	0	0
Santa Barbara	25	0	20	4	0	1
Ventura County	47	5	31	7	3	1
Totals	124	7	91	18	4	4

Question 3.B – Number of Diesel Engine Specialists to be Hired in the Next 2 Years

County	Total Resp.	Q. 3.B – No. of DIESEL ENGINE SPECIALISTS to be Hired within 2 Yrs				
		None	1 - 3	4 - 6	7 - 9	10 or More
Los Angeles County	20	15	5	0	0	0
San Luis Obispo County	32	21	10	0	1	0
Santa Barbara	25	16	8	1	0	0
Ventura County	47	30	13	2	1	1
Totals	124	82	36	3	2	1

Numbers of Current Auto Techs and Diesel Specialists and Expected Hires in the Next 2 Years

County	Q. 1.A & 1.B – Current Employees		Q. 3.A & 3.B – Expected Hires w/in 2 Yrs	
	Automotive Technicians	Diesel Specialists	Automotive Technicians	Diesel Specialists
Los Angeles County	178	10	74	10
San Luis Obispo County	237	41	69	28
Santa Barbara	201	30	70	21
Ventura County	399	86	131	54
Totals	1,015	167	344	113

The data in the above table are **estimates** of current employees and of expected hires in the next two years. These estimated numbers were computed using mid-point values for the employee groups that appear on the survey instrument (Questions 1.A and 1.B, and 3.A and 3.B). The technique used to generate these estimates is explained in the next section – Analysis, Estimating Numbers of Automotive Service Technicians and Diesel Engine Specialists.

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

ANALYSIS

• **Estimating the Numbers of Automotive Service Technicians and Diesel Engine Specialists**

Question 1 asks employers how many *automotive service technicians* or *diesel engine specialists* work for their company; **Question 3** asks how many workers in these occupations does the company expect to hire in the next two years. To answer these questions, employers checked-off the appropriate employee groupings; i.e., 1–3 employees, 4–6 employees, 7–9 employees, etc. To compute *estimates* of the numbers of current employees and the numbers of expected new hires, *mid-point values* were assigned to each of the groups, as indicated in the table that follows.

Questions 1.A & 1.B – Current Employees			Questions 3.A & 3.B – Expected New Hires		
Group	Number	Mid-Point Value	Group	Number	Mid-Point Value
(1)	1 – 3	2	(1)	1 – 3	2
(2)	4 – 6	5	(2)	4 – 6	5
(3)	7 – 9	8	(3)	7 – 9	8
(4)	10 – 14	12	(4)	10 or more	10
(5)	15 – 19	17			
(6)	20 or more	22			

The following example illustrates the use of the technique to compute the estimated number of automotive service technicians employed by the **60** new car dealers that returned surveys. The mid-point value for each employee group was multiplied by the number of dealers in that employee group and then the products of these computations were added-up to arrive at a total. The table below contains the *source data* and the *computed employee estimates*.

Categories	Total	Employee Groups – Question 1.A: Automotive Service Technicians						
		None	(1) 1 - 3	(2) 4 - 6	(3) 7 - 9	(4) 10 - 14	(5) 15 - 19	(6) 20/more
New Car Dealers	60	0	2	11	11	20	11	5
Mid-Point Values	---	--	2	5	8	12	17	22
Estimated Employees	684	---	4	55	88	240	187	110

In the tables below, the *estimated* numbers of current employees and expected hires in each of these occupations are indicated by the **location** and the **NAICS Codes** of survey respondents.

Location - College District Service Areas	Questions 1.A and 1.B Current Employees		Questions 3.A and 3.B Expected Hires in Next 2 Years	
	Automotive Technicians	Diesel Specialists	Automotive Technicians	Diesel Specialists
Antelope Valley College	71	2	35	4
College of the Canyons	107	8	39	6
Cuesta College	237	41	69	28
Allan Hancock College	106	8	27	10
Santa Barbara City College	95	22	43	11
Ventura County CCD	399	86	131	54
Totals	1,015	167	344	113

NAICS Categories		Questions 1.A and 1.B Current Employees		Questions 3.A and 3.B Expected Hires in Next 2 Years	
		Automotive Technicians	Diesel Specialists	Automotive Technicians	Diesel Specialists
Code	Title				
441110	New Car Dealers	684	87	202	71
811111	General Automotive Repair	271	78	115	42
811112	Automotive Exhaust Repair	10	0	7	0
811113	Automotive Transmission Repair	43	2	16	0
811118	Other Auto Mech. & Elect. Repair	7	0	4	0
Totals		1,015	167	344	113

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

• Total Employees at Surveyed- and Responding Companies

The Automotive Industry Database provided by EDD included the total number of employees for each company represented in the database. In the table that follows, the numbers of employees are aggregated by company location (i.e., SCRC college district service area) and by company NAICS designation. As might be expected, new car dealers employed the great majority of workers represented in the database (**82%** of the **11,370** employees). A little over **50%** of employees represented in the database are employed by firms located in Ventura County.

Location - College District Service Areas	Total Employees at Surveyed Companies		<u>441110</u> Car Dealers	<u>811111</u> General Auto	<u>811112</u> Auto Exhaust	<u>811113</u> Trans- mission	<u>811118</u> Other Auto
	Number	Percent					
Antelope Valley College	1,189	10.5%	972	166	25	16	10
College of the Canyons	1,288	11.3%	1,117	139	6	18	8
Cuesta College	1,216	10.7%	807	385	6	5	13
Allan Hancock College	973	8.6%	858	96	5	9	5
Santa Barbara City College	969	8.5%	805	153	--	11	--
Ventura County CCD	5,735	50.4%	4,784	818	10	97	26
Totals	11,370	100.0%	9,343	1,757	52	156	62
Percentages by NAICS Codes		100.0%	82.2%	15.4%	0.5%	1.4%	0.5%
Average Number of Employees per Company			67.2	10.8	6.5	9.2	7.7

In the following table, the numbers of employees working at companies that **returned** surveys are aggregated by company location and by company NAICS designation (as in the previous table).

Location - College District Service Areas	Total Employees at Responding Companies		<u>441110</u> Car Dealers	<u>811111</u> General Auto	<u>811112</u> Auto Exhaust	<u>811113</u> Trans- mission	<u>811118</u> Other Auto
	Number	Percent					
Antelope Valley College	207	4.9%	137	62	0	8	0
College of the Canyons	291	6.9%	231	55	0	5	0
Cuesta College	730	17.3%	511	195	6	5	13
Allan Hancock College	424	10.0%	393	22	0	9	0
Santa Barbara City College	591	14.0%	548	38	0	5	0
Ventura County CCD	1,983	46.9%	1,798	139	5	26	15
Totals	4,226	100.0%	3,618	511	11	58	28
Percentages by NAICS Codes		100.0%	85.6%	12.1%	0.3%	1.4%	0.6%
Average Number of Employees per Company			60.3	10.0	5.5	6.4	14.0

Overall, the percentage of employees at surveyed companies that are working at responding companies is **37.2%** [(4,226 ÷ 11,370) x 100], which is equivalent to the overall survey response rate of **37.0%**. Therefore, in a general sense, employees at surveyed companies are proportionally represented by employees at responding companies – the average number of employees at surveyed firms equals the average number of employees at responding firms.

In terms of **business type** (NAICS Code designation), the numbers of employees at responding companies closely approximate the numbers of employees at surveyed companies (compare **Percentages by NAICS Code** in the Responding Companies table to the percentages in the Surveyed Companies table). Car Dealers are slightly over-represented (85.6% versus 82.2%) and General Auto firms are slightly under-represented (12.1% versus 15.4%).

From a **locations** perspective (district service areas), college districts in Los Angeles County (Antelope Valley and Canyons) and the Ventura CCD are all under-represented. Santa Barbara County college districts (Santa Barbara and Allan Hancock) and Cuesta College, in San Luis Obispo County, are all over-represented. These differences can be seen by comparing the **Percent** column in the Responding Companies table to the **Percent** column in the Surveyed Companies table.

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS

The **six** tables in this section provide contact information for companies listed in the Automotive Industry Database. Tables contain data related to companies that are located in specific college district service areas, namely:

Table SP-1	Antelope Valley College	Page 19
Table SP-2	College of the Canyons	Page 20
Table SP-3	Cuesta College	Page 21
Table SP-4	Allan Hancock College	Page 22
Table SP-5	Santa Barbara City College	Page 23
Table SP-6	Ventura County Community College District	Page 24

Abbreviations in the “**Business**” column are used in lieu of the full NAICS Titles, and are defined as follows:

Car Dealer	New Car Dealer
Gen Auto	General Automotive Repair
Exhaust	Automotive Exhaust System Repair
Transmsn	Automotive Transmission Repair
Other Auto	Other Automotive Mechanical and Electrical Repair and Maintenance

A “**Y**” in the “**S**” column (far right) indicates that the company completed and returned its survey.

Table SP-1. Antelope Valley College (39 companies)

Company Name	Business	City	ZIP	Contact	Title	S
A V Bumper To Bumper Automotive	Gen Auto	Lancaster	93535	Mr. Edward Fawcett	Owner	
A V Kia	Car Dealer	Palmdale	93551	Mr. Mike Taheri	Owner	
Adams Metallizing & Grinding	Gen Auto	Lancaster	93534	Mr. Mark Adams	President	
Advance Lube Complete Auto Rep.	Gen Auto	Palmdale	93550	Mr. Rick Gamez	Owner	
Antelope Valley Nissan	Car Dealer	Palmdale	93551	Ms. Becky Ballesteros	H R Exec	
Antelope Valley Radiator	Other Auto	Palmdale	93550	Mr. Jerry Friith	Owner	
Antelope Valley Volkswagen	Car Dealer	Palmdale	93551	Mr. David Pharis	Manager	
Attwood & Son	Gen Auto	Lancaster	93534	Ms. Rebecca Attwood	Owner	Y
Auto Parts Unlimited	Gen Auto	Lancaster	93534	Mr. Paul Barbieri	Manager	
Blue Streak Automotive, Inc.	Gen Auto	Lancaster	93534	Mr. Ron Eichenhofer	Owner	
Bob Howle Automotive & RV	Gen Auto	Lancaster	93534	Mr. Bob Howle	Owner	
CBS Automotive	Gen Auto	Quartz Hill	93536	Mr. Victor Neely	Owner	
Challenger Mobil	Gen Auto	Lancaster	93535	Mr. Shan Sivakumar	Manager	
Corky's Auto Repair	Gen Auto	Quartz Hill	93536	Mr. Dave Crivello	Owner	
H W Hunter, Inc.	Car Dealer	Lancaster	93534	Mr. Tom Fuller	Manager	
Hall's Automotive, Inc.	Gen Auto	Lancaster	93535	Mr. Randy Hall	Owner	Y
Hank's Service Center	Gen Auto	Palmdale	93550	Mr. Gary Bourassa	Owner	Y
Hiro's Transmission	Transmsn	Lancaster	93535	Mr. Jeffrey Miyahira	Owner	
Lancaster Honda	Car Dealer	Lancaster	93534	Mr. Mike Taheri	Owner	
Lancaster Mazda Isuzu Subaru	Car Dealer	Lancaster	93534	Ms. Terri Thomas	H R Exec	
Lancaster Mitsubishi	Car Dealer	Lancaster	93534	Mr. Eric Larson	H R Exec	
Midas Auto Service Experts	Exhaust	Lancaster	93534	Mr. Jeff Furbush	Manager	
Midas Muffler Shops	Exhaust	Palmdale	93550	Mr. Anthony Mccully	Manager	
P E Paggabao, Inc.	Gen Auto	Lancaster	93536	Mr. Pepipo Paggabao	Owner	
Pay Lower Car Care Center, Inc.	Gen Auto	Palmdale	93550	Mr. Fernando Sernando	Owner	
Q H Automotive	Gen Auto	Lancaster	93534	Mr. Doug Beimler	Owner	Y
Quartz Hill Auto Center, Inc.	Gen Auto	Lancaster	93536			
Quinn Power Systems	Gen Auto	Lancaster	93534	Mr. Carl Deck	Manager	
R & E Racing	Gen Auto	Lancaster	93534	Mr. Ed Bayles	Owner	
Radiator Shop	Other Auto	Lancaster	93534	Mr. Daryl Mac Intyre	Owner	
Rally Pontiac-Cadillac-GMC	Car Dealer	Palmdale	93551	Mr. Francis Mayle	Owner	
Robertson's Palmdale Honda	Car Dealer	Palmdale	93551	Ms. Barbara Brandonberg	H R Exec	Y
Saturn	Car Dealer	Palmdale	93551	Mr. George Bollman	Ser Mngr	Y
Sears Auto & Tire Center	Gen Auto	Palmdale	93551	Mr. Ben Zamudio	Manager	Y
Shuttle Lincoln Mercury	Car Dealer	Lancaster	93534	Ms. Cheryl Sweeney	H R Exec	
Sierra Toyota, Inc.	Car Dealer	Lancaster	93534	Mr. Eric Larson	H R Exec	
Thermal R & D Exhaust	Exhaust	Lancaster	93535	Mr. Charles Asher	Owner	
Valco Transmissions, Ltd.	Transmsn	Littlerock	93543	Ms. Valerie Hanzel	Owner	Y
Wayne & Dave's Automotive	Gen Auto	Lancaster	93535	Mr. Wayne Newman	Owner	Y

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-2. College of the Canyons (37 companies)

Company Name	Business	City	ZIP	Contact	Title	S
A To Z Automotive & Transmission	Transmssn	Cnyn Cntry	91351	Ms. Lori L Proffitt	Owner	
Aamco Transmissions	Transmssn	Saugus	91350	Mr. Mark Beaulieu	Owner	Y
Ace Automotive	Gen Auto	Valencia	91355	Mr. Robert Kautz	Owner	Y
Alert Auto Repair	Gen Auto	Saugus	91350	Mr. Gary Dubin	Owner	Y
Auto Service Plus	Gen Auto	Newhall	91321	Mr. Jay Thompson	Manager	
Automotive Technology	Gen Auto	Newhall	91321	Mr. Mike Hagerty	President	Y
Castaic Towing & Auto Repair	Gen Auto	Castaic	91384	Mr. Bahram Rafi	Owner	
Frontier Toyota	Car Dealer	Valencia	91355	Ms. Sandra Real	H R Exec	
Galpin Lincoln-Mercury Mazda	Car Dealer	Valencia	91355	Mr. Brian Gelt	Manager	
German Autohaus Body Shop	Gen Auto	Newhall	91321	Mr. Joseph Jasaik	Owner	
Halsey's Auto Service	Gen Auto	Cnyn Cntry	91351	Mr. Halsey Frazier	Owner	Y
Honda of Valencia	Car Dealer	Valencia	91355	Mr. Johnny Liddy	Manager	
Lexus of Valencia	Car Dealer	Valencia	91355	Ms. Barbara Ryan	H R Exec	
Midas Auto Service Experts	Exhaust	Saugus	91350	Mr. Myron Shack	Manager	
Mountain View Tire & Service	Gen Auto	Newhall	91321	Mr. Haime Ortega	Manager	
Oilstop, Inc.	Gen Auto	Sta Clarita	91355	Mr. Scott Morsch	Manager	
Pacc Automotive	Gen Auto	Valencia	91355	Mr. Dan Carpenter	Owner	Y
Panorama Automotive Repair	Gen Auto	Newhall	91321	Mr. Ken Wilson	Owner	
Parkway Oldsmobile Cadillac	Car Dealer	Valencia	91355	Mr. Greg Hollingsworth	Manager	Y
Power Ford Valencia	Car Dealer	Valencia	91355	Mr. Gary Pilikeyan	Manager	
Power Honda	Car Dealer	Valencia	91355	Mr. Johnnie Liddi	Manager	
Purrfect Auto Service	Gen Auto	Valencia	91355			
R & S Automotive	Gen Auto	Newhall	91321	Mr. Eddie Reinsma	Owner	Y
R G Brakes & Alignment	Other Auto	Sta Clarita	91355	Mr. Rick Green	Owner	
Ride-Way Auto Service	Gen Auto	Saugus	91350			
Saturn	Car Dealer	Sta Clarita	91355	Mr. Dennis Mc Croskey	Manager	
Soledad Automotive	Gen Auto	Cnyn Cntry	91387	Mr. David Leiberman	Owner	
Transmission Man	Transmssn	Sta Clarita	91355	Mr. Ron Wachter	Owner	
Valencia Acura	Car Dealer	Valencia	91355	Ms. Sharyn Buncick	H R Exec	Y
Valencia Auto Service, Ltd.	Gen Auto	Valencia	91355	Mr. Matt Fisher	Owner	
Valencia BMW	Car Dealer	Valencia	91355	Mr. Rick Cook	Ser Direc	Y
Valencia Chevrolet	Car Dealer	Valencia	91355	Ms. Dixie Hicks	H R Exec	
Valencia Chrysler-Jeep	Car Dealer	Valencia	91355	Mr. Kevin Oliff	Manager	
Valencia Dodge	Car Dealer	Valencia	91355	Ms. Maria Granados	H R Exec	
Valencia Nissan	Car Dealer	Valencia	91355	Ms. Shelly Mclaughlin	H R Exec	Y
Volkswagen of Valencia	Car Dealer	Valencia	91355	Mr. Keith Seals	Manager	
West Coast Classic Cars	Gen Auto	Sta Clarita	91321	Mr. Frank Bennetti	Owner	

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-3. Cuesta College (51 companies)

Company Name	Business	City	ZIP	Contact		Title	S
Aamco Transmissions	Transmssn	SLO	93405	Mr. Charlie	Coleman	Owner	Y
American West Tire & Muffler	Other Auto	Atascadero	93422	Mr. Greg	Glasmeyer	Owner	Y
Atascadero Ford	Car Dealer	Atascadero	93422	Mr. Hugh	Williamson	Ser Mngr	Y
BMW Nissan	Car Dealer	SLO	93405	Mr. Joe	Cardinele	Owner	
Buick Pontiac GMC - Golden Hills	Car Dealer	Paso Rbles	93446	Mr. Dennis	Lochridge	Ser Mngr	Y
Central California Kenworth	Car Dealer	Paso Rbles	93446	Mr. Jim	Rohner	Manager	
Christianson Chevrolet Oldsmobile	Car Dealer	Arroyo Grd	93420	Mr. Robert	Christianson	Owner	Y
Coast Nissan	Car Dealer	SLO	93405	Mr. Gordon	Giacomacci	Manager	
Cole Chrysler Dodge	Car Dealer	SLO	93401	Mr. Jacob	Long, Sr.	Ser Mngr	Y
Colony Auto Service	Gen Auto	Atascadero	93422	Ms. Jean	Filbin	President	
Continental Motorworks	Gen Auto	SLO	93401	Mr. Jeff	Spevack	Owner	
Cuesta Cadillac Saab	Car Dealer	SLO	93401	Mr. Todd	Reccord	Owner	Y
Dieselro, Inc.	Gen Auto	SLO	93401	Mr. Gerald	Rowe	President	
German Auto	Gen Auto	SLO	93401	Mr. Jim	Thane	Owner	Y
Gibbs International Trucks	Gen Auto	Nipomo	93444	Mr. Jerry	Arseneau	Exec Dir	Y
Jerry Reneau Chrysler Dodge	Car Dealer	Paso Rbles	93446	Mr. Chris	Reneau	Owner	Y
Joel Switzer Diesel Repair	Gen Auto	Sta Mrgrita	93453	Mr. Joe	Switzer	Owner	Y
Kimball Volkswagen	Car Dealer	SLO	93405	Mr. Jim	Kimball	Owner	
Landis Automotive Honda Acura	Gen Auto	SLO	93401	Mr. Aaron	Cortes	Manager	Y
Lesco Automotive Machine	Gen Auto	SLO	93401	Mr. Stephan	Kennedy	Owner	
Lyons Auto Repair	Gen Auto	Paso Rbles	93446	Mr. Geoff	Lyons	Owner	
M D Foreign Auto Repair	Gen Auto	SLO	93401	Mr. Peter	Jurgens	Owner	
Mat's Brake & Alignment	Gen Auto	SLO	93401	Mr. Per C	Mathiesen	President	Y
Midas Auto Service Experts	Exhaust	Arroyo Grd	93420	Mr. Tom	Felmler	Manager	Y
Morin Brothers Foreign Auto	Gen Auto	SLO	93401	Mr. Michael	Morin	Owner	Y
Mullahey Ford, Inc.	Car Dealer	Arroyo Grd	93420	Ms. Elizabeth	Moore	H R Exec	
Nelson's Garage, Inc.	Gen Auto	Cayucos	93430	Mr. Frank	Nelson	Owner	Y
Paso Robles Ford Lincoln-Mercury	Car Dealer	Paso Rbles	93446	Mr. Robert	Burgess	Owner	Y
Paso Robles Truck Center	Gen Auto	Paso Rbles	93446	Mr. Steve	Ormonde	Owner	
Pep	Gen Auto	Los Osos	93402	Mr. S L	Valdes	Owner	Y
Perry Jeep	Gen Auto	SLO	93405	Ms. Beverly	Warburton	H R Exec	
Perry's Automotive	Gen Auto	Morro Bay	93442	Mr. Damien	Hess	Off Mngr	Y
Pete Johnston Chevrolet-Cadillac	Car Dealer	Paso Rbles	93446	Ms. Lisa	Lechuga	H R Exec	
Pete's Auto Service	Gen Auto	Morro Bay	93442	Mr. Pete	Dillard	Owner	
Quick Lube Express	Gen Auto	Paso Rbles	93446	Mr. Michael	Slason	Gen Mng	Y
Rain-Bow Automotive Repair	Gen Auto	Atascadero	93422	Ms. Denise	Wharton	Owner	Y
Rancho Grande Motors	Car Dealer	SLO	93405	Ms. Lourie	Magno	H R Exec	Y
Rizzoli's Automotive, Inc.	Gen Auto	SLO	93401	Ms. Kay	Rizzoli	Owner	
San Luis Bay Motors Kia	Car Dealer	Paso Rbles	93446	Mr. Ottmar	Thomas	President	
Smith Volvo	Car Dealer	SLO	93401	Mr. Brent	Smith	Owner	Y
Sunset Honda Sales and Service	Car Dealer	SLO	93405	Mr. Paul	Bartek	Ser Mngr	Y
Supreme Automotive-Central Center	Gen Auto	Grover Bch	93433	Mr. Ed	Pipan	Owner	Y
Ted Miles Jeep	Car Dealer	Atascadero	93422	Mr. Ted	Miles	Owner	Y
Toyota San Luis Obispo	Car Dealer	SLO	93405	Mr. John	Frangie	Owner	Y
Trans-King Transmissions	Gen Auto	Arroyo Grd	93420	Mr. Willie	Loera	Owner	Y
Valley Mazda	Car Dealer	SLO	93401	Mr. Don	Valley	Owner	Y
Villa Automotive	Gen Auto	SLO	93401	Mr. Rich	Ward	Owner	
Villa Automotive	Gen Auto	SLO	93401	Mr. John	Villa	Owner	
Villa RV Center	Gen Auto	SLO	93401	Mr. John	Villa	Owner	Y
Wrona's Quality Auto Repair	Gen Auto	SLO	93401	Mr. John	Wrona	Owner	Y
XKs Unlimited	Gen Auto	SLO	93401	Mr. Jason	Len	Owner	Y

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-4. Allan Hancock College (34 companies)

Company Name	Business	City	ZIP	Contact	Title	S
American Car Care Center	Gen Auto	Santa Mria	93454	Mr. Paul Garcia	Manager	
BMW of Santa Maria	Car Dealer	Santa Mria	93455	Mr. Charles Hebard	Owner	
Bob Pyne Transmission	Transmssn	Santa Mria	93458	Mr. Bob Pyne	Owner	Y
California Dodge Chrysler	Car Dealer	Lompoc	93436	Mr. Alan Cawthon	Owner	
Central Truck Service	Gen Auto	Santa Mria	93454	Ms. Phyllis Serna	Owner	
Community Volkswagen	Car Dealer	Santa Mria	93455	Mr. Charles Hebard	Owner	
Dave's Automotive Repair	Other Auto	Santa Mria	93458	Mr. William Morgan	Owner	
Diesel Injection Systems	Gen Auto	Santa Mria	93455	Mr. Larry Downum	Owner	
Econo Lube N' Tune	Gen Auto	Santa Mria	93454	Mr. Jamal Sadat	Manager	
Floyd V Wells, Inc.	Gen Auto	Santa Mria	93455	Mr. Charles Wells	Owner	
German Auto Etc	Gen Auto	Santa Mria	93455	Mr. Douglas Fair	Owner	Y
Home Motors	Car Dealer	Santa Mria	93454	Mr. Charles Hebard	Owner	
Hyundai of Santa Maria	Car Dealer	Santa Mria	93458	Mr. Rick Austin	Owner	
Iversen Motor Co.	Car Dealer	Santa Mria	93454	Ms. Jody Kennison	H R Exec	Y
Jim Vreeland Ford	Car Dealer	Buellton	93427	Mr. Sonny Belch	H R Exec	Y
Lompoc Honda	Car Dealer	Lompoc	93436	Mr. Fred Bagdasarian	Owner	
Lompoc Valley Ford	Car Dealer	Lompoc	93436	Mr. Robbin Matthews	Owner	
Midas Auto Service Experts	Exhaust	Santa Mria	93455	Mr. Rich Green	Manager	
Olivera's Auto Repair & Towing	Gen Auto	Buellton	93427	Mr. Emmet Hickey	Owner	
Pat's Automotive	Gen Auto	Santa Mria	93458	Mr. Pat Nicoll	Owner	Y
Perry's Auto Parts & Garage	Gen Auto	Lompoc	93436	Mr. Mike Perry	Owner	
Rio Vista Chevrolet	Car Dealer	Buellton	93427	Ms. Tresha Sell	Manager	Y
Rizzoli's Automotive	Gen Auto	Santa Mria	93455	Mr. Bruce Best	Manager	
Santa Maria Ford	Car Dealer	Santa Mria	93454	Ms. Nadine Gonzalez	H R Exec	Y
Santa Maria Lincoln Mercry Mazda	Car Dealer	Santa Mria	93454	Ms. Mari Padilla	H R Exec	
Santa Maria Nissan Mazda	Car Dealer	Santa Mria	93454	Ms. Becky Nattell	H R Exec	
Santa Maria Suzuki	Car Dealer	Santa Mria	93454	Mr. Rick Austin	Owner	
Stewart Olds Honda Yamaha	Car Dealer	Santa Mria	93458	Ms. Nancy Stewart	Owner	
Stowasser Pontiac Buick GMC	Car Dealer	Santa Mria	93454	Mr. Jim McKean	Ser Mngr	Y
Sunset Auto Center	Car Dealer	Lompoc	93436	Ms. Cheryl Bedford	Owner	Y
Tor's Saab	Car Dealer	Lompoc	93436	Mr. Tom Gustafsson	Owner	Y
Toyota of Lompoc	Car Dealer	Lompoc	93436	Mr. Gerald Karczewski	Owner	
Toyota of Santa Maria	Car Dealer	Santa Mria	93454	Ms. Nancy Garcia	Bus Mngr	Y
Valley Auto Specialists	Gen Auto	Lompoc	93436	Mr. Al Beltran	Owner	Y

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-5. Santa Barbara City College (30 companies)

Company Name	Business	City	ZIP	Contact	Title	S
Aamco Transmissions	Transmssn	Santa Barb	93101	Mr. Rudy Sanchez	Owner	
All Coast Truck & Tractor Service	Gen Auto	Santa Barb	93103	Ms. Sue Yoast	Owner	
American Car Care Center	Gen Auto	Santa Barb	93101	Mr. David Rios	Manager	
ATG Automotive Technicians Group	Gen Auto	Santa Barb	93117	Mr. Robert Weber	President	Y
Ayers Automotive Repairs	Gen Auto	Santa Barb	93101	Mr. Robert Ayers	Owner	
Blanquette Automotive	Gen Auto	Santa Barb	93101	Mr. Tony Blanquette	Owner	
Bob Woolever's Tire Shoppe	Gen Auto	Santa Barb	93117	Mr. Rob Woolever	Owner	
Fast Lane Auto Lube	Gen Auto	Santa Barb	93110	Mr. Chris Daniels	Manager	
Fast Lane Gas-Mart	Gen Auto	Goleta	93117	Mr. Glen Bagley	Owner	
Frazier's Auto Repair-Towing	Gen Auto	Solvang	93463	Mr. Terry Frazier	Owner	Y
Graham Chevrolet Cadillac Saab	Car Dealer	Santa Barb	93105	Mr. Tyler Smith	H R Exec	
Hughes Automobile Co.	Car Dealer	Santa Barb	93105	Ms. Marge Mathis	H R Exec	
Ian's Tire & Auto Repair	Gen Auto	Santa Barb	93110	Mr. Ian Miller	Owner	
Imported Auto Service	Gen Auto	Santa Barb	93101	Mr. Gary Semerdjian	Owner	Y
Mahneke Motors	Gen Auto	Santa Barb	93111	Mr. Michael Mahneke	Owner	Y
Mel Clayton Ford	Car Dealer	Santa Barb	93105	Mr. C. P. Slicker	Ser Direc	Y
Perry Lincoln Mercury Mazda	Car Dealer	Santa Barb	93105	Mr. James W Bonn	Ser Mngr	Y
Rob's 4 Wheel Drive & Fabrication	Gen Auto	Santa Barb	93117	Mr. Robert Lomonaco	Owner	
Santa Barbara Automotive Group	Car Dealer	Santa Barb	93105	Mr. Bob Milner	Ops Dir	Y
Santa Barbara Chrysler	Car Dealer	Goleta	93117	Mr. Tony Sleiman	Manager	Y
Santa Barbara Honda	Car Dealer	Goleta	93117	Mr. Donald Hughes	Owner	
Santa Barbara Nissan, LLC	Car Dealer	Goleta	93117	Mr. Doug Connor	Owner	Y
Santa Barbara Volkswagen	Car Dealer	Santa Barb	93101	Mr. Kevin Eckhart	Owner	Y
Santa Ynez Valley Transit	Gen Auto	Solvang	93463	Ms. Paulette Pratt	Manager	
Schneider Autohaus	Gen Auto	Santa Barb	93105	Mr. Joe Schneider	Owner	Y
Superior Brake & Alignment	Gen Auto	Goleta	93117	Mr. Robert Seago	Owner	
Superior Collision Center	Gen Auto	Santa Barb	93101	Mr. Sean Daly	Manager	
Toyota of Santa Barbara	Car Dealer	Goleta	93117	Ms. Kim Johnson	H R Exec	
Weddle Industries	Transmssn	Goleta	93117	Mr. Chris Weddle	Owner	Y
Winning Makes, Inc.	Gen Auto	Santa Barb	93103	Mr. Julian Masters	Manager	Y

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-6A. Ventura County Community College District (First 48 of 144 companies)

Company Name	Business	City	ZIP	Contact	Title	S
101 Collision	Gen Auto	Oxnard	93030	Mr. Roni Gill	Owner	Y
A & D Automotive, Inc.	Gen Auto	Simi Valley	93065	Mr. Dave Allen	Owner	Y
Aamco Transmissions	Transmssn	Nwbury Pk	91320	Mr. Gary Rosen	Owner	Y
Aamco Transmissions	Transmssn	Oxnard	93036	Mr. Pat Riggs	Owner	Y
Aamco Transmissions	Gen Auto	Ventura	93003			
ABC Auto Care	Gen Auto	Ventura	93003	Mr. Lee Lizarraga	Owner	Y
Adamson Automotive & Towing	Gen Auto	Ojai	93023	Ms. Ann Adamson	Owner	Y
Aldolfo Auto Care	Gen Auto	Camarillo	93012	Mr. Richard Kathler	Owner	
All Tune & Lube	Gen Auto	Thou Oaks	91360	Mr. Chuck Bragg	Manager	
American Engine	Gen Auto	Oxnard	93030	Mr. Mark Anthony	Owner	
American Muffler & Radiator Ser.	Exhaust	Thou Oaks	91362	Mr. Danny Rice	Owner	
Arceo's Smog Automotive	Other Auto	Oxnard	93030	Mr. Jacob Arceo	Owner	
Associated Tire Brakes & Alignment	Gen Auto	Ventura	93003	Mr. Steve Posthumus	Owner	Y
Auto Tech International	Gen Auto	Camarillo	93010	Mr. Daniel Ahn	Owner	
Automatic Transmission Rebuilderss	Transmssn	Oxnard	93030	Mr. Dennis Madden	CEO	
Barber Ford, Inc.	Car Dealer	Ventura	93003	Mr. Bill Hicks	Vice Pres	Y
Barber Subaru	Car Dealer	Ventura	93001	Mr. Barry Service	Manager	Y
Barber Volkswagen	Car Dealer	Ventura	93003	Mr. Joel Simon	Gen Mng	Y
Barry's Auto Service	Gen Auto	Camarillo	93012	Mr. Barry Hoyland	Owner	
Big T's Freightliner	Gen Auto	Oxnard	93030	Mr. T. Fredricksen	Owner	Y
Bill Clark Automotive	Gen Auto	Ventura	93003	Mr. Joe Bentz	Owner	
Bill's Quality Auto Care	Gen Auto	Simi Valley	93065	Mr. Bill Garcia	Owner	
Bill's RV Service	Gen Auto	Ventura	93003	Mr. William Gehr	Owner	
BMW of North America, Inc.	Car Dealer	Oxnard	93033	Mr. Salim Murr	President	
Bob's Transmissions & Clutch	Transmssn	Simi Valley	93065	Mr. Mike Maravelas	Owner	Y
Boykin Automotive	Gen Auto	Thou Oaks	91360	Mr. John Williams	Manager	
Brake Masters	Gen Auto	Ventura	93003	Mr. Saul Castro	Manager	
Bunnin Buick	Car Dealer	Oxnard	93036	Mr. Leo Bunnin	Owner	
Bunnin Buick GMC	Car Dealer	Oxnard	93036	Ms. Clair Amaro	H R Exec	Y
Bunnin of Ventura	Car Dealer	Ventura	93001	Mr. Mark White	Manager	Y
C & M Auto Repair	Gen Auto	Simi Valley	93063	Mr. Rudy Gargiulo	President	
California Collision Specialists	Gen Auto	Ventura	93003	Mr. Alex Bendesy	Owner	
Camarillo Car Care Center	Gen Auto	Camarillo	93010	Mr. Jim Piraino	Owner	
Camarillo Independent Auto Repair	Gen Auto	Camarillo	93010	Mr. Brett Causton	Owner	
Carrillo Auto Repair	Gen Auto	Oxnard	93030	Mr. Pedro Carrillo	Owner	
Champion Transmission	Transmssn	Thou Oaks	91360	Mr. Jeff Walson	Owner	
Courtesy Chevrolet	Car Dealer	Westlake	91362		H R Exec	Y
Crown Dodge	Car Dealer	Ventura	93003	Mr. Dan Wallis	H R Exec	
Crown Kia	Car Dealer	Ventura	93003	Mr. Robert Crown	Owner	
Dave Wilkes Transmissions	Gen Auto	Ventura	93003	Mr. Dave Wilkes	Owner	
Dave's Truck Stop	Gen Auto	Ventura	93003	Mr. Jong Sun	Owner	Y
DCH Toyota Towne-Simi Valley	Car Dealer	Simi Valley	93065	Mr. Charlie Shaw	Manager	
Dill's Tire Service	Gen Auto	Camarillo	93010	Mr. Bob Dill	Owner	
Discount Tire Center	Gen Auto	Simi Valley	93065	Mr. Rick Helton	Manager	
Discount Tire Center	Gen Auto	Thou Oaks	91362			
Dna Precisions	Gen Auto	Oxnard	93033	Mr. Joe Delgado	President	
Econo Lube N' Tune	Gen Auto	Oxnard	93036	Mr. Steve Morehead	Manager	
Fains Service Center	Gen Auto	Ventura	93003	Mr. Jim Fain	Owner	

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-6B. Ventura County Community College District (Second 48 of 144 companies)

Company Name	Business	City	ZIP	Contact	Title	S
First Honda	Car Dealer	Simi Valley	93065	Mr. Brian Dooley	Ser Direc	Y
First Kia	Car Dealer	Simi Valley	93065	Ms. Susan Simpson	H R Exec	
First Nissan	Car Dealer	Simi Valley	93065	Mr. Darrell Colletto	Owner	
Ford of Santa Paula	Car Dealer	Sta Paula	93060	Mr. Steve Mares	Manager	Y
Gibbs International Trucks	Car Dealer	Oxnard	93036	Mr. Edward Gibbs	Owner	Y
Gold Coast Acura	Car Dealer	Ventura	93003	Mr. Patrick Murphy	Manager	Y
Harbor Chrysler Plymouth Sales	Car Dealer	Ventura	93003	Mr. Ted Kady	President	Y
Hays Automotive	Gen Auto	Camarillo	93012	Mr. David Hays	Owner	Y
Honda of Oxnard	Car Dealer	Oxnard	93036	Ms. Kacy Koch-Vitale	H R Exec	Y
Honda Thousand Oaks	Car Dealer	Westlake	91362	Mr. John Anderson	Owner	Y
Honda-Acura West Lake Independnt	Gen Auto	Westlake	91362	Mr. Thomas Mason	Owner	
Hummer of Thousand Oaks	Car Dealer	Westlake	91362			
Infiniti of Thousand Oaks	Car Dealer	Westlake	91362	Mr. Steve Lapin	Owner	
Jaguar of Thousand Oaks	Gen Auto	Westlake	91362	Ms. Camilla Kamali	H R Exec	
Japanese Car Specialties	Gen Auto	Nwbury Pk	91320	Mr. Tony Lee	Owner	
Jiffy Lube	Gen Auto	Ventura	93001	Mr. Resugio Rodriguez	Manager	
Jiffy Lube	Gen Auto	Oxnard	93036	Mr. John Kenyon	Owner	
Just Tires	Gen Auto	Thou Oaks	91362	Mr. Jon Hronjak	Manager	
Kemp Ford	Car Dealer	Thou Oaks	91362	Mr. J J Kemp	Owner	Y
Kirby Jeep Suzuki	Car Dealer	Ventura	93003	Mr. Rudy Esposito	Ser Mngr	Y
Ladin Lincoln Mercury	Car Dealer	Thou Oaks	91362	Mr. Paul Ladin	Owner	
Ladin Lincoln Mercury	Car Dealer	Westlake	91362	Mr. Jim Ladin	Owner	
Landrover of Thousand Oaks	Car Dealer	Westlake	91362	Mr. Robert Keller	Manager	
Lenny Dykstra's Auto Repair	Gen Auto	Simi Valley	93065	Mr. Ray Ross	Gen Mng	Y
Leon's Transmission Service	Transmssn	Oxnard	93036	Mr. Charles Herrera	Manager	Y
Lexus of Oxnard	Car Dealer	Oxnard	93036	Ms. Grace Leo	Manager	Y
Lexus of Thousand Oaks	Car Dealer	Westlake	91362	Mr. Ken Greene	Manager	
Lister's Autocare	Gen Auto	Oxnard	93030	Ms. Shirley Lister	Owner	Y
Lube Pit Stop	Gen Auto	Simi Valley	93065	Mr. Alex Gaddi	Manager	
Majestic RV Center	Gen Auto	Thou Oaks	91362	Mr. Jeff Halloway	Owner	
Mazda Subaru of Thousand Oaks	Car Dealer	Westlake	91362	Mr. John Anderson	Owner	
Mc Coy's Automotive	Gen Auto	Sta Paula	93060	Mr. Jim Mc Coy	Owner	Y
Mct Trailers	Gen Auto	Ventura	93001	Mr. Bill Paymoore	Owner	
Midas Auto Service Experts	Exhaust	Simi Valley	93065	Mr. Walt Marti	President	Y
Neftin Westlake Automotive	Car Dealer	Westlake	91362	Mr. Howard Neftin	Owner	Y
Oilstop Drive Thru Oil Change	Gen Auto	Camarillo	93010	Mr. Larry Dahl	Owner	
Ojai Ford	Car Dealer	Ojai	93023	Mr. Dick Bronk	Owner	Y
Ojai Valley Imports	Gen Auto	Ojai	93023	Mr. John Long	Owner	Y
Oldsmobile Cadillac - Thousnd Oaks	Car Dealer	Westlake	91362	Mr. John Anderson	Owner	
Oxnard Auto Clinic, Inc.	Gen Auto	Oxnard	93030	Mr. Juan Hernandez	Owner	
Oxnard Auto Electric Co.	Other Auto	Oxnard	93030			Y
Oxnard Auto Experts	Gen Auto	Oxnard	93036	Mr. Carlos Sanchez	Manager	
Oxnard Transmission	Transmssn	Oxnard	93030	Mr. Ben Zols	Owner	
Oxnard Unocal 76	Gen Auto	Oxnard	93033	Mr. Sam Saadati	Owner	
Paradise Chevrolet	Car Dealer	Ventura	93003	Ms. Raylene Meza	H R Exec	Y
Quinn Power Systems	Gen Auto	Oxnard	93030	Mr. Jim Smith	H R Exec	
Royce Pumps-Barbour Well	Gen Auto	Camarillo	93010	Mr. Joel Barbour	Owner	
Rusnak-Westlake	Car Dealer	Westlake	91362	Mr. David Pierce	Manager	

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

SURVEY POPULATION AND RESPONDENTS (Continued)

Table SP-6C. Ventura County Community College District (Third 48 of 144 companies)

Company Name	Business	City	ZIP	Contact	Title	S
Saab of Thousand Oaks	Car Dealer	Westlake	91362	Mr. John Anderson	Owner	
Santa Paula Chevrolet	Car Dealer	Sta Paula	93060	Mr. John Macik	Owner	Y
Santiago's Engine Supply	Gen Auto	Oxnard	93030	Mr. Santiago Almaguer	Owner	
Santos Truck & Auto Repair	Gen Auto	Oxnard	93030	Mr. Santos Melgoza	Owner	
Saturn of Oxnard	Car Dealer	Oxnard	93036	Mr. Kirk Rimsnider	Manager	
Saturn of Thousand Oaks	Car Dealer	Westlake	91362	Mr. Leo Bunnin	Owner	
Schaver Automotive Group	Car Dealer	Thou Oaks	91362	Mr. Chris Shaver	Gen Mng	
Schneider's Automotive Repair	Gen Auto	Simi Valley	93065	Mr. Mitch Schneider	President	Y
Sears Auto & Tire Center	Gen Auto	Ventura	93003	Mr. Miles Johnson	Manager	
Seniors Smog	Gen Auto	Oxnard	93033			
Shelley's Precision Auto Center	Gen Auto	Thou Oaks	91360	Mr. Paul Payton	Owner	
Silver Star A.G., Ltd.	Car Dealer	Westlake	91362	Mr. Andy Anderson	CEO	
Silver Star Cadillac	Car Dealer	Westlake	91362	Mr. Ken Greene	Manager	
Simi Ten Minute Service Oil & Lube	Gen Auto	Simi Valley	93065	Mr. Joe Epifanio	Owner	
Simi Valley Chrysler Jeep, Inc.	Car Dealer	Simi Valley	93065	Ms. Sheryl Duncan	H R Exec	
Simi Valley Pontiac GMC Buick	Car Dealer	Simi Valley	93065	Mr. Bruce Delcuadra	Owner	
Steve Thomas BMW, Inc.	Car Dealer	Camarillo	93010	Ms. Stephanie Fournell	H R Exec	Y
Steve's Transmissions, Inc.	Other Auto	Oxnard	93030	Mr. Steve Navarro	Owner	
Swedish Performance	Gen Auto	Camarillo	93010	Mr. Bert Strandberg	Owner	
Tarango's Auto Diesel Repair	Gen Auto	Sta Paula	93060	Mr. Hector Tarango	Owner	
Team Infiniti	Car Dealer	Oxnard	93036	Mr. Mike Wallace	Owner	
Team Nissan	Car Dealer	Oxnard	93036	Ms. Paulina Romero	H R Exec	
Thousand Oaks Automotive Center	Gen Auto	Thou Oaks	91360	Mr. Ray Ghaban	Owner	
Thousand Oaks Infiniti	Car Dealer	Westlake	91362	Ms. Celeste Jones	H R Exec	Y
Thousand Oaks Toyota	Car Dealer	Thou Oaks	91362	Mr. Glen Mueller	H R Exec	
Today Hyundai	Car Dealer	Oxnard	93036	Mr. Dan Gates	Manager	
Today Lincoln Mercury Mazda	Car Dealer	Oxnard	93036	Mr. Kevin Today	Owner	Y
Today Mitsubishi	Car Dealer	Ventura	93003	Mr. Greg Thoma	Ser Mngr	
Today Motor Co.	Car Dealer	Oxnard	93030	Ms. Verena Hernandez	H R Exec	
Today Truck Center	Car Dealer	Oxnard	93036	Mr. Kevin Today	Owner	Y
Tony's Transmission & Auto Repair	Gen Auto	Oxnard	93030	Mr. Han Park	Owner	
Toyota of Oxnard	Car Dealer	Oxnard	93036	Mr. Charlie Shaw	CEO	
Trans Clinic	Transmssn	Ventura	93001			
Trans Tech	Gen Auto	ThouOaks	91362	Mr. Greg Vlachos	Owner	
Tune-Up Factory	Gen Auto	Thou Oaks	91362	Mr. Matt Lallo	President	
Tune-Up Plus	Gen Auto	Ventura	93003	Mr. Jose Garcia	Owner	
Ventura Toyota	Car Dealer	Ventura	93003	Mr. Rob Van Nieuwburg	Ser Direc	Y
Ventura Volvo	Car Dealer	Ventura	93003	Mr. Chris Norstedt	Owner	Y
Village Car Wash	Gen Auto	Thou Oaks	91362	Mr. Bob Abbot	Manager	
Vista Ford of Oxnard	Car Dealer	Oxnard	93036	Mr. Randy Haddock	Manager	
Vista Honda	Car Dealer	Ventura	93003	Ms. Karen Wing	H R Exec	
Wendy Auto Center	Gen Auto	Nwbury Pk	91320	Mr. Mohammad Jebelli	Owner	
West Coast Engine & Cylinder	Gen Auto	Oxnard	93030	Mr. Scott Feland	Owner	Y
Westlake Independent Honda	Gen Auto	Westlake	91362	Mr. Thomas Nation	Owner	
Westoaks Chrysler Dodge, Inc.	Car Dealer	Westlake	91362	Mr. John Woodward	Owner	Y
Whitney Auto Care Center	Gen Auto	Simi Valley	93065	Mr. Gary Whitney	Owner	
William L Morris Chevrolet	Car Dealer	Fillmore	93015	Mr. Gene Walinski	Ser Mngr	
William L Morris Chevrolet	Car Dealer	Simi Valley	93065	Mr. William L Morris	Owner	

VENTURA COLLEGE
Office of Research and Evaluation
SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

ATTACHMENTS

- Attachment A. Survey of Automotive Repair/Service Providers
- Attachment B. Cover Letter

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

Barber Ford 3440 E Main Street, Ventura, CA 93003

Completed by: Mr. Bill Hicks, Vice President

PLEASE: Correct any of the above information that is incorrect.
Answer each question below by placing a check mark (D) on the appropriate line or lines.

Send me a **summary** of the survey results. **SAMPLE SURVEY – INTENTIONALLY BLANK**

CURRENT TECHNICIANS OR SPECIALISTS

1. How many **automotive service technicians** or **diesel engine specialists** does your company employ?

A. Automotive Service Technicians

- (1) 1 – 3
- (2) 4 – 6
- (3) 7 – 9
- (4) 10 – 14
- (5) 15 – 19
- (6) 20 or more

B. Diesel Engine Specialists

- (1) 1 – 3
- (2) 4 – 6
- (3) 7 – 9
- (4) 10 – 14
- (5) 15 – 19
- (6) 20 or more

HIRING OF NEW TECHNICIANS OR SPECIALISTS

2. When your company needs to hire **automotive service technicians** or **diesel engine specialists**, is there usually an **adequate supply** of skilled workers from which to meet that need?

A. Automotive Service Technicians Yes No Fluctuates

B. Diesel Engine Specialists Yes No Fluctuates

3. How many **automotive service technicians** or **diesel engine specialists** does your company **expect** to hire in the next **2 years**?

A. Automotive Service Technicians

- (1) 1 – 3
- (2) 4 – 6
- (3) 7 – 9
- (4) 10 or more

B. Diesel Engine Specialists

- (1) 1 – 3
- (2) 4 – 6
- (3) 7 – 9
- (4) 10 or more

4. From your perspective, are the **turn-over rates** of **automotive service technicians** and/or **diesel engine specialists** at acceptable levels or are they too high?

A. Automotive Service Technicians Acceptable Too High Unsure

B. Diesel Engine Specialists Acceptable Too High Unsure

CONTINUING TRAINING FOR CURRENT TECHNICIANS OR SPECIALISTS

5. Please **check-off (D)** the groups that provide continuing, or upgrade, training to your technicians or specialists.

- (1) **Vehicle Manufacturers**
- (2) **Community Colleges**
- (3) **NAPA I.A.T. or CARQUEST T.I.**
- (4) **Other** _____

6. Would your technicians/specialists attend training at a Community College in areas such as: ASE – preparation for certification, ASE refresher classes, Emission update training, Alternative fuels (CNG, EV, hybrid engines)?

Yes No Unsure



May 22, 2006

Mr. Bill Hicks
Vice President
Barber Ford, Inc.
3440 E Main Street
Ventura, CA 93003

SURVEY OF AUTOMOTIVE REPAIR/SERVICE PROVIDERS

Dear Mr. Hicks

As you know, the automotive industry is in need of well-trained **automotive service technicians** and **diesel engine specialists**. We are conducting a survey to determine the hiring and upgrade training needs of automotive repair/service employers located in the **greater tri-counties** region (San Luis Obispo, Santa Barbara, Ventura, and northeast Los Angeles counties).

The enclosed survey is short and concise, yet it will provide us with valuable information regarding the workforce needs of automotive repair and service employers in the tri-counties and northeast Los Angeles County area. Your responses will be confidential and only aggregate data will be reported. Please take **five minutes** to complete the survey and return it to us in the enclosed envelope by **June 5, 2006**. Or, if you prefer, **fax** the completed survey to us at **(805) 648-8944**.

- If another manager at your company is the appropriate person to complete the survey, please forward this letter and the enclosed survey to that person.
- To receive a summary of survey results, check-off the appropriate line on the survey.

Thank you very much for taking the time to complete and return this survey. Should you have any questions about the survey, please call – or e-mail – us.

Sincerely,

Sharon A. Dwyer

Director of Resource Development
Phone: (805) 648-8976
E-mail: sdwyer@vcccd.net

Michael J. Callahan

Research and Evaluation Officer
Phone: (805) 654-6344
E-mail: mcallahan@vcccd.net

Colleges of the South Central Region

Allan Hancock College
Antelope Valley College
College of the Canyons
Cuesta College

Moorpark College
Oxnard College
Santa Barbara City College
Ventura College