

Drive: NH

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A PUBLICATION OF THE NEW HAMPSHIRE AUTOMOBILE DEALERS ASSOCIATION		LAKES REGION COMMUNITY COLLEGE HOSTS GIRLS INC. GARAGE EVENT	



**NHADA Foundation
Launches its 6th Annual
Raffle for Automotive
Education**

**NH Auto Dealers Rally in
Washington to Take on
Legislative, Regulatory
Issues**

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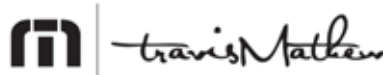






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SUMMARY



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In partnership with NHADA and Toyota T-Ten, Lakes Region Community College recently hosted campers from Girls Inc. NH for a career exploration event.

06. 26th Annual 'Drive For A Tech' Golf Tournament

Our 26th annual Drive for a Tech Golf Tournament was a huge success! We were glad to have Auto Auction of New England as our Prime Sponsor again this year.

08. NHADA Foundation Launches its 6th Annual Raffle for Automotive Education Aims to Again Raise \$100,000 For NH Students

The Annual Raffle for Automotive Education is our Foundation's staple fundraiser.

10. NHADA Launches Maine Independent Motor Vehicle Association Neighboring State Trade Association Mirrors Structure of NH Association; Will Serve hundreds of Maine Independent Dealers

To better represent the operational needs of hundreds of independent repair, sales and maintenance businesses, the New Hampshire Automobile Dealers Association (NHADA) expanded its offerings and efforts into Maine. NHADA proudly announces the launch of the Maine Independent Motor Vehicle Association (MIMVA).

12. NH Auto Dealers Rally in Washington to Take on Legislative, Regulatory Issues

Amongst 400 new-car and truck dealers and dealer association executives from across the country, members of the NHADA board and I gathered for two days of education and advocacy on the automotive retailing industry's top legislative and regulatory issues during NADA's 47th annual Washington Conference.

13. Meet NHADA's New Membership Success Manager Christopher Daigle

My name is Christopher Daigle. I am pleased and excited to announce that I am your new Membership Success Manager.

14. NHADA Used Car Members Can Now Access National Benefits Through NIADA

NHADA is your official National Independent Auto Dealer Association Affiliate. If you are an independent auto dealership in the State of New Hampshire or Maine, we have some exciting news. We have officially partnered with the NIADA and are pleased to share with you the many benefits of the National Independent Auto Dealers Association.

15. EVs: What You Need to know

America's new car and truck dealers are committed to selling consumers the vehicles they want and need.

16. Do Not Take Eye Injuries Lightly

On average, NHADA WCT receives 100 eye injury claims per year. While most are minor, we have had several very serious eye injuries, including loss of vision in one eye over the years.

18. New Members

19. Loss Prevention to Update Recommendations on Hearing Protection Will also Revise OSHA Personal Protective Equipment Hazard Assessment
Based on observations made during safety audits, NHADA Loss Prevention took a closer look at noise exposure in Workers' Compensation Trust member shops.



21. NHADA Well-Being Program

Let's face it, everyone deserves to feel well and live happily. Our new Well-Being program brings together the best people, products, and services for our members to improve their situations.

23. Thank You, 2022 NHADA Partners!

24. By The Numbers



2022 NHADA OFFICERS

- Chair
JOHN SAWYER JR.
- Vice Chair
MARSHALL JESPERSEN
- Treasurer
JEFF PLATEK
- Secretary
SHAWN HANLON
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Lakes Region Community College Hosts Girls Inc. Garage Event



In partnership with NHADA and Toyota T-Ten, Lakes Region Community College recently hosted campers from Girls Inc. of New Hampshire for a career exploration event. The campers were able to participate in hands-on activities led by female technicians across the state.

Girls Inc. of New Hampshire is a program that inspires girls to be strong, smart, and bold. They provide girls throughout New Hampshire with life-changing experiences and real solutions to the unique issues girls face, and give girls the tools and support they need to succeed.

Female automotive industry representatives from Grappone Automotive Group, Ira Toyota, Ira Lexus, Sullivan Tire, Toyota T-Ten, and Lakes Region Community College were on hand to serve as mentors, allowing girls to learn skills that will serve them in both life and career. They changed tires, tested tire pressure, changed windshield wipers, and learned to identify vehicle components.

This event provided a space for females to learn from and empower each other, and all had a great time. The NHADA Foundation strives to remove barriers and build pathways towards careers in automotive to build a diverse and strong workforce. Careers in the automotive industry can range from technicians, parts, service



writing, accounting, marketing, and management. The opportunities are endless, and we enjoyed sharing that message with the Girls Inc campers.

Thank you to all who took the time away from their day to invest in the future of the industry. We can't wait to see these girls again soon!

If you'd like to be involved in workforce development events like these, please contact the NHADA at membership@nhada.com or 603-224-2369. 📍



26th ANNUAL 'DRIVE FOR A TECH' GOLF TOURNAMENT



KALEENA GUZMAN

PROFESSIONAL DEVELOPMENT & MAJOR EVENTS MANAGER

Tournament Results

First Place Overall:

Betley Chevrolet: Jeff Platek, Chris Platek, Gregg Walker, Hank Simpson

Second Place Overall:

AutoFair: Matt Plante, Stephen Doyon, Tae Kang, Christopher Behrendsen

Third Place Overall:

Best Ford: John Crowley, Alek Medic, Scott O'Connell, Patrick Sullivan



The Winning Team:

Jeff Platek, Hank Simpson, Gregg Walker, and Chris Platek



Pease Golf Course in Portsmouth, New Hampshire



Our 26th annual Drive for a Tech Golf Tournament was a huge success! We were glad to have Auto Auction of New England as our Prime Sponsor again this year. The NHADA Foundation would like to give special thanks to all of our members, partners, and friends who were in attendance this year.

Our golfers enjoyed a lovely sunny day at the beautiful Pease Golf Course in Portsmouth, New Hampshire. This year we featured some returning challenges and a handful of exciting new ones as well!



Zach Buckman from Grappone Automotive Group tackles the Hole-In-One challenge.



NHADA Silver Partners Tyler, Simms & St. Sauveur, CPAs, P.C. Jim Godfrey, Ken Goodrow, Mitch Stagnone, and Ernie Tyler.



NHADA Major Events Manager Kaleena Guzman & NHADA Bronze partner Anna Fontaine from America's Auto Auction Boston

On-Course Contest Results

#10 Air Cannon:

Hank Simpson, Betley Chevrolet

#3 Closest to the Pin:

Alek Medic, Best Ford

Blue #3 Closest to the Pin:

Steve Brophy, Sullivan Tire®/Lift Works Corp

#16 Closest to the Pin:

Steve Brophy, Sullivan Tire®/Lift Works Corp

#1 Longest Drive:

Tom Aragona, Merchants Automotive Group

#17 Longest Drive:

Josh Lavalley, America's Auto Auction Boston

Birdie #13:

Tim Morrison, Seacoast Volkswagen

Birdie #5:

Miro Radujkovic, Right Direction Financial Services

Putt the Par:

Craig Sikoski, WMUR-TV/WMUR.com New Hampshire

Chipping Contest:

Jeremy Seeley, Grappone Automotive Group

Raffle Winners:

Cigar #1:

Marcus Perkins, Merchants Automotive Group

Cigar #2:

Tom Mahoney, AutoFair

Pressure Washer:

Tim Randlett, Merchants Automotive Group

NHADA Goodie Bag:

Bill Dann, Bonneville and Son

Vegas Card:

Rick Ottino, Aftermarket Specialists



Special Thanks to Our Raffle Donors:

Aftermarket Specialists
 MB Tractor & Equipment
 Gina Cigar
 Pease Golf Course and Grill 28

And to all the Members & Partners who volunteered or contributed to the goodie bags!

NHADA would also like to thank our **Association Partners and Golf Tournament Sponsors** for their support. We look forward to another successful event next year! 📌

NHADA Foundation Launches its 6th Annual Raffle for Automotive Education

Aims to Again Raise \$100,000 For NH Students

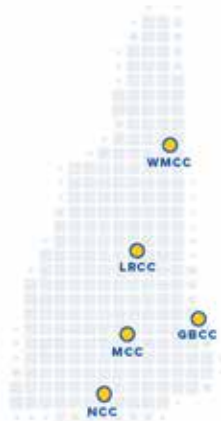


PETE MCNAMARA, CAE, JD, IOM

NHADA PRESIDENT

Automotive Programs in New Hampshire

COMMUNITY COLLEGES:



Great Bay Community College | Portsmouth, NH

Programs: Automotive Technology, Motorcycle Maintenance and Repair Technology

Lakes Region Community College | Laconia, NH

Programs: Automotive Technology, General Motors ASEP, Toyota/Lexus T-Ten

Manchester Community College | Manchester, NH

Programs: Automotive Technology, Audi Education Partnership, Chrysler MCAP, Ford ASSET/MLR, Mercedes-Benz Campus, Nissan / Infiniti, Subaru University, Global Pathway, Powersports

Nashua Community College | Nashua, NH

Programs: Automotive Technology, Automotive Service and Repair Certificate, Collision Repair Technology, Honda Automotive Technology, Mazda (MAST)

White Mountains Community College | Berlin, NH

Programs: Automotive Technology, Diesel Heavy Equipment Technology

HIGH SCHOOLS/CAREER TECHNOLOGY CENTERS

SCHOOL	CITY	SCHOOL (CONT'D.)	CITY (CONT'D.)
Berlin Regional Career & Technical Center	Berlin, NH	Nashua Technology Center	Nashua, NH
Cheshire Career Center	Keene, NH	Pinkerton Academy	Derry, NH
Concord Regional Technical Center	Concord, NH	Plymouth Applied Technology Center	Plymouth, NH
Dover Career Technical Center	Dover, NH	Portsmouth Career Technical Center	Portsmouth, NH
Hugh J. Gallen Career & Technical Center	Littleton, NH	Richard W. Creteau Regional Technology Center	Rochester, NH
J. Olivia Huot Technology Center	Laconia, NH	Salem High School Career & Technical Education Center	Salem, NH
Lakes Region Technology Center	Wolfeboro, NH	Seacoast School of Technology	Exeter, NH
Manchester School of Technology	Manchester, NH	Somersworth Regional Career and Technical Center	Somersworth, NH
Mascenic Regional High School	New Ipswich, NH	Sugar River Valley Regional Tech Center	Newport, NH
Mt. Washington Valley Career & Tech Center	North Conway, NH	Wilbur H. Palmer Career and Technical Education Center	Hudson, NH

The Annual Raffle for Automotive Education is our Foundation's staple fundraiser. Because of this event, we can award \$85,000 in scholarships to students pursuing a career in Automotive. The scholarships are used at one of five community colleges in New Hampshire that offer a wide array of automotive programs.

We all know the best way to build our workforce is to invest in its future, and your participation could make a HUGE impact on a student's future.

When is the event?

The event will be held on March 8, 2023 at the Rex Theatre in Manchester, NH. General admission tickets, sold on nhada.com/raffle, will get you a foot in the door. If you are a partner, you will have complimentary admission depending on your partner level.

How do I get involved?

You can get involved by purchasing a raffle ticket at nhada.com/raffle. New this year is our fundraiser tracker, so you can follow along as we meet our goal.

There are two ticket types:

1. General admission: Admission to the main event and an entry to win \$25k (terms apply)
2. Fast Track Ticket (Student Ticket): Sponsor a High School Auto 2 Student with a chance to win the \$25k prize (terms apply)

Why?

The best way to build our workforce is to invest in its future, and your participation could make a HUGE impact



on a student's future. Additionally, it is great exposure for your business! This year, all our donors are listed on our website and will be publicized and pitched to local media once the event concludes. Donors will also receive an image to share their donations on social media.

If you have any questions regarding the event, please contact Kaleena Guzman, Major Events Manager, at 603-224-2369, or kguzman@nhada.com. You can also visit the event's webpage at nhada.com/raffle.

**Nancy Phillips Associates
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Nancy Phillips
President
np@nancyphillips.com



Carrie Phillips Forbes
VP of Dealer Services
carrie@nancyphillips.com

SALES - ACQUISITIONS - EVALUATIONS

NHADA Launches Maine Independent Motor Vehicle Association

Neighboring State Trade Association Mirrors Structure of NH Association; Will Serve Hundreds of Maine Independent Dealers



To better represent the operational needs of hundreds of independent repair, sales and maintenance businesses, the New Hampshire Automobile Dealers Association (NHADA) expanded its offerings and efforts into Maine. NHADA proudly announces the launch of the Maine Independent Motor Vehicle Association (MIMVA). Members will include independently owned car and truck sales operations, franchised and independent farm equipment, RVs, construction vehicles and motorcycles/OHRVs dealers. Like members who have joined the NHADA, the focus for Maine membership will be on improved quality controls, optimized business operations,

shared best practices, and grassroots involvement at the federal and state level.

“There are currently hundreds of small business owners in Maine who don’t have access to free employment law hotlines, discounted dealer bonds and affordable services like health care coverage, workers comp and employment development,” explains Pete McNamara, President of MIMVA. “By extending the services we offer in New Hampshire, we believe the Maine Independent Motor Vehicle Association will provide exactly the types of services to support Maine business owners and their staff greatly.”



THE LAUNCH AND DEVELOPMENT OF MIMVA WILL BE SUPPORTED BY NHADA'S EXISTING TEAM OF PROFESSIONALS.

The launch and development of MIMVA will be supported by NHADA's existing team of professionals. McNamara and his senior administrators believe that by implementing the types of shared best practices and affordable enhanced services to the more than 600 independent repair shops and dealerships in Maine, the result will be greater quality service and operations for consumers throughout the state.

As the association grows in the coming months, one or more Maine members will be appointed to the board of directors that sets the overall direction, goals and objections. In the interim, the existing independent motor vehicle business owners currently on the board will do just that.

The Association has developed a website, MIMVA.org, that answers questions and offers guidance to Maine Motor Vehicle businesses, many of which are free to download. For the remainder of 2022, businesses can come on as members at the promotional rate of \$349.

"Over our 100 years in business, the NHADA has engineered a system that operates best for the people and businesses of New Hampshire," says McNamara. "We are prepared to further grow and extend our team of professionals to do the same for the state of Maine. Some of our best practices work well everywhere, but there are some that need to be unique to the community that is being served. We are proud to represent the Pine State's motor vehicle businesses."

McNamara's team says New Hampshire dealers have found ways to set aside competitive differences to work towards a common goal that benefits both businesses and consumers. The idea is to create a blueprint for Maine and allow operators to go from there.

"MIMVA can help individual members succeed through access to discounted dealer bonds, free employment law hotline, affordable workers' comp and health insurance and regulatory assistance on issues that challenge operations," says Christopher Daigle, Membership Success Manager for MIMVA.

MIMVA will also open doors to the National Independent Auto Dealers Association (NIADA), offering access to benefits such as the Certified Pre-Owned (CPO) program. Independent dealer-members will also have access to professional development and networking opportunities such as 20 groups.

"We are excited to develop this new relationship that will link national entities with state associations such as Maine who want to elevate their current operation" says Bob

Voltman, President, National Independent Auto Dealers Association. "We have found that collaboration with regard to finances and advocacy and even legal issues can help bind us all together in the industry so that even independents can feel part of an extended network with meaningful relationships in the industry."

MIMVA launched Sept. 1, 2022 — for more information please visit mimva.org or contact Pete McNamara at 603-496-8918. ↓



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NH Auto Dealers Rally in Washington to Take on Legislative, Regulatory Issues



DAN BENNETT, REM, IOM, CAE

V.P. GOVERNMENT RELATIONS, ENVIRONMENTAL AFFAIRS SPECIALIST

Amongst 400 new car and truck dealers and dealer association executives from across the country, members of the NHADA board and I gathered for two days of education and advocacy on the automotive retailing industry’s top legislative and regulatory issues during NADA’s 47th annual Washington Conference.

A luxury tax was not on this year’s agenda, but plenty of other issues were, including LIFO accounting relief for dealers; a proposed rule by the Federal Trade Commission (FTC) that would have massively negative implications on consumers and the vehicle sales process; legislation to fight catalytic converter theft; and the scramble to decode new electric vehicle tax incentives.

NADA President and CEO Mike Stanton kicked off Tuesday morning’s NextGen program by explaining the important role of the next generation of auto dealers in shaping the future of their businesses and industry. That effort, Stanton explained, starts in Washington, D.C.

It was a message echoed by Matt Laughridge of the Terry Reid Group in Cartersville, Ga. “Being a young dealer doesn’t mean you have to wait 20 years to be impactful. Get involved now.”

We had great meetings with Congressman Kuster and Pappas and their teams as well as with lead staffers for Senators Hassan and Shaheen. ↓



(L to R): Dan Bennett, NHADA; Jessica Trask, President, Sunnyside Acura; Rep. Chris Pappas; John Sawyer, Jr., NHADA Chairman and Vice President, Portsmouth Ford; David Hammer, NADA Director, and Dealer Principal, Contemporary Automotive Group

Meet NHADA's New Membership Success Manager

Christopher Daigle



I LEARNED EARLY WHAT LEADERSHIP WAS AND, MORE IMPORTANTLY, WHAT LEADERSHIP WAS NOT. LEADERSHIP IS ABOUT SERVING THOSE YOU ARE LEADING AND HELPING SET THEM UP TO SUCCEED, NOT THE OTHER WAY AROUND.



My name is Christopher Daigle. I am pleased and excited to announce that I am your new Membership Success Manager. My roles include growing new members while assuring our current members' needs are met in both the New Hampshire Automobile Dealers Association (NHADA) and the newly launched Maine Independent Motor Vehicle Association (MIMVA).

My goal is to build on the foundation created by the great team at NHADA, including Lisa Lavoie, who first led the membership role. I have big shoes to fill, but I am up for the challenge as I am a dreamer and a go-getter. I strongly believe that with the strength of the NHADA, we will continue to grow in NH and Maine.

Though my experience in the industry is new, my heart is in it. I have nearly 15 years experience serving business owners and GMs in various roles. My passion has always been learning the heart of an organization and becoming a representative for it. I have been privileged to be trusted as a face of the company in each organization I have served. As I navigate the roads of the automotive world, I am confident I will serve your businesses and

these associations as if they were my own. I look forward to earning your trust with my actions and results.

My greatest achievements in life are not business related, however. My first greatest achievement is that I found an amazing woman I made my wife. Alise and I have been married for three years. My second and third greatest achievements are named Harper Joy and Selah Grace; my two daughters, both of whom are under the age of two. Family and work aside, you can always find me continuing my passion for sports. Between training for a marathon, pickleball, basketball, and baseball, it is safe to say I am competitive. Being a captain of my teams my senior year, I learned early what leadership was, and what it wasn't. Leadership is about serving those you are leading and helping set them up to succeed, not the other way around.

Though we cannot save the world, you may find that I make sure I at least try. I look forward to the future of NHADA, MIMVA and the automotive industry. The future is bright, and I am blessed to be part of the storyline. I look forward to getting to know all of you. If you need anything, you can always reach me by email at cdaigle@NHADA.com. ↓

NHADA Used Car Members Can Now Access National Benefits Through NIADA



NHADA is your official National Independent Automobile Dealers Association Affiliate. If you are an independent auto dealership in the State of New Hampshire or Maine, we have some exciting news. We have officially partnered with the NIADA and are pleased to share with you the many benefits of the National Independent Automobile Dealers Association. This means that all independent dealers are now automatically a member of NIADA for the same membership costs.

Let's take a look at a few of the benefits:

CPO Program: Many Independent Dealers will benefit from the CPO program offered by the NIADA. With a rising demand for Certified Pre-Owned Vehicles, it is an amazing opportunity to offer your customers a CPO vehicle. People have more confidence in their investment as the program is backed by the reputation of a well-respected national association. This makes your dealership and the vehicles on your lot more attractive. It reassures your customers that your dealership is held to a code of ethics that destroys the stereotype of the used car salesman. Not to mention that certified pre-owned vehicles, on

average, generate higher price points, increasing your revenue and keeping your doors open. As you know, selling vehicles pays your bills, but reputation is what keeps you in business.

Your voice in DC: Like the NHADA, the NIADA government affairs team advocates on your behalf. However, they do this nationally and pride themselves as one of the most effective advocacy organizations in Washington, DC. While lobbying for you, they often come across information about the used car industry and provide research, reports and articles to you to help keep you informed in a timely fashion.

One of the most recent efforts was the PART Act, where the NIADA partnered with their members to draft a letter to Congress strongly supporting the Preventing Auto Recycling Theft Act. This bill is designed to combat a growing national problem of catalytic converter theft. The bill would suggest that Congress requires all new vehicles to have a unique, traceable ID number stamped on catalytic converters at the time of assembly, as well as creating a grant program to stamp VINs on the catalytic converters of existing vehicles. This would

improve record-keeping standards for purchasers of used catalytic converters and making theft, sale, trafficking or known purchase of a stolen catalytic converter theft a federal crime punishable by up to five years in prison. Needless to say, they tackle the issues that affect industries every day.

With the incredible efforts of advocating for you, the NIADA also puts their boots on the ground to help the day-to-day operations of their members by offering education, services and benefits to each type of dealer, regardless of what stage they are at in their career. They have found solutions, events, and learning opportunities for everyone, whether you are the new spot on the block or a seasoned vet. Like the NHADA, the NIADA is passionate about breaking the stereotype of the car industry. Together, we are deeply invested in helping owners grow as professionals to rise above the noise and protect the great automotive industry.

Procurement assistance:

Continuing in the day-to-day operations, one of the great benefits of the NIADA is its procurement assistance. Members of the NIADA average 12% savings annually on office supplies and furniture. That certainly pays for your membership many times over.

NHADA and MIMVA are proud to say we are partners of the NIADA. We are committed to serving you and carrying the weight of all the behind-the-scenes concerns so you can focus on what you do best, selling vehicles and serving your customers. We are honored to have you as a member and look forward to the deeper impact NIADA will have on your business. 📌



EVs:

What You Need to Know



America's new car and truck dealers are committed to selling consumers the vehicles they want and need. Electric and hybrid vehicles are here, and America's vast franchised dealer network is eager, excited and essential to the successful deployment to the mass retail market. Dealers are all-in on EVs and are investing billions of dollars in their stores and staff to improve the purchasing experience and reduce barriers to electric-vehicle ownership.

Automakers are finally building and marketing dozens of EV models in the most important and popular vehicle segments, including trucks, full-size SUVs, and mid-size SUVs. Over the next few years, the U.S. will go from having just a dozen fully electric models for customers to choose from to more than 40. To cater effectively to mass-market buyers — of any drivetrain — and enhance the adoption of electric vehicles, the country needs to capitalize on what has worked for mass-market buyers for generations: the franchised dealer network.

Future EV buyers expect to get an EV education at their local dealership, according to research by Escalent, a top human behavior and analytics advisory firm with deep

ties to the U.S. auto industry. Escalent's 2021 landmark research study, EVForward, found that 57% of future EV buyers prefer the traditional approach to car buying, while just 20% favor a direct-sales approach.

In addition, most of the 30,000 future EV buyers Escalent surveyed said they prefer to have many of the phases of the car-buying process, including test driving, completing the transaction and getting the vehicle serviced, take place in person at a dealership rather than virtually.

In short, dealers are absolutely essential in the EV world. ↓



https://www.youtube.com/watch?v=UmWab_F_PBQ

Do Not Take Eye Injuries Lightly



DEBORAH HANDRAHAN, AIC-M

MEMBER SERVICES COORDINATOR



On average, NHADA WCT receives 100 eye injury claims per year. While most are minor, we have had several very serious eye injuries, including loss of vision in one eye over the years. Minor eye injuries cost the Trust, on average, \$43,000 annually. Severe eye injuries cost the Trust hundreds of thousands of dollars. But the cost of a severe eye injury to the employee is incalculable.

Some of these injuries can be prevented by using eye protection. It is a very simple solution to a very serious matter. No surprise, the majority of eye injuries are suffered by technicians. Interestingly, most eye injuries are suffered by employees employed by the member for two years or less.

The NHADA WCT provides FREE safety glasses in all shapes and sizes, including goggles for our Members to distribute to their employees; there is no excuse not to use them. Please take advantage of NHADA WCT free eye protection program and keep them in an easily accessible area. Members should require the use of safety glasses and monitor their use, and discipline employees who fail to use them.

Other eye injuries occur even if the employee is wearing eye protection. This time of year, when it is hot in the shop and technicians are sweating; metal foreign bodies run with sweat behind safety glasses into the eye.

When the first symptoms of a foreign body in the eye arise, the employee should copiously irrigate the eye



IF YOU ARE USING AN EYEWASH STATION THAT REQUIRES SOLUTION, MAKE SURE THE EYEWASH STATION IS CHANGED ACCORDING TO THE INSTRUCTIONS ON THE PACKAGING.

at the eyewash station. Eyewash stations are required by OSHA in all service departments and need to be routinely serviced. If you are using an eyewash station that requires solution, make sure the eyewash station is changed according to the instructions on the packaging. NHADA WCT provides FREE solution to our members for gravity-fed eyewash stations. NHADA WCT Loss Prevention Consultants are here to help our members comply with these requirements.

If the irrigation of the eye does not cure the problem, then medical treatment might be necessary, and our

Nurse Case Manager, Marta Silakka, can help facilitate a referral. While some members are programmed to send employees to urgent care centers for most injuries, that may not be the best option for eye injuries. A simple call to Marta will help the employee get the best treatment in a timely fashion. She will most likely start with a referral to an Ophthalmologist; they are located across the State, and many will see injured workers on the same day. Delayed treatment might result in a costly emergency room visit that will often result in an ophthalmologist referral anyway. ⚡

Contact the NHADA WCT Loss Prevention Department at 603-224-2369 for help choosing and maintaining eyewash stations and free eye protection. Contact Marta Silakka at 603-224-2369 to get a referral for treatment if necessary.



ONE LAST THING ...

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New Members

Alliance Auto Center, Inc.
 610 Lafayette Road
 Hampton, NH 03842
 Phone: 603-601-7275
 Owners: Cleberston Pontes &
 Paula Denise Furlanetto

**Cory Patten's Auto &
 Truck Works**
 197 US Route 10
 Croydon, NH 03773
 Phone: 603-863-1400
 Owner: Cory Patten

**Committed Collision &
 Auto Body Center, LLC**
 197 US Route 10
 North Hampton, NH 03862
 Phone: 603-926-1900
 Owner: Derek Lighthall

Seacoast Specialist Cars, LLC
 174 Raymond Road, Suite B
 Candia, NH 03034
 Phone: 603-782-0870
 Owner: Thomas Vagi

**53 Main St Auto Mart, Inc. dba
 Auto Mart Quality Trucks & Cars**
 53 South Main Street
 Derry, NH 03038
 Phone: 603-425-1855
 Owners: James Mize &
 Joseph Squeglia Jr.

**Meineke Car Care
 (Hudson #889)**
 5 Pelham Road
 Hudson, NH, 03051
 Phone: 603-546-7101
 Owner: Marc Arnold

**Meineke Car Care
 (Nashua #1331)**
 22 East Hollis Street
 Nashua, NH 03060
 Phone: 603-718-3701
 Owner: Marc Arnold

**Meineke Car Care
 (Merrimack #727)**
 227 Daniel Webster Highway
 Merrimack, NH 03054
 Phone: 603-261-2302
 Owner: Marc Arnold

**Meineke Car Care
 (Concord #1332)**
 216 Loudon Road
 Concord, NH 03301
 Phone: 603-369-6392
 Owner: Marc Arnold

**Meineke Car Care
 (Laconia #1541)**
 1022 Union Avenue
 Laconia, NH 03246
 Phone: 603-556-4629
 Owner: Marc Arnold

**Meineke Car Care
 (Rochester #1901)**
 131 Farmington Road
 Rochester, NH 03867
 Phone: 603-280-4618
 Owner: Marc Arnold

Maxwell Motors
 605 Suncook Valley Road
 Pittsfield, NH 03263
 Phone: 603-435-0023
 Owner: Kenneth Buenaflor

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Loss Prevention to Update Recommendations on Hearing Protection

Will also Revise OSHA Personal Protective Equipment Hazard Assessment



BRIAN DUPLESSIS, BS, CSP, REM

LOSS PREVENTION COORDINATOR

Based on observations made during safety audits, NHADA Loss Prevention took a closer look at noise exposure in Workers' Compensation Trust member shops. The results of the surveys showed that while OSHA limits weren't exceeded on average, certain tasks exposed service techs to substantial noise levels over shorter periods. This fact, coupled with the fact that techs can be exposed to hazardous noise levels from work performed by others, has led Loss Prevention (LP) to modify its recommendations on hearing protection and update the OSHA-required PPE Hazard Assessment.

Prior to this recent assessment, LP had only recommended donning ear plugs when engaged in work activities that generated significant noise, i.e., pneumatics. However, based on background noise levels recorded, technicians will be better protected by wearing earplugs at **ALL TIMES** while in the shop. Furthermore,

technicians are recommended to don earmuffs AND earplugs while working with pneumatics or performing other loud tasks.

This recommended level of hearing protection is similar to recommendations made for respirator usage in collision repair and for the same reasons. Respirators are used even though exposure levels are shown to be well below OSHA permissible limits as an extra level of protection or "comfort use." Similarly, hearing protection should be worn as recommended above to provide that extra level of safety.

Loss Prevention recommends that WCT members share this information with employees and update and enforce their policy on hearing protection. ⚡

If you have any questions, please contact Loss Prevention at bduplessis@nhada.com. Reach any member of the Loss Prevention Department at 603-224-2369.

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NHADA

Well-Being Program



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NHADA Insurance Well-Being program launched on March 1, 2022. This program is available to all NHADA members and their employees. You do not have to have benefits currently with NHADA to participate. And those participating in the program will be eligible for raffle items and gift cards!

Any member participating in at least three webinars will automatically be entered into a raffle to win a \$100 Amazon Gift Card. To qualify, members must participate between March 1, 2022 — Nov. 30, 2022. Winners will be notified in December 2022.

You can look forward to:

- Health & Wellness Webinars
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- Well-being Live Events
- Opportunities to save money
- Opportunities to win prizes
- And much more!



Check out <https://www.nhada.com/our-solutions/insurance/well-being> to check out some of our past webinars. Questions? Ideas? Please reach out to Lori Preve at 603-224-2369 or lpreve@nhada.com.



OUR NEW WELL-BEING PROGRAM BRINGS TOGETHER THE BEST PEOPLE, PRODUCTS, AND SERVICES FOR OUR MEMBERS TO IMPROVE THEIR SITUATIONS.



An aerial photograph of a river with a dam. The water is a deep blue-green color, and the surrounding landscape is a mix of green and brown vegetation. The dam is a long, straight structure crossing the river.

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(2022 Partners at time of printing deadline)

By the Numbers

2022 Unemployment Rates by Area

	May	June	July
United States	3.6%	3.6%	3.5%
New England	3.6%	3.5%	3.3%
Connecticut	4.2%	4.0%	3.7%
Maine	3.2%	3.0%	2.8%
Massachusetts	3.9%	3.7%	3.5%
New Hampshire	2.1%	2.0%	2.0%
Rhode Island	2.9%	2.7%	2.7%
Vermont	2.3%	2.2%	2.1%

Safety/OBD II Inspection Statistics

SAFETY Inspection Results	July '22	Percent of Total	YTD '22	Percent of Total
TOTAL	129,798	100.0%	925,033	100.0%
PASS	108,823	83.8%	774,881	83.8%
CORRECTED	11,867	9.1%	85,560	9.2%
REJECTED	6,716	5.2%	46,705	5.0%
UNTESTED	2,392	1.8%	17,887	1.9%
OBD Inspection Results (20 yrs. old or newer)				
TOTAL	110,090	100.0%	788,991	100.0%
PASS	98,068	89.1%	700,192	88.7%
REJECTED	7,082	6.4%	55,090	7.0%
UNTESTED	4,940	4.5%	33,709	4.3%

Title Statistics Report July 2022

New Hampshire Department of Safety, Division of Motor Vehicles

	Current 12 months	Prior 12 months	% of change	July '22	July '21	21 YTD	22 YTD
TITLES ISSUED FOR NEW AND DEMO VEHICLES	120,774	133,334	-10.40	8,846	12,919	73,896	70,993
TITLE ISSUED FOR USED VEHICLES	278,140	274,037	1.48	19,675	21,842	150,624	161,596
TOTAL TITLES ISSUED	398,914	407,371	-2.12	28,521	34,761	224,520	232,589
TITLES ISSUED WITH A LIEN				12,353	16,830	97,725	105,944
TITLES ISSUED WITH NO LIEN				16,168	17,931	126,795	126,645
SALVAGE TITLES ISSUED				713	622	6,225	8,164
SALVAGE TAGS				393	197	1,122	1,367
HEAVY TRUCKS MORE THAN 19 YEARS				24	34	232	232
HEAVY TRUCKS 19 YEARS AND LESS				134	131	1,118	2,162
TITLES ISSUED FOR TRAILERS				1,997	2,262	11,186	11,986
TITLES ISSUED FOR MOTORCYCLES				2,395	2,501	10,730	11,764
TITLES ISSUED FOR MOTOR HOMES				137	131	753	852

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