



## OHIO BOARD OF MOTOR VEHICLE REPAIR BOARD MEETING MINUTES

**MAY 15, 2019 10:00 AM**

**Vern Riffe Tower  
77 South High Street  
19<sup>th</sup> Floor, Rm. 1914  
Columbus, Ohio 43215**

- 1. MEETING WAS CALLED TO ORDER AT 10:05AM.**
- 2. INTRODUCTION OF MEMBERS & GUESTS PRESENT:** Keenan McKee, Kimberly Peppers, Theresa Peppers, Mary Katris, Michael Giarizzo, Pam Giarizzo, AAG Lydia Arko Zigler, Chris Mancisco, Chris Speck, Earl Dohner, Jennifer Johansen, Craig Robinson, Michael Greene
- 3. REVIEW OF FEBRUARY 13, 2019 MEETING MINUTES:**

**MOTION TO ACCEPT: DOHNER  
SECOND: SPECK  
VOTE: MOTION CARRIED**

- 4. BOARD REVIEW AND DETERMINATION RE: PENDING REGISTRATION APPLICATIONS:**

A. Vote by Board on regular registrations pending from February 1, 2019 through April 30, 2019.

**MOTION TO ACCEPT: KATRIS  
SECOND: GIARIZZO  
VOTE: MOTION CARRIED  
NO ABSTENTIONS**

- 5. OTHER BUSINESS:**

A. Investigator's Reports – Craig Robinson / Jennifer Johanson / Theresa Peppers

*MISSION STATEMENT*

*"Enhance consumer protection and safety in the auto repair industry through education and public awareness while facilitating registration law compliance for repairers."*

**Craig Robinson  
Activity Totals  
January 01, 2019 through May 15, 2019**

<b>Shop Visits</b>	<b>611</b>
<b>Renewal Reminders</b>	<b>115</b>
<b>NOV's</b>	<b>294</b>
<b>New Shop Applications</b>	<b>59</b>
<b>Complaints Investigated</b>	<b>69 (Involving 69 Shops)</b>
<b>Shop's Located "Out of Business"</b>	<b>33</b>
<b>Total Counties Visited to Date</b>	<b>44</b>

**Jennifer Johansen  
Activity Totals  
January 01, 2019 through May 15, 2019**

<b>Shop Visits</b>	<b>536</b>
<b>Renewal Reminders</b>	<b>123</b>
<b>NOV's</b>	<b>231</b>
<b>New Shop Applications</b>	<b>62</b>
<b>Complaints Investigated</b>	<b>57 (Involving 57 Shops)</b>
<b>Shop's Located "Out of Business"</b>	<b>21</b>
<b>Total Counties Visited to Date</b>	<b>40</b>

**Theresa Peppers  
Activity Totals  
January 01, 2019 through May 15, 2019**

<b>Notice of Violation Letters</b>	<b>30</b>
<b>Failure to Renew Letters</b>	<b>113</b>

- B. Attorney General's Report – (Executive Session if Needed) – AAG Lydia Arko Zigler – No update.

**GREENE:** There shouldn't be anything, we just got the latest report from your office on the updates.

- C. Legislation Updates – ASA Ohio Rep. Matt Dougher (NOT PRESENT)

**GREENE:** The only legislative updates that I'm aware of are the pending budget bill which the testimony on that went really well. I don't see any problems with that going through. HB 77 – Window Tint Change, I haven't seen any movement on that bill whatsoever; there haven't been any hearings or anything. It's just stagnant right now, I don't know what's going to happen with that. It may start moving once the Budget Bill goes; right now, there's nothing going on with that.

D. Director's Report – Mike Greene – PLEASE SEE ATTACHED

YEAR TO DATE REVENUES

Revenues are definitely down because of the registration fee decrease; the refunds and the extensions. That should pick up as soon as the extensions start kicking in which should be coming up anytime; some of them already have.

COMPLAINTS

We haven't had a lot of complaints forwarded to other agencies so far this year except for the Better Business Bureau.

HB 166 – BUDGET BILL

All fee increases were eliminated from that bill when it was in the house and that was not just for our board; that was for all the boards that were requesting a fee increase or change. It was taken out of the bill. Once that bill passes and we get into Fiscal Year 2020, July 1st, we will probably revisit putting that language into another bill and try and get it through to get our fee back up to where it was because our appropriations are based on that fee; so, we'll probably try to do that once everything gets through on July 1st.

BUDGET INCREASE

There haven't been any changes; during the testimony in the Senate and the House both, there were no questions about our budget nor were there questions about the request or anything. I'm looking for that to just go through.

7. **NEW BUSINESS:**

**DOHNER:** I sold my business! I'm done completely, now I have to find something to do.

**ALL:** Congratulations!!!

**GIARIZZO:** I have a quick question about "new business". Give me an example of what that might be.

**MCKEE:** There are times when we talk about – let's say "mission statement", we'll put it on the agenda for the next meeting and vote on it. When we had things to do on the budget like asking for increases and things.

**GREENE:** A good example is like in our November meeting; when that's over, on our February agenda the New Business will be "Voting New Officers". At one point or another we had the Financial Disclosure Statements for the year.

**ROBINSON:** Training?

**GREENE:** We don't put training in there too much. The Ethics Training, we don't do as a "meeting" thing, we just send that out.

**GIARIZZO:** Do we do anything like Consumer Protection?

**GREENE:** If we get something like that that you want to put in there or anytime you have something you want brought up at the next meeting. Let me know, I can put it on the agenda as New Business or you can bring it up now, if you like.

**GIARIZZO:** I just think we have a growing concern in the collision repair industry, especially in Ohio. How the consumer is going to be protected in the future? Thirty years ago, you put a quarter panel on the same way a BMW or Chevette and so the insurance industry is holding the collision repair industry to a whole state market fixed price. Fixing things from wave rates and holding firm to "ok, you know this is what the market charges, so that's the only thing that we'll reimburse." Today, the capabilities and requirements of shops, probably, are as varied as we have ever seen it in the industry. You have certifications, you have training, you have equipment requirements and it's all over the map, today, by manufacturers specifications.

### **CONTINUED DISCUSSION**

**GIARIZZO:** Nine out of 10 repairs are failing during post inspections. Everything from small technical things to the unsafe. So, the State of Ohio should be concerned; is this even an appropriate discussion for this board or where are we going in the future? Because the complexity is not going to stop, right? Can you imagine, in 5 years the technology we're going to be dealing with? It's no longer the craftsman that's smoothing out the fender. The computer technician that understands the hundreds and thousands of computers on that vehicle and how they interact. They interact on the road with other vehicles on the road. That can be pretty dangerous (without) the appropriate attention. Yet, you're penalized today in our industry for being a frontrunner and a leader for adopting that technology and sometimes you're penalized as a consumer because you're just unaware.

**GREENE:** Well, we talked about this a little bit at the last meeting when we talked about the scanning and stuff that some shops are doing, and some shops aren't even aware of it or not doing it because they won't purchase the equipment. It is part of our job to make the public aware and to get the information out. The public service announcements that we've put out in the past didn't get that technical. Maybe we need to put something together that's a little more technical and put it out; I would love to get some ideas. Send me an e-mail. Look at some the public service announcements we have on our website now see what we can do to improve that. I'm not a technician so I would know how to word some of that stuff, but we still must keep it so the public can understand it.

**GIARIZZO:** It can something simple; a lot of the public does not understand that they do have that right of choice

**GREENE:** We do put that part out there.

**SPECK:** What questions to ask.

**GREENE:** That's good, too! If you look at what we've got out there, we do have something on what questions to ask if your car is involved in an accident and if the insurance company is involved in it or the repair shop. A lot of that stuff still, is outdated; a lot of that stuff doesn't involve the computers, the sensors and all that technology that are in the cars now. Give me some ideas and we'll pull something together and I'll put it out there.

**MANCISCO:** Michael (Giarizzo) You mentioned that the frontrunners, consumer wise and shop wise, are penalized at a loss. How is that so with the shops?

**GIARIZZO:** If the insurance industry is trying to hold the collision repair industry to a very fixed set of prices and you've decided not to reinvest. Last year my company spent \$200,000 on training alone; multiple times that in equipment upgrades. If you chose not to do that, it doesn't mean that you can't fix the vehicle and put it back on the road and maybe most people wouldn't even know the difference but, is it correct and what's inside of that? How is it put together; is it put together with the right bonding materials, the right rivets in the right place? It all has an important part of that crash cage. It'd not the repair of the vehicle and how it looks after, it's really comes down to how is it going to perform in another crash. There's a lot of things that could be shortcut inside the repair process that nobody would ever know unless you technically involved in it. We see it all the time.

**GREENE:** Cosmetically it looks great.

**GIARIZZO:** Absolutely. We had a vehicle in not more than a month ago that was side hit on the vehicle and it overall looked like it was ok but when you got into the technical part of the repair the vehicle ended up being bought back as a total loss because it was a death trap. The center pillar was sectioned in the wrong spot; if it had gotten hit back in that center pillar again it would have collapsed. That center pillar could have gone right through the driver. Families and cars are in danger, that type of thing but it looked ok because technically it was repaired. That's the whole point. So, the insurance companies, having worked indirectly for one I know how they can do this, where they really dance delicately around the anti-steering law. You go call in a claim and you say you want to go to ABC Collision, and they ask, "Why do you want to go there?" "Well, I have some experience before" "would you like to her some other options where we don't have to send an adjuster and your car can be settled out immediately, because it's going to take us 5 to 7 days" or whatever they feel like making up to send an adjuster out there and "by, the way, not saying that it will but I can't guarantee that you're not going to have any out of pocket expense if you choose that shop but, it is your right of choice." Oh, and by the way if you go to one of our recommended or preferred locations, we'll back it with our own guarantee."

**ROBINSON:** We hear this all the time.

**GIARIZZO:** Guaranteed & liability are two wildly different things. Guaranteed means I'll take it back and redo it; liability means you might get hurt. It's coming feverishly to a head in the industry. In some states are jumping on it.

**SPECK:** That's true. I think, as an industry, you don't want it to get to the point where something happens legislatively, and it's named after somebody because something bad happens.

**GIARIZZO:** I hate to say it, but it's going to happen. You see deathtraps all the time that don't look like it. Like the people in Texas with that 42-million-dollar law suit, they didn't know they were driving a death trap.

**SPECK:** And they weren't even the ones that had the car fixed!

**MCKEE:** We've talked about this for the two and half years that I've been on the board about what we can do as a board. We've been told many times by the assistant attorney generals at that time that that's not our role, whatsoever. I own a shop and I have the same fears, I see the same things every day.

**GREENE:** I think educating the public is part of our job.

**MCKEE:** Correct! And, that's where we've pushed it to where we don't have legislative ability other than ASA and, pushing them and hopefully, they are fighting for the things that we need. But the education and information that we can put out there that just the average person doesn't know about their car. I can tell you, I just got a '19 Cadillac in, had an '18 Cadillac in like probably 6 months ago; did the same repair on it, pulled the repair procedure from GM, same model, even the same parts years and they had completely changed their procedure. That's the thing that people don't understand either is it changes all the time.

**GIARIZZO:** The more experience and the more set and entrenched in that experience you are, the more dangerous.

**MCKEE:** Ford had a thing when they first came out with the F-150 repairs, they were going to send the procedures with the panels. They had a procedure packet in the panel so when you bought a panel it was inside. They've stop that now; I've heard there still some out there because they have already changed three times.

DISCUSSION CONTINUED SEVERAL MINUTES.

9. **MOTION TO ADJOURN: DOHNER**  
**SECOND: GIARIZZO**  
**VOTE: MOTION CARRIED**

**NEXT BOARD MTG. – AUGUST 14, 2019, 10:00 A.M., LOCATION:** Vern Riffe Tower, 77 South High Street, 19<sup>th</sup> Floor, Room 1918, Columbus, 43215.

**DIRECTOR'S REPORT**  
**May 15, 2019**

**I. FY19 YTD Revenue = \$208,689**

**A. FY18 YTD Revenue = \$405,371**

- Decrease = \$196,682
- Caused by decrease in registration fee, refunds & extensions.

**II. 1967 Registrations**

- A. 1 Airbag Business
- B. 1488 Collision Shops
- C. 33 Dealerships
- D. 187 Glass Shops
- E. 52 Mechanical Shops
- F. 59 Mobile Businesses
- G. 147 Tint Installers
- H. 146 Pending

(Total Businesses in E-Licensing System = 4836)

**III. Complaints Forwarded**

<u>AGENCY</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
OAG	8	6	0
EPA	5	2	2
TAX	6	2	0
BWC	3	2	0
NICB	5	0	0
DOI	6	5	3
IRS	3	0	0
BMV	2	2	0
OSHP	0	0	0
BBB	25	20	8

**IV. Other News**

**A. H.B.166 – Budget Bill**

1. All fee increases have been eliminated from the bill.
2. FY20 has an increase of 2.4% at \$623,948.
3. FY21 has an increase of 2.0% at \$636,389.