



OHIO BOARD OF MOTOR VEHICLE REPAIR BOARD MEETING MINUTES

NOVEMBER 13, 2019 10:00 AM
Vern Riffe Tower
77 South High Street
19th Floor, Rm. 1918
Columbus, Ohio 43215

1. **MEETING WAS CALLED TO ORDER AT 10:08 AM.**
2. **INTRODUCTION OF MEMBERS & GUESTS PRESENT:** Keenan McKee, Mary Katris, Michael Giarrizzo, Chris Macisco, Chris Speck, Earl Dohner, Matt Dougher (ASA), Jennifer Johanson, Craig Robinson, Kimberly Peppers, Michael Greene
3. **REVIEW OF MAY 15, 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 May 1, 2019 through July 31, 2019.

MOTION TO ACCEPT: DOHNER
SECOND: SPECK
VOTE: MOTION CARRIED
 - B. Vote by Board on the regular registrations pending from August 1, 2019 through October 31, 2019.

MOTION TO ACCEPT: DOHNER
SECOND: GIARIZZO
VOTE: MOTION CARRIED
5. **OTHER BUSINESS:**
 - A. Investigator's Reports – Craig Robinson / Jennifer Johanson

Craig Robinson

Activity Totals

January 1, 2019 through November 13, 2019

Shop Visits	1319
Renewal Reminders	335
NOV's	623
New Shop Applications	87
Complaint's Investigated	106
Shop's Located Out of Business	59
Total Counties Visited to Date	44 / 44

Agencies worked with during 2019:

- 1) Provided Background Info. to State Agency / Cleveland AB Shop Sting Operation.
- 2) WKYC Cleveland News I-Team Investigation; Garfield Heights Shop.

Jennifer Johanson

Activity Totals

January 1, 2019 through November 13, 2019

Shop Visits	1220
Renewal Reminders	391
NOV's	493
New Shop Applications	112
Complaint's Investigated	111
Shop's Located Out of Business	35
Total Counties to Date	44

Theresa Peppers, Investigator Assistant

Activity Totals

January 1, 2019 through November 13, 2019

NOV's Letters	58
Failure to Renew Letters	249
Renewal Reminder Letters	124

C. Attorney General's Report – (Executive Session if Needed) – NOT PRESENT

D. Legislation Updates – ASA Ohio Rep. Matt Dougher – Right now, it's really dealing more on the mechanical issues. There is a bill being pushed through to eliminate eCheck; it's more of a resolution. There are only so many counties that do it in Ohio. There's not that many left. In fact, I don't think Cincinnati even do it anymore. There is some action that needs to be done before that happen; they are going to push this through asking the feds to reevaluate eCheck and the way it's done here in Ohio. They've had only one hearing on it, so I don't know where it's going to go yet. It's possible because you've got the conservative legislature here in Ohio with the President deregulating a lot of things, you might see it in this industry right now.

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

Today is Earl Dohner's last board meeting, want to wish him luck and thank him for all the years of service.

5. OLD BUSINESS:

A. New PSA

GREENE: I took that PSA from parts of other PSAs that we have had and added the items the board has discussed at the previous meeting. I think I've got everything in, but I can make changes if you see something you want changed.

MCKEE: I don't know if it's worth putting it in, but the only thing that I'm seeing is that I'm seeing a new trend of what my customers are being told from insurance companies is that when they are trying to push them to a certain shop that they'll stand behind the warranty – it's 100% them and that's not the shop. I don't know of a certified shop or a shop that does the stuff right and doesn't stand behind their workmanship for life. I ran into a couple of companies telling my customers this lately, that they need to go somewhere else because they'll stand behind it.

SPECK: And to your point, too, no one else can warranty your work.

MCKEE: Correct

SPECK: You can't warranty work you didn't do

MCKEE: Correct.

SPECK: Only the shop can warranty their work.

MCKEE: To the point of even them telling me to do something that shouldn't be done, and that company will stand behind it so that I won't have to.

SPECK: Did you get that in writing?

MCKEE: I asked for it in writing.

SPECK: You didn't get that in writing.

MCKEE: No!!! It had to do with burning a panel and not painting it. That's the only thing that I really saw – because I know a lot of shop owners, I don't know anyone that doesn't stand behind their workmanship and what they do that's doing this stuff right anyway.

DOUGHER: You know there's case law in Ohio that it's your responsibility.

MCKEE: Correct!! And it absolutely should be; that's the other thing that we're seeing out there of a new way to deter or steer.

GREENE: That's good.

MCKEE: The magic word of steering. I thought it looked great and to the point where I know me as a shop it's something that I will be using on my social media and everything else with my people to have them distribute this too as well.

GREENE: I will add something on that and send out another draft for everybody to look at before we do anything; to make sure it's worded right.

MCKEE: Does anyone else have anything else? If there is no other old business, we'll move on to new business.

GREENE: I need to ask one more question. This shouldn't say "most shops", it should say "all shops", right, "all certified shops"?

MCKEE: Any shop that you should take your car to – I don't know how you would word that. The way it's worded right now is "most shops guarantee their repairs to some degree". Being that this an informational page, I would say the shop that you're choosing needs to stand behind their workmanship.

SPECK: Or maybe say something like "only the repair shop can guarantee repairs". Ask to see their warranty – maybe put that.

MCKEE: Absolutely

6. NEW BUSINESS:

A. Election of Vice-Chair

MOTION TO NOMINATE OF CHRIS SPECK AS VICE CHAIR: DOHNER
NO OTHER NOMINATIONS PRESENTED
VOTE TO ELECT CHRIS SPECK AS VICE CHAIR: ALL IN FAVOR

B. 2020 Board Meeting Dates

MOTION TO ACCEPT: MANCISCO
SECOND: SPECK
VOTE: MOTION CARRIED

GREENE: I just received Don Rife's resignation today; which his term is up January 1st anyway. Everyone knows he's got a lot of new businesses opening.

DOUGHER: He's got a carwash detail shop

GREENE: That's right and he wasn't here the last couple of times; I just wanted to let everyone know that I did hear from him. The last thing I had was to make sure you get your time and travel report into me by noon on Thursday.

MCKEE: I spoke with Don after the last meeting, he called me. He said he appreciated everything; he really hoped that things would get easier to get stuff and to get more meaning out of the board in the long term. He said if anybody in here ever needs anything feel free to call him; he won't be fast to reply but he will reply. He also said he really appreciated everything; I told him I would relay that to the board.

INDUSTRY DISCUSSION

7. ADJOURNMENT:

MOTION TO ADJOURN: DOHNER
SECOND: SPECK
VOTE: MOTION CARRIED

NEXT BOARD MTG. – FEBRUARY 12, 2020, 10:00 A.M., LOCATION: Vern Riffe Tower, 77 South High Street, 19th Floor, Room TBA, Columbus, 43215.

DIRECTOR'S REPORT

November 13, 2019

I. FY20 Revenue = \$73,125

A. FY19 Final Revenue = \$247,146

II. 1960 Registrations

- A. 1 Airbag Business
- B. 1477 Collision Shops
- C. 28 Dealerships
- D. 193 Glass Shops
- E. 59 Mechanical Shops
- F. 56 Mobile Businesses
- G. 146 Tint Installers
- H. 136 Pending

(Total Businesses in E-Licensing System = 4953)

III. Complaints Forwarded

AGENCY	2017	2018	2019
OAG	8	6	8
EPA	5	2	4
TAX	6	2	1
BWC	3	2	1
NICB	5	0	1
DOI	6	5	3
IRS	3	0	1
BMV	2	2	2
OSHP	0	0	0
BBB	25	20	17

IV. Other News