



**OHIO BOARD OF MOTOR VEHICLE REPAIR
BOARD MEETING MINUTES**

**FEBRUARY 12, 2020 10:00 AM
Vern Riffe Tower, 77 South High Street
19th Floor, Rm. 1914
Columbus, Ohio 43215**

- 1. CALL TO ORDER at 10:08AM.**
- 2. INTRODUCTION OF MEMBERS & GUESTS PRESENT:** Keenan McKee, Michael Giarrizzo, Chris Macisco, Chris Speck, Matt Dougher (ASA), Jennifer Johanson, Craig Robinson, Kimberly Peppers, Michael Greene
- 3. REVIEW OF NOVEMBER 13, 2019 MEETING MINUTES:**

MOTION TO ACCEPT: MACISCO
SECOND: SPECK
VOTE: MOTION CARRIED
- 4. BOARD REVIEW AND DETERMINATION RE: PENDING REGISTRATION APPLICATIONS:**

A. Vote by Board on regular registrations pending from November 1, 2019 through January 31, 2020.

MOTION TO ACCEPT: SPECK
SECOND: MACISCO
VOTE: MOTION CARRIED
- 5. OTHER BUSINESS:**

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

Craig Robinson

Activity Totals

	2019 (FINAL)	2020 (YTD)
Shop Visits	1474	149
Renewal Reminders	392	58
NOV's	700	72
New Shop Applications	87	9
Complaint's Investigated	107	8
Shop's Located Out of Business	68	6
Total Counties Visited to Date	44/44	21/44

DOUGHER: The new registrations and the closed, are some of those the same people; going out and coming back into the business?

ROBINSON: Very few. Some of those are like when you go out of business and somebody buys the shop or comes in and takes it over; the names change but the shop....

MCKEE: The location maintains the same

ROBINSON: They'll even change the name for example Bob's Body Shop dba Smith's Collision.

DOUGHER: We have trend there of more shops going out of business than new ones. It seems like it's kind of flip flopped a little bit.

Jennifer Johanson

Activity Totals

	2019 (FINAL)	2020 (YTD)
Shop Visits	1267	24
Renewal Reminders	407	12
NOV's	541	12
New Shop Applications	112	3
Complaint's Investigated	112	3
Shop's Located Out of Business	36	1
Total Counties Visited to Date	44/44	02/44

Theresa Peppers, Investigator Assistant

Activity Totals

	2019 (FINAL)	2020 (YTD)
NOV's Letters	65	53
Failure to Renew Letters	385	
Renewal Reminder Letters	276	118

GREENE: The total for the two: Shop Visits 2741. I'll put our activity up to any board and commission that's got 15 investigators. For 2700 shop visits out of two people and covering all 88 counties is really good. These two work hard and they cover a lot of ground. I'll put those totals out if I haven't already. That's a lot of travel and it's a lot of numbers. It's up from last year, 2018 also; everything is up except the ones out of business, that's a good thing.

GIARRIZZO: Is there any trend in information on the new registrations – are they mechanical, body, specialty shops?

DOUGHER: Well their all going to be body shops.

GREENE: All of the are either glass, tint something that we register. Those are the only ones that count.

DOUGHER: Are they mostly body shops, or are they mostly tint shops?

GREENE: I think they are mostly body shops.

JOHANSON: I have a lot of new tints, new window.

GIARRIZZO: Wrap Shops?

DOUGHER: Are they after-market type shops?

ROBINSON: I'm getting quite a few PDR's as well.

JOHANSON: And they are small; they're not like giant operations, they're the small collision repair shops, small body shops. The tint people, they're everywhere. They pop up, they disappear. The complaints come in they are referred from other tinters, other registered tinters in the area. Their competitors are turning them in.

ROBINSON: Going back to your original question; the tint shops are famous for leaving one county and moving over in to another one. They are ones for shutting down and opening up under another name. I have had quite a few of those.

MACISCO: What's the game they're playing?

JOHANSON: I think it's easy money.

MCKEE: I know we have had one locally to us where they worked for about two years. They gave a lifetime warranty as soon as they opened up under a different company name, there's no warranty that company doesn't exist anymore. It's the new GM old GM adage; we saw that with one. I will tell you there's a lot of what we see in our area a lot of people think they can run a business and they find out really quick it's a lot different than just doing tint for cash on the side. Once they start looking into entrances of all the stuff they actually have to do. We have had a couple come try to like just join and work with us – I don't want to get involved in that stuff. That's what they have said, it's just that realize it's a lot harder to run a business.

ROBINSON: Another thing that I'm picking up, going back to the PDR's, a lot of the dealerships are having these PDR's come in and work right on their site. They'll come up and set up a little canopy and they'll work onsite. I have some of the guys turn those in and say, "go over to that dealership at 4:00" and sure enough I pull back there and that's how I find some of them as well. There other one is some of the body shops that don't want to get into the small work like that, they'll have business cards on their counter and they'll ask "He's doing your PDR" and they go "Yeah, we don't want to mess with that so we have him doing it." The question is where is he at? He's got to register independent.

SPECK: So that leads me to kind of an idea that we have been talking about, the public service announcements. Maybe we can work on one just kind of advising dealerships and body shops to make sure that the vendors that they use are registered with the state. I'm sure a lot of dealers want to run a proper and legit business. They probably have no idea that that is a requirement.

JOHANSON: Because they're operating on their property.

SPECK: Yes, just who you do business with should be.

MCKEE: Anyone who you sublet to, you're still liable for that sublet. That doesn't wash your hands unfortunately.

SPECK: So, it's just something that they should check when they are doing business with someone.

MCKEE: Absolutely. There may be a misconception that dealerships are exempt doesn't mean that the sub-contractors you have on your dealership lot are exempt, because that is irrelevant. Those people would not carry that exemption as well. I'll guarantee you the dealerships require those people they are paying to be an actual business because they are not going to miss their tax write-off that's for sure. I don't disagree.

GREENE: It probably won't be a PSA; I'll figure out something. Maybe I can get a contact list from the BMV or something of the dealers and of course we've got the collision shops.

SPECK: Because I would say the majority of dealers use services like that whether it's tinting or PDR.

MCKEE: Well, I know a lot of the dealers local to me they have a PDR guy that just does their lot cars. Obviously, they're trade-ins or what have you. When it hails, those lot guys become a money-making operation for that dealership, a very large money-making operation.

ROBINSON: Well, most dealerships, when I contact them and make them aware of it, I tell them one of two things have got to happen either he's got to start working for you as a company employee or he's got to register - those are the two options. As far as the State is concerned just tell us which way you want to go; we'll make it right.

MCKEE: Absolutely, that's why I think maybe getting that information out there would be good. We're used to it because we're here, so we would know if the sub-lets we used - I've even had this conversation with shops that they think "Well I've sub-letted it, so I don't have any liability there." That's a very untrue statement.

GREENE: I'll figure out something. Maybe the Dealer Association or somebody will have a contact list.

SPECK: Yes, that would be a good way to put the word out. I mean, I would hate to think at this time that there would be some of these, specifically I'm thinking, these PDR guys that don't know they need to register. Maybe there are some that truly don't know that's the requirement. It's a good way to have that conversation as well. I'd like to give them the benefit of wanting to do things the right way.

MCKEE: I know there's tint people that don't know because I've ran into that in my area where I've let them know.

SPECK: Well, if the company giving them work is telling them then that might register.

MCKEE: Correct.

- B. Attorney General's Report – NO REPRESENTATION
- C. Legislation Updates – ASA Ohio Rep. Matt Dougher

There looks like there's going to be something put up on the ballot on minimum wage. I know they drafted the language; I know it was approved, now it's just a matter of getting up and when they're going to do it. Everyone wants to get to that magical \$15 an hour; the language that I saw wasn't automatically to \$15, it's going to be stair stepped up but, it's to be something the State of Ohio is going to vote on as opposed to and enacted by the legislature.

SPECK: Also, it will be on the ballot.

DOUGHER: Yeah, it will be a ballot issue.

GREENE: I though they already had a stair step one.

DOUGHER: They do

MCKEE: But It's done this year, right?

DOUGHER: Yeah but want to get this thing.

MCKEE: It ends at \$8.50?

DOUGHER: I'm not exactly sure but it'll stair step up but it's going to be \$12- \$13 an hour. I don't know if that is going to affect you guys or not as owners other than....

SPECK: I think it will be more indirect.

DOUGHER: I'm sure you guys are paying mor than that, but as soon as you raise those people up this way, it's going to come that way.

MCKEE: Correct.

DOUGHER: It's just going to keep – It's going to go up for everybody. Then you will be competing.

ROBINSON: I just read a really good report on that. The higher that goes the more the businesses cut back.

DOUGHER: Oh yeah, there's no question.

MCKEE: My wife runs a McDonald's; she has for 24 years and they don't pay minimum wage anyways because it's hard to get employees, so they do pay more. We have some factories that will hear anybody without testing them. They don't pay minimum wage, but I will tell you this, there's already have been plenty of meetings, they can do what they want but it goes up to \$15 an hour. Not only is everything going to get scaled back, just like you said, but if you think you're going to get a value meal for \$7 -let's just be honest, it'll raise the cost of everything. I did read a thing on this, too that said something about Ohio is doing it because they want to attract people. They feel that our minimum wage is low enough that it is affecting.....

DOUGHER: They had to go out and get signatures to get this on, so it's not just Ohio. There are groups who want it and they're the ones driving it. They actually had to go and get so many signatures for it to get on the ballot.

DISCUSSION CONTINUED

D. Director's Report – Mike Greene (SEE ATTACHMENT)

PENDING REGISTRATIONS: At the last meeting Pending Registrations were at 136 now it's at 248. We are getting more shops opening up out there and we currently have over 5000 in the system.

6. OLD BUSINESS:

A. PSA – Recommendations from Chris Sterwerf

GREENE: We've got a lot positive feedback from the draft and Chris Sterwerf was the only one that wanted to some things. My only question in this is, you guys know what all of this means, I'm not familiar with some of these terms – I'm not familiar with some of these procedures. We've got to remember the people reading this PSA, the general public, you don't want to confuse them too much, either. If you make it too long, if you make it two pages it's not going to work. We won't get anybody to print it; we won't get anybody to sit down and read it. I think it's important to keep the bullet points on point.

SPECK: I think they are really good points. I'd like to find a way to get it in without bulking it, like a middle ground. I like the idea of having it inspected afterwards. I think that is something people have never considered.

GREENE: We have that on there.

SPECK: Yeah, exactly, so I don't think you need a paragraph. Bring that up and make sure that your vehicle is safe, that's in there too, isn't it?

MCKEE: I agree, everything that Chris brought up is stuff that we've tried to educate people on all of the time. But I feel the same way, it's already long and we're trying to keep people's attention, which is rough enough in today's age. But this is almost stuff that I feel if you're a good shop should be pushing as well and notifying the customer about. I agree with everything he said but getting people to read through that is going to be tough in my opinion.

GREENE: Well, I can try and incorporate as much of it as I can and keep it short and still get the point in it.

SPECK: That's what I was saying, It's the best of both worlds.

GIARRIZZO: what about highlighting two or three eye-catching points and then all of this other stuff below it if you want to read it. But, 50% of the population still doesn't understand that they've got the right of choice. Something as simple as that they don't. Something as simple as getting those key points out there do you need more than one estimate you still have a lot of people out there with the mindset that they have to get more.

MCKEE: Right, I'm there with you! And, I think maybe we can paraphrase some of the stuff into some of the points we've already made.

SPECK: how are we going to distribute this, too?

GREENE: Well, I've got a list of media outlets that I can send it to, like fender bender magazine, and collision repair weekly.

MCKEE: And also, our goal is that the shops that are doing what they need to be doing can use this as far as their marketing side, too.

GREENE: They can reprint it; they can give it to their customers with their estimates or whatever they want to do.

MCKEE: My outlook was that this is coming from the State of Ohio this isn't coming from Mike Loy's Collision. So, that's where I thought this would be a wonderful thing, that it's from the State of Ohio. Here are not only your rights,

but stuff you need to look for. And so, not only putting that out but, giving it to potential customers whether they choose me or not at least maybe they should be getting.

SPECK: My concern is that the customer or the person that has been in the accident that you never see.

MCKEE: Absolutely

SPECK: whether they get it fixed at our repair facility or not, it really doesn't matter. It's that they exercise their rights and, that they are taken care of. I don't have the solution for that issue. I don't know how to get it directly to those people a head of time.

GREENE: We'll try to get people/places to publish it as much as we can. I can send it out to the shops; if they've got a rapport with the local newspaper or something like that, they can take it and say, "hey can you guys print this?" That's what we did the last time. A lot of shops got the Local people to do it.

MCKEE: It seems like a good idea. Now, how are we going to track this as far as effectiveness? Is there a way to do this, how many people have seen it? I am asking questions I don't have solutions for.

My other outlook wise if we can get this published and out there if he gets looked at enough and everything else. If somebody googles "what are my rights in the state of Ohio" my goal is Maybe this comes up.

GREENE: Plus, it will be on our website. There are a lot more people looking on our website to look for repair facilities.

MCKEE: Do we track that? I was going to ask you that.

GREENE: We're in the process of trying to get the whole site redone.

DISCUSSION CONTINUED

7. NEW BUSINESS:

A. NEW BOARD MEMBER CANDIDATES

GREENE: Matt has had a couple of shop owners and that have applied for our openings, Randall Blanchard of True Performance Auto Body in plain city and Bruce Hale of Jay MAC Body and Frame in Canton. If anybody knows of a mechanical shop owner that would be interested, we still need to fill that spot.

DOUGHER: what I will do is, I will talk to Dean to let Howie come up here. I would hate to bug him again because we just had Jeff come off. That's all right.

MACISCO: I have my mechanic up in Delaware that I have been texting since we sat down. He's got some light interest.

GREENE: Who are you talking about?

DOUGHER: You know Dean DeRolph He has a mechanical shop. How he runs his mechanical shop and I'm wondering if he would let him do it. He's usually pretty good about that stuff, Dean is. I'll send an email over to Dean and Keith to see what they think. Dean has had people on this board (Jeff's been on it, Dean has been on it)

GREENE: Who is Keith?

DOUGHER: Keith Kumler, he was the son of Dean's partner. That's why it's called Kumler's Collision.

GREENE: Yeah, I knew the story about that. I didn't know he was involved.

DOUGHER: Dean is getting to the point where he's not there that much. He still there a lot but not as much anymore. Keith is going to be coming up and probably buying that business.

GREENE: Yeah, I didn't know he had a son.

B. All Data Automotive Intelligence

Craig Faughber, who is a business manager for All Data, wanted to put out information about their system to the board and all the shops. I'm not sure if we can do that as a state agency, to promote one over the other because, obviously, it's a profit thing. I told him that if he wanted to come in and talk at one of the meetings, to talk about his system, I would check with you guys to see if you needed to know about it, or wanted to know about it or wanted me to pass on information about it.

DISCUSSION - MATT DOUGHER, ASA OHIO, WILL REACH OUT TO MR. FAUGHBER.

MCKEE: I have one piece and I want to make a change. We get an email from Mike a week ahead. He sends out a board meeting packet to remind you of the date. What I would like, especially members, can we reply to that email saying that you're going to be here. So that no one has to take the extra time to call you to ask you if you're going to make it. The biggest reason is I know we all travel, some of us travel a good distance, I don't want to put any more on them that they have to call everybody or that I got a call everybody. If we could just easily reply to that email "yeah, I'll be there." We will all see it and Mike will see it; especially until we get these new members. If we had one person missing today, we would have had to cancel; we couldn't even have a meeting. I just think it would make it easier on everybody. If you guys don't have a problem with that, I would just like to make that change, it doesn't have to be anything crazy, just a quick email.

GREENE: I'll put that in the emails going out.

MCKEE: And just "reply all", that way everybody sees it and they can take a quick count. People like Matt, will see it and say, "yeah everybody's going to be there, I'm good to go." Just to make sure those board members are there.

GREENE: That's a good idea.

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

NEXT BOARD MTG. – MAY 13, 2020, 10:00 A.M., LOCATION: Vern Riffe Tower, 77 South High Street, 19th Floor, Room 1914, Columbus, 43215.

DIRECTOR'S REPORT

February 12, 2020

I. FY20 Revenue = \$180,900

A. FY19 Final Revenue = \$247,146

II. 1949 Registrations

- A. 1 Airbag Business
- B. 1466 Collision Shops
- C. 24 Dealerships
- D. 201 Glass Shops
- E. 66 Mechanical Shops
- F. 49 Mobile Businesses
- G. 142 Tint Installers
- H. 248 Pending

(Total Businesses in E-Licensing System = 5002)

III. Complaints Forwarded

AGENCY	2017	2018	2019	2020
OAG	8	6	11	2
EPA	5	2	4	0
TAX	6	2	1	0
BWC	3	2	1	0
NICB	5	0	1	0
DOI	6	5	4	1
IRS	3	0	1	0
BMV	2	2	2	2
OSHP	0	0	0	0
BBB	25	20	20	5

IV. Other News

A. 2019 Financial Disclosure Statements due by May 15, 2020