



*Driving New Hampshire Forward*

**April 2018**

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# *Dartline: NH*

New Hampshire Automobile Dealers Association



**Relax' Rally, p. 7**

**NHADA Business Education Conference, p. 13**

**Getting Auto Technicians Into Your Shop, p. 5**



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### Pick Up Your Rebate Check at the NHADA Business Meeting

Rebate checks will be distributed during the cocktail hour at the Spring Business Meeting on May 11, 2018 at the Downtown Manchester Hotel, formerly the Radisson. Checks will be available for all members who attend the meeting. For those not attending, checks will be mailed out at the end of May. Please remember to register for the Spring Business Meeting in order to pick up your check on May 11, 2018 at [nhada.com/conference](http://nhada.com/conference).

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**Cover: Chairs for Chairs** - Join NHADA Chairman Mike Kopp (left) and Vice Chairman Miles Cook at the NHADA Relaxin' Rally at the Mountain View Grand Resort & Spa (pictured in background) on June 24-26 (see page 7) .

Photo and collage, Nat Stout



## DMV Keeps the Titles Flowing

NHADA President Peter J. McNamara and NHADA Vice President for Government Relations Dan Bennett

We write this article to give a shout-out to the team at the NH Division of Motor Vehicles (DMV) and the NH Department of Safety (DOS) for their excellent customer service. Each morning, Sherry, from the DMV, sends out an email to a couple of dozen stakeholders letting all of us know of the status of the title work at the DMV. The day we wrote this article, the title applications received from dealers on February 22 were being issued within eight business days (12 calendar). The timeframes for title apps from NH towns and cities, lienholders, and salvage were all at ten business days (14 calendar).



Dealer Kiosk

To give you an idea of the amount of work that the DMV faced on March 6, check out these numbers:

- \_ 3,708 dealer applications in the queue to be processed;
- \_ 4,313 registration applications in the queue to be processed;
- \_ 541 lienholder apps in the queue to be processed; and
- \_ 1,266 salvage applications in the queue to be processed.

In fiscal year 2017, the DMV issued 386,563 titles: \_ 127,840, New and Demo; and \_ 258,723, Used.

The DMV has also been farming out title work to all



Peter McNamara



Dan Bennett

the sub-stations. If an employee working the counter doesn't have a customer in front of them, he or she starts working on the title applications. DMV Title Supervisor Priscilla Vaughan runs a tight ship at the DMV and focuses on the critical mission of DMV efficiency and customer service.

### Dealer/Station Employee Shortcut

Speaking of walk-in customers, the DMV

Kiosk – continued on page 4

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Kiosk – continued from page 3

has been tweaking its process at the Concord offices to maximize the flow of walk-ins. This is difficult to do as each customer coming off the street might have a different issue to present to the clerk and may be missing paperwork.

As for dealership and inspection station employees that walk into its Concord offices, the DMV has set up a special kiosk. The kiosk, which looks like an iPad or tablet mounted in a banner stand is on the left-hand side as you are facing the Customer Service Desk that you see when you first walk in. You can skip the counter and walk right to the kiosk for basic transactions such as the dropping off or purchasing of supplies. The first step will be to indicate that you are a dealer or station representative and then what type of transaction you wish to conduct. You will then be directed with a job number to the desk area to the right of the customer service desk for an “express lane” kind of transaction.

### Clerical Errors Slow the DMV's Title Processing

Timely title turnaround is critical to your cash flow. If dealerships aren't getting titles for their used vehicle inventory, it



**Electronic Aide**

makes it difficult to sell the vehicle.

Also critical to title turnaround is clerical accuracy. If dealerships fail to properly complete the paperwork, the DMV workflow necessarily slows down.

As a service to the DMV and town clerks, NHADA has regularly reported the most common errors found on title apps and asked that dealerships police their paperwork for these simple mistakes:

- Fill in the title application completely.
- Gross Vehicle Weight (GVW) vs. shipping weight: Some towns say dealers are not putting in the GVW. Please remember to use GVW, not shipping weight, on the title application.
- Trust-owned vehicles: Do not put the trustee on the title applications; we only need the title issued in the Trust name. (Some applicants are insisting on adding the trustees.)
- Plate issues: When a customer has a plate they want to transfer onto the new car, the new title needs to have the same first name on the title as the old registration. Some dealerships are failing to ask about this when plate transfers are

requested.

- Keeping customers registrations: The customer needs the old registration to get credit to transfer old plates to the new car.
- Acceptable identification: We *do not* register vehicles without a NH driver's license or other form of government issued ID. 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. 📄

### Welcome New Members

#### Olympic Motor Car LLC

41 North Shore Road  
Spofford, NH 03462  
661-8562  
Owner: Mark Lanoue

#### McDevitt Trucks, Inc (Seabrook)

27 Stard Road  
Seabrook, NH 03474  
668-1700  
Owner: John J McDevitt, Jr.  
Primary Contact: James Lagana

#### Key Motors Northeast, LLC

120 Route 108  
Somersworth, NH 03878  
749-0010  
Owner: Anthony DiLorenzo

#### John's Colony Dover Auto and Body Works, LLC

880 Central Avenue  
Dover, NH 03820  
742-7589  
Owner: John Occhipint

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# Getting Future Auto Technicians Into Your Shop

Jessica Dade, Industry-Education Alliance Manager & Workforce Recruiter

It's no secret that nationally, and in New Hampshire, the demand for highly skilled auto technicians is greater than the supply. Common question among NHADA members are:

"How do I get first dibs on future auto technicians?" and

"How do I get these highly skilled future workers into *my* shop?"

A proven answer to these questions is: Get actively involved on your local advisory board for a high school, regional technical center or community college auto tech program that is accredited by National Automotive Technicians Education Foundation (NATEF).

These boards generally consist of former

students, currently employed auto technicians, employers and people who represent consumers' interests.

They serve in addition to school personnel who are responsible for running the programs. These leadership and advisory roles give you a voice and the satisfaction of giving back to programs that help sustain your business.

An even more effective way to get prospective auto technicians into your shop is to provide opportunities outside the classroom to auto tech students. Generally, consider job co-ops, extended learning opportunities and mentorships:

**Job Co-Ops:** These are degree programs



Jessica Dade

through the Community College System of New Hampshire (CCSNH). Built into the student's schedule are paid positions, into which the student is placed, usually within a service department to apply what they've learned in the classroom and learn on the job alongside the most experienced automotive technicians NH has to offer.

## Extended Learning Opportunities:

These are high-school based programs in which, for the duration of a semester, students are placed in local shops for approximately 45 minutes to an hour once or twice a week to gain a basic overview of an industry and to obtain a familiarization

Future – continued on page 6

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Future – continued from page 5

with the real-world application of what is being learned in the classroom.

**Mentorships:** Mentors are assigned to students at both the high school and college level, and their level of engagement with the student can range from working one-on-one to teaching them the trade on a shop floor, to supervising the students

in self-directed performance within the industry and providing guidance when necessary.

The benefits of providing these opportunities are obvious for the students, but they also provide *you* the opportunity to make a difference in a student's education. You also benefit from the opportunity

of having an extended job interview of a prospective applicant. This is truly a win-win scenario.

The nature of today's labor market is such that job applicants now fundamentally interview their employers. These programs described above allow you to showcase the benefits of working at *your* shop.


The labor market for the brightest skilled auto technicians is competitive; if you want the edge, learn more about how to get involved on your local advisory board. Provide learning opportunities in your shop.

Give me a call or email for more ideas and information, or visit me at the NHADA Expo on May 11 for information on how you can contribute and, in return, bring NH's auto tech future into your shop. Reach me at 800-852-3372 or send an email to [jdade@nhada.com](mailto:jdade@nhada.com). 📞

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## ***Don't You Wish You Were Here?***



### ***Free Registrations and \$149 Rooms — What Are You Waiting For?***

**N**HADA's premier member gathering takes place on June 24-26, at the Mountain View Grand Resort & Spa in Whitefield, NH. Every NHADA member company receives two free registrations, which include receptions and meals in addition to numerous activities and entertainment.

Partners also receive a minimum of two free registrations, depending on their partnership level.

NHADA has taken over the entire resort, and all 141 rooms are \$149 per night. Don't delay! Reserve your room now for the best selection!

Check out the agenda (which is massive); find out how to reserve a room — and reserve a spa date with a 25% discount. Either register online or download a registration form at [www.NHADA.com/Rally](http://www.NHADA.com/Rally).

#### **Special thanks to our major sponsors:**

**American Financial & Automotive Services, Inc. — Monday Night Big Bash Rally Party**

**Cox Automotive Inc. — Keynote Presenter Tim Zierden, VP of Strategic Accounts**

**Albin, Randall & Bennett — Comedian Juston McKinney**

For additional information, contact Jean Conlon at [jconlon@nhada.com](mailto:jconlon@nhada.com) or 800-852-3372.



## Summer and Fall Auto Tech Courses

### Plan Now to Take Advantage of Half-Price Training!

A NH Job Training Grant that allows NHADA members to send their entry-level employees to college auto tech courses for half-price should play a vital role in your “player development” strategy.

Take a look at your employees to see who might be a good candidate. Your future tech might just be working in your wash bay!

While registration has not yet opened for NH Community College’s Auto Tech upcoming certificate courses, now is the time to find your employees who have a good work ethic, then select appropriate courses to start them on their way to a career. They are able to work full time and learn skills that would otherwise be unavailable to help them get ahead.

If you have questions about the classes and requirements, contact the department heads at the community colleges listed below. They will be happy to assist!



**Great Bay**  
Community College

#### SUMMER COURSES

Brakes  
Steering and Suspension

#### FALL COURSES

Maintenance and Light Repair  
Automotive Electronics 1

Contact Technical Programs Coordinator Paul  
Giuliano ([pgiuliano@ccsnh.edu](mailto:pgiuliano@ccsnh.edu)) for information.



#### SUMMER COURSES

Engine Mechanical  
HVAC

#### FALL COURSES

Engine Performance 1  
Manual Drive Train

Contact Department Head Michael Parker  
([mparker@ccsnh.edu](mailto:mparker@ccsnh.edu)) or Assistant Professor Jamie  
Decato ([jdecato@ccsnh.edu](mailto:jdecato@ccsnh.edu)) for information.



#### SUMMER COURSES

Automotive Engines  
Automotive Climate Control

#### FALL COURSES

Maintenance and Light Repair

Contact Department Head Marc Bellerose  
([mbellerose@ccsnh.edu](mailto:mbellerose@ccsnh.edu)) for information.



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#### FALL COURSES

Intro to Auto Service  
Automotive Electricity I  
Auto Engines & Related Systems  
Automotive Electronics  
Chassis Service & Alignment Procedures  
Automotive Welding

Contact Department Head Al Host  
([ahost@ccsnh.edu](mailto:ahost@ccsnh.edu)) for information.



**Nashua  
Community  
College**

Nashua Community College is in the process of setting up automotive technology and collision repair certificate programs, with classes starting in Fall 2018.  
Contact Dept. Head Karl Wunderlich ([kwunderlich@ccsnh.edu](mailto:kwunderlich@ccsnh.edu)) for information.



# Bringing You Success with Online Training

By Ryan Hale, Environmental, Health and Safety Consultant

Well, it's been over two years since we rolled out our online training program. More than 70 members have used this program, and over two dozen businesses regularly use the site for their new hire and forklift training needs.

At this point, I would chalk this program up as a success. That said, only 5 percent of our current membership consistently uses this site for their new-hire training needs.

OSHA requires that certain trainings be provided by employers to new hires prior to their entering the work environment. These include trainings on Hazard Communication, Fire Extinguishers, Emergency Evacuation, Bloodborne Pathogen Awareness, Automotive Lift Safety, Respirator Use and Personal Protective Equipment. NHADA's online

training program meets the requirements for these.

Additionally, these trainings have been bundled into different categories by job description. There are new hire trainings for technicians, parts employees, recon employees, and more. By taking this approach we keep the costs down — \$10 per — for you and the member. Instead of taking, let's say, five different trainings to meet requirements, our new hire training for technicians has all five in one, for example.

If you and your company have yet to set up an online training account, please contact a member of the Loss Prevention department. Set up is easy and only takes a couple of minutes. Even if you are a smaller



Ryan Hale

employer that only hires one or two employees a year, this online training portal can be of value. The Loss Prevention department is willing to set up your account and add your new employee(s) as well as assign them the necessary courses.

Soon we plan to add additional non-safety courses to the portal such as Reasonable Suspicion training and possibly an EPA-approved 609 Freon certification. We are also able to customize a member's account and add trainings that they currently use in house.

This online training is a significant value to you, our members. Call a member of the Loss Prevention department to schedule a visit at 800-852-3372 or email me directly at [rhale@nhada.com](mailto:rhale@nhada.com).

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# Marking the Halfway Point in the Legislative Session!

Daniel Bennett, Vice President of Government Relations

Crossover marks the halfway point in the legislative session, when all bills that originate in the House and have been successful move on to the Senate and vice versa. As you have heard, this session has been one of the busiest in a long while.

The session started with over 1,000 bills filed, and close to 200 of those landed on NHADA's watch list.

To emphasize how busy the House has been, I will quote the House Clerk Paul Smith from a twitter post: "Happy Crossover Day! We dealt with over 760 pieces of legislation in the past 3 months! Well done to all in the #nhhouse."

That is a lot of work and bills. We have had some great successes at the Statehouse so far, fending off three separate attacks on the annual vehicle safety inspection program,

which would have been significantly weakened as roads became more dangerous. These three bills showed a great example of grassroots success.

We were successful because NHADA members were engaged at the hearing and at home. We issued a call to action, and over 356 advocates sent out 21,750 emails. Representatives listened to their constituents and supported annual inspections and safe roads.

We are still fighting other battles: workers' compensation bills; a hybrid/EV tax bill; a weakening of the distracted driving law; and enhancements to workforce, career and technical education programs; to name a few. We continue monitoring a family medical leave insurance bill and a road-use fee for fuel

efficient vehicles getting over 20 miles per gallon. NHADA also is supporting a legislative study to review reimbursement rates in the collision repair industry.

The second half of the session will undoubtedly be jam packed and is likely to fly by. With the session ending almost a full month earlier than last year, and legislators eager to get back to their home districts and start campaigning — it is an election year after all — the pace will once again be hectic.

We will remain vigilant and vocal, looking out for the interests of the motor vehicle industry at the Statehouse.

As always do not hesitate to contact me on any legislative activity or issue at [dbennett@nhada.com](mailto:dbennett@nhada.com) or call me at 800-852-3372. 📞

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# 2018 NHADA Crossover Reception

Wednesday, March 21 – Concord



Driving New Hampshire Forward



(L to R) Ryan Hale, NHADA; Sherman Packard, deputy speaker of the house (R-Londonderry); Jeff Platek of Betley Chevrolet and NHADA Board of Directors; and Dan Bennett, NHADA.



For some Reps, the debate continued after the session.

Photos by  
Michael Rosenblum  
and Nat Stout

Banter and cordiality were the order of the day.



(L to R) Tom Bucu (D-Conway); Dave Danielson (R-Bedford); Terry Wolf (R-Bedford).



(L to R) Janet Wall (D-Madbury) and Diane Schuett (D-Pembroke)

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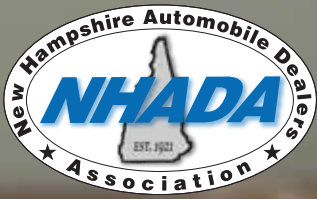
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-Mike Phillips, *Phillips Auto Sales*

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person. You really can't afford to miss it!

Topics focus on leadership, F&I, Sales, Millennials, Workforce, Online Merchandising, Digital Marketing, and Fixed Ops/Customer Experience. To learn more and register, go to: [www.nhada.com/Conference](http://www.nhada.com/Conference).

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**"More Efficient Customer Awareness:**

**Sticking to the Basics with Today's Customers While Eliminating Time Killers"**

**"Compliance: Are You Protected? Hot Topics and Real World Violations We See in Stores"**

**Ken Zwigart, American Financial & Automotive Services, Inc., an NHADA Diamond Partner**

**"Connecting the Dots Between Effective Online Merchandising and Profitable Growth"**

**Russ Daniels, Senior Manager, Product Marketing, HomeNet Automotive,  
a Cox Automotive Company and NHADA Diamond Partner**

**"Turn One-Time Visitors into Lifetime Customers"**

**Jim Roche, Vice President, Marketing & Managed Services, Xtime,  
a Cox Automotive Company, an NHADA Diamond Partner**

**"Digital Marketing"**

**Andy MacLeay, Director of Digital Marketing, Cox Automotive or  
Mike Rother, General Manager, Dealer.com, a Cox Automotive Company, an NHADA Diamond Partner**

**"The Four Decisions Business Owners/Leaders Must Get Right"**

**"Attracting, Developing and Retaining Top Talent"**

**"Fail-Safe Leadership: Straight Talk About Correcting the Leadership Challenges in Your Organization"**

**Bill Napolitano, ProActive Leadership Group, an NHADA Bronze Partner**

**"Proven Ideas for Successfully Increasing the Pool of Techs and Other Employees at Your Company"**

**Panel will be led by NHADA Recruiter Jessica Dade and will include:**

**Rick Gauthier, Service Director at Banks Chevrolet-Cadillac-Buick-GMC, Inc. and an NHAEF Director;**

**Dan Weed, Weed Family Automotive**

**Marc Bellerose, Automotive Technology Department Chair at Manchester Community College; and**

**Scott Mayotte, Automotive Instructor at Concord Regional Technical Center**

**"Strategically Understanding & Maximizing the Strengths of the Millennial Generation  
For the Future of the Workplace"**

**"How the Best Brands Build Trust and Credibility Among Millennials"**

**Matt Harrington, Growing Millennial Leadership, Harrington Brands**

**For additional information on the above sessions go to: [www.nhada.com/Conference/Presentations](http://www.nhada.com/Conference/Presentations).**



## MaryBeth Alosa Joins NHADA Board

MaryBeth Alosa, vice president at Patsy's Inc. and New England Kenworth franchises, has joined the NHADA Board of Directors, filling a provisional seat until May when she expects to run for a regular, three-year term.

MaryBeth is carrying on an Alosa tradition of service to the NHADA, which began with her father, Joseph Alosa, Sr., and includes her brother, Joseph "Jay" Alosa, Jr., a past NHADA chairman.

A Boston University graduate, MaryBeth is also a graduate of the Paccar Institute of Managerial Leadership.

"I'm very much looking forward to working with the other (board) members in furthering automobile, trucking, and the related industries in the state," she said.



MaryBeth Alosa

"I'm hoping my years of being involved with heavy trucks and manufacturer relations will be an asset to the board, and I'm looking forward to working with the New Hampshire Automotive Education Foundation to promote our industries to upcoming generations.

MaryBeth is also a professional photographer specializing in horses and dogs and lives in Pembroke.

The Alosa family recently celebrated the 100 year anniversary of Patsy's, as we noted in the November 2017 issue of *Dateline: NH* (see <http://bit.ly/2I-HDWWo> online.) Additionally, Joseph Sr. is the 2018 Truck Dealer of the Year, one of only seven in the nation so nominated, and a candidate for the national distinction, learn more about the honor at <http://bit.ly/2IG6Nuv>. 📌

## Trip Set to Help Peruvians

Perhaps it's no surprise that the daughter of NHADA Nurse Case Manager Marta Silakka is studying nursing at the University of Maine at Fort Kent (UMFK). Lexi Silakka, however, is taking her studies abroad in May and June to help the indigenous people of Huancayo Peru, and is seeking donations to help with the work she plans to accomplish there. She describes her plans here:

I am so excited to announce that I will participate in a medical aid trip to Huancayo, Peru this summer with

UMFK Partners for International Relief. I will be travel alongside other nursing students as well as community members from Fort Kent. While in Peru, we will provide medical care to residents of a remote village. As well as providing care, our goal is to bring badly needed supplies to them; including medical-, healthcare-, and personal hygiene-related items.

We will travel through the Foundation for International Medical Relief of Children. This opportunity is going to



L to R: NHADA staff Marta Silakka, Lexi's Mom; Lexi, Melissa LeBlanc; and Deb Dudley.

provide me with experiences that even nursing school cannot, and I am eager to make a difference in the lives of the people of Huancayo!

You can drop off items with Marta at NHADA Headquarters, 507 South Street in Bow. If you're averse to shopping, your donations may be made for the purchase of items.

Useful items include include cotton balls, alcohol wipes, tooth brushes, toothpaste (travel sizes preferred) and dental floss. 📌

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Jamison Long



**JM&A  
GROUP**

For more information, please contact Jamison Long at 324-7138 or email him at [jamison.long@jmagroup.com](mailto:jamison.long@jmagroup.com).

NHADA Association Partner



## Job and Resource Fairs Throughout NH in 2018

New Hampshire Employment Security has announced plans for numerous job and resource fairs throughout NH in 2018.

Here are scheduled events.

Learn more at <http://bit.ly/2G8C5bK>.

Thursday 4/12/2018	12, noon to 4 p.m.	UNH-Durham Hamel Recreation Center 5 Edgewood Rd. Durham, NH 03824	Thursday 9/6/2018	10 a.m. to 2 p.m.	Nashua Community College 505 Amherst St. Nashua, NH
Tuesday 4/24/2018	10 a.m. to 2 p.m.	North Conway Community Center, 78 Norcross Circle North Conway, NH	Monday 9/10/2018	10 a.m. to 2 p.m.	Great Bay Community College 320 Corporate Dr., Portsmouth, NH 03801
Thursday 4/26/2018	10 a.m. to 1:30 p.m.	Keene State College Spaulding Gymnasium 229 Main St., Keene, NH 03431	Thursday 9/13/2018	10 a.m. to 2 p.m.	Manchester Community College 1066 Front St. Manchester, NH 03102
Tuesday 5/1/2018	10 a.m. to 2 p.m.	St. Anne Hall 304 School St. Berlin, NH 03570	Tuesday 9/18/2018	10 a.m. to 2 p.m.	Lakes Region Community College, 379 Belmont Rd. Laconia, NH 03246
Thursday 5/10/2018	11am to 3 p.m.	Plymouth State University Merrill Place, 14 Merrill St. Plymouth, NH 03264	Thursday 9/20/2018	10 a.m. to 2 p.m.	New Hampshire Technical Institute, 31 College Dr. Concord, NH 03301
Thursday 6/21/2018	10 a.m. to 2 p.m.	St. George Greek Orthodox Cathedral, 650 Hanover St. Manchester, NH	Tuesday 10/9/2018	10 a.m. to 2 p.m.	River Valley Community College, 1 College Pl. Claremont, NH 03743



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# Online Training, *Made Easy.*

## NHADA's Online Training

Is an easy, **cost effective** way to comply with OSHA's time-of-hire safety training requirements. In addition to comprehensive new hire training for all positions within NHADA member businesses, it offers many other automotive specific trainings including:

- *Forklift*
- *Personal Protective Equipment*
- *Universal Waste*
- *Hazard Communication*
- *Automotive Lift Safety*
- *Fire Extinguisher*
- *Bloodborne Pathogen*
- *Emergency Preparedness*

Contact a member of the loss prevention department to set up your account today!



# Make Smart Health Care Decisions And Lower Your Out-Of-Pocket Medical Costs

Laurie Churchill, Field Representative

Did you know that costs of medical tests and procedures often vary widely with no significant difference in quality? This is why Harvard Pilgrim has a voluntary program for you and your family members called SaveOn, a voluntary program that makes it easy to find care at a lower-cost facility for elective, outpatient medical procedures and diagnostic tests.

## How Does SaveOn Work?

1. Call the SaveOn nurse at 855-7SaveOn or 855-772-8366, when your doctor orders a non-emergency outpatient test or procedure, such as a bone density study, colonoscopy, lab work, radiology (e.g., MRI and CT scan), mammogram or ultrasound.

2. The SaveOn nurse will:

- Compare the cost of health care facilities near you.
- Let you know if there are any lower-cost Harvard Pilgrim participating providers in the area.
- Reschedule your appointment and help with any paperwork.
- Help you find publicly available information about the quality of health care providers

3 If you choose to, and receive care from a lower-cost provider, you will earn a cash reward between \$25 and \$75, which will be mailed to you after Harvard Pilgrim processes your claim. Rewards are considered taxable income.

4. Your plan requires a referral and/or prior authorization before you receive services from the lower cost provider. Please contact your Primary Care Physician (PCP) to obtain a referral

and/or prior authorization.

## Exclusions

These services are not included in the SaveOn program:

- Infertility services;
- Services for behavioral and mental health, including substance use disorders;
- Prescription drugs;
- Emergency services; or
- Sleep studies.

## Have a Procedure Scheduled?

To see if you can lower your out-of-pocket

costs, call SaveOn at 855-7SaveOn or 855-772-8366.

SaveOn is not offered on all Harvard Pilgrim plans. Ask us or your employer if your plan includes SaveOn.

Keep in mind that Harvard Pilgrim also has an easy-to-use online medical cost transparency tool called Estimate My Cost that all of our Harvard Pilgrim members can use to find cost estimates

Out-of-Pocket – continued on page 18



Laurie Churchill

## BRONZE



Gregory Holmes, Esq.

"Legal needs of the auto industry"

## Holmes Law Offices PLLC Attorney At Law

For more information please contact  
Greg Holmes at 224-8004 or email him at  
gholmes@gholmeslawoffices.com.

NHADA Association Partner

## DELTA DENTAL



## Make oral health a priority.

Dental insurance programs prompt health conscious lifestyle behaviors and, by design, emphasize diagnostic and preventive services.

Call Laurie Churchill at the Association Office at 603-230-2167 or 800-852-3372 for information on the dental program customized for NHADA members by Northeast Delta Dental.







Out-of-Pocket – continued from page 17 for providers and hospitals in Harvard Pilgrim's network. Read more about that in the March 2018 issue of *Dateline: NH* in the article entitled "It's Getting Easier to Estimate Health Care Cost" online at <http://bit.ly/2pxXQKF>.

Contact me if you have questions at 800-852-3372 or reach me with an email message at [Ichurchill@nhada.com](mailto:Ichurchill@nhada.com). 📧

### 2017-18 Unemployment Rates by Area

	Nov	Dec	Jan.
<b>United States</b>	3.9%	3.9%	4.5%
<b>New England</b>	3.5%	3.2%	TBA
<b>Connecticut</b>	4.3%	3.9%	TBA
<b>Maine</b>	3.0%	2.5%	TBA
<b>Massachusetts</b>	3.3%	3.1%	TBA
<b>New Hampshire</b>	2.5%	2.3%	3.1%
<b>Rhode Island</b>	4.3%	4.2%	TBA
<b>Vermont</b>	2.7%	2.5%	TBA

## Safety/OBD II Inspections Statistics

Safety Inspection Results	Feb '18	Percent of Total	YTD '18	Percent of Total
Total *	119,926	100.00%	250,225	100.00%
Passed	98,792	82.40%	205,777	82.20%
Corrected	12,081	10.10%	25,030	10.00%
Rejected	6,154	5.10%	12,967	5.20%
Untested	2,899	2.40%	6,451	2.60%
<b>OBD II Inspection Results (20 yrs. old and newer)</b>				
Total	107,518	100.00%	224,277	100.00%
Passed	95,748	89.10%	199,177	88.80%
Rejected	7,465	6.90%	16,179	7.20%
Untested	4,305	4.00%	8,921	4.00%
<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 February 2018

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

	Current 12 Months	Prior 12 Months	% Change	Feb '18	Feb '17	'18 YTD	'17 YTD
Titles Issued for New and Demo Vehicles:	128,028	129,822	-1.38%	9,374	7,242	19,641	23,332
Titles Issued for Used Vehicles:	264,209	256,970	2.82%	18,826	17,896	40,165	46,216
TOTAL TITLES ISSUED:	392,237	386,792	1.41%	28,200	25,138	59,806	69,548
Titles Issued with a Lien:				13,390	11,037	28,189	33,768
Titles Issued with no Lien:				14,810	14,282	31,617	35,780
Salvage Titles Issued:				1,351	1,160	3,446	3,116
Salvage Tags Issued:				165	168	370	328
Titles Issued for Heavy Trucks Years 1999 and older:				29	26	77	61
Titles Issued for Heavy Trucks Years 2000 and newer:				94	116	465	280
Titles Issued for Trailers:				646	606	1,366	1,461
Titles Issued for Motorcycles:				506	509	931	1,167
Titles Issued for Motor Homes:				45	38	97	108

**Title Stats Updated**

# Thank You 2018 NHADA Partners!

These Partners have answered the call and supported NHADA programs and events. Please consider your partners first when you need professional services for your business. To become a 2018 NHADA Partner please call Jean Conlon at 800-852-3372. Compiled January 23, 2017. Companies endorsed by the NHADA are listed first within each association partner level.

## DIAMOND

American Financial & Automotive Services Inc.\*

Cox Automotive, Inc.

## PLATINUM

NHAD Services, Inc.- Insurance Division\*

Gordon-Darby NHOST Services, Inc.

NHAD Services, Inc.- Products Division\*

TRUECar

NHADA Workers' Compensation Trust\*

WMUR-TV/WMUR.com

STAPLES® Business Advantage\*

## GOLD

Harvard Pilgrim Health Care\*  
Bank of America Merrill Lynch  
New Hampshire Union Leader

O'Connor & Drew, P.C.  
Service Credit Union

## SILVER

Northeast Delta Dental\*  
ACV Auction  
Albin, Randall & Bennett  
Devine Millimet

Southern Auto Auction  
St. Mary's Bank  
TD Bank/TD Auto Finance

## BRONZE

Cross Insurance (bonds only)\*  
DealerDOCX\*  
Ally

Holmes Law Offices PLLC  
Horsch/Lappen's Garage Equipment  
iHeartMEDIA

Alpha Warranty Services  
American Fidelity

Jewett Construction  
JM&A Group

Amy Martineau, Commercial Insurance Specialists

KeyBank

Arrow Equipment, Inc.

Lynnway Auto Auction

Auto Auction of New England

MacPage LLC

Auto Use

Auto/Mate Dealership Systems

Mike's Equipment Repair

AutoLeadStar

Nancy Phillips Associates, Inc.

Automotive Garage Tools (AGT)

NBT Bank

Bellwether Community Credit Union

Northeast Dealer Services

Bernstein Shur P.A.

ProActive Leadership Group

Cars.com

Resources Management Group, Inc.

Clean Harbors Environmental Services

Risk Theory Dealer Advisors

ConvenientMD Urgent Care

Rockland Trust Company

Cook, Little, Rosenblatt & Manson, p.l.l.c.

Sanel Auto Parts Co.

CUDL

Santander Bank

Enterprise Rent-A-Car

Steward Partners Global Advisory

ExpressMED/BOAC and Apple Therapy

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F&I Resources

The Telegraph, Ogden Newspapers of NH

GW Marketing Services

TR2 Corp/LSI Industries

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