



OHIO BOARD OF MOTOR VEHICLE REPAIR BOARD MEETING MINUTES

FEBRUARY 13, 2019 10:00 AM

Vern Riffe Tower
77 South High Street
19th Floor, Rm. 1914
Columbus, Ohio 43215

1. **THE MEETING WAS CALLED TO ORDER AT 10AM.**
2. **INTRODUCTION & WELCOME OF NEW BOARD MEMBERS:** Christopher Speck (K-Ceps Auto Body and Service Center), Michael Giarrizo, Jr. (TCR Systems), Chris Mancisco (Public Member)
3. **INTRODUCTION OF MEMBERS & GUESTS PRESENT:** Keenan McKee, Mary Katris, Lidia Mowad (AAG), Matt Dougher (ASA Ohio), Earl Dohner, Theresa Peppers, Jennifer Johanson, Craig Robinson, Michael Greene, Kimberly Peppers, Pam Giarrizo.
4. **REVIEW OF NOVEMBER 14, 2018 MEETING MINUTES:**

RIFE: I see that we adopted the mission statement, the new mission statement. There were some questions about whether there should be some changes to it; maybe over time when it pertains to the safety of employees, not only the customers but the employees. I don't know if there's any discussion that anybody wants to have on that topic. I think what we did adopt was perfect; it talks about the safety of the repair and the safety for the public. I think that was really my thinking on the mission statement. Do you know if that is on the site now, the updated mission statement?

GREENE: Yes

RIFE: Everybody's good? So, we need to adopt the

K. PEPPERS: Entertain a motion.

GREENE: Entertain a motion.

RIFE: Entertain a motion to adopt the meeting minutes from November 14th.

MOTION TO ACCEPT NOVEMBER 14, 2018 MINUTES: MCKEE

DOUGHER: Did we send that out to all of the shops and so forth, that new mission statement? Did we like e-mail it?

MISSION STATEMENT

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

GREENE: I don't know if we did or not. That was November, I know we put it on the website and it's on our form. I don't know.

DOUGHER: You might just want to shoot it out, you know, to everyone's email.

GREENE: Ok

RIFE: And again, I don't know if this is the point to talk about that; but I think again, looking at the website and the activity of the website when we're talking about touching its member shops, I still wish we could come up with a better way to talk to the member shops on a more consistent basis. That would be one way to do it would be to talk about the new mission statement that we adopted. Those kind of topics like that. Anything that is new within the meeting. I don't think we're going to see members just go to the website for no reason.

DOUGHER: Correct.

RIFE: Anything that we can do to further that would help, I believe. Any ideas on that, Mike?

GREENE: No,

RIFE: I mean I think that's you, isn't it?

GREENE: We've spent a lot of time with that mission state, getting it all together. I don't remember whether I e-mailed it out statewide or not. We can put something together and get it out there and then maybe it will give an idea of what we're doing.

RIFE: Is that something that you do specifically, or do we have a mechanism?

GREENE: I've got a system where I can send it out.

RIFE: Yeah, but you have to craft it?

GREENE: Yes.

RIFE: Ok

GREENE: It wouldn't have to be by me, I can send it out for someone else. I send stuff out for ASA all the time.

RIFE: Ok. So, Matt, that's something too, you can do.

DOUGHER: I can do that.

RIFE: Yeah. Does everybody understand Matt's role in this and how ASA supports the board, vice versa? You're really the only mechanism we have other than Mike.

DOUGHER: A lot of times if they are legislative issues, I will share them with you No.1 and No.2 educational wise, we do a lot of education at the Association. Things of this nature that we can get out and share with what the board is doing to help the industry.

RIFE: This is going to sound like a dumb question, probably being that this is a state board, but so you don't have a place where you can go or an office where you can go and they can work on social media for the board? So, it's you?

GREENE: Yes.

RIFE: Lucky you!

SPECK: Could be get some sort of press release?

RIFE: I think that's kind of what we're...

GREENE: We do press releases, we do public service announcements and things like that. I have to get approval for them, but yes, we can do that.

RIFE: Is that something you can, maybe, send to the board first.

GREENE: Sure, yes.

RIFE: So, we can look at it and make recommendations?

GREENE: Sure!

RIFE: Or we can send recommendations to Mike. So, have we sufficiently accepted – no?

K. PEPPERS: No.

RIFE: So, do we want to accept the meeting minutes for the meeting of November 14, 2018. Can I get a second?

SECOND: KATRIS

RIFE: Any abstentions?

VOTE: MOTION CARRIED

5. BOARD REVIEW AND DETERMINATION RE: PENDING REGISTRATION APPLICATIONS:

A. Vote by Board on regular registrations pending from November 1, 2018 through January 31, 2019.

GREENE: For the new members, what you are voting on here are the renewals that occurred this quarter since the last meeting or whatever dates that are in there.

RIFE: Can I ask what the total numbers were on that again, unless it's here?

GREENE: I don't remember what the number was. It was five hundred and some. It was in the five hundreds. It doesn't show in the report because you have to put in a different format to get it to print.

RIFE: Ok.

GREENE: Some where between five and six hundred.

RIFE: Five and six hundred active?

GREENE: Renewals.

RIFE: Renewals; and then what's the total active shops?

GREENE: That's in the Director's Report...

RIFE: Fourteen hundred and eighty-nine? Fourteen hundred and eighty-nine collision shops in Ohio?

GREENE: Collision shops: 1481, now in this month. The new report will come out today. Nineteen hundred and fifty-eight (1958) total.

DOUGHER: Are you still seeing a decline in body shops; are you still seeing more and more?

GREENE: Yes.

DOUGHER: Jennifer, when you're out there and you go to shops and they have closed up....

JOHANSEN: I do have that. I have probably equal to what I closing new, for collision. Not giant shops.

DOUGHER: Ok

JOHANSEN: I have a lot more tint that pop up quickly.

DOUGHER: But, collision shops as a whole, is there still a decline in the number of shops in Ohio.

JOHANSEN: It seems we did. Do you feel that way, too?

ROBINSON: Yes, and actually if you look at the total number opening and closing, there are a lot more mobile glass shops and they are taking up a lot of the room. I would say we're definitely losing collision shops.

DOUGHER: Are these rural areas?

ROBINSON: Across

DOUGHER: Across the board?

ROBINSON: At least that's for me.

DOUGHER: Ok.

MOTION TO ACCEPT: MCKEE

SECOND: KATRIS

VOTE: MOTION CARRIED

NO ABSTENTIONS

6. OTHER BUSINESS:

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

**Craig Robinson
2018 Activity Totals
January 01, 2018 through December 31, 2018**

Shop Visits	1420
Renewal Reminders	327
NOV's	612
New Shop Applications	121
Complaints Investigated	124 (Involving 124 Shops)
Shop's Located "Out of Business"	88
Total Counties Visited to Date	44

**2019 Activity Totals
January 01, 2019 through February 13, 2019**

Shop Visits	176
Renewal Reminders	36
NOV's	72
New Shop Applications	24
Complaints Investigated	22 (Involving 22 Shops)
Shop's Located "Out of Business"	9
Total Counties Visited to Date	30

RIFE: What are you seeing on the complaints; what type of complaints are they?

ROBINSON: Usually, it's one shop calling on another. I've got a pretty good network in which everybody pretty much communicates directly with me or they call in say "hey, can you have Robbie give me a call?" It usually is "I'm operating and paying, how come he's not?" "I'm doing things according to hoyle (accord to the rules), how come he's not?" I'll get there and they'll say "I know I'm reclamating my byproducts; hazardous waste according to EPA Hazard, I don't think he is. I think he's taking them out back." Those are kind of like along the lines of usually what it gets.

RIFE: Ok. Any questions?

DOUGHER: So, if there's stuff like that, like waste, I'm going to use that as an example, then do we pass that along to the other agencies?

ROBINSON: What I do is I'll talk to them a little bit; ask them what kind of direction they need, and I'll provide them with the direction they need to go into compliance. A lot of times, because I'm intimate with the area there, I can almost guide them to where they need to go to.

GREENE: We do turn things over to the EPA all the time.

ROBINSON: Right.

RIFE: For the new members, again, this group is here to assist fellow businesses and become compliant as much as it is to cause for them.

ROBINSON: In fact, that's one of Mike's philosophies; do what we can to bring them into compliance. The program is not designed to crush; it's designed to get compliance. We will work these people over and over. It goes for a long time before we actually move it up to the next level. The program is designed for compliance.

GREENE: It's the ones that are blatantly trying to avoid compliance that we turn over to other agencies. That's pretty obvious.

**Jennifer Johanson
2018 Activity Totals
January 01, 2018 through December 31, 2018**

Shop Visits	1312
Renewal Reminders	361
NOV's	544
New Shop Applications	117
Complaints Investigated	101 (Involving 101 Shops)
Shop's Located "Out of Business"	41
Total Counties Visited to Date	44

**Jennifer Johanson
2019 Activity Totals
January 01, 2019 through February 13, 2019**

Shop Visits	176
Renewal Reminders	45
NOV's	77
New Shop Applications	24
Complaints Investigated	16 (Involving 16 Shops)
Shop's Located "Out of Business"	6
Total Counties Visited to Date	28

RIFE: Of those, I think you said 117 new applications, is there again, a type of business that holds the majority of that?

JOHANSON: I've had a lot more of the tint and the glass lately. Probably like 8 out of every 10 that I'm giving new applications to; in that number of new shop applications, those may be mechanical shops as well or even a dealership. They may be exempted from our registration process but that doesn't mean they can't register with us, they're just exempt.

RIFE: Can you clarify the tint?

JOHANSON: The tint?

RIFE: Yeah, can you talk about the tint shops?

JOHANSON: So, anyone that's applying window tint on an automobile.

RIFE: There's that many of them.

JOHANSON: They're all over; we were talking this morning there are people that are t-shirt makers, they're doing graphics. They have that giant machine that cuts the tint that also cuts the vinyl laminate for coffee cups or whatever; so they're doing all kinds of things and they are tint. I've got audio and accessories shops that are doing tint and then I've got a guy in his driveway doing tint, somebody saw him or somebody saw his advertisement on CraigsList and they want me to go see because they're paying for their registration.

K. PEPPERS: Out of curiosity, you know how they wrap vehicles with different wraps and some of that wrap goes over top of the window, is that considered part of the window tinting?

ROBINSON: Most of those wraps do not; I know what you're talking about. Those wraps, that's a big business.

JOHANSEN: That's the same machine, though. That cutting machine.

K. PEPPERS: I've seen even some buses have some of it on their windows.

RIFE: On their side windows.

K. PEPPERS: Yes!

RIFE: That's a perforate vinyl so they can see out.

GREENE: But a bus is exempt from the law.

K. PEPPERS: Some cars have it.

JOHANSEN: I know what you're talking about.

RIFE: I would think that would be an issue for the State Highway on that kind of wrap, over windows.

ROBINSON: As long as you've got visibility, I don't think it creates a problem.

GREENE: Now, they've kind of eliminated or exempted everything that's behind the driver.

RIFE: Got you. Alright, Theresa?

T. PEPPERS: Nothing to report. Jenny and I are working on a report to send out renewal reminder letters to shops. The system will generate letters for those with e-mail addresses and those that don't have e-mails, I will be sending out those reminder letters.

RIFE: I would think that that would be a rare, wouldn't it, now?

T. PEPPERS: Now, most of them are e-mailed, but when we do a report and see where they don't have an email, then we send follow-up or follow-up with them to make sure they get their letter.

RIFE: Ok.

ROBINSON: You would not believe how many shops, especially the old timers when I walk in and I tell them we have an online service now – "I want nothing to do with that!" The flags go up; I tell them "relax, no problem, you can still mail it in, everything's good."

RIFE: So, in that situation Kimberly, then do you send that to an investigator to go see that person or do we usually have a good address and we're good it just gets mailed and no problem?

ROBINSON: Usually it comes with a contact.

K. PEPPERS: Who are talking about, Theresa?

RIFE: Yeah

ROBINSON: It almost always start with a contact.

RIFE: It does?

ROBINSON: Unless it comes in with a complaint and still it comes to us. The ladies will give us a call or send us the information.

B. Attorney General's Report – (Executive Session if Needed) – AAG Lidia Mowad

MOWAD: This is my first board meeting, but I wanted to give you an update. There's ongoing litigation that I handle. I basically represent the board in any litigation. We have an ongoing case that has been ongoing, I don't know how long..

GREENE: A long time!

MOWAD: Eight or nine years now? About a man who runs collision repair shops and tint business and he just does not believe that he should have to register. So, the board assessed back fees for not registering and tried to bring him into compliance. He's fought that all way up to the Appeals Court now. The Appeals Court rendered a decision on December 18th in the boards favor saying that they were right to mandate his registration with the board and that he did owe all of the back fess that the board assessed. Then on December 24th, the petitioner filed a motion for reconsideration; essentially asking the court to rethink its decision it had just issued. He wrote two of those motions for reconsideration, I responded to that and we have yet to hear from the court. The case is closed as of now; the decision is final. Whether the court decides to retake the case is up to them, but what will happen is the court will decide whether he was right to ask for reconsideration. They'll issue that decision and either they will take the case back up and issue a new decision with different judges or he will likely appeal the Supreme Court of Ohio. That's about where we're at right now, just know that the court will issue a decision and I'll update you when that happens.

RIFE: Do you think there's a chance he'll just pay the back fees?

MOWAD: Most likely not. Considering he's gone through like three levels of hearings just to get to this point.

ROBINSON: Conservatively, what do you think he's spent on trying to get out of the \$228.50?

MOWAD: Well, he represents himself, so I will say that he's only wasting his own time, the courts time and our time. Since he's doing it on his own, he does have to pay all of the filing fees, which we don't. I think that alone really racks up the price.

K. PEPPERS: The amount of money he owes goes back from the day we started to now?

MOWAD: umm humm

JOHANSON: He's got multiple. He's got, what, three? Three or

GREENE: Five locations. He has had five locations at one time.

C. Legislation Updates – ASA Ohio Rep. Matt Dougher

DOUGHER: Obviously, with the new session, they've just been kind of putting committees together. I think you've probably seen a lot of stuff. I guess, it was pretty contentious with who was going to run the speaker job and all. They are starting to come out with legislation now, I did see something yesterday where they want to make it easier to pull back more regulations in the State of Ohio. They have to do some things, legislatively, to make that happen – I did see that yesterday, but I saw SB 1 just came out. Not a lot happening from that point but I'm sure it will, it's starting to fly out now. We'll keep an eye on the industry and go from there.

D. Director's Report – Mike Greene - Please See Attached

YEAR TO DATE REVENUE

GREENE: (TO NEW BOARD MEMBERS) To give you a little history; in September of 2006, the board was in a financial crisis, basically. The Central Services Agency, which is under the Department of Administrative Services – their financial officer called an emergency board meeting in September of 2006 and told the board at that meeting they had to raise their registration fees. At that time the fees were \$150 a year. He told them at that time they you can raise your fees up to 50% without having to go to the Controlling Board and asking permission to raise the fees. So, the board did; they voted to raise it to \$225 which was not in excess of the 50%. The fees were raised September of 2006 to \$225. In January of 2016, I believe it was, or 2017 the board voted to raise it up to \$300. It went 10 years without a raise, they raised the fees to \$300, we felt we were still in line because we were under 50%, we didn't have to go to the Controlling Board, didn't have to ask for permission. We collected that fee for two years, then our biennium audit came up and the auditor said that's not the way they interpreted the law. They interpret the law that "Anytime you raise or lower the fees, you have to go to the Controlling Board for permission. So, the auditor's office order us to file a retroactive Controlling Board Request. We filed a retroactive Controlling Board Request to keep the fees at \$300. The Controlling Board's legal teams looked at the law and they interpreted it to say "No, you can't go above \$225 ever." That was never the interpretation of the law because you don't cap the fees and then in 20 years you're in the hole. They ordered us to pay back the \$300 or anything over the \$225 for two years. We had to do that or we gave the shops a choice, they could get a credit of four months for each \$300 paid. Does that explain the decrease in revenue?

RIFE: Yes, yes.

GREENE: We have pending, that would be in the budget bill, pending language to change the statue to totally take out any mention of any fee at all. In fact, it doesn't mention going to the Controlling Board. The new language that is going to be in the budget bills says, "The director shall adopt rules". They want it put it in the Administrative Code *"In accordance with Chapter 119 of the Revised Code, establishing an initial and annual renewal for fee for a motor vehicle repair registration certificate and for a temporary motor vehicle repair registration certificate. The director shall ensure that the annual fee reasonably reflects the cost of regulating motor vehicle businesses."* It took out the amount, it took out the Controlling Board, it took approval, it took out everything and put it into an Administrative Code. So, if that passes then we'll immediately go back to \$300 and the FY20 figures will bounce back and recover. We're not going to recover until that passes, until it catches up. Even if we did it today, we wouldn't catch up until FY20 which starts July 1st. So, that's kind of the history on that and there was a lot of shuffling going around during that time because there were three separate legal opinions. The auditor's legal opinion, the legal opinion from the Controlling Board and the legal opinion we've gotten in 2006. To eliminate all of the interpretation, we got the new language. Hopefully, that will pass.

RIFE: What's the timeline on that potentially passing?

GREENE: Well, being a part of the budget bill, they'll start budget hearings probably the end of this month, I would say.

DOUGHER: But it could be June; it will be June (INAUDIBLE)

GREENE: It won't go into effect until July 1st either way you look at it.

DOUGHER: I think there's a date that they have to have to have it set by, sometime in June. They'll start the process now.

GREENE: Yeah. They had another bill they were trying to get through in Lame Duck and try through that language in to the Lame Duck bill and it got amended out. Hopefully, when it gets into the budget bill, maybe they won't catch it. That's where all of that came from. It was caught in the audit and we went from 2006 to 2017 or 2018 when they caught it. We go through an audit ever other year. In fact, there was a couple of years we went through an audit every year and never was mentioned, ever.

RIFE: This doesn't reflect negatively at all with the Sunset Review Committee. Is that monitored on going or is that every five years?

GREENE: Just like Matt mentioned, there's a bill out there to de-regulate, is probably the word I would use, a little easier. Well, in that bill it brings up Sunset Review, I believe it's every year, isn't it?

DOUGHER: I believe so, yes.

GREENE: It's a certain number of boards every year.

DOUGHER: They have been talking about this for some time.

GREENE: I don't think that all thirty boards will be every year, but I think about half of them a year.

DOUGHER: Also, with the consolidation of boards and so forth.

GREENE: It's nobody's fault, it's simple interpretation of the law. As Robbie would tell you, when we were on the patrol there were certain judges you wanted to take your case to and certain judges you didn't because they interpreted the law differently. Well, this is kind of what happened in this case. Is it being what it is, we're dealing with it; we're getting through it.

MCKEE: Has there been any backlash from any of the shops understanding or having any problems?

GREENE: No

MCKEE: That's what I was worried about.

GREENE: I might have had one negative and it's the same guy every time. Every time I turn out a weekly report, I get back an e-mail from him.

ROBINSON: Most of them are real happy about the deduction!

MCKEE: Right.

K. PEPPERS: And the extending of their time.

GREENE: The majority of the shops took the extension of time. When it came to cash-out, we were out \$15,000. Obviously, \$130,000 deficit is not from that. But, it's from the extension. Maybe you were expecting 50 shops to renew this week or this month and now there's no one renewing until 4 months from now. It takes some time to catch up, but we will.

RIFE: Can we go over the Sunset Review Committee with everybody; the new members just so that they understand what that is? I still consider that a very important issue because as far as this board goes, it would be nice to make things better in our industry let alone just maintain it. Over the last year, we're just trying to maintain our board.

GREENE: We were trying to maintain it through the last Sunset Review; because we wanted to survive, basically. They were getting rid of boards or consolidating boards on a regular basis. To explain the Sunset Review Committee, Lidia, you could probably do that better than I could.

MOWAD: It's just that there are some boards in Ohio that regulate a number of industries that other states don't regulate those same industries. Based on other states having problems with some of their regulating boards and the conduct they were exhibiting in regulating their organizations, Ohio has taken the stance that it wants to start monitoring all of the boards. What they do and how much regulation is happening through the State of Ohio. Sunset provisions, basically, set in action a term for your particular board to be wound down. What the government is doing right now in Ohio is picking which boards are necessary to continue; what regulation they think is important to Ohio and what boards can be consolidated to continue that regulation if it is important and which ones don't need to exist anymore. So, over the next few years, based on which boards need to be monitored in that set of years they'll pick which boards they think need to continue, which need to be consolidated. They'll let the boards know which ones they don't think will continue and you will have to start winding down.

DOUGHER: Right, and those things are recommendations by that board; that doesn't necessarily mean that it's going to happen. It still has to be passed legislatively to remove the board.

MOWAD: Right. And the other thing is that it's not that they are going to come in here and cart blanche rip away all of your privileges, powers and what you are here to do but, they will monitor and see what you're actually doing in the community. They'll talk to you guys and then they'll make a determination which still has to be dealt with legislatively.

RIFE: So, that was one of my points about changing the mission statement to talk about really mostly about safety technology because that is what our industry facing, technology issues. Which in turn affect the safety of repairs; so, that was my thinking on the mission statement being changed. I think moving forward those are the words, safety and technology, that as a board or if you are talking to legislators, you know those are the points we need to emphasize to have any chance of either furthering our ability to work with shops or stay in business. I know as a company, that's what we're spending all of our time on is technology, so, I'm sure it's the same with anybody else.

Is there anything we want to talk about as a board? Especially since we have new members, this would be a time, maybe to do that.

GREENE: There was a topic brought up a few days ago from a shop that said the insurance companies were buying salvage parts out of state.

SPECK: I've ran into that, too

DOUGHER: Yeah, they're out of Nebraska or something like that. I remember seeing that.

GREENE: Yes, that's actually illegal in Ohio. If your insurer or you found out that they are buying parts from salvage parts out of state, it's in the law they can't do that.

RIFE: To clarify, that means if they write an estimate for parts out of state is that what you're saying?

MCKEE: Correct. We've set up all of our new suppliers when we do have to get used, already set up to that they know. You can tell them and they'll put in their system whether that quote number pulls up an out of state part, they will not send it to me, they will not even quote it to me because it blocks it out of their system.

GREENE: I meant to bring it with me, a copy of that law. If anyone wants that or needs that, let me know, I can e-mail it to them.

MCKEE: It's trouble because we're right on the Indiana line, so they try to pull stuff out of Indiana quite often for us. It comes up with us quite often.

GREENE: It's come up in the years past, for some reason it's getting really big now.

MCKEE: There was something that was asked to me by another shop, too, was are recon parts part of that deal. The reason it was brought up was because like RPW headlamps, a few of those companies that are nationwide. I shouldn't be trying to read anything when it comes to laws or anything like that but it was a question asked to me by another shop – I didn't know how to answer that.

GREENE: Well, that law was written before recon parts were popular and actually recon parts aren't really part of it. It's strictly using salvage parts from Ohio salvage dealers licensed in Ohio. Now if you've got an Indiana salvage dealer that also have an Ohio salvage license.

MCKEE: Correct, that's how (INAUDIBLE) that we use, they're licensed in every state. So, typically, they can

GREENE: That's a whole different story there.

RIFE: Let's be clear, though, that many insurers don't – when they're talking about a recon part, many times they're talking about a salvage part. There's a lot of semantics used there.

GREENE: Oh, really?

RIFE: Yeah.

MCKEE: That's the way that is.

RIFE: Yeah, that's a way to get around that.

GREENE: I never heard that!

MCKEE: It's getting interesting and we get the same old adage "well, I don't pick those parts. It automatically comes up in my system." So, it's usually an extra phone call and extra work. A lot of times, anymore, I don't even call them, I just order what I want to order, send the supplement. If they argue, I say "well, that's against the law" and they back down pretty quick, usually. They know.

RIFE: It's simply a question, "Is this part a used part is it a reconditioned used part?"

Question for you Mike, agency goals are still listed online, right?

GREENE: Yes

RIFE: Do the goals support the mission statement?

GREENE: I think so. But, didn't we rewrite the goals, too?

RIFE: Yeah, I knew we had them on the table but I didn't know if we adopted them.

GREENE: Yeah, we rewrote those.

RIFE: So, basically, we have the goals done/up to date and the mission statement.

GREENE: Yes.

6. NEW BUSINESS:

A. Election of 2019 Chair & Vice-Chair

MOTION TO NOMINATE DON RIFE, JR. AS BOARD CHAIRMAN (NO OTHER NOMINATIONS MADE): RIFE

SECOND: DOHNER

MOTION TO VOTE DON RIFE, JR. AS BOAR CHAIRMAN: MOTION CARRIED

MOTION TO NOMINATE KEENAN MCKEE AS BOARD VICE CHAIRMAN (NO OTHER NOMINATIONS MADE): RIFE

SECOND: DOHNER

MOTION TO VOTE KEENAN MCKEE AS BOARD VICE CHAIRMAN: MOTION CARRIED.

B. Renovation of CRB website

GREENE: There were two boards that still had websites on the old format or an old server; ours and the Veterinarian Board. The Department of Administrative Services is making us move over to the updated version. What it is, is they want most of the state websites to be pretty much the same, kind of a generic but with a different wording and a different seal. That process, turns out, is a huge process. I had no idea! It is getting done as we speak. It's going to take some time. So, if you have any trouble with our old website, in the meantime, that's just part of what this is; the transition part. Once that's up and done, we'll put something out to let everyone know we have a new website with a new look and everything. It will be whatever the Department of Administrative Services tells us we can set it up and then we can add our stuff to it. So, if you have any trouble with the website – just give it some time. I was just told this morning that it's not a fast process, to be patient. That's all we can do – an order from DAS to do it.

MCKEE: We're actually rebuilding ours, as we speak, there's no problems with going a head and putting links to the Motor Vehicle Repair Board's website and everything..

GREENE: No, no problem at all. I would encourage it.

MCKEE: It's something we're going to try and push. We going to try and go a little bit different way with the technology and safety.

GREENE: Even the link to the license verification is great.

DOUGHER: Well, I'm glad it's being done because it needs to be done.

GREENE: It does need to be done. Somehow, when the others got switched over, ours and the Veterinarian Board fell through the cracks and now they're playing catch up.

RIFE: Is it going to have the same look and functionality?

GREENE: It's going to have the same functionality, but it will have a totally different look.

RIFE: Same content, just a different look.

GREENE: Yes, we should have exactly the same content. They may word the links differently, but it will all be there.

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

NEXT BOARD MEETING. – MAY 15, 2019, 10:00 A.M., LOCATION:
Vern Riffe Tower, 77 South High Street, 19th Floor, Room 1914, Columbus, 43215.

DIRECTOR'S REPORT

February 13, 2019

I. FY19 YTD Revenue = \$160,614

A. FY18 YTD Revenue = \$290,558

- Decrease = \$129,944
- Caused by decrease in registration fee, refunds & extensions.

II. 1958 Registrations

- A. 1 Airbag Business
- B. 1481 Collision Shops
- C. 34 Dealerships
- D. 186 Glass Shops
- E. 49 Mechanical Shops
- F. 64 Mobile Businesses
- G. 143 Tint Installers
- H. 154 Pending

(Total Businesses in E-Licensing System = 4727)

III. Complaints Forwarded

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

IV. Other News