



Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

June/July 2015

From the President

By Brent Baumgarten

I am amazed at the rapid pace of technology today, in everything from computers/phones, to appliances, to homes, to cars. Whether it's that new phone, new TV or new car, you get home and it is already in need of an update. I'm not so sure we aren't out pacing ourselves with all this, because it seems that although better in some ways, many new things don't seem to last.

Automobiles for instance are definitely much safer today than as little as 10 years ago, however with the technology involved, many parts are expensive to maintain, or replace, and never seem to be covered under warranty. This can be good for auto recyclers, but many times we cannot test these parts and find out they are no good once we make the sale, and the customer installs the part. We as recyclers, offer warranties on our parts and although we do our best to take care of our customer, some parts fail because they are only good for use on the original vehicle or have collateral damage from a collision. With this in mind, we turn to technology to analyze our sales and buying data and to help us make profitable decisions, and on to the internet to bid against ever growing competition.

With the way business is done today, I feel we are losing a lot of our camaraderie, we send e.mail and instant messages, and have lost voice communication, which in my opinion, is vital in our industry. When we buy or sell, the transaction sure seems to run much smoother when a quick phone call is made, verses a message or e-mail. I know a lot of you will disagree, but as an owner/operator, I see the increased expenses in delivery and pickup costs and also administration costs. We are still a pretty tight knit group and I hope we can all continue to work together, be profitable and help each other when needed.

With summer here, and Smartphone in hand, I hope everyone can enjoy some time at the lake or on the golf course.

Brent

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Missouri Auto & Truck Recyclers News

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Legislative Report

By *Brian Bernskoetter*

The 2015 Session drew to a close on Friday with a great deal of controversy. Between the Senate's proud tradition of free and fair debate being usurped by procedural moves to cut off debate and the House Speaker embroiled in controversy over inappropriate text messages it frankly couldn't have ended soon enough.

In the Senate, the majority used a procedural move to cut off debate on a very controversial Right to Work bill. This led the Senate Democrats to filibuster all other bills starting on Wednesday which ended the Senate's ability to move any legislation.

In the House, a story broke on Wednesday regarding the Speaker engaging in inappropriate sexual text messages with an intern. On Thursday, the Speaker bowed to pressure from his caucus and announced he would resign from office.

The combination of these two occurrences during the last week of session certainly colored the opinion of session but also severely limited the number of important bills passed this session.

Senate and House budget leaders, in a demonstration of efficiency, worked diligently to get the FY 2016 budget passed early by the General Assembly in order for them to have the ability to override any gubernatorial vetoes during the regular

session. There were, however, no budget vetoes by the Governor so there were none to take up.

Other notable pieces of legislation that passed were the student transfer law to deal with unaccredited schools, pre-emption of local governments from raising the minimum wage, establishing Missouri as a Right to Work state thus prohibiting Union membership from being a condition of employment, municipal court reform in response to issues that arose out of the events in Ferguson and caps on medical malpractice judgments after the Supreme Court invalidated them in the Watts decision.

The notable bills that didn't pass include: a gas tax increase to ensure MoDOT could draw down \$160 million in federal gas taxes, Medicaid expansion to cover 300,000 Missourians, adoption of the Federal Expert Witness standards to ensure witnesses in legal proceedings are reliable and credible experts, and a prescription drug monitoring program so Missouri isn't the only state in the country without such a program.

With Regard to bills of specific interest there were few worth mentioning that did pass this session. House Bill 524 allows the Department of Revenue to develop rules to electronically release liens on certain trailers and cars.

House Bill 686 revises the defi-

nition of "junk vehicle" to include a vehicle that was designated as "junk" by Missouri or any other state. This was done in response to court decision allowing for the washing of a junk title of an out of state vehicle coming into Missouri.

Senate Bill 456 changes a number of provisions of interest with respect to automobile dealers and specifically with regard to lost or delayed titles. This bill extends the transfer of plates from 30 days to 90 if the dealer is selling the vehicle without having obtained the certificate of ownership among other things to ensure all the paperwork needed to transfer a title between different states can be done if a vehicle is sold in short order.

There were multiple bills filed this year to revise or undo legislation from previous session's to allow for the purchase of a car on a bill of sale if the vehicle is 10 years or older. None of those bills passed this session.

MATR **Dates of Interest**

October 2015

7-10 ARA Annual Meeting
Charlotte, NC

November 2015

20-22 MATR Annual Meeting
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- The MATR maintains a worldwide web site at www.matronline.com featuring information about the industry for consumers, a membership and associate member on-line roster with direct links to their web sites.
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Dismantling by the Book

By Amber Elenbaas

Recently I heard a story from a fellow recycler: they discovered one of their dismantlers had been “coring” every steel wheel, he thought only the aluminum wheels were retained and all the steel wheels should go in the steel scrap bin. Six months ago, a friend confided that he discovered a dismantler had been placing greasy suspension parts on nice, in stock seats. Still worse, I know of a trainee that drained a full Dodge diesel tank into a gasoline buggy, and it wasn’t discovered until after it had contaminated the 500 gallon tank. Most of us have a similar horror story.

Formal policies solidify the rules people need to operate within, and formal procedures illustrate the steps people need to take to do a job right. These are two separate sets of documents, both necessary, but can you imagine how much time you would have to spend to write formal policies and procedures for every “common sense” rule? And can you imagine how a new associate could not only read, but comprehend and remember all of these rules? It is actually possible.

Robert Counts came up with an idea years ago on a better way to train associates, including dismantlers, and he gave a presentation on it, and Jim Counts gave it again at the 2013 URG Convention. They advised recyclers to construct a list of questions for their trainees, and each day of training, the associate goes out with the list of questions, writes down the answers that they extract from their new peers, and at the end of the day they give you the answers, orally. This brilliant idea engages all forms of learning for the new hire: they read, they go physically find the answer, write it down, and then orally explain their answers. They will also be writing your policies and procedures for you!

I began implementing this system right away. Every time an issue comes up, I log it in my document that has all of my questions and that list grows every week. Every time I have an employee give me their answers, I type up my ideal answers in a separate document. When the training period is over, they have a binder full of all of

the policies and procedures. Also in this binder is their job description, the formal process procedures and written policies we have, the employee handbook, and all of the forms they may need in their employment. Any time they have a question, they can look for the answer in the binder. But usually, they remember the answers, because they engaged all of their faculties to find them.

This training system can eliminate a lot of the confusion associated with becoming a part of a team of automotive recyclers. As a rule, long term auto recyclers assume that new team members should just automatically know things, but many times what we view as “common sense” is not that to an outsider. Managers tell a new employee to shadow someone, but we all know that you can’t learn everything you need by just obser-



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vance. Dismantler training is key – your dismantlers are at risk for workman’s comp claims if they are not trained in safe part removal and fluid draining procedures, most fires happen in dismantling, much of your quality control can be in dismantling when the vehicle is up on the hoist and one dismantler can wreak so much havoc if they are not trained properly. This training program is a systematic way to train new associates that engages them and also protects you, the employer, because you have sound documented policies. But the training program is not enough. Whether a dismantler is a seasoned pro or a newbie, audits are essential!

Auditing your dismantlers will hold them accountable, reduce errors, and improve the work experience for salespeople, parts pullers, and shippers. When you audit your dismantlers, you catch bolted parts that were supposed to be unbolted, which not only corrects that specific part, but helps eliminate future, similar errors. Catching these sorts of mistakes, as well as inventory errors, location errors, etc. can really improve the quality of life of your staff. Your salespeople will have more

confidence in the parts they are selling, your parts puller will spend less time looking for missing parts or reporting broken parts, and negative communication between sales and the yard will be greatly reduced.

Auditing gives you an opportunity to document a dismantler’s errors (read: you can write them up, and use them as hard evidence in an unemployment dispute), but it also presents an occasion to commend them! When is the last time your dismantlers heard about what a great job they did on a vehicle? Positive reinforcement is an excellent motivator. When you have an audit form filled out, it spells out “great job”, “acceptable”, or “PROBLEMS” quickly using facts about specific performance measures. Your dismantlers will learn what it takes to achieve high marks and succeed at becoming excellent in their field. Formal policies, procedures, and audits may seem like they take a long time, but what these three key formalities are really doing are creating a gold standard, streamlining your operation, holding everyone accountable, and rewarding excellence. After the first few months, they take less and less time because there are less and less errors – which is exactly why you should begin today!

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ARA News

From Automotive Recycling Weekly

ARA Recommends Access to Bulk Recall Data, OEM Part Numbers and Build Sheet Data at NHTSA Event

Last week, ARA actively participated in the National Highway Traffic Safety Administration (NHTSA)'s one-day workshop of leading transportation officials, automotive industry representatives, safety advocates, and researchers to brainstorm on how to achieve a recall completion rate of 100 percent. Throughout the "Re-tooling Recalls" event, in both the general and small group breakout sessions, ARA staff made the compelling argument to the over 100 stakeholders present that only with bulk access to recall data along with OEM parts numbers and build sheet data would NHTSA be able to reach its stated 100 percent recall remedy rate goal and fulfill its statutory obligations to ensure the safety of the nation's drivers.

ARA is extremely pleased to announce that the final reports of the breakout sessions - as stated clearly in the closing general session comments and recording posted on NHTSA's website - all include a variation of the recommendation...." to provide access to bulk recall data along with OEM parts numbers and build sheets." Specific recommendations are noted below.

1. To identify faulty parts in the supply chain, access to bulk data of VINs, Part #s and build sheet data should be provided;
2. Parts #s and build sheets must be more readily available to reach a wide variety of owners affected by recalls;
3. Access to bulk VIN data is critical to ensuring a safe parts market; and,
4. Consumers must be educated on the different components of the recall process (the facilitator failed to mention in his summary report what was recorded in one of the breakout sessions - that the recall process must include the ability to track automotive parts through their complete life cycle). Please visit <https://www.youtube.com/>

watch?t=10&v=8zogZPk1nDY to watch the summary of those breakout session recommendations.

ARA welcomed the support of other groups present including the National Automotive Dealers Association (NADA), the National Independent Automotive Dealers Association (NIADA), and several used car dealers on the recommendation for access to bulk data.

NHTSA Administrator Mark Rosekind concluded the day's event by challenging stakeholders to incorporate the ideas presented into their respective organizations' strategic plans. He stated for the record that the input gathered from the event would be used to identify best practices and new approaches for improving the recall process.

Stakeholders and the public will have an opportunity to submit comments on the workshop and the identified topics to NHTSA until May 31, 2015. In its written submission, ARA will underscore the need for access to bulk data in any recall plan as stated in the breakout sessions recommendations.

Marty Satz

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Low Scrap Prices Adversely Impacting All Segments of the Auto Recycling Industry

The continued slump in the scrap metals market is adversely impacting many segments of the automotive recycling industry, including automotive self-service and hybrid recyclers. Not surprisingly, the low scrap metal prices create a domino effect in the professional automotive recycling industry, affecting prices and buying practices throughout the automotive parts supply chain. For example, buyers of salvage vehicles might hold onto inventory for longer than usual to wait for an increase in scrap metal prices. In addition, the core market demand could decrease, resulting in a shrinking business product line. Indeed, today's professional automotive recycler must be aware of these market changes to be able to make smart buying choices and sustainable inventory practices.

Large ARA corporate member companies such as Schnitzer Steel Industries Inc. are not immune to the impact of falling scrap prices, with Schnitzer recently announcing that after sustaining a \$196 million loss in the company's second quarter of fiscal year 2015, it has merged its metal recycling business with its auto parts business as part of a cost reduction program. The integration of its auto parts and metal recycling divisions "intended to further optimize the efficiencies in [its] operating platform, enable additional synergies to be captured through our supply chain and global sales channel, and more effectively leverage [its] share services platform". The company said that the quarter saw the lowest prices for recycled metals since 2008 and that ferrous metal prices likewise dropped approximately 30 percent from the first quarter.

According to the Scrap Pricing News April Price Update, steel pricing is expected to stay flat for the month with no indications as to when prices might turn around.

Global steel markets have suffered from overproduction, a strong U.S. dollar and weaker demand. Non-ferrous metals prices have likewise remained flat but fears exist that the prices could still continue a further downward slide.

CCC Releases its 2015 Crash Course Report

CCC Information Services, an ARA Associate Member Company, has released its 2015 Crash Course report offering a wealth of insight for the automotive recycling industry about collision repair and total loss costs, Trends, and analysis. The report is available online for download.

The report focuses on market forces, economic trends, demographic differences in transportation preferences and vehicle sales, technological advancements, and consumers, and analyzes the impact on the automotive claims and collision repair industries. Of particular interest to professional automotive recyclers are several key insights:

- Vehicle data and analytics are helping to drive transparency with customers and visibility into business performance. All companies should have a clear understanding of how and what data is pulled from their own systems and how that data is being used.
- Advanced crash avoidance technology can lead to fewer injuries and fatalities, but increase the time and cost to repair the vehicle.
- Newer vehicles are having more parts replaced, have lower alternative parts utilization, and lower repair percent of total labor spent.
- An increase in model redesigns and increase in price matching by the OEs is driving new OEM part utilization.
- More DRP programs are shifting to a model where cycle time management and claim satisfaction are shared responsibilities between the insurer and repairer.
- Vehicles aged 7-years plus account for more than 70 percent of all vehicles in operation. Because the total loss frequency is highest for this age cohort the total loss frequency overall is elevated and will remain high until new vehicle purchases drive down the average age of vehicles on the road.

For more data and analysis, please visit the following link:

<http://www.cccis.com/crash-course-2015/>.



Green Recycled Parts Members to Partner with CAR Program

As reported here previously, as of July 1, 2015, the ARA Board is requiring that all Green Recycled Parts (GRP) members must also be subscribers to the Certified Automotive Recycler (CAR) program and vice versa. To become a CAR member, facilities are required to submit annual environmental audits, and an initial application fee of \$200 in addition to yearly dues of \$100. ARA has recently updated the CAR application which is now based on an easy to use point system under which a facility will be evaluated using a point value for each CAR standard. There is no cost to join GRP.

Membership in an ARA-approved state CAR program makes you eligible to be part of the GRP program. Once approved by either a state or the national program, you will have full access to the Green Recycled Parts brand to supplement your efforts to market your business and increase sales.

So don't delay! If you currently are a GRP member

and not yet a CAR member, please access the CAR application and begin the streamlined process of becoming a CAR member. If you are currently a CAR member and not yet signed up for GRP benefits, please go to the GRP website and join today. ARA staff are on hand to help you through both processes.

In 2012, ARA launched Green Recycled Parts as a solution to members' marketing needs and to help provide a brand identity for the professional automotive recycling community. Through Green Recycled Parts, ARA is building a global brand synergy that can offer consumers quality recycled OEM parts at reasonable costs.

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