



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 Senate
General Government and Agency Review Committee
April 30, 2019 10:30 a.m.
Grant Hearing Room**

Mr. Chairman Senator Schuring and esteemed members of the Senate General Government and Agency Review Committee, my name is Mike Greene, Executive Director of the Ohio Board of Motor Vehicle Repair, (CRB). I have served as Executive Director since 2006. Prior to that appointment, I was the Investigator of the Repair Board. I have been employed in public service for over 40 years. I am honored to be here today to testify and answer questions you may have regarding our biennium budget request.

The Motor Vehicle Repair Board became operational in 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 promote increased professionalism, enhance corporate responsibility, and most importantly better serve consumer demands as they pertain to quality motor vehicle 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, BWC, and unemployment regulations within all 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. Our Board has registered over two thousand auto repair businesses, and we continue to maintain a positive, professional relationship with stakeholders.

Our office staff and investigators work closely with business owners to expedite the registration process. It is not the Board's goal to close unregistered repair shops, but to provide guidance reference regulatory oversight, and help educate business 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.

The Ohio consumer is one of the primary focal points 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 from consumer rights as they pertain to auto repairs, to filing a complaint against a repair shop or insurance carrier. For business owners the website provides useful information including updates on new products for the industry, recalls from automotive manufacturers, updates in current legislation and more.

The Board of Motor Vehicle Repair 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 quarterly, and Board members serve two, three-year terms.

The Ohio Board of Motor Vehicle Repair is making great strides toward the betterment of the industry. Our staff consists of myself, a program administrator 1, two field investigators and one investigator assistant. We have developed a Mission Statement and Agency Goals aimed at continuing to invest in Ohio's future. Our investigators travel statewide following up on complaints and pending cases. 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.

We have built a positive rapport with business owners and many other local and state government entities. We work hand in hand with the BMV, the Ohio EPA, the Department of Insurance, local fire departments, zoning inspectors, police departments, the National Insurance Crime Bureau and the Better Business Bureau. Many of our investigations have yielded felony indictments for criminal activity being covered up by the appearance of an auto repair shop.

The Motor Vehicle 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, and window tint installers.

With current appropriations, the Motor Vehicle Repair Board can continue to be a tool for consumer protection and industry balance and maintain the level of professionalism the auto repair industry in Ohio has come to expect.

Thank you Mr. Chairman Senator Schuring and members of the Senate General Government and Agency Review Committee for allowing me to testify. I will be happy to answer any questions that you, or the Committee members may have.