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EDITORIAL

Emotional Issues

by Roy Littlefield

"I am from the Federal Government, and I am here to help you!"

I just got back from a speaking "road trip" where I had an opportunity to speak to your counterparts in four different states – Virginia, Louisiana, South Carolina, and Arkansas.

The issues for service station dealers and automotive repair facility operators are remarkably similar across state lines. Like you, those aftermarket small business leaders are concerned about the AAA Approved Auto Repair program, periodic safety inspection programs,



state scrap and recycling programs, repair competition with new automobile dealers, OSHA inspections, and Fair Labor Standards Act violations. The latter two have become very emotional issues nationwide. Let me elaborate.

The Fair Labor Standards Act (FLSA) has long been an area of concern for the service station and automotive repair sectors. Before you get caught in an audit over violations that involve, for example, overtime compensation or salaried employees, talk to your accountant, or call the Association office, or call the Association attorney.

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We believe that raising the salary threshold from \$23,660 to \$50,440 annually is a significant increase. It will drastically increase labor costs and ultimately the cost of doing business; which will be felt by many small businesses in our industry. Small businesses do not have the ability to adjust to dramatic increases in labor costs without detriment to their business of the people they employ. This rule will have a significant impact on their ability to maintain competitiveness in the market.

You can be liable for hefty fines and penalties, even when you are making an honest attempt to adhere to the law.

time and a half for hours worked in excess of 40 hours for all salaried managers and assistant managers.

In a move that has caused a universal negative response from the aftermarket, President Obama has proposed, through the Department of Labor, changes to the Fair Labor Standards Act.

A few months ago, we submitted comments to DOL in reference to the Department's proposed rule published on July 6, defining and delimiting the exemptions for executive, administrative, professional, outside sales and computer employees.

The President is proposing that you pay

We have heard the following from our membership on what business decisions this proposed rule may cause them to make:

- Raising the prices of goods and services to pass on the cost to consumers
- Layoffs
- Changing employees from salary to hourly, which could impact benefits or mean reduced pay for

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weeks where less hours are worked

- Reducing base pay to account for overtime pay
- Turning full time employees into part time employees
- Reclassifying job duties
- Inability to expand the size of the business (slowing or stopping job creation), and
- Providing less flexibility in hours worked.

Our members believe that employees and employers alike are best served with a system that promotes maximum flexibility in structuring employee hours, career advancement opportunities for employees, and clarity for employers when classifying employees. The DOL's proposed regulation amending the exemptions for executive, administrative, professional, outside sales, and computer employees (the "EAP exemptions") may

impact the ability of association members to maintain that flexibility and clarity.

As we previously reported, for the first time in 25 years, fines assessed by the Occupational Safety and Health Administration (OSHA) are increasing. According to SESCO, OSHA is now required to implement an initial penalty "catch-up adjustment," which must be in place by August 1, 2016. The catch-up adjustment is tied to the percentage difference between the October 2015 and October 1990 Consumer Price Index, which is forecasted to be approximately 80 percent. This means the current maximum fine for a Willful and Repeat Violation will increase from \$70,000 to \$127,000 and the current maximum fine for a Serious Violation will increase from \$7,000 to \$12,500.

OSHA is required to pass an interim final rulemaking to finalize the catch-up adjustment. However, the increase is

scheduled to be issued as an interim final rule. This means that OSHA does not have to issue a proposed rule, which would be subject to a public notice and comment period before finalized. Instead, the rule will become effective immediately. After that, OSHA will be required to implement annual cost of living increases in the Consumer Price Index.

At each of the four regional dealer meetings I attended, OSHA audits were a very emotional issue. At one member forum, 35 small businessmen were in attendance and 16 were subject to OSHA inspections; and fined between \$16,000 and \$40,000 for what seemed to be inconsequential and easy to fix violations.

Uncertainty is a huge deterrent to business growth in a roller coaster legislative and policy environment. The government giveth and the government taketh away...





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ON THE LEGISLATIVE FRONT

OSHA to Drastically Raise Fines Later This Year

by Roy Littlefield IV
Government Affairs Assistant



At a recent OSHA roundtable, WMDA/CAR learned the details of the new OSHA fine structure. Fines will be raised by 80% later this year. In addition, they will be six months retroactive – meaning all current cases left unresolved will be subject to the new fines.

OSHA fines will increase for the first time in a quarter century, under a provision in the recently signed congressional budget deal. The Federal Civil Penalties Inflation Adjustment Act of 1990 exempted OSHA from increasing its penalties to account for inflation. The new budget, signed into law on November 2 by President Barack Obama, contains an amendment that strikes the exemption.

Now, OSHA is directed to issue an interim final rule increasing its penalties to account for current inflation levels, which would raise proposed fines by about 80 percent. This means the current maximum fine for a Willful and Repeat Violation will increase from \$70,000 to \$127,000 and the current maximum fine for a Serious Violation will increase from \$7,000 to \$12,500. The adjustment must occur before August 1, 2016. In subsequent years, OSHA also will be allowed – for the first time – to adjust its penalties levels based on inflation.

OSHA is now required to implement an initial penalty “catch-up adjustment,” which must be in place by August 1, 2016. The catch-up adjustment is tied to the percentage difference between the October 2015 and October 1990 Consumer Price Index, which is forecasted to be approximately 80 percent.

OSHA is required to pass an interim final rulemaking to finalize the catch-up adjustment. However, the increase is scheduled to

be issued as an interim final rule. This means that OSHA does not have to issue a proposed rule, which would be subject to a public notice and comment period before finalized. Instead, the rule will become effective immediately. After that, OSHA will be required to implement annual cost of living increases by January 15 of each year, with the adjustment tied to the year over year percentage increase in the Consumer Price Index.

If an OSHA inspection occurs prior to August 1, 2016 effective date, but the company receives the citation after the effective date, the increased penalties will be assessed.



Last year, OSHA conducted over 40,000 inspections and are planning to break that number this year. A large percentage of the inspections were conducted on those in the tire/automotive repair industry and some dealers faced fines of tens of thousands of dollars for inconsequential violations.

WMDA/CAR recommends signing up for the voluntary MSHA inspection program to avoid potential fines. These voluntary inspections allow for owners to be notified of violations, with a time table to fix them, before they are fined. Last year, 38% of businesses who reported an injury were inspected after. While 62% received a Rapid Report Investigation (RRI).

WMDA/CAR remains concerned with overarching fines and increased regulation on the repair and gasoline industries. We will continue to work with OSHA and MSHA to protect our dealers and repair shop owners. ♦



KIRK'S KORNER

2016 Legislative Wrap-Up

by Kirk McCauley
Director of Member Relations & Government Affairs

Annapolis 2016

WMDA/CAR had a pretty good year in Maryland legislation this year and a big part of that is because of our members testifying and sending emails or making phone calls when it counted.

On Monday, April 11, I had a senator tell me, "I am with you, call off your members." The senator was obviously talking about phone calls and emails on sick leave. The sick leave bill was added to the tax cut bill because they did not have the votes to get sick leave out of the finance committee. In the final hours before midnight on April 11, the Maryland house and senate could not concur on a version of the tax cut bill, so sick leave went down with it. The move to circumvent the process with sick leave (HB 580) in finance had backfired and while evidently legal, was sleaze at best.

My point is your involvement could have been that one vote that kept HB 580 from passing out of the senate finance committee. On its own, HB580 would have passed on the floor no matter how bad a bill it was for small business.

I would like to say this about sick leave. If you put aside the philosophical argument of the government telling you how to



run your business, our small group coalition had amendment to make the bill acceptable to small business. We could not get traction from the proponents on those amendments, but we did try.

Job one comes next election cycle in Maryland. It will be to unseat those legislators that think small business is nothing more than a piggy bank.

We had tobacco tax bills aplenty (up \$1.00 per pack and a bill



WMDA/CAR's Director of Member Relations & Government Affairs, Kirk McCauley, joins Ellen Valentino of MAPDA (Mid-Atlantic Petroleum Distributor's Association) and Drew Cobbs of MPC (Maryland Petroleum Council) and other dignitaries as Governor Larry Hogan, Senate President Mike Miller, and Speaker of the House Mike Busch sign House Bill 342/Senate Bill 277 into law. This bill will allow Maryland service stations to participate in promotions by their supplier or oil company.

to let counties and incorporated cities make their own law on tobacco). Minimum wage bill for \$15.00 hour, 21 day predictable scheduling bill that that would have employers paying employees for changing schedules and getting written permission to do so, a bill to let emissions stations do modified safety inspections (not on our watch), and many more bills that affect our membership.

WMDA/CAR did co-sponsor a bill with MAPDA so promotional programs could be run at stations (i.e. Shell giving away 50 BMW's or Sunoco NASCAR promotions for tanks of gas/gas for a year) that did pass and has been signed by the governor.

I guess my biggest disappointment of the session was not being successful in getting an increase in lottery agent's commissions. Again, we co-sponsored a bill with MAPDA and it came out of senate 47-0 and then stalled in the house Ways and Means. We will try again next year.

WMDA/CAR President Riaz Ahmad, Membership Chairperson Kassandra Foster, Government Affairs Co-Chairman Joe Parsley, Board members K.B. Bakhsh, Billy Hillmuth, and WMDACAR members David Beall and Sham Zia – some of them have testified multiple times – so shake their hand and thank them for a job well done.

All of the Maryland bills will be on our web site in the legislation section.

Groundhog Day

Now that the Maryland session is over, the individual Maryland Counties, the District of Columbia, and Baltimore City have fired "shots across the bow" at small business. It never ends. The union backed "fight for \$15.00" movement started in Chicago and was originally geared towards fast food restaurants. (The unions need paying members, and I think they will surely take a piece of that \$15.00 back when organized. I guess the lesson of Continental Bakeries (Wonder Bread/Hostess) and 18,500 jobs lost because the unions would not budge are just water under the bridge.

District of Columbia

Set to be introduced – a \$15.00 per hour minimum wage bill



from Mayor Bowser.

They have had hearings on a 21 day Fair Scheduling Bill that WMDA/CAR has opposed and testified on. We will continue to oppose this bill.

Baltimore City

Set to be introduced – a \$15.00 per hour minimum wage bill sponsored by seven City Council members. Twenty pages of legal requirements and heavy penalties – also has a Consumer Price Index attached (CPI)

Montgomery County

County Bill 12-16 was introduced on April 12, and is a \$15.00 per hour minimum wage bill sponsored by four County Council members and also contains a CPI.

Prince George's County

Prince George's County officials have said that if Maryland did not pass a Sick Leave Bill that they would continue with a bill they had on sick leave last year. Time will tell.

WMDA/CAR will represent our members and be their advocate. Bills in counties and cities are hard to stop when the sponsors are a majority of that Council that casts the vote. With that said, as more facts emerge, I will need our members to become proactive with emails and phone calls to their Council members. Look for legislative alerts via email. ♦



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MARYLAND HOUSE AND SENATE BILLS UPDATE

BILL #	BILL DESCRIPTION	POSITION	OUTCOME
HB0030	Criminal Law - Display of Material Harmful to Minors – Restrictions	Oppose	Defeated
HB0071	Tobacco Taxes - Healthy Maryland Initiative	Oppose	Defeated
SB0514	Senate Companion Bill		
HB0116	Motor Fuel Tax Rates - Consumer Price Index Adjustment - Repeal	Support	Defeated
HB0139	Tobacco Tax - Premium Cigars - Rate	Oppose	Defeated
SB0320	Senate Companion Bill		
HB0190	Civil Remedies for Shoplifting and Employee Theft	Oppose	Defeated
SB0508	Senate Companion Bill		
HB0342	Motor Fuel Suppliers and Retail Service Station Dealers - Promotion - Sales	Support	Passed
SB0277	Senate Companion Bill		
HB0394	Public Health - Hydraulic Fracturing Chemicals - Information & Fund	Oppose	Defeated
HB0401	Labor & Employment - Equal Pay for Equal Work - Revisions	Oppose	Defeated
SB0994	Senate Companion Bill		
HB0547	Letting Emission Stations Inspect Tires, Exterior Lights & Windshield Wipers - Biennial Inspection	Oppose	Defeated
HB0580	Labor & Employment - Maryland Healthy Working Families Act	Oppose	Defeated
SB0472	Senate Companion Bill		
HB0609	Prevailing Wage - Basis for Rate Determination - Survey Data	Oppose	Defeated
SB0650	Senate Companion Bill		
HB0675	Vehicle Laws - Mechanical Repair Contract	Support	Passed
SB0414	Senate Companion Bill		
HB0728	State Lottery - Licensed Agents - Commissions	Support	Defeated
HB0740	Task Force to Study Family & Medical Leave	Oppose	Defeated
SB0485	Senate Companion Bill		
HB0775	Criminal Law - Tobacco Products - Minimum Age	Oppose	Defeated
HB0861	Electronic Smoking Devices - Regulation and Taxation	Oppose	Defeated
HB0862	Maryland Redeemable Beverage Container Recycling Refund and Litter Reduction Act	Oppose	Defeated
SB0367	Senate Companion Bill		
HB0872	Maryland Wage Payment & Collection Law - Awards of Certain Fees and Costs and Prohibition Against Retaliation	Oppose	Defeated
SB1016	Senate Companion Bill		
HB1003	Labor & Employment - Equal Pay for Equal Work	Oppose	Passed
SB0481	Senate Companion Bill		
HB1004	Equal Pay Commission - Establishment	Oppose	Passed
HB1038	Labor & Employment - Labor Organizations - Right to Work	Support	Defeated

BILL #	BILL DESCRIPTION	POSITION	OUTCOME
HB1175	Fair Scheduling, Wages, and Benefits Act	Oppose	Defeated
SB0664	Senate Companion Bill		
HB1236	Vehicle Equipment - Counterfeit & Nonfunctioning Airbags - Prohibitions	Support	Passed
SB0969	Senate Companion Bill		
HB1372	Labor & Employment - Payment of Wages - Minimum Wage & Repeal of Tip Credit (Fight for Fifteen)	Oppose	Defeated
SB0940	Senate Companion Bill		
HB1478	Employment Discrimination - Sexual Harassment - Definition of Employer	Oppose	Defeated
HB1485	Other Tobacco Products - Local Laws for Sale & Distribution	Oppose	Defeated
HB1504	Distribution of Tobacco Products to Minors - Prohibition & Enforcement	Oppose	Defeated
SB0114	Prohibition on Distribution of Tobacco Products & Electronic Smoking Devices to Minors - Civil Enforcement	Oppose	Defeated
SB0196	Vehicle Miles Traveled Tax & Associated Mandated Devices - Prohibition	Oppose	Defeated
SB0223	Discrimination by a Place of Public Accommodation - Enforcement & Remedy	Oppose	Defeated
HB1269	House Companion Bill		
SB0361	Civil Actions - Hydraulic Fracturing Liability Act	Oppose	Defeated
SB0602	Maryland Healthy Vending Machine Act	Oppose	Defeated
HB1498	House Companion Bill		
SB0623	Maryland Pay Stub Transparency Act of 2016	Oppose	Defeated
HB0197	House Companion Bill		
SB0658	Retail Business Owners - ATM's - Notice of Skimming Device	Oppose	Defeated
SB0732	Elimination of Civil Penalties for Shoplifting & Employee Theft	Oppose	Defeated
SB0993	Procurement - Equal Pay Certificates - Requirement	Oppose	Defeated
HB0343	House Companion Bill		

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CAR TALK

Auto Repair Summit 2016 a Success

by Ken Quasney
Auto Sense & CAR Committee Chairman

SUMMIT

The first annual Automotive Repair Summit was a success! We had a great crowd. If you missed it, you must attend next year's Summit.

To start the event, we heard from **Yaron Rosenthal, the founder of Parts Authority**. He was very gracious and impressed with the Summit. Then we heard from **Tom Glenn of the Petroleum Quality Institute of America**. Tom discussed oil quality and issues throughout our area that are becoming problems. We also met with Tom earlier about forming a certification program through PPC Lubricants to qualify and verify the oil at our shops. This could be huge because of legal issues throughout the country.

Then we heard from **Maryland State Comptroller Peter Franchot**. This man is a great friend to the business community. He informed us that jobs are returning to Maryland mostly because of a change in climate in Annapolis for small business. That was refreshing to hear. **Our very own Kirk McCauley** gave us a run down on this year's legislative session. We dodged some huge bullets thanks to Kirk and our members who testified in committees. You can find out more about this year's legislative session on our website at www.WMDA.net.

Kevin Rohlwing from the Tire Industry Association was there

to explain some proposed changes in tire registration. Did you know that every tire you install, you are required to supply your customer with the DOT# and means to register tires? This can simply be added to your invoice. But, it must be written to cover yourself. Kevin also talked about tire aging. A very hot topic. Did you ever look at the age of a full size spare tire before you installed it on a client's car or truck? Imagine you install a customer's tire that has been in their truck for 10 years and sometime later they have an accident or blowout on that tire. Even though it is the customer's tire you can be held responsible. Kevin informed us he has seen a couple through the country and the legal ramifications are huge. Something to think about.

MINI Timmy! WOW, what a breath of fresh air! If you didn't come to this event for any other reason. You should have to meet and listen to MINI Timmy Tyrell and his parents. Timmy is 11 years old. He races late model modified on local tracks with the likes of men and women three times his age and WINS! Timmy has already given his resume to Rick Hendrick of Hendrick's Motor Sports fame. Just a while back, a friend of Timmy was stricken with Cancer. Timmy decided to make it a mission of his own to raise money for pediatric cancer. So far, he has raised \$380,000.00 toward pediatric cancer. AT AGE ELEVEN!!! This is one amazing kid.

Parts Authority, reported on their new Pronto Program with some



CAR Chairman, Ken Quasney, and WMDA/CAR Past President, Billy Hillmuth, lead the roundtable discussion at the Auto Repair Summit 2016.

amazing features for training. I myself am looking forward to the help. It includes webinars and videos along with formal training like we're used to. Also has training help and reimbursements for ASE certifications. I'm going to like that one for sure!!

Round Table: I really should use open discussion rather than round table. This was a chance for owners and managers to open up and they did! Most of the talk was about finding good help and what to expect from them. It was clear we are all having help issues. We also talked briefly about car count and training. The conversation kept returning to finding good help. That CAR committee has been discussing this issue and we are trying to figure out how to curb this monumental task. Some of our ideas are:

- Having a career fair
- Enhancing our training program and
- Maybe some kind of a campaign to glamorize our field of automotive repair

Let's face it. The past hasn't been kind to Automotive Techs. This has to change. If you have the ability to diagnose and fix modern vehicles today you are no longer a GREASE MONKEY. Yes I said GREASE MONKEY. You all remember that term. For the most part, (I'm using Walt Eger's term here) the automotive repair business is recession proof. When times get hard, people keep their older cars and yes they break frequently. That means they need us. There can be good money in this trade and we need to get the message out.

Door Prizes: Parts Authority gave away two large gift cards and Golf Balls by the box; PPC Lubricants gave away a \$500.00 Trek Mountain Bike; AMS/R.O. Writer gave away as much as 50% off R.O. Writer... WOW! There were lots of other gifts such as clocks, gift baskets with all kinds of goodies, etc.

Adams Taphouse Grille (formerly Adam's Ribs): ALL I CAN SAY IS THE FOOD WAS GREAT!!!

ARE WE GIVING AWAY THE FARM?

I wanted to add this because if you're like me, you can get complacent on pricing. I took off Friday. I caught up on some rest and other things, so Saturday I was bored out of my mind. I took a ride and stopped into one of the local parts houses that retail people use. You know who I'm talking about. I wanted to check the retail prices on some things I may not have priced correctly because I was using them as a loss leader. I hate that term, but it's the only one that really fits.

I was checking out the price on oil. To be specific, Castrol oil. I found Castrol High Mileage on the shelf for \$6.19 a quart – much more than I was selling it for. Castrol Edge was \$9.60 a quart. Now, I am not suggesting any price here so please don't price off of their prices. So, I went back to the shop just to see how bad I was screwing myself. I was a little upset with myself. So, I took that one step further. I called the local quick lube place.

It was one of the big ones. The girl answered the phone and I asked her for a price on my 2010 Dodge pickup 5.7liter. Right away she informs me, my truck takes 5w20 and they only have that in synthetic. She also informed me my truck takes 7 quarts of oil. That will be \$114.70 including tax. This was far less than I charge and I have seasoned certified Techs changing oil or more to the point, services.

Ok, at this point you're probably saying "well Ken, that's your fault" and you're right, it is. Look, I am an ATI graduate and I know the figures. But oil changes seemed to be the exception to the gross profit margin to me using the loss leader thought. Why? After 41 years in this business I still have some misconceived thoughts.

This Monday that all changes. I haven't raised my labor rate in two years and I will be going through all my menu items with gross profit in mind. We didn't spend all this time getting an oil program in place just for me to pass it on to everyone that comes through the door. No, it's supposed to be to increase profit (MY BAD). Prices are changing so quickly, it's hard to keep up. Milk, Bread, etc. At the Summit I talked to some shop owners who are still paying 50/50 with a parts percentage to Techs... WHAT? Here's the rub. Sit down and check your pricing. This stuff changes over night. I'm not saying rip people off. I'm just saying your pricing has to keep you profitable. Profit is not a bad word like some people would have you believe. ♦



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WMDA/CAR NEWS | MAY 2016

11



AS I SEE IT

Zombies in the Basement...

by Marta Gates-Jones
Director of Operations

Everyone has watched one of those horror movies where one of the actors approaches that door to the basement behind which strange noises are coming. They reach out to turn the knob you think, "Fool, haven't you ever been to the movies? Don't you know that the zombies or ghouls or some other equally disgusting creatures are waiting for you behind that door. Don't do it!" They of course open the door, blissfully unaware of the grisly fate waiting for them.

I get the same sort of feeling when I hear about our members having their computer systems attacked. Think about the following:

- "Someone dropped a thumb drive, I think I'll just plug it into my computer at work and see what is on it. Surely nothing bad will happen. If nothing else, I'll give it to one of my kids, they can use it on the home computer."
- "My good friend, the one who sends me those emails asking me to pass them along to three of my closest friends, just sent me an email with an adorable cat video. I just love cat videos, I'll open it on my computer at work and see what is on it. Surely nothing bad will happen. Doesn't the FBI monitor the internet keeping us safe from bad people?"
- "Someone from a small European country that I have

never heard of has sent me an email telling me that I might be the recipient of an inheritance. I always knew I was destined for better things in life, I'll just click on the attachment and follow the instructions. Surely nothing bad will happen."

- "My good customer Bob just sent me an email telling me that he is stuck in jail in South America. He needs me to wire money to post his bail. I didn't know that Bob was traveling, I am pretty sure I just saw him in the bank a couple of days ago. I probably won't try and call his house or wife or his cell phone to double check, I'm sure his email is legitimate."

If you were watching one of those horror movies you'd be yelling out "Don't do it!" If this were a movie you would see the green glowing blob patiently waiting to silently flow into the office computer. The blob just sits there though, waiting for the employee to hit that keystroke that opens the file. Now we see it watching as the person sits down at the computer and logs in, types in a password and opens up your software. The blob silently memorizes both the login ID and the password. Weeks can go by as the suspense builds. The ominous music begins to swell in the background, we know that something is going to happen when as fast as lightning, the blob springs to take control of your computer system, and your customer's info.





This is exactly what occurred in February of 2016 in Bangladesh. Criminals were able to place the blob in the form of malware on to the computers for the central bank of Bangladesh. Reports indicate that part of the malware included a key logger which was used to obtain passwords and other login credentials to the system created by the Society for Worldwide Interbank Financial Telecommunication ("Swift") used by banks to initiate funds transfers. In the end, \$81 million was wired through the bank's accounts at the NY Federal Reserve, apparently to a casino in the Philippines where it was converted into untraceable gambling chips.

It is not clear yet exactly how the criminals inserted the malware into the central bank's computers, but the situation underscores the need for cyber security. You are only as strong as your weakest link and the weakest link is usually someone who clicks on an attachment or picks up the thumb drive found on the floor. It is human nature to be curious and it takes constant training and reminders to personnel to remind them about appropriate responses. Employers are constantly hiring new employees and each of them brings their own personal history of computer "savvy" with them. Each of them must be taught immediately about the importance of not opening suspicious emails or attachments. Spam and malware filters hopefully block most of the incoming criminally engineered emails, but the criminals are resourceful and continue to innovate.

Lately I am told my email address has been used to send spam, and heaven only knows what else. I am sure you have seen email from friends, relatives, maybe even people you do business with regularly, but the subject line does not look right – "Now why would Marta be wanting to sell me Viagra?" DON'T open that! Believe me, that's the LAST thing I would try to sell!

The thing is, never click on a link in a strange email. Never put a found thumb drive in your computer, and take some time to stay up on the latest scams. Keep your family and employees aware of the scams too. It is a shame we have to be so jaded and untrusting, but the bad guys are out there, finding more and more ways to scam people out of their hard-earned money. Be vigilant! And keep the zombies in the basement... ♦

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IT'S TIME FOR WMDA/CAR ASSOCIATION 2016 AWARDS NOMINATIONS



by Kirk McCauley
Director of Member Relations &
Government Affairs
and
Marta Gates-Jones
Director of Operations

It's that time of year –
time to start thinking
about the annual
WMDA/CAR Awards
that will be given
out on September 10
at our Awards Breakfast
during the WMDA/CAR
Convention & Trade
Show in Ocean City.

Harry T. Murphy Customer Service Contest

The Harry T. Murphy Customer Service Awards are a tool to use in giving your employees the incentive to be their best, look their best, and have the facility looking its best inside and out. You get recognition from your peers, and you show your employees that you care. Have a contest within a contest – and reward your employees in different ways. For example – a trip to the ocean, race tickets, dinner, or what ever will work. The point is you do not have to win the contest for your business and employees to be winners.

This year we are changing things up. We are looking to separate “legacy stations” from “NTI” locations. Older stations deserve their own category so they are not competing with brand new “state of the art” locations. We are working out the details, and after consultations with suppliers, we will let you know how this plays out, and which category you should be nominated into.

Now, most WMDA service stations, convenience stores, and gas & go's will get nominations from suppliers. If you are a CAR repair facility, you will need to self nominate by emailing Kirk McCauley at kmccauley@wmdda.net to let him know you would like to be entered into the contest.

The same goes for any service station or convenience store that wants to enter on their own. Just email Kirk and he will be sure your station is entered into the contest. WMDA/CAR will sponsor these entries.

Because of the earlier dates for the Convention this year, you need to get your nominations in by June 17. I need your name, business name, business address with zip, and a cell phone number. Please put all this in your email.

Suppliers participating will be Carroll Fuels, PMG, Ewing Oil, SMO/PEH, Sunoco, and

South Side. I will also invite Empire Petroleum, Global Partners and Tevis Oil to participate. Current categories are:

- Service Stations with Bays
- Convenience Stores
- Gas & Go's
- Repair Facilities

Employee Appreciation Awards

With multiple locations now the norm, and most being run by managers, WMDA/CAR will have four awards to recognize those individuals that are the face of your business – the contact that the customer sees most often. These awards will be more difficult to judge and we will need your help. Suggestions are also welcome. Marta will email out the nomination form for these, so if you would like to nominate someone, please email Marta at mgates@wmdda.net or call 301-390-0900, ext. 115. The awards will be:

- C-Store/Service Station Manager of the Year
- WMDA Technician of the Year (Service Station)
- CAR Technician of the Year (Repair Shop without gas)
- Service Writer/Manager of the Year for Repair Shop

Spouse Appreciation Award

In the past several years, WMDA/CAR has begun to recognize the immense contributions made by the spouses of members. Janet Sherbert and Daphne Jackson, both wives of past WMDA/CAR Presidents, are now in the Hall of Fame – recognized for all they have done over the years. The Spouse Appreciation Award will honor a WMDA/CAR spouse who not only helps to keep the business running, but is the backbone of the family as well.

Marta will be sending out nomination forms for this award – and if you were at the Award's Breakfast last year, you got to see two very deserving wives accept their awards – Rose Quasney of Auto Sense and Donna Powell of Thoroughbred Auto Care. ♦

SAVE THE DATE

FOR THE WMDA/CAR CONVENTION & TRADE SHOW

SEPTEMBER 8-10, 2016

**The WMDA/CAR
CONVENTION &
TRADE SHOW
has everything
you need,
right in your
own backyard!**

**GO LOCAL
and come network
with other local
station and shop owners,
make deals with local
vendors and have fun
at Maryland's own
beach paradise!**

**MAKE YOUR PLANS
TO ATTEND TODAY!**

TENTATIVE SCHEDULE OF EVENTS

THURSDAY, SEPTEMBER 8, 2016

8:30 a.m. – 3:30 p.m.	Golf Tournament –	Rum Pointe Golf Links
	9:00 a.m. Shotgun Start**	
7:00 p.m. – 10:00 p.m.	Welcome Reception**	Seacrets

FRIDAY, SEPTEMBER 9, 2016

9:00 a.m. – 10:00 a.m.	SSDA-AT Board of Directors Meeting	O.C.C.C.
9:00 a.m. – 10:00 a.m.	WMDA Board of Directors & General Membership Meeting	O.C.C.C.
10:00 a.m. – 12:00 p.m.	Industry Issues Forum	O.C.C.C.
12:00 p.m. – 1:00 p.m.	Grille on the Bay**	O.C.C.C. - Bay Terrace
1:00 p.m. – 2:00 p.m.	Multiple Educational Sessions	O.C.C.C.
2:00 p.m. – 4:00 p.m.	Murf's Turf	O.C.C.C.
4:00 p.m. – 7:30 p.m.	Mega Trade Show with Reception from 5:30 p.m. – 7:30 p.m.	O.C.C.C. - Hall A
8:00 p.m. – 10:00 p.m.	Hospitality Suites	Clarion Resort Fontainebleu Hotel

SATURDAY, SEPTEMBER 10, 2016

7:45 a.m. – 10:00 a.m.	Awards Breakfast and Harry T. Murphy Customer Service Contest Awards Presentation**	Clarion Resort Fontainebleu Hotel
10:00 a.m. – 11:15 a.m.	Multiple Educational Sessions	O.C.C.C.
11:30 a.m. – 3:30 p.m.	Mega Trade Show	O.C.C.C. - Hall A
7:00 p.m. – 9:30 p.m.	Crab Feast**	Higgins Crab House

** Ticketed Event

The Mega Show, Educational Sessions, and Hospitality Suites are open to all members at no cost.
(Free admission is restricted to owners and personnel of service stations and repair shops only.)

Schedule subject to change.

VISIT WWW.WMDA.NET FOR UP-TO-DATE PROGRAM DETAILS AND TO REGISTER.



HOTEL INFORMATION

Clarion Resort Fontainebleu Hotel
10100 Coastal Highway
Ocean City, MD 21842
Phone: 800-638-2100

Cut-Off Date: August 8, 2016

ROOM RATES

Double/Double	\$155
One Bedroom Condo	\$175
Two Bedroom Condo	\$205
Three Bedroom Condo	\$310

Mention WMDA to receive group rate.

2016 WMDA/CAR CONVENTION & TRADE SHOW

September 8-10, 2016 • Ocean City, Maryland

THIS IS THE PLACE FOR YOU TO BE TO GET ALL THE
LOCAL INFORMATION, PRODUCTS AND SERVICES YOU NEED
TO GROW YOUR BUSINESS!

The WMDA/CAR Annual Convention & Trade Show

in Ocean City is the meeting place where the best of the best independent business men and women from service stations, repair facilities, convenience stores, and other related businesses gather to network, attend informative seminars, witness live demonstrations and learn about the latest products, services and technologies for the automotive industry.

2015 TRADE SHOW EXHIBITORS

Aflac	Kasmire International
AHT Automotive Equipment	Lighthouse 360
Air & Vac	Maryland Lottery
ALLDATA	Maryland Pump & Tank, Inc.
ATSG CO	Maryland State Police Automotive Safety
Auto Solutions, Inc.	Enforcement Division
Automastertraining.com	Meadowbrook Insurance Group
Automotive Training Institute	Mitchell 1
B&B Financial Services, LLC	MTD Services, Inc.
Benjamin F. Brown Insurance Agency	Net Driven
BG Products & Services	Parts Authority
Carroll Motor Fuels	Patriot Capital Corporation
Century Distributors, Inc.	PPC Lubricants/Castrol/Peak
Chesapeake Automotive Equipment	Petroleum Marketing Group
Clean Fuels Associates	Premier Waste
Columbia Services	R.O. Writer
Crompco LLC	Secure Streets Vehicle Safety Inspection
DANA Insurance and Risk Management	Training
Day, Deadrick & Marshall Insurance, Inc.	Shades Under the Sun
Directional Systems	Snap On Tools
Eastern Shore Coffee & Water	Spigler Petroleum Equipment, LLC
Eco Heating Systems Inc.	Sprague Operating Resources
Environmental Alliance, Inc.	The Wills Group
Ewing Oil Company, Inc.	Tilley Chemical Co.
First Merchant Services	Tire Industry Association
Hunter Engineering Company	Utica National Insurance Group
Intelicom, Inc./PAI	WMDA/CAR PAC & Member Services
Jones & Frank	Your App LLC



WMDA/CAR ENDORSED Membership Benefits & Services Providers

If your business needs any of the following products or services, be sure to check out these companies endorsed by WMDA/CAR.

ATM MACHINES

INTELCOM, INC.

Intelcom, Inc.
Larry Shapero
1-877-666-6269
Email: intelcom@verizon.net

CREDIT UNION



NASA Federal Credit Union
1-888-627-2328
Email: support@nasafcu.com
Website: www.nasafcu.com

INSURANCE – UNDERGROUND STORAGE TANK



DANA Insurance & Risk Management
Eric Dana
800-821-1990
Email: eric@dana-ins.com

AUTO PARTS SUPPLIER

Parts Authority Auto Parts Superstores

Parts Authority
Stan Bailey or Kevin Hill
202-829-6315
Email: sbailey@partsauthority.com

ELECTRICITY PROGRAM



Sprague Energy (MAAGIC)
Tom Gussen
732-440-0039
Fax: 732-440-0031
Email: tgussen@spragueenergy.com

LEGISLATIVE & REGULATORY INFORMATION



WMDA/CAR
Kirk McCauley
1-800-492-0329, ext. 114
Email: kmccauley@wmda.net

CASTROL BUYING PROGRAM – BULK OIL AND PREMIUMS



PPC Lubricants
Gene Nace
1-717-215-7253
Email: gnace@ppclubricants.com

INSURANCE – LIABILITY, WORKERS' COMP, HEALTH INSURANCE

*Benjamin F. Brown
Insurance Agency*



Benjamin F. Brown Insurance Agency/
UTICA/Meadowbrook
Ben Brown or Berry Brown
1-800-861-3434
Email: berry@benbrown-ins.com

TRASH/DUMPSTER BROKER

Premier Waste

Premier Waste Group
Ian Djuric
410-490-3769
Email: premierwaste6@gmail.com

CONVENIENCE STORE PRODUCTS



Century Distributors, Inc.
Lori Rodman
301-212-9100
Email: lrodman@centurydist.com

WEBSITE DESIGN & MANAGEMENT



Net Driven
Jon Napoli
1-877-860-2005, ext. 289
Email: jnapoli@getnetdriven.com

CREDIT CARD PROCESSING



First Merchant Services
Dan Cohen
1-866-511-4367, ext. 105
Email: dcohen@firstmerchant.us

INSURANCE: SUPPLEMENTAL



Aflac
Sarah Lewis
301-633-2790
Email: slewis@benassurance.com

LET YOUR MEMBERSHIP WORK FOR YOU!

Simply participate in all of the programs for which you are eligible
and you will save or make enough to pay for your membership in WMDA/CAR!



Creating dynamic partnerships
through powerful brand experiences

Since 1926, we've been providing our customers with quality products and services, getting them where they need to go and making memories along the way. Today, our comprehensive portfolio of brands offers the perfect blend of solutions to maximize sales and profitability.

With a long history of financial strength, our partners benefit from sophisticated accounting systems, professional marketing campaigns, top-tier training programs and extensive operational and financial support. Learn by emailing Tim Edwards directly at tedwards@twgi.net

