

AUTO COLLISION REPAIR LICENSING ADVISORY BOARD

MEETING MINUTES FOR DECEMBER 21, 2006

MEETING CALLED TO ORDER AT 10:37 am

Members present:

David Reynolds, New Century Auto Inc
Jeanne McCarthy, DBR
Dennis Gamba, Cranston Collision Center
Charles M. Nystedt, Metropolitan Property & Casualty Ins.
Lt. David Palmer, State Police
Richard Berstein, DBR
Gerald Galleshaw, Public

Others Present: Randy Bottella, Reliable Collision Center

R. Harold Thomas, Jr., Hal's Auto Body
Jina Petrarca-Karampetsos, Providence Auto Body
Steve Zubiago, PCI
Tim Knapp, Allstate
Brian Crysler, Allstate
Tom Pursley, Cornell & Gollup - Allstate
John Petrarca, Providence Auto Body
Patrick Quinlan, ABARI
Mark Fleming, Peerless
Jack Condon, Progressive
Larry Alan, Nationwide
Lou Rocha, Liberty Mutual
Al Olney, Amica
Ed Breault, Crown Collision
Bob Yabroudy, Blackstone Auto Body
Rep. Bruce Long
Joseph D. Lyons, Metlife

Reviewed November minutes Motion DR seconded JMC unanimous

RB: Passed out a letter from Mr. Suglia, general counsel for Amica. Questioned the Board's jurisdiction to direct insurance company on site appraisal standards.

JMC: Regulation 73 does include a section referring to Auto Body Storage Regulations.

RB: The Board is an entity within commercial licensing and that is its jurisdiction.

DG: Let hearings play out the Hearings may show nothing or a misinterpretation.

DR: Agreed the Board is supposed to write regulations based on complaints that they have no information, the matters should go through hearing.

CN: Stated that process will take too long, standards are long overdue.

DR: Auto Body shops are unable to put complaints into Department. If we continue with this new directive the standards will be one sided only on the auto body shops no standards for the appraiser.

JKP: The standards as now proposed would only affect a segment of the auto body industry. They would not affect DRP's and that would leave a whole segment free from these regulations. These measures would cost the independent repairers money and an additional burden. She questions whether Board can make a regulation that only affects a partial group within licensees.

LA: If body shops have a problem they go to legislature for relief. This is properly before the Board and there is no reason not to proceed.

BC: Commented that the complaints he filed were relevant: i.e. comments threatening in nature, boxed in cars, unnecessary supplements. Harassment is the biggest issue and has been escalated beyond reasonableness.

JMC: Perhaps the appraisal process could be filmed and these types of incidences could be documented.

BC: We would not allow that

JMC: Auto Body shops can film and record on their own property. Whether we would use this information or not is the question.

LtP: Agrees – the State Police don't want to be involved in "he said she said" scenarios. Video cameras clear up the matter. It makes sense in this day and age.

BC: We want to bring 2 people in for an appraisal a trainee and a supervisor

DR: The shops are not running training schools, who is paying for my time.

JMC: Many of these complaints have already gone through the Department in the form of Hearings or interpretations. Before discussing issues the Board should look at the previous Departmental decisions.

RB: The subcommittee should look at these items through previous decisions and interpretations.

Motion to set up subcommittee DG seconded CN – unanimous

Subcommittee members: DG, JKP, Rbot, PQ, CN, SZ, LA, JC, RepLong.

DR: Since Richard states that the standards cannot regulate entire appraisal activity under the Storage Regulations we should resubmit to Director

Motion to resubmit DR seconded CN unanimous

Certification of Technicians

DR: Board proposed outline and rather than trying to certify we should go straight to licensing. A recent survey showed that out 1000 vehicles checked after repair only 3 vehicles were considered satisfactory from the factory.

It would be unlikely that Grandfathering would be allowed in light of the technological advances in automobiles.

JP: Stated he is concerned about public and suggested the Board engage the State's technical schools to come up with a system for certification.

DR: The Board moved windshield safety to next month's agenda when board member Dan Coleman returns.

Adjourn 12:35pm