

# Drive: NH

N° 20	VOL 4	Issue 2 2022	NHADA
A PUBLICATION OF THE NEW HAMPSHIRE AUTOMOBILE DEALERS ASSOCIATION		NHADA FOUNDATION RAISES OVER \$100K FOR AUTOMOTIVE TECHNOLOGY THROUGH BIG RAFFLE	



**Springing Forward: A Note from The NHADA President**

*Read more on p. 6*

**David Hammer is NH's New NADA Director**

*Read more on p. 10*

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 March was competition season for automotive technology in NH.

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 What is a lone worker? Do you have employees who are considered lone workers?

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# NHADA Foundation Raises Over \$100K for Automotive Technology Through Big Raffle



KATE AMROL

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WORKFORCE DEVELOPMENT  
COORDINATOR



**N**HADA's Big Raffle & Silent Auction at the Bank of NH Stage in downtown Concord was a huge success. This annual fundraiser benefits NHADA's Education Foundation, raising money to support students pursuing automotive career pathways through the Community College System of NH.

The most exciting moment of the night was when the dedicated auditing team from Tyler, Simms & St. Sauveur, CPAs, PC, confirmed that the last ball pulled was assigned to McFarland Ford. Just moments after the announcement, Chris Lane, owner of McFarland Ford, was on the phone to say, "You're welcome," giving back the entire \$25,000 grand prize winnings to the Education Foundation's scholarship program.

"We are humbled by the generosity of McFarland Ford and all our members who contributed to the night," says Pete McNamara, NHADA President. "The true winner was the Education Foundation, and we look forward to being able to continue to support the future of the automotive workforce."

The runner-up of the raffle did not go home empty-handed. Collin Young, a senior at Salem High School whose ticket was purchased by Crest Auto World, received a \$1,000 scholarship and a gift card bundle. His automotive instructors, Joseph Liebke and Matt McCarthy, were on hand to receive the prize for him.

NHADA sold 1,000 tickets for the raffle through the generosity and support of many of our member businesses. The event raised over \$100,000 for the Education Foundation through ticket sales, sponsorships, and silent auction proceeds. The Silent Auction bidding intensified throughout the night, contributing to the energy of the overall event. The sponsors who made the event possible were:

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NHADA's Race to 5K promotion also wrapped up at the raffle with a student winning the \$5,000 scholarship. Ryan Hoelzel of White Mountains Community College was the winner of this prize. Runners-up Madison Andrews (Salem CTE), Parker Keeney (Plymouth Regional High School), Ethan Martin (Seacoast School of Technology), and Joey Kane (Dover CTE) received \$500 scholarships.

The Big Raffle supports the mission of the Education Foundation, bringing together industry and education and creating opportunities for the future of the automotive workforce. NHADA's efforts to support workforce development continue to build an educated and qualified pipeline. ▲



# Springing Forward:

A NOTE FROM THE NHADA PRESIDENT



PETE MCNAMARA

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NHADA PRESIDENT





THIS YEAR, THE NADA SHOW TOOK ON A FUTURISTIC THEME, PLACING A HEAVY EMPHASIS ON ELECTRIC VEHICLES. WHILE THE “ELECTRIC REVOLUTION” IS CERTAINLY UPON US, THE SPEED AT WHICH IT TAKES OVER FROM STATE TO STATE VARIES. FOR NEW HAMPSHIRE SPECIFICALLY, THREE CRUCIAL THINGS NEED TO HAPPEN: AVAILABILITY, INFRASTRUCTURE, AND CASH INCENTIVES FOR CONSUMERS.

At the NADA Show — the green pin that sat on my shirt said it all, “All-in on EVs.” Early last month, I joined our Time Dealer of the Year Nominee, Jeff Platek, Betley Chevrolet, NHADA Chairman Jay McFarland, Hampton Ford Hyundai, and our newly elected NADA Representative, David Hammer, Contemporary Automotive, at the annual NADA Show in Las Vegas.

#### **NADA**

This year, the NADA Show took on a futuristic theme, placing a heavy emphasis on electric vehicles. While the “electric revolution” is certainly upon us, the speed at which it takes over from state to state varies. For New Hampshire specifically, three crucial things need to happen: availability, infrastructure, and cash incentives for consumers. Recently, I was interviewed on WMUR, where we discussed this matter.

#### **Recent Legislation**

In its first full session back in the State House Chambers since the pandemic, the NH House of Representatives, in a unanimous vote of the consent calendar, voted Inexpedient to Legislate (ITL) — or kill — *HB 1426*. The bill, which would have repealed the annual vehicle safety inspection program for all non-commercial vehicles, received an 18-0 recommendation to ITL the bill from the House Transportation Committee. We received an overwhelming amount of support in our grassroots from our membership; thank you. Our voice at the State House is only as loud as

yours at home — and we are only successful because of your advocacy efforts. I don’t want this to fall into the hands of our opponents.

#### **New Hires**



Both the Education Foundation and Products Division have welcomed new team members. Danyelle Gourley joined the Foundation as an Administrative Specialist, and Elvis Sisic joined the Products division as a Field Sales Representative. You will likely see Danyelle or Elvis (or both!) at an upcoming NHADA event — be sure to introduce yourself as we welcome them aboard!

#### **Fundraising**

Also, last month we concluded our annual Big Raffle and Silent Auction. The event raised over \$100,000 for our Education Foundation. An extra \$25,000 will be available in the form of scholarships thanks to Chris Lane, owner of McFarland Ford, who won the Big Raffle and generously donated the \$25,000 right back to the Foundation. 📌



# Legislative Recap



DAN BENNETT

V.P. OF GOVERNMENTAL AFFAIRS & ENVIRONMENTAL SPECIALIST

As President McNamara reported, in its first full session back in the State House Chambers since the pandemic, the House Transportation Committee voted 18 to 0 to ITL, or kill, HB 1426. The bill would have repealed the annual vehicle safety inspection program for all non-commercial vehicles.

The full House confirmed that policy recommendation and voted to kill the bad piece of legislation for this session. NHADA would like to thank all legislators who supported our position on the bill. We would also like to thank all of our members who helped with this significant grassroots legislative victory. Through testimony, calls, and emails by members, we scored a significant and resounding victory.

NHADA Chairman Jay McFarland had this to say after the vote:



“(It) was a great day for the safety of NH’s roadways and the motoring public. NH legislators listened to the factual-driven arguments that were made by NHADA and its members and voted overwhelmingly in support of safety. Thank you to all the legislators (who supported us. I am sure that this is not the last time the



**THANK YOU TO ALL THE LEGISLATORS (WHO) SUPPORTED US.**

safety inspection program will come under attack, but NHADA will continue to rely on sound data and our grassroots support to continue our string of victories on this issue.”

A full collection of videos regarding Typical Safety Inspection Failure can be accessed in the QR code below. ▲

[nhada.com/hb1426](http://nhada.com/hb1426).







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# David Hammer is NH's New NADA Director



PETE MCNAMARA

NHADA PRESIDENT

In February, David Hammer of Contemporary Automotive was elected as a member of the National Automobile Dealers Association Board of Directors. As a new NADA director, David will represent New Hampshire auto dealers on concerns of national importance with the national association and will be our association's liaison to NADA.

Referring to his predecessor in this NADA position — Andy Crews of AutoFair — David said, "I appreciate Andy's work to ensure a very smooth transition for me, and I pledge to be your forceful and engaged advocate at the national level."

"I am honored to serve as your new NADA Director for New Hampshire, and I will continue in Andy's path to keep our dealers informed on national issues and our positions heard," David continued.

"Please contact me anytime with thoughts or concerns," he urged NHADA members.

“... I PLEDGE TO BE YOUR FORCEFUL AND ENGAGED ADVOCATE AT THE NATIONAL LEVEL.”

Find David's first monthly column of NADA news for NHADA members in this edition of Drive: NH. ↓

*David is the Dealer Principal of Contemporary Automotive. He has also served as the Association's Treasurer for the past six years and served as Chair from 2001-2002. David lives in Bedford with his wife Audrey and dog, Ajax. He can be reached through the NHADA at 603-224-2369.*





# NADA Update: Spring 2022



DAVID HAMMER

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NH'S NADA DIRECTOR

As I was just elected in February, this year's NADA Show was my first opportunity to get a glimpse under the NADA tent. Suffice to say, I was very impressed with the organization and its leadership. NADA's singular purpose is to represent franchised auto and truck dealers at the federal level. Their political action committee, NADA PAC, is ranked among the top five industry PACs in Washington, D.C., alongside the National Association of Realtors (NAR) or Credit Union National Association (CUNA). Also to note are the structural parallels between the NHADA and NADA: both are board-driven associations with the best interests of dealers in mind. As we look back on the first quarter, here are a few key trends to note:

#### **Dealers are All-In on Electric Vehicles**

You've seen the ads on TV — manufacturer commitments pledging to become all-electric, and recently, gas prices fuel this discussion. While, yes, dealers are all-in on this

movement, the buy-in on a state-to-state level varies. For New Hampshire in particular, our narrative remains the same — if you build them, we'll sell them. However, it isn't that easy. In order to successfully roll out electric vehicles in NH, we need the supply, infrastructure, and customer incentives, and so far, we have zero out of the three.

#### **LIFO Relief Still Being Fought by NADA**

The pandemic slowed or stopped production at vehicle assembly plants and suppliers across the globe, creating a major foreign trade interruption in the U.S. vehicle industry. As a result, dealers using the last-in, first-out (LIFO) accounting method cannot acquire sufficient inventory to avoid an unexpected tax liability triggered by LIFO recapture. On a bipartisan basis, 92 House Members and 52 Senators wrote a letter to urge the Treasury Department to use its authority to grant LIFO relief for

*Continued on page 12*



**YOU'VE SEEN THE ADS ON TV — MANUFACTURER COMMITMENTS PLEDGING TO BECOME ALL-ELECTRIC, AND RECENTLY, GAS PRICES FUEL THIS DISCUSSION. WHILE, YES, DEALERS ARE ALL-IN ON THIS MOVEMENT, THE BUY-IN ON A STATE-TO-STATE LEVEL VARIES. FOR NEW HAMPSHIRE IN PARTICULAR, OUR NARRATIVE REMAINS THE SAME — IF YOU BUILD THEM, WE'LL SELL THEM.**

*Continued from page 11*

dealers because of unprecedented inventory declines caused by a “major foreign trade interruption” related to the pandemic. New Hampshire Senator Maggie Hassan has been very supportive of NADA and NHADA’s efforts to secure LIFO Relief and signed onto the above-referenced letter. In addition, both Reps. Annie Kuster and Chris Pappas signed the House letter. Congress should urge Treasury to grant temporary LIFO relief for businesses facing difficulty replacing inventories due to pandemic-related global disruptions, including foreign semiconductors, that have resulted in reduced auto production. Recently, H.R. 7382 and S. 4105, two new pieces of legislation, have been filed to address the supply chain disruption. While the Treasury Department remains quiet, NADA continues to keep up the fight.

#### **Repeal the Federal Excise Tax**

Congress imposes a 12% federal excise tax (FET) on the retail sale of most new heavy-duty trucks. This tax depresses heavy-duty truck sales and delays the purchase of cleaner, safer, and more fuel-efficient trucks. Truck manufacturing and assembly employment are significant in the U.S, and the FET negatively impacts American truck industry jobs. Congress should repeal the FET to help protect U.S. jobs, replace older trucks with newer and greener trucks, and promote the adoption of advanced technology trucks. In July of 2021, Rep. Chris Pappas (D-N.H.) sent a letter to the Democratic leaders of the U.S. House of Representatives calling for a repeal of the 12% federal excise tax on new heavy-duty trucks and trailers. Rep. Pappas’ letter, signed by 30 House Democrats (including New Hampshire Rep. Annie Kuster), was sent to Speaker Nancy Pelosi and House Democratic leaders, urging them to include FET repeal in upcoming infrastructure legislation and replace the tax with an equitable funding mechanism for the Highway Trust Fund (HTF). In his letter, Rep. Pappas highlights that repeal of the FET will help America’s truck fleets replace older heavy-duty trucks with newer, safer, and greener trucks and ensure a more consistent revenue

source for the HTF. “New heavy-duty trucks today have the latest emission control and safety technologies and are cleaner, safer and more fuel-efficient. With more than half of the Class 8 trucks on the road over 10 years old, repealing the FET would benefit the environment and improve highway safety by accelerating fleet turnover,” the letter stated.

“We thank Rep. Pappas for his work to repeal the outdated FET in the New Hampshire tradition of environmental protection and commonsense tax policies,” said Peter McNamara, president of the New Hampshire Automobile Dealers Association, which also represents heavy-duty truck dealers in the state. “Repealing and replacing the FET will speed up the adoption of newer, cleaner and safer trucks on the road by making them more affordable, support New Hampshire jobs related to truck retailing and reduce the tax burden placed on many small businesses.” Please refer to [nada.org/ATD-Appraises-Letter-Urging-FET-Repeal](http://nada.org/ATD-Appraises-Letter-Urging-FET-Repeal).

#### **FTC Safeguard Rules**

By now, all dealers are familiar with the requirements of the Federal Trade Commission (FTC) “Standards for Safeguarding Information” (Safeguards Rule). The rule was first issued in 2002 and took effect on May 23, 2003. It requires dealers to develop, implement and maintain a comprehensive written information security program. NADA believes the FTC is a major compliance concern for dealers, and it is imperative that you use the NADA Safeguard Process to protect yourself. If you don’t, you may find yourself in hot water like Napleton Auto, a multi-state dealer now facing a 10-million-dollar lawsuit on both a corporate and personal level. On Dec. 9, 2021, after several years of notice, hearings and debate, the FTC officially published revisions to its Safeguards Rule, expanding many of the requirements applicable to dealerships.



The new requirements become applicable on Dec. 9, 2022, and NADA has developed several resources, including a written guide that can be found at [nada.org/safeguardsrule/](https://nada.org/safeguardsrule/) and the webinar at:

[https://nada.zoom.us/webinar/register/4016478658590/WN\\_ZXHahvFoSnqGDzvd0PqnSQ](https://nada.zoom.us/webinar/register/4016478658590/WN_ZXHahvFoSnqGDzvd0PqnSQ)



### Fair Credit Compliance

On Mar. 21, 2013, the Consumer Financial Protection Bureau (“CFPB”) issued a fair lending guidance bulletin to indirect auto finance sources (which the CFPB refers to as indirect auto lenders), stating “that certain lenders that offer auto loans through dealerships are responsible for unlawful, discriminatory pricing” and lender policies “that allow auto dealers to markup lender established buy rates and that compensate dealers [for originating credit contracts] in the form of dealer [participation]” create a “significant risk” of fair lending violations.

The CFPB, under the Biden Administration, has refocused its attention on dealers. Members should practice the process as outlined in the NADA Fair Credit Compliance Guide.



## CONGRESS IMPOSES A 12% FEDERAL EXCISE TAX (FET) ON THE RETAIL SALE OF MOST NEW HEAVY-DUTY TRUCKS.

### Dealer Attitude Survey

NADA initiated the Dealer Attitude Survey in 1985 to capture dealers’ opinions on key industry issues affecting dealers’ relationships with their manufacturers. Data collection for the NADA Winter 2022 Dealer Attitude Survey has ended with a 72% completion rate. The upcoming Summer **2022 Dealer Attitude Survey (DAS) Enrollment Schedule** is as follows:

July 05, 2022  
Survey Available Online

July 28, 2022  
Last Day to Complete the Survey

July 29, 2022  
Survey Data Collection Closed ↓

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



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# Behind the Scenes:

## GETTING TO KNOW THE NHADA-WCT TEAM AND WHY THEY ASK SO MANY QUESTIONS



**Y**ou have all been there: you have to make the dreaded call to NHADA-WCT to report an injury or get assistance with difficult questions. We always make the joke, “No one ever calls just to say hi.” The truth is we love the calls; we would rather hear from you early and help you through the process than later when the issues are more difficult to resolve.

NHADA-WCT brings a unique team approach to the management of workers’ compensation claims. Our six team members have been here for between three and 37 years! Collectively that is a HUGE amount of experience! Each team member has a specific role and focus in the management of claims and needs to obtain and share information gathered from the injured worker, the employer, and the treating provider, just to name a few. As a result, there may be what seems like a barrage of questions coming from our office, and some may be quite similar. The process can sometimes appear quite daunting between forms to fill out, interview questions, payroll issues, time lost from work, and coming up with temporary alternative duties. The list seems to go on and on; we are here to help you through this process and save money, which can seem quite overwhelming at times.

A brief reintroduction to each team member will help you understand their role in our claims management process and, again, why so many questions?



### **Pete Sheffer — Director of Workers Compensation**

Pete is responsible for the day-to-day operation of the claims department and oversees the staff. As well as his management duties, he is responsible for the appropriate reserving of claims, reviewing all

open claims every 30-60-90 days, and he maintains an active caseload of lost time and medical-only claims. Once a week, he runs a claims review meeting with the team to review all lost time claims, strategize return to work, obtain medical status updates, and allow the team to come together and keep everyone up to date. Even though the road adjuster does the recorded statements with the injured workers, Pete will also have his own set of questions for the employee and the employer. Pete also likes to answer questions as much as he likes to ask them; he is an expert at our drug screening policy, the NH Workers Compensation Statute, and can assist with your claims concerns. Pete’s email is [psheffer@nhada.com](mailto:psheffer@nhada.com).



### **Marta Silakka — Nurse Case Manager**

Marta is a registered nurse, certified case manager and certified occupational health nurse specialist. She is responsible for the management of the medical portion

of the injured workers' claims. Most claims start with a call to Marta, and actually, that is what we prefer. Injured workers and their employer call Marta at the time of the injury; she then reviews the extent of the injury by asking a variety of medical questions and assists with the most appropriate in-network referral for medical care. She is able to assist the injured worker with same-day specialty care, whether it is to an eye doctor, an orthopedic, or an occupational medicine provider. Marta will continue to follow the claims through maximal medical improvement. She will also share pertinent medical information with our members and the claims team to expedite their return to work and their pre-injury status. When injured workers are out of work, she will contact them weekly to check-in and see how they are doing. Her email is msilakka@nhada.com.



**Justin Dowdy — Claims Representative and Road Adjuster**

Justin establishes "face to face" contact with the injured worker, the employer, witnesses and works with all parties during the investigation process. He is in charge of getting the "who/what/where/when" details of the injury. Justin's initial interviews are a crucial piece of the claims management process. The purpose of his investigation is to determine whether the injury as reported by the injured worker meets the definition of an "injury" per the NH Workers Compensation Statute. An injury is defined as "an accidental injury arising out of and in the course of the employment." Justin's questions to the injured worker and the employer are to help determine whether the injury happened while the employee was at work and whether the injury was caused by a risk or hazard created by the employment. Not every injury that happens at work is caused by work. Justin's responsibility is to collect information during the investigation to help the adjuster assigned to the case determine which claims will be covered and which will not. As well as being the Road Adjuster, Justin carries an active caseload of both lost time and medical-only claims. Justin will ask many questions, and he may ask the member about video footage and witnesses as part of the complete investigation. He is a crucial part of the weekly claims meetings giving the team an overview of his meetings with the injured worker. Justin's email is jdowdy@nhada.com.



**Deborah Handrahan — Member Services Coordinator**

Deb's position focuses on educating and assisting members with all aspects of the claims process, from how to report an injury to assisting with temporary alternative duty. She can assist members with identifying and creating temporary alternative duty positions for the injured worker to get them back to work sooner. Deb communicates with the employer and medical provider on job descriptions and the availability of light-duty. She will work closely with all parties involved to ensure the return to work is safely within the outlined restrictions. Her role is crucial in expediting return to work; she works closely with the team in the weekly meetings brainstorming options for light duty. In addition, she

travels with the Loss Prevention Teams and attends members' safety committee meetings to review the workers' compensation process and managed care. She also provides training for the HR staff and managers. Deb collects and notarizes documents from our members for the purpose of The Second Injury Fund, which gives back money to the trust yearly. She may reach out and request a review of certain files to assist in this process. Deb's email is dhandrahan@nhada.com.



**Marianne Gourgiotis — Underwriter**

Marianne is responsible for giving quotes to new members, overseeing premium and billing, and she is highly involved in audits, rebates and the calculation of experience modification factors. She is a wealth of information to our members who have questions regarding payroll audits, changes in your operation and secondary locations and their effects on your premium. She is responsible for sharing information with the Department of Labor, the actuary, the reinsurance carrier, and provides members with OSHA-required reports. Marianne is also a licensed adjuster and oversees a caseload of medical-only claims. We are proud to say she is the NHADA employee with the most longevity, going into her 37th year at NHADA this year! She has had many different roles at NHADA over the years, with the most in Workers' Compensation. Having been here the longest, she likely will know the answer to most questions. Her email is mgourgiotis@nhada.com.



**Anne Marie Fallon — Administrative Assistant**

Anne Marie is responsible for the administrative functions of the claims and loss prevention departments. You may not hear from her directly, but her role is crucial to the workers' compensation process as she sends out all the required correspondence to our members, the injured workers, and medical providers. She also handles requests for information and medical releases, wage schedules, questionnaires, requests for police reports, as well as managing the incoming and outgoing correspondence from the department. Anne Marie shares her time with Loss Prevention and assists that team with all their administrative needs. Anne Marie's email is afallon@nhada.com.

Within 48 hours of injury, a member may speak to Marta about the details of the injury, they may speak to Pete and Justin about the details of the injury, and this may include inquiries regarding witnesses, video surveillance, employment history and many other details, and a member may hear from Deb regarding light-duty and getting an employee back to work. Our goal is not to drive you crazy with our questions but rather to keep members' premiums low and rebates high by expertly managing your claims. As you can see, our team is expert in workers' compensation, and we are here to help you through the process. Please reach out to us anytime. ⚡



# Competition Season!



KATE AMROL

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WORKFORCE DEVELOPMENT  
COORDINATOR



**M**arch was competition season for automotive technology in NH. Fifty New Hampshire students competed in SkillsUSA competitions at the state level for a chance to attend the national competition in Atlanta, GA. There were three competitions in the state: Automotive Service Technology, held at Lakes Region Community College (LRCC); Diesel/Heavy Equipment Technology, held at New England Kenworth; and Power Equipment Technology, held at MB Tractor and Equipment. These competitions bring out the best and the brightest automotive students in the state to put the knowledge they have gained in their automotive classes to the test!

The Automotive Service Technology competition at LRCC brought 30 students from NH schools together. They were tested on electrical, service information, brakes, suspension and steering, engine performance, tool identification, and fastener ID.

The Gold place finisher was Adam Croteau from Portsmouth Career Technical Center, who competed last year and placed third overall nationally. He will head to the SkillsUSA national competition in June to represent NH. He is sponsored by his employer, Portsmouth Ford, to attend, and he received a \$1,000 scholarship from the NHADA Education Foundation. The Silver place finisher was Jeremiah Champlin from Salem CTE, and he was awarded an \$800 scholarship. The Bronze finisher was Alexander Morrill from the Concord Regional Technical Center (CRTC), and he received a \$500 scholarship. The Exeter New Car Dealers will be sponsoring the trip to Nationals and providing a donation of \$4,500 to the Portsmouth CTE center for travel, lodging and food expenses.

The Diesel Equipment Technology competition was held at New England Kenworth in partnership with White Mountains Community College (WMCC). Contestants were tested on electrical, equipment and PPE, precision



**THE NHADA EDUCATION FOUNDATION, IN PARTNERSHIP WITH SKILLSUSA, BELIEVE THESE COMPETITIONS ARE A GREAT OPPORTUNITY FOR STUDENTS TO ACHIEVE SUCCESS IN THEIR CHOSEN PATHWAY.**

measurement, axle differential and driveline, air and hydraulic brakes, diesel engines, fasteners and torque, and tool identification.

The Gold place went to Charles Mewkill of the CRTC. He will be sponsored by New England Kenworth to attend nationals, and he received a \$1,000 scholarship from the NHADA Education Foundation. The Silver place went to Justin Lampham of Pinkerton Academy, and he received an \$800 scholarship. And Bronze went to Ethan Lantz of Portsmouth Career Technical Center, and he received a \$500 scholarship.

“It was rewarding to see the students take their first steps to achieving their goals,” said Marc Pouliot, Program Coordinator for WMCC’s Diesel/Heavy Equipment program. “It was great to see them challenged outside of the classroom, against their peers.”

The Power Equipment Technology competition was held at MB Tractor and Equipment in Tilton, NH. The Gold place was awarded to Nick Kyrousis from Portsmouth

CTE; he received a \$1,000 scholarship from the NHADA Education Foundation. Silver place went to Dylan Sportum of Mt. Washington Valley CTE, and he received an \$800 scholarship. And finally, the Bronze went to Calvin Puglisi of Portsmouth CTE, who was given a \$500 scholarship.

The NHADA Education Foundation, in partnership with SkillsUSA, believe these competitions are a great opportunity for students to achieve success in their chosen pathway. The challenges that come with the competitions help instill an interest and drive that will serve the students well in this industry. Through the support of our hosts, students can make post-secondary and industry connections as well.

Thank you to Lakes Region Community College, New England Kenworth, and MB Tractor for hosting these great events. We are excited to see how Adam, Charles, and Nick do at the national level. Follow our social media for updates! 📌

NHADA



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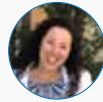
22

FAMILY  
• CAMP •

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# Mark Your Calendars for Our Family Camp Convention



KALEENA GUZMAN

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PROFESSIONAL DEVELOPMENT & MAJOR EVENTS MANAGER



## MARK YOUR CALENDARS:

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RIGHT AROUND  
THE CORNER, AND  
WE COULD NOT BE  
MORE EXCITED!

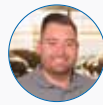
**J**oin us Sunday, June 26 through Tuesday, June 28 at the relaxing Mill Falls at the Lake in Meredith, NH. Rooms are booking up quickly, be sure to book your room today by visiting our website ([nhada.com/convention](http://nhada.com/convention)) or calling 1-800-622-6455. When prompted, press 2 (Wedding & Conference bookings) to receive our special group rate. Be sure to say you are with "NHADA Family Convention" to receive your special rate!

Bring the family for a traditional overnight camp experience with water activities, outdoor games, campfire stories, and so much more! Don't worry, we have stuff planned for the grown-ups, too! Enjoy beer and wine tastings, shopping at the marketplace, a relaxing hike or canoe ride, and our golf outing, to name a few.

Interested in being a sponsor or registering? Reach out to Kaleena Guzman at [kguzman@nhada.com](mailto:kguzman@nhada.com) or 603-224-2369. ↓



# Lone Workers



DUSTIN HOWE

## LOSS PREVENTION REPRESENTATIVE

**W**hat is a lone worker? Do you have employees who are considered lone workers? Did you know if you have any lone workers, there are some things you should be doing to ensure their safety?

A lone worker is best defined as a worker who: 1. Works alone at a job site in circumstances where assistance would not be readily available. 2. Cannot be seen or heard by anyone else.

The main risks associated with lone working include:

- Sudden illness or accident
- Violence, threats or abuse
- Theft or intruders
- Driving-related incidents

Regular communication between employees and management is essential for the safety and well-being of lone workers. At the bare minimum, managers should be doing physical check-ins, phone calls, texts or radio calls at previously determined intervals. The best way to ensure the wellbeing of your lone worker is through lone worker monitor systems. There is a range of different monitor systems available, from basic alert buttons (Loner Mobile with Loner Duo) to sophisticated safety devices (Blackline Safety G7 Lone Worker Monitor) to phone apps (Stay Safe Lone Worker).

### Basic Alert Button Loner Mobile with Loner Duo Description and Features

These types of monitor systems are limited in function but get the job done. They turn any smartphone into a simple safety monitoring platform. This device easily pairs

with your smartphone via Bluetooth. In the event of an emergency, the worker cannot use their phone to access the Loner Mobile app; the Loner Duo has both automatic and manual triggers. This device will automatically contact monitoring personnel of falls and no-motion events. Other monitoring includes:

- Simple and Non-Intrusive Safety Monitoring Platform
- Bluetooth® Smart Communications with any smartphone
- Check-in timer: Configurable intervals (5-180 minutes)
- Emergency latch: Release latch to trigger emergency alert
- No-motion: Configurable time windows (1-10 minutes)
- Emergency alert: slider control within application
- Worker check-in: configurable check-in period (1 – 180 min)
- Automatic check-in on GPS speed (configurable above 20 km/h)
- No-Motion/Fall Detection: Using Internal Accelerometer
- Two-Way Voice Calling: Upon Activation – automatically phones specified number
- User Notification: Alarm, sound and vibration notifications
- Mobile Messaging: Email, Text Messaging
- Location Technology:
  - GPS accuracy: ~5 m (16 ft) outdoors
  - Wi-Fi accuracy: ~25 m (82 ft)
  - Mobile network accuracy: ~1500 m (4900 ft)

### Sophisticated Safety Device Blackline Safety G7 Lone Worker

The G7 lone worker monitoring line features built-in two-way messaging, two-way voice calling, and a

plug-and-play modular design supporting optional environmental gas detection. Cellular and satellite wireless connectivity options support lone worker monitoring for every location, delivering real-time alerts to a live monitoring team. The green Sure Safe light confirms to the employee that their safety is being monitored through the Blackline Safety Network, including monitoring for:

- Real-time situational awareness
- 3G communication
- Connectivity with instant alerting
- Two-way speakerphone for easy communication
- 1-4 simultaneous gas monitoring
- Customizable gas detector (Hydrogen Sulfide, Carbon Dioxide and Carbon Monoxide)
- Simple wireless configuration
- Brilliant LCD screen
- Simple, user-friendly interface
- Real-time compliance management and reporting
- Compatible with Blackline LIVE web-based monitoring software

**Mobile Phone/Smartwatch Apps StaySafe Lone Worker**

This app was designed to protect you in emergency situations by sending SMS and alerts to your colleagues so that help can get to you fast. If you fail to check in

safely during a lone working session, have an accident or raise an alert, the app automatically alerts emergency contacts at your workplace. It transmits your location to a secure, online hub where your employer can see your location on a map and quickly send help to you. StaySafe’s innovative functionality is designed to give you and your employer peace of mind when you attend meetings or appointments alone, travel alone, or work in an isolated location. StaySafe works over a mobile or Wi-Fi data connection monitoring:

- Lone working sessions
- Panic Button
- Discreet Duress
- Regular Check-ins
- Non-movement and Impact Detection

These devices can put both the employer and lone working employee at ease by knowing if something happens or there is an emergency, they can get the help they need even if they aren’t able to physically call from a phone for help. Just like with any emergency, response time is crucial to help an injured worker, but it’s extremely important for a lone worker. ⚡

*If you are interested in one of these devices or have questions about which device will work best for you, contact your loss prevention consultant or Dustin Howe via [dhowe@nhada.com](mailto:dhowe@nhada.com).*

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# New Members



**Autosounds of NH, Inc.  
dba EZ Bikes & Scooters**  
61 Epping Rd.  
Exeter, NH 03833  
Phone: (603) 778-1402  
Owners: Thomas & Teresa  
Hemenway

**RV Retailer New  
Hampshire, LLC  
RV One Superstores –  
New Hampshire**  
2060 Dover Rd.  
Epsom, NH 03234  
Owners: Tim Benter &  
Dylan Burns

**Nashua Motor Sales, LLC  
dba Best Ford Inc**  
579 Amherst St.  
Nashua, NH 03063  
Phone (603) 889-0161  
Owner: John Crowley

**JFC Cycles, LLC  
dba Best Cycle Center**  
579 Amherst St.  
Nashua, NH 03063  
Phone (603) 889-0161  
Owner: John Crowley

**Amherst Autoworks**  
86 Merrimack Rd.  
Amherst, NH 03031  
Phone: (603) 673-9900  
Owners: Craig Pettus &  
Steve Courant

**Oda Auto Precision**  
32 Manchester St.  
Auburn, NH 03032  
Phone: (603) 860-9222  
Owner: Dmitriy Ilyuk

**Beech Hill Automotive**  
4093 Main St.  
Bethlehem, NH 03574  
Phone: (603) 869-2181  
Owner: Philip Bell

**Key Collision of  
Granite State, LLC**  
71 Sinclair Ave.  
Manchester, NH 03104  
Phone: (603) 660-4050  
Owner: Anthony DiLorenzo

**Copart**  
134 Raymond Rd.  
Candia, NH 03034  
Phone: (603) 483-0371  
Owner: Wendy Szymczycha

**Grappone Mazda**  
530 NH Route 3A  
Bow, NH 03304  
Phone: (603) 226-8490  
Owner: Amanda Osmer

**McGee Mazda of Claremont**  
114 Charlestown Rd.  
Claremont, NH 03743  
Owners: Robert McGee  
& Jason Quenneville

**Kelley's Auto Sales**  
174 Henniker St.  
Hillsborough, NH 03244  
Phone: (603) 680-4299  
Owner: Joseph Kelley

**SAA Partners, LLC dba  
Sal's Advanced Auto**  
486 Center St.  
Wolfeboro, NH 03894  
Phone: (603) 569-7769  
Owners: Sean Dolliver  
& Timothy Dinges

**Turn Key Auto Sales**  
196 Londonderry Turnpike, Unit 2  
Hooksett, NH 03106  
Phone: (603) 587-0352  
Owners: Michael Kiriakoutsos  
& Jacob Renaud

**Stoddard Auto Group**  
3 Charles St.  
Claremont, NH 03743  
Phone: (603) 542-2179  
Owners: Joel & Matthew  
Stoddard

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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](http://nhada.com/partnership-program).

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Chase Auto  
Clean Harbors Environmental Services  
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ExpressMED/BOAC and Apple Therapy  
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InStream, LLC

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TR2 Corp./LSI Industries  
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*(2022 Partners at time of printing deadline)*

# By the Numbers

## 2022 Unemployment Rates by Area

	Jan.	Feb.	Mar.
United States	4.0%	3.8%	3.6%
New England	4.6%	4.3%	4.0%
Connecticut	5.3%	4.9%	4.6%
Maine	4.1%	4.0%	3.6%
Massachusetts	4.8%	4.7%	4.3%
<b>New Hampshire</b>	<b>2.9%</b>	<b>2.7%</b>	<b>2.5%</b>
Rhode Island	4.2%	3.9%	3.4%
Vermont	3.0%	2.9%	2.7%

## Safety/OBD II Inspection Statistics

SAFETY Inspection Results	March '22	Percent of Total	YTD '22	Percent of Total
<b>TOTAL</b>	14,5869	100.0%	375,124	100.0%
<b>PASS</b>	121,514	83.3%	314,338	83.8%
<b>CORRECTED</b>	13,797	9.5%	34,398	9.2%
<b>REJECTED</b>	7,581	5.2%	18,766	5.0%
<b>UNTESTED</b>	2,977	2.0%	7,622	2.0%
OBD Inspection Results (20 yrs. old or newer)	March '22	Percent of Total	YTD '22	Percent of Total
<b>TOTAL</b>	126,580	100.0%	327,143	100.0%
<b>PASS</b>	111,883	88.4%	289,349	88.4%
<b>REJECTED</b>	9,319	7.4%	24,325	7.4%
<b>UNTESTED</b>	5,378	4.2%	13,469	4.1%

## Title Statistics Report February 2022

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

	Current 12 months	Prior 12 months	% of change	Feb '22	Feb '21	21 YTD	22 YTD
TITLES ISSUED FOR NEW AND DEMO VEHICLES	137,165	116,849	14.81	9,163	7,575	17,929	20,284
TITLE ISSUED FOR USED VEHICLES	303,352	234,165	22.81	21,071	15,444	37,103	47,179
<b>TOTAL TITLES ISSUED</b>	<b>440,517</b>	<b>351,014</b>	<b>20.32</b>	<b>30,234</b>	<b>23,019</b>	<b>55,032</b>	<b>67,463</b>
TITLES ISSUED WITH A LIEN				13,714	10,373	23,339	31,061
TITLES ISSUED WITH NO LIEN				16,520	12,646	31,693	36,402
SALVAGE TITLES ISSUED				816	864	1,966	2,468
SALVAGE TAGS				167	115	244	357
HEAVY TRUCKS MORE THAN 19 YEARS				25	21	51	62
HEAVY TRUCKS 19 YEARS AND LESS				230	186	324	410
TITLES ISSUED FOR TRAILERS				1,097	786	1,953	2,668
TITLES ISSUED FOR MOTORCYCLES				626	479	1,037	1,462
TITLES ISSUED FOR MOTOR HOMES				78	71	170	206



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