



January
2021

Industry Update

*News and Information for
Northwest Automotive Trade Association
Members*

[View Online Classes](#)



'PAVE' training begins this Friday

It's your last chance to register for the training event NATA has worked with associations across the country to create: PAVE – Professional Automotive Virtual Education. It kicks off this Friday, with more than 40 live online training sessions for automotive professionals.

[Click here](#) for a class schedule and registration information.



"Don't miss out on the biggest virtual training event in the auto repair industry," said Mark Warren, Worldpac training manager. "The three-day event is packed with four-hour technical classes and two-hour business management classes with downloadable handouts. Join us, and invest in your future through education!"

All sessions will be available for on-demand viewing for six weeks following this weekend's virtual event. There also will be chat rooms where you can connect with

We expect a great turnout among NATA members!

Thanks go out to our educator sponsors

Speaking of PAVE, you may be aware that NATA worked to find support to make sure our automotive program instructors around the state could participate. Many shop owners may not realize these teachers are required to receive ongoing training each year. Not only does continuing education keep their curriculum relevant, but it also is a requirement for federal Perkins funds for their programs.



We reached out to NATA members asking for sponsors. We are very proud to announce that NATA and members are sponsoring seven of our Oregon high school automotive instructors to attend PAVE.

A BIG THANKS to the following:

- Ron Reichen of Precision Body & Paint sponsored Alex Crays and David Samek of CTEC.
- Scott LaPlante of Sherwood Auto Repair sponsored James MacDonald of Tigard High School.
- Jake Hammer of Everett Street Autoworks sponsored Louise Drow of Aloha High School.
- Ross Bradshaw of Portland Transmission Warehouse sponsored Greg Lyons of Mt. View High School.
- NATA sponsored Glen Campbell of Hillsboro High School, and Taylor Alsheimer of The Dalles High School.

Thanks to all of these sponsors for doing your part for automotive training in Oregon.

2 in 5 body shops itemize diagnostic time

More than one-third of body shops (39%) itemize on invoices the diagnostic labor time they spend researching diagnostic trouble codes

(DTCs) apart from the charge for the vehicle scan itself, according to just-released results from a "Who Pays for What?" survey.

Who PAYS?
for WHAT?

Among the more than 500 shops responding to the survey's new questions related to diagnostic time, about half acknowledged never having included an itemized charge for diagnostic time. But among those that do, about 3 in 10 (29%) say they are paid "always" or "most of the time" for the charge by the largest eight auto insurers, and the majority (55%) say they are paid at least "some of the time."

Mike Anderson of Collision Advice, which conducts the "Who Pays" surveys in

conjunction with *CRASH Network*, believes those numbers will grow because diagnostic time is becoming an increasingly significant portion of collision repair work.

"I know first-hand how much time it takes to research and troubleshoot DTCs," Anderson said. "Diagnostic labor time should really be separated from the scan labor time because there are just too many variables involved. Just as judgement times vary based on the size and location of the damage and the substrate involved, diagnostic time varies as well. Isn't the time it takes to research one diagnostic trouble code different from researching five? And it's not just looking up the code. You also have to navigate the OEM repair flowchart to determine what the most probable cause is. If there are several possible causes, it might be the first one you try, or the last one. All this takes time."

The latest quarterly "Who Pays for What?" survey is now open through the month of January. It focuses on "not-included" refinish labor operations. Body shops can [click here](#) take the survey.

Survey participants receive a free report with complete survey findings along with analysis and resources to help shops better understand and use the information presented.

Anderson said the survey, which will take about 15-20 minutes, can be completed by anyone in a shop familiar with the shop's billing practices and the payment practices of at least some of the largest national insurers. Each shop's individual responses are held in the strictest confidence; only aggregated data is released.

NATA member shop earns recognition

Congratulations to NATA member P&M Automotive in Salem, for being recognized as one of the best of the best in the AAA Approved Auto Repair (AAR) program.

Introduced in 2020, the award went to just four

AAR facilities out of 7,000 across the country, for achieving the highest standards of service. The criteria included meeting all AAA Approved Auto Repair program requirements, earning a customer satisfaction "rating of 95 percent or higher, and exhibiting a commitment to their communities and the industry.

To earn the AAR designation, shops are inspected by AAA service specialists, who evaluate their cleanliness, equipment, staff technical training, and technician certifications. AAA also checks with government and consumer agencies, performs an insurance and financial background check, and surveys customer satisfaction.

P&M Automotive, an NATA member since 2001, not only passed but went beyond all of those tests.

Congratulations to the Anderson family and your team at P&M Automotive!



Pictured in the photo from left to right are: Bill Francis, Kathy Hickman, Dianna Anderson, Jason Anderson, Rick Williams, Byron Anderson, Bonnie Anderson, Matt Brockman and Amanda Three.

'Hang tough' for a few more months...

Regardless of your politics or personal beliefs about wearing a face mask, it is a requirement – for now. I visited a shop today – for the first time since COVID-19 hit. In the small office were four individuals. The shop owner and a technician were wearing no mask. One service advisor wore a mask dropped below his lips. The other was masked up.



Folks, you don't know what vulnerabilities a person has personally or in their family. I will take personal responsibility by wearing my mask, maintaining distance, and sanitizing my hands. And based on this experience, I won't be doing shop visits again for a couple months.

I am a social person. The best part of my job is interacting with all of you, our members. This is a miserable time for me.

I won't complain to the shop owner. I won't report the business to OSHA for violating the rules. But keep in mind that I am NOT a customer. We all know that customers will write a negative review before mentioning their concerns to you directly. In a situation like I encountered, a customer could call OSHA to file a complaint, and then you and your business are on the hot seat.

Several of our members have experienced exactly that.

Hang tough. The vaccine is here. Things will get better.

[Click here](#) for a generic "Social Distancing Guidelines" for employees and customers. Take a look. Modify and use as you see fit.

–Margaret Ragan
NATA Outreach and Office Manager

2021 absentee calendars now available

Need a [2021 absentee calendar](#)? Get one free from NATA. Just [email Margaret](#) or call her at (503) 253-9898.

EMPLOYEE ATTENDANCE CALENDAR

2021

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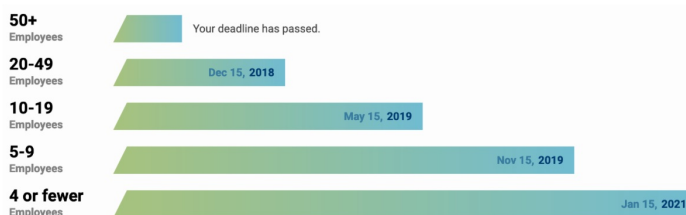
Don't forget to return your NATA ballot

It's time for NATA's annual board of directors election. You should have received your ballot by email, so please return it promptly (before the January 14 deadline) with your vote!



Final deadline nears for "OregonSaves"

The final deadline to register your business – regardless of size – in [OregonSaves](#) is January 15, 2021. You are required to



participate if you do NOT offer a retirement plan for your employees. If you DO offer a retirement plan, you must register your business with OregonSaves. Webinars are being offered to assist you; [click here](#) for details.

Links to some helpful information

Here are some links to some helpful information we've come across that you may find of interest...



- Financial advisor firm Carson Wealth has put together a list of "17 things you need to know about the new stimulus package." [Click here](#) to check it out.
- CCC Information Services has published state-by-state change in claims volume for November, showing that claims nationally were down nearly 19% from the same month a year ago, and remained down nearly 22% for the year. [Click here](#) to see the report which shows individual state changes ranged widely, from a 32% decline in claims in Vermont this past November compared to the previous November, to a 24% increase (thanks to storm damage) in Mississippi. Claims were down 16% in Oregon and 24% in Washington.
- If you missed the document we sent out in late December with information from ADP about the new "Paycheck Protection Program" (PPP), [click here](#) to check it out.

Oregon agencies offer business training

Three Oregon agencies offer regular training for companies within the state.

The Oregon Bureau of Labor and Industry (BOLI) offers training seminars on such topics as wage and hour laws, discipline and discharge, and the latest developments in employment law. Details are available by [clicking here](#).



The Oregon Department of Environmental Quality invites businesses that handle hazardous waste to sign up for a class covering basic management of such waste. Registration is free but on a first-come, first-served basis. [Click here](#) for more details.

The Oregon Occupational Safety and Health Administration (OSHA) offers classroom workshops and online training on such topics as hazard communications, safety meetings, lockout/tagout, personal protective equipment, etc. [Click here](#) for current class description and schedule, call (888) 292-5247 (option 2) or send an email to ed.web@oregon.gov.

EDUCATION

BENEFITS

CONSUMER INFO

SHOP HELP

INSURANCE

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