



Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

August/September 2016

From the President

By Jason Tourville

Summer has finally come to Missouri in full force. As I look out the window this morning I can see the humidity hanging in the air. The weather that is the hardest to work in is the same weather that brings us so much of our business. What's hard on automobiles is also hard on people. The climate swings that we experience in this part of the country are amazing and so are our workers that get their jobs done out in it every day. As I am typing this it just started pouring rain here at the yard again. I appreciate my people that work out in the elements every day. I have done these jobs during my years here at the yard and they are hard. If you have employees that have never worked outside at your facility, consider having them spend a day job shadowing an outside worker on a nice hot day. It is good for our inside people to understand what their outside coworkers have to deal with every day: Heat, cold, rain, red wasp nests in door jambs, etc. Selling a dash vent too cheap on a 100 degree day might not seem like such a brilliant idea to a salesperson once they run a 50 yard dash to get away from a stinging insect.

The importance of quality employees for outside work has always been important and the high cost of salvage and quick response needed in today's market make it critical now. We all know the pain of a damaged or destroyed part in the yard due to negligence or lack of knowledge. It doesn't matter how good your salespeople are at generating sales if the staff that backs them up cannot follow through and deliver. If your credit percentage is on the rise, take a look at what is going on in the yard. Yard staff armed with the knowledge to quality check what they are pulling is a great line of defense. To quote the Chinese philosopher Pull Yo Parts, "A good yard crew filling orders accurately and on time is a beautiful thing".

When you get compliments on your parts or service, make sure to pass them on to the people behind the scenes that make it happen. A big "THANK YOU!" is due the yard guys and gals that get it done for us every day. It couldn't happen without you.

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* Part images available on select management systems

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For more info, please call your friendly Car-Part salesperson
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Missouri Auto & Truck Recyclers News

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Missouri Auto & Truck Recyclers News

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Throughout this issue, trademarked names are used. Rather than place a trademark symbol in every occurrence of a trademarked name, we state we are using the names only in an editorial fashion, and to the benefit of the trademark owner, with no intention of infringement of the trademark. The mention of trade names, commercial products, or techniques does not constitute endorsement or recommendation for use.

NMVTIS Compliance

Imposition of Fines Now Occurring!

States are Adopting NMVTIS Reporting at a State Level

Jay Svendsen, Auto Data Direct

For those in the salvage industry, it seems that information on enforcement of NMVTIS requirements is slow in coming and low-key when it is released. As most of you know, I have been at conferences and tradeshows all around the country since the NMVTIS program started in March of 2009. I have tried to help keep the affected industry members informed of activities and requirements pertinent to their business, and tried to explain why the information is needed and how it is being used. I can't tell you how many times I get asked, "When will DOJ start enforcing the NMVTIS rule?" Up to this point, I've been able to share that I knew the department was looking into compliance and had identified some violators. Now, however, I can share some specific information on DOJ enforcement activities and how you can keep current with the status of its ongoing efforts.

In early May, the DOJ asked AAMVA to post on the official NMVTIS website the penalties it has imposed on companies for failure to report to NMVTIS properly and promptly. At this point, eight companies have settled on fines to be imposed with those fines totaling

over \$2.1 million. All of the fines imposed to date have been settled out of court. More information regarding the fines levied is available at www.vehiclehistory.gov. My understanding is that DOJ is also continuing to review ways it can better enforce NMVTIS compliance.

Because of the impact NMVTIS information has had on identifying unsafe vehicles, more and more states are looking at incorporating NMVTIS reporting at a state level. Beginning July 1, 2016, auto dismantlers, auto recyclers, shredders, and secondary metal recyclers in Tennessee will have to report the salvage vehicles, within 24 hours of purchase, to the state. Auto Data Direct is the sole provider of this service and the affected businesses will need to report through ADD. By reporting through ADD, the affected businesses will complete their state requirements and all required NMVTIS reports will be made on behalf of the reporting businesses. The good news for industry members is that this service is being provided at no cost to the reporting entity. The reporting businesses will need to provide a little more information than they were re-

MATR Associate Members

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Branson, MO
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Marty Satz, Midwest Insurance Consultants

St. Louis, MO
800-449-1151

Peoria Disposal Company

Florissant, MO
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Southern Metal Processing

St. Louis, MO
314-481-2800

Be sure to consider our Associate Members FIRST for your business needs.

Visit our website for full contact information www.matronline.com

quired to compared to the standard NMVTIS reporting; but with this system they will satisfy both their state and federal requirements and it's free! If a company is a rebuilder, or reseller of salvage vehicles, they may need to complete an additional report, but these reports can be made through the same process. As part of the Tennessee law, the reported vehicles will be checked to verify they are not stolen and if a stolen vehicle is reported, the reporting business will be notified. Also with the law change businesses in Tennessee can purchase vehicles without title if they are at least 12 years old or older and they complete the Title Substitution Form, report it, and keep it on file.

Georgia has had a similar process active since July of 2012 and thanks to help from your associations and their members, more and more states are looking at similar programs.

With all the issues around salvage vehicles like VIN cloning, states want information on these vehicles faster than the federally required 30 day reporting. The models in Georgia and Tennessee help the states clean up records; help law enforcement find problem vehicles; make more information available to consumers on vehicles; and simplify the reporting demands on affected businesses while helping with some of the costs of ensuring compliance with state and federal laws.

A 2016 Election Preview

By Randy Scherr

The 2016 Elections in Missouri are certainly shaping up to be one of the most interesting and impactful ever. Missouri, as one of the only states with both term limits and no campaign contribution limits, is now witnessing contributions of \$250,000, \$500,000, even at least two \$1,000,000 individual contributions to statewide candidates.

Not only is it a Presidential election year, but Missourians will also face choices for a United States Senator and 5 statewide offices, none of which will have the current officeholder running for reelection. So in January, 2017 we will have 5 new fresh faces in the statewide offices. All five of those races—Governor, Lieutenant Governor, Secretary of State, Treasurer and Attorney General—promise to have spirited primary and general election campaigns.

Additionally, one-half, or 17 of the Missouri Senate seats are up for election. Five of those seats are open seats where no incumbent is running. And six of the seventeen have the current incumbent running unopposed.

In the House of Representatives, all 163 seats are up for election this year. In thirty-three of those seats the incumbent is not running and in 69 seats the incumbent is running unopposed.

Voters will likely face as many as 6 statewide ballot issues depending on the certification of the signatures on initiative petitions. Those issues include:

1. **The extension of the soil and water sales tax**
2. **One ethics reform proposal relating to campaign contribution limits and lobbyist expenditure limits**
3. **Two relating to increases in cigarette taxes**
4. **One relating to authorizing medical marijuana**

The Primary Election is August 2 and the General Election is November 8.

You are urged to learn as much as possible about the candidates and the issues and **PLEASE VOTE.**

OSHA - Occupation Safety and Health Administration's New Injury & Illness Reporting Rules

August 10, 2016 Deadline

Employees need to be informed that they not only have the right to report a work-related injury but they also cannot be retaliated against for making such a report.

Employers can meet this requirement by posting the OSHA "It's the law" worker rights poster

Employers are **required** to display the poster in a conspicuous place where workers can see it.

How do I get a copy?

You can get a copy of the OSHA poster in several ways:

- **Order a print copy online from the OSHA Publications Web page.** The English version is publication number 3165. The Spanish version is publication number 3167.
- **Order a print copy by phone.** Call OSHA's toll-free number at 1-800-321-6742 (OSHA) or the OSHA Publications Office at 202-693-1888.
- **Download a copy from the OSHA Web site.** Note: OSHA requires that reproductions or facsimiles of the poster be at least 8.5" x 14" inches with 10-point type. Please see the instructions below for downloading a compliant version of the poster.

Downloading Instructions:

1. Right-click on the hyperlinks below to download the PDF version of the poster. Save the file to a directory of your choice, and then open the Adobe Acrobat Reader program to load the file. For best results, the files should not be printed directly from your Web browser.
 - English: PDF [300 KB]
 - Spanish: PDF [300 KB]

2. For local PC printing, it is recommended that you use a high-resolution laser or wax-transfer type printer for color reproductions, and that the printer have at least 1 MB of memory. For black and white reproductions, it is still advisable to use a laser printer which is capable of producing at least 300 dpi resolution.
3. When preparing to print from a personal computer, check to ensure that the target printer has the ability to produce the proper paper size (the minimum size is 8.5 x 14 inches). Set the Adobe Acrobat printer settings to "Shrink to Fit" and make sure to select the proper paper tray.

NOTE: The particular variables and configurations for each printer may vary, so these instructions are only general.

The poster is available in Spanish, Arabic, Chinese, Haitian Creole, Korean, Nepali, Polish, Portuguese, and Vietnamese.

OSHA regulations do not specify or require employers to display the OSHA poster in a foreign language. **However, OSHA encourages employers with Spanish-speaking workers to also display the Spanish version of the poster.**

See posting requirements for notices in other languages (OSHA Letter of Interpretation, Nov. 12, 2004).

What's the law?

OSHA's regulations on the OSHA poster are at 29 CFR 1903.2.

References: www.osha.gov/Publications/poster.html



U.S. Department of Labor



Occupational Safety
and Health Administration

Job Safety and Health IT'S THE LAW!

All workers have the right to:

- A safe workplace.
- Raise a safety or health concern with your employer or OSHA, or report a work-related injury or illness, without being retaliated against.
- Receive information and training on job hazards, including all hazardous substances in your workplace.
- Request an OSHA inspection of your workplace if you believe there are unsafe or unhealthy conditions. OSHA will keep your name confidential. You have the right to have a representative contact OSHA on your behalf.
- Participate (or have your representative participate) in an OSHA inspection and speak in private to the inspector.
- File a complaint with OSHA within 30 days (by phone, online or by mail) if you have been retaliated against for using your rights.
- See any OSHA citations issued to your employer.
- Request copies of your medical records, tests that measure hazards in the workplace, and the workplace injury and illness log.

This poster is available free from OSHA.

Contact OSHA. We can help.

Employers must:

- Provide employees a workplace free from recognized hazards. It is illegal to retaliate against an employee for using any of their rights under the law, including raising a health and safety concern with you or with OSHA, or reporting a work-related injury or illness.
- Comply with all applicable OSHA standards.
- Report to OSHA all work-related fatalities within 8 hours, and all inpatient hospitalizations, amputations and losses of an eye within 24 hours.
- Provide required training to all workers in a language and vocabulary they can understand.
- Prominently display this poster in the workplace.
- Post OSHA citations at or near the place of the alleged violations.

FREE ASSISTANCE to identify and correct hazards is available to small and medium-sized employers, without citation or penalty, through OSHA-supported consultation programs in every state.



1-800-321-OSHA (6742) • TTY 1-877-889-5627 • www.osha.gov

Make Plans Now to Attend the 42ND

September 30 - October 1, 2016 at Kansas

Exhibitor's Registration

Exhibitors receive one skirted table, 2 chairs, and a trash can. If your exhibit will require additional items or special setup please contact Ameristar directly.

Company _____

Address _____

City/St/Zip _____

Exhibitor Contact: _____

Phone: _____

Email: _____

Booth Attendant(s): _____

Special Needs: _____

NOTE: Exhibits may be set up any time after 12:00 PM on Friday, Sept. 30 and can be taken down after 10:15 AM on Saturday, Oct. 1.

Exhibitor's Signature _____ Date _____

Exhibitor Space **\$335.00**

Exhibitor Meal Package

Quantity _____ x \$80.00 = \$ _____
 (Includes Friday Reception, Saturday Breakfast, Lunch, for one Exhibitor)

Saturday Evening at the Ballpark Event

Quantity _____ x \$161.00 = \$ _____

Total Enclosed \$ _____

Please Return This Form Along With Your Check to MATR at:

MATR • P.O. Box 1072 • Jefferson City, MO 65102
 FAX: (573) 636-9749

For More Information

Call: 573-636-2822
 Email: info@matronline.com
 Web: www.matronline.com/convention

Hotel Info

Ameristar
 3200 North Ar
 Kansas City
 Phone: 85

Be sure to identify yourself as a r
 Recyclers Association at the time
 our group code of MIS16A. Roo
 (plus taxes). Please be sure

Room block expires:

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In addition to exhibiting, MATR
 for different events such as Frida
 Breakfast, Lunch, Dinner, Re
 A sponsorship form can

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Tentative

Friday, Sept. 30 6:00 PM - 6:30 PM
 6:30 PM - 8:00 PM

Saturday, Oct. 1 7:00 AM - 8:00 AM
 7:30 AM - 9:30 AM
 9:30 AM - 10:15 AM

10:15 AM - 3:00 PM

12:30 PM

For Attendees Who Purchased The



4:30 PM
 5:15 PM

6:15 PM

Sunday, Oct. 2 11:00 AM

All forms and an updated schedule of events can be

MATR Annual Meeting & Trade Show

at City-Ameristar Casino, Kansas City, MO

Information

Ameristar Casino

Ameristar Drive
 Kansas City, MO 64161
 816-577-8277

Member of Missouri Auto & Truck
 the reservation is made and use
 rates are \$149 for single or double
 to reserve your room early.

September 9, 2016

Registration Options

We are also soliciting sponsorships
 for Friday evening reception, Saturday
 breakfast, and Entertainment.
 Details can be found at the website.

Registration
 /convention

Schedule

- Registration
- Welcome Reception & Tour Exhibits
- MATR Board Meeting
- Breakfast & Tour Exhibits
- Annual Membership Meeting
 (Election of Officers, Legislative Update,
 Election Preview, Membership Update, Assoc.
 Activities Update)
- Area Yard Tours
 11:00 AM - Noon Rich Industries Yard Tour
 1:15 PM - 2:30 PM All-Star Auto Yard Tour
- Lunch (On Yard Tours)

Baseball Event Package:

- Depart Hotel for Royal Stadium
- Kansas City Royals Pre-Game
 (Food & Beverages provided)
- Kansas City Royals v. Cleveland
 Indians
- Hotel Check out

Registration Options

Registration includes: Friday evening Reception, Saturday
 Breakfast, Meeting, 2 Yard Tours, Transportation & Lunch.

	Number	Cost	Total
Member	_____	\$215.00	_____
Non-Member	_____	\$240.00	_____
Additional Staff	_____	\$170.00	_____
Spouse/Guest	_____	\$120.00	_____
Child (ages 5-11; under 5 is no charge)	_____	\$45.00	_____
Royals Baseball Ticket All-inclusive Suite (Limited seating)			
	_____	\$161.00	_____
Total Enclosed		\$	_____

Company _____
 Address _____
 City/St/Zip _____
 Phone: _____
 Email: _____

No Refunds after September 9, 2016

Please **Print** names as they are to appear on your name tags

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

Please Return This Form Along With Your Check to:

MATR • P.O. Box 1072 • Jefferson City, MO 65102
 FAX: (573) 636-9749

More information found at <http://www.matronline.com/convention.html>

A Picture is Worth 1,000 Words!

By Theresa Colbert

In fact, in today's market an image could be worth more than 1,000 words. It could be worth thousands of dollars to your business! A picture can convey information much more quickly than reading a written description. Now that Car-Part Pro has images, I thought this would be a good time to talk about images of your vehicles and parts.

Why are images so important? First of all, images give customers confidence that they are buying the correct part and it is in the condition that they expect. When you are making a purchase online and the item does not have a picture, do you look at it or just skip to the next one? I skip to the next one. I feel if there is no picture there must be something wrong with it. I have no

idea if that is even true, it's just how my brain works. Like I have always told my children, "It's not always what IS true, it's what someone PERCIEVES as true!" (This usually comes up during discussions of clothing or tattoos, but you get the idea!)

I gave a class on this topic and have done quite a bit of research on images. Let me share some FUN FACTS with you!

- 60% of consumers are more likely to contact a business when an image shows up in search results.
- In eCommerce, 67% of consumers say the quality of an image is "very important" in their purchase.

Image quality is so important that author and online strategist Jeff Bullas says, "Online consumers think the quality of a product's image is 64% more important than product-specific information, 54% more important than a long description, and 53% more important than ratings and reviews."

I can only imagine how our recycling world will change with Car-Part PRO and Car-Part.Com now including images in searches! They will have the ability to see your images while they are doing the estimate on the vehicle! This is so exciting to me! I have never been much of a shopper – I am just not a fan of crowds or shopping malls. But online shopping? Oh yeah! I can get things for my home, birthday gifts, and the Christmas craziness is a thing of the past! What is the single most important thing to me with online shopping? Images, of course! I am not going to buy that sweater or new kitchen rug unless I see it first!

When it comes to image quality, practice makes perfect! Take more images than you think you need. Take them from many angles and pick out the best ones. Circle any damage so that the shops can see the scratches or dings before purchase. When a shop sends back a door



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as "too much damage" you will have proof to show the insurance adjuster that your door was not "bad" and that the shop was perhaps being a bit too picky.

Go online and look at other yards' images. When you find images that appeal to you, try to make your pictures look like theirs. As recyclers, you are not just selling parts. You are also buyers, brokers, and consumers. If it looks good to you, it will probably be good for your customers!

Have a great month! As always, if you have any questions for me, please email me at TheresaC@Car-Part.com or call my cell at 859-802-2382.

Marty Satz

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County Line Auto Parts
816-697-3535

Davis Auto Wrecking & Sales LLC
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573-379-5438

Fierge Auto Sales
800-252-9025

Forty Three Auto Recycling
417-781-7904

Frontier Auto & Truck Parts
660-359-3888

H & W Auto Parts
417-865-5747

Highway 160 Import Salvage, Inc.
417-725-2643

Hillsdale Auto Parts
877-385-9950

J.C. Auto & Truck Parts
573-735-4800

Jack's Auto Salvage
636-947-6005

Johannes Auto Sales, Inc.
573-243-3506

Keystone Fort Lauderdale, FL (LKQ Corp)
954-492-9092

Late Model Auto Parts
816-483-8500

Liberty Auto Salvage Co.
314-531-4141

Mack's Auto Parts, Inc.
314-638-5422

Midway Auto Parts, Inc.
816-241-0500

Modern Imports, Inc.
314-638-6040

Mott Auto
417-532-3914

Perrigo Body Shop
660-397-2195

**Pick-n-Pull Auto Dismantlers
Kansas City**
816-231-1618

**Pick-n-Pull Auto Dismantlers
St. Louis**
916-681-3463

Rascal Flats, Inc.
660-388-6389

Rich Industries
816-861-3200

Rogers Wrecking & Salvage
417-532-7460

Sorreles Auto & Truck Parts
573-445-4451

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800-264-3294

Thompson's Auto Sales
573-223-7338

Trump Trucks
877-238-7409

Vander Haag's, Inc.
712-262-7000

Yancey Auto Sales & Parts
573-565-3508

Join MATR Today! Just see what we can accomplish together!

Membership Renewal Notices have been sent out. Please send in your renewal today!



MISSOURI AUTO & TRUCK RECYCLER MEMBERSHIP APPLICATION

Why Should You Join?

- The MATR retains the services of legislative counsel in Jefferson City to monitor proposed new laws, changes in laws and proposed rule changes.
- The MATR publishes a newsletter 6 times a year at no charge with the latest information on business tips on subjects ranging from insurance, to updates on new products and services and more.
- The MATR maintains a 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.
- The MATR produces an annual convention & trade show featuring exhibitors showing off their latest products and services.
- The MATR maintains an office reachable 24 hours a day, 7 days a week by phone or fax
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Active/Regular Membership: 1) Applicant must be any individual, corporation, firm, partnership, incorporated or unincorporated association or any other legal or commercial entity with ownership interest in an automobile and truck recycling business operated within the State of Missouri, 2) holds a valid Missouri salvage dealers license, and 3) derives a substantial portion of the income from the dismantling, sale and/or exchange of used automobile and truck parts provided, however, that a person, who does not possess an ownership interest in an automobile and truck recycling business operated within the State of Missouri but who is engaged as the full-time manager of such a business and would otherwise qualify for membership, with the written consent of the owner thereof not be denied membership.

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.

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Additional Locations are charged \$200.00 annually

Thank you for your support!

Industry News

NMVTIS and Recent Texas Flooding

By Sarah Kathryn Wright

MAY 5, 2016 - Even though the floodwaters left behind after the recent deluge in Texas have receded, the damage the water caused remains and that includes a lot of vehicles.

After a major flood, many of the once-soaked vehicles make their way into the used car and salvage market, often with no indication of their water-logged past. Flood vehicles can be and often are moved out of states where the flood happened, and resold in another state far from where the damage occurred. No one wants to deal with the corroded electronics, contaminated lubricants and faulty computer systems that come with water-damaged vehicles, issues that may not appear until months after a vehicle has been cleaned up and sold.

To protect yourself and your business from unknowingly purchasing a flood car, start with a title check through the National Motor Vehicle Title Information System (NMVTIS) database. NMVTIS reports will show you any flood or water-damage title brands applied by a state, and will provide the current and historical states of title, letting you know if a vehicle comes from a recently flood-damaged area.

To run a low-cost NMVTIS title check before buying a vehicle, taking a trade-in, purchasing a rebuilder or issuing a policy, look for the NMVTIS search under your Search DMV123 tab.

If you have any questions, please email ADD or call one of our friendly and knowledgeable customer service representatives at (866) 923-3123.

ARA News

*From Automotive Recycling Weekly
Reprinted with permission*

Millions of Additional Cars May Have Defective Airbags

While the worldwide safety recall of defective Takata airbags had included approximately 60 million cars, tens of millions of additional vehicles will be recalled in coming months. Under the National Highway Traffic Safety Administration's (NHTSA) newest plan, all cars with Takata airbags using ammonium nitrate without a moisture-absorbing desiccant would be recalled. Under a November consent order with NHTSA, Takata is required to recall all airbag inflators using ammonium nitrate unless it is proven safe by 2019. In the meantime, NHTSA has wide jurisdiction over the issue.

Replacement airbags without a drying agent may also be included in the most recent recall.

The expanded recall will be phased in and may take years to complete. Automakers have thus far absorbed the costs of the recalls and these additional recalls could drive costs to an estimated \$4.7 billion.

Takata airbag recall by the numbers:

- Number of automakers impacted by the recall - 14
- Number of deaths in the U.S. linked to the defective airbags - 10
- Number of unrecalled inflators using ammonium nitrate according to NHTSA - 85 million
- Number of newly determined passenger-side and driver airbags without a drying agent - 35 - 40 million

Dear ARA Member:

On behalf of ARA President Mike Swift, we are excited to share with you the progress ARA Members made at the recent annual ARA Hill Day in Washington, D.C. We realize that not everyone is able to attend this annual event each year, so would like to share the outcome and encourage your involvement at home.

Hill Day "Ask" and Outcome

ARA Members who attended Hill Day visited with their Congressional representatives. More than 60 meetings took place, over 20 of which were held in person with Members of Congress. The response that ARA Members received in their lawmakers' offices was exceptional. Remember -- your elected representatives enjoy hearing from constituents and no one is a better advocate for the professional automotive recycling industry than YOU!

ARA members urged lawmakers to support the introduction of legislation requiring that automakers provide professional automotive recyclers with all parts data. As reported in several ARA publications, ARA secured access to critical OE part data for automotive recyclers in December when President Obama signed a five-year highway reauthorization bill, entitled the Fixing America's Surface Transportation (FAST) Act. The law requires automakers to make publicly available the OE part names, part descriptions and part numbers of a vehicle's defective components that are subject to a recall. This was a significant step forward in ARA's quest for motor vehicle parts data.

The focus of Hill Day this year was continuing that momentum. Congress must now work further with the predominately small business professional automotive recycling industry to require automobile manufacturers to remove the barriers they have constructed so that all automotive parts data is made publicly available.

Included in this email is the Issue Brief that was distributed to Members of Congress and their staff during ARA Member meetings. There is one for the U.S. House

that urges Representatives to reach out to Congressman Adam Kinzinger's staff to support the legislation he will soon introduce focusing on all parts data. The other Issue Brief is for the U.S. Senate and ARA is currently working to secure a champion who would introduce a companion to Rep. Kinzinger's bill in the Senate.

If you, a family member, fellow auto recycler or employee, or state affiliated chapter organization have any relationship with your federal lawmakers, we encourage you to send this Issue Brief to your Congressman/woman or Senator. If you don't have a relationship, this issue is a great reason to reach out and start one! Contrary to what people think or what the media suggests, your elected lawmakers do pay attention to constituents - especially in an election year. To find out who your Congressman/woman is, use your zip code in this link to find out: <http://www.house.gov/representatives/find/>

Once you find out which House member represents your Congressional district, you can click on that name and be connected to their website and use it to communicate the message.

ARA staff will follow-up with the offices that you have reached out to in order to answer questions, etc. But the first step to many of these offices will come from you, the voter.

Thank you and please feel free to reach out to ARA's Director of Policy and Political Affairs Delanne Bernier at delanne@ara.org for more information or with any questions.

THANK YOU!

MATR Dates of Interest

2016

Sept. 30 - Oct 1 MATR Annual Meeting
Ameristar Casino
Kansas City, MO

October 26-29 ARA 73rd Annual Convention
& Expo, Baltimore, MD

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