



Ohio Board of Motor Vehicle Collision Repair Registration

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**Testimony of Michael R. Greene, Executive Director
Ohio Board of Motor Vehicle Collision Repair Registration**

**Presented to the Members of the
Senate Finance Committee
May 4, 2011 3:30 p.m.
Senate Hearing Room**

Chairman Senator Widener and esteemed members of the Senate Finance Committee, my name is Michael R. Greene, Executive Director of the Ohio Board of Motor Vehicle Collision Repair Registration, (Collision Repair Board). I have been serving as Executive Director since October 2006. Prior to that appointment, I served as the Investigator of the Collision Repair Board since April 2005. I have been employed with the State of Ohio for 32 years. I am honored to be here this afternoon to answer any questions you may have regarding our pending biennium budget request.

The Collision Repair Board became operational on January 20, 1999. Over ten years of effort lie behind our creation, efforts that were initially shouldered by collision repair industry leaders and subsequently, supported by your predecessors and many present colleagues. Their vision was, and still is, to bring the industry into the 21st century, promote increased professionalism, enhance corporate responsibility, and most importantly better serve consumer demands as they pertain to quality automobile repairs.

Ohio's 122nd General Assembly charged the Board with registering collision repair facilities within our state, from the large, modern, well-equipped facilities, to the small, one-person, family-run backyard businesses. Our Board must compel compliance with all applicable zoning, fire, OSHA, EPA, taxation, worker's compensation, and unemployment regulations within all collision repair facilities subject to the Board's regulatory oversight. Prior to our Board, legitimate repair facilities were operating under radical pricing differences as compared to illegitimate, so called backyard shops. The playing field was unequal, and the consumer unprotected. Illegitimate repair operators

were uninsured, not paying taxes, workers compensation, unemployment benefits, and costs associated with environmental protection compliance. The Board protects the consumer, while assisting the small business owners to remain competitive. We are the only State regulatory agency charged with overseeing the motor vehicle repair industry in Ohio. To date, our Board has registered over two thousand auto repair facilities.

Our office staff and investigator work closely with the collision repair shop owners to expedite the registration process. It is not the Board's goal to close down all unregistered repair shops, but to provide guidance reference regulatory oversight, and help educate shop owners, specifically new ones, of sound business practices and industry updates. It is imperative that the business owners are acutely aware of the registration process and subsequent requirements, and clearly understand our Board is here to serve as a conduit and informational resource. It is when the operator adamantly indicates that he/she has no intentions of complying to State of Ohio registration laws, that we proceed forward with the enforcement process.

The Ohio consumer is one of the primary focal points of the Collision Repair Board, and consumer protection is always in the forefront of our daily activities. The Board's website has numerous educational and informative links designed with consumer awareness in mind. The website provides information from consumer rights as they pertain to auto repairs, to filing a complaint against a repair shop or insurance carrier. We produce a newsletter posted on our website that provides useful information for the consumer and business owner. We include updates on new products for the industry, recalls from automotive manufacturers, updates in current legislation and much more.

The Board of Motor Vehicle Collision Repair Registration consists of seven members appointed by the Governor, with advice and consent of the Senate. Five of the Board members must be motor vehicle collision repair facility operators. One Board member must have expertise in motor vehicle mechanical repair, and one must be a representative of the public who has no financial interest in the motor vehicle repair industry. The Board meets four times a year, and Board members serve two, three-year terms.

During my tenure, I have hired a new administrative assistant and investigator. I have developed a new Mission Statement and Agency Goals, aimed at continuing *Common Sense* initiatives. Our staff has stepped up contacts with non-compliant repair facilities, resulting in the collection of back fees, and registering of shops that have not been legal for as far back as 2001. We have reviewed our entire e-licensing system and eliminated outdated and unused data. We have also updated the remaining data in the system, making our on-line e-licensing check easier for the consumer to use. I plan to continue implementing necessary improvements aimed at an efficient, effective operation.

The Ohio Board of Motor Vehicle Collision Repair Registration is making great strides toward the betterment of the industry. Our investigator travels statewide following up on complaints and pending cases. We investigate an average of 166 complaints per year. We have built a positive rapport with business owners and many other local and state government entities. We have worked hand in hand with the Bureau of Motor Vehicles, the Ohio EPA, the Department of Insurance, local fire departments, zoning inspectors and police departments. Personally, I have been involved with the

Department of Education developing curriculum for high school and college auto repair programs. All methods of improving the industry standards and protecting the interests of the consumer.

The Collision Repair Board is a rotary agency, and is self-supporting. We are currently funded through the annual collection of registration fees, which are \$225 per facility.

Board members and office staff are working diligently to ensure we are providing the best possible product, in a timely, efficient manner. We regulate the collision repair industry, the auto glass industry, the airbag replacement businesses, and the paintless dent repair and mobile units.

The Collision Repair Board continues to be a tool for consumer protection and industry balance. Our Mission Statement is as follows: *Effectively and efficiently enforce Ohio laws by implementing Common Sense initiatives to enhance consumer protection and promote industry growth and compliance.*

Thank you Chairman Senator Widener and members of the Senate Finance Committee for allowing me to testify. I will be happy to answer any questions that you, or the Committee members may have.