

# M CRA

MONTANA COLLISION REPAIR ASSOCIATION

## ***Fairmont Hot Springs Education, Statistics and Family Fun***

MCRA brings another BIG relevant industry event this summer. Montana collision repairers will converge at Fairmont Hot Springs, August 28 and 29<sup>th</sup>. This is also a very fun family affair. "We have had so much success, with our members and families at Fairmont Hot Springs, we are excited to bring us all back together at this location again," smiles Mike Mitchell, President of MCRA.

This is a jam packed agenda for meeting attendees and a full slate of fun activities for families. Friday night, the popular MCRA Meet and Greet will be a fund raiser for Jesse Laslovich. Laslovich, currently Chief Legal Counsel for Securities and Insurance in State Auditor's office, will be running for the office of Montana State Auditor. He is a champion for the Montana consumer. MCRA fully endorses and supports his efforts. Meet Jesse Friday night, August 28<sup>th</sup>.

MCRA is bringing a host of key-note industry leaders to Montana for this summer meeting. This education day will be focused on estimating and statistical data you can use in your business. You will not get this information anywhere else!

Rick Leos, Collision Program Developer, Toyota Motor Sales, USA, is the architect of the Toyota Predictive Estimating program. Leos is from the collision industry in Southern California and recognizes the need to standardize estimating and has been working with Toyota to get it done. "Ask five different estimators how much a repair will cost, and chances are you'll get five different answers. How the technician thinks the job should be done, the parts required and the labor involved may differ based on individual experience and perspective," remarks Leos. This estimating tool is now called, Toyota Recommended Repair Procedures and is in the Mitchell Estimating System.

The author of Mitchell's popular Industry Trends Report, Greg Horn will be bringing the latest Industry Trends and more, August 29. Prior to joining Mitchell International, Greg was Vice President, Material Damage Claims for GMAC Insurance, Personal Lines. There he oversaw all auto and recreational vehicle repair programs and served on the General Motors Safety Council, Insurability Committee and Fixed Operations Advisory Board

Frank Laviola is Assistant Vice President, Collision Industry Relations and Sales for Enterprise Holdings. LaViola advises repair partners using the ARMS™ Automotive suite of products to operate more efficiently. He also produces quarterly reports on trends in length of rental using data from the reporting function of ARMS Automotive. Frank Laviola was tentatively scheduled to be at the last MCRA meeting with Mike Anderson, however could not make that meeting. We are excited to bring him to this one!

***Saturday will start with the MCRA Business  
Breakfast meeting and the day will end  
with a Family Fun Bar-B-Cue Dinner.  
Great Food - Games - Door Prizes***



THE 2011 MCRA FAIRMONT FAMILY BAR-B-CUE DINNER  
WE HOPE EVERYONE JOINS US THIS YEAR!

# MONTANA COLLISION REPAIR ASSOCIATION

SUMMER MEETING - 2015

August 28 – 29 ~ Fairmont Hot Springs

## MCRA Industry Education Day

*Bring Your Family*

- Rick Leos, Toyota Collision Development Manager Introduces Predictive Estimating
  - Frank Laviola, Enterprise, Brings Montana Statistics
  - Greg Horn , Mitchell - Industry Trends

**Fairmont Hot Springs**

**406-797-3241 MCRA Room Rate \$124 - \$154 (4)**

**Agenda**

**August 28 - 10:00 Best Ball MCRA Golf, Old Works Golf Course (first 20 golfers)**

**August 28 - 6:00 - ? MCRA Meet and Greet-Jesse Laslovich Fund Raiser**

**August 29 - 8:00 - 9:30 MCRA Business Breakfast Meeting**

**August 29 - 9:30 -12:00 Greg Horn Mitchell - Industry Trends**

**August 29 - 12:00 – 1:00 Lunch Montana Industry Panel Discussion**

**August 29 – 1:00- 2:30 Frank Laviola Enterprise**

**August 29 – 2:30- 4:30 Rick Leos, Toyota**

**August 29 - Family Dinner - Games, Door Prizes - Bring Your Family**

MCRA Members \$200.00 - Additional Attendees \$150.00  
 Non Members \$250.00 - Additional Attendees \$200.00  
*Breakfast, Lunch and Breaks Included for Meeting Attendees*



\_\_\_\_\_

**Business Name** \_\_\_\_\_ **Phone** \_\_\_\_\_

**Attendee Name** \_\_\_\_\_ **\$** \_\_\_\_\_

**Second Attendee** \_\_\_\_\_ **\$** \_\_\_\_\_

**Third Attendee** \_\_\_\_\_ **\$** \_\_\_\_\_

**Total** \_\_\_\_\_ **\$** \_\_\_\_\_

Thank You

Please mail to:  
 MCRA 315 N. 15<sup>th</sup> St.  
 Billings, Montana 59101

**FAIRMONT OR BUST !!!!!!!!!**

*Mtcollisionrepair.com*

Questions?  
 Call Janet Chaney  
 480-720-2565

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## Industry News

### Friday Night - August 28 Meet Jesse Laslovich

*"I've dedicated my life to protecting Montana consumers, holding big insurance companies accountable and fighting out-of-state special interests," he said in a statement. "I'm running for state auditor to continue this work." Jesse Laslovich*

**MCRA fully endorses and supports Jesse Laslovich.**

Join Us Friday Night! Meet Jesse and Let's Get Him Elected!!!!!!

**HELENA** – Jesse Laslovich, a Democrat and attorney who's worked the past five years as chief counsel for state Auditor Monica Lindeen, announced Monday he's running to succeed Lindeen next year.



"I've dedicated my life to protecting Montana consumers, holding big insurance companies accountable and fighting out-of-state special interests," he said in a statement. "I'm running for state auditor to continue this work."

Laslovich, 34, became the first Democrat to announce that he's running in 2016 for state auditor, which regulates the insurance and financial-services industry in Montana.

The only other announced candidate is former state Rep. Champ Edmunds of Missoula, a Republican who got in the race last week.

Lindeen, a Democrat, cannot run for re-election because of term limits. She's been state auditor since 2009 and her second term ends next year.

Laslovich, from Anaconda, has a law degree from the University of Montana and was first elected to the Legislature while he was a UM undergraduate, at age 20. He served two terms in the House, representing Anaconda, before winning election as a state senator in 2004.

He won re-election to the state Senate in 2008 and resigned from his seat in 2010, when he became chief counsel for Lindeen.

Laslovich ran for attorney general in 2012, but lost the Democratic primary to Pam Bucy, who then lost the general election to Republican Tim Fox. Laslovich has been serving as acting deputy state auditor since January, when the former deputy auditor, Adam Schafer, went to work as a senior adviser to Gov. Steve Bullock.

In an interview Monday, Laslovich said if he becomes auditor, one of his top priorities would be ensuring that health insurance rates are as low as possible and accurately reflect any savings that might occur because of changes in the market.

"It would have to be a collaborative approach between our office, insurers, health care providers and consumers, to figure out how we can improve the system," he said.



Montana, just because you may think that you do not sing and dance well based on your comparison to someone else, doesn't mean you shouldn't sing and dance. Montana, I encourage you to sing and dance today and have fun doing it. I promise it will make you feel good, and oh my goodness, look at that smile on your face.

## ARE YOU OSHA COMPLIANT???

*"MCRS' commitment to member development and employee safety is second to none in the country. I am continually impressed with the dedication they showed to an important issue that is often neglected in shops."*

—Brandon Thomas COO Envirosafe



GMG Envirosafe is a service for collision repairers to manage and monitor compliance in EPA, OSHA and DOT. This company comes into your business and works with each shop's individual needs. GMG Envirosafe manages compliance requirements and will represent a shop if there is an issue with any environmental concerns. They also produce a monthly Compliance Newsletter.

These Montana shops are going to use Envirosafe Compliance Services:

- Rick's Auto Body, Missoula
- Tilleman Motor Company, Havre
- Denny Menholt, Billings
- Collision Craft, Kalispell
- Collision Craft, Polson
- Billion Auto Body, Bozeman
- American Auto Body, Billings
- 3-Way Auto Body, Great Falls
- EZ Body Shop, Manhattan
- Flawless Auto Body, Great Falls
- Hank Tweeten's Auto Body, Havre
- Bill's Classic Auto Body, Malta
- Hank's Auto Body, Billings
- A&D Auto Body, Bozeman
- Capital Collision Center, Helena
- Mitchell's Crash Repair, Great Falls

If you would like to learn more about the Envirosafe program, please call one of these shops or contact Janet Chaney, email: Jchaney.cavecreek@gmail.com or phone 480-720-2565.

### Compliance Assistance Quick Start

Are you ready to learn more about how to prevent workplace injuries and illnesses and comply with the Occupational Safety and Health Act, but aren't sure where to start? By following this step-by-step guide, you can identify many of the major OSHA requirements and guidance materials that may apply to your workplace. Small and new businesses may find Quick Start helpful as an introduction to the compliance assistance resources on OSHA's website.

**This Quick Start feature is not comprehensive** - there may be additional OSHA standards and guidance materials that also apply to your business. If you are in a state with an OSHA-approved state program, you are subject to state occupational safety and health regulations that may have more stringent or supplemental requirements. These state programs also provide compliance assistance services. Please contact your state program for additional information. In addition, you can request a free, confidential on-site consultation from the OSHA On-site Consultation Program.

## MCRA MEETING



OLD & WORKS  
Anaconda, Montana  
EXPERIENCE TRON GOLF



FAIRMONT  
HOT SPRINGS RESORT

## Industry News

### Auto Body Specialists

Billings, Montana



Auto Body Specialists CARSTAR is a family legacy in the collision industry in Billings, Montana. Gary Harris, opened the doors of Auto Body Specialists in 1973 in a building built by his Grandfather. Harris, still the owner and now semi-retired stops by the business occasionally and keeps in touch through technology. Harris' niece Jan Combs and her husband Shaun Combs manage Auto Body Specialists CARSTAR and are currently in the purchasing process.

In the mid-1980's ABS was one of the first 3M ARMS users in Montana. 3M ARMS, Auto Repair Management Systems, brought SOP's, numbers management, and more to the collision industry through technology. And- It really worked. Jan, using the ARMS system at Auto Body Specialists quickly became recognized as a 'specialist' in successfully integrating the body shop operations into the ARMS program as it was designed. She was approached by 3M ARMS Management to become a trainer, working with shops around the country to assist them to become more proficient with the ARMS Program. Jan accepted this part-time position and soon was traveling every weekend throughout the country. When 3M sold ARMS to Mitchell she went with them for a few years. Jan was the only trainer in the country for ABS. There were some transitional challenges with the product and Jan was a valuable resource to the ABS technical team from 1993-1995.

During this time, Shaun Combs is in the hospitality industry and lands a great job opportunity in Salt Lake. He moves to Salt Lake and commutes to Billings. Life was sometimes complicated.

In 1995, Jan went back to work in the shop with Gary Harris. It was 2005 that Gary Harris and Jan Combs went to a CARSTAR meeting. They liked what they saw and seized the opportunity to become a CARSTAR Franchisee. This year is their 10<sup>th</sup> Anniversary with CARSTAR. "This is great people, a great network and a huge knowledge base," Jan says about CARSTAR, "we are dedicated to working hard in the CARSTAR system." Jan and Shaun recently attended the CARSTAR 25<sup>th</sup> Anniversary Conference in San Diego -"It was awesome", they said.

Jan and Shaun now manage the company. When Shaun joined the company eight years ago, he was in charge of Marketing and Sales. Currently, they rely more on CARSTAR marketing tools and Shaun is at the front desk and the main estimator. He is using the hospitality skills to manage these body shop customers! Jan does the administration, bookkeeping and is the back up estimator. Julie, who takes care of parts and detailing also has a desk in the front office to facilitate better production communication. They use the CCC estimating system.

There are two A master techs, who do their own frame work on the Chief EZ Liner with a Velocity measuring system. One painter and one prepper keep up with the Master Technicians. The prepper can also do small repair work as required. They spray BASF Onyx waterborne, and are very pleased with the product and end result. The booth is a Garmat, with some waterborne air movement

additions. Autobody Specialists CARSTAR has a scan tool and can do most computer resets in house. Four-wheel alignments are sublet.

Both body technicians are aluminum and steel certified. The shop has the required aluminum repair capabilities. All technicians are certified and ABS CARSTAR has a continued education program with ICAR and other entities. "This new technology and industry changes are NOT going to go away," remarks Jan Combs about ongoing training.

The business philosophy of this collision repair center is to work with the insurance company recognizing a mutual customer. "We set our own high standards," Jan Combs states, "we have developed a claims handling system that works- partly influenced by CARSTAR, maybe some insurance, however it is our own." This shop is always selling to the customer. "Part of that process," Combs says, "is educating the consumer that they have a choice-help the customer understand."

Auto Body Specialists CARSTAR is very involved at the grass roots of their community.

They sponsor softball, baseball, golf and more. "We don't turn youngsters away without our help", says Jan. TV and radio advertising has been effective for this shop. For two years, they have sponsored the morning weather on a local news channel.

Jan and Shaun have known each other since grade school and started dating in their senior year in high school. In 1985, they got married. They are very active with their three children. Nicholas, now married, lives in Bozeman. Mathew, a senior in high school, is a Yellowstone County 4-H Ambassador. Allison, a sophomore, shows horses in 4-H and does cake decorating. Shaun is a 4-H Shooting Sports Leader, air rifle and pistol. Jan is a 4-H Rabbit Leader. Allison and Matthew also show beef, rabbits, poultry - if there were more animals, they would be showing them too. They live on a small farm in Huntley. Jan laughs, "We go from one zoo to the other zoo!"

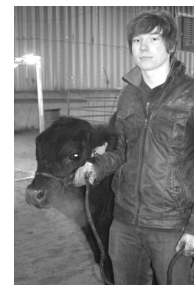
Auto Body Specialists CARSTAR is a long time, valued member of the Montana Collision Repair Association, recognizing the strength of the association through its members. Jan and Shaun Combs and Gary Harris are building a strong business legacy in Billings, Montana. Jan speaks the positive words of the commitment and dedication, "Part of our job is to be an ambassador to the industry."



Jan and Shaun Combs in front of Auto Body Specialists CARSTAR



Allison Combs showcasing a prize sheep!



Mathew Combs showing cattle

# FLASHBACK

August 2011 -  
 Montana Collision Repair Specialists Meeting  
 at Fairmont Hot Springs

Remember!!! This fantastic Negotiation Seminar put on by BASF. Here are some highlights from this important and powerful clinic-information you should be using every day.

**Negotiating To Yes**

Tough on the problem- easy on the relationship

- Key Negotiation Principles
  - Separate the people from the problem
  - Identify interests behind positions
  - Create options for mutual gain
  - Use independent standards
- Invent options for mutual gain
  - Invent before you judge
  - Wide range of options
  - Dovetail
  - Think outside the box
  - Exhaust questions



**Bob Davis  
 Negotiation to  
 Yes - Awesome Seminar**

*“The collision shop owner suddenly realized the value of asking better questions”*

- Use independent standards
  - Search for possible standards
  - Joint agreement on standards
  - Be open to reason
  - Yield to reason, not pressure

*“Educate – Not Aggravate”*

- **BATNA Best Alternative to a Negotiated Agreement**
  - Invent alternatives
  - Improve the more promising
  - Consider the BATNA

**“If you wait to negotiate until you are negotiating – you will fail”**

Recommended Reading from the Harvard Negotiation Project by William Ury:

- Getting to Yes - William Ury
- Getting Past No - William Ury
- Power of a Positive No – William Ury



**This inter-active seminar  
 was fun and productive!**

.....  
**Montana has the best collision repair association in the country!”** —Mike Anderson

This association is great because of the people. As we move into another important MCRA event, please take a moment and realize the commitment that it has taken to build and keep this association successful for many years. Every member is valued and appreciated. The Board of Directors is a great leadership team working for a better future. AND – please recognize and Thank our Corporate Sponsors. Check out the Sponsor banner that is always on the wall in the front of the meeting room and recognize and thank these important business partners that recognize the value in the Montana Collision Repair Association.

**THANK YOU MEMBERS\*\*\*\*\*SPONSORS\*\*\*\*\*THANK YOU MONTANA**

**State Farm Insurance announced on July 2 market refinements to its repair facility survey. State Farm surveys allow eligible auto body repair facilities in the various markets the insurer serves to help identify prevailing competitive prices (PCP) and paint and materials pricing levels.**

Information provided by repairers through the survey process is used to help identify appropriate pricing for State Farm staff-prepared estimates.

The State Farm Auto Repair Facility Survey has been in place for several years with periodic updates taking place when business needs arise.

State Farm spokesman Justin Tomczak said, "We are refining market boundaries used to determine prevailing competitive prices to serve our customers and to better align with government defined market areas."

Updates may result in PCP adjustments in some areas in addition to the periodic changes in PCP relating to updated repairer pricing and capacity information.

State Farm said repairers can voluntarily update their repair capacity and pricing information at any time on their b2b website. The insurance company added that it will continue to remind repairers of the survey process.

**Another Reminder that You Are Losing Money If You Don't Use The DEG**



If you have a question regarding labor given in a database send an inquiry to the DEG.

This helps your shop and the entire industry [www.degweb.org](http://www.degweb.org)

Go To The DEG Website - This is what an inquiry looks like..

**Foam** - The labor for application or removal of foam is not included in CCC or Audatex and requires a manual line for the labor amount needed. Materials for the foam are not included. DEG inquiry numbers 2481 and 5223.

You can view this tip and others on the DEG website [www.degweb.org](http://www.degweb.org)

DEG DATABASE INQUIRY								7/8/2015
Track_#	Estimating Platform	Inquiry Category	Year Make Model	Resolution Status	Origination Date	Submission Date	Resolution Date	Total Time to Resolve
5223	CCC	- Welded Panel Operations	2012 Ford F250	Resolved	12/3/2012 11:32:59 AM	12/5/2012 2:17:00 PM	12/6/2012 2:08:00 PM	01 Days
Inquiry Description					Resolution Description			
<b>Foam</b> Section4_AreaVehicle Right Rear  Section4_PartName Replacing Right Side Panel  Section4_IssueSummary Shop is asking for labor to replace foam filler on right bedside. CCC says "Adhesive application if required (all types)" and "Caulk / seam sealer" are both included. It does not specifically address foam filler in CCC though, so is the labor to replace the foam included in the R&R side panel time?					<b>IP Explanation</b> Estimated Release Date: Closed Proposed Resolution: MOTOR stated: According to the "Guide To Estimating, Labor Time Premise-Labor Time Does Not Include," page G10; "Structural foam removal or application" is not included.  No changes required.			

## ***Membership Inquiry Form***

Join the **Montana Collision Repair Association!** Full Member Dues are \$300.00 per year and affiliate Member Dues are Effective \$250.00 per year [effective 1/1/2013]. Please fill out the following form and mail to: **MCRA | 315 N. 15th Street | Billings, Montana, 59101.**

Business Name: \_\_\_\_\_

Owner's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone:(\_\_\_\_\_) \_\_\_\_\_ Fax:(\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

Type of Business: \_\_\_\_\_

**For information call Janet Chaney at 480.720.2565**

### Newsletter Published by **Montana Collision Repair Association**

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