



*Driving New Hampshire Forward*

**February 2017**

Volume 40, Issue #2

# Dateline: NH

a publication of the New Hampshire Automobile Dealers Association

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To Pass Up, page 5**

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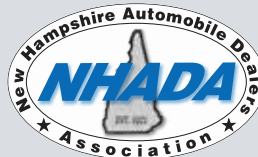
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**Cover:** Loss Prevention Representative Dustin Howe begins a training sessions with MSDS Online at an office in the Daniel B. McLeod Center in Bow. Photo by John Gfroerer

# The Privilege of NHADA Hotlines

## A Guide to the NHADA Employment Hotlines

Peter McNamara, NHADA President

For well over ten years, NHADA members have been privileged with access to free Employment Law Hotlines. These telephone hotlines currently allow access to employment experts at two NH law firms: Cook, Little, Rosenblatt & Manson, p.l.l.c. and Devine Millimet.

The time that the firms and their attorneys take to answer the questions on a volunteer basis is greatly appreciated. We are lucky to have such a unique set up.

This article is a guide to what the hotlines are to be used for and what they are not intended to be used for.

If your employment law question isn't covered in the *NH Auto Dealer Law* manual or in the compliance section of [nhada.com](http://nhada.com), these firms can provide some guidance on

questions regarding terminations, harassment, proper pay schedules and many other workplace issues and problems.

Think quick-lube, not engine rebuilds.

The calls are not meant to handle extensive, specific legal advice. Rather, the hotline is meant to be a quick resource for general guidelines to assist you when tackling more basic issues. If you need to terminate an employee today, hire an attorney; if you need to get general information about termination laws in NH, call a hotline.

This program is not a substitute for thorough legal research and strategic development for a specific situation or claim.



Peter McNamara

The free hotline calls are limited to ten minutes — enough for you to get a sense of the issue(s) and to provide you with an overview of the applicable laws, not to map out a detailed strategy for a difficult situation or to provide you with a thorough risk assessment.

If your situation calls for more detailed advice or the review of any written materials, the attorneys will gladly discuss their hourly rates and billing policies. Many dealerships find that having established relationships with employment lawyers to provide advice on a proactive basis is beneficial, and hiring a lawyer is easier than you may think.

*Hotlines – continued on page 4*

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If you are outside of these areas, feel free to call us at the phone number above.





# NHADA Cruisin' Convention

## Celebrating Us! Free Registrations!

*Members are encouraged to bring their classic vehicles!*

### June 25-27, 2017

#### Red Jacket Mountain View Resort, North Conway

#### Save the Date!

The NHADA Board of Directors has once again approved *free registrations* to NHADA member companies — franchised and independent. Associate members are not eligible. Each member company may send two people at no charge — owners/managers and guest.

We have an agenda to make everyone happy — adults, teens, kids, couples, families or individuals, people who want to be active, and those who want to be laid back.

Registration includes all meals Sunday evening through Tuesday morning, the Bob Marley comedy show, free waterpark

admission throughout the event, mini-spa, cocktail receptions, pool party, beer tasting, classic vehicle cruise ride, kids' club and more!

Room reservations are not included in the NHADA registration. To make your Red Jacket Mountain View Resort room reservation, please call the resort directly at 800-672-0500. Attendees must reference group code: 289168, and identify yourself as a member of NHADA. The room block guarantee ends on May 26. If you have any questions, contact Jean Conlon at [jconlon@nhada.com](mailto:jconlon@nhada.com) or call her at 800-852-3372.

#### Hotlines – continued from page 3

**Don't shoot the messenger:** You may not hear the answer you want. The attorneys tell it like it is and sometimes that means bad news for you. Please, don't vent your frustration on them.

**Be patient:** The attorneys endeavor to return calls within a reasonable time, usually between 24 and 48 hours, but sometimes longer. It is very unlikely that you'll speak to an attorney immediately

as they have full caseloads and may be in court. If you have a pressing legal matter that needs immediate attention, hire an attorney.

**Leave a detailed message after the beep:** Provide specific details about the matter or question that you have when you leave a message.

The Employment Law Hotlines will answer general questions about:

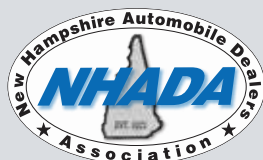
Wage and hour  
Overtime  
Exempt and non-exempt status  
How to hire, fire, and discipline properly  
Hire, fire and discipline guidelines  
Protecting intellectual property  
Non-compete agreements  
Employee documentation  
Leave of absence issues  
Disability and reasonable accommodation  
Workplace harassment and discrimination  
Employee vs. independent contractor  
Personnel policies and practices  
Drug testing  
Workers' compensation  
Compliance  
Background checks... and more.

Of course, we are here to answer your questions too. Contact me at [pmcnamara@nhada.com](mailto:pmcnamara@nhada.com) or call me at 800-852-3372. 📞

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Laurie Churchill



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# NHADA's Online Safety Orientation Training is Too Good of an Opportunity to Pass Up

You only get one chance to effectively integrate a new employee into your organization.

Brian Duplessis, Loss Prevention Coordinator

“Onboarding”, also known as organizational socialization, refers to the mechanism by which new employees acquire the necessary knowledge, skills, and behaviors to become effective organizational members and insiders (*source: Wikipedia*).

Businesses have a brief chance at the beginning of a new hire to provide the individual with information to help them do their jobs in the desired manner. While there are many facets to successful onboarding, I want to focus on safety training required by regulators at the time of hire.

Some of the pertinent requirements include:

## OSHA 1910.1200(h)(1)

### Hazard Communication

Employers shall provide employees with effective information and training on hazardous chemicals in their work area *at the time of their initial assignment*, and whenever a new chemical hazard is introduced, about which the employees have not previously been trained in their work area.

## ANSI/ALI ALOIM:2008 4.4.1

### American National Standards Institute – Autolift Safety

The operator shall operate the lift *ONLY AFTER being properly instructed and trained in accordance with this standard*.

## OSHA 1910.178(l)(1)(ii)

### Forklifts

*Prior to permitting an employee to operate a powered industrial truck (except for training purposes), the employer shall*

ensure that each operator has successfully completed the training.

## OSHA 1910.157(g)(1)

### Fire Extinguishers

Provide an educational program to familiarize employees with the general principles of fire extinguisher use and the hazards involved with incipient stage firefighting [29 CFR 1910.157(g)(1)]. Provide this education *when employees are first hired and once a year thereafter* [29 CFR 1910.157(g)(2)].

## 1910.1030(g)(2)(i)

### Bloodborne Pathogens

The employer shall train each employee with occupational exposure in accordance with the requirements of this section. Such training must be provided at no cost to the employee and during working hours. The employer shall institute a training program and ensure employee participation in the program.

Training shall be provided as follows:

*At the time of initial assignment to tasks where occupational exposure may take place....*

## 1910.38(e)

### Emergency Evacuation

*Training.* An employer must designate and train employees to assist in a safe and orderly evacuation of other employees.

*Review of emergency action plan.* An employer must review the emergency action plan with each employee covered by the plan... when the plan is developed or the employee is assigned initially to a job.

Besides what's listed above, there are also



Brian Duplessis

OSHA training requirements for Personal Protective Equipment and Respiratory Protection.

Beyond the necessity to comply with OSHA regulations, it is important to consider that even without OSHA enforcement activity, these basic training requirements form a “standard of care” required of an employer in the event something goes wrong. In order to prove a business wasn't negligent, it must demonstrate that it performed these fundamental activities.

So the need is there for comprehensive, time-of-hire safety training. Fortunately for NHADA Workers' Compensation Trust (WCT) members, all of these industry-specific trainings are conveniently packaged online for \$10 per hire.

You read that right! Eight different automotive specific topics, professionally produced, with quizzes to show competency, certificates of completion, record-keeping features, training report capabilities, and more, for TENBUCKS! If you *want* to pay for additional subscription access or for other services, let us know, but for now, that's the price!

Some of you are thinking “But Brian, we're small. We hardly ever hire anybody, so this doesn't really apply to us.” To which I respond: Even if you don't hire often, it's still important to do it right.

Lucky for us, the Traincaster Online Learning Management System is easy to use; so easy in fact, that all you need to do is contact us by phone or email with the new hire's name and job title, and we'll assign the training and direct them to the website.

*Orientation – continued on page 6*



## Administrative vs. Documentary Fees

The following is an excerpt from the NHADA *Legal Guide*. Dealers need to be aware of the fact that there is a significant difference between a documentary fee and an administrative fee.

Documentary fees are defined by RSA 361-A:1, IV as “the fees for filing, recording or investigating, perfecting and releasing or satisfying a retained title or a lien created by a retail installment contract, and shall not exceed the actual cost assessed by the Department of Safety, Division of Motor Vehicles (DMV), or other state or local agency for filing, recording or investigating, perfecting and releasing or satisfying such title or lien.”

**Documentary fees** are the combination of the \$25 title fee that is submitted to the

DMV and the \$2 agent fee. **Documentary fees** (\$27) can be listed on the retail installment contract.

On the other hand, the term administrative fee is not defined anywhere in the state’s statutes. Therefore, according to the Banking Department, administrative fees cannot be listed on the retail installment contract. Administrative fees can, however, be listed on the Purchase and Sale Agreement. The bottom line on the Purchase and Sale Agreement becomes the “cash sale price,” which includes the administrative fee and is then carried over to the Retail Installment Contract.

Also, dealers need to be able to justify the amount of the administrative fee. A dealer should be able to identify and justify those expenses included in the administrative fee. NHADA provides a brochure explaining the purpose of an administrative fee. Dealers should use the NHADA brochure or another to provide an explanation to customers. Similarly, all dealer personnel should be trained to explain the “why” behind the fee. Complying with the documentary/administrative fee rule as well as the other requirements of RSA 361-A will keep the Banking Department examiners off your doorstep.

The Banking Department has the authority to do an audit of a dealer’s records, including, but not limited to, deal sales jackets, to determine if the dealer is complying with NH law. A violation can result in a fine or the suspension of the dealer’s retail seller’s license. Moreover if, as the result of an audit, a dealer is found to be in violation of RSA 361-A, in addition to the imposition of a penalty, the dealer must reimburse the state for the cost of the audit. 📌

### DMV Title Tip

Per Administrative Rule Saf-C 1903.01 ( c ), at all times you must capture the license code or id number on the title application.

Regardless of what was done in the past, you must capture the identification of who is signing the application.

For transactions that come in the mail, ask for a copy of the license of the person signing the application. “Refusal” and “mail” are not options going forward.

Recently we had an investigation where the title application had “Mail” typed in the licensing box. This has hindered the investigation tremendously as we can’t prove to a court of law who signed the title application.

Don’t let it be your store that gets wrapped up in one of these investigations. Establish a clear policy in all instances, and make sure that all of your staff are educated on this.

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Dan Duda

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david.ingraham@baml.com or  
Dan Duda at 706-2149;  
daniel.w.duda@baml.com.

NHADA Association Partner

*Orientation – continued from page 6*

The new hire safety training takes about 20 minutes for non-technicians and one-and-a-half to two hours for a tech. That’s time well spent considering the information provided, compliance benefits and its potential impact on employee behavior preventing injuries.

Don’t let the unique opportunity that presents itself when you hire to waste away. Implement an onboarding program at your business that incorporates NHADA’s New Hire Safety Orientation.

Contact any of us in Loss Prevention for more information. I can be reached at bduplessis@nhada.com. And any of us can be contacted at 800-852-3372. 📌



## Our Top Three 2017 Legislative Priorities

Dan Bennett, Vice President of Government Relations

As the 2017 legislative session has started and the 777 bills filed (as of today's writing) are starting to be released, evaluated and even have initial hearings, the pace of things in Concord is now full speed ahead.

NHADA is working on a host of legislative priorities for our membership that we are researching. We are working with allies in the various causes and with state agencies and elected officials.

We would like to make you aware of a few important legislative initiatives. You will hear a great deal more from us on these bills as they get closer.

When the time comes please answer the call to help us in our fight on these important issues.

NHADA is a strong legislative force because we speak with a united voice for the motor vehicle industry. Be it large or small, franchised or independent, two wheels, tracks, or four wheels, we are successful when we work together and make our voices heard.

Priority bills NHADA is working on:

- Repeal of the OBD II emissions testing program.  
This bill, filed by Rep. Josh Moore (R-Merrimack), would repeal the OBD II Program and put NH in violation of our clean air act requirements. The Environmental Protection Agency can levy sanctions



Dan Bennett

against the state for violations, with ties to federal highway funds (currently used for I-93, etc.) Gone, also, would be electronic reporting of safety inspections as it is within the OBD II system that a program reports electronically

and improves fraud prevention for the consumer and the inspection stations. NHADA will vigorously oppose this bill.

- The interval for motorcycle safety inspections would change to every two years, and filed by Rep. Len Turcotte (R-Barrington). This dangerous idea runs contrary to NHADA's cornerstone belief in safe NH roads. Just as

*Top Three – continued on page 13*



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## DMV Computer System Changeover and Shutdown

Please read this important item from Division of Motor Vehicles (DMV) Director Elizabeth Bielecki:

In a culmination of many years of work the DMV will begin a long awaited and very important computer system changeover in February. The new VISION system will allow the DMV to make its operations more modern and efficient.

Beginning Friday, February 17, 2017 until Wednesday, February 22, 2017, DMV operations, as well as those of municipal agents, will be inaccessible and shut down for the upgraded system changeover and proper testing.

As a NHADA member, you should be sure that you are properly equipped with all necessary supplies prior to the VISION changeover. In addition, you should be sensitive to this date if you are planning any business transactions such as a dealership buy-sell or openings as processing will be unavailable.

Please be sure that you are prepared during this timeframe to minimize any disruption for the DMV, your business, and our shared customers. For further questions contact, the DMV Dealer Desk at 603-227-4160.

## Grassroots: Your Voice Matters!

Ryan Hale, Government Relations Specialist

“Our voice in Concord is only as loud as your voice at home.” Most of you, if not all of you, have heard this saying before. It pretty much encompasses our grassroots approach and its importance especially in a state like NH.

Our state legislature is the largest legislative body in the country, consisting of 424 members (24 Senators and 400 Representatives). They are volunteers making only \$100 per year.

With such a large legislature and a small state population — the ratio of legislator to citizen is 1/2,800 — there is real possibility that you or someone in your shop knows one of these folks. Making these personal connections is a key component in successful grassroots campaigns.

Every year we are faced with a number of issues at the Statehouse. These issues range from repealing or modifying the state’s emissions and safety inspection program to workers’ compensation reform. When faced with these issues, we lean on you to help make our case and move the needle in our favor. Your help can range from making phone calls to legislators you know, to sending pre-composed emails through NHADA’s grassroots advocacy website.

When your help is needed, we will send

out “Call-to-Action” emails alerting you of what needs to be done. Most of the time you will be asked to make calls or send a pre-composed email to your legislator(s),



Ryan Hale

which is simple and only takes a few minutes to do. We also encourage you to engage your staff to do the same. Please note that all outreach to an elected official is important, but a personal call from a constituent is one of the most powerful things you can do.

So far, 2017 has started off as a quiet year, with issues like right-to-work, concealed carry, and minimum wage debates taking up a lot of the time in Concord. These issues have little to no direct impact on NHADA’s member businesses, but soon there will be many that will see legislative action (see legislative priorities on page 7).

Not all debates may impact your business, and there may be others that are a direct threat. But we still ask that you respond. We need to respond to all issues as a unified front. We are stronger as a team representing the NH motor vehicle industry as a whole. If we start separating or cherry picking issues, our message becomes weaker and our grassroots campaigns are less impactful.

It’s imperative that legislators hear from you! You and your staff are their constituents, not “hired guns” roaming the halls of the Statehouse. The decisions they make have a direct impact on your business.

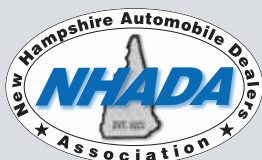
Let’s be loud, let’s be heard. This starts at home. Your voice is key in successful grassroots campaigns.

As always, we are here to help. You can contact me at [rhale@nhada.com](mailto:rhale@nhada.com) or 800-852-3372. 📞

## PLATINUM



Ron McDaniel



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## Automotive Program Advisory Committees Are Designed to Meet Your Needs

*George Dykstra, NHADA Automotive Education Advisor*

Since all of our college and high school automotive programs are Automotive Service Excellence (ASE)-accredited, they are required to have active advisory committees that meet at least twice per year, such as the committee pictured above.

These committees are made up of business owners, managers, technicians, former students and other community stakeholders.

One of the best ways to develop the needed relationships between your business and the schools is to make sure your interests are represented at these meetings.

In most cases the pipeline of new employees starts at the schools. Those businesses most active on the committee are the ones most likely to receive the interest of the most talented.

Receiving reports from the schools and providing input on such things as curriculum, tools and equipment, instructor training and other important aspects of the program will ultimately impact its success.

Give your local school a call, find out when the next meeting is

*Advisory – continued on page 17*

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# The New Legislative Committee Structure

Dan Bennett, Vice President of Government Relations

In the NH House of Representatives and the NH Senate bills are assigned by leadership to the policy committee that has the most appropriate expertise.

NHADA spends a majority of time at the Statehouse in a few of our favorite and important committees. In the Senate those are the Commerce and the Transportation committees.

Senate committees are much smaller, five to six Senators, than in the House, and they hear and vote on bills much more quickly. There are only 24 Senators, and they each serve on multiple committees. Below are the names of the Senators that serve on the two committees mentioned above, which hear and vote on issues critical to your businesses. Please review them and see if you have a relationship, business or personal, with any of them.

## NH Senate

### Commerce

Daniel Innis, Chairman (R-Portsmouth)  
Harold French, Vice Chairman (R-Franklin)  
Bette Lasky, (D-Nashua)  
Andy Sanborn, (R-Bedford)  
Donna Soucy, (D-Manchester)

### Transportation

Regina Birdsell, Chairman (R-Hampstead)  
William Gannon, Vice Chairman (R-Sandown)  
Scott McGilvray (D-Hooksett)  
Ruth Ward (R-Stoddard)  
David Watters (D-Dover)

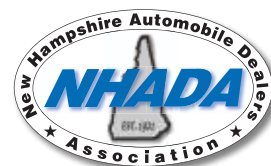
## Division of Motor Vehicles Title Tip

All boxes on a title application must be completed. The DMV *does not* prepare NH title applications for vehicles without a NH Driver's license. Not including this information

on the application slows down the process for the consumer and the registration agent or Town Clerk. Please be sure that all forms are filled out completely, accurately and legibly.

# May 10, 2017

## Leadership & Management Summit & Partners' Vendor Expo



50 Vendor Booths, Business Sessions, Door Prizes & Raffle Prizes, Food & Beverages!  
Watch for registration and sponsorship information!

Photos by: Michael Rosenblum



Legislative Committees – continued from previous page

**NH House of Representatives**

In the House there are more committees and 400 members. As a result the committees are much larger and are comprised of an average of 20 members. They typically take more time for handling the bills.

NHADA primarily focuses on three major committees in the House: Commerce and Community Affairs; House Labor, Industrial and Rehabilitative Services; and Transportation. The Reps that serve on those committees are listed on the right. Please look through and see if you know or work with any of these Reps. As we have always mentioned, grassroots is one of the strongest advocacy tools we have to make a positive impact in the legislative arena.

**BRONZE**




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Personal  
Bonding**

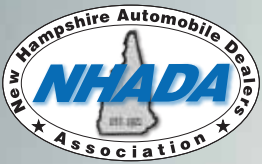
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Commerce and Community Affairs	House Labor, Industrial and Rehabilitative Services	Transportation
John Hunt, Chairman (R-Rindge)	Steven Schmidt, Chairman (R-Wolfeboro)	Steve Smith, Chairman (R-Charlestown)
Barbara Biggie, Vice-Chair, (R-Milford)	Anthony Pellegrino, Vice-Chair, (R-Merrimack)	Tom Walsh, Vice-Chair, (R-Hooksett)
Valerie Fraser, Clerk (R-New Hampton)	Brian Seaworth, Clerk (R-Pembroke)	Tom Laware, Clerk (R-Charlestown)
Don Flanders (R-Laconia)	Keith Murphy (R-Bedford)	Brian Chirichello (R-Derry)
Laurie Sanborn (R-Bedford)	Lino Avellani (R-Wakefield)	Karel Crawford (R-Center Harbor)
Ronald Belanger (R-Salem)	Fred Doucette (R-Salem)	Werner Horn (R-Franklin)
Bart Fromuth (R-Bedford)	Len Turcotte (R-Barrington)	Chris True (R-Sandown)
Elizabeth Ferreira (R-Nashua)	Michael McCarthy (R-Nashua)	Glen Dickey (R-New Boston)
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David Luneau (D-Hopkinton)	Bill O'Neill (D-Manchester)	Ivy Nann (D-Peterborough)
Rebecca McBeath (D-Portsmouth)	Benjamin Baroody (D-Manchester)	Debra Altschiller (D-Stratham)
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# Time to Update Your Section 125 Plan Document?

Laurie Churchill, Field Representative

**Y**ou need a Section 125 plan document to legally allow your employees to take advantage of pre-tax dollars, and also to avoid payroll taxes on health insurance and ancillary benefit premiums.

To make it even more simple, a Section 125 “premium only plan” document allows your employees to voluntarily sign an election form agreeing to a “salary reduction”, so the portion of the insurance premium for which the employee is responsible is deducted right off the top of income — before taxes are calculated. This saves the employee money on every dollar of the insurance premium they pay for. Employees are happy because they experience a “raise” by paying for their portion of their benefits with pre-tax dollars.

Employers also realize tax savings from reduced matching of the Federal Insurance Contributions Act (FICA), Federal Unemployment Tax Act (FUTA), and State Unemployment

Tax Act (SUTA), as well as workers’ compensation taxes on all those tax-advantaged employee funds. The tax savings helps to reduce the cost associated with setting up a plan and administering it. The IRS and the Department of Labor (DOL) require employers to establish a formal plan document and summary plan description before they allow their employees to pretax insurance premium.

If your dealership takes advantage of Section 125 pretax deductions, you might want to verify that you actually *do* have a current Section 125 Plan document. It’s not unusual for employers to take Section 125 insurance pretax deductions for years without knowing that a formal plan document and summary plan descriptions are required.

For the unfortunate employer who goes into an IRS audit without a



Laurie Churchill

current Section 125 plan document, the result could be reclassification of all pretax insurance deductions back to taxable income. The IRS then could assess and add interest and penalties on the unpaid taxes.

Many more employers have Section 125 Plan documents that have never been updated. Have you properly amended your plan to reflect any changes made to your benefit offerings, plan year, eligibility requirements, etc.? If your Section 125 Plan document hasn’t been updated you should consider updating it. Also, the DOL requires employers to distribute new summary plan descriptions to employees once every five years.

If your Section 125 Plan document is old, outdated, missing, or non-existent, the new year would be a good time to update it or install it. Contact NHADA at 800-852-3372 with any questions. 📞

*Top Three – continued from page 7*

with auto inspections, annual motorcycle safety inspections save lives and keep travelers safe. Certainly all our neighboring states believe so. NHADA will strongly oppose this bill.

- To repeal the Distracted Driving “Hands-Free” law. Once again, a bill has been filed by Rep. Eric Schleiien (R-Hudson) in an attempt to repeal the distracted driving law in NH. NHADA has defended the current law many times in the past few years because it improves public safety and gets results. Distracted driving used to be one of the top three causes of

serious accidents and fatalities on our roadways. Since the law’s enactment, distracted driving has dropped to around sixth place among the most common causes. This proves the law works. It is not disruptive and has made our roads safer. NHADA will staunchly oppose this bill.

To all three of the above bills and their sponsors and co-sponsors, we would say: “Don’t try and fix something that isn’t broken.” These are attempts to weaken programs that have obvious benefits to the safety and well-being of our citizens. Please don’t disrupt that.

Rest assured that, as instructed by NHADA’s legislative committee and you as members, we will fight against these bills. When the time comes we will ask you to help with our grassroots efforts — attend hearings, encourage visits, call and email representatives, and make your voice heard. It is critical that your elected officials hear from you as industry experts and strong forces in your communities. As we always say, our voice in Concord is only as loud as yours back home.

If you have questions, contact me at [dbennett@nhada.com](mailto:dbennett@nhada.com) or give us a call at 800-852-3372. 📞



# Workers' Compensation Trust Reduces Rates For the Second Year In A Row

*Peter Sheffer, Workers' Compensation Trust Director*

The NHADA Workers' Compensation Trust (WCT) Board of Trustees has approved a 7 percent reduction in rates for the 2017 fund year.

Members may remember that in 2016, the board approved a 5 percent reduction, and for the four years prior to that, there were no changes in rates. In addition, during that same period (2012- 2016), the WCT returned over \$18 million to the members in the form of rebates.

The WCT continues to provide its members with the most competitive workers' compensation rates and the highest possible rebates, while remaining

99 percent confident actuarially that the premium collected will cover the cost of those workers' compensation claims submitted by members.

One piece of the calculation that sets the premium rate is classification code. The other two are the payroll-by-classification code and the experience modification factor. The experience modification factor brings the members' own claims experience into the formula for calculating premium. An experience modification over 1.00 increases the estimated premium while an experience modification under 1.00 decreases the premium. All members who are "experience rated" and have a modification factor under 1.10 receive an 18.4 percent discount. Therefore, it is imperative for members to keep their experience modification factors below 1.10. The only way to control experience modification factors is to prevent injuries from occurring and to control the costs associated with claims when they do occur.

Here are some quick tips on controlling claims costs:

- Take your time, and hire the right person for the job.
- Follow the appropriate hiring steps including pre-placement drug testing, reference checks and completion of the Second Injury Fund form. See the *NHADA Strategic Hiring Guidelines* online at NHADA.com (sign-in required).
- Follow through on all loss prevention recommendations.
- Keep up with employee training.
- Report all injuries promptly.
- Make sure all employees know they are in a workers' compensation

managed care program.

- Make sure to call the NHADA Nurse Case Manager Marta Silakka immediately after an injury for referral to the best network options.
- Stay in touch with your injured employee after an injury occurs.
- Provide light duty work for injured workers and avoid their losing time from work.

Remember that costs associated with medical-only claims are discounted 70 percent when the experience modification factor is calculated. The full, total incurred costs associated with lost-time claims are used for the calculation of the experience modification factor. Therefore, members should do everything possible to return injured employees to work safely and within their physician's restrictions following an injury to avoid lost time from work.

Contact Marianne Gourgiotis with billing questions or me with claims-related questions via email at [mgourgiotis@nhada.com](mailto:mgourgiotis@nhada.com) or [psheffer@nhada.com](mailto:psheffer@nhada.com) We can both be reached by phone at 800-852-3372. 📞



*Peter Sheffer*

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# Ten Sure-Fire Ways to Recruit Qualified Techs

## How to attract, train and retain the right people

*We are reprinting this article from [todaysheavydutyshop.com](http://todaysheavydutyshop.com), which specializes in owners and operators of big truck and equipment repair businesses. The advice, however, is relevant to all shops.*

Cassie Paton

If there's one thing heavy duty truck shop owners around the country can agree on, it's this observation about recruitment: There aren't enough good techs these days.

"I can get all the business I want because trucks have to run," says Judy Lindenmuth, co-owner of The Truck Shoppe in Sacramento, CA. "But as far as finding qualified techs, it's my biggest obstacle — it's very, very tough."

And, it's no wonder. For every ten techs retiring, only two enter back into the industry. The shortage is a real challenge, but that doesn't mean there are no good techs to be found.

For the desperate, frustrated and weary shop owners out of ideas for recruiting skilled mechanics, here are ten tips to find your next hire.

### 1. Display signage — even if you don't have a job available.

Yes, it's sooo old school. However, even in the digital age of advertising, don't forget the tried-and-true "Help Wanted" sign.

Take advantage of the free ad space available in your own garage. Place signage in your meeting area, marquee or other high-traffic areas where it will get the most exposure.

"We always keep a 'Help Wanted' sign on our front door," says Todd Scheffer, co-owner of Scheffer Truck Service in Cape Girardeau, Missouri. "Everyone who comes here knows we're hiring."

In fact, Scheffer keeps the sign up even when he doesn't need help. "Even if I didn't have a spot available, I'd make room if someone were really qualified," he says.

### 2. Ask your techs, local vendors and network for referrals.

When looking to make a hire, Debbie Jennerjohn, co-owner of Ultimate Truck Service in Ridgefield, WA, says, "You have to flood the network."

Jon Schuberg agrees. "We always let our tools and parts vendors know when we're looking, because they visit lots of shops and talk to the techs," says the service writer at Quality Truck & Tire Service in Clare, Michigan.

Outreach serves as one of the most effective and cost-efficient ways to find the right person. As they say, it's all about who you

know. "Word of mouth is better than any app or website I've used," Lindenmuth says. When her shop is in need of new talent, she talks to her staff, family, friends, and even techs who have worked for her in the past and left the company on good terms.

Facebook and LinkedIn groups also direct you to people in the industry who may be looking or have a connection. Bottom line? "You can't wait for them to come to you," Lindenmuth says.

### 3. Seek out popular job sites.

Think about job boards as great power tools — they can perform for you if you know how to use them. Some industry-specific sites include [FindAMechanic.com](http://FindAMechanic.com) and [MechanicHunter.com](http://MechanicHunter.com), which allow you to browse résumés of qualified techs in your area. Other sites such as [Indeed.com](http://Indeed.com), [ZipRecruiter.com](http://ZipRecruiter.com) and [Glassdoor.com](http://Glassdoor.com) also let you search résumés for relevant keywords.

When it comes to posting jobs, the quality of applicants depends on how you sell your business. "Varying your ads is key," says Amber Pinkelman, co-owner of Pinkelman Truck & Trailer in Norfolk, NE. "If you're posting ads and not getting a lot of responses, or you're not attracting good candidates, change the wording."

For Scheffer, whose business is located in a small midwest town of about 40,000 people, the talent pool is small. So, he creates out-of-state [Craigslist.com](http://Craigslist.com) posts and advertises in St. Louis — which is only a few hours away.

Keep in mind, a great tech can afford to be picky, so make sure you offer something appetizing on the benefits menu. Scheffer, for one, is open to providing incentives. "I want to be better than the competition as far as what we pay and offer in benefits," he says.

Jennerjohn allows employees to accrue personal time off. They can acquire one-and-a-half hours per week and accumulate up to 12 days off per year to use as needed. "It's a benefit I created, where they don't have to lose pay if they need time off," Jennerjohn says. "It's one way for us to compete with [incentives offered by] bigger companies."

### Actions for attracting the right people

It's no easy task to recruit top performing techs if you can't even hang onto the ones you've got. That's why Jeff Peevy says it's all about creating a learning culture in your business.

"Technician knowledge and skills affect business performance," says Peevy, president of the Automotive Management Institute in North Richland Hills, Texas. "A shop that doesn't have a learning

*Techs – continued on page 16*



*Techs – continued from page 15*

culture typically discourages technicians from sharing knowledge.”

The highest performing shops, he says, value communication and sharing knowledge. They also have the lowest turnover. Peevy suggests the following tips to grow your business:

- Treat knowledge as a company asset, and invest in employee training.
- Put “willingness to learn and train” in your job ads to attract lifelong learners and hard workers.
- When interviewing candidates, focus less on experience and more on attitude. The right person can be trained.
- Get your whole team on board with recruiting viable candidates. “It has to start with management, but it isn’t a movement until employees get behind it,” Peevy says.

#### **4. Ooh rah! Hire a veteran.**

Veterans between 18 and 34 years old face a higher unemployment rate than civilians in the same age group, according to the Bureau of Labor Statistics in 2015. However, it’s not due to a lack of talent. It’s the result of no set path existing for vets once they’ve left the military, so reintegrating into society presents a challenge.

Veterans are highly disciplined, take orders well and have relevant experience. And, don’t forget, “91 Bravo” is Army lingo for a wheeled vehicle mechanic. As Colonel Kilgore once said, “I love the smell of diesel in the morning,” or something like that.

“Many vets are trained to work on diesel engines, which are more common in the military,” says Tony Molla, vice president of the Automotive Service Association in North Richland Hills, TX. “Many of the engines they’ve worked on are virtually identical to those used in heavy duty trucks across the country.”

Molla recommends [HireAHero.org](http://HireAHero.org), a job board for veterans. Plus, state workforce investment boards can help you find job-seeking veterans in connection with the United States Department of Labor.

#### **5. Visit career technical schools and local colleges.**

If you lament the lack of young people coming into the industry but don’t hire or train any of them, you might be part of the problem. Use local colleges and technical programs as a resource. Molla recommends getting involved in vocational education programs in your area and joining an advisory council.

One distinct advantage of hiring students is cheap labor. “The biggest thing we’re doing is bringing on interns from the trade schools,” Schuberg says. “You get to test drive them before you hire them.”

Mick Goleash is in the process of starting an apprenticeship program at his shop. The owner of MBC Collision Center in

Springfield, IL, eventually wants to pay his techs to train younger workers. And, Irvin Bowman hired four techs new to the industry. “None of them were truck techs before they came to work for me,” says the owner of Wayne Truck & Trailer Ltd. in Sidney, Ohio. “I trained them all.”

It’s beneficial to look at the skills potential interns possess, but it’s more important that they have the right attitude. “If they’re willing to learn, you can train them to do anything,” Jennerjohn says. “It has been well worth it for us.”

#### **6. Offer headhunting bonuses.**

People love to lend a hand — especially if they’re getting paid. Headhunting bonuses or finder’s fees tend to mobilize people in your network. If you’re in dire need of a qualified employee, it’s well worth it to shell out a few Benjamins.

Lindenmuth attracts applicants with a \$500 finder’s fee. “If she hires the employee, the referrer gets half of that money upfront,” she says. “They get the other half if the worker maintains employment with us for another 30 days.”

Henry Uribe offers a \$1,000 headhunting bonus. The co-owner of Onsite Equipment Repair in Ontario, CA, issues the payment if the worker stays at his company for six months.

Some shops offer incentives such as free oil changes for life. “We all have to step up to the plate and make it happen, so we can compete with dealers,” Lindenmuth says. “You have to think outside of the box.”

#### **7. Advertise in economically depressed cities.**

If you’re in a rural area, it can be especially tough to find local talent. That’s why Pinkelman looks at economically depressed cities to recruit workers who have the crude oil blues. She runs a monthly search and posts ads on [Craigslist.com](http://Craigslist.com) in those areas.

“Oil fields are drying up, and people aren’t getting as much work in parts of North Dakota and Oklahoma,” Pinkelman says. “A lot of people are willing to move depending on circumstances in their area.”

Scheffer agrees, adding, “Find out what people need and what it takes to get them to relocate.”

Find out what people need and what it takes to get them to relocate.

#### **8. Scour state unemployment sites.**

Just because qualified mechanics are in high demand doesn’t mean all of the good techs are already taken. Consider locating your next hire on state unemployment sites. Technicians find themselves out of work for all kinds of reasons, so don’t assume a gap in someone’s employment means you should overlook them.

## New-Car Dealers to Promote Prom-Season Teen Driving Safety

Prom and graduation are exciting times for high school seniors. They can also be a dangerous times for teens, with seven of the top ten deadliest driving days occurring between Memorial Day and Labor Day.

To underscore this critical time, the National Foundation for Teen Safe Driving (NFTSD) launched “Senior Promise 2017” at the National Automobile Dealers Association (NADA) Convention, held in New Orleans from Jan. 26-29, 2017.

“Many new-car dealerships already have great relationships with school and community leaders and are best positioned

to participate in this important initiative in their local communities,” said Roy Bavaro, NFTSD executive director. Campaign items, such as press releases, post cards, posters and web banners, etc., and simple implementation guidelines to raise awareness of Senior Promise 2017 were distributed at the NADA convention to participating new-car dealerships at no charge.

For more information or to sign up, visit [www.NFTSD.org/dealership-application](http://www.NFTSD.org/dealership-application).

Source: NFTSD/NADA

*Techs – continued from previous page*

Evaluate their experience, and do your research.

“Check references thoroughly,” says Schuberg, who believes that they often tell you more about a candidate than a résumé. That information may ease any concerns you might have about their unemployment.

Shop owners in economically stagnant areas can benefit from state resources that list résumés, especially if they can’t afford to lure talent from out of state.

### 9. Reach out to women.

Making a conscious decision to recruit women in the industry can be well worth the effort. If you don’t try to enlist them, you’re ignoring a growing group of skilled — and strong — workers.

“Hire the best techs whether they’re male or female,” says Stacy Conner, co-owner of Equipment Experts in Tacoma, WA, and member of We Care, an advisory group on women’s excellence in the auto care industry. “But put the opportunity out there and market toward women like you would for men. For example, your

job ads might mention a schedule that’s flexible for families.”

Talk to the women you already know in the industry to make sure your job ads don’t use language that appeals only to men. Plus, strive to create a workplace that any qualified tech would feel comfortable in, regardless of gender.

### 10. Continue your search.

There’s one thing shop owners should always do.

“Never stop recruiting,” Pinkelman says. “You can’t take a day off. I never want to take the chance that I’m going to lose out on a good tech because he or she saw someone else’s job ad on Monday, and I didn’t post until Wednesday.”

Conner says she has two to three different ads up at all times, while Schuberg’s biggest piece of advice is to conduct ongoing interviews: “Take a day once a week to go through your applications,” he says. “Be in contact with people, so you always have somebody waiting in the wings.”

Article published courtesy [TodaysHeavyDutyShop.com](http://TodaysHeavyDutyShop.com).

*Advisory – continued from page 9*

and have your business represented there. You will be glad you did.

### Salem’s Automotive Program Advisory Committee

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**New Member**

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 142 Broadway  
 Dover, NH 03820  
 781-820-1111 (Bobby)  
**Owner:** Patrice Giller  
**Primary contact:** Robert Giller

**2016 Unemployment Rates  
by Area**

	Sep.	Oct.	Nov.
<b>United States</b>	4.8%	4.7%	4.4%
<b>New England</b>	3.8%	3.3%	3.1%
<b>Connecticut</b>	5.1%	4.5%	3.7%
<b>Maine</b>	3.4%	3.4%	3.8%
<b>Massachusetts</b>	3.3%	2.7%	2.6%
<b>New Hampshire</b>	<b>2.6%</b>	<b>2.3%</b>	<b>2.5%</b>
<b>Rhode Island</b>	5.1%	4.8%	4.6%
<b>Vermont</b>	3.4%	2.7%	2.9%

**Safety/OBD II Inspections Statistics**

<b>Safety Inspection Results</b>	<b>Dec '16</b>	<b>Percent of Total</b>	<b>YTD '16</b>	<b>Percent of Total</b>
Total *	114,330	100.00%	1,580,647	100.00%
Passed	92,313	80.70%	1,268,104	80.20%
Corrected	11,922	10.40%	170,961	10.80%
Rejected	6,428	5.60%	89,420	5.70%
Untested	3,667	3.20%	52,162	3.30%
<b>OBD II Inspection Results (20 yrs. old and newer)</b>				
Total	104,070	100.00%	1,397,197	100.00%
Passed	91,143	87.60%	1,222,677	87.50%
Rejected	8,289	8.00%	111,876	8.00%
Untested	4,638	4.50%	62,644	4.50%
<b>* Total numbers include OBD II Inspections</b>				
<i>Statistics provided by Gordon-Darby</i>				

**NHADA Mission Statement:** *To be the voice of the motor vehicle industry by providing services, education and investment in New Hampshire's economy.*

**Title Statistics Report Ending December 2016**

*New Hampshire Department of Safety, Division of Motor Vehicles*

	<b>Current 12 Months</b>	<b>Prior 12 Months</b>	<b>% Change</b>	<b>Dec '16</b>	<b>Dec '15</b>	<b>'16 YTD</b>	<b>'15 YTD</b>
Titles Issued for New and Demo Vehicles:	127,473	126,821	0.51%	5,892	14,735	127,462	126,806
Titles Issued for Used Vehicles:	253,776	240,361	5.29%	13,334	27,226	253,750	240,344
TOTAL TITLES ISSUED:	381,249	367,182	3.69%	19,226	41,961	381,212	367,150
Titles Issued with a Lien:				8,558	20,800	175,928	176,663
Titles Issued with no Lien:				10,668	21,161	205,284	190,487
Salvage Titles Issued:				819	1,371	14,041	12,520
Salvage Tags Issued:				162	142	19,226	1,993
Titles Issued for Heavy Trucks More than 15 Years Old:				24	44	470	550
Titles Issued for Heavy Trucks 15 Years Old or Less:				81	150	1,487	1,571
Titles Issued for Trailers:				457	1,062	13,424	11,593
Titles Issued for Motorcycles:				348	727	16,491	15,222
Titles Issued for Motor Homes:				41	80	1,021	942

# Thank You 2016 NHADA Partners!

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