

Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

February/March 2018

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From the President

By Eben Shantz

Checkpoints and Plans

As I type this, it has just turned to 2018 and it just boggles my mind how the time passes us by. It surely seems like you blink then it's onto the next month. We all get so into what we are doing, it's rare that we make time to pull back and take stock of where we are and where we're going. It's personally one of my favorite times of the year, when I get to close the books on a 12-month period and really start analyzing what went well, what needs attention, and where we should be going.

Recently, I heard a story that brought this into focus for me. There was a woman who had 2 kids and got recently divorced, these kids being aged 5 and 3 for the record. They loved cookies. I mean REALLY REALLY loved cookies. The mother would buy a box and have to put it on top of the refrigerator to keep them at bay. She was indelible about HOW they were able to get the cookies until she started putting the box 6 feet up in the air, but needless to say they are kids, which are instinctively remarkable at finding a way to get what they want. Anyways, her first Valentine's Day alone she bought an even larger box of cookies than normal, especially to celebrate. She placed the cookie box on top of the fridge, tucked the kids and then herself in, then light out. Around 4am she heard all matter of noise coming from the kitchen and got up to investigate. As she carelessly (it was 4am...) took her first step down the stairs, she was greeted with a shock of pain from her right foot, which now there was something attached to. After picking it out of her foot, she noticed that it was a thumbtack and the entire flight of stairs was now littered with them...with her eyes following the trail down the steps to end at the base of the landing, where the 3 and 5 year olds had torn open and thrown the cookies all over and were consuming

President... continued on page 4

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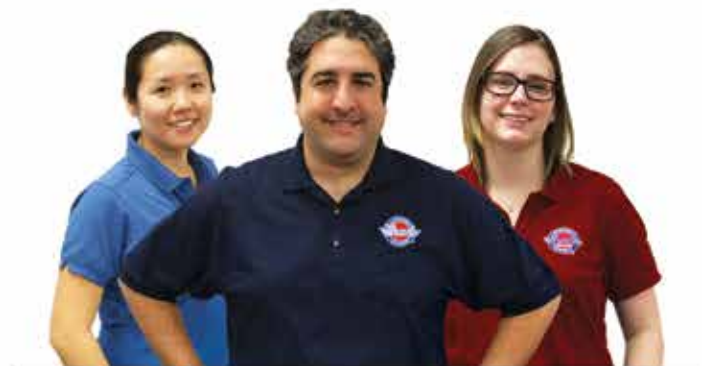
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Missouri Automobile and Truck Recyclers Association

Missouri Auto & Truck Recyclers News

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President... continued from cover

with reckless abandon. She abruptly called her mother (again, this was at 4am) and less-than-politely said (and I'm paraphrasing due to the actual colorful metaphors that were used), "if you don't get these children out of there, so help me god...", with which the mother begrudgingly complied.

To this day, she doesn't know how the children got that box of cookies down from that 6ft tall fridge.

That story is a perfect example of plan execution. The hoodlums had obviously worked together to get to their goal of some late night snacks AND protect themselves while they did it. Tell me our employees are really any different. Give them a goal (I need x cars taken apart, I need x shakedowns done, I need x sales this week, etc) and make sure the proper motivation is there to get the task done. If you give them the motivation to find a more efficient way to do their tasks, it's shocking how they often do. To be clear, I would never apply this to adding time at the office for them. That's foolish. We all spend way too much time there as it is. The idea is finding ways to become more efficient with the time that we have. Give it a shot and frankly force the issue if you need to, it's amazing how elastic they can be!

When all the odds are stacked against us, I'm constantly amazed we can find a way to get it all done. Much of my crew is legacy, meaning they were there before I bought the business 5 years ago. Today we are doing over twice the volume in every aspect of the business. Were people added? Oh yes, of course, but not DOUBLE the people. Law of volume will heal all wounds. Trust me!

For those wondering how they are stacking up against the rest of all the business' out there: just a reminder, if you plan to just keep the ship going you have to grow at least at the inflation rate (which is currently just over 2%). So that means if you were completely flat with last year's numbers, it's probably time to make some changes.

"Whether you think you can, or you think you can't--you're right." – Henry Ford

Happy hunting!

-Eben

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2018 Legislative Session

By Randy J. Scherr, Executive Director

The House and Senate convened on Wednesday, January 3 for the Second Regular Session of the 99th General Assembly. Bills which had been pre-filed since December 1 were officially read and have now started their way through the process. There have already been well over 1000 bills filed for this session.

The Senate starts the session with 2 new senators that were elected in recent Special Elections -Senator Sandy Crawford filling Mike Parson's seat and Senator Mike Cierpiot filling Will Kraus's seat. With Senator Cierpiot moving from the House to the Senate, Representative Rob Vescovo was elected to replace him as the new Majority Floor Leader in the House. There are currently 4 vacancies in the House. In addition, during the first week so the session. Sen. Ryan Silvey from North Kansas City was appointed by the Governor to the Mo. Public Service Commission creating a vacancy in the Senate.

The State of the State Address by Governor Eric Greitens was delivered on January 10. During his address he laid out his priorities for the 2018 session. Now bills will be assigned to committee and the pace of the session will quickly increase.

New bills will be included in the weekly reports and we will keep you informed of committee hearings and their activities.

Below are several bills that are being tracked very closely by MATR to make sure that they do not have an adverse impact on our members.

Bills of Interest

- HB 1444** Changes the due date for registering motor vehicles, and changes penalties for failing to meet such requirements
- HB 1471** Changes the due date for registering motor vehicles, and changes penalties for failing to meet such requirements
- HB 1539** Requires all motor vehicle insurers to notify the Department of Revenue of lapsed policies in order to allow the owner to provide proof of insurance or surrender the license plates if no proof is provided.
- HB 1566** Requires the department of revenue to offer a three-year motor vehicle registration option.
- HB 1607** Extends the termination date of the fee imposed on sales of lead-acid batteries.
- HB 1882** Requires scrap metal dealers to keep documentation relating to the purchase of certain recycled batteries.
- SB 706** Extends the expiration of the lead-acid battery fee from December 31, 2018 to December 31, 2023.
- SB 707** Modifies provisions relating to vehicle sales.

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Membership Development Contest Win a New I-Pad

The Board of Directors has established a **new member solicitation** contest for members.

Any member or employee of a member who solicits and signs up a new MATR member will be eligible to have their name in a drawing for a new I-Pad. The more new members you sign up the more chances you have to win. Make sure your name is on the new members application when it is sent in.

Contact the MATR Office if you have any questions.

MATR Sets Up Two New Listservs

MATR has established 2 new listservs to help serve our members. The first is an **owner/manager listserv** for those to communicate with regarding management and ownership issues. It is only available to owners and managers of regular MATR member companies.

The second is primarily for **sales and counter staff** to share information, ask questions of colleagues and seek assistance. This listserv is open to all employees and staff of regular MATR members as determined by the owner/manager.

If you are an MATR member and wish to sign up for one of the listservs or would like to have your employees sign up, please contact the MATR office.

***Tell us about yourself,
your company, and/or your employees!***

***We are interested in your story,
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The Coming Flood of Flood Cars

By Jay Svendsen

Recent months have seen one extreme event after another, each seeming to trump the previous. When the next natural disaster occurs, the media moves on, and we hear little about the aftermath of the previous events. In late August hurricane Harvey lingered over south Texas, resulting in over 40" of rain in some areas, causing massive flooding. Two weeks later, hurricane Irma came right up the Florida peninsula causing a historic exodus of people fleeing the coming storm, with about 6 million people evacuating their homes. Puerto Rico was devastated, half of the Florida Keys were severely damaged, and parts of Florida experienced 15 hours of hurricane force winds and rain.

I wanted to share what we know is happening as a result of the aftermath of these devastating hurricanes. In Texas, most of the attention is on Houston, where parts of the city were greatly affected by storm waters. Tow companies and insurance companies have made arrangements store all the flooded vehicles. Dozens of vast fields, airports, and raceways have been setup as holding lots for the estimated 1 million vehicles flooded as a result of Hurricane Harvey. Insurance companies and the Texas DMV are being diligent in making sure that flooded vehicles are properly branded, but because of the large volume of vehicles involved, it may take until the end of February 2018 for all the vehicles to be processed. At the ARA Convention in Dallas, it was mentioned that Insurance Auto Auctions will be selling 1,500 flood vehicles from Houston every day, including Sundays, until all the vehicles are sold. It is important to note that most of the Texas flood vehicles will be freshwater floods, but that many vehicles were in the water for several days, or even weeks.

In Florida, Hurricane Irma created the largest flight of residents in recorded history with an estimated 6 million people leaving their homes to avoid the storm. Hur-

ricane Irma was stronger in force than Harvey, but it moved more quickly. It is estimated that insurance companies will process about 250,000 flood vehicles in Florida. Many of the Florida flood vehicles will be saltwater floods, which are the least desirable vehicles for recyclers. This storm created a unique event in that when residents evacuated, many only took their "good" car when they left, leaving the older cars, motorcycles, and other "toys" behind. In many cases, the other vehicles might not be covered by insurance (only having liability insurance), leaving the owners to deal with any damage that occurred to vehicle. Since the storm created more damage to homes and businesses in Florida, even though the number is smaller, it will likely be February before all the flood vehicles are processed in Florida as well.

According to recyclers I have spoken with, most don't want anything to do with flood vehicles. For those who operate in the metal recycling/processing space, there will be many vehicles available at greatly reduced pricing since metal values are currently low and have been decreasing for the last few months. On the upside, as people are paid for their insurance claims, there has been a spike in auto sales and there will likely be a corresponding increase in parts sales as people repair their owner-retained flood vehicles.



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From what I can see, many of the Texas and Florida Flood vehicles will be reported to NMVTIS, as both the state DMVs and insurance companies are being diligent in reporting them correctly. There will still be issues with vehicles that are not processed through insurance companies, but recyclers can use NMVTIS inquiry reports to help identify potential flood-damaged vehicles. The major salvage auctions are really good at reporting vehicles to NMVTIS and they generally report daily, so the data is timely. A NMVTIS inquiry will show last state of title plus previous states of title. Both Florida and Texas are real-time with NMVTIS, meaning recyclers can use the reports to identify vehicles that were previously titled in either Florida or Texas before September 10th, then were re-titled in another state at a later date. If this is the case, there is a high likelihood that the vehicle was involved in the flooding and should be physically inspected or priced accordingly. Verifying a vehicle's NMVTIS title record can be a very good investment when looking at higher dollar vehicles.

Jay Svendsen
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Associate Membership: Any entity or person not meeting the eligibility requirements for active membership as herein above provided shall upon the approval of the Membership Committee be eligible to become an Associate Member of the Association.

Thank you for your support!

Words to Live By

By Theresa Colbert

Almost everywhere I go, people ask for advice at their businesses. I hear, *“what can I do to make my business better?”* and *“How do I increase revenue?”* This past week I had the pleasure of spending several days with a couple recyclers who actually took my advice.

Two years ago, one of the recyclers was mostly doing scrap and used cars with a few part sales thrown in. I told them the same thing I tell everyone when they ask me to come to their business and help them make more money: *“If you ask me a question, I’m going to tell you the truth, even if you’re not going to like it. And sometimes, I’m going to tell the truth even if you don’t ask me a question.”*

This recycler was very OK with that. Not only were they OK with it, they embraced it. Some ideas were simple:

- **Clear out this old stuff.**
- **Throw that in the trash.**
- **Save that for eBay.**
- **Parts should only be in three places:**
 1. *In the location that they are stored in*
 2. *On the shelf ready for pickup/delivery*
 3. *In the trash or core bin*

When I go into a business and see parts just laying around, it makes me crazy.

We went through the yard, set them up with an inventory management system, and put inventory procedures into place. We set up shelves with a numbering system, and learned how to do images on vehicles and loose parts. We also put a core program into place. They started putting a few things online. Two years later, I came back and they are thriving! Not only thriving, they are ready to take on more challenges, more employees, and an eBay store!

Every yard is different; some differences are clientele, location, competition, climate, or availability of buying and transporting vehicles to the yard.

There are a few things I repeat at each yard: *“A place for everything, and everything in its place,”* and *“Leave a truck bed at the end of your rows. As you walk through your yard, throw any scraps or trash in your pickup bed. Don’t leave it laying on the ground.”* But, every yard is unique, and has to be looked at with an eye to their own competition, personnel, warehouse space, etc.

When visiting a few recyclers, the first thing I’ve had to tell them is, *“clean up the leaking engine sitting next to your front door.”* At another yard, I told them to *“wash the windows! No one can see in, and they don’t know if you’re open, or if your lights are on.”* These are very easy and inexpensive fixes. Yet, when I go back to the yard two weeks later, and there is still an engine with oil leaking, and the windows have not been washed, I know that yard really does not want to change.

I know recyclers who have hired paid consultants to come in and give them advice on what they need to do at the yard. Two or three years later, they hire the same consultant who come back and tells them the exact same thing they told them two or three years before. The yard never made any changes the first time! Why ask or pay for advice but never make any changes? We all know that the one constant in our industry is CHANGE!

Let me tell you, it warms your heart to walk into a business and have a recycler not only ask you what they can do to make the place better, but also actually write it down and implement it! Then, when you come back again, they say, *“now, what can we do to make the*

next step better?" And you know that each and every time you return to this yard, they have done something to make it better.

Two of my favorite recyclers in the country are in the Midwest. Both of the owners started their yards 30 or 40 years ago. Both of these gentlemen saw a need in their area, and wanted to make their establishment the best in their area. Do these guys work 9 to 5? Absolutely not! Did they work seven days a week for many, many years to get their yards looking the way they do now? Absolutely yes! You know what they say: if it was easy, everyone would do it.

I asked one of the owners, *"what makes your business so much nicer than some of the other businesses I've been to?"* He said anyone can

have a business like his if they do these three things: ***"Work hard, be fair, and treat everyone right."***

Words to live by!

No matter what industry you are in!

As always, text me, call me or email me if you have any questions. theresaC@car-part.com or 859-802-2382.

Have a great month!



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Missouri Auto & Truck Recycler News



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