



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

**MAY 16, 2018 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 BY VICE CHAIR DONALD RIFE, JR.**
  
- 2. INTRODUCTION OF MEMBERS & GUESTS PRESENT:** Mary Katris, Earl Dohner, Keenan McKee, Donald Rife, Jr., Scott Murraray, Jeff Wagner, Matt Dougher (ASA Ohio), Giles Allen (New Board AAG), Michael Green, Kimberly Peppers, Jennifer Johansen, Craig Robinson
  
- 3. REVIEW OF FEBRUARY 14, 2018 MEETING MINUTES:  
MOTION TO ACCEPT: SCOTT MURRAY  
SECONDED: EARL DOHNER  
VOTE: MOTION CARRIED**
  
- 4. BOARD REVIEW AND DETERMINATION RE: PENDING REGISTRATION APPLICATIONS:**
  - A. Vote by Board on regular registrations pending from February 1, 2018 through April 30, 2018.  
**MOTION TO ACCEPT: KEENAN MCKEE  
SECONDED: EARL DOHNER  
VOTE: MOTION CARRIED**

*MISSION STATEMENT*

*Effectively and efficiently enforce Ohio laws by implementing Common Sense Initiatives to enhance consumer protection and promote industry growth and compliance.*

**5. OTHER BUSINESS:**

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

	2018 Totals January 01, 2018 through May 16, 2018
Shop Visits	485
Renewal Reminders	95
NOV's	200
New Shop Applications	32
Complaints Investigated	34 (Involving 34 Shops)
Shop's Located "Out of Business"	32
Total Counties Visited to Date	42 out of 44

	2018 Totals January 01, 2018 through May 16, 2018
Shop Visits	386
Renewal Reminders	115
NOV's	112
New Shop Applications	51
Complaints Investigated	30 (Involving 29 Shops)
Shop's Located "Out of Business"	11
Total Counties Visited to Date	40 out of 44

**RIFE:** Anything new on the investigation front:

**JOHANSON:** The same.

**RIFE:** The same complaints?

**JOHANSON:** We're been sharing information about the new system; the new way to log in.

**DOUGHER:** What are the violations, 51 violations, is it just not having a license?

**JOHANSON:** Non-registered shops.

**DOUGHER:** Ok

**RIFE:** Any movement on shops closing or are you seeing anything new?

**ROBINSON:** It's an ebb and flow kind of a thing. I've been working 5 years up there, almost; I kind of hit everything and been working with it steadily so my "closed shops" are going up and the "new" ones are coming down a little bit. The "closed" ones are coming up because of where I've cleaned them up, so my new ones aren't coming on as much as they had been prior years; my "closed" ones are starting to increase, however, hers are just the opposite because she hasn't worked in it as long.

**RIFE:** Ok

**ROBINSON:** So, it's kind of an ebb and thing right now.

**RIFE:** Is there anything on the new shops coming in; are they different, are they more "corporate" style shops, are they still "mom and pop's"?

**ROBINSON:** I would say less "mom and pop's" and more getting along the corporate. For me, there's been a number of buy outs. Gerber seems to be pretty aggressive in buying up...I think they bought up, at least around the Cleveland area, they bought up all of the Suburbans.

**DOUGHER:** Yeah, they just did that.

**RIFE:** Yes.

**ROBINSON:** And so, I've seen an increase in that.

**JOHANSON:** Mine are small.

**RIFE:** When you're dealing with Gerber's, do you have a specific contact or do you just deal with that location manager?

**ROBINSON:** For the most part I deal with that location. I have in each case, for example, this last week here to Nagy's and I went to their corporate office. I happened to be in Orville, so I stopped at their corporate office and spoke with Ron. If I'm in town and I want to deal with a shop, just because a lot of times in it of itself, they're a large corporation doesn't mean that one of their shops can't come out of compliance. Sometimes it's just a matter of reminding them and they take care of it right away.

**RIFE:** So, when you go to the corporate office, does that negate the need to go to each individual location?

**ROBINSON:** No, if I'm in town I'll make it...

**RIFE:** Still?

**ROBINSON:** I try to make it; I take a look at where I'm going to be in the area – if I try to look and sometimes you've got a shop that's posted way out. Away from everything else; there's nothing around. He's been in compliance since day one and you see where nobody has gone out there so, I'll make the trip out there merely to introduce myself, say "hello". Let them know that the program is alive and well and the reason why he doesn't see us much is because he's in compliance. He does everything right, however, we don't want him to think that we've forgotten him and we do appreciate the fact that he's in compliance and doing things right. I know that Jenny does it the same way.

**RIFE:** That was one of the reasons why I had suggested, maybe at some point, putting out a monthly bulletin or some kind of form to touch those shops so they don't feel lost. The only time they ever hear from us is when they get their yearly bill. Myself, I don't have the time and I'm not going to go search out our website if I don't have an issue; typically, I'm going to go there if I need something or if I think I need help.

- B. Legislation Updates – ASA Ohio Rep. Matt Dougher –Governor's Executive Order regarding autonomous vehicles tested on Ohio's roadways: Last week, the Governor signed an Executive Order on Autonomous Vehicle Testing on Ohio roadways. We have joined the ranks of other states who are now permitting, within reason and there are some restrictions on it. Ohio is now going to start permitting autonomous vehicle testing on the roads. This just goes hand in hand with what's happening in the industry. It's changing so quickly right now and the technology and the cost to repair these vehicles and the training is just incredible. I think it's going to be important, at least our organization works on some sort of licensing for technicians and body men. We've heard about Tesla's going on auto pilot and crashing.

**RIFE:** You mean the customers putting them on auto pilot and getting in the passenger seats.

**DOUGHER:** Yeah, they put it on auto pilot and then crash; but with lane assist, blindside and the breaking assist if those things aren't repaired properly after a collision, it's going to be nothing but problems. It's not going to be fixing an automobile like it was yesterday in the garage. It's going to take very expensive equipment to do it.

**RIFE:** So, I took a trip, me and one of my managers, down to Texas to the Aztech headquarters. Aztech is the company that is the leader in pre-scanning and post-scanning of cars. Kind of like a health check-up before you work on it and the final health check up to make sure the car's safety system is functioning properly when it's finished. We went down there to check out their new calibration center. I think there's only 1, maybe 2 calibration centers in the nation. We went down there from the point of, we thought, we want to look at what that's going to look like when it hits Columbus. One of the stats they told us was by 2022, 98% of the cars being sold new will have automatic braking. That one piece of safety equip will cause every one of those to be calibrated. As stated by the manufacturers, they said "If the car suffers a jolt" so it could be a pothole potentially that could cause a need for calibration of the automatic braking; it's not necessarily a collision. So, certainly in a collision it's going to have to be re-calibrated, so like you said we're coming into a whole new era. Now, the question is, who is calibrating those? Is every car we work on going back to the dealer when we're done with it? We know that's a fiasco because it sits for a week. They're not thrilled about doing calibrations, necessarily. It's going to change the industry.

**DOUGHER:** Yes, and they are time consuming, aren't they?

**RIFE:** Going to take specific equipment, specific to that car. Not only the manufacturer to that model. It requires things such as a certain amount of space around it, no reflective objects, dead level floor – there's a lot of things that are required.

**DOUGHER:** Right now, we know that not everybody out there in our industry is doing pre and post scans.

**RIFE:** I would say again, I think we estimated at maybe 5%, maybe?

**DOUGHER:** And, Earl, it's coming to the mechanical world, too.

**RIFE:** Oh, yeah.

**DOUGHER:** We're going to make a big push on educating people on critical scans. The liability is there, and the liability may even fall to the technician, just so you know.

**RIFE:** Oh, it has already, They're pulling technicians into the liability.

**DOUGHER:** The liability on technicians is there; if they don't know what they're doing, they could be responsible.

**MURRAY:** Is there a taskforce right now that the Governor is running for autonomous cars?

**DOUGHER:** There is something in Ohio, but there hasn't been a lot work; that was an Executive Order. I know federally, I think a lot of these laws are going to come out federally, and it makes sense. You can't have 50 different laws governing them, but there is legislation in congress right now. I tell you what, I'm having a hard time with the industry getting them involved. All this legislation states is who is going to be involved in the rule making, what industries. Right now, we are a part of that, but we have to get that passed to make sure we're a part of it. The industry is kind of behind on this because you want to be a part of this legislation process, federally. If not, the manufacturers haven't come out against this legislation but they're not for it either; which tells me that they're good to let it go and not have a group determine what these laws are going to be, or regulations are going to be. By them not coming out for it, tells me they are against it. It then asks "who owns the data in the car? Who owns that?" Is it the customer? Is it the manufacturer? Who is it? I can tell you if you go and get an Apple, something on Apple repaired, guess where you go. You go to Apple. You go to Apple to get that repaired. A lot of the manufacturers are setting up mobility companies right now within their corporations where they own the car and people will then basically lease it or spend so much money a month to have it. They will carry the insurance, they'll carry everything – in fact, the repairs. This stuff is all coming together. The other thing is, again, the data; who owns that data? When Don scans that car, he's picking up a lot of the customer's data; and what's happening with that data? We know people have been sued on it. That stuff is all out there with this stuff. This board could, ultimately, play role in that.

**MURRAY:** It might be helpful if there are discussions. Particularly the Governor's office or something in terms of regulation or how there approaching it that we can through in our two cents here. This would be a real good point with issues that we've heard here, at least the year that I've been here, and interject them at this time because it's a topical issue. It's an issue that consumers are very concerned about. They're embracing this new technology, they're unsure of the new technology and how we can interact with that rule. I think that that could be really positive.

**DOUGHER:** With what happened with Facebook over those elections has brought a big shining light on data security. We all have that data we're gathering now when we scan these cars. What are vendors doing with that stuff; what are we doing with it? We've got to be careful; I agree with you. I will tell you, I think the legislature really hasn't paid attention because they have gone the route of "Well we don't want to regulate that much on this kind of stuff" and it's kind of the wild west out there. I think that's going to have to change with this technology.

- C. Attorney General's Report – (Executive Session if Needed) – AAG Giles – NOTHING TO REPORT
- D. Director's Report – Mike Greene – (PLEASE SEE ATTACHED)

**GREENE:** In this new eLicensing system, which we'll talk more about later, the record keeping is a little bit different in the way we run reports. So, the 1997 include 174 that are pending. They're not really actual registrations yet, but they're in the process. The registrations are up from the last quarter and the total we have in the new eLicensing system is 4598.

### **NEW E-LICENSING SYSTEM**

The new eLicensing system, as you all know, went live April 23<sup>rd</sup>. It is a really good system, there's 27 or 28 boards using that system. There's a lot going on at any time during the day; we can see some of the other stuff that the other boards are doing but they can't see our licenses and we can't see their licenses. The accounts are set up a little different in contacts but all in all what we've experienced, any way, it's time consuming. A lot more for the office, for the staff until we get this thing down to a science, it's taking us a lot more time to process applications because we're still doing paper applications and we're getting online applications at all times during the day. It's a process, you kind of got to bear with us. We did set up the phone tree. I don't know if any of you have tried it, but if you have an eLicensing question, you call our office number, you get a recording that says if you have an eLicensing question press 1, it takes you straight to the Customer Service Center where you actually talk to a technician who knows the system inside and out. You can tell them you're having trouble logging in or you're having trouble with this or that and they can walk you through it or you can press 2 and you can talk to one of us. That Customer Service Center is taking a load of phone calls off us. We're still receiving a large amount of e-mails daily about the system and we've set up another e-mail for the agency itself rather than having them e-mail me directly or Kim directly. They can put it in the agency e-mail and it goes to all of us and whoever gets first chance to answer it, takes care of it; that's working well. We still don't know exactly what the systems going to cost all us. As you know, if you've seen any of my correspondence, there's a \$3.50 Transaction Fee that goes to support the eLicensing system and the people that are on the other end of the phone trying to answer your questions. That was something we don't get that money, it comes out of our fund whether the shop pays it or not, they're going to collect \$3.50 for each license, anytime there's a license processed. We're trying to get everybody on board with that and get that all up to speed. Really, all and all, I think it's going well, everyday gets a little bit better. We're pretty covered up with that one for now.

**WAGNER:** So, Mike, that \$3.50 charge, that's just for a new eLicensee?

**K. PEPPERS:** It's a Transaction Fee.

**GREENE:** No, anytime it generates a license, so if you go in to renew your license, it will charge you \$3.50, the Administration Fee. Is that what it's called, Administration?

**K. PEPPERS:** Transaction Fee.

**GREENE:** Transaction Fee and what that does is, that \$303.50 goes into our fund and then once a week they take out however many we've processed times \$3.50. We don't get to keep that. For the ones that aren't up to speed on paying it, we're having to eat it right now. So, we're trying to everybody onboard with that.

**WAGNER:** Is that something we're just going to keep track of and assess it when they do....

**GREENE:** We'll try but the system will keep track of it itself. It will automatically, well like if she does an interoffice renewal, and they sent a check for \$300, it doesn't matter, they're going to process \$303.50 and then they're going to say "well ok, if this person paid \$300, the board is paying the \$3.50. It's getting better; that time we were down for 10 days prior, the April renewals we already coming in before this and then it goes into effect on the (April) 23<sup>rd</sup>, and of course, everything we had for 10 days we couldn't process. So, all and all it's going to come out alright, we're doing well on revenue.

The other thing that's going to be busy is this is Fiscal Year 19-20 Budge Prep coming up so, I'll be working on the budget. They haven't given us a deadline yet. Normally it's due by the middle of June. Because it goes into effect July 1<sup>st</sup>, we should be working that soon; getting that done.

**DOUGHER:** Mike, maybe I missed this when you were talking earlier that there's 4630 in the system, business. What does businesses...

**GREENE:** 4598, you might be looking at the wrong report.

**DOUGHER:** Oh, ok. What does businesses entail?

**GREENE:** Well, the exempt businesses, it could be dealerships, it could be mechanical, it could be closures – we have that many business files in there.

**DOUGHER:** So that's your database?

**GREENE:** Yes, that's our database. Now, we keep those because 9 times out of 10, if a shop owner retires or a shop closes and their setup is a collision repair shop, it's probably going to be a collision repair shop move in there. So, we have records, we can go back and see if the shop had to have an air permit when the new owner is telling us he doesn't need one. That kind of thing. We kind of keep track of those.

## 6. OLD BUSINESS:

### A. New Mission Statement

**RIFE:** Mary had submitted the one that's on the paper, here, the mission statement and I like it personally. I assume it's something we need to look at and take a vote on whether or not we want to adopt a new mission statement.

**GREENE:** Well, I sent out 5 samples of new mission statements, so you can pick one of those or do something different. How ever you want to do it.

**RIFE:** I guess that's something we need to figure out. I mean, do we want to take a look at all of those, do we need to go another meeting before we.....

**MCKEE:** Should we have everybody present? I guess is my other question, with Chris not being here.

**GREENE:** If you want to table the Mission and Goals until the next meeting, It's up to you. It's whatever you all want to do.

**MCKEE:** I would think that Chris would like to be here and be involved.

**RIFE:** Yeah, if we're going to do that though and let's come to the meeting next time ready to vote on that but then also to have goals written, actual goals to support it.

**GREENE:** I did that also.

**RIFE:** Right, but let's be prepared to at least get one of the two done, if not both. I know that I have some goals, but I don't know that I submitted, I submitted something at one point.

**GREENE:** What I tried to do was – I just typed them all on one page and the ones that were submitted and the ones that I came up with. Just trying to give you plenty to choose from. The goals are a lot broader; you're going to be able to have as many goals as you want.

B. New Agency Goals

**MOTION TO TABLE THE NEW MISSION STATEMENT AND NEW AGENCY GOALS TO NEXT MEETING: MCKEE**

**SECOND: MURRAY**

**VOTE: MOTION CARRIED**

FURTHER DISCUSSION REGARDING LEGISLATION/RULES FOR AUTONOMOUS VEHICLES AND REPAIR FACILITIES THAT SERVICE THEM

**MOTION TO ADJOURN: WAGNER**

**SECOND: MURRAY**

**VOTE: MOTION CARRIED**

**NEXT BOARD MTG. – AUGUST 15, 2018, LOCATION:**

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



# DIRECTOR'S REPORT

May 16, 2018

I. **FY18 Total Revenue = \$405,371 (Arrears = \$19,666)**

A. FY17 Total Revenue = \$381,054 (Arrears = \$21,575)

B. Increase = \$24,317

II. **1997 Registrations**

A. 1 Airbag Business

B. 1535 Collision Shops

C. 43 Dealerships

D. 195 Glass Shops

E. 25 Mechanical Shops

F. 59 Mobile Businesses

G. 139 Tint Installers

H. 174 Pending

(Total Businesses in E-Licensing System = 4598)

III. **Complaints Forwarded**

<u>AGENCY</u>	<u>2017</u>	<u>2018</u>
OAG	8	
EPA	5	
TAX	6	2
BWC	3	
NICB	5	
DOI	6	3
IRS	3	
BMV	2	
OSHP	0	
BBB	25	7

IV. **Other News**

A. The new eLicensing system