



May, 2010

www.nhada.com

Dateline: NH

a publication of the New Hampshire Automobile Dealers Association

Collision Repair Town Meeting
June 8 – page 22 for details

Better by Association

Peter J. McNamara, Esq., President

Recently, we asked you, the NHADA membership, how you thought your association was doing. To put it simply, members are overwhelmingly satisfied with NHADA's performance. Please picture Olympic judges holding up a bunch of cards with scores in the middle to high nines. That is how you ranked your association in the governance survey.

Be it advocacy, workers compensation, health insurance, forms and products, communications, AutoCAP, seminars or compliance help, the results point to satisfaction.

We have been doing this with less staff than we had a few years ago and less income when the combination of the economic slowdown and the twin bankruptcies took over several NH new car dealers.

Like you, the association has made budget adjustments to fit these austere times. Since May of 2009, NHADA has frozen salaries, discontinued certain benefits, and instituted a hiring freeze. In addition, other expenses have been extensively trimmed

Better – continued on page 5

Something for Everyone

NHADA Spring Business Meeting and Networking Reception
May 18, 2010, Noon – 6 p.m.; C. R. Sparks, 18 Kilton Road, Bedford

NHADA has planned a full agenda for our Spring Business Meeting. The format of the event is designed specifically to provide informative, meaningful, and up-to-date information to all NHADA members. The networking reception will offer a forum for your association partners – who financially support your association – to meet NHADA members face-to-face.

The event begins with our noontime luncheon, while we conduct the association's

Everyone – continued on page 23

Richard Bailey Confirmed to Head NH DMV

Peter J. McNamara, Esq., President

On April 14, 2010 the five member Executive Council unanimously accepted Governor John Lynch's nomination of Richard "Rick" Bailey as the new Director of the Division of Motor Vehicles (DMV) in the Department of Safety (NH DOS).

Until the confirmation, he served as New Hampshire's Chief Information Officer and Commissioner of the Office of Information Technology. During the transition from this role to the DMV, Mr. Bailey will continue some projects in the OIT department. He replaces current DMV Director Virginia C. Beecher, who led the division for 15 years.

Described in the media as a "techie," Mr. Bailey started working in state government more than 20 years ago and helped to implement the state's commercial drivers license information system. He is credited with having consolidated information technology staff from among different state departments and with working on a new financial management system dubbed "New Hampshire First," which came into use last summer.

On April 7, 2010 several NHADA
Bailey – continued on page 15



Photo by Michael Rosenblum

NHADA Directors Honored

Andy Costello, 1400 Motors/Infiniti of Nashua (2nd from left), and Frank Brady, Port City Chrysler Dodge (3rd from left), were honored at the April board of directors meeting for their service to the association. Their director terms expire this month after the Annual Meeting (see "Something for Everyone" above). Also pictured: NHADA Vice Chairman Roger Groux, and NHADA President Peter J. McNamara, Esq.



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- Vice Chairman*
Roger Groux
- Treasurer*
Holly Carlson
- Secretary*
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- Frank Brady
- Andrew Costello
- H. Andy Crews
- Jim Fyles, Non-Franchised Alternate
- Roger Groux
- William Gurney, Non-Franchised
- George Mullin, Motorcycles
- Paul Holloway, Honorary
- Scott Holloway
- Jay McFarland
- Peggy Proko
- Chris Weiss

NADA DIRECTOR

Jack Tulley

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In Memoriam – Robert E. Goldthwaite

With sadness we report the passing of Robert E. Goldthwaite, owner of Goldthwaite Buick Opel, and employee of Concord Buick Co. In lieu of flowers, memorial donations may be made to the Lions Club, c/o Robert Addario, 570 Route 3A, Bow 03304.

Welcome New Members

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dba Meineke Car Care Center

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Monarch Motorsport, LLC

80 ½ West Broadway
Derry, NH 03038
235-7252
Owner: Frederick Zirpolo

Illg Automotive Group, dba Dave Illg's Collision Repair Center

104 West Otterson Street
Nashua, NH 03060
204-5516
Owner: David Illg

– Save the Dates –

- May 12 NH Title Regulations
- May 18 Spring Business Meeting and Networking Reception
- June 8 Collision Repair Town Meeting

As seminars are added, they will be listed in the Calendar of Events at www.nhada.com. For information, contact Jean Conlon at 800-852-3372 or at jconlon@nhada.com.

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Fuel Cell Technology Demonstrated at Meeting of the Granite State Clean Cities Coalition



Photos by Dan Bennett

NHADA recently hosted a Granite State Clean Cities Coalition meeting with General Motors as a presenter on alternative fueled vehicles. GM brought along a hydrogen fuel cell powered Chevy Equinox that was available for rides and drives.

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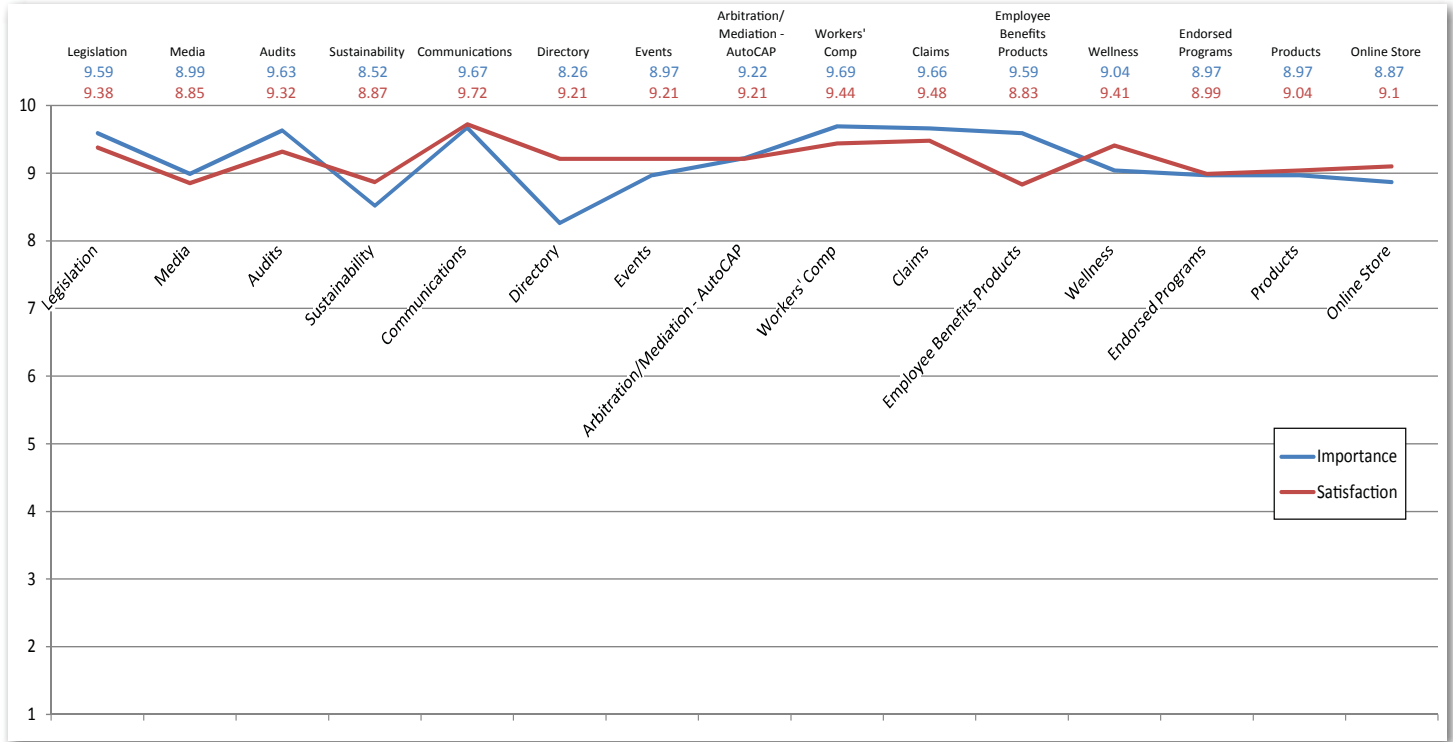
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including reductions in travel, training, outside consultants, meeting expenses, insurance costs, and printing expenses.

At the same time, NHADA staff continued to provide high quality service and products. We instituted new programs including: discounted office supplies through Staples, energy savings through Competitive Energy Services, and great janitorial supplies through AmSan. Our

health insurance rates beat Anthem's street rates, and we gave back \$2.6 million in worker's compensation rebates last year. (By the way, come to the annual meeting on May 18th at C.R. Sparks to get the 2010 checks.)

Despite staff reductions to the lobbying department, I am proud to say that NHADA continues to have a loud voice at the State House. However we could not be

so effective without your calls and contacts to your legislators. Our communications continue unabated, and through new mediums including Twitter. Finally, our Education Foundation has carried on its mission of having a well-trained workforce.

In short, you are "better by association." Don't take my word for it – you said it yourself through the governance survey! 📌

Hiring? If So, You Should Know About the HIRE Act

Jennifer Shea Moeckel, Cook, Little, Rosenblatt & Manson, p.l.l.c.

The federal Hiring Incentives to Restore Employment Act (HIRE Act) was enacted on March 18, 2010 to incentivize employers to hire unemployed individuals by providing a partial exemption from employment taxes and a tax credit if the employee is retained for at least one year. Here are some details:

If you hire an employee after Feb. 3, 2010 and before Jan. 1, 2011, you may qualify for a 6.2 percent payroll tax incentive – an exemption from having

to pay the employer's 6.2 percent share of social security tax on all wages paid to that employee from March 19, 2010 and Dec. 31, 2010.

For each such employee retained for at least 52 consecutive weeks whose wages for the last 26 weeks of the 52-week period equal at least 80 percent of the wages for the first 26 weeks, you may be able to claim a general business tax credit of \$1,000 per qualifying employee.

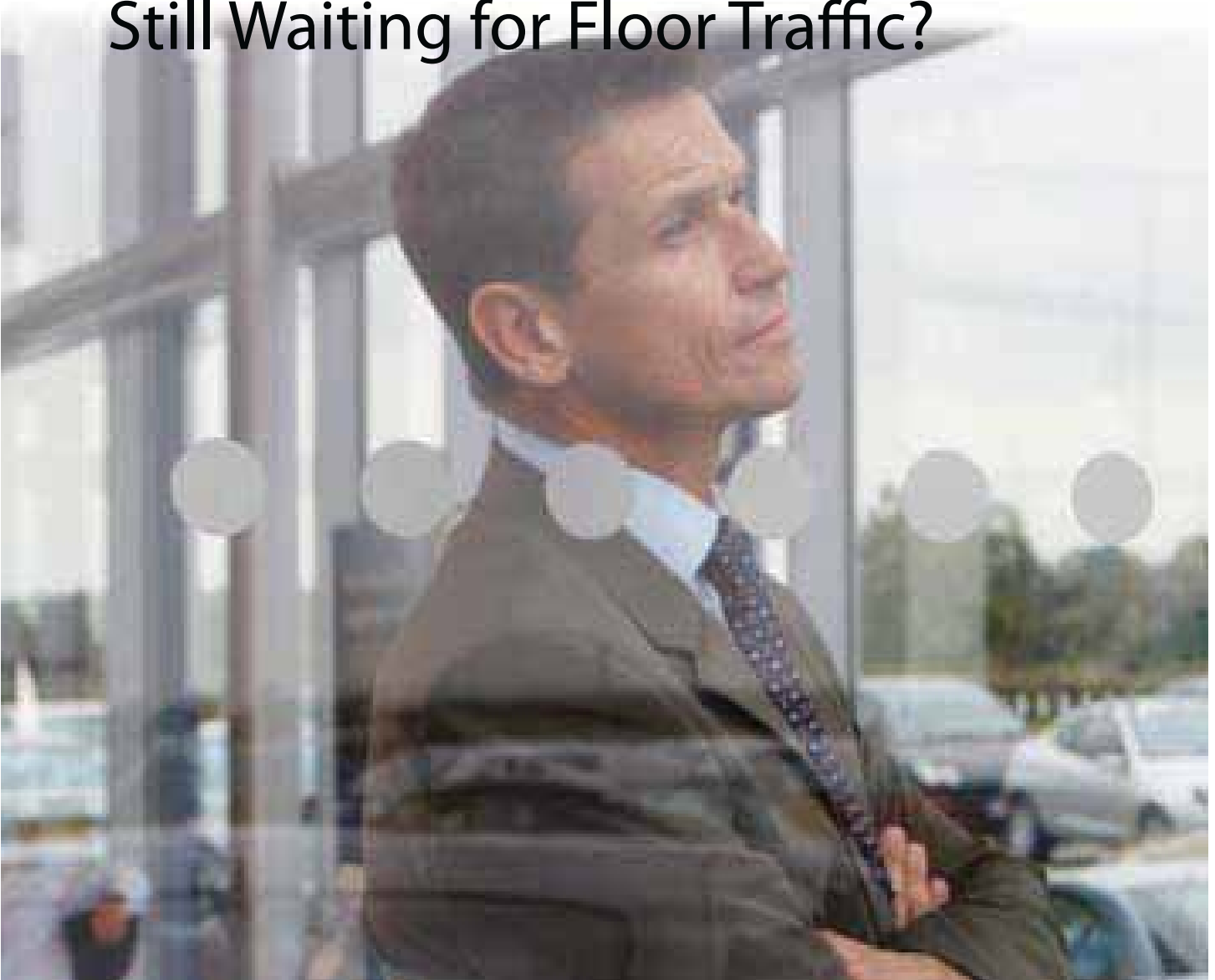
To qualify for these tax incentives, the employee(s) you hire must have been

unemployed for 60 days before the hire date with your company or worked less than 40 hours in the 60-day period.

To obtain proof of prior unemployment, use the new IRS Form W-11, which can be downloaded from <http://www.irs.gov/pub/irs-pdf/fw11.pdf>. 📌

Cook, Little, Rosenblatt & Manson, p.l.l.c., is a bronze-level Partner of the NHADA. If you would like more information, please contact Jen at 603-621-7112 or e-mail her at j.moeckel@clrm.com.

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From Your NADA Director



Industry Leaders Convene for NADA/IHS Global Insight Automotive Forum in New York

NEW YORK – Chrysler Group chief executive Sergio Marchionne kicked off a day-long automotive forum sponsored by NADA and forecasting firm IHS Global Insight with a keynote address in Manhattan at the New York Marriott Marquis March 30.

The forum, called “Transformation of the U.S. Economy and the Auto Industry,” included presentations and panel discussions from automakers, suppliers, retailers, and the media. NADA Chairman Ed Tonkin, a multi-franchise dealer from Portland, OR, called it “a rare opportunity for automakers, dealers and suppliers to come together in one

location and share insights on where the auto industry is headed after nearly two years of turmoil.”

Tonkin was joined by 25 other executives from all sectors of the auto industry, including Mike Jackson, AutoNation’s CEO; James Lentz, president of Toyota Motor Sales, U.S.A.; Mark Barnes, chief operating officer, Volkswagen Group of America; John Mendel, executive vice president of American Honda Motor Co.; Jim O’Donnell, president of BMW of North America; James Kamsickas, president and CEO of International Automotive Components; and Earl Hesterberg, CEO of Group 1 Automotive.

Marchionne’s speech came just days after Chrysler announced it would offer to reinstate at least 50 dealers who had received termination notices last year as part of the automaker’s bankruptcy. Marchionne was positive on Chrysler’s future, saying the automaker “intends to break even” on an operating basis this year and will hit its target of selling 1.1 million new vehicles in the U.S.

“Chrysler Group LLC owes a deep debt of gratitude to taxpayers in the U.S. and Canada for the loans that have enabled a

new, restructured company to take life,” he said.

Toyota’s Lentz apologized to dealers for hardships surrounding the company’s recall of several models for unintended acceleration. In spite of the recall, Toyota’s U.S. sales rose more than 40 percent in March.

“We didn’t have all the answers and that put our dealers in a difficult situation, but customers are staying with us,” he said.

Other speakers included Susan Scarola, chief executive of DCH Auto Group; Michelle Morris, automotive industry director for Google; and Nariman Behravesh, chief economist of IHS. Alex Taylor, senior editor of *Fortune*, moderated a media panel discussion.

In legislative and regulatory news...

NADA Issues Legislative Call-to-Action Supporting Financial Regulation Bill Amendment

WASHINGTON – On April 6, NADA issued a call-to-action, urging dealers to contact their Senators to support an amendment Sen. Sam Brownback, R-Kan., is planning to offer to exempt auto dealers from the financial regulation bill in the Senate. The financial reform bill (not yet numbered) would create a new Bureau of Consumer Financial Protection, which would have new authority to regulate auto lending, including potentially ending dealer-assisted financing. The amendment preserves the ability of consumers to access credit at affordable rates. “Dealer efforts to educate the Senate on this important issue are critical,” says David Regan, vice president of legislative affairs for NADA. “Banks and finance companies that underwrite and service

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Craig Jewett

auto loans would be covered by the new Bureau of Consumer Financial Protection, making further regulation of auto dealers costly and unnecessary.” Last fall, dealer efforts were essential to passage of a provision in the House financial regulation bill that would exempt auto dealers (except those offering “buy here, pay here” financing) from a similar agency. NADA’s legislative office is asking dealers to make appointments with their Senators to discuss this issue, or to call their Senators at 202-225-3121, and urge them to support the Brownback auto dealer amendment to the financial reform bill. The Senate was expected to vote on financial reform legislation sometime shortly after *Dateline: NH* went to press.

NADA Asks SBA to Improve Dealer Floor-Plan Initiative

WASHINGTON – Joined by commercial lending executives from four major national banks, NADA met with the Small Business Administration on March 11 to discuss ways to make the SBA’s dealer floor-plan pilot program work more effectively. “The SBA clearly recognizes the importance of helping the retail auto industry. But significant changes need to be made to the agency’s dealer floor-plan program to make it work,” said NADA Chairman Ed Tonkin, who participated in the meeting with other NADA representatives. “We appreciate the opportunity to meet with the SBA to discuss potential modifications to this program, which could lead to improvements that will benefit both lenders and borrowers,” Tonkin added. NADA and the bankers urged the SBA to make the pilot program permanent, to simplify the program so it’s more user friendly and to allow loan advances of up to 100 percent of inventory value with the maximum SBA guarantee. “We appreciate the valuable input provided

by the banking representatives and the receptiveness to their ideas on the part of the SBA,” Tonkin said.

In other NADA news...

Invest in Your Future with NADA, Chairman Tonkin Tells Dealers
In a letter to all NADA members earlier this month, Chairman Ed Tonkin urged dealers to invest in the future of their dealerships and their industry by renewing their NADA membership in 2010. Tonkin outlined the association’s

key achievements in 2009, including: initiating the “cash for clunkers” program and securing an additional \$2 billion in funding; freeing TALF funds for inventory floor-planning; providing wind-down and terminated dealers recourse through arbitration; and providing substantial input leading to a dialing back of GM’s requirements for go-forward dealers.

“Now that the economy is improving and our industry has begun to stabilize, NADA is still working just as hard on your

NADA – continued on page 8



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behalf – taking on dealer issues, ensuring fairness in the marketplace, and protecting us from overreaching legislation,” Tonkin writes. In order to maintain and enhance the level of service and value NADA members have come to expect, an increase in membership dues is necessary, Tonkin explains.

“We have worked hard to make this increase as small as possible while still meeting our responsibilities to you,” Tonkin writes. Questions about 2010 dues can be directed to the NADA Membership Department at 703-821-7113 or e-mail member@nada.org.

NADA University Opens Free Enrollment

NADA and ATD members who enroll in NADA University will receive substantial instruction and resources free of charge. Those complimentary benefits include the Resource Toolbox’s complete online series of *Driven* management publications and Learning Hub’s six essential online courses that address cash reporting, cash flow management, diversity education, the FTC “Red Flags” Rule, OSHA safety requirements, and EPA standards for hazardous air pollutants. Members also receive discounted rates on subscription

services, such as NADAvt (NADA virtual training), the industry’s most comprehensive online training package, which includes more than 50 NADA and ATD convention workshops, more than ten NADA Webinars that will be produced in 2010, and an expanding menu of online courses. Members can enroll today by visiting www.NADAuniversity.com and entering their dealership (company) member ID. Members will then receive a confirmation e-mail that details how to create usernames for all dealership employees or to identify an administrator to take charge of that task.

NADA University now publishes *Driven* management series online. *A Dealer Guide to Preventing and Detecting Fraud* teaches dealers, general managers, controllers, and CFOs how to detect and prevent employee fraud. The various types of fraud are covered in detail, with specific real-life scenarios and detection methods. Also discussed are the internal controls necessary to prevent fraud, insurance coverage, leading indicators of white-collar criminals, and recent statistics on workplace fraud. Available only through the NADA-ATD Resource Toolbox, one of NADA U’s four “automotive centers of excellence,” the *Driven* publications continue to be free to members and are

now offered with features that allow dealers to quickly determine which employees would benefit from the information. Dealers can then assign those employees to read the publication, and follow their progress through a testing and tracking system. NADA and ATD members must first enroll in NADA University to gain access to the *Driven* publications. To view the latest *Driven* guide once you’re enrolled, login to NADA U and go to the training center, then Resource Toolbox, then *Driven*. You’ll find *A Dealer Guide to Preventing and Detecting Fraud* in the business management category.

NADA 20 Group Expanding

The NADA 20 Group program launched a new body shop manager’s group and a new Hyundai group in April, 2010 and expects in coming months to add new Kia, Audi, Infiniti, and Acura groups as well as a Lexus general managers and general sales managers group. The new heavy duty all-truck group will have a new online all-truck composite that allows users to put any truck franchise in the composite. The NADA online composite continues to draw favorable comments, while improved market conditions and more effective marketing help the program grow. ▲

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Energy Saving Tip: Cut Usage, Save Costs!

Computers and servers can be major power drains. A very easy way to save some green while being green is to tweak the energy-management settings on your computers. Set screens to turn off after 15 minutes or less of inactivity; idling computers should go to “sleep” after an hour.



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Non-Franchised Member Corner

By Holly Carlson, Carlson Motor Sales, NHADA Treasurer

As one of your independent dealer board members, I would like to thank the many NHADA members who attended our non-franchised member town meeting in March. Our discussion on issues impacting our businesses was positive and left NHADA and the Board of Directors with some clear tasks for the future.

As we discussed at our town meeting, NHADA has a variety of services available to you to help your business save money, operate more efficiently, and run a little easier. Please be sure to take advantage of them. Some of the services NHADA provides include:

Legislative representation

Monitors legislation, testifies before legislative committees, develops political strategies

State regulatory liaison

Works closely with various state agencies

Compliance audits

Provides free and confidential compliance audits on pertinent regulations, both state and federal

Environmental program

Evaluates members' facilities free and confidentially to achieve maximum level of compliance,
Provides resources and education to promote environmental sustainability and "going green"

Communications

Meetings and events

Legal Defense Fund

AutoCAP

In-house arbitration/mediation program; assists to enhance member/customer relations

As a reminder, your non-franchised board representatives are: Dick Horan, NH Automotive Education Foundation; Dave Allen, NHADA Workers Compensation Trust; and Bill Gurney, Jim Fyles and me, NHADA Board of Directors.

We hope to serve you in representing our interests and bettering our industry. Please do not hesitate to reach out to any NHADA staff or board member with any questions, ideas, or suggestions.

Be Sure To Use Everything The NHADA Has To Offer

NHADA Affiliate Service Programs

New Hampshire Automotive Education Foundation

- Works with the Community College System of New Hampshire (CCSNH) to promote education and careers in the retail automotive industry
 - Assists high school automotive technology programs in achieving NATEF and AYES certifications
 - Center for Automotive Education and Training – provides dealer and employee seminars
- E-mail: NHAutoEdFoundation@nhada.com

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- E-mail: NHADInsurance@nhada.com

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Education Corner

New Hampshire Students Excel in Contests

George Dykstra, AYES State Manager

Portsmouth High School's team of Samuel French and Adam Doyle Joseph Bond took sixth-place at the National Automotive Technology Competition in New York City on April 7.

Working on a 2010 Chevrolet Malibu, they competed against 28 other teams from across the country. In addition, the young men placed first in an automotive quiz given the first day of the event.

Adam and Sam, along with their instructor, Kenneth Sommers, worked hard to prepare for the competition. Leading up to the competition, the students

spent countless hours working on diagnostics and mechanic repairs. Portsmouth Chevrolet, a Key Auto Group dealership, assisted in the endeavor, providing a vehicle, tools, and mentors. Special thanks go to service manager Walter Ferrara and master tech and mentor Kevin Berry.

Thanks also go to Lakes Region Community College for providing a scan tool and Mark Tulley of Tulley Buick-Pontiac-GMC-BMW-Mazda-VW for providing transportation to New York. The New Hampshire Automotive Education Foundation assisted in funding the event.

The Portsmouth High team did New Hampshire proud. With the variety of schools participating at this level of competition, Sam and Adam did extremely well in representing our state. ▲



Students aiming to win in recent state-wide competition.



Photos by Jean Conlon



- ✦ DEAC raised \$1.72 million for 2009 ending with 386 Presidents Club members, of which eight are from New Hampshire.
- ✦ In 2009, nearly 2,500 NADA members contributed to DEAC.
- ✦ DEAC contributed a total of \$2.9 million to candidates in the 2007–2008 election cycle.
- ✦ Thus far, during the 2009–2010 election cycle, DEAC has contributed \$800,000 to House and Senate candidates.

IRS Requirements for Computerized Accounting Records

The U.S. Internal Revenue Service (IRS) has certain requirements concerning the retention of computerized accounting records.

Computerized records include all accounting and financial systems that process all or part of the dealer's transactions, records, or data by other than manual methods. Systems include microcomputer systems, database management systems (DBMS), and all systems using electronic data interchange. Punched cards, magnetic tapes, disks, and other machine-sensible media used for recording, consolidating, and summarizing accounting transactions and records in a dealer's computer system are records for purposes of IRS record keeping requirements. The IRS requires that dealers maintain these records for as long as their contents may be material in administering any tax law. This requirement applies to any record covered by a tax provision having unique or specific record keeping requirements.

The IRS requests access to these records when it examines a dealer's tax return so the IRS agent can audit the records more efficiently by using the computer as an audit tool. The IRS specifies standards that must be met when a taxpayer maintains records using a computerized record keeping system. The standards vary for taxpayers with less than \$10 million in assets, taxpayers with \$10 million or more in assets, and taxpayers maintaining a DBMS.

The rules that apply to most dealers require that dealers retain all machine-sensible files generated by a computerized record keeping system that affect the dealer's liability for any federal tax.

Additionally, dealers are required to provide the IRS access to those records.

The IRS Motor Vehicle Technical Advisor issued an "Automotive Alert" dated January 21, 2005, which discusses the requirements for dealerships, including a listing of files that may be requested by the IRS computer audit specialist. In addition to files generated by the dealership on its own computers, the list includes files generated by third-party service providers for areas such as LIFO computations, payroll, fixed assets, and corporate tax preparation.



The consequences for not complying with the record keeping rules include a possible negligence penalty, an inadequate records notice, and a subsequent IRS follow-up compliance examination. The inadequate records notice would be of concern to a publicly-held dealership that would have to disclose the notice in its financial statements and to a dealer who may have to disclose the notice when applying for financing.

Dealers should discuss the records retention requirements with their computer vendors and any other service provider related to any bookkeeping or tax service. The dealer should be especially concerned about the adequacy of the retained records when changing computer vendors or upgrading any computer system. The dealer needs to provide to the IRS not only the computerized records but also the software to run them. ▲

This article is adapted from A Dealer Guide to Federal Tax Issues (L32), available free to NADA members online through NADA University's Resource Toolbox.

Lesser-Known Aspects Of Health Care Reform

Meredith Cook, Esq.

With a law spanning thousands of pages, it is no surprise there are components to health care reform receiving little attention. Here are a few:

- Small businesses with fewer than 25 full-time employees may be eligible for tax credits to purchase health insurance for their employees if the employer's workers have average wages of less than \$50,000.
- Beginning January 1, 2011, nonprescription drugs cannot be reimbursed tax-free through a health savings account (HSA) or flexible spending account (FSA).
- Employers must provide an unpaid breast feeding break for nursing mothers. Employers with 50 or more employees must provide a nursing location other than a bathroom that is shielded from view and free from intrusion by co-workers and the public.
- Employers will be able to offer employees rewards of up to 30 percent of the value of coverage for participating in wellness programs and meeting certain health-related standards, but this provision will not become effective until 2014.
- Effective January 1, 2011 employers must report the value of employer-provided health coverage on each employee's W-2 form. ▲

If you have any questions, please contact Meredith at 603-629-4511, fax: 603-623-8442, e-mail: mcook@wigginnourie.com, toll-free hotline for NHADA members: 866-629-4511.

Understanding Military Leave Obligations

Meredith Cook, Esq., and Luke A Webster, Esq.

The Uniformed Services Employment and Reemployment Rights Act (USERRA) protects military service members in a number of ways: (1) employers are prohibited from taking any adverse action against an employee on the basis of the employee's membership in the uniformed services; (2) veterans, reservists, National Guard members, and certain other members of the uniformed services are permitted to reclaim their civilian employment after being absent because of military service or training; (3) employee benefits are protected during an employee's period of military service; and (4) employers are required to make reasonable efforts to accommodate disabled veterans.

Generally, reemployment rights are tied to the duration of service; a longer period of service results in a longer period of time that an employee has before submitting an application for reemployment. The maximum time that an employee has before submitting an application for reemployment is 90 days for service of more than 180 days. Service members convalescing from injuries received during service or training may have up to two years from

the date of completion of service to return to their jobs or apply for reemployment.

USERRA provides that while an individual is performing military service he or she is deemed to be on a furlough or leave of absence and is entitled to the non-seniority rights accorded other individuals on non-military leaves of absence. An employer must reemploy an individual in the position that the employee would have held if the person had remained employed (the "escalator" principle). If the service member cannot qualify for the "escalator" position, the employer must offer an alternative reemployment position. An employee who has served over 90 days may be offered a position of equal pay status and seniority instead of the "escalator" position.

Service members are allowed up to five years of unpaid military leave and health and pension plan coverage. Individuals performing military duty of more than 30 days may elect to continue employer-sponsored health care for up to 24 months, but they may be required to pay up to 102 percent of the full premium. For military service of less than 31 days, health care coverage is provided as if the service member had remained employed.

In order to receive these protections, service members are required to provide advance written or verbal notice to employers concerning all military duty unless giving notice is impossible, unreasonable, or precluded by military necessity. An employee should provide notice as far in advance as is reasonable under the circumstances. Additionally, service members are able (but are not required) to use accrued vacation or annual leave while performing military duty. ▲

Meredith P. Cook and Luke A. Webster are attorneys at Wiggin & Nourie, P.A. This article is presented to provide an understanding of military leave and is not intended as legal advice to apply to any particular employer or employee. If you have any questions, please contact Meredith at 603-629-4511, fax: 603-623-8442, e-mail: mcook@wiggin-nourie.com, toll-free hotline for NHADA members: 866-629-4511

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Ford/AAA Auto Skills Contest

AAA Northern New England will host the New Hampshire and Vermont state final Ford/AAA Student Auto Skills competition at the New Hampshire Motor Speedway on May 8. The competition begins at 9 a.m., and the awards ceremony will take place at 1:30 p.m.

Tom Giasson of AAA Northern New England is looking for donations to provide door prizes to the students attending the banquet on May 7. If you are interested in learning more about the competition or donating a door prize, please contact Tom at 207-780-6935 or by e-mail to Thomas@nne.aaa.com. ▲

Director Beecher Steps Down

40 Plus Years of Service

Peter J. McNamara, Esq., President

Virginia "Gini" Beecher, director of motor vehicles in the department of safety, stepped down from her post, effective in March, concluding 40 years of service to the state. She was sworn in to office on December 19, 1994 by Governor Stephen Merrill and assumed the duties of office on January 1, 1995. Ms. Beecher was the first woman ever to hold that post in state government.

NHADA had a long established relationship with Director Beecher. She leaves behind a professional staff with whom NHADA has also worked closely. The executive council has named Rick Bailey of Bow, NH, to replace Ms. Beecher.

In March 1995, she was elected to sit on the governing body of the American Association of Motor Vehicle Administrators (AAMVA) to serve on the board of directors, a body that provides international leadership in matters related to the administration and enforcement of laws pertaining to motor vehicles and their use. In 1996, she was elected to the office of AAMVA President of Region One.

The directorship oversees motor vehicle and driver regulations including, but not limited to, driver licensing, vehicle registration, financial responsibility compliance, title issuance, and registration of commercial and private boats. The current term of office for Director Beecher runs through March 1998.

In honor of Director Beecher's service to the state and to the NHADA membership, the NHADA Board of Directors hosts a dinner in her honor May 5, 2010 at the Common Man restaurant in Concord, NH. Please RSVP with Lauri Connolly by phone at 800-852-3372 or by e-mail at lconnolly@nhada.com.

Bailey — continued from page 1

directors and I sat down with Rick Bailey to introduce ourselves and have a conversation. We expressed our two main concerns about the DMV as it transitions to a new director. First and foremost is that the DMV services its customers, the NHADA membership. Over the past few years this customer service has improved, namely in title processing, and we made it clear that it is critical that the DMV continue to do so. Mr. Bailey pledged to keep an open dialog and recognize the importance of our concerns.

Secondly, NHADA representatives want the DMV to allow vehicle registration at the point of sale and at other locations. Nearly 30 other states permit electronic registration of motor vehicles, and NHADA is seeking to do the same at NHADA membership locations, both sale and service.

As Mr. Bailey had not yet been confirmed as director, he could not commit to any action in this area. He did state that if confirmed he would certainly explore this area and discuss it with all affected parties including NHADA members and towns and cities.

Because Mr. Bailey spent only a short time in the DMV years ago, he admittedly needs to spend time closely examining the department and its current operations.

During a hearing held before the Executive Council in early April, nearly every person who testified had very positive comments about Mr. Bailey and his professional and personal background. There was no opposition to his nomination. During the public hearing, Rick Bailey also cited the importance of a partnership with dealers.

A former U.S. Air Force captain, Mr. Bailey holds a juris doctor from Franklin Pierce Law Center. He holds a bachelor's degree in computer science from the University of New Hampshire. Chief information officer for New Hampshire since 2004, Mr. Bailey previously oversaw information technology for the Department of Health and Human Services. He is a resident of Bow.

"Rick Bailey has a diverse background and the leadership skills necessary to lead the division of motor vehicles," said John Barthelmes, commissioner of the department of safety, in a press release from the Governor's office.

"He began his state service at the division, which gives him a good understanding of the division's operation and will serve him well as we continue to improve services for the people," Mr. Barthelmes said.

The DMV falls under NH DOS jurisdiction.



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Wellness Corner

Lisa Marzoli, Wellness Educator

As winter departs, and spring enters with longer days, buds and blossoms, the changing of the season also brings some less welcome side effects for seasonal allergy sufferers. Unfortunately, for an estimated 50 million Americans, allergies are a reality that strikes every spring.

An allergy is when the body overreacts to irritants that do not cause problems for most people. These irritants are called allergens. The body's overreaction to the allergens is what causes symptoms. Allergies are grouped by the kind of trigger, time of year, or where symptoms appear on the body.

Spring allergies are a result of pollen from trees, which can start pollinating anytime from January to April, depending on the climate and location. Trees that are known to cause severe allergies in the northeast include oak, elm, birch, ash, hickory, poplar, maple and walnut. Molds can also plague those suffering from seasonal allergies. Molds emerge from their winter dormant state at first thaw in the spring.

Grass pollen is typically the main cause of late spring and early summer allergies. Grass pollen is highest at these times, although grass may cause allergies through much of the year if someone is mowing the lawn or lying in the grass. Contact with grass can result in itching and hives in people who are allergic to grass pollen; this is called contact urticaria.

Allergy symptoms can include:

- Congestion;
- Itchy, runny nose;
- Itchy, watery or swollen eyes;
- Hives; and
- Difficulty breathing.

Following are tips to prepare for out-

Spring Allergies: Something To Sneeze About



door allergy season (most of these tips are recommended by the American Academy of Allergy Asthma and Immunology):

Visit your doctor. Talk to your doctor about starting your allergy medications before the pollens and molds get underway. Non-drowsy antihistamines are preferred. Prescription nasal sprays (nasal steroids) have become key players in managing nasal allergies. They should also be started 1-2 weeks before your pollen season begins.

Keep windows and doors shut at home. You can't completely seal off your home from outside, but keeping doors and windows closed can help prevent pollens and outdoor molds from entering. If possible, use an air conditioner in order to attempt to keep the pollen counts in the home as low as possible.

Keep the car windows up. Adjust the vent to re-circulate inter-compartment air.

Slip on the shades. Sunglasses can keep pollen from getting in your eyes.

Check the weather. Hot, dry, windy days are more likely to have increased amounts of pollen in the air than cool, damp, rainy days when most pollen is washed to the ground. Log onto

www.pollen.com to get a four-day allergy forecast.

Time outdoor activities properly. Minimize early morning activity when pollen is usually emitted and higher – between 5-10 a.m.

Keep allergens out of your clothes. After being outside, wash your clothes, as pollen can linger. Hair should be

washed before going to bed at night, because pollen can collect there. Leave your shoes either outside or inside the door so pollen does not get tracked throughout the house. Machine dry bedding and clothing. Pollen may collect in laundry if it is hung outside to dry.

Stop your pets at the door. When your pet comes in from outside, rub it down with a towel to keep it from tracking pollen into the house. Pets should also be banned from beds and other furniture since pollen can still cling to their fur and paws.

Take your antihistamines. If yard work is unavoidable, take an antihistamine at least two hours before going out if it is a once or twice daily pill. Consider wearing a dust mask and glasses while working. Remove your clothing and take a shower immediately after going back in the house.

Take a vacation. Taking a vacation during the height of the pollen season to a more pollen-free area, such as the beach or sea can be a refreshing break, in more ways than one!

Wash out your nose. Keep some nasal saline around to rinse out your nasal passages two or three times a day when allergy

symptoms are more active. Many people have discovered that sinus drainage and congestion is greatly reduced by once or twice daily nasal rinses with saline.

Toss out the old. To reduce the allergens you inhale indoors, change the filters in your furnace and air-conditioning unit at least every three months. The best type of filter blocks at least 85 percent of particles.

Clear the air naturally. Home deodorizing products (including plug-in ones) emit particles that can irritate your nose and eyes. Instead, simmer a mixture of water, orange slices, cinnamon sticks and cloves on the stove; it is a natural and more allergy-friendly way to make rooms smell fresh.

Vacuum up irritants. Regular vacuum bags do not hold on to tiny particles that can stir up allergies. To keep them enclosed in the vacuum, you need a machine with a hard shell or a HEPA (high-efficiency particulate air) filter.

In severe cases, individuals who are particularly susceptible to severe spring allergies may opt for allergy shots, or immunizations. These shots, usually administered by physicians, are intended to block allergic reactions much more effectively than over-the-counter antihis-

tamine products. Of course, most doctors require allergy patients to undergo a battery of allergy tests before beginning such treatments, so they may determine the exact causes of their spring allergies.

Prompt treatment is essential for spring allergies. A sneeze and stuffy nose can quickly turn into a full-blown sinus infection, which is usually extremely painful. Sinus infections often require antibiotic treatment, which is still only available by prescription. By treating spring allergy symptoms earlier, allergy-prone people may minimize their own suffering and prevent sinus infections and other allergy complications. Spring allergy treatment may make the entire spring season much more enjoyable for allergy-prone people.

For more information, resources or a presentation on allergies, or other health-related topic, contact Lisa Marzoli at lmarzoli@nhada.com or 800-852-3372, ext. 308.▲

References:

www.aaaai.org

<http://abcnews.go.com/WN/>

[high-pollen-count-means-bad-allergies-season/story?id=10311396](http://abcnews.go.com/WN/high-pollen-count-means-bad-allergies-season/story?id=10311396)

www.mayoclinic.com/health/springtime-allergies/AA00060

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Environmental Corner

Weed Family Automotive Receives NH DES Used Oil Grant

Dan Bennett, Environmental Affairs Specialist

Dan Weed of Weed Family Automotive in Concord recently received a used oil grant from the NH Department of Environmental Services (NH DES) for participating in the Do-It-Yourselfer used oil grant program.

Weed Family Automotive is just the second private-sector small business in New Hampshire to receive such a grant! (The other is NHADA member Importech, in North Conway.) Mr. Weed purchased and installed a shed for the outdoor storage of regulated substances and materials (see photo) at his independent service station. By obtaining the DES funding, Dan ultimately ensures facility compliance. Additionally, with the used oil facility, Weed Family Automotive now offers the valuable community service of collecting used oil from motor vehicle Do-It-Yourselfers and at home oil changers.

Congratulations to Dan Weed on this grant as well as on all his work on behalf of, and in assistance to, the motor vehicle industry in New Hampshire!

The NH DES issues gift grants for the purpose of establishing and improving used oil collection centers. Grant funds, up to \$2,500 per year, can be used to assist with the purchase of used oil management equipment, such as tanks, drums, funnels, gauges, absorbents, secondary containment units, concrete pads, sheds, filter bins, filter crushers, safety funnels, spill kits, signs, and more. Government entities, including cities and towns, as well as motor vehicle inspection stations, and some non-profit organizations are eligible to apply for yearly grants related to the collection of Do-It-Yourselfer used oil and automotive oil filters.

If you would like more information on the program, feel free to contact Dan Bennett at NHADA at dbennett@nhada.com or 800-852-3372. ▲



Dan Weed.

Photo by Dan Bennett

NH Skills USA

Nashua Community College recently hosted 20 high school automotive technology students from seven high schools in New Hampshire's Skills USA competition. The students demonstrated their automotive knowledge and technical skills in a series of hands-on activities as well as a comprehensive written exam. The activities ranged from simple tool identification to antilock brake diagnosis and repair.

The top three winners were all from Seacoast School of Technology. Johnny Schaitman took first place, Lucas Raymond

came in second, and third place went to Randy Meldrum.

In the post-secondary category, Adam Minahan of Lakes Region Community College took first prize.

White Mountains Community College was the venue for the diesel equipment technology NH Skills USA contest. Once again, there was a sweep, as the top three students were from Alvirne High School. John Dozibrin took home first prize, Mike Livingston came in second, and Zack Belanger placed third. ▲

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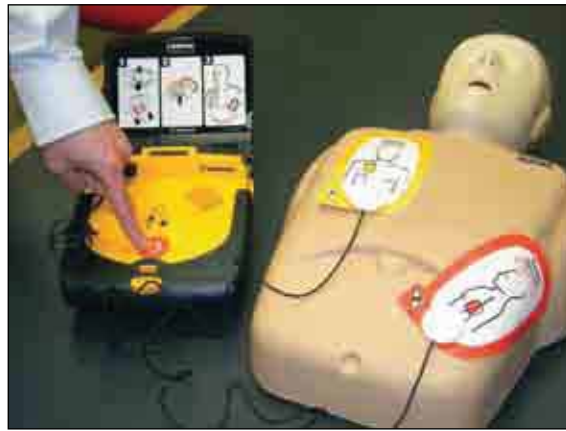
Special Pricing Available

Brody Tuite, NHADA Loss Prevention Representative

Protecting employees and customers should be the first priority in any business. There are many tools and trainings available to reduce injuries that occur in the workplace. Purchasing an automated external defibrillator (AED) is a great way to protect your workforce and the public.

The cost of defibrillators has dropped in recent years, giving businesses a chance to purchase this life saving tool.

The New Hampshire Bureau of Emergency Medical Services (NH BEMS) is offering extremely favorable pricing through a direct purchase



Modern defibrillators: easy to operate, yet sophisticated. Above, Brody Tuite demonstrates proper use.

state bid. The Defibtech Model DDU-100 "Lifeline" AED (\$1,400 list price) is available at the single device price of \$735 (includes AED, battery, 1 set of adult defibrillation pads, carrying case with handle and warranty). Pricing is in effect through June 30, 2010.

The vendor (Lifesavers, Inc. of Fairfield, NJ) has also discounted any AED accessories (such as wall cabinets and signs) by 20 percent. Discounts also are available on purchases of multiple devices.

Current NH AED laws provide AED liability protection for organizations that make AEDs available as well as individuals utilizing AEDs during an emergency.

AEDs are registered with NH BEMS and for those devices placed at "fixed" locations; the site is included in the NH 9-1-1 telephone number database. *If your company has an AED, please make sure that it is registered with NH BEMS.*

For further information on this direct purchase opportunity or to register existing AED locations, please contact Bill Wood, preparedness coordinator at NH BEMS at 603-223-4228, 866-552-2661 ext. 31019 or by e-mail at William.Wood@dos.nh.gov.

Once a facility has purchased a defibrillator, the employer should train employees on the uses of this device. Loss Prevention Representative Brody Tuite is a licensed CPR and First Aid instructor through the National Safety Council. This training covers basic life support skills and defibrillator certification. The training is provided on-site to NHADA Workers' Compensation members at a cost of \$15 dollars per person.

If you have any questions regarding AED purchase or grants or would like to schedule training, please contact me at 800-852-3372 or e-mail me at btuite@nhada.com. 📌

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STAPLES Advantage

Special thanks to Brian Morin of Staples Advantage for donating to the NHADA Online Auction to benefit our education foundation.

The Canon camera had many bids!

Scholarship Money Is Available

Jean Conlon, NHAEF Programs Administrator

The New Hampshire Automotive Education Foundation (NHAEF) provides scholarships to students continuing their education in one of the Community College System of New Hampshire's (CCSNH) automotive-related programs.

It is the season when students are finalizing their college choices, and NHAEF is once again reminding members who have interested students either working, job shadowing, or doing co-ops at their businesses to apply for scholarships through our education foundation.

Applying is easy. Students need simply go to the NHADA Web site, www.nhada.com. Select the "Automotive Scholarship Opportunities" icon on the home page. The link will walk students through all the requirements and allow them to download the application.

Typical scholarship awards range from \$750 to \$1,500, depending on demand and student quality.

For more information, you can access our Web site at www.nhada.com. You may also choose to contact me at 800-852-3372 or e-mail me at jconlon@nhada.com.

Automotive Technology Scholarships are available through the New Hampshire Automotive Education Foundation!

www.nhada.com

or contact Jean Conlon at 800-852-3372 or jconlon@nhada.com

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Claims Corner

Peter Sheffer, Director of Workers' Compensation Trust

In March 2010, the NHADA Workers Compensation Trust received its largest reimbursement from the Second Injury Fund. This year's reimbursement of \$432,921.26 exceeded last year's by \$36,644.92.

The reimbursement is credited to members' accounts based on the date of the injury for the individual claim for which we are receiving reimbursement. That money becomes available to the member for rebates depending on how much money was paid out on the claim as compared to what was paid in for premium.

The WCT's success with Second Injury Fund reimbursement is totally dependent

upon the members' documentation of employees' pre-existing medical conditions at the time of hire or retention.

The Second Injury Fund, overseen by the NH Department of Labor, is stringently interpreting NH Supreme Court cases pertaining to Second Injury Fund. They are requiring employers to not only have written documentation of the pre-existing condition, but also written documentation supporting their knowledge of permanent restrictions relating to the pre-existing condition.

The Post Conditional Employment Offer Medical Form created by NHADA specifically for Second Injury Fund documentation should be used for this

purpose. The form can be found on our Web site under Workers Compensation Trust, Second Injury Fund.

If you have questions relating to the Second Injury Fund or other issues, please contact Pete Sheffer at 800-852-3372 or e-mail psheffer@NHADA.com.

NHADA Sees Improvement In Second Injury Fund Reimbursement

Collision Repair Town Meeting Scheduled For June

NHADA and its collision repair advisory group; NHCRAg invites all members in the collision repair business to the annual meeting on Tuesday, June 8, from 6-9 p.m. The town meeting style gathering will include guest speakers who will discuss issues of importance to the industry and this valuable segment of NHADA membership.

NHCRAg invites and encourages you all to attend!

RSVP of attendance is mandatory to dbennett@nhada.com. If you have any questions do not hesitate to contact Dan Bennett at 800-852-3372 or at dbennett@nhada.com.

Safety/OBD II Inspections Statistics

Safety Inspection Results	Mar '10	% of Total	YTD '10	% of Total
Total *	133,428	100.00%	335,158	100.00%
Passed	99,951	74.90%	248,943	74.30%
Corrected	17,740	13.30%	45,569	13.60%
Rejected	8,017	6.00%	20,845	6.20%
Untested	7,720	5.80%	19,801	5.90%
OBD II Inspection Results (1996 and newer)				
Total	116,326	100.00%	295,609	100.00%
Passed	99,042	85.10%	250,787	84.80%
Rejected	12,371	10.60%	32,123	10.90%
Untested	4,913	4.20%	12,699	4.30%

* Total numbers include OBD II Inspections

Statistics provided by Gordon-Darby

2009-10 Unemployment Rates by Area

	Dec	Jan	Feb
United States	9.7%	10.6%	10.4%
New England	8.7%	10.0%	9.8%
Connecticut	8.5%	9.8%	9.8%
Maine	8.2%	9.3%	9.4%
Massachusetts	9.1%	10.4%	10.0%
New Hampshire	6.7%	7.7%	7.7%
Rhode Island	12.3%	13.4%	13.2%
Vermont	6.6%	7.5%	7.1%

Everyone – continued from page 1

annual meeting. We'll cap the event with an early evening cocktail reception. Come enjoy camaraderie, money raffle prizes, and the annual distribution of the NHADA Workers' Compensation Trust refund checks!

We are excited to have newly appointed Director of the Division of Motor Vehicles Rick Bailey among the state officials who will address the attendees – it is important for NHADA members to hear from state agencies and departments that regulate our activities.

Sgt. Stephen Kace of the department of safety, Senior Assistant Attorney General James Boffetti, Fish and Game Executive Director Glenn Normandeau, and representatives from the New Hampshire banking and labor departments will be speaking at the event. Governor Lynch has also been invited to attend.

NADA President Phillip D. Brady,



keynote speaker, will discuss issues that affect the automotive industry and have impact on your businesses, from franchised to independent dealers, to service, collision repair, parts stores, and more!

NADA Economist Paul Taylor will provide an up-to-date economic forecast on issues related to the automotive industry that affect NHADA members.

Please plan to attend this major NHADA event. Registration materials have been sent or you may use the registration form inserted with this issue of *Dateline: NH*.

Either send in the registration form or register online at www.nhada.com. If you have any questions, please feel free to contact Jean Conlon at 800-852-3372 or at jconlon@nhada.com. ▲

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New Hampshire Department of Safety, Division of Motor Vehicles

Title Statistics Report Ending: March 31, 2010

	Mar '10	Mar '09	'10 YTD	'09 YTD
Titles Issued for New and Demo Vehicles:	7,120	6,422	17,718	17,116
Titles Issued for Used Vehicles:	18,696	18,773	47,501	49,351
TOTAL TITLES ISSUED:	25,816	25,195	65,219	66,467
Titles Issued with a Lien:	10,315	9,826	25,513	26,376
Titles Issued with no Lien:	15,501	15,369	39,706	40,091
Salvage Titles Issued:	974	1,243	2,670	3,401
Salvage Tags Issued:	287	240	690	516
Titles Issued for Heavy Trucks More than 15 Years Old:	27	21	82	66
Titles Issued for Heavy Trucks 15 Years Old or Less:	119	128	349	321
Titles Issued for Trailers:	610	534	1,288	1,204
Titles Issued for Motorcycles:	1,219	1,104	1,884	1,821
Titles Issued for Motor Homes:	47	44	105	98

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(as of April 20, 2010)

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DealerTrack Inc.
EM-Power Services, Inc.
Environmental Equipment of New England, LLC
F & I Resources
G&K Services
GeoInsight, Inc.

Jewett Construction Co., Inc.
JM&A Group
JPMorgan Chase Bank
Lift Works Corp. / Sullivan Tire Inc.®
Liftech Automotive Equipment
Lynnway Auto Auction
Macdonald Page & Co LLC
Nancy Phillips Associates, Inc.
Protective
Rath, Young and Pignatelli, P.C.
Resources Management Group
Robbins Auto Parts, Inc.
Sanel Auto Parts Co.
Seacoast Media Group
STAPLES® Advantage
TD Bank
Third Party Administrators, Inc.
Tire Warehouse
Trivantus, Inc.
Willis of Northern New England, Inc.

To become a 2010 Association Partner, please call Jean at 800-852-3372.