



**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 Transportation Subcommittee  
February 18, 2021 2:00 p.m. Statehouse Hearing Room 116**

Chairman Patton and esteemed members of the Transportation Subcommittee, my name is Michael Greene, Executive Director of the Ohio Board of Motor Vehicle Repair. I have been serving as Executive Director since October 2006. Prior to that appointment, I served as the Investigator of the Collision Repair Board since April 2005. I have been employed with the State of Ohio for 42 years. I am honored to be here this afternoon to answer any questions you may have regarding our pending biennium budget request.

The Motor Vehicle Repair Board became operational on January 20, 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 bring the industry into the 21<sup>st</sup> century, promote increased professionalism, enhance corporate responsibility, and most importantly better serve consumer demands as they pertain to quality automobile repairs.

Ohio's 122<sup>nd</sup> General Assembly charged the Board with registering 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, worker's compensation, 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. To date, our Board has registered over two thousand auto repair facilities.

Our office staff and investigators work closely with the repair shop owners to expedite the registration process. It is not the Board's goal to close all unregistered repair shops, but to provide guidance reference regulatory oversight, and help educate shop 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 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. We include updates on new products for the industry, recalls from automotive manufacturers, updates in current legislation and much more.

The Motor Vehicle Repair Board 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 auto repair industry. The Board meets four times a year, 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 investigators travel statewide following up on complaints and pending cases. We investigate an average of 150 complaints per year. We have built a positive rapport with business owners and many other local and state government entities. We have worked hand in hand with the Bureau of Motor Vehicles, the Ohio EPA, the Department of Insurance, local fire departments, zoning inspectors and police departments. 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.

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.

The Motor Vehicle Repair Board continues to be a tool for consumer protection and industry balance.

Thank you, Mr. Chairman and members of the Transportation Subcommittee, for allowing me to testify. I will be happy to answer any questions that you, or the Committee members may have.