

**MAY 27, 2020 10:00 AM**  
**On-line Meeting**  
**Join Microsoft Teams Meeting or call-in**  
**+1 614-721-2972 United States, Columbus (Toll)**  
**Conference ID: 151 861 400#**

**1. BOARD MEETING WAS CALLED TO ORDER AT 10:00AM.**

**INTRODUCTION OF MEMBERS & GUESTS PRESENT: Chris Speck, Kimberly Peppers, Michael Greene, Josh Nagy, Jennifer Johansen, Culburn Robinson, Michael Giarrizzo, Chris Macisco, Theresa Peppers, Keenan McKee**

**2. REVIEW OF FEBRUARY 12, 2020 MEETING MINUTES:  
MOTION TO ACCEPT: Chris Speck  
SECOND: Chris Mancisco  
VOTE: MOTION CARRIED**

**3. BOARD REVIEW AND DETERMINATION RE: PENDING REGISTRATION APPLICATIONS:**

Vote by Board on regular registrations pending from February 1, 2020 through April 30, 2020.

**MOTION TO ACCEPT: Chris Speck  
SECOND: Michael Giarrizzo  
VOTE: MOTION CARRIED**

**4. OTHER BUSINESS:**

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

Culburn C. Robinson  
Activity Totals  
January 01, 2020 - May 27, 2020

Shop Visits:	288
Renewal Reminders:	93
NOV's:	164
New Shop Applications:	12
Complaints Investigated:	12
Shop's Located "Out of Business":	15
Total Counties Contacted to Date:	36

Jennifer Johanson  
Activity Totals  
January 1, 2020 through May 27, 2020

Shop Visits	106
Renewal Reminders	83
NOV's	42
New Shop Applications	8
Complaint's Investigated	8
Shop's Located Out of Business	3
Total Counties to Date	28

DOUGHER: The eight that you investigated, those were turned in by other shop owners?

JOHANSEN: Yes

DOUGHER: What were they for?

JOHNSON: I would say the majority of those are window tint and three of those are very recent of the eight.

DOUGHER: Ok. So it's window tint shops saying you need to be apart of the board.

Theresa Peppers  
Activity Totals  
January 1, 2020 through February 12, 2020

Failure to Renew Letters	53
Renewal Reminder Letters	118

Legislation Updates – ASA Ohio Rep. Matt Dougher

DOUGHER: Mike is aware of the budget cuts that are happening in the state, we are watching closely. We do know that; not that it concerns the body shops but the mechanical shops at least in the northern part of the state. They cut a lot of money from the eCheck program. I wouldn't be surprised if that goes away in the near future at least up here, up north were most of the eCheck stations are. They are also working on legislation, although I hear it's very partisan on some state laws on protecting businesses from a liability type of form when it comes to COVID-19. They don't want to see a bunch of businesses get sued if someone in the business gets COVID-19. We've already seen the trial attorneys are already out and about advertising suing nursing homes. The legislature is trying to put some things in place, I think it's HB 308. According to our friends at GPG obviously it's going to be very political because they are trial lawyers; they are a very strong lobby. We'll see what happens with that. May the saving grace with that is the federal fourth or the fifth stimulus bill that is going to come from Congress. They're starting to work on it this week. We've seen what the democrats put out. It's going to be no where near what they put out that thing's was dead on arrival in the Senate. The Senate is starting to put together their bill. It's going to be a nasty fight, obviously it's an election year. Everyone is going to try and make political points with this last stimulus bill, hopefully the last stimulus bill. There's going to more money in it for businesses. I don't know if it's going to be

an addition to what you've already been able to tap from the federal government. We're paying very close attention to that. You'll probably see a lot of stuff, at least to the body shops and mechanical shops going out from me as this bill progresses. I would look to probably to the end of June, the first two weeks of July before this stimulus bill is finalized. We are looking very closely also on this new stimulus bill at Cash For Clunkers; Ford is pushing very hard for it to be a part of this bill. As an association, at least our industry, we are opposed to it. It takes a lot of cars off the road that mechanical shops work on.

The last thing is that there will probably be some language in that last federal stimulus bill on liability for COVID-19. I think either in the State or the Feds, they will have some language to protect businesses and we're watching that very closely and obviously pushing for that. So, I don't think the budget cuts are done in this state, yet; I don't know what you think, Mike, we're going to keep our eyes out on that. Obviously their coffers are way down and I don't know if they even know what that is going to be, how much down they're going to be. So, we're keeping an eye on that. If it affects us in any way, we'll, obviously, let you know.

Director's Report – Mike Greene (PLEASE SEE ATTACHED)

## REVENUE

The revenue was really starting to pick up before this virus kicked in and then revenue came to a screeching halt. Probably won't pick up again until December 1st, when HB 197 made it retroactive to extend renewals until December 1, 2020. So, I'm looking for revenue to pick back up again, it was doing a lot better.

## COMPLAINTS

There haven't been a whole lot of complaints forwarded so far this year, mainly because we've been out a whole lot more than normal. We are still getting some complaints in; not many that we are able to forward.

## FINANCIAL DISCLOSURE STATEMENTS

Originally due in May 15th, deadline has now been extended.

DOUGHER: Is everything on hold for those gentlemen for the board positions?

GREENE: I haven't heard anything at all about that and I'm assuming it's because there was a freeze across the board. Now, I don't know if they are holding off on that until things get back to normal or what exactly is going on with that, I don't know.

DOUGHER: Ok, I want to reach out to those folks and just let them know; I'm sure they understand. I'm sure their staff are doing other things right now.

GREENE: Jen Thrasher, whom you see reports come out from, she was originally doing the work on those. I don't think it's something that can be done from home, so, I think that's probably on hold for that reason and plus she's got other duties.

DOUGHER: Right, ok, thanks Mike.

## Attorney General's Report – (Executive Session if Needed) – AAG Joshua Nagy

The multiple appeal case: there was a pending Motion to Reconsider that was just kind of hanging out there that the court hadn't ruled on yet. I reached out to the court to kind of get some closure on the matter and the court ultimately in a kurt sort of way denied the Motion to Reconsider which finalized the closure of that matter. It has also come to my attention that the entity of this defendant is no longer in operation any way at this point. I think that was our only pending matter, but obviously, we're going to stay diligent in case we need to bring further enforcement action. Having that denial of Motion to Reconsider will certainly give us teeth to enforce, stopping him from operating without following the statutes.

GREENE: What is the Attorney General's thought on taking new cases?

NAGY: It depends on the sort of case. Generally, if there's something that is going to require litigation or filing in the court, we're have to run it up the ladder to get approval before filing anything along those sorts of lines. For hearings and what not, we're still trying to, kind of battle the technology end of things with video conferencing and what not. Our hearings, at least the hearings I've been doing have all been continued and handled via the phone because our video conferencing capabilities are still in the works.

GREENE: I realize with what's going on with the pandemic that there's not going to be a lot of public hearings right away. But, once things got back to normal, I didn't know if the A.G.'s office would be willing to file some more injunctions or wanting to go forward with anything else or not.

NAGY: Yes, if there are pending matters that require that, like I said, I would kind of have to run it up the ladder to get approval before filing anything. It would just depend on the case. But, I think that if it was just somebody that's not complying, it's definitely worth requesting to do that.

GREENE: Ok, appreciate it.

NAGY: I hope that answers your question.

GREENE: Yes.

### **5. OLD BUSINESS:**

GIARIZZO: You had given me a contact before when I was relating the issue we were having going on which we were seemed to be experiencing a huge uptick in steering. I didn't get a call back. So I don't know if that office is still working or is there somebody else that I can try and call?

GREENE: Is that the Department of Insurance?

GIARIZZO: Yes

GREENE: Let me do some looking around and I will email you with somebody else.

GIARIZZO: Matt, are you hearing any of that? I tell people don't take it personally, they are just pushing hard towards a method of settlement that they are comfortable with which is the DRP network. So, we are experiencing a lot of steering, they are definitely stepping over the line at the street level and intimidating customers. Also, with State Farm and them limiting the method of settlement on claims to only their network. Have you heard any of that?

DOUGHER: I hear about steering all the time; I haven't that it's been an uptick lately. I have not heard that they're getting more belligerent on the claim itself on what their going to pay or not pay. I would think they would go a little bit easier right now, they're swimming in a bunch of money right now.

GIARRIZO: You would think so, we've been experiencing the opposite. With State Farm, if you're a claimant - they've limited the method of settlement to their program shops. I'm not sure how that doesn't impair the right of choice.

DOUGHER: Let me do this, make I can talk to you and I can do a quick survey of all the shops and find out if you would like me to do that?

GIARRIZO: OK

DOUGHER: You can get a good feel and then we can attack it - have the information, attack it having the data, alright?

GIARRIZO: OK

DOUGHER: I don't know if that makes sense to you or not, but it's better than not having data.

GIARRIZO: I think any action helps.

DOUGHER: Yeah

MCKEE: From our side, what we're seeing - same company - we're seeing they are back to the "they're not in our system" is what we've had multiple of our customers tell us. It's been mostly since that March area that they have been saying that. I've definitely seen it, too.

SPECK: We've seen it, too.

MCKEE: I'll be honest with you, during this pandemic, I don't know about the rest of you but, most companies have actually been a little bit easier to deal with. There's been a select few, definitely the one that you mentioned, that have not and we have seen that problem.

I do have a bit of old business, we were actually going to schedule the Ohio Bureau of Worker's Comp to come in and talk during this meeting about their programs they have available for us. I will tell you I have been in contact with them even since everything has been shut down. They were going into a moratorium of all of the grants they were doing from the end of March until June first anyway, because all of that stuff has to be audited so often and, then they were going to start back up after. I did talk with somebody recently, to ask them, with the recent refunds and everything that they did, if that was going to affect the grant money on that program. They did not believe so, just because of the amount of money that Worker's Comp had, but that

obviously that June 1st is not going to be the turn on date, again, to start issuing those. I will tell you this, they are suppose to, because I was already in process, they are suppose to contact me as soon as they have that lifted. Then, our next meeting, my plan is to get them in there, too, so they can explain the program and everything else. We did start it, I will tell you, I've been happy so far. It hasn't been like a lot of programs I've dealt with where you've got to jump through eight thousand hoops. Obviously, I didn't get to get finished, either because of everything that has happened. You'll know more as soon as I know more, I'll pass it on. Matt, you've got the contact, they were suppose to have contacted you as well. Hopefully they did that because that was right when all of this stuff started. If not, as soon as I get info, I will pass it on to Mike to make sure it goes out on our mass email chain. Hopefully this program extends and we get them in here and get that information out.

DOUGHER: No one ever contacted me just so you know.

MCKEE: I gave them all of your information and Mike's information. That was the beginning of March by the time I got them everything and everything went haywire a couple of weeks later. Like I said, I have still been in contact with the person I've been contacting; she was actually suppose to get a different person to contact you that actually answer - because she felt that your questions were going to be a lot different than what she can answer. So, she was working on that. I will make a note, as soon as they start contacting me back, to make sure they get with everybody and we can get this information out to shops. Unfortunately, just because sales have been down and everything else doesn't change our equipment needs and everything else because of the changing industry. These grants maybe needed more than ever. Hopefully, they'll stay available.

## 6. NEW BUSINESS:

FY19-20 Agency Audit began in April. Kim and I have been working with the Auditor's Office providing them with documentation and the things they need to do their audit; mostly by scanning and sending. They have met Kim at the office on one day. That will be going on probably through August. I imagine it will be August before we will have any kind of report back. Budgets were cut 20% for all NPR expenditures. So far, what we've been told by OBM, that only affects Fiscal Year 20 Budget. The Fiscal Year 21 budget that starts July 1, 2020. Like Matt said, we look for more budge cuts to come. So far, they haven't touched that budget, yet. I look for that happening because a lot of revenue has been lost across the state and through all different types of methods. It's obviously going to come, I think more cuts. That's all I know right now, I'll keep everybody informed if I hear anything new.

MCKEE: Have they given a date we're going to get back on the road, have they talked about any of that yet?

GREENE: We should be hearing something this week on that because the last extension was only though May 29th.

MCKEE: Ok

GREENE: So, I look for them to put something out this week on a decision of whether or not to go back or how to start going back or whether or to extend the Stay at Home. I don't know. We should have an answer, I would say, within the next couple of days.

MCKEE: I want to say thanks, Mike. You've passed on a whole lot of information that has been

given out by the Governor, constantly almost every day. With everybody working from home, doing a lot of different stuff than what we're used to. We definitely appreciate it. I think everybody has done the best that they can do with the situation that we have, that's for sure.

GREENE: We've passed along everything that we get, Kim's been a huge help and she's the main reason why we can have a meeting today, she did all of the research on how we can hook this stuff up and I certainly don't have the technology in my head to do it so we can all thank Kim for that.

K. PEPPERS: Thank you, too, Jenn!

GREENE: And Jen, that's right!

**ADJOURNMENT: MOTION TO ACCEPT: Chris Speck  
SECOND: Chris Macisco  
VOTE: MOTION CARRIED**

**NEXT BOARD MTG. – AUGUST 12, 2020, 10:00 A.M.,**

**[Join Microsoft Teams Meeting](#)**

+1 614-721-2972 United States, Columbus (Toll)

Conference ID: 879 944 468#

**DIRECTOR'S REPORT**  
**May 27, 2020**

**I. FY20 Revenue = \$285,675**

A. FY19 Final Revenue = \$247,146

**II. 1930 Registrations**

- A. 1 Airbag Business
- B. 1445 Collision Shops
- C. 21 Dealerships
- D. 198 Glass Shops
- E. 70 Mechanical Shops
- F. 52 Mobile Businesses
- G. 143 Tint Installers

(Total Businesses in E-Licensing System = 5057)

**III. Complaints Forwarded**

<b>AGENCY</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
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	3
IRS	3	0	1	0
BMV	2	2	2	2
OSHP	0	0	0	0
BBB	25	20	20	7

**IV. Other News**

- A. 2019 Financial Disclosure Statements due by May 15, 2020
- B. Teleworking went into effect 03/13/2020; working well.
- C. HB 197 was retroactive to 03/09/2020; renewals extended to 12/01/2020.