



AUTOMOTIVE
RECYCLERS
OF MICHIGAN

See 2017-2018 ARM
Annual Committee
Reports on
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YARDTALK

Issue 1

The Official Publication of the Automotive Recyclers of Michigan

Fall 2018

The President's Message

With the holidays already here, and 2019 right around the corner, it's time to look back on another successful year. I'd like to thank all the board members and past presidents for all the time and energy you



Ross Lewicki

dedicate to the association. Your hard work and commitment to bettering the auto recycling industry benefits

not only yourself, but every other automotive recycler in Michigan. A special thanks to Barb Utter. Her passion and commitment to the association and our industry is unrivaled throughout the country. Barb was recognized with two features in *Auto Body News* and the *President's Award for Professional Commitment and Dedication in Serving the Automobile Recycling Industry* from our national association ARA. She truly is one of a kind, and we are incredibly lucky to have her. I would also like to thank Kathy, who works hard behind the scenes. Kathy plays

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Plans for the 11th Annual ARM Road Show & Business Networking Conference are Underway!

April 25-27, 2019

This year's ARM Road Show & Business Networking Conference will be held at Worldwide Equipment Sales of Michigan in Livonia, MI. Worldwide Equipment is part of a multi-state distributor network with locations in Michigan, California, and Illinois that specializes in Jerr-Dan Towing Equipment. Each location maintains a stock of rollbacks and wreckers which can be installed on virtually any chassis. They have new and used items and both large and small units. In addition to Jerr-Dan, Worldwide is also a distributor for Landoll Trailers, Cottrell multi-vehicle trailers, Zacklift and Minute Man.

Worldwide Equipment also carries several brands of consumables such as straps, chains, lights, height sticks and more. The sales and service staff have decades of experience working with these products which is why Worldwide Equipment Sales leads the industry in heavy equipment and vehicle hauling equipment.



Mark Your Calendar!

Mark your calendars for April 25-27, 2019, to join us for training, team-building, and fun. Plan to bring your team as we take over Worldwide Equipment's offices. We will have plenty of yard tours and events throughout the weekend to keep you and your coworkers educated about the latest industry trends and technologies. Entertainment is part of the Road Show experience so be prepared to join us for golf, working lunches, and our annual dinner with games, raffles and a live auction!

Plans are already underway to host a huge group of vendors, trainers and your fellow recyclers. This is an event you won't want to miss! 🚗



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2017-2018 Executive Director Annual Report

As your Executive Director it is my responsibility to oversee the complete operation of the association, including programs, education, training, our financial resources, and any other duties deemed necessary by the Board of Directors. With that as my charge, I am so happy to report to



Barb Utter

you that we have just completed another successful year. We came in under budget this year without supplementing our income with monies from our reserve funds. This in itself is a huge feat and one we should all be very proud of because it is impossible to survive on dues alone and still continue to provide you the membership with the programs and services we have all come to depend on.

That being said, while a lot of our focus is on raising additional funds for the association, the majority of our efforts are spent informing, assisting and providing our members with the information and tools you need to be in compliance with the latest legislation and requirements placed on you and your businesses so you can compete on a level playing field in today's global market. The majority of our efforts are accomplished at our annual Road Show & Business Networking Conference and our annual Kent Utter Jr. Memorial Golf Outing and through our MICAR, MICAR Plus, Safety and Storm Water Programs, in *YardTalk*, our quarterly newsletter, and in our member's only e-newsletter.

We continue to work closely with our state agencies, MDEQ, MDOS and MIOSHA. We are an active affiliate member of our International Association ARA so we can keep our members updated on federal and global issues that affect our industry. Slater Shroyer is a member of ARA's Government Affairs Committee, Jason Fisher is Regional Director for the North Region, and of course I represent us on the Affiliate Chapter Committee. Through our involvement in ARA, we are able to provide our members with many additional benefits, including their latest recycled parts advertising campaign. This exciting program is free to our members and increases public awareness so that they know they

have the option to choose recycled parts. We also have strong representation in Lansing through our legal counsel Dave Gregory of Kelley Cawthorne, and terrific professional environmental support through our MICAR Program Manager Dave Kendzierski of StormTech.

All that we accomplish is made possible because of the commitment and teamwork of your Board of Directors, Committee Chairs, staff, and you the membership. However, with all the demands placed on small businesses and the rapid changes happening in our industry, it continues to become more difficult for a few to do it all. I hope you will take the time to read the committee reports provided in this issue of *YardTalk* so that you can familiarize yourself with the specific accomplishments of your association. Then I hope you will consider becoming more involved in YOUR association. Call a board member or call the office and let us know where you would like to get involved. I hope you will help us tell our story to your state and federal legislators. As our Legislative chair Ted Dusseau has advocated for years, we must take the initiative and reach out to our state and federal legislators, invite them to visit your business and tell them our story. It is imperative that you build a relationship if you want to have a say in the choices they make on our industry. And then I encourage each and every one of you make sure to get out and vote. If we don't, we lose our right to complain and criticize.

The Automotive Recyclers of Michigan exists for you. We advocate on your behalf. We are committed to providing you with the tools and services you need to achieve success in today's global market and we rely on your input to help us achieve these goals. If we don't know what you would like us to do for you or what is bothering you, we certainly can't help you. Let us hear from you. Join the team. Help us continue to move forward. As inventor Charles Kettering said, "You can't have a better tomorrow if you are thinking about yesterday all the time."

I would like to thank Ross and the Board for their support and leadership, and Kathy for her help and

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YARDTALK is published quarterly.

Statements of fact and opinions are the responsibility of the author alone and do not necessarily imply any opinion on the part of the officers, director, or members of ARM.

Please address articles or letters for publication to:

ARM Office

7550 S. Saginaw
Suite 9
Grand Blanc, MI
48439

Calendar of Upcoming Events

December 11, 2018	MDEQ Environmental Compliance Workshop for the Auto Salvage and Scrap Metal Industry Genesys Conference & Banquet Center Grand Blanc, MI
April 3-4, 2019	ARA Hill Days and Legislative Summit Washington Auto Show Washington, D.C.
April 11-13, 2019	URG Training Conference Hyatt Regency Grand Cypress Resort Orlando, FL
April 25-27, 2019	ARM Road Show & Business Networking Conference Worldwide Equipment Sales, LLC Livonia, MI
June 17, 2019	ARM 19th Annual Kent Utter, Jr. Memorial Scholarship Golf Outing Links of Novi Novi, MI



Please welcome the following new ARM members:

Cat's Auto Salvage

*Formerly Cat's Parts Mart
Auto Salvage*

New Owner: Jeff Stockwell
Lansing, MI

Charlie's A-Z LLC

Owners: Bryon (Charlie) and
Diana Burgtorf
Perrington, MI

Dix Automotive Recyclers

New Owner: Ahmad Chammout
Lincoln Park, MI

Fender Benders

Formerly Grayling Auto Recycling
New Owner: Josh Hendershott
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Flattened Bodies (picked-up)	\$180.00 nt
Batteries20 lb.
Radiators	1.46 lb.
Aluminum (clean).....	.35 lb.
Whole Aluminum Transmissions15 lb.

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The President's Message

Continued from page 1

a key role in ensuring our members have a good and valuable experience with the association.

As I mentioned, 2018 has been another great year for ARM. Our annual Road Show which was hosted by GoGo Classic Cars & Showroom was a huge success and we were able to raise more revenue than we typically do. These extra funds will allow us to pursue and provide additional member benefits.

Our new website is up and running, if you haven't visited it yet you should. It offers downloadable safety and training forms as well as the opportunity to advertise your business.

While 2018 was a successful year for ARM the same can not be said for other associations around the country. Many have seen continued declines in membership with some collapsing all together. With this in mind ARM is still going strong and while our membership is not at its peak it has been holding

steady. Unfortunately, we continue to lose a few members each year due to businesses closing. We have been able to offset these losses with new members that are either new to the industry or finally are able to see the value that ARM offers to their operation. Our goals for 2019 are to maintain our strong membership and to increase our membership benefits through training. We are currently working to schedule at least one and possibly two training sessions on high voltage vehicles. This will be in addition to the quality training that will be provided at our next Road Show hosted at Worldwide Equipment Sales in Livonia, April 25-27, 2019. We are also continuing to create and provide more training materials that will be available for download on our website. Our legislative committee is hard at work planning another Legislative Day in Lansing after taking the past year off due to elections. This event is a great opportunity to get in touch with your local representatives and explain to them face to face the obstacles our industry is currently facing. With our training sessions, Road Show, Legislative Day, and Golf Outing planned for 2019, we are looking forward to another successful year of providing training, networking, and growth opportunities to members of the automotive recycling industry. 🚗

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curbstoner_form_65906_7.pdf](http://www.michigan.gov/documents/curbstoner_form_65906_7.pdf)

From the Desk of Your Executive Director

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friendship. I thank each of you for the privilege of serving as your Executive Director. I am proud to represent you and what we have accomplished together and I am confident that your association will continue to help you, the professional recycler, to have a better tomorrow.

I hope you had a wonderful Thanksgiving and I wish all of you a very blessed and joyous Hanukkah and Christmas season. We truly have so much to be grateful for as we close out 2018 and begin 2019. I am looking forward to seeing all of you next April 25-27th at our 11th Annual ARM Road Show & Business Networking Conference hosted by Worldwide Equipment Sales, LLC in Livonia. 🚗

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Storm Water Permit Compliance Guidelines

By David Kendziorski
ARM Storm Water Program

The new salvage industry storm water permit is being phased in over a five-year period: 2015–2020. All recyclers who have permits should have a registered MiWaters account to electronically submit reports to DEQ. You'll need to submit a Notice of Intent to renew your old permit before it expires. Your new permit will take effect when DEQ sends you a Certificate of Coverage (COC) – it might take a year or more to receive the COC. Within six months of the date of your COC, you must submit an updated storm water pollution prevention plan (SWPPP), Site Map, and Request to



Forego Benchmark Monitoring to MiWaters, and then later forward DEQ three quarterly storm water visual observations for each storm water discharge location. You'll also be conducting three inspections:

- Routine Housekeeping and Preventive Maintenance Inspection (every 2 weeks)
- Comprehensive Inspection (quarterly)
- Storm Water Visual Observation (quarterly)

In January of each year, you'll submit an annual report to MiWaters.

If all storm water is retained on your site and you never discharge storm water, or if you are located within a municipal combined sewer service area, you do not need a storm water permit.

There are three ways you can choose to comply with your permit:

1. Comply on Your Own

You can follow the templates, instructions, and video demonstrations on the DEQ website. The DEQ storm water contacts, also listed on the website, are available to answer questions. Stay organized and watch the deadlines so you don't fall behind. The only cost is the annual permit fee of \$260 that is billed by DEQ each February.

2. Hire a Consultant or Engineer

Many environmental consultants will help you comply with the permit. They will visit your facility, prepare the documents, and explain how to conduct the necessary inspections. Typically, they will visit periodically afterward, perhaps once a year, to update your documents and keep you on track. Expect to spend a few thousand dollars, plus the annual permit fee to DEQ.

3. Join the ARM Storm Water Program

All ARM members are eligible to join the ARM Storm Water Program. Each participating member is visited by the ARM Storm Water Program Manager, and receives a *Storm Water Compliance Manual*, SWPPP, Site Map, Request to Forego Benchmark Monitoring, rain gauge, forms, instructions, and training. The one-time cost is \$350 for MICAR members or \$500 for ARM members who are not in MICAR, plus the annual permit fee to DEQ. There are currently 16 members in the program.

Questions? Contact the ARM Office or Dave Kendziorski at 414-943-1773 or dave@stormtech1.com. 🚗

**Need information?
Have a question?
Send us a note!**

You can reach the ARM office via e-mail.

Our address is:

arm@mi.automotiverecyclers.org





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Recycling — it's all about sustainability. By reusing steel from end-of-life cars, appliances, machinery, bridges, and buildings, we conserve the earth's resources for future generations. OmniSource collects and processes steel scrap, much of which is supplied to Steel Dynamics to be melted and converted into new steel. Working as one, SDI and OmniSource take in the old ... to create the new.

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5

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- 1) Highly regarded as an industry-leading professionally produced publication.
- 2) Competitive rates.
- 3) Circulation reaches over 400 recyclers in Michigan, and many other affiliate state associations.
- 4) Great communication tool and source of valuable industry-related information, products and services.
- 5) Newsletter content focused on issues pertinent to Michigan recyclers.

If you'd like to place an ad, or inquire about rates or information, please call the ARM Office at (800) 831-2519 or email: arm@mi.automotiverecyclers.org

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Defective Takata Airbags – Buyback vs Non-Buyback

By Katie Stark and Paul D'Adamo
Rebuilders Automotive Supply

It has come to our attention that there is a misunderstanding regarding defective Takata airbags. The issue revolves around a perception that the OE Buyback program run by RAS is essentially the only program a recycler needs to be aware of and act on.

Our focus in this article is to clarify the role and responsibilities for Auto Recyclers:

- The Tread Act of 2000, makes it illegal to re-sell any recalled part and created penalties of \$21K per instance of violation.
- The Recall program for Auto Recyclers can be broken down into two groups
 - the first group, referred to as the buyback program, belongs to those automakers who have contracted with RAS to provide funds to facilitate the identification, validation, recovery, transport and ultimate destruction of defective Takata airbags.
 - the second group, considered the non-buyback, belongs to those automakers who have not contracted with RAS to offer a bounty within the auto recycling industry to retrieve these airbags. But their airbags are still on recall.

While we have pursued all affected Automakers (OE's) to join the buyback program, we are happy to announce that we now have 10 Original Equipment Manufacturers representing 22 makes and 144 models with 15 years of coverage. A full list of makes, models and years can be found at coresupply.com. RAS will continue to engage other OE's to join our effort to

ensure that defective Takata airbags are not re-sold into the used parts marketplace.

Since January 2018, RAS has launched a massive awareness and education campaign for North American Auto Recyclers with our #yankthatbag campaign. In addition, RAS has developed a robust platform for recyclers to engage with the buyback program at rascorepro.com. At the same time, a number of industry partners have recognized opportunities to assist recyclers in identifying defective Takata airbags.

We have partnered with Hollander, URG developed a Hot Key, Buddy Automotive has introduced alerts into their Inventory software, and Car-Part has filtered defective airbags from being displayed on their platform. RAS is continually working with other software providers to enhance recyclers ability to mitigate the risk of airbags through technology while recouping labor costs through reimbursement.

The Takata airbag recall is the largest in automotive history so it naturally follows that tools and programs to help the end-of-life auto recycling industry respond will continue to evolve.

Questions? Call the Recall Team at 877-829-1553

Final thoughts:

- Do the Right Thing – be diligent about running your VIN's on rascorepro.com and safercar.gov
- Look after yourself, your family, and your customers. Run VIN Checks on their vehicles.
- Be Safe and Live Mas! 🚗

How do you KEEP good employees?

By Theresa Colbert

I was fortunate to be the moderator for several round table panels these past few months. One of the most frequently asked question was, *"how do you find good employees?"* But, I think that the real question should be, *"how do you KEEP good employees?"*

I spend so much time with recyclers that I see the "good" employees, "the "bad" employees, and lots of "in between" employees. One thing I don't see a lot of are the "great" employees! When I do see the great ones, I go back several months later and that person no longer works there. Then the owners are asking me, "where do I find good employees?" I want to ask them, "what did you do to keep the GREAT employee that you had? What could you do differently?" Or, as my daughter was asked in an interview recently: "If we hire you, what do we need to do to keep you here for 5 years?" Wait! What did you ask??? You want to keep me here for 5 years?! WOW! What a concept! You don't want to have to hire, retrain, hire again, retrain again, repeat over and over? You actually want to hire an employee AND keep them for many years??? I love this idea! My best recyclers with long-time employees do this very thing!

Many years ago, I managed an engine replacement/ auto repair business. Our "comeback" percentage was VERY LOW! We did not keep techs very long if they could not do the job correctly. I actually had a sign made up that said, *"Does it cost you less to do the job right the second time?"* NO! It costs us MORE! First of all, the techs worked flat rate, so they did it the second time for free if they messed it up. Second, it cost us in customer service by having jobs delayed or (heaven forbid) a customer driving off in a car that was not fixed correctly! I want signs made that say, *"Does it cost you less to retrain another employee? And another? And another?"*

In our business, we work hard to buy nice product, we test the parts, we have nice delivery trucks, and I could go on and on about the things that we pay attention to in order to make our yards and customer

experience better. But, a LOT of yards seem to forget that our employees are our number one investment. I am not talking about having the highest paid employees either. I have noticed that there seems to be several reasons people quit jobs. When you look at studies that show what keeps people in a job or company, salary or money is never the number one reason people leave or stay. I am not saying that salary is not an issue – just not the number one issue.

Why DO people leave their jobs?

- Lack of recognition – Employees want to know that they are doing a good job! Put a "kudos" or "caught you doing a great job" program in place where managers or other employees can recognize when someone goes above and beyond. Some of my yards give prizes or the employee gets to leave one hour early for doing extra. It does not cost a lot to say, "thank you, I noticed what you did today!"
- Micro managers – When you get a great employee, tell them what you expect and let them do their job! You do not have to follow them around and make sure that they do it "your way!" I once had a boss yell at me because I put the postage stamps on sideways. The post office didn't care, but he did!
- Offer competitive wages – Last April, *Business Insider* had an article on keeping employees. They asked, *"Do you offer fair compensation, based on clearly stated goals? Are there monetary incentives to make a difference, such as bonuses, that reflect above-and-beyond achievement? To retain your best people, demonstrate your satisfaction with their work through competitive salaries that at least match industry norms."*

There are obviously a LOT of other reasons employees leave: overwork, lack of trust, not knowing what is expected of them, job safety. I could go on and on as I am sure that all of you can. I can do an entire article on "why we should get rid of this employee" but we will save that for another time. With the new year upon us, it may be a good time to reflect on what we are doing to KEEP our great employees!

As always, if you have any questions please feel free to email me, text me or call me: TheresaC@Car-Part.com 859-802-2382. I hope all of you have a blessed Christmas and Happy New Year!! 🚗



Do Your Part!
Recycle!





Recap of ARA's 75th Annual Convention & Expo!

Thanks to all who attended ARA's 75th Annual Convention and Exposition, helping us to make it one of ARA's most successful events yet! Nearly 900 professional automotive recyclers, industry vendors, suppliers, and supporters made it to Walt Disney World's Dolphin Resort on October 31 – November 3 to celebrate ARA's 75th year. On-site registration drew recyclers from Florida and neighboring states, with over 100 individuals registering on-site. 14 countries were represented at the conference: United States, United Kingdom, Australia, Brazil, Canada, France, Germany, Hong Kong, Japan, Netherlands, New Zealand, Peru, Poland, and South Korea.

Jonathan Morrow of M & M Auto Parts in Fredericksburg, Virginia took over the reigns as ARA President, succeeding David Gold. RD Hopper was recognized for his service on the Executive Committee and Marty Hollingshead was welcomed as ARA's new Secretary. Several STAR Awards were given out during the Recyclers Roundtable and Friday evening's Big Beach Bash.

ARA Attends NHTSA's "Retooling Recalls" Workshop

ARA representatives were on hand last week at a National Highway Traffic Safety Administration (NHTSA) workshop entitled "Retooling Recalls". NHTSA's stated agenda for the day-long session was to discuss various aspects of reaching a higher completion rate for auto safety recalls.

Throughout the course of this year, ARA has had multiple discussions with NHTSA attorneys and the Takata Monitor, discussions that included the suggestion of convening such an event that would allow decision-makers throughout the auto supply chain an opportunity to meet and dive deeper into the problem.

The November 15th event was composed of four panels that discussed "Data and Dealers", communicating with consumers, outreach, and unique recalls. ARA participants: Executive Director Sandy Blalock, Vice President of Government Relations Delanne Bernier, and outside Counsel Rod Nydam took the opportunity to network with dozens of key stakeholders including automakers, consumer groups, dealers and many

others. Many important contacts and relationships were developed that ARA will actively and immediately pursue follow up.

Congratulations to our 2018 ARA STAR Award Winners!

Affiliate Chapter of the Year: Automotive Recyclers Association of Rhode Island

Regional Director of the Year: Shan McMillon (Cocoa Auto Salvage, Cocoa, FL)

CAR Member of the Year: Nordstrom's Automotive, Garretson, SD

Gold Seal Member of the Year: Counselman's Automotive Recycling, Mobile, AL

Apple Award: Fred Iantorno, CIECA

Member of the Year: Roger Schroder, Car-Part

President's Award: Jeff Schroder, Car-Part

Used Car Monthly Subscriptions Offer Additional Options to Consumers

An October 21 CNBC article profiled a company called Fair that is seeking to offer drivers a more flexible option when it comes to car ownership: a monthly subscription. Fair, a two-year old startup currently available in 22 cities and 12 states, allows drivers to choose a used vehicle, get pre-qualified and complete the subscription all via a smartphone app.

"What we're doing is giving mobility without going into debt with a car loan," Fair founder and CEO Scott Painter told CNBC's "On the Money" in a recent interview. Using the app, drivers can pre-qualify by scanning their driver's license. After selecting a car (ranging from a Nissan Versa subcompact to a McLaren 570S Coupe) and linking a bank account, the used car can be picked up at one of Fair's partner dealers. Fair has 20,000 customers and is adding 500 a week, with the average user paying a monthly fee of \$360 a month.

Painter specified that Fair makes money when customers "pay month-to-month [and] we generate fee-based revenue." Accurate pricing of used cars is key to the company making a profit. "Actually, the reason we're able to make money at it is because we understand today what a car is worth using data," Painter said. "These markets for new and used cars have become so transparent, and we have absolute clarity around what a car is worth, just based on a VIN number and



a license plate," he added. "We can see mileage, age, condition, repair history and understand what that car is worth."

To read the entire article, please click here: <https://www.cnbc.com/amp/2018/10/19/fair-app-uses-subscription-model-to-promote-car-ownership.html>

EPA Requests ARA Follow-Up Regarding Vehicle Waste Management

The U.S. Environmental Protection Agency (EPA) has requested a meeting with ARA to discuss the mechanics of the automotive recycling industry to "...further close information gaps to support an increased preparedness related to managing and disposing of large quantities of vehicles resulting from incidents of national significance." This comes as a result of an EPA-sponsored workshop in November 2017 in which ARA, other industry stakeholders and scientists began an in-depth

exploration of processes for the handling of vehicles after man-made (biologic or radiation) or environmental (floods or hurricanes) crises.

Some of the issues that EPA want to explore with ARA involve "potential waste reduction methods", "opportunities for detecting contamination" and the general "life cycle of the recycled vehicle or vehicle waste". EPA has acknowledged that it needs more understanding of many issues of disaster preparedness tools, stakeholders and processes.

ARA will be meeting with EPA in early December to further discussions.

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By David Gregory of Kelley Cawthorne
Legal & Government Relations Counsel to ARM

NOVEMBER 2018

ELECTION 2018: WHAT HAPPENED?

A “Blue Wave” hit Michigan – south of Clare, anyway. It missed Macomb and Monroe Counties, too. Okay, maybe it was just a “Blue Tornado” which wiped out Republicans wherever it touched down. However, it missed large swaths of the state leaving Dems in charge of state executive branch and Republicans still in charge of the Legislature.

All three (3) major state-wide offices, Governor, Attorney General, and Secretary of State, switched from Republican to Democrat. This is the first “hat trick” for either party in 80 years.

Moreover, all three (3) major statewide offices went from male to female for the first time ever. That means our new governor is **Gretchen Whitmer**, a former state legislator, our new Secretary of State is **Jocelyn Benson**, and our new Attorney General is **Dana Nessel**.

Female power also helped flip two (2) Congressional seats from Red to Blue as well with **Elissa Slotkin** beating Incumbent Mike Bishop in the 8th Congressional District (Ingham, Livingston, Oakland) and **Haley Stevens** winning the open 11th Congressional District (Wayne, Oakland). These two (2) wins helped Democrats re-take the U.S. House for the first time since 2010.

Things were better for Republicans in the State Legislature, however. **Dems picked up net five (5) seats in the Michigan House, but the GOP retained control by 58-52 margin.**

Dems also picked up five (5) seats in the Michigan Senate – their best showing since the 1974 Watergate election. However, **Republicans kept control by a 22-16 margin.** Republicans have a stranglehold on the upper chamber having controlled it continuously since 1983.

WHY DID IT HAPPEN?

In a word – turnout. Michigan had a record 4.3 Million voters turnout for a gubernatorial/mid-term election.

Approximately 53% of voters said they turned out because of their feelings about President Trump. Ironically, that’s also the same percentage of the total vote won by gubernatorial candidate Gretchen Whitmer

over her GOP opponent Bill Schuette.

When turnout is high, like it was on November 6, Democrats generally win statewide elections in Michigan. For example, losing candidate for Governor, Bill Schuette, with 1.85 Million votes, came just shy of matching his fellow Republican Rick Snyder’s winning vote total of 1.87 Million votes in 2010. In fact, three (3) of the top four (4) Republican vote getters in the last ten (10) years were Republicans who lost in the most recent election.

What gives? There are less Republican voters in Michigan, but they are more reliable voters. GOP candidates for statewide office get somewhere between 1.5 Million and 1.9 Million votes. That’s a 400,000-vote swing.

Democrats running for statewide office, on the other hand, generally get somewhere between 1.3 Million and 2.26 Million votes. That’s almost a 1 Million-vote swing!

In short, both parties were motivated and turned out their voters. However, there are more Democrat voters than Republican voters statewide so when both parties max out, Dems win.

Dems also made gains with female voters in traditionally Republican suburban areas of Kent, Kalamazoo, and Oakland Counties. Republicans did well in areas where President Trump remains popular such as Macomb County, Monroe County, and northern Michigan, which allowed them to retain control of the Legislature.

WHAT WILL HAPPEN IN 2019?

First, there will be lots of new legislators. In addition to an entirely new state executive branch line-up, there will be 46 new members of the Michigan House for a turnover rate of 42%.

There will also be 31 new members of the Michigan Senate, a turnover rate of over 80%! Of those 31 new members, seven (7) have never previously served in the Legislature.

In addition to new members, 75% of the legislative leadership is new as well: State Sen. **Mike Shirkey (R-Clarklake)** takes over for term-limited Senate Majority Leader Arlan Meekhof; Speaker Pro Tem **Lee Chatfield (R-Levering)** takes over for term-limited House Speaker Tom Leonard; and House Minority Floor Leader **Christine Greig (D-Farmington Hills)** will



become only Michigan's third female caucus leader taking over for term-limited House Dem Leader Sam Singh. State Sen. **Jim Ananich (D-Flint)** remains Senate Minority Leader.

With all these new faces and divided state government, will we **Fix the Damn Roads** to the tune of \$3B in new funding annually as candidate Gretchen Whitmer famously urged? Maybe, but don't count on it.

House Republicans are already suggesting that Michigan re-direct the sales tax on gas 100% to roads, before discussing any new revenues. This would require a super-majority vote in the Legislature and a vote of the people because it would be a constitutional amendment to Proposal A of 1994. As a more practical matter, it would also mean less money for schools, so don't plan on that being too popular in many corners.

That means Fix the Damn Roads could also turn into Clean the Damn Water with new fees being proposed to replace lead pipes statewide and to modernize water

and sewer systems. Watch for legislative Republicans to be skeptical of this as well because it would constitute a "new tax."

Maybe we'll do something about Michigan's highest in the nation auto insurance rates. Whitmer ran on lowering rates. It's Detroit Mayor Duggan's top priority and many Republicans support it as well. If nothing gets done in *Lame Duck*, look for new proposals to: create a fraud authority; let seniors, who are covered by Medicare, opt out of unlimited lifetime medical; and create a fee schedule for medical providers.

Is there is common ground for bi-partisan solutions? Perhaps. But maybe legislative Republicans who want President Trump to win Michigan again in 2020 will try to deny a new Democrat governor any major policy wins to tout on the campaign trail. They may even want to tamp down any Vice-Presidential talk for a popular new female governor from a key national swing state like Michigan. 🚗

Save the Date!

11th Annual ARM Road Show & Business Networking Conference

On location at **Worldwide Equipment Sales, LLC**
in Livonia, MI

April 25-27, 2019

Informative Seminars
& Workshops
Vendor Demonstrations
New Technology Introductions
Exciting Tours &
Specialized Training
Great Food + Fun
Family Activities!

For more information contact
Barb Utter at the ARM office:
800-831-2519 or e-mail:
arm@mi.automotiverecyclers.org





By Slater Shroyer

Something's on fire!" I have yet to figure out a scenario where those words bring anything but dread. Hearing them at work is even worse. It's been nearly twenty years since we went through a serious fire. I thought we learned our lessons and made changes. Apparently, there are still a few new lessons to learn.

The call came across my phone on a Sunday afternoon. It was one of the guys who works out back and happens to live within spitting distance of the shop. He sounded frantic on the phone as he tried to get out that something was on fire and he didn't know what to do. For a moment I thought it was a prank call... It wasn't.

After our fire many years ago, we made some major changes. Cars get quarantined until they're checked in. The dismantling building is separate from the inventory warehouse to minimize losses in the event of an actual fire. Most importantly, along with the quarantining, we now use fire-breaks along the rows to keep fires from spreading through the entire yard. It's a simple enough idea: leave a space every so many cars so it's less likely to keep jumping from one to the next. It had never been tested, and I had no idea if the burning cars were nicely parked like they were supposed to be or not.

I told him to go check out what was happening as I couldn't very well see anything from twenty miles away. "I'm not going over there! What if it's a car on fire and it explodes?" Clearly the kid has watched too many action

movies where cars blow up in a fiery inferno whenever someone lights a match in their general vicinity. For those who haven't had the pleasure of seeing one live, a car fire is generally much less exciting than what gets shown on TV. It usually takes a few minutes to spread and gives off a putrid black smell, but the closest you get to a boom is when the air in the tires expands and they start popping. If you catch it early enough, a shot from your run-of-the-mill class B-C extinguisher can put it out. To be sure, once the car is engulfed, your options are to call the fire department or wait until it's reduced to a pile of charred rubble. (For the record: you should call the fire department!)

By the time I made the drive in, the fire department was finishing up. Seven cars had been reduced to smoldering shells. They were all new arrivals that had come in over the last two days. Luckily, they were sequestered enough that the flames hadn't spread to any buildings or made it into any of the rows of inventoried cars. Still, the situation made no sense. No one was working on anything that day and to my knowledge none of these cars had been inventoried, drained or prepped yet.



I don't fancy myself much of a Sherlock Holmes, but it baffled me that a car appeared to have spontaneously combusted with no witnesses to anything except the plume of smoke. I started making phone calls wondering what might have happened. Did someone use a torch and not notice that something was still burning... for two days? Perhaps a catalytic converter had been cut off? Was someone testing an engine and maybe they forgot to shut it off... and somehow something got hot enough to ignite? None of these scenarios made sense as it was a Sunday and again – none of the cars had been moved out of quarantine. Still, when confronted with a potential catastrophe you consider every option.

Much like tracking down the start of an infectious disease, the fire investigator began looking for patient zero. The answer to the mystery would begin by figuring out which car caught fire first. In our case it was an old rear-wheel drive that had come in from a local repair shop. The burn pattern indicated that the fire had started near the battery tray and he could tell that the right side of the engine compartment had burned longer and hotter than the rest of the ash-pile which now barely resembled a car.

This old car didn't have converters on it as it had been illegally straight-piped by a previous owner. (For those who might not be familiar, straight-piping is when someone removes the catalytic converter and replaces it with a simple piece of exhaust pipe. Some folks argue it gives the car more horsepower, but mostly it happens when someone wants to sell a converter for extra cash. For the purposes of this story, it meant that there wasn't a converter to cut off with a shear or torch thus eliminating the most probable source for a slow burning ember that could ignite a fiery blaze.)

"Old Smokey" had, however, been moved with a loader and set down on the ground missing a couple of wheels. Further inquiry turned up the fact that the vehicle was sold for scrap due to electrical problems. The repair shop owner said, "it only needs someone to replace the computer and a few wires." So clearly there was a short somewhere and somehow it had sparked a fire that had spread to more cars. There was probably a lesson here about checking cars in or removing batteries upon arrival – even on weekends. We have protocols for torches, electric versus air-powered tools, storage of potentially hazardous materials like gas and batteries – but this didn't fall into any of those areas.

Life is a learning experience, and there was something to be gained here. We lost seven cars, but because they were separated the damage was limited. Fire-breaks do work. There was the lesson of knowing what you are buying. Even the most benign looking car can leak fluid or catch on fire before anyone realizes it. Checking out every new arrival – upon arrival – can mitigate the risk of a potential disaster.

Most importantly, there is the need for better fire-response training. Most of our training focuses on fire prevention, and perhaps a quick discussion on how to use an extinguisher. Rarely do we spend time preparing for how to handle the actual situation. Without



experience grounded in reality, it is easy to understand how people might assume the situation could become something from an action-flick with explosions and fire-balls everywhere. Knowing how to assess the situation calmly and rationally is something that should be incorporated into our training so that everyone knows how to react effectively.

I'm not expecting everyone to rush out and revamp their entire fire prevention and response plan based on a minor car fire. I am, however, suggesting that you might want to review it and talk to your co-workers about how to react. You might be surprised how much, or in my case how little, people truly understand about fire safety. 🚗



2017-2018 ARM Annual Committee Reports

LEGISLATIVE COMMITTEE:

Chair: Ted Dusseau **Co-Chair:** Jason Fisher

Kelley Cawthorne: David Gregory

Committee Members: Slater Shroyer, Daniel Gray, Gary Hooper, Brad Rose

Lansing Update/Annual Report:

By David Gregory of Kelley Cawthorne

October 11, 2018

LEGISLATION: NO NEWS IS GOOD NEWS

2018 has been a quiet year on the legislative front which is generally good for ARM members. As previously reported, Sen. Joe Hune's "anti-steering" legislation, SB 291, remains stalled in the Senate Insurance Committee. ARM is neutral on this bill which would prohibit insurers from requiring the use of specific body shops or parts.

Some bills of general interest include:

- **HB 4107** (Rep. LaFave) is in House Reg Reform Committee. The bill would require second-hand junk dealers to get a business license from a township, in addition to the current requirement of obtaining a license if located in a city or village.
- **SB 1023** (Sen. MacGregor) is in the House Commerce Committee. The bill would establish a pre-licensure training program conducted by the Secretary of State for all dealer classes. There is an identical bill (HB 6369/Lilly) also in House Commerce.
- **2018 PA 329** (Sen. Kowall) requires a separate local license for second hand junk dealers which receive an item for recycling via an electronic kiosk.
- **An effort to reform Auto No Fault failed** on the House floor earlier this year. The issue remains a hot topic which could be revisited during lame duck. In general, however, proposed reforms deal with personal injury protection rather than collision damage. On the regulatory front, we've helped

ARM members get clarification from the Secretary of State on issues regarding salvage title inspections and dealer database issues.

2018 ELECTION

The 2018 is just around the corner. The following is a brief overview of what's at stake.

- **Statewide Races.** All three (3) major statewide offices are open in 2018 due to Term Limits. In the **governor's race**, Republican Attorney General Bill Schuette has worn his Trump endorsement for governor as a badge of honor. It helped him comfortably win the GOP primary, but Trump's approval ratings could hurt him in the general. On the Democratic side, former Senate Minority Leader Gretchen Whitmer cruised to an easier than expected primary win over two (2) more progressive, male candidates. Schuette is trying to stop her momentum by tying her to former Governor Jennifer Granholm and Michigan's "Lost Decade" of the 2000s.

The most recent public polling shows both candidates essentially tied in Name ID, but with **Whitmer leading by 8% in the head-to-head match-up**. Whitmer has the advantage, but look for the race to continue tightening in the closing weeks.

The **Secretary of State** match-up is Democrat Jocelyn Benson, the Dems' nominee in 2010, against Republican Mary Treder Lang. Most public polling shows Democrat Benson with a comfortable lead.

For **Attorney General**, it's GOP House Speaker Tom Leonard against civil rights lawyer Dana Nessel for the Dems. Nessel is ahead, but Speaker Leonard has pulled to within 6% points in the last few weeks. Many believe this will be the closest of the three (3) statewide races.

- **State Senate: Democrats poised to make gains.** However, Dems would need to pick up nine (9) seats to re-gain control for the first time since 1983. This requires winning 90% of competitive seats and/or picking up some designated safe or



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lean Republican seats (57% or greater GOP Base). This would also be almost double the modern-day record for number of seats gained in a single cycle (5 in 1974).

Many believe record Democrat turnout in the primary (1.1M Democrats vs. 986,000 Republicans) points to an Anti-Trump "Blue Wave." **The Senate will have at least 29 new members out of 38 for a minimum turn-over rate of 74%.**

- **State House: Up for Grabs.** Democrats would need to pick up eight (8) seats to tie and nine (9) seats to re-take control of the House for the first time since the 2008 election. The path for Democrats appears to run through suburban districts with high numbers of college educated women who may bolt the GOP due to dissatisfaction with President Trump. This includes seats in Eaton, Kalamazoo, Oakland and Wayne Counties. Dem advantages here are offset by the continued strength of President Trump in other target seats including Macomb County, Monroe County and the Upper Peninsula. The current map favors Republicans. Historically, a change in partisan control is far more likely in the House than the Senate with the last major wave coming in 2010 when Republicans picked up twenty (20) seats. **The House will have at least 44 new members out of 110 for a minimum turnover rate of 40%.**

- **Congressional: Close races in Southeast Michigan.** Incumbent Democrat U.S. Sen. Debbie Stabenow holds a comfortable lead over Republican businessman John James according to the most recent polling. Republicans currently control Michigan's U.S. House Delegation by a nine (9) to five (5) margin. In the 8th District, incumbent Rep. Mike Bishop is facing a serious challenge from Elissa Slotkin, a moderate Democrat with national security experience. In the open 11th District, currently held by Rep. Dave Trott, Democrat Haley Stevens is hoping to capitalize on shifting demographics within Oakland County, where Trump underperformed in comparison to a Republican base which has declined over the past few election cycles. Nationally, Democrats need to pick-up 23 seats

to regain control of the U.S. House for first time since 2010. A large number of GOP Incumbent retirements, 41, have boosted Dem prospects. Also boosting the Dems are approval ratings for President Trump which hover around 40%. Since WWII, Incumbent Presidents with approval ratings below 50% have lost an average of 36 seats in midterm elections.

LEGISLATIVE COMMITTEE ANNUAL REPORT:

This year has been a relative quiet year on the legislative front for ARM. However, one of the main goals of this committee is to encourage our membership to establish a relationship with their Local and State Legislators. It is imperative that we must get involved in the political process and what better way than to introduce them to your place of business. Explain to them what we do and the contribution we make to our communities and to our environment. If each member would participate in this process, it would be much easier for us to go to them asking for their support when an issue or concern arises that could affect our industry.

In order to assist our members to begin this process, we combined our 2017 Annual Meeting and our Legislative Day and invited our State legislators to join us for lunch where we were able to speak to them individually and tell our story and voice our concerns. While we had a good turnout, thanks to the staff of Kelley Cawthorne, we must continue to meet with them in our own communities and places of business, especially since this is an election year and there will be a huge turnover in both the House and the Senate.

ARA GOVERNMENT AFFAIRS COMMITTEE:

Slater Shroyer and Barb Utter continue to participate in ARA's Governmental Affairs Committee and Affiliate Chapter calls respectively. Through these conference calls and meetings, ARM keeps abreast of happenings at the national level.

Most of the discussions have centered around the need for data from vehicle manufacturers. This has

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been very important due to the recent recalls of diesel engines, ignition switches, and air bags. As it is illegal to sell recalled parts and recyclers are worried about the possible liability associated with safety recalls, it is imperative that recall information be distributed quickly and efficiently.

ARA monitors proposed legislation around the country. Recently they have focused on bills which seek to restrict the sale of used tires, right to repair efforts, and state actions to prompt the release of build data information.

MEMBER SERVICES COMMITTEE:

(combined membership/membership services, website, newsletter, and MICAR/ARMCO committees)

Chair: Gordon Middleton **Co-Chair:** Glenn Neuner

Committee Members: John Sadocha, Jeff Schalm, Slater Shroyer, Kenny Whipple, Daniel Gray

ARM Office: Kathy Cooper

MEMBERSHIP:

We began our 2017-2018 fiscal year with 77 Direct members and 30 Associate members. We had three (3) new Direct members and three (3) new Associate members.

Direct:

Crosstown Auto & Truck Parts, Kalamazoo
Eagle Auto Parts, Three Rivers (New Owners)
M & M Cores, LLC, Bronson

Associate:

Dorman Products
Motown Battery Co.
United Recyclers Group

Four (4) Direct members and three (3) Associate members chose not to renew their ARM membership for various reasons that include closing their business or due to the economy.

Cutrate Auto Parts - Sold
Dorr Auto Salvage
Grand Rapids Auto Salvage - Sold
Tiger Auto Salvage

At the close of the 2017-2018 fiscal year, we currently have 76 Direct members and 30 Associate members.

MEMBERSHIP BENEFITS:

ARM is committed to providing our members with services, programs, information, and assistance to help them promote their professional recycling business and our industry. It is our continual goal to help them meet and maintain the standards and many compliances required of them, provide them with information on the latest industry happenings, make available cost saving benefits and services to assist them in their everyday operations, offer affordable employee training, and to always provide support and information to help them compete in today's global marketplace.

Among the many benefits offered to our members are our member's only MICAR, MICAR Plus, Safety and Storm Water Compliance programs, our environmental specialist Dave Kendziorski, our legal and lobby consultants overseen by David Gregory of Kelley Cawthorne, who are our voice in Lansing, our ARM PAC, our Scholarship program for dependents of members employees, and our quarterly newsletter *YardTalk*, as well as our members only e-newsletter and our Annual Road Show & Business Networking Conference to name a few. And because of our affiliation with our International Association, ARA, we are also able to offer all ARM members the opportunity to participate in many cost saving benefits of exclusive discounts provided by national vendors. Included in these discounts is the EVO B2B Group, a credit card processing company that provides cutting edge electronic payment processing services.

It is the goal of this committee to continue to focus on our many member services and on educating stakeholders as to the need and contributions of our professional recycling industry.

WEBSITE:

Kathy Cooper, ARM office

The new website went live on April 2, 2018. Everyone is now able to access information about ARM and what we do, information about both Direct and Associate

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members, membership applications, past issues of *YardTalk*, general information about MICAR, MICAR Plus, safety and storm water, information and registration forms for the Road Show, Golf Outing, Annual Meeting, legislative information, and Scholarship information and the application. There are two main location for advertising with the ability to add smaller ads/logos on the scrolling section. Currently we have the logos of the sponsors of the Road Show scrolling along the bottom, which can be changed and used how we choose. We are currently working on an advertising contract and specifics.

Also on the website is a member's only area that members are required to log into. This is monitored by the ARM office. Requests are sent to us and we approve or deny people access based on their membership status. In this area we are able to make member's only information accessible such as the MICAR Manual. We just completed a fill-in form version of the Safety Manual that will be available to members soon and we will continue to work on relevant information for members.

NEWSLETTER:

Chair: Slater Shroyer

Committee Member: Kenny Whipple

YardTalk, our quarterly publication, provides our members and other licensed auto recyclers in the State of Michigan with relevant industry information. A variety of sources contribute articles and information for each issue that range from management practices to state agency requirements. Our printed newsletter has a circulation of over 400. The Board continues to set an annual net income goal of \$7000, and this year we almost reached that amount.

We continue to send email updates on a regular basis from the ARM office to all current direct and associate members. These notices publicize our programs, activities, benefits, deadlines, and happenings in Lansing and around the industry. The emailed updates have been well received by our members as they have said they

like the simple, concise format that allows them to see at a glance what is currently happening in ARM.

MIARC ANNUAL REPORT

Chair: Daniel Gray

The MIARC Board is a chat room that was set-up by Car-Part.com for the members of the Automotive Recyclers of Michigan. It is an online platform that allows members to actively buy and sell parts, chat with fellow ARM members, post pertinent industry related information, and ask questions in a public or private session. You can chat publicly with the membership or privately with other ARM members. There is no limit on the number of users at each facility. MIARC is an easy to use, fast way to find those small and hard to find parts to complete the sale, plus it provides additional revenue for your association. It is a great way to connect with other ARM members around the state and a valuable resource for upcoming events.

MIARC continues to be a good financial resource for ARM. Car-Part.com has generously donated all of the monthly fees collected from members of the MIARC chat room directly to ARM for 10+ years. Thank you to Car-Part.com.

We would like to ensure the viability of MIARC by continuing to recruit new members and increase the usage by existing members. An easy way to promote the use of MIARC by current members is to make sure the MIARC chat room is bookmarked within Car-Part.com messenger for salespeople, inventory staff, and even managers. Bookmarking MIARC within Car-Part.com messenger will force the board to automatically open when the messenger is started in the morning. Darlene Barber, 859-757-1481, at Car-Part.com is the best source to provide training on Car-Part.com messenger.

We encourage all members to participate on the MIARC board. It is not only a user-friendly tool, but MIARC also supports your Association.

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MEETINGS/CONVENTIONS COMMITTEE:

Co-Chair: Ron Elenbaas **Co-Chair:** Jayson Doren

Executive Director: Barb Utter

Road Show Committee: Sarah Schram-Pilcher, Gordon Middleton, Jason Fisher, Glenn Neuner, Wiley Wiltse, Kim Gray, Brian Bartels, Brian Collins, and Stefan Gravis

The goals of the 2017-2018 Meetings/Convention Committee were to plan a Road Show that provided our members with vendors, speakers, training and networking opportunities that would help them enhance their business, as well as raise additional non-dues revenue for the association and at the same time was also affordable for them to bring their entire team to the event. It was also the responsibility of this committee to plan an Annual Meeting that met the qualifications specified in our by-laws.

Our 10th Annual Road Show & Business Networking Conference was hosted by Dee and Ron Daniels at their GoGo Classic Cars & Showroom facility in Galesburg, MI. We had a great turnout with over 200 individuals representing 34 member and guest facilities attending the event that included 30 vendors from around the country. On Thursday the golfers had a great time once the rain stopped and that evening many of us had a fun time roasting hot dogs and eating s'mores at the bonfire at GoGo Classic Cars. On our Friday Yard Tour, we had 111 people visit Go Go Auto Parts in Delton, Airway Auto Parts in Battle Creek, and Morris Rose Auto Parts in Kalamazoo. The entire weekend of events went very well even though a huge wind storm blew down and destroyed our tent at GoGo Classic Cars that was being used for food and speakers. But as true recyclers always do, we rallied together and went to Plan B. We had to move everything inside the building which made for tight quarters, but fortunately, though not ideal, we were able to move forward and accommodate most speakers & training sessions. In spite of this mishap, thanks to our large attendance, generous sponsors, outstanding speakers and all of our fundraising activities on Friday evening, we were able to not only meet all of our goals, but we surpassed our budgeted financial goal. It truly was a huge success for the association, the vendors and for those who attended.

For our 2017 Annual Meeting, the Committee decided we would not only provide the membership with an annual meeting that met the guidelines set by our by-laws, but we would combine it with a much needed storm water training session provided by the MDEQ and a Q & A program with Denise Quick of the MDOS before she retired at the end of the calendar year. In addition, we would also include our Legislative Day on the same day so members could attend any or all activities that were relevant to them and their business without having to leave their businesses on three different days. This busy agenda proved to be very successful and of interest to many of our members. Our legal counsel, Kelley Cawthorne, provided us with the ideal location to host this daylong event at their business facility in the Christman Building, Lower Level on N. Capitol Avenue across the street from the Michigan State Capitol Building, a convenient location for the legislators to join us for lunch and conversation. The day proved to be very successful for everyone.

Plans are already underway for our 11th Annual Road Show & Business Networking Conference being held April 25-27, 2019, at Worldwide Equipment Sales, LLC in Livonia, MI. Watch for details on another great event you will not want to miss.

FUNDRAISING/SCHOLARSHIP COMMITTEE:

Chair: Jayson Doren **Co-Chair:** Daniel Gray

Committee: Entire Board of Directors

It is the responsibility of this committee to raise additional non-dues revenue for the association as dues alone do not provide all monies needed to fund our programs. We also oversee raising monies to fund our scholarship program for dependents of our direct members. Thanks to the dedication and support of our Board of Directors, members, past presidents, vendors, and sponsors, we were able to meet our 2017-2018 goals.

FUNDRAISING:

This year the majority of our fundraising efforts were concentrated during our 10th Annual Road Show & Business Networking Conference hosted by Dee and

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Ron Daniels at their GoGo Classic Cars & Showroom in Galesburg. We began our events with Thursday's golf outing. On Friday evening, thanks to the many people who helped us implement Plan B because of the wind destruction to our tent, we were able to have another very successful live auction and various other fundraising activities throughout the evening. We are happy to report that we were able to surpass our fundraising goal. A huge thank you to all the past presidents, our outstanding vendors, very generous sponsors and our loyal and committed members for their support in making our goals a reality as we raised a total Road Show income of \$50,763.53.

SCHOLARSHIP:

The Kent Utter Jr. Memorial Scholarship Golf Outing is 18 years old and it continues to be very successful year after year. This event, along with the generous contributions from some of our members, is the only fundraising activity we have for our scholarship program. It is held at the Links of Novi in Novi, MI, and is chaired by David Creedon and Mike Sinta. This year we had 18 foursomes, 30 hole sponsors, and many generous sponsorships from members and friends to raise a total of \$11,809.76 to date so we could provide a \$750.00 scholarship to each of 6 outstanding students, all dependents of our member's employees. This is truly a great membership benefit for our employees. Mark your calendars as we look forward to seeing everyone next year for our 19th annual scholarship golf outing at the Links of Novi on June 17, 2019.

MICAR COMMITTEE:

Chair: Daniel Gray **Co-Chair:** Ross Lewicki

MICAR Program Manager: Dave Kendziorski

Committee Members: Jeff Schalm, Kenny Whipple

The Michigan Certified Automotive Recycler (MICAR) program helps members comply with environmental, safety, and licensing regulations. Members who meet an established set of 26 standards are *MICAR Certified*. Benefits include onsite professional assistance, MICAR Certificates, audits, training, *YardTalk* articles, Road Show presentations, DEQ/MiOSHA coordination, and email/telephone technical advice. MICAR is accredited by the

ARA CAR Program, and MICAR-certified facilities are also CAR certified by ARA.

MICAR members in 2018 are:

1. Acme Auto Parts, Pontiac
2. Acre Auto Parts & Sales, Waterford
3. Airway Auto Parts, LLC, Battle Creek
4. American & Import Auto Parts, Sterling Heights
5. Cat's Auto Recyclers, Lansing
6. Doug's Auto Recyclers, Coldwater
7. Dusseau Auto Parts, Adrian
8. Eagle Auto Parts, Three Rivers
9. East Bay Auto Parts, Interlochen
10. Ernie's Auto Parts, Harrison Twp
11. Fox Auto Parts, Inc., Belleville
12. G & T Auto & Truck Parts, Chesterfield Twp
13. Go Go Auto Parts, Delton
14. Grand Valley Auto Parts, Jenison
15. Heights Auto Parts, Lansing
16. Highway Auto Parts, Roseville
17. Highway Truck Parts, Ferndale
18. Hooper Auto Recycling, Linwood
19. J & R Truck Parts, Cedar Springs
20. Ken's Auto Parts, Muskegon
21. LKQ of Michigan, Romulus
22. LKQ West Michigan, Holland
23. Michigan Truck Parts, Westland
24. Middleton Auto Parts, Fraser
25. Miechiels Auto Salvage, Howell
26. Morris Rose Auto Parts, Kalamazoo
27. Oil City Auto Salvage, Inc., Shepherd
28. Parts Galore, Detroit
29. Parts Galore II, Detroit
30. Parts Galore III, Flat Rock
31. Pete's Auto & Truck Parts, Jenison
32. Premier Auto & Truck Parts, Inc., Cedar Springs
33. Ryan's Pick-a-Part, Detroit
34. Schram Auto & Truck Parts, Waterford
35. Schram Auto & Truck – Lansing, Mason
36. Scrap Busters U-Pull-It Auto & Truck Parts, Wayne
37. Shroyer Auto Parts, Lansing
38. Traver's Auto Parts, St. Johns
39. U-Pull & Save, Pontiac
40. Weller Auto Parts, Inc., Grand Rapids
41. Weller Auto Parts, Inc., Kalamazoo 🚗



Congratulations to the 2018-2019 Kent Utter, Jr. Memorial Scholarship Recipients:



Gabe Caris

Gabe is in his second year at Defiance University in Ohio, studying Criminal Justice. He is a very motivated person, but he never believed college was an option for him. But to his surprise, many

believed otherwise and convinced him he could and should. By learning to manage his time, he has been able to maintain his grade point average while also playing sports. His ultimate goal upon graduation is to join the Navy and follow in the footsteps of his uncle, Captain Michael Majewski, United States Navy, who has had a huge impact on who he is, who he would like to be and where he wants to end up in the future, serving his country. Gabe's mom Julie is in sales for Cooks Auto Parts.



Jillian Cloutier

Jillian, the daughter of Brian Cloutier, an employee of Ryan's Highway Auto Parts, is attending Michigan State University following her dream in their Social Work Master Program. While social work

was always her original plan when she graduated from high school, other factors and people convinced her to pursue a different career path. Fortunately for Jillian and her future clients, it finally dawned on her that her true

passion was to be a social worker and to help others and nothing was going to get in her way of that dream. Her goal is to be the best she can be for her clients and their love ones and with her determination and passion for helping others, she will make a difference in their lives.



Marcy Stanley

Marcy, also the daughter of Brian Cloutier, is a senior at Oakland University majoring in Elementary Education. She chose this career path because working with children has always been a passion of hers. She considers herself to be an outgoing and caring person. Her goal is to work with mid to upper elementary students in helping to shape and mold their young minds. According to one of Marcy's references, she is a very driven, motivated and passion individual who will do her best to provide her students with a well-rounded and enthusiastic education and she will be that teacher whom her students will never forget.



Allison Gravis

Allison attends Grand Valley State University where she plans on majoring in Hospitality and Tourism Management. Her father Stefan is General Manager of East Bay Auto Parts in Interlochen.

She has recently changed her career path from Business to Hospitality and Tourism Management because she is passionate about her current job in the restaurant industry where she started at the bottom and has moved up to her current position. Allison has always been interested in how a business is run and she is eager to learn more about the management aspect. Her goal is to find a company that matches her values and beliefs, while building a successful career.



Morgan Sparrow

Morgan's father is Sales manager at Regal Auto parts in Howell, MI. She is a freshman at Madonna University in Livonia, MI with plans of majoring in Nursing/Pre Medicine. She has chosen

this career because she has an enormous love for medicine, the human body and the desire to serve others either as a nurse or a trauma surgeon, particularly in developing countries using her education and her career to help others who need it. Her passion is to make a difference in medicine and in the world and according to those who recommended her for this scholarship, because of her drive and passion for what she does, she will no doubt succeed in her endeavors.



Austin Wright

Austin, whose father works for Ernie's Auto Parts, is pursuing his dream of becoming a Police Officer. After completing his college education, he currently attends Macomb Community

College Police Academy majoring in Law Enforcement. His overall goal is to complete the 2018 fall Macomb County Police Academy and serve his community with a local police department within Macomb County. He has chosen this career path because he has always been a people person and loves that a Police Officer is in constant contact with the community. As Austin stated in his application, a Police Officer does not just uphold the law, they must also be a mediator, a counselor, and tough physically and mentally, and most importantly, a role model, all of which he will be.

Philosopher Albert Schweitzer said "Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you'll be successful." With the passion and dedication shown by their choice of their career paths, we have no doubt that our 2018-2019 scholarship recipients will be very successful and outstanding assets to their communities and ARM is extremely proud to be able to be a part of the journey of them reaching their goals. 🚗

SAVE THE DATE

Automotive Recyclers of Michigan & Friends 19th Annual Golf Outing

Proceeds to the Kent Utter Jr. Memorial Scholarship Fund & ARM



LINKS OF NOVI

MONDAY, JUNE 17, 2019

10:00 a.m. Shotgun Start

**Three hours open beverage service...
after golf!**

Gifts and Prizes for Everyone!

Continental Breakfast • New York Strip Steak Dinner • Burgers and Dogs at the Turn
50/50 Raffle • Silent Auction • Putting Contest

NEED MONEY FOR YOUR CHILD'S COLLEGE FUND?

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As a member of the **AUTOMOTIVE RECYCLERS OF MICHIGAN**

your employer is able to offer you a unique opportunity.
The Kent Utter Jr. Memorial Scholarship fund has been providing
financial assistance for college and secondary education to
ARM members' employees for over **15 years**.

- ♻️ Applicant must be a dependent of a current full-time employee of a Direct Member, in good standing with ARM for at least one year before May 1st of the year the award is presented.
- ♻️ Dependents of owners or employees who own stock in the employing firm are not eligible.
- ♻️ First time applicants must have achieved at least a 3.0 grade point average, or the equivalent in their previous educational program.



Application MUST be submitted by May 31st

We have a **NEW** application form for the 2019-2020 school year.

New information is required this year. Be sure the application you submit says "2019-2020 School Year".

Scholarship recipients **MUST REAPPLY** for each school year.

The application and qualifying information are available on our website at automotiverecyclers.org or contact the ARM office at 800-831-2519 or arm@mi.automotiverecyclers.org.



Excuses Are Like Elbows

By Theresa Colbert

I have been in several event planning meetings lately with a couple of state associations that I volunteer for. Two things keep coming up in these meetings: attendance and membership is down from previous years, and it's wayyyyy down from several years ago.

Why is that? I know that we are all busier than we used to be. More extracurricular for the kids, commutes are longer, we don't have any time to spare. I get that! But if you don't have the time to put into your own business, your employee training, and state and local associations, how will anything ever change? Your business won't grow, your employees won't learn new things, and YOU will never know about the local and national bills that "big business" is always trying to sneak in! Our state and national associations have committees and lobbyists to be "watch dogs" for our businesses. They can't do it alone! Volunteers are needed; financial support is needed; writing letters or calling your congressmen is needed!

When is the last time you said:

- "I am going to my state or national recyclers trade show this year!"
- "I need to learn what new products are out there!"

- "My employees and myself need training!"
- "I need to learn what is going on in Washington, D.C. that could help or hurt my business!"
- "I am going to miss a couple days of work and spend some money but I will make it up in the long run!"

Out of the hundreds of yards that get this newsletter, only a handful of you will actually go to these trade shows and trainings. I know you have your reasons to not go to the shows. I know your kids have dance, football, and too many activities to list. I know you are busy at the yard and it's tough to leave a skeleton crew for a day or two. I know all of the reasons that you CANNOT go, or volunteer, or send in your membership dues...but excuses are like elbows: everyone has one! I hope that after reading this you will try to come up with ways to GO to the shows, GO to trainings, SIGN UP to volunteer for your associations, SEND IN your membership dues!

If you have any questions regarding your state or national shows, let me know! I can get you a list of upcoming events! As always, if you have any questions or comments please email me, text me, or call me! TheresaC@Car-Part.Com 859-802-2382. 🚗

Are You “Easy”? If Not, What Needs Fixing?

(Time to read this article is about 90 seconds)

By Donald Cooper

When I was a young guy, girls who were “easy” were popular for all the wrong reasons. But in business, being “easy” is a very good thing. Staples, the office supplies retailer, has created a whole marketing campaign around being “Easy”. So, are you “easy” in all the right ways? Here are 8 important “easy” questions to ask:

1. First, are you easy to find wherever your target customers might be looking for you? Are you easy to find in person or on the Internet? Have you used ‘search engine optimization’ to be at the top of the screen on Internet searches?

If you’re exhibiting at a trade show, is your booth easy to find? If your business is on a long street, do you always state the name the closest cross street, so folks know about where you are? For example, Yonge Street in Toronto runs 40 miles from Lake Ontario, to Newmarket. So, saying that you’re at 8267 Yonge St. is not all that helpful.

What will you do to be easier to find? If people can’t find you, you don’t exist.

2. If your customers have to come to you, is it easy and affordable to park, or to get to you by public transportation? If not, how can you make it easier... and be amazing in the process?
3. Is it easy to understand what you do and all the ways you can be helpful to your target customers? The quickest way to increase sales by 10% to 15% in most businesses is to make sure that your existing customers know about all the value you can deliver. So, what are 5 things you will do to make it easier for your target customers to understand what you do, and all the ways you can be helpful?
4. Are you easy to communicate with? Is your contact information on your website, emails, invoices, price

lists and marketing materials? Do you speak your customers’ language? Do you have a phone answering system that drives people nuts? Do you communicate clearly, in person, on your website, in your printed material and on your contracts, invoices and packaging? Do you get back to people quickly when they have a question or problem?

Specifically, how will you improve your customer communication at every ‘touch point’?

5. Are you easy to do business with? What is it about doing business with you that drives customers nuts? Do you have processes that are inefficient, staff that are not trained, or policies that are deceptive or annoying? How can you make it easier for your customers to buy...and to come back for more?
6. Is it easy to pay you, or do you make folks jump through hoops, follow confusing processes or wait in long lines, to give you their money? How will you fix this?
7. Is it easy to trust you? Do you always do the right thing...or just when it suits you? Do you deliver on your promises? Are you trustworthy? Is your entire industry considered to be untrustworthy...and, if so, how can you clearly differentiate yourself by becoming the one that folks do trust?
8. Are you easy to recommend? Do you always perform in a way that people feel safe recommending you? Do you have customers or fans? Customers give you business. Fans help you grow your business. What extraordinary things can you do to turn customers into fans?

So, there you have it; 8 questions to ask when looking for ways to become easier to do business with. How will you use them to be more popular, for all the ‘right’ reasons?

About Donald Cooper

Donald Cooper, MBA, CSP, HoF: Donald speaks and coaches in over 40 industries throughout the world. He delivers the ‘straight goods’ on how to sell more, manage smarter, grow your bottom line... and have a life! To chat about ‘possibilities’ for your next business or Industry Association Conference, call me at 416-252-3703 in Toronto. 🚗

F.Y.I.

The deadline for the next issue of the Automotive Recyclers of Michigan YardTalk newsletter is February 8, 2019. If you would like to place an advertisement or submit an article, please call the ARM office at 800-831-2519.



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