



Ohio Board of Motor Vehicle Repair

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

**Presented to the Members of the
Sunset Review Committee
Tuesday, February 9, 2016, 3:30 p.m.
South Senate Hearing Room**

Chairman Senator Jordan and esteemed members of the Sunset Review Committee, my name is Michael Greene, Executive Director of the Ohio Board of Motor Vehicle Repair. I am honored to be here this morning in support of maintaining the Board, and to answer questions you may have regarding the Board's functions.

The Motor Vehicle Repair Board became operational in 1999. Our vision was, and still is to promote increased professionalism, enhance corporate responsibility, and most importantly better serve consumer demands as they pertain to quality automobile repairs.

Through the Board's simple registration process, it helps ensure compliance. We work daily with other entities, including EPA, BWC, BMV and many local zoning and fire inspectors. Prior to the 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 are uninsured, not paying taxes, workers compensation, unemployment, or the 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 agency charged with overseeing the motor vehicle repair industry in Ohio, and 100% of our funding is from registration fees.

The Board is also designed to assist businesses and serve as a resource to automotive repair professionals in the state. In many cases business owners are confused or simply unaware of various federal, state, and local regulations. In these cases the Board helps shop owners navigate through the regulatory process – directing them

through the paperwork and connecting them with appropriate state agencies when necessary. The Board also provides updates to shop owners when changes occur that will have an impact on their businesses. These updates include changes in regulations, notifications of sound business practices, and other information that could have major impacts on their business operations. The Board does everything in its power to ensure that business owners are acutely aware of the laws and regulations facing the automotive repair industry. The Board is here to serve as a conduit and information resource.

The Ohio consumer is the primary focal point of the Motor Vehicle 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 for consumers' rights as they pertain to auto repairs. We include updates on new products for the industry, recalls from automotive manufacturers, updates in current legislation and more. We have an e-Licensing verification page where consumers can locate legitimate auto repairers in their area. We also assist in resolving complaints that may arise between a consumer and a registered repair shop.

The Board has made great strides toward the betterment of the industry. Our investigators travel statewide following up on complaints and pending cases. We have built a positive rapport with business owners and many other local and state government entities. In many cases, our investigators are the first ones into a business for an inspection. Our investigators have located stolen vehicles and parts, insurance fraud, tax evasion and other violations that have led to Federal and State indictments by

entities brought into a business because of our investigators. In the past three years, our two investigators have averaged over 1500 shop inspections, over 400 violation notices, and investigated an average of nearly 150 complaints. We have only had the luxury of two investigators for just over two years. Prior to that, one investigator covered all 88 Ohio counties. I respectfully challenge the committee to find one other Board or Commission with similar results.

It is important to note that we differ from other licensing boards in that we only REGISTER automotive repair shops. We do not license individual technicians, nor do we impose burdensome requirements like continuing education or minimum training standards. We register all types of repair facilities in the state, from the large, modern chain shops to the small, one-person mom and pop shops. We are charged with registering the collision repair industry, the auto glass industry, airbag replacement businesses, paintless dent repair and mobile units, and window tint installers. Our Board members and staff work diligently to ensure we are providing the best possible product, in a timely, efficient manner.

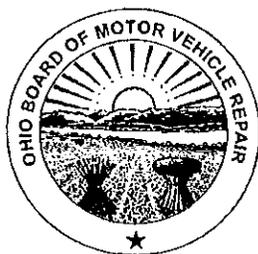
The Motor Vehicle Repair Board will always be a tool for consumer protection and industry balance. Our Mission Statement and Agency Goals are aimed at continuing *Common Sense Initiatives*, and our staff is committed to accomplishing the mission.

Thank you Chairman Jordan and members of the Sunset Review Committee for allowing me to testify. I would respectfully encourage the committee to consider maintaining the Board for the purposes mentioned. I will be happy to answer any questions that you, or the Committee members may have.



2015 INVESTIGATOR ACTIVITY REPORT

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| Shop Visits | 1688 |
| Renewal Reminder | 183 |
| NOV | 490 |
| New Shop Applications | 199 |
| Complaints Investigated | 142 |
| Shops Located "Out of Business" | 134 |



2014 INVESTIGATOR ACTIVITY REPORT

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|--|-------------|
| Shop Visits | 1952 |
| Renewal Reminder | 172 |
| NOV | 560 |
| New Shop Applications | 301 |
| Complaints Investigated | 137 |
| Shops Located "Out of Business" | 128 |