

# Drive: NH

N° 19	VOL 4	Issue 1 2022	NHADA
A PUBLICATION OF THE NEW HAMPSHIRE AUTOMOBILE DEALERS ASSOCIATION		THE BIG RAFFLE & SILENT AUCTION HAS A NEW DATE	



**BIG**  
**RAFFLE & SILENT AUCTION**

**\$25,000 GRAND PRIZE**  
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**The Big Raffle & Silent Auction: March 23rd**

*Read more on p. 6*

**Have you Created a LotDrop Account Yet?**

*Read more on p. 15*

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Get in the game and create a LotDrop account today if you haven’t already! Be sure to check off “Subscribe to stay updated with new products and offers!” when creating your account to be kept in the loop!

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As the new year rolls around and high school seniors head into their final semester, their future in the auto industry awaits!



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To ensure all dealerships are renewed in a timely manner, the DMV requests that all renewals be completed and mailed to the Dealer and Inspection Desk no later than March 1, 2022.

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Wholesale used vehicle values showed signs of cooling in the final month of 2021, with prices paid at auction heading lower in the final weeks of the year.

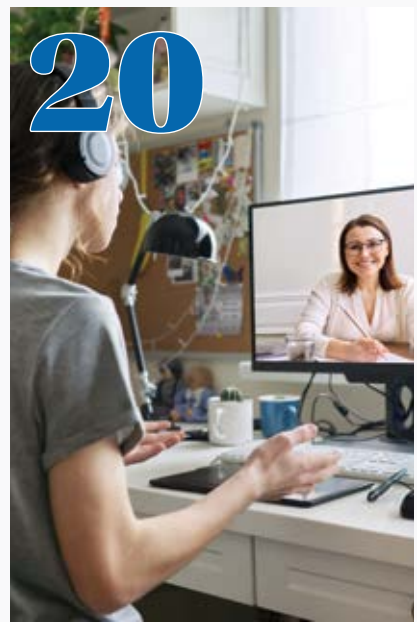
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Whether you're currently in treatment and/or are looking for more support, your NHADA Insurance Division Harvard Pilgrim health plan gives you lots of options.

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# The State House Floodgates Are Open –

## BILL HEARINGS AND MORE BILL HEARINGS



DAN BENNETT

V.P. OF GOVERNMENTAL AFFAIRS &  
ENVIRONMENTAL SPECIALIST

### **A**nnual Vehicle Safety Inspection Being Attacked Once Again

The NH House of Representatives and Senate sessions opened with a flood of conversation on some very important issues.

In this session, 966 bills have been filed as of this writing, and an additional 148 were filed but withdrawn. Every bill will get a public hearing, a committee vote, and a full chamber vote. If the bill is successful at crossover, it will flip chambers and get another shot at the other side of the bicameral body before making it to the governor's desk.

This is the second year of the legislative cycle, which is usually lighter and ends earlier so legislators can get back home to work with constituents and campaign. The session ends almost a full month earlier than last year – the end of May – but the legislative load seems no lighter.

From the bills filed, NHADA has already identified critical issues to help ensure you have a great workplace and a productive and profitable business. Our watch list began the session with over 130 bills of concern, and in the coming months, NHADA will frequently educate you on many issues and ask for your support and voice.

The most important piece of legislation you'll hear about is **HB-1426: A repeal of the Vehicle Inspection Program for all non-commercial vehicles.** This bill, filed once again by Rep. Casey Conley (D-Dover) and co-sponsored by Rep. Kevin Craig (R-Lancaster), Rep. Andrew Prout (R-Hudson),

Rep. Matthew Santonastaso (R-Rindge), Rep. Rosemarie Rung (D-Merrimack), Rep. Peter Torosian (R-Atkinson) is a dangerous one.

Defeating this bill is our highest priority. The bill flies in the face of roadway safety for all citizens and motorists in NH. We will take on this fight armed with data and information regarding the risks associated with unsafe vehicles and the value of safety inspections. We will need your assistance with this fight. Representatives both on the Transportation Committee and in the full House will need to hear from you with a phone call and/or an email.

We will also remain vigilant on other roadway safety issues, such as defending the distracted driving law and ensuring the integrity of motorcycle safety efforts.

We have hit the ground running, so stay tuned. Remember to be prepared and be loud when we issue a call to action. When critical issues come up for a vote in committee or the full chamber, we will empower you with information. We will ask you to contact your legislator. Legislators are your elected officials sent to Concord by you to represent your interests. Their hearing from you is critical and makes all the difference. Be ready to show your grassroots.

**We need your input and voice in our legislative activity. As we have always said, "Our voice at the Statehouse in Concord is only as loud as yours back home!"** ↓

*Let me know if you have any questions on the above or any legislative matters. I can be reached at [dbennett@nhada.com](mailto:dbennett@nhada.com).*



# THE BIG RAFFLE & SILENT AUCTION: **March 23rd**



KALEENA GUZMAN

PROFESSIONAL DEVELOPMENT & MAJOR EVENTS MANAGER

**CHANGE OF PLANS:**  
**SAVE THE DATE!**  
**WEDNESDAY, MARCH 23,**  
**2022, 5:30-9:00**

We are beyond excited to see everyone in person at this year's Big Raffle & Silent Auction that will take place at the Bank of New Hampshire Stage in downtown Concord, NH. Because we want to have a fantastic in-person gathering with members, partners, students and teachers, we decided to change our original event date out of an abundance of caution.


So, **SPRING** into networking with us and mark our spring date of **Wednesday, March 23, 2022**, on your calendars for this year's Big Raffle & Silent Auction. Same great location, same great cause, and maybe some warmer weather!

This is one night where everyone will come together in person and enjoy great entertainment by the Flying Ivories

dueling pianos, savory and sweet hors d'oeuvres, tasty drinks, and even better company. Support the Education Foundation during their largest fundraising event to continue their work to grow the future workforce pipeline.

Spread the word and share with friends! Tickets and sponsorship opportunities are still available. Don't miss out on your chance to win \$25,000 to be used at a member or partner location. Better yet, purchase 20 for 20 tickets to be given to a student allowing them a chance to win a \$25,000 scholarship to a local community college for automotive. This event is not only a great chance to mingle but also to showcase your business through one of our many sponsorships. For any questions, please feel free to reach out to Kaleena Guzman at [kguzman@nhada.com](mailto:kguzman@nhada.com) or 603-224-2369. 📌

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PUBLISHED 1/2022



**Event info**  
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<https://www.nhada.com/raffle/buy-a-ticket>



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Betley Chevrolet	Lovering Auto Group
Bill Dube	Majestic Motors
Bob Leavitt Auto Truck	Marc Phillips Automotive Service
Bonneville & Son	Marshall's Garage
Bow Auto Parts	Maynard & Lesieur, Inc.
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Broken Wrench Repair	McDevitt Trucks, Inc.
Cantin Chevrolet	Mike's Quality Care
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Chrysler Dodge Jeep Ram of Claremont	Nault's Powersports Littleton
Chuck Lloyd - White Mountain Community College	Nault's Windham Honda
Cliff's Auto Body & Repair	New England Kenworth
Contemporary Automotive	New England Truck Center
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Dan O'Brien Subaru	Peter Thompson
Dave Illg's Collision Repair Center	Peters of Nashua
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# Thank You for Being a Driving Force for Good

Court Appointed Special Advocates (CASA) of NH thanks and celebrates Nancy Phillips and her team of partners, who raised **over \$170,000** for our advocacy work on behalf of children who experience abuse & neglect. We sincerely thank the individuals below for their generosity and for being a source of hope for victimized children across the state.

**Dan Dagesse**  
*DCD Automotive Holdings*

**Nancy Phillips**  
*Nancy Phillips Associates*

**Dan Enxing**  
*Volvo Cars Exeter*

**Johanna Cicotte**  
*Third Time/Cicotte Automotive Company*



**David Rosenberg**  
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**Sheree Kaplan**  
*Mercedes-Benz of Portsmouth*

**Anthony DiLorenzo**  
*Key Auto Group*



**NANCY PHILLIPS**  
ASSOCIATES

#### About CASA of NH

CASA of NH provides a voice for abused and neglected children and youth by empowering a statewide network of trained volunteers to advocate on their behalf so they can thrive in safe, permanent homes. Visit [www.casanh.org](http://www.casanh.org) for more.

# NHADA Winter Weather Slip/Fall Prevention Contest is a Great Way to Add Fun to Winter Storm Cleanup Activities



BRIAN DUPLESSIS

LOSS PREVENTION SUPERVISOR

**S**now removal and storm cleanup days aren't the easiest days to work at NHADA member locations. It's always windy and freezing cold after a good snowstorm, and moving snow is physically demanding, making for tough conditions for staff. Winter storms are one of the leading causes of employee injuries.

However, NHADA members can make the best of the weather situation, have a little fun, and spoil employees to participate in the NHADA Winter Weather Slip/Fall Prevention Contest.

The NHADA Winter Weather Slip/Fall Prevention Contest is a risk management campaign aimed at creating awareness of winter hazards, documenting the extensive efforts made by NHADA members to keep people safe and building employee morale. To participate, members need to email pictures of cleanup activities or slip/fall prevention ideas/hacks to their NHADA Loss Prevention Representative or Brian at [bduplessis@nhada.com](mailto:bduplessis@nhada.com). Members are allowed one entry per weather event, and EVERY entry wins a fabulous prize! Prizes include gift cards, NHADA apparel/swag, snow brooms, etc. At the end of the season, the member with the best entries wins the grand prize.

Last year's grand prize winner, Quirk Auto Dealers of NH, hosted a great catered party with a raffle for their employees in November. Quirk was chosen for their multiple entries, which included a novel idea from Steve Clermont, Facilities Manager, who places buckets full of salt at the base of gutter drains to keep the run-off from refreezing. (See photo at right.)

Past grand prize winners include Tri-City Chrysler Jeep Dodge Ram, Carlson's Motor Sales, Nashua Outdoor Power, Tulley Automotive and Manchester Collision Center. Ideally, there is little to no snow to clear. But when storms do occur, we strongly encourage members to participate as a way of documenting the work performed to keep employees and customers safe and to award employees whose hard work makes it happen. 📌

*If you have any questions about the NHADA Winter Weather Slip/Fall Prevention contest, please reach out to Brian at [bduplessis@nhada.com](mailto:bduplessis@nhada.com); or call 603-224-2369.*





AT THE END OF THE SEASON, THE MEMBER WITH THE BEST ENTRIES WINS THE GRAND PRIZE.



## Diane Fortier Retires After Long, Impactful Career



**F**ollowing a 21-year career with the NHADA Products Division, Form Specialist Diane Fortier has retired. Around the office, Diane was known for her optimism and, over the years, established many relationships with long-lasting customers. Toward the end of her career, she became a crucial player in the evolution of the NHADA Store (now known as LotDrop). Diane was gracious enough to delay her retirement for over a year as we transitioned to LotDrop and switched to a new internal accounting program. If you've gone through a DMS switch, you can imagine that undertaking. Diane also served as an excellent mentor for new team members learning the ins and outs of the Products Division.

"Diane's hard work and willingness to go above-and-beyond over the years will certainly be missed," said Dennis Roberts, Jr., Chair of the NHAD Services board.

"I can't say thank you enough to Diane, whose voice was a welcome sound to customers calling in," said NHADA President Pete McNamara. "NHADA's greatest asset has always been the selfless team members who clearly care about our customers and want each NH auto business to succeed. Diane was exactly that."

The Association wishes Diane the best of luck in her retirement and again, many thanks for her hard work over the years. 📌

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*Bob Boggus  
Owner  
Boggus Motor Company, McAllen, TX*



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# Time to Get Your 2021 Payroll Figures Together,

## THE WC AUDITORS ARE COMING



PETER SHEFFER

NHADA WCT DIRECTOR

To accurately calculate a member's premium, the NHADA WCT must perform an audit to determine members' actual payroll figures for the previous year. We have decided to use one auditing firm this year to keep the audits consistent. NEIS will be performing these audits beginning in January for NHADA Workers Compensation Trust members. You will have the choice of an in-person or virtual audit. Smaller members will be assigned a telephone audit. NEIS has a secure website for collecting your payroll information for virtual audits. This annual audit is critical. The auditors will be reviewing the 2021 final payroll figures to determine how accurately members' estimated their payroll figures.

Audits are performed beginning in January and must be completed by March 25. Once all audits are complete, we can begin the process of calculating rebates. Members can assist in this process by scheduling the audit timely, preparing for the audit, and promptly meeting with the auditor on the agreed-upon date and time. The auditors charge NHADA by the hour, so if they are kept waiting to meet with the member or for information, the audit will cost more. This cost is passed directly onto the members through increased administrative costs, adversely affecting rebates.

When the auditor performs the payroll audit, they must review the general ledger, payroll records, and at least three-quarters of the members' filed quarterly tax returns (IRS form 941). Gross overtime costs by each classification of an employee must be totaled. One-third of overtime is deducted from the payroll by classification for premium calculation purposes. **The auditor must see the gross overtime broken out by classification in order to exclude it.** All employees should be identified by name and title, including executive officers and owners.

The auditors will also review all 1099 forms to ensure that "employees," as defined by the workers' compensation statute RSA 281-A: 2, VI, (b) (1), are not misclassified as independent contractors (see <http://www.gencourt.state.nh.us/rsa/html/XXIII/281-A/281-A-2.htm>). The workers' compensations statute defines an employee in a seven-part test, and all seven

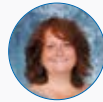
criteria must be met to prove a person is an independent contractor. The NH Dept. of Labor, U.S. Dept. of Labor, and IRS are all concerned about the misclassification of employees. If an audit from one of these entities reveals a misclassified employee, severe civil penalties may be levied. Please remember that swap drivers are generally considered employees and not independent contractors unless they are employed by a company providing service to you and covered by their workers' compensation policy, or they hold themselves out to be a business unto themselves. The State and federal government will always decide on the employer/employee relationship based on the applicable statutes. Please contact Pete Sheffer or the NHADA Legal Hotlines if you have questions.

Members' 2021 premium will be recalculated upon receipt of the completed audit, and a final bill will be produced. If the net result is an overpayment, the overpayment will be applied to your 2022 premium. If the net result is an underpayment, a bill will be sent and is due within 30 days of receipt. All members will receive a copy of their audit with a bill or an explanation of how the overpayment will be applied to the future premium. If you have questions or concerns about the audit, please notify us immediately. Once the rebate checks are disbursed in May, an audit cannot be changed.

The 2022-year premium will be estimated based on the actual audit payroll figures from 2021. We understand that payrolls fluctuate over the year, particularly in the current economic climate. Therefore, in June of every year, we send out a self-audit form for members to complete to adjust the payroll figures. Our collective goal at the end of the year is to avoid large premium adjustments. If members believe their payroll figures have changed at any time during the year, please contact Marianne Gourgiotis to update your payroll figures. She will gladly recalculate your premium, and your monthly billing will be adjusted accordingly. ↓

*Remember to be prepared for your audit, have your materials ready and please do not keep the auditor waiting. Accurate premium billing is dependent upon accurate audits. Contact Marianne Gourgiotis if you have premium questions at 603-224-2369.*

# 2022: THE COVID-19 NEW YEAR



MARTA SILAKKA RN, BSN, CCM, COHN-S

NHADA WCT NURSE CASE MANAGER

**W**ho would have thought we would still be writing about, talking about, dealing with, and continuing to be just sick of COVID-19 still in 2022? This is not how we wanted to start our New Year, but working together and supporting our members as the pandemic continues is a priority for us.

No member has been untouched by COVID; whether it's your staff or their families or friends, everyone seems to have a COVID-19 story. The calls for assistance here at NHADA headquarters have diminished somewhat, but we know it's not because you aren't dealing with COVID; it's because we have all become somewhat experts on it.

On Jan. 6, 2022, the NH Department of Health and Human Services Division of Public Health Services Bureau of Infectious Disease Control released updated Isolation and Quarantine Recommendations for the General Public. These guidelines are available here:

[https://www.covid19.nh.gov/sites/g/files/ehbemt481/files/inline-documents/sonh/isolation-and-quarantine-recommendations\\_0.pdf](https://www.covid19.nh.gov/sites/g/files/ehbemt481/files/inline-documents/sonh/isolation-and-quarantine-recommendations_0.pdf)



The State of NH did not go with the CDC Guidelines exactly; some areas are different. The biggest difference is with quarantine guides. According to the CDC, persons who are unvaccinated or not "up to date" on receiving all recommended COVID-19 vaccine doses (including booster shots) should quarantine for at least five days. Then, they should wear a well-fitting face mask for an additional five days when around other people at home or in public locations after exposure to someone with COVID-19. In contrast to the CDC, the State of NH guidelines recommend quarantine only for household contact exposures. The state recommends everyone exposed to COVID-19 seek testing five days after the exposure. The CDC recommendations are here:

<https://www.cdc.gov/media/releases/2021/s1227-isolation-quarantine-guidance.html>



Business owners are reminded that the Isolation and Quarantine Recommendations for the General Public are what we all should be following to limit the spread of COVID-19 but remember, you can do more. Use these as the minimum guideline and consider going further;




consider doing more. A business can choose to be more conservative and use the CDC guidelines. You can consider mask mandates, and you can choose to add other mitigation measures to your business. We can always do more, but we should never do less.

Another big change is using the term “fully vaccinated.” That is no longer a term used per the CDC and the state. The new term is “up to date.” All the recommendations now refer to “unvaccinated” or “up to date” people. An up-to-date person has received all recommended vaccine doses, including the booster shots. If the person is not considered “up to date,” they will be recommended to follow the same recommendations as the “unvaccinated” person.

With the availability of home test kits, a challenge has arisen with the state gathering numbers. At the recent governor’s press conference, it was shared that if people test at home and find themselves positive for COVID-19 but do not report this status to their healthcare provider or the state, the number of positive cases will no longer be accurate. If you have symptoms of COVID-19 and seek testing, you should always keep your healthcare provider in the loop. Treatment options for COVID-19 aim to keep people out of the hospital, but most need to be initiated before day five of illness. Informing your healthcare provider of a positive result from a home test may be

the link you need to a treatment option. Here is a recent article on home test kits:

<https://www.cnn.com/2022/01/05/health/home-covid-19-test-how-to-report-tips-wellness/index.html>



The CDC recommends right now that if you have symptoms of a cold, the flu, or COVID-19, you should assume it’s COVID-19 until found not to be. This is a good reminder that these illnesses are all so similar. Testing can be a challenge with the limited availability of rapid home tests and the long lines you may encounter to get a PCR test. Even if you are found not to have COVID-19 but are ill, stay home and take care of yourself. COVID-19 is taxing employers to the max with staffing issues, but going to work with the flu or a bad cold can also lead to more lost days from work. The best guide is to stay home if you are sick and always keep your healthcare provider in the loop.

As always, we are here for all your COVID-19 questions and concerns. Please don’t hesitate to reach out. Keeping up to date on the latest COVID-19 information is a priority for us to assist our members during this difficult time. ⬇

Marta can be contacted at 603-224-2369 or via email at [msilakka@nhada.com](mailto:msilakka@nhada.com).

# Have you Created a LotDrop Account Yet?

Get in the game and create a LotDrop account today if you haven't already! Be sure to check off "Subscribe to stay updated with new products and offers!" when creating your account to be kept in the loop!

## LotDrop Also Has a New Invoice!

LotDrop is excited to announce we have a new accounting system with a modified invoice you'll be seeing soon.

**GO PAPERLESS!** In addition, customers now have the capability of having their invoices emailed to them in lieu of being mailed paper copies.

**Take a peek** at what our new invoice looks like below:

If you need any further assistance creating your LotDrop account or have any questions don't hesitate to reach out to us at 603-224-2369. We're here to help you!

# NHAEF Scholarship Season is Here



KATE AMROL

WORKFORCE DEVELOPMENT  
COORDINATOR

As the new year rolls around and high school seniors head into their final semester, their future in the auto industry awaits!

Our Workforce Development team is there to guide and support them as they make the transition from high school student, to college student, to auto technician. We spent the fall and early winter visiting New Hampshire's 20 high school auto programs promoting scholarships, college pathways, and automotive careers. Now, thanks to our members and their various donations throughout the year, we are preparing to award up to \$100,000 in scholarships to students attending New Hampshire's community colleges in the 2022-2023 school year.

Our scholarship application is online now, and the applications have already started rolling in. If you know a student seeking an automotive path, please encourage them to fill the application out now at [foundation.nhada.com/scholarships](https://foundation.nhada.com/scholarships). Recommendations from employers go a long way, so don't hesitate to reach out if you have a student working for you.

<https://foundation.nhada.com/scholarships>



There are also many ways students can win scholarship money this spring. Our Big Raffle provides every senior a chance at the \$25,000 grand prize. Thanks to our members, every high school senior receives a ticket. If a student wins, their tuition for a two-year auto program at

one of New Hampshire's community colleges will be fully paid! Be sure to buy your tickets today.

At the Big Raffle, we will also be awarding a \$5,000 scholarship to a lucky Race to 5K subscriber. With our Race to 5K, we have built an online community of students and parents interested in auto careers. It provides resources for all who join and helps us connect students with the colleges and industry track where they expressed interest. We currently have 688 subscribers and counting. One lucky number will be drawn at the Big Raffle to win the \$5,000 scholarship.

In March, students can also win scholarship money by competing at the NHADA and SkillsUSA competitions. There will be three competitions: automotive, small engine, and diesel. These competitions give students a chance to showcase what they have learned in a friendly but competitive environment. The top three finishers will win scholarships from NHAEF. If you are interested in sponsoring a student to compete, please let us know.

The Education Foundation works to ensure that money does not stand in the way of a student pursuing a career in auto. Last year, we awarded over \$85,000 in scholarships, and those recipients are about to start their second semester of college. Many have already begun working for our member businesses and have successfully launched their careers as auto technicians.

We look forward to supporting a new crop of students as they take their next steps toward their future! 🚗

*Questions about scholarships or anything workforce development? Please reach out to Kate at [kamrol@nhada.com](mailto:kamrol@nhada.com) or 603-224-2369.*

# Dealer License Renewal is Here



DAN BENNETT

VP GOVERNMENT RELATIONS AND  
ENVIRONMENTAL AFFAIRS SPECIALIST



To ensure all dealerships are renewed in a timely manner, the DMV requests that all renewals be completed and mailed to the Dealer and Inspection Desk **no later than March 1, 2022**.

You may find the following tips for the process helpful:

- You can find the application at [nh.gov/safety/divisions/dmv/partners/index.htm](https://www.nh.gov/safety/divisions/dmv/partners/index.htm). Choose the dealer license type under the heading "Motor Vehicle Dealers." Once you have clicked on the dealer license type, click on the application for a license and read the instructions for completing the licensing application. You will notice that this is the same application used for a new license; however, you will check the renewal box on the upper right-hand side.

<https://www.nh.gov/safety/divisions/dmv/partners/index.htm>



- Please make sure all questions on the application are **filled out completely**. DMV is unable to fill any

item in for you. Incomplete applications, supporting documents, and checks will be sent back.

- A certificate of good standing is required on all renewal applications. The link is [quickstart.sos.nh.gov/online/BusinessInquire](https://quickstart.sos.nh.gov/online/BusinessInquire)

<https://quickstart.sos.nh.gov/online/BusinessInquire>



- If leasing, please ensure your lease information is up-to-date.
- Please make sure your bond is up-to-date or continuous. If your bond is up-to-date, you just need to list the bond company name and bond number.
- If you do not furnish an inspection station, please ensure a current service agreement is provided. ⚠

For more information, please contact Dan directly at [dbennett@nhada.com](mailto:dbennett@nhada.com) or 603-224-2369.

# Manheim Forecast: GROWTH IN USED VEHICLE VALUES EXPECTED TO CONTINUE THROUGH SPRING 2022

NHADA DIAMOND PARTNER

COX AUTOMOTIVE INC.

**W**holesale used vehicle prices (on a mix-, mileage-, and seasonally adjusted basis) increased 1.6% month over month in December. This brought the Manheim Used Vehicle Value Index to a record high of 236.2, a 46.6% increase from a year ago. The non-adjusted price change, however, declined 1.1% from November, leaving the unadjusted average price up 43.4% year over year.

- **Wholesale used vehicle values showed signs of cooling in the final month of 2021, with prices paid at auction heading lower in the final weeks of the year.**
- **Despite wholesale value declines, retail used-vehicle prices keep climbing, with average list prices now approaching a record high of \$28,000.**
- **Tax refunds and a supply-constrained market will likely lead to another round of price increases in the first half of 2022, before normal price depreciation returns.**

“The wholesale auction market began to slow in the final weeks of the year, but prices typically bounce in the spring,” said Cox Automotive Chief Economist Jonathan Smoke. “We don’t anticipate 2022 will be an exception, especially with record-level tax refunds expected and ongoing inventory challenges. Unfortunately for consumers, it will be the second half of 2022 before we begin to see normal price depreciation again, barring any further supply chain disruptions. Uncertainty exists around what, if any, impact the omicron variant will have on supply chain and inventory.”

Manheim Market Report (MMR) values saw weekly price decreases in December that accelerated in the final weeks of the month. MMR is a valuation tool used by tens

of thousands of consignors and dealers to assess millions of trade-ins each month. MMR is designed to be highly stable and avoid overreacting to short-term market ups and downs and provide an accurate measure of vehicle valuations regardless of market conditions.

Over the full four weeks of December, the Three-Year-Old Index declined a net 1.7%. Over the month of December, daily MMR Retention, which is the average difference in price relative to current MMR averaged 98.3%, indicating market prices were below MMR values.

The average daily sales conversion rate also declined in December. At 53%, the conversion rate was close to normal for the final month of the year. The sales conversion rate averaged 52% in December 2019. This indicates that the month saw a balance between buyers and sellers. As a result, every top-selling vehicle lost value month over month in December on a non-seasonally adjusted basis. However, more appreciation is expected with strong seasonal demand and robust tax refunds through the spring.

On a year-over-year basis, all major market segments saw seasonally adjusted price increases in December. Vans had the largest year-over-year performance, while the pickup, luxury car, and SUV segments lagged the overall market. On a month-over-month basis, no segment saw declines, as compact and luxury vehicles outpaced the market and remaining segments.

**High prices and inventory challenges lead to slowing sales**  
According to Cox Automotive estimates, total used-vehicle sales were down 4% year over year in December. The December used vehicle seasonally adjusted annual rate (SAAR) of sales was 39.1 million, down from 40.6 million last December and flat compared to November’s revised



## WHOLESALE USED VEHICLE PRICES (ON A MIX-, MILEAGE-, AND SEASONALLY ADJUSTED BASIS) INCREASED 1.6% MONTH OVER MONTH IN DECEMBER.

39.1 million SAAR. The December used retail SAAR estimate is 20.4 million, down from 21.6 million last year and flat month over month.

In the final weeks of 2021, used-vehicle retail supply moved higher while the average listing price climbed past \$27,000 for the first time, according to the Cox Automotive analysis of vAuto Available Inventory data. Normal used retail inventory is about 44 days' supply. It ended December at 54 days, above normal levels. Wholesale supply was also elevated, ending December at 33 days, above the normal supply of 23.

### Rental risk mileage continues to decrease as prices increase

The average price for rental risk units sold at auction in December was up 38% year over year. Rental risk

prices in December were up 3% compared to November. Average mileage for rental risk units in December (at 69,000 miles) were up 32% compared to a year ago and down 9% month over month.

To download additional commentary and data on the Manheim Used Vehicle Value Index from Cox Automotive, visit the Cox Automotive Newsroom. ↓

#### About Manheim

Manheim® is the nation's leading provider of end-to-end wholesale vehicle solutions that help dealer and commercial clients increase profits and efficiencies in their used vehicle operations. Through its physical, mobile, and digital sales network, Manheim offers services for decisioning, buying and selling, floor planning, logistics, assurance, and reconditioning. Operating the largest vehicle wholesale marketplace, Manheim provides clients with choices to connect and transact business how and when they want. With nearly 7 million used vehicles offered annually, Manheim team members help the company facilitate transactions representing nearly \$67 billion in value. Headquartered in Atlanta, Manheim North America is a Cox Automotive™ brand. For more information, visit <http://press.manheim.com>.

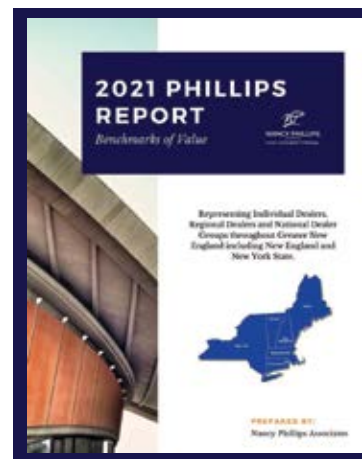
#### About Cox Automotive

Cox Automotive Inc. makes buying, selling, owning and using vehicles easier for everyone. The global company's more than 27,000 team members and family of brands, including Autotrader®, Dealer.com®, Dealertrack®, Dickinson Fleet Services, Kelley Blue Book®, Manheim®, NextGear Capital®, VinSolutions®, vAuto®, and Xtime®, are passionate about helping millions of car shoppers, 40,000 auto dealer clients across five continents, and many others throughout the automotive industry thrive for generations to come. Cox Automotive is a subsidiary of Cox Enterprises Inc., a privately owned, Atlanta-based company with annual revenues of nearly \$20 billion. [www.coxautoinc.com](http://www.coxautoinc.com)

## WHAT DO DEALERSHIP TRANSACTIONS IN NEW ENGLAND LOOK LIKE?



The Phillips Report is the only publication that specifically speaks to auto dealership transaction values, trends and trajectories in the New England and New York market areas.



[DOWNLOAD THE REPORT](#)

[WWW.NANCYPHILLIPS.COM/BLOGS](http://WWW.NANCYPHILLIPS.COM/BLOGS)



# Accessing Behavioral Health Care is Easy with Harvard Pilgrim



LORI PREVE

LICENSED INSURANCE PRODUCER

**W**hether you're currently in treatment and/or are looking for more support, your NHADA Insurance Division Harvard Pilgrim health plan gives you lots of options.

You have access to a vast network of behavioral health providers in all 50 states through our partner, United Behavioral Health (UBH).

These providers evaluate and treat general mental health conditions, such as depression and anxiety. This includes therapy – both in-person and “virtual” – and prescribing medication when appropriate and following regulatory requirements.

We want to ensure that you fully understand your behavioral health benefits and experience a smooth transition in care.

#### **Getting started: accessing behavioral health providers**

If you're enrolled in an NHADA Insurance Harvard Pilgrim health plan, you can find a provider online whenever you're ready.

*Not sure if your membership is active?*

Review these steps to check and be sure you're all set.

#### *No Harvard Pilgrim ID #?*

Call Harvard Pilgrim's SmartStart team at (866) 874-0817 for assistance.

#### *Got your ID number and need to set up your online account?*

It's easy. Follow the simple steps after the “Member Login” prompt at [harvardpilgrim.org](http://harvardpilgrim.org).

#### *Here's how to find a provider:*

- Log in to [harvardpilgrim.org](http://harvardpilgrim.org) and click “Find a provider” at the top of the page and select “Behavioral Health.”
- You can also filter for “Virtual Visits” here if that's your preference for care.

#### **Transition of care benefits: continuing care with a non-participating provider**

Members enrolled in our NHADA Insurance Harvard Pilgrim health care plans may request authorization to continue care with a non-participating provider for a transitional interval. Please be aware that authorization must be requested within 30 days of your enrollment effective date. To learn more about your transition of care benefits, please call the Behavioral Health Access Center at (888) 777-4742, where licensed care advocates are available to answer your questions and assist you.

If you are not yet enrolled with an NHADA Insurance Harvard Pilgrim health plan but are interested in potentially joining, you can still call the Behavioral Health Access Center to check whether or not your current provider is in the network.

**Virtual Visits: get care using your smartphone, tablet or computer**

Did you know that with NHADA Insurance from Harvard Pilgrim, you're covered for routine behavioral health "virtual" care?

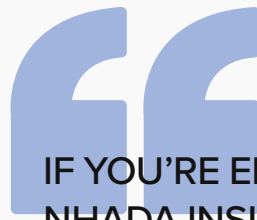
Even better, the convenience doesn't cost you more. Find a virtual care provider at [harvardpilgrim.org](http://harvardpilgrim.org).

Another virtual option for routine or occasional behavioral health support is Doctor on Demand. Get details and set up an account at [doctorondemand.com](http://doctorondemand.com).

These services are convenient for routine care and not meant for emergencies.

**24/7 Support**

For non-emergent, routine behavioral health treatment issues, please contact your behavioral health provider. If you need more urgent help with questions about treatment or need to get started with a behavioral health provider, please call the Behavioral Health Access Center at (888) 777-4742, where licensed care advocates answer calls around the clock seven days a week.



**IF YOU'RE ENROLLED IN AN NHADA INSURANCE HARVARD PILGRIM HEALTH PLAN, YOU CAN FIND A PROVIDER ONLINE WHENEVER YOU'RE READY.**

If you are experiencing a crisis or emergency, you should always call 911 or go to the nearest emergency facility right away.

Please note: Cost-sharing amounts may vary depending on your plan. As always, be sure to review your Schedule of Benefits for complete details about your benefits and coverage. ▲

*We are always happy to explain more about our benefits to our members. Please email Lori at [lpreve@nhada.com](mailto:lpreve@nhada.com) or call 603-224-2369 for further details or if you'd like to receive a quote.*

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**Make it easy for your employees to unleash their smile power with Delta Dental.**

With over 60 years of experience in dental benefits, we offer the tools, expertise, and exceptional overall value that will help your employees protect their smile and keep it healthy. Northeast Delta Dental is pleased to support the New Hampshire Automobile Dealers Association and provide a dental program customized for its members. Call 603-224-2369 for more information. [NortheastDeltaDental.com](http://NortheastDeltaDental.com)



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## New Members

**Mikes Quality Car Care**

1145 Union Avenue  
Laconia, NH 03246  
Phone: (603) 528-8588  
Owner: Shawn Bricknell

**KZ Used Cars and Trucks**

66 NH-125  
Brentwood, NH 03833  
Phone: (603) 205-2515  
Owner: Ken Zibolis

**Jake Kaplan's of Rochester**

**dba Rochester Toyota**

48 Farmington Road  
Rochester, NH 03867  
Phone: (603) 332-5131  
Owner: Sheree Allen

**Stratham ICL 4, LLC  
dba Honda Statham**

34 Portsmouth Avenue  
Stratham, NH 03885  
Phone: (603) 772-7300  
Owner: Marshall Jespersen

**WCK Concord - SB LLC**

**dba Capital City Subaru**

150 Manchester Street  
Concord, NH 03301  
Phone: (603) 225-0200  
Primary Contact: Dennis Wilson

**Mercedes-Benz of Manchester**

875 Gold Street  
Manchester, NH 03103  
Phone: (603) 669-6788  
Primary Contact: Michael Espey

**TCSNH, LLC. dba UVnGO**

8 Interchange Drive  
West Lebanon, NH 03784  
Phone: (603) 285-9001  
Owner: Richard MacLeay

**Shawn Shippee dba  
Shippee Auto**

753 Brattleboro Road  
Hinsdale, NH 03451  
Phone: (603) 336-5100  
Owner: Shawn Shippee



# Thank You, 2022 NHADA Partners!

These partners have answered the call and supported NHADA programs and events. Please consider your partners first when you need professional services for your business. To become a NHADA partner, please call Lisa Lavoie at 800-852-3305 or email [llavoie@nhada.com](mailto:llavoie@nhada.com). Companies endorsed by the NHADA are listed first within each association partner level. Learn more at [nhada.com/partnership-program](https://nhada.com/partnership-program).

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Cox Automotive Inc.

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NHAD Services, Inc- Products Division – ENDORSED  
NHADA Workers' Compensation Trust – ENDORSED  
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Gordon-Darby NHOST Services, Inc.  
WMUR-TV/WMUR.com New Hampshire

## GOLD

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STAPLES Contract & Commercial, LLC– ENDORSED  
Bank of America Merrill Lynch  
Northeast Auto Auction

O'Connor & Drew, P.C.  
Service Credit Union  
TRUECar

## SILVER

Northeast Delta Dental – ENDORSED  
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Albin, Randall & Bennett  
Ally  
Devine Millimet & Branch PA

McLane Middleton  
St. Mary's Bank  
Tyler, Simms & St. Sauveur, CPAs, P.C.  
Wipfli

## BRONZE

Cross Insurance – ENDORSED - bonds only  
csONE Benefit Solutions – ENDORSED  
Aftermarket Specialists  
America's Auto Auction Boston  
Auto Auction of New England  
Auto Use  
Auto/Mate by DealerSocket  
Bellwether Community Credit Union  
Bernstein, Shur, Sawyer & Nelson, P.A.  
Brown & Brown Dealer Services  
Cage Automotive  
Chase Auto  
Clean Harbors Environmental Services  
ConvenientMD Urgent Care  
Cook, Little, Rosenblatt & Manson, p.l.l.c.  
Drayton Distributors of New England - BG Products  
EasyCare New England  
Enterprise Rent-A-Car  
ExpressMED/BOAC and Apple Therapy  
GW Marketing Services  
Horsch/Lappen's Garage Equipment  
Huntington National Bank

iHeart Media  
Jewett Construction  
JM&A Group  
KeyBank  
Members First Credit Union  
Mike's Equipment Repair  
Nancy Phillips Associates, Inc.  
North East Dealer Services  
ProActive™ Leadership Group  
Resources Management Group  
Right Direction Financial Services Holdings, LLC  
Rockland Trust Company  
Salem Co-operative Bank  
Sanel NAPA  
Santander Bank, NA  
Sullivan Tire®/Lift Works Corp.  
TD Bank/TD Auto Finance  
TR2 Corp./LSI Industries  
VUE DMS  
ZURICH

*(2022 Partners at time of printing deadline)*

# By the Numbers

## 2021 Unemployment Rates by Area

	Oct.	Nov.	Dec.
United States	4.6%	4.2%	3.9%
New England	5.2%	5.0%	4.3%
Connecticut	6.4%	6.0%	5.8%
Maine	4.9%	4.9%	4.7%
Massachusetts	5.3%	5.2%	3.9%
<b>New Hampshire</b>	<b>2.9%</b>	<b>2.7%</b>	<b>2.6%</b>
Rhode Island	5.3%	5.1%	4.8%
Vermont	2.8%	2.6%	2.5%

## Safety/OBD II Inspection Statistics

SAFETY Inspection Results	December '21	Percent of Total	YTD '21	Percent of Total
<b>TOTAL</b>	114,382	100.0%	1,588,454	100.0%
<b>PASS</b>	95,918	83.9%	1,333,081	83.9%
<b>CORRECTED</b>	10,748	9.4%	149,519	9.4%
<b>REJECTED</b>	5,495	4.8%	75,319	4.7%
<b>UNTESTED</b>	2,221	1.9%	30,535	1.9%
OBD Inspection Results (20 yrs. old or newer)	December '21	Percent of Total	YTD '21	Percent of Total
<b>TOTAL</b>	101,373	100.0%	1,372,721	100.0%
<b>PASS</b>	90,051	88.8%	1,222,931	89.1%
<b>REJECTED</b>	7,076	7.0%	94,792	6.9%
<b>UNTESTED</b>	4,246	4.2%	54,998	4.0%

## Title Statistics Report December 2021

### New Hampshire Department of Safety, Division of Motor Vehicles

	Current 12 months	Prior 12 months	% of change	Dec '21	Dec '20	21 YTD	20 YTD
TITLES ISSUED FOR NEW AND DEMO VEHICLES	123,691	119,937	3.03	7,454	11,045	123,692	119,936
TITLE ISSUED FOR USED VEHICLES	267,166	244,249	8.58	22,081	22,191	267,168	254,217
<b>TOTAL TITLES ISSUED</b>	<b>390,857</b>	<b>364,186</b>	<b>6.82</b>	<b>29,535</b>	<b>33,236</b>	<b>390,860</b>	<b>374,153</b>
TITLES ISSUED WITH A LIEN				10,419	14,943	170,426	168,951
TITLES ISSUED WITH NO LIEN				19,116	18,293	220,434	205,202
SALVAGE TITLES ISSUED				1,258	840	10,963	13,321
SALVAGE TAGS				146	146	2,040	2,186
HEAVY TRUCKS MORE THAN 19 YEARS				34	41	401	374
HEAVY TRUCKS 19 YEARS AND LESS				529	195	2,503	1,786
TITLES ISSUED FOR TRAILERS				1,638	1,441	20,455	16,911
TITLES ISSUED FOR MOTORCYCLES				1,041	754	19,321	17,649
TITLES ISSUED FOR MOTOR HOMES				118	121	1,498	1,217

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**Bill Napolitano**  
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resultsimproved.com





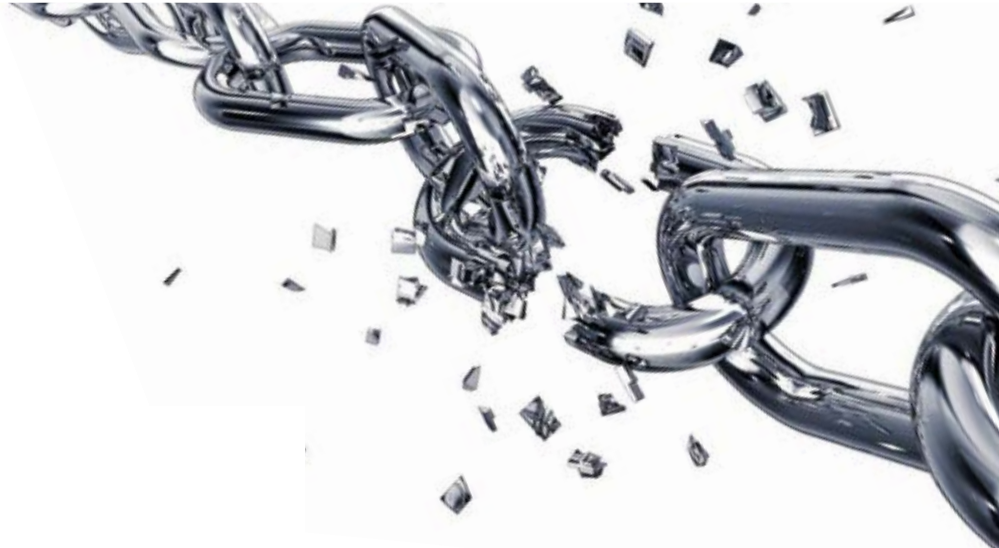
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The Dealer's Cloud-Native DMS



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