

WMDA NEWS

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An Official Publication of the Washington DC, Maryland & Delaware Service Station & Automotive Repair Association



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POST-CONVENTION
ISSUE!**

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EDITORIAL

by Roy Littlefield

WHAT A BIRTHDAY PARTY!



Congratulations on an incredibly successful, positive, and enthusiastic convention and trade show! What a way to celebrate our 75th anniversary!

Special thanks go out to Past-President Larry Jackson, President Rick Agoris, the Board, the staff (unbelievable job Marta, Kirk, Tirika, LaKisha, and Kevin), the speakers, the exhibitors, and the suppliers who hosted amazing hospitality suites.

Congratulations to the association award winners and the Customer Service Contest winners. Let me again recognize:

- Tim Malone Member of the Year: Lynn Cook
- James Carpenter Membership Award: Riaz Ahmad
- Member Safety Award: Stephen Powell
- Hall of Fame Inductee: Herb Patrick
- Membership Services Award: Ken Quasney
- Friend of the Industry: Eric Dana

I would like to again focus on WMDA and its 75th anniversary. What a remarkable achievement. The collective

efforts of so many concerned and giving individuals that really did make a difference.

WMDA was founded in 1936 when, as legend has it, a group of dealers began meeting periodically in a loft overlooking a house garage. Harry Wainwright was elected the first association President; and he later became the first Executive Director. That early organization was known as the "Greater Washington Area Service Station Association."

Shortly thereafter a similar group started meeting in Baltimore. In the early 1950's these two groups decided to merge and form the GWMSSA. In the late 1980's we added the "AR" as we expanded our membership to include automotive repair facilities.

In 1994 Delaware and one of the Pennsylvania regional associations joined and we changed our name to WMPDA. Meeting with the other Pennsylvania associations, we all realized and agreed that the Pennsylvania groups should join together – which they did – and we became WMDA.

In 1994 we also assumed the management of the Service Station Dealers of America and Allied Trades (SSDA-AT) and

immediately began an extensive and successful effort on Capitol Hill to amend the PMPA amendments.

Rick Agoris is WMDA's 34th President. I have had the honor and privilege of working with and under Paul Longley, Jim Stoker, Melvin Sherbert, Chuck Warns, James Jackson, Tom Reidy, Michael Ingle, Paul Fiore, Billy Hillmuth, and Larry Jackson.

Earlier Presidents who continued to serve on the Board of Directors during my tenure included Jack Hoffmaster and Woody Cole (who founded the political action committee). I have such fond memories and great stories of each of them.

I am the 11th Executive Director, and my tenure has been the longest. Some of you may remember my three immediate predecessors: Charles Binsted, Vic Rasheed, and Bill Shoemaker.

I have been blessed to have been able to work with a remarkable staff, including Marta, Tirika, Kirk, LaKisha, Megan, Paul, Wilson, Harry, Brenda, Ellen, Pat, Kim, Patty, Carey, Mike, Frank, Bob, Jennifer, Karen, Amy, and the Ennis twins. These are people who care so much about each other and so much about WMDA and its members.

I met my wife at an association event. My oldest daughter, Leah, has attended 28 straight conventions and now brings her husband and three children. My other children, Roy and

Christy, are both in college and have never missed a WMDA convention.

At our 50th anniversary convention (1986 in Hershey), we began collecting member thoughts and industry information to store away for future generations to open at our 100th anniversary in 2036. We did it again at the Awards Breakfast in Ocean City. We have attached a questionnaire for members who were not with us in Ocean City but would like to share their thoughts and experiences with future dealers and repair facility operators. Simply complete the questionnaire and return it to me at the association office. It will be a fascinating and fun event in 2036 when they hear your story.

Considering our 75 year history, it is clear that what has emerged is a sense of community or family. Independent businessmen who worked together and stuck together through good times and challenging times, in an effort to realize accomplishments for the betterment and protection of the community.

I believe that our future strength lies with an ever-increasing bond between independent dealers and repair facility operators who better appreciate and understand their environment and are more willing to band together for protection and for undertakings to enhance the image and position of the service station community and the automotive aftermarket. ♦

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AS I SEE IT

by *Marta Gates-Jones*
Director of Operations

ANOTHER SUCCESSFUL CONVENTION AND MEGA TRADE SHOW

From the golf tournament on Thursday morning, September 29th at Rum Pointe Seaside Golf Links to the Crab & Seafood Feast at Higgins Crab House North on Saturday night, October 1st, the 2011 WMDA Convention and Mega Trade Show was a huge success!



Each day was packed with activities – seminars, a legislative workgroup, a general membership meeting, a very special Murf’s Turf Town Hall, the Awards Breakfast and Harry T. Murphy Customer Service Contest, and much more. The Mega Trade Show had a bustling children’s center and there were lots of wonderful vendors – returning and new to the



show – with eye catching booths who had great raffles and freebies.

The Awards Breakfast acknowledged the best of the best in the Harry T. Murphy Customer Service Contest, along with many other annual awards. Congratulations to Lynn Cook of Parker’s Exxon for being elected WMDA Member of the Year! A very big thank-you to our Keynote Speaker, Howard County Executive Ken Ulman.



There was no way to stick to a diet in Ocean City during the convention – wonderful appetizers at Seacrets on Thursday evening, the Grille on the Bay luncheon on Friday afternoon, the wonderful food stations on the Trade Show floor, tons of great hors d’oeuvres at the Hospitality Suites on Friday night, the Blue Bunny Ice Cream Social on the Trade Show floor Saturday, to the fabulous spread of crabs, seafood and ribs at Higgins Crab House North on Saturday night, there was food everywhere!

Special thanks to WMDA President Rick Agoris, and WMDA Past-President Larry Jackson, co-chairmen of the Convention Committee, for all of the time and effort they put forth working with the WMDA Convention Committee and the entire WMDA staff – especially to ensure the success of the 2011 Convention and Mega Trade Show – well done gentlemen! ♦



KIRK'S KORNER

by Kirk McCauley
Director of Member Relations

GREAT CONVENTION SEMINARS AND MORE IN OCEAN CITY

MURF'S TURF TOWN HALL MEETING

Murf's Turf Town Hall Meeting brought out a full house of quality dealers this year. The seminar was all about how gas is purchased and the different terms, technology, risks, and rewards associated with buying fuel on the open market. Steve Hull and John Patrick were awesome. I learned enough to know that it's okay to buy some loads in advance when you have the opportunity and the risk is fairly small, but leave the BIG buys to professionals who can afford to get their clocks cleaned on occasion. Dealers walked away feeling they knew more about the process whether they were on "Rack +", or on DTW (Dealer Tank Wagon).

Now, what do we do next year? How do we top this? Any suggestions from members or suppliers are welcome.

I would like to thank Ewing Oil for allowing COO Steve Hull and Fuel Buyer John Patrick to share their knowledge and expertise with our members and for keeping it as generic as possible.

HARRY T. MURPHY CUSTOMER SERVICE CONTEST

The Customer Service Contest and Awards Breakfast started off Saturday morning with a crowd full of enthusiasm and smiles. Our Keynote Speaker, Howard County Executive Ken Ulman, commented that he was skeptical about getting that many people up early, in suits, to an awards breakfast that started at 7:45 a.m. What he didn't know is by that time on a normal day, our members had drank five cups of coffee, changed shifts, taken in most of the work for the day, checked gas prices, ordered parts, and checked two vendor deliveries. Awards Breakfast at 7:45 a.m. - "Piece of cake."

We had 11 new winners in the CSC, and for the first time we had co-winners on the Robert Eastham Award. I would like to thank all the winners and contestants in the contest for making the contest what it is. There are no losers when you work to improve appearance and customer service. The winners' names and pictures are on pages 17-20 in this issue.

Dave Feinberg and George Bowling, our inspection team, are dedicated to the cause and work for free. They are the BEST, and we couldn't do this without them.

MDE SEMINAR

Jackie Ryan of Maryland Department of the Environment (MDE) again did a great job on keeping members up to date on the issues of UST's and regulations at the MDE 2011 Update seminar. WMDA would like to thank MDE and Chris Ralston of the Oil Control Program for making education of our dealers a top priority.

C-STORE PROFIT FACTOR

Kerry Zuras should need no introduction or references because he has walked the walk. When Kerry talks about profit (or lack of profit) in bays or in a c-store and how to improve them, you better listen. Kerry has taken station after station, with bays and/or c-stores and made them into not only Bill Davis and Robert Eastham Award winners, but highly profitable businesses. Kerry's knowledge can help you improve your business or can help you assess the opportunity at a business before you purchase.

There were many other great seminars at the 38th annual Convention and Mega Trade Show in Ocean City - one in particular was the talk of our repair members all weekend - the MOSH Compliance Inspections seminar. This subject needs to get more attention, so we are working to bring it to you at our annual Training Day for Techs and Execs. As soon as we have the date nailed down, we will be sending out more information on that, and other training that we will have for our members in 2012. I hope you will take advantage of any training we may have. It's vital for you to keep ahead of the curve and keep your business out in front. ♦



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PAC UPDATE

by Frank Eberle
WMDA PAC Committee Chairman & 2009 WMDA Member of the Year

OCEAN CITY TIMES – EXTRA! EXTRA! EXTRA!

Greetings Readers: This reporter was on his toes today, remembering the appearance of the fabled, but seldom seen, "Green Caped Crusader," (fondly known as "The PAC Man") at last year's WMDA Convention Ribbon Cutting Ceremony at the opening of the Mega Trade Show at the Ocean City Convention Center. I pulled myself away from the NEWS Desk just to be on hand should there be a SCOOP opportunity again this year. It was last year, same time; the phones rang off the hook with flash reports of sightings and I don't want to miss this should another opportunity present.

If you remember, it was just as the Ribbon was about to be cut that the PAC Man appeared thru the Main Hall door, greeting the crowd with PAC Tickets in hand, and this reporter doesn't want to miss the SCOOP should something big happen again this year.

Back to 2011, the clock was approaching 4:00 p.m., Larry Jackson and Rick Agoris, past and present WMDA Presidents and Co-Chairmen of the Convention Committee, armed with the big golden Ribbon Cutting Shears, were on station, the crowd, hoping the PAC Man would magically appear, were watching the clock with anticipation.

The moment was broken as Marta was delivered a letter from the PAC Man, the crowd silenced, her hands shook while opening, then she read, "It says, Marta, I have constructed a TIME MACHINE so that I could travel back in time to summon help with selling my PAC Tickets. If I don't make it back in time for the Ribbon Cutting please find a volunteer to venture into my Time Machine,

place my Super Powers Green PAC Man cape on their shoulders, and it will guide them to me. I have adjusted the dials so PLEASE don't let anyone TOUCH THEM!!!"



Ken Quasney, CAR Chairman, stepped forward with an eager leap shouting, "I'LL GO AFTER HIM!" Donning the bright green PAC Man cape, he entered the TIME MACHINE. Silence captured the growing crowd, when all of a sudden, from within the Time Machine, the sound of a RINGING BELL filled the Hall, and that's when the Time Machine's returning portal opened and who should appear, but, from way back in 1761, it was Benjamin Franklin, in the flesh, tri-pointed hat to his brass buckled shoes, knee knickers, top coat, and ruffled jabot from his collar. He gazed the room through his nose-perched spectacles and asked, "Is this the WMDA Convention? And is this 2011?" The "yes" answer lead him to say, "Well how about that, that fellow who called himself "The PAC Man" must have been telling me the truth. Now he also told me that up here in 2011 many of the good folks carried a picture of me, Ben Franklin, around in their



wallet and that if I offer this here PAC TICKET in trade, they would gladly give me one of those "BEN FRANKLIN" pictures. "Now he wasn't fibbin' a little were he? 'Cause The PAC MAN said it was for a good cause!"

Ben shared with the crowd that by supporting the WMDA PAC Fund and by introducing yourself and your business connections to the legislators from your area or district, it is the best way of keeping them legislators from inside your business, "If you know what I mean," he said with a wink. Then someone asked from the

crowd, "Hey Ben, what's the bell for?" Well, son, since you asked, this is not an ordinary bell. "No sir-ee," you see this is a miniature Liberty Bell, it represents liberty, justice, democracy, and the American way. It rings for the right, as citizens of our great country, to band together, to assemble, to unite for a common cause, just as your WMDA/CAR PAC actions speak for your rights, this bell rings for the freedom to take your issues to the legislature and to have your VOICE heard. And with that, Ol' Ben rang the bell some more saying, "This is America, ain't she beautiful. Support your PAC because it's beautiful too. Now let me see some of those Ben Franklin pictures."

I spent most of the next two days following Ol' Ben around the convention. I wanted to corner him for a personal interview, but he didn't stop, he just kept going from booth to booth trying to find some of those Ben Franklin pictures. I gave him one myself but that didn't help, he kept moving on asking if everyone was having a successful show and collecting pictures. He suggested I go to the PAC booth where I could witness and report on the drawings about to take place.

Ben asked me to thank all those who purchased PAC tickets both prior to the Convention and to those who purchased them at the show and to please let them know much their support helps WMDA and CAR to keep our voice in Annapolis ringing just as loud as his mini Liberty Bell.

Special thanks also to the WMDA/CAR Board members who gave of their time selling and promoting the PAC, the contributions along with the good will becomes the blood that pump through the Association's veins. Thank you!

Board members who sold 10 PAC tickets or more deserve an extra pat on the back:

- Rick Agoris – 12
- Riaz Ahmad – 11
- Mario Bruno – 20
- Lynn Cook – 10
- Lucy Drayton – 10
- Marty Dustin – 10
- Frank Eberle/PAC Man/Ben Franklin – 24
- Larry Frederickson – 10
- Billy Hillmuth – 11
- Larry Jackson – 10
- Greg Kulick – 10
- Mike Mitchell – 13
- Mel Sherbert – 10
- Michael Smith – 10

Special thanks go to retired Board Member MIKE MITCHELL who sold 13 PAC tickets this year, and who has exceeded sales of 20 or more PAC tickets in previous years. Thank you sir, it was a pleasure working with you.

Last, but not least, thanks to Ben Franklin. He and the PAC Man sold 24 tickets.

PAC RAFFLE winners (\$100.00) Tickets

Congratulations go to:

- \$1000.00 – Greg Marcotte of Snowden River Shell in Columbia, (sold by Larry Jackson)
- \$500.00 – Ray Adolph of Ray Adolph's Citgo in Lutherville (bought with his dues)
- \$250.00 – Bob Dembo of Kettering BP in Largo (bought with his dues)

PAC BOARD winners (\$25.00) Business Card Board

Congratulations go to:

- \$500.00 – JR Rosenberger of Aspen Hill Shell, in Silver Spring
- \$250.00 – Harry Storm of Lerch, Early & Brewer, Chartered, in Bethesda
- \$100.00 – Lori Rodman of Century Distributors, in Rockville

Special Congratulations and thanks to Past President Larry Jackson. By having sold the winning Grand Prize ticket, and by having sold at least 10 PAC tickets, you will receive a \$250.00 credit to your WMDA Account. Way to go Larry, but a shame you didn't sell a few more because all PAC tickets sold beyond 10 would have earned you an additional \$25.00 per. Oh well, there is always next year. Thanks again Larry!

A very special thank you to the members who helped WMDA Director of Member Relations Kirk McCauley keep the PAC booth manned by volunteering their time to take shifts at the booth. Those members are:

- Rick Agoris
- Riaz Ahmad
- Jamie Brooke
- Nasir Cheema
- Lynn Cook
- J.R. Rosenberger
- Tom Watts
- Bob Weber

In closing, just one more BIG THANK YOU to those who, year after year, support the PAC, buying and selling, selling and buying. The PAC thanks you; WMDA/CAR thanks you; and I thank you.



**Frank Eberle,
WMDA First Vice President
AKA The PAC Man,
Ben Franklin, and...**

TIM MALONE MEMBER OF THE YEAR AWARD

For several decades the Association has recognized annually its "Member of the Year" – the individual who unselfishly gives back to the industry and to the Association so much of his or her time and talents.

In 1990, the Association unexpectedly lost its dear friend and First Vice President, Tim Malone. On July 23, 1991, the Board of Directors voted to rename the annual award the "Tim Malone Member of the Year Award."

Once again, this year's nominees were solicited from the entire membership. On September 6th the Board of Directors voted on the 2011 recipient.

The 2011 recipient has worked in the service station business for 44 years in Maryland and the District of Columbia, all at dealer owned Exxon stations.

He started in 1967 at the age of 15 as a gas pumper during

the week after school and on weekends.

Our recipient became a manager at the age of 16. He dealt with the gas shortages and long gas lines of the 1970's. He also had to deal with the station being torn down for several years for the building of the Metro System, during which time he continued to work in the industry at other service stations.

He worked several years as a mechanic, acquiring many ASC certifications, and became a partner of an Exxon station in Rockville in 1983 before buying his current Exxon station in November of 1991. It is at this station that he has won the "Small Business of the Year" award two years in a row from the "Businesses for the Bay" organization.

Our recipient became a WMDA board member in 2000, and has been extremely active in our District legislative efforts, going way above and beyond. Not one to sit back, he also supports Maryland Legislative efforts, supports the PAC, and our annual Training Day for Techs and Execs.

He has been married to his lovely wife Margo for 39 years, and they have one daughter, Jennifer, a son-in-law Ed, and three grandchildren – Sean, Ryan, and Courtney.

The recipient of the 2011 Tim Malone Member of the Year Award is WMDA Board Director Lynn Cook. ♦

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2010 Member of the Year Ken Quasney presents the 2011 Member of the Year Award to Lynn Cook.

AWARD CEREMONY AND MEETING HIGHLIGHTS



WMDA President Rick Agoris presents the 2011 Friend of the industry award to Eric Dana of DANA Insurance & Risk Management.



Nasir Cheema accepts the James Carpenter Award for Riaz Ahmad of NSR Petro Services, Inc. from Director of Member Relations Kirk McCauley.



Herbert Patrick is inducted into the WMDA Hall of Fame by Dr. Roy Littlefield; accepting are Pattie Patrick and Lucy Drayton.



WMDA President Rick Agoris presents co-winners Mark Samuels of SMO, Inc. and Mike Diebus of PEH, LLC with the District Manager of the Year Award.



Besides being among the Best of Brand award recipients, Kereakos Zuras also received the William Davis Award for Highest Rated Convenience Store.



Roy Littlefield presents the Member Safety Award to Stephen Powell of Thoroughbred Transmissions and Auto Care.



Keynote Speaker, Howard County Executive Ken Uhlman, addresses the crowd.



Dr. Roy Littlefield talks about the 75 year history of the WMDA.



Dr. Roy Littlefield presents Past-President Larry Jackson with a plaque to commemorate his service to the WMDA Board of Directors.

WMDA BOARD OF DIRECTOR CHANGES

WMDA would like to welcome President Rick Agoris and First Vice President Frank Eberle to their new positions on the WMDA Board of Directors.



Due to the hurricane and floods, the ceremony had been postponed several times, but Rick was finally sworn in by Immediate Past-President Larry Jackson on September 15th, and Frank Eberle was sworn in by new President Rick Agoris the same day.



WMDA would also like to welcome Joe Testa of Glen Echo Exxon to the Board of Directors. Longtime WMDA Board member Mike Mitchell wanted to step-down from his duties, and we thank him so very much for his dedication to the WMDA Board for so many years. He had consistently sold the most PAC tickets, and we will miss him. Joe Testa is a great addition to the Board of Directors, and we know he will do a great job representing Montgomery County on our Board. ♦



The membership adopted the following resolution during the WMDA Board of Directors meeting at the annual convention:

STAGE II REFUELING RULE

WHEREAS, on July 18, 2011, the U.S. Environmental Protection Agency (EPA) proposed criteria for determining that there is widespread use of onboard vapor recovery (ORVR) for capturing gasoline vapor emissions when gasoline-powered vehicle are refueled; and

WHEREAS, the Clean Air Act allows EPA to waive Stage II requirements when the EPA Administrator finds that ORVR systems are in widespread use in the vehicle fleet; and

WHEREAS, EPA is proposing a Stage II waiver date of June 30, 2013, estimating that 72% of vehicles on the road will have ORVR by that time; and

WHEREAS, the cost of equipping a station with Stage II recovery and conducting maintenance; testing, and the payment of license and other fees can cost a marketer/dealer in excess of \$100,000 for site; and

WHEREAS, EPA has estimated the national cost savings for facilities decommissioning Stage II vapor recovery systems to be over \$88 million annually;

NOW THEREFORE BE IT RESOLVED by the WMDA Service Station and Automotive Repair Association meeting on this 30th day of September, 2011, in General Assembly, that the Association will work with EPA, City and State regulators, and City and State legislators in Washington, DC, Delaware, and Maryland, to discontinue the Stage II mandates in all three jurisdictions.

SOCIAL FUNCTION HIGHLIGHTS

WELCOME RECEPTION



GRILLE ON THE BAY



CRAB & SEAFOOD FEAST



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Environmental Alliance
Ewing Oil Company, Inc.
First Merchant Services
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Jim Parsons of Lynott, Lynott, and Parsons, P.A.
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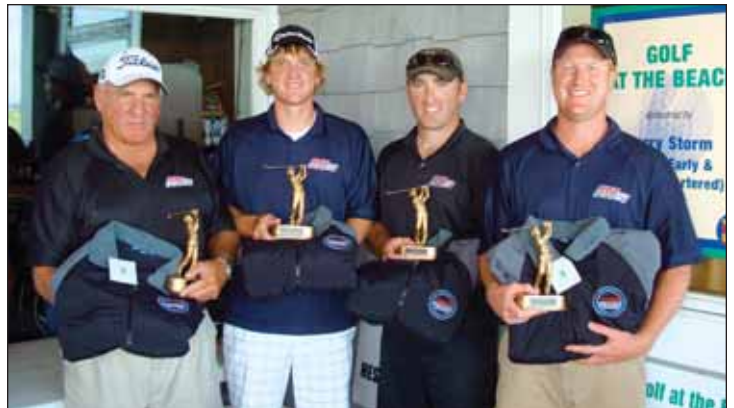
TOURNAMENT WINNERS



Longest Drive –
Jeff Kingsbury



Closest to the Pin –
Brian Hurst



First Place Team – Ron Kingsbury, Jeff Kingsbury,
Jeremy Kingsbury and Mark Devey



Second Place Team – Mike Capshaw, Don Churchey,
Brian Hurst and Chuck Parcelles

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HARRY T. MURPHY CUSTOMER SERVICE CONTEST AWARD WINNERS

BEST OF BRAND



BP – Monrovia BP
Owner: Kereakos Zuras



Citgo – Stevensville Citgo
Owners: Ehitbar Hussain/Nadeem Javed



Exxon – Franklin Boulevard Exxon
Owner: Diana Cavey



Gulf – Pulaski Highway Gulf
Owner: Terry Moore



Hess – Madsen's Hess
Owner: Keith Madsen



Liberty – Darnestown Liberty
Owners: Alex Diaz/Aldo Carbonard



Mobil – Kensington Mobil
Owner: Kazem Ghaffari Nik



Oceanic – Lutherville Oceanic
Owner: Adrian Hughes



Shell – Bowie Shell
Owner: Ron Ciuffetelli



Sunoco – River Hill Sunoco
Owner: Kenneth Wilhelm

DON'T MISS OUT ON THE 2012 HARRY T. MURPHY CUSTOMER SERVICE CONTEST!

To make sure your station or auto repair shop is entered into the 2012 Harry T. Murphy Customer Service Contest, please contact WMDA Director of Member Relations Kirk McCauley at 301-390-0900, ext. 114, or email Kirk at kmccauley@wmda.net.

HIGHEST RATED GAS ONLY SERVICE STATIONS



Award of Excellence – Frederick Shell
Owner: Joe Parsley



Award of Excellence – Madsen's Hess
Owner: Keith Madsen



Award of Excellence – Perry Hall Sunoco
Owner: Bruce Riley

HIGHEST RATED CONVENIENCE STORES



William Davis Award for Highest Rated Convenience Store
Monrovia BP – Owner: Kereakos Zuras

Joe Antonelli of Carroll Independent Fuel and the staff of Monrovia BP accept the William Davis Award on behalf of Kereakos Zuras from WMDA President Rick Agoris.



Award of Excellence –
Stevensville Citgo
Owners: Ehitbar Hussain/
Nadeem Javed



Award of Excellence –
BP at Columbia Crossing
Owner: Larry Jackson



Award of Excellence –
Kings Farm Shell
Owner: E & C Enterprises



Award of Excellence –
Pulaski Highway Gulf
Owner: Terry Moore



Award of Excellence –
Franklin Boulevard Exxon
Owner: Diana Cavey



Award of Excellence –
Highbridge Market BP
Owner: NSR Petro Services



Award of Excellence –
Walston Switch Sunoco
Owner: Xi Li



Award of Excellence – Grange
Grange Hall Road BP
Owner: Ranjit Hundal



Award of Excellence –
Cherry Hill Sunoco
Owner: Pam Thompson

HIGHEST RATED FULL SERVICE STATIONS

Robert Eastham Award for Highest Rated Full Service Station (Tie)



River Hill Sunoco – Owner: Kenneth Wilhelm

River Hill Sunoco owner Ken Wilhelm, his Sunoco Rep, and staff accept the Robert Eastham Award from WMDA President Rick Agoris.



Bowie Shell – Owner: Ron Ciuffetelli

Bowie Shell owner Ron Ciuffetelli, employee Carl Bethke and Michael Mulhern of PEH, LLC accept the Robert Eastham Award from WMDA President Rick Agoris.



Award of Excellence – Glen Echo Exxon

Owners: Joe Testa and Rick Lentz



Award of Excellence – Columbia Shell

Owner: Convenience Retailing, LLC



Award of Excellence – Darnestown Liberty

Owners: Alex Diaz/Aldo Carbonard



Award of Excellence – Beltway Shell

Owner: Kamran Youssefieh



Award of Excellence – Lake Liberty

Owner: Mario Bruno



Award of Excellence – Aspen Hill Shell

Owners: J.R. and Joanne Rosenberger

HIGHEST RATED REPAIR SHOPS



Highest Rated Repair Shop – Schnauble Automotive – Owner: Lewis Schnauble

Lewis and Grace Schnauble accept the award for Highest Rated Repair Shop from WMDA President Rick Agoris.



Award of Excellence –
Danny's Care Care Clinic
Owner: Danny Ruyter



Award of Excellence –
Wastler Auto Service
Owner: Dave Wastler



Award of Excellence –
Superior Auto Service
Owner: David Taggart



Award of Excellence –
Walt Eger's Auto Service
Owner: Walt Eger



Award of Excellence –
Precision Auto Service
Owners: Bud and Jackie Wildman



Award of Excellence –
Danneman's Auto Service
Owner: Jim Kronmeyer



Award of Excellence –
Rising Sun Motors
Owner: Mike Warshauer

THANK YOU TO OUR JUDGES

Former WMDA Board of Director and Hall of Fame members Dave Feinberg and George Bowling perform all of the inspections for the Customer Service Contest. They volunteer their time to travel all over Maryland, Washington, D.C., and Delaware to inspect every station and auto repair shop nominated. Our thanks to them for their time and efforts!



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