Changing Lives: The Road to Independence

Behind the Scenes
see page 24

CIRCUIT BREAKER

THE NMEDA MAGAZINE

Jul–Sep 2018 | Volume 25  Issue 3

Life Moving Forward

QAP: Change is in the Air
New Feature: 5 Questions With...
Industry Advisor: Updates for Hybrid Conversions
Wake Up and Review Your Warranty
...and so much more!

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NMEDA MISSION STATEMENT

Through our diverse membership, NMEDA advocates and supports excellence in providing safe, reliable vehicles and modifications to enhance accessibility for people with special needs.
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A NOTE FROM THE EDITOR

Hey Everyone!

You may have noticed a new smiling face to the left—it’s me, Katie McDonald. I am the new Manager of Communications and Social at NMEDA which also means I’m the new Editor of the Circuit Breaker. I’m very excited to join the team and look forward to all the fun challenges that the mobility industry can throw my way.

As a quick introduction, I grew up in New Jersey and attended college in Virginia, receiving my degree in Communications Studies from James Madison University. It was in my first weeks at JMU that I realized pizza was not at all the same outside of NJ, and I have since accepted the classification of “pizza snob,” that my more southern friends and family have bestowed upon me.

After graduation, I began my career in the manufacturing industry at Rolls-Royce North America. Here I was immersed in all forms of communications from internal/employee messaging to marketing and public relations.

In 2011, I moved to Florida and focused on internal communications for another manufacturing company, Gerdau Ameristeel. I most recently left the health care and medical industry where I managed many areas of communications including, education and training, digital communication applications, and social media.

A unique combination of equipment manufacturing with health related applications, I feel well positioned in the mobility equipment arena, but know I certainly have a lot to learn.

I’m still searching for the best pizza in Florida, so if you know where to find it, contact me at katie.mcdonald@nmeda.org.

Katie McDonald
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PRESIDENT’S MESSAGE

Looking Ahead

By Chad Blake

As the association rolls into a new fiscal year (July 1), I thought I might use this space to share with you some of the big-ticket items NMEDA will be working on in the next 12 months. These are by no means the only initiatives we have under way, but they are high-profile and/or resource intensive issues that will be focal points for us in the coming months. So, in no particular order...

VMSA Implementation

As nearly all of you know by now, the Veteran’s Mobility Safety Act (VMSA) was signed into law in December of 2016. The VA was required to promulgate a rule implementing the provisions of the law by December of 2017. To no one’s surprise, that deadline was not met. (In fairness to our friends at the Department, they have encountered a bit of turbulence, to say the least.) Chaotic conditions notwithstanding, we are given to understand that a rule should be published sometime this summer, and that’s when the real work begins. The quality standards the VA proposes for automotive adaptive equipment will be the true meeting of the rubber and the road, so you can be sure NMEDA’s government relations team will be front and center the moment the rule is published. For more in-depth thoughts on NMEDA’s role in the industry and the importance of having a seat at the table for watershed moments like this, take a look at Danny Langfield’s column on page 18.

QAP Revitalization

Arguably the single most important initiative to our dealer members, I’m glad to report that genuine progress has been made on QAP revitalization, with more on tap for the very near future. The association has been working on revitalizing QAP in two key areas: The audit and technology.

The board plans to make a decision and direct staff to proceed with a selected audit firm partner at our next meeting to be held in conjunction with the ADED conference in August. (See page 30.)

The technology piece is still a step behind, but making good progress nonetheless. This effort involves the wholesale redesign of QAP Express, which will be released in its new form as QAPX. This app will be FREE to all NMEDA members and will allow for a significantly streamlined administration of QAP. The “free” part is significant; the association does not believe members should have to pay for an app in order to administrate QAP. For a MUCH more detailed description of this initiative, please see Chuck Hardy’s column on page 40.

Collocating Conferences with ADED

Many of you, including dealer, manufacturer, and driver evaluator members, have shared with me over the years a desire to see if we could hold our conference in conjunction with ADED’s event. I’m pleased to announce that the initial steps have been taken and a meeting of the minds, so to speak, has been achieved. A letter of intent outlining both associations’ desire to move forward with this initiative is near final completion as we go to press. It is too early to share many details of this initiative, but we are very excited to be under way. More to come on this one...

A Big Hello

And finally, I want to welcome Dennis Charvat as the newest member of the NMEDA board of directors. Dennis comes to us from Total Mobility Services, a three store operation with two locations in Pennsylvania and one in Maryland. He has served on the Industry & Public Relations and Conference committees in the past, and currently sits on the Finance committee. Dennis was appointed to the board as a Director at Large to fill the vacancy created by the departure of Jeff Brummett. In addition to welcoming Dennis to the board, I also want to take a moment to thank Jeff for his service and wish him all the best. He will be missed.

So that about wraps it up for this edition. As you can see, there’s a lot to be excited about, but also a great deal of work to be done. Have a great summer and drop me a line if I can ever do anything for you.

---

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- **Gulf States Mobility**
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  Wetumpka, AL 36092
  334-514-6590
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- **MobilityWorks**
  374 Pine Lane SE
  Bessemer, AL 35022-5642
  888-473-5402
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  Little Rock, AR 72204
  501-312-1000
  1

- **Team Adaptive Medical, Inc.**
  1251 Bolton’s Branch Dr.
  Mobile, AL 36606
  251-471-1088
  1,3

#### ARIZONA

- **A.D.E. Industries, Inc.**
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  Tucson, AZ 85713
  520-571-7156
  1

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  877-820-3789
  1

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- **Ability Center - Tucson**
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  877-820-3789
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  Phoenix, AZ 85040
  877-344-6686
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- **Ability Center - San Luis Obispo**
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- **Access Options, Inc.**
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  Fremont, CA 94538
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  1

- **Accessible Mobility Center of Santa Rosa**
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  1

- **AERO Mobility**
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  Anaheim, CA 92807
  714-973-8600
  1,2,3

- **Driving Specialties of Sacramento**
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  916-635-2765
  1

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NMEDA DEALER MEMBERS

**GEORGIA**

Adaptive Driving Solutions
3027 Riverwatch Parkway
Augusta, GA 30907
706-364-2688
1,2,3

Custom Mobility Van & Lift Sales & Services LLC
315 Whitehead Rd.
Athens, GA 30606
706-353-1099
1,3

**ILLINOIS**

MobilityWorks
23855 W. Andrew Road
Plainfield, IL 60585
888-473-5402
1,3

MobilityWorks
155 E. North Ave.
Villa Park, IL 60181
888-473-5402
1,3

MobilityWorks
9207 N. Milwaukee Ave.
Niles, IL 60714
888-473-5402
1,3

Personal Mobility
7611 N. Harker Drive
Peoria, IL 61202
309-966-3089
1,3

Personal Mobility
706 W. Bradley Avenue
Champaign, IL 61820
217-398-1188
1,3

Personal Mobility
2924 N. Dirksen Parkway
Springfield, IL 62702
217-544-2699
1,3

Southern Bus and Mobility
12950 Koch Lane
Besse, IL 62230
618-526-4131
1,3

**KANSAS**

Banner Mobility Resources
231 SE 53rd St., Suite C
Topeka, KS 66609
785-235-3070
1

Jay Hatfield Mobility, LLC
801 E. Crawford Avenue
Salina, KS 67401
620-429-2636
1

Jay Hatfield Mobility, LLC
200 S. East Avenue
Columbus, KS 66725
800-545-4227
1

Jay Hatfield Mobility, LLC
11922 East Kellogg
Wichita, KS 67207
620-429-2636
1

Kansas Truck Equipment Co.
8846 W. Monroe Circle
Wichita, KS 67209
316-722-4291
1

United Access
7921 Bond Street
Lenexa, KS 66214
877-501-8267
1,3

**MAINE**

Advanced Modifications, Inc.
1766 Hammond Street
Hermon, ME 04401
207-848-8226
1,3

**MICHIGAN**

Soderholm Mobility
2044 Gillham Blvd
Kalamazoo, MI 49001
269-343-3131
1,3

**MASSACHUSETTS**

Adaptive Mobility Equipment
1531 Fall River Ave.
Seekonk, MA 02771
508-336-2556
1,3

**LOUISIANA**

Crescent Vans, Inc.
2424 Hickory Ave.
Metairie, LA 70003
504-738-2634
1,3

Fastserv Medical Bossier
1329 Driftwood Drive
Bossier City, LA 71111
318-741-9586
1,3

Fastserv Medical Monroe
112 Summer Lane
West Monroe, LA 71291
318-396-3366
1,3

**KENTUCKY**

Superior Van & Mobility
4246 Meghan Beeler Ct., Ste 1
South Bend, IN 46628
855-208-5576
1,3

Superior Van & Mobility
3414 Interstate Drive
Evansville, IN 47715
855-208-5576
1,3

Superior Van & Mobility
2218 Contractors Drive
Fort Wayne, IN 46818
855-208-5576
1,3

**MISSISSIPPI**

**MISSOURI**

**MONTANA**

**NEBRASKA**

**NEVADA**

**NEW HAMPSHIRE**

**NEW JERSEY**

**NEW MEXICO**

**NEW YORK**

**OHIO**

**OKLAHOMA**

**OREGON**

**PENNSYLVANIA**

**RHODE ISLAND**

**SOUTH CAROLINA**

**SOUTH DAKOTA**

**TENNESSEE**

**TENNESSEE**

**TEXAS**

**UTAH**

**VERMONT**

**VIRGINIA**

**WASHINGTON**

**WEST VIRGINIA**

**WISCONSIN**

**WYOMING**
### MARYLAND

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<tr>
<td>Auto Assist, Inc. 5002 Lehigh Rd. College Park, MD 20740 301-699-2238</td>
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<tr>
<td>BEDCO Mobility 6300 Falls Road, Unit 2 Baltimore, MD 21209 410-825-1440</td>
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<tr>
<td>Koons Ford of Annapolis 2540 Riva Rd. Annapolis, MD 21401 410-224-2100</td>
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<tr>
<td>MobilityWorks 2601 N. Rolling Road Windsor, MD 21244 888-473-5402</td>
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<td>MobilityWorks 11409 Maryland Ave. Beltsville, MD 20705 888-473-5402</td>
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<td>Oneness Mobility Services 7701 A Penn Belt Dr. Forestville, MD 20747 866-570-6686</td>
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<tr>
<td>Total Mobility Services 5411 Yukon Ct., Suite B Frederick, MD 21703 240-490-7840</td>
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### MINNESOTA

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<td>Bert's Truck Equipment of Moorhead, Inc. 3804 Hwy. 75 North Moorhead, MN 56560 218-233-8681</td>
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<tr>
<td>Cummings Mobility 2490 Rice Street Little Canada, MN 55113 651-633-7887</td>
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<td>Cummings Mobility 2511 West Hwy 13 Burnsville, MN 55337 952-435-8889</td>
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<td>Cummings Mobility Conversions &amp; Supply Inc. 6540 Jansen Ave. NE Albertville, MN 55301 763-497-0103</td>
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<tr>
<td>IMED Mobility 1915 County Road C Roseville, MN 55113 651-635-0655</td>
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### MICHIGAN

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<td>Access Mobility Center 7620 Eastman Avenue Midland, MI 48642 989-633-6100</td>
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<td>Advantage Mobility Outfitters 33073 Michigan Avenue Wayne, MI 48184 734-595-4400</td>
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<tr>
<td>Clock Mobility 6700 Clay Ave. Grand Rapids, MI 49548 616-698-9400</td>
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<tr>
<td>Clock Mobility 587 W. Blue Star Drive Traverse City, MI 49684 231-943-9890</td>
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### MISSISSIPPI

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<td>Clock Mobility 5540 S. Pennsylvania Ave. Ste 11 Lansing, MI 48911 517-272-4488</td>
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<td>Creative Mobility Group 32217 Stephenson Hwy. Madison Heights, MI 48071 248-577-5430</td>
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<tr>
<td>MobilityWorks 1604 East 14 Mile Road Madison Heights, MI 48071 888-473-5402</td>
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<td>MobilityWorks 8175 Gratiot Road Saginaw, MI 48609 888-473-5402</td>
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<td>MobilityWorks 8200 NW 97th Terrace Kansas City, MO 64153 877-501-8267</td>
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<tr>
<td>United Access 1389 N. Cedarbrook Springfield, MO 65802 877-501-8267</td>
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<td>United Access 9389 Natural Bridge Rd St. Louis, MO 63134 877-501-8267</td>
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<td>United Access 980 S. Highway Dr. Fenton, MO 63026 877-501-8267</td>
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### MISSOURI

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<td>D.W. Auto &amp; Home Mobility Specialties 1208 N. Garth Ave. Columbia, MO 65203 800-568-2271</td>
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<tr>
<td>Jay Hatfield Mobility, LLC 1115 SW Oldham Parkway Lee Summit, MO 64081 620-429-2636</td>
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<td>Southern Bus &amp; Mobility, Inc. 80 South Highway Dr. Valley Park, MO 63088 636-825-0700</td>
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<td>United Access 753 S. Kings Highway Cape Girardeau, MO 63703 877-501-8267</td>
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<td>United Access 618 Jackson St. Columbia, MO 65203 877-501-8267</td>
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<tr>
<td>United Access 2857 Oak Grove Road Hattiesburg, MS 39402 601-264-0609</td>
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<td>Mobility Motorsing 7222 South 142nd Street Omaha, NE 68138 402-884-3333</td>
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<td>Superior Van &amp; Mobility 4815 S. 115th Street Omaha, NE 68137 402-934-7826</td>
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<td>Wheelchair Vans of Kohls 12739 Street Omaha, NE 68137 402-895-6812</td>
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<td>Ability Center - Las Vegas 6001 S. Decatur Blvd. Suite N Las Vegas, NV 89118 877-820-3789</td>
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<tr>
<td>MobilityWorks 2100 S. Decatur Blvd. Las Vegas, NV 89102 888-473-5402</td>
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<td>New England Motor Car Co., Inc. 13 River Road Hudson, NH 03051 603-888-1207</td>
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<td>Brunswick Automotive Professionals 1490 US-1 North North Brunswick, NJ 08902 732-545-6300</td>
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### NMEDA DEALER MEMBERS

**NEW MEXICO**

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<th>Company</th>
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<th>Contact 1</th>
<th>Contact 2</th>
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<tr>
<td>United Access</td>
<td>3825 Osuna NE, Suite 1</td>
<td>Albuquerque, NM 87109</td>
<td>877-501-8267</td>
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<td>NEW YORK</td>
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<td>Abilities Unlimited of NY</td>
<td>90 E. Jefryn Blvd.</td>
<td>Deer Park, NY 11729</td>
<td>800-664-8434</td>
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<td></td>
<td>847 East 43rd St.</td>
<td>Brooklyn, NY 11210</td>
<td>718-253-1212</td>
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<td></td>
<td>1241 Erie Blvd. W.</td>
<td>Syracuse, NY 13204</td>
<td>315-510-4272</td>
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<tr>
<td>Agor Enterprises, Inc</td>
<td>951 Panorama Trail South</td>
<td>Rochester, NY 14625</td>
<td>585-385-2556</td>
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<td></td>
<td>Boulevard Van City</td>
<td>2708 Niagara Falls Blvd.</td>
<td>Wheatfield, NY 14304</td>
<td>716-731-4335</td>
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<td>Bussani Mobility</td>
<td>501 Concord Ave. Mamaroneck, NY 10543</td>
<td>914-835-8267</td>
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<td>Mobility Services, Inc.</td>
<td>19-57 Steinway St. Astoria, NY 11005</td>
<td>718-267-2921</td>
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<td>MobilityWorks</td>
<td>1892 Central Ave., Suite 25</td>
<td>Albany, NY 12205</td>
<td>888-473-5402</td>
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<td>Tim's Trim, Inc.</td>
<td>25 Bemar Pk Rochester, NY 14624</td>
<td>585-429-6270</td>
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<td>United Access</td>
<td>2211 Erie Blvd. E. Syracuse, NY 13224</td>
<td>877-501-8267</td>
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<td>72 Hinchev Road Rochester, NY 14624</td>
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<td>Care Solutions</td>
<td>110 B Edney Street</td>
<td>Hendersonville, NC 28792</td>
<td>828-698-9844</td>
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<td>Illderton Conversion of Charlotte</td>
<td>1424 Archdale Drive Charlotte, NC 28210</td>
<td>704-523-2022</td>
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<td>Illderton Dodge/Conversion Co.</td>
<td>701 S. Main St. High Point, NC 27260</td>
<td>336-841-2020</td>
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<td>National Seating &amp; Mobility</td>
<td>65 Shiloh Road Asheville, NC 28803</td>
<td>828-277-2577</td>
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<td>Stalls Medical</td>
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<td>Van Products</td>
<td>394A Green Meadow Drive Wilmington, NC 28405</td>
<td>910-793-5661</td>
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<td>2521 Noblin Road Raleigh, NC 27604</td>
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<td>Columbus Mobility Specialists</td>
<td>6330 Proprietors Rd., Suite C Worthington, OH 43085</td>
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<td>Key Mobility Services</td>
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<td>Ability Center</td>
<td>9770 SW Wilsonville Road</td>
<td>Wilsonville, OR 97070</td>
<td>877-820-3789</td>
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<td>3574 Marcola Road Springfield, OR 97477</td>
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Performance Mobility  
12905 NE Airport Way  
Portland, OR 97230  
877-254-2495  
1,3

Performance Mobility  
4347 NW Yeon Ave.  
Portland, OR 97210  
877-254-2495  
1,2,3

R & J Mobility Services, Inc.  
4938 Crater Lake Avenue  
Medford, OR 97504  
541-245-4846  
1,3

R & J Mobility Services, Inc.  
155 “E” Street  
Independence, OR 97351  
503-838-5520  
1,2,3

Keller Wheelchair Lifts  
197 Main St.  
Luzerne, PA 18709  
570-288-1004  
1,2,3

Keystone Coach Works  
4786 Library Rd.  
Bethel Park, PA 15102  
412-833-1900  
1,2,3

M.I.T.S. Corp.  
11448 N. Main St. Ext.  
Glen Rock, PA 17327  
888-473-5402  
1

MobilityWorks  
1090 M ossside Blvd.  
Wall, PA 15148  
888-473-5402  
1,3

MobilityWorks  
2200 S. 12th St., Suite 2210  
Allentown, PA 18103  
888-473-5402  
1,2,3

MobilityWorks  
925 South Trooper Road  
Norristown, PA 19403  
888-473-5402  
1,2,3

Steffy’s Garage, Inc. dba  
SGI Mobility  
235 W Main Street  
Leola, PA 17540  
717-656-6065  
1,3

The Mobility Van Store of NEPA  
1233 N. River Street  
Plains, PA 18702  
570-824-6620  
1

Total Mobility Services  
7917 Derry St., Suite 124  
Harrisburg, PA 17111  
800-558-7408  
1,3

Total Mobility Services, Inc.  
4785 Penn Ave. Box 7  
Boswell, PA 15531  
814-629-9935  
1,2,3

PUERTO RICO  
Equipos Pro Impedidos de P.R.  
Carr #1 Int R796 KM 10.4  
Bo Bairoa La 25  
Caguas, PR 00725  
787-746-7667  
1,3

SOUTH CAROLINA  
Il denton Conversion of  
Charleston LLC  
8550 Rivers Avenue  
North Charleston, SC 29406  
843-576-0414  
1,3

Mobility of Charleston  
dba Mobility Supercenter  
3624 Fernandina Road  
Columbia, SC 29210  
803-828-5754  
1

Mobility Supercenter  
11816 Hwy 17 Bypass  
Murrells Inlet, SC 29576  
843-651-7987  
1

MobilityWorks  
2315 Mackey Branch Drive  
Chattanooga, TN 37421  
888-473-5402  
1,3

MobilityWorks  
1015 S. Water Ave.  
Gallatin, TN 37066  
888-473-5402  
1

Superior Van & Mobility  
10640 Braden Dickey Lane  
Knoxville, TN 37932  
855-208-5576  
1,3

United Access  
2165 Hillshire Circle  
Memphis, TN 38133  
877-501-8267  
1,3

MobilityWorks  
2700 Franklin Ave.  
Waco, TX 76710  
888-473-5402  
1,2

MobilityWorks  
4150 Interstate 30  
Mesquite, TX 75150  
888-473-5402  
1,2

MobilityWorks  
239 Commercial Drive  
Buda, TX 78610  
888-473-5402  
1,2

MobilityWorks  
16262 IH 35 North  
Selma, TX 78154  
888-473-5402  
1,3

MobilityWorks  
6473 DeZavala Road  
San Antonio, TX 78249  
888-473-5402  
1,2,3

TENNESSEE  
Apple Independence Mobility  
1750 Lee Seminary Rd.  
Cookeville, TN 38506  
877-528-5788  
1

MobilityWorks  
173 Industrial Dr.  
Lavergne, TN 37086  
888-473-5402  
1,3

MobilityWorks  
1325 Mackey Branch Drive  
Chattanooga, TN 37421  
888-473-5402  
1,3

MobilityWorks  
1015 S. Water Ave.  
Gallatin, TN 37066  
888-473-5402  
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Superior Van & Mobility  
10640 Braden Dickey Lane  
Knoxville, TN 37932  
855-208-5576  
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United Access  
2165 Hillshire Circle  
Memphis, TN 38133  
877-501-8267  
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MobilityWorks  
2700 Franklin Ave.  
Waco, TX 76710  
888-473-5402  
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MobilityWorks  
4150 Interstate 30  
Mesquite, TX 75150  
888-473-5402  
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MobilityWorks  
239 Commercial Drive  
Buda, TX 78610  
888-473-5402  
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MobilityWorks  
16262 IH 35 North  
Selma, TX 78154  
888-473-5402  
1,3

MobilityWorks  
6473 DeZavala Road  
San Antonio, TX 78249  
888-473-5402  
1,2,3

1 = Mobility Equipment Installer  2 = Structural Vehicle Modifier  3 = High Tech Driving Systems Installer
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</tr>
<tr>
<td>7411 - 82nd Street</td>
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<td>806-771-5873</td>
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<tr>
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<tr>
<td>15301 North IH 35, Suite A</td>
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<td>El Paso, TX 79932</td>
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<td><strong>VERMONT</strong></td>
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<tr>
<td>14101 Parke Long Court, Ste. E</td>
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<tr>
<td>Chantilly, VA 20151</td>
</tr>
<tr>
<td>703-345-2990</td>
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<td><strong>Independent Lifestyles</strong></td>
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<tr>
<td>4880 S. Amherst Hwy.</td>
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<tr>
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<td><strong>Virginia</strong></td>
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<tr>
<td>3301 N. Military Hwy.</td>
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<td><strong>Mobility Plus Inc. of Virginia</strong></td>
</tr>
<tr>
<td>763 Union Street</td>
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<tr>
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<tr>
<td>232 E. Belt Blvd., #100</td>
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<tr>
<td>6059 Virginia Beach Blvd.</td>
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<tr>
<td>5751 General Washington Drive</td>
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<tr>
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<td>7450 Midlothian Turnpike</td>
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<tr>
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<tr>
<td>804-231-7774</td>
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<tr>
<td><strong>Washington</strong></td>
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<tr>
<td><strong>Absolute Mobility Center</strong></td>
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<tr>
<td>21704 - 87th Ave. SE</td>
</tr>
<tr>
<td>Woodinville, WA 98072</td>
</tr>
<tr>
<td>425-481-6546</td>
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<tr>
<td><strong>Access Mobility Systems dba JDR Corporation</strong></td>
</tr>
<tr>
<td>7202 Evergreen Way</td>
</tr>
<tr>
<td>Everett, WA 98030</td>
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<tr>
<td>425-353-6563</td>
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<td><strong>Goldenwest Mobility</strong></td>
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<tr>
<td>1815 E. Francis Ave.</td>
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<tr>
<td>Spokane, WA 99208</td>
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<tr>
<td><strong>WISCONSIN</strong></td>
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<tr>
<td><strong>A &amp; J Mobility</strong></td>
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<tr>
<td>4125 Terminal Drive</td>
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<tr>
<td>McFarland, WI 53558</td>
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<td>608-579-1500</td>
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<tr>
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<tr>
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<td><strong>A &amp; J Mobility</strong></td>
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<tr>
<td>333 Washington Street</td>
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<tr>
<td>Valders, WI 54245</td>
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<td>920-775-9333</td>
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<td><strong>A &amp; J Mobility</strong></td>
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<tr>
<td>2650 Prospect Drivne</td>
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<tr>
<td>Eau Claire, WI 54703</td>
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<tr>
<td>715-874-6630</td>
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<td><strong>A &amp; J Mobility</strong></td>
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<tr>
<td>3058 Helsan Dr.</td>
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<tr>
<td>Richfield, WI 53076</td>
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<tr>
<td>800-517-1024</td>
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<td><strong>Advantage Mobility &amp; Services dba GT Mobility</strong></td>
</tr>
<tr>
<td>2833 Stanley St.</td>
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<tr>
<td>Stevens Point, WI 54481</td>
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<tr>
<td>715-341-2712</td>
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<td><strong>GT Mobility &amp; Services</strong></td>
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<tr>
<td>844 Ontario Road</td>
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<tr>
<td>Green Bay, WI 54311</td>
</tr>
<tr>
<td>920-491-8384</td>
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<td><strong>MobilityWorks</strong></td>
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<tr>
<td>N8 W22195 Johnson Dr., Ste. 130</td>
</tr>
<tr>
<td>Waukesha, WI 53186</td>
</tr>
<tr>
<td>888-473-5402</td>
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<tr>
<td><strong>WYOMING</strong></td>
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<tr>
<td><strong>Frontier Access &amp; Mobility Systems, Inc.</strong></td>
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<tr>
<td>1207 E. Pershing Blvd.</td>
</tr>
<tr>
<td>Cheyenne, WY 82001</td>
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<tr>
<td>307-637-7663</td>
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<tr>
<td><strong>Kersey Mobility Systems</strong></td>
</tr>
<tr>
<td>14640 NE 91st Street, Suite A</td>
</tr>
<tr>
<td>Redmond, WA 98052</td>
</tr>
<tr>
<td>425-406-8484</td>
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<tr>
<td><strong>Kersey Mobility Systems</strong></td>
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<tr>
<td>6015 160th Ave. E.</td>
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<tr>
<td>Sumner, WA 98390</td>
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<tr>
<td>253-863-4744</td>
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<tr>
<td><strong>canada</strong></td>
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<tr>
<td><strong>Alberta</strong></td>
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<tr>
<td><strong>ECO Medical</strong></td>
</tr>
<tr>
<td>18303 - 107 Avenue</td>
</tr>
<tr>
<td>Edmonton, AB T5G 1K4</td>
</tr>
<tr>
<td>780-483-6232</td>
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<tr>
<td><strong>Silver Cross Automotive</strong></td>
</tr>
<tr>
<td>4216 54 Avenue SE, Unit 60</td>
</tr>
<tr>
<td>Calgary, AB T2C 2E3</td>
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<tr>
<td>404-799-5464</td>
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<td><strong>Silver Cross Automotive</strong></td>
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<td>14568 - 116 Avenue</td>
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<tr>
<td><strong>British Columbia</strong></td>
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<tr>
<td><strong>Advanced Mobility Products</strong></td>
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<tr>
<td>101-8620 Glenlyon Parkway</td>
</tr>
<tr>
<td>Burnaby, BC V5J 0B6</td>
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<tr>
<td><strong>Alliance Mobility Solutions</strong></td>
</tr>
<tr>
<td>12211 Vulcan Way</td>
</tr>
<tr>
<td>Richmond, BC V6V 1J7</td>
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<td><strong>Alliance Mobility Solutions</strong></td>
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<tr>
<td>1075 McCurdy Road</td>
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<tr>
<td>Kelowna, BC V1X 2P9</td>
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<td>256-420-1400</td>
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<td><strong>Can Am Mobility</strong></td>
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<td>158 Old Vernon Rd</td>
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<td><strong>Island Mediquip Ltd.</strong></td>
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<tr>
<td>2258 Dorman Road</td>
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<tr>
<td>Nanaimo, BC V9Z 6R4</td>
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<td><strong>Medichair Northern BC</strong></td>
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<tr>
<td>849 - 2nd Avenue</td>
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<td>Prince George, BC V2L 3A6</td>
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<td><strong>Sidewinder Conversions &amp; Mobility Ltd.</strong></td>
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<td>Province</td>
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1 = Mobility Equipment Installer  2 = Structural Vehicle Modifier  3 = High Tech Driving Systems Installer
The other day I had a chance to visit with a very sharp individual from one of our manufacturer member organizations. With the auto mobility industry being such a niche, this individual wondered aloud, why is there more than one member organization? The conversation got me to thinking (never a good thing) that it might be prudent to share my thoughts on NMEDA’s role in our industry.

Let me start by saying this: There is certainly nothing wrong with for-profit entities engaging in activities that produce...well, profit. Providing products and services to our industry and/or end users for profit - heck, that’s what virtually all our members do, and we are proud to be associated with them. But make no mistake: None of those for-profit entities represent the mobility industry.

There is only one non-profit trade association representing your interests before our nation’s regulatory bodies and on Capitol Hill—NMEDA. Let’s not have there be any confusion or misunderstanding about that.

I had another call with a dealer member who had been debating the value of NMEDA with a business partner of his. The dealer reminded his business partner of situations that arose in Texas and New York (among others) in which the franchise dealers were pressuring the state enforcement agencies to prohibit mobility dealers from displaying “new” vehicles for sale on their lots. If NMEDA had not been there to address those situations and get resolution, who would have?

In that same vein, consider this: There are 13 exemptions to the FMVSS promulgated by NHTSA specific to the mobility industry. How were those exemptions established, and who monitors them for potentially harmful changes that could impact our members? Is that an important function? I suspect you know those answers.

It boils down to this: Do you believe that there is a need for an established, respected, national association to represent this industry when it comes to NHTSA, state regulators, VA, the VRs, etc...? Most concede that yes, there is such a need - some folks just don’t want to pay for it.

So, if you are debating the value of NMEDA with someone, make them say it out loud: “I want to be one of those dealers/manufacturers that rides on the coattails of the paying members. I’m going to save a buck and let other people pay the freight for me.” Point out to him that if everyone took that position, there would be no association. Does he want to be a freeloader, or pay his fair share? Not all ROI can be measured in dollars and cents.

I’d encourage that person to have a look at our fiscal year 2019 budget, recently approved by the board. I’d ask him to review the INCOME section and look for revenue derived from Government Relations, advocacy, or regulatory/industry representation of any kind.

Every man owes part of his time and money to the business or industry to which he is engaged. No man has a moral right to withhold his support from an organization that is striving to improve conditions within his sphere. - Teddy Roosevelt
He won't find any, because there isn't any.

Those essential functions NMEDA performs (which just about everyone agrees are critically important) don't throw off any cash at all. But they are represented in the budget, all right – have a look under EXPENSES. And they eat like a big dog. A very big dog.

So, who pays for this? Our members, of course. And the truth is that NMEDA is going to continue to perform those essential functions for our industry regardless of whether any one particular dealer/manufacturer refuses to support our association financially. But I think it is fair to ask: Is that the right thing to do?

I've represented folks in the auto space for quite some time, and as we all know, most are very direct, opinionated and (ahem) colorful. So, sometimes you have to take the kid gloves off, get down to brass tacks, whatever cliché you prefer, and just say it: If you benefit from the critical representation that NMEDA provides this industry, but don't support the organization financially, you are part of the problem.

Our 26th U.S. President, Teddy Roosevelt, had this to say on the matter:

“Every man owes part of his time and money to the business or industry to which he is engaged. No man has a moral right to withhold his support from an organization that is striving to improve conditions within his sphere.”

As I said, not all ROI can be measured in dollars and cents. Think on it.

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Wake Up and Review Your Warranty (Before the FTC Does)

By Catharine S. Andricos*

When was the last time your dealership reviewed its warranty offering for compliance with the federal Magnuson-Moss Warranty Act? If it has been awhile, now would be a good time.

For years, the Federal Trade Commission has largely been asleep at the wheel when it comes to Mag-Moss enforcement. However, that appears to be changing. On April 10, the FTC announced that it sent letters warning six major companies about its concerns that their warranties contain statements conditioning warranty performance on the consumer’s use of specified parts or service providers, in violation of Mag-Moss’s anti-tying prohibition. The FTC advised that it would review the companies’ websites after 30 days and that failure to correct any potential violations may result in law enforcement action. This announcement should serve as a wake-up call to dealers that it is time to prioritize a review of their warranty offerings for Mag-Moss compliance.

Here are some steps you can take to complete this review:

Understand the Anti-Tying Prohibition

The FTC seems to be focused primarily on potential violations of Mag-Moss’s anti-tying prohibition. Except in specific instances where the FTC has waived the prohibition, Mag-Moss makes it unlawful for a warrantor to condition warranty performance on the consumer using any article or service (other than an article or service provided without charge under the terms of the warranty) that is identified by brand, trade, or corporate name. Below are examples of tie-in sales provisions the FTC identified as questionable in its recent announcement:

• The use of ABC Company’s parts is required to keep your warranty intact.
• This warranty does not apply if the product is used with products not sold or licensed by ABC Company.
• This warranty does not apply if this product has had the warranty seal on the product altered, defaced, or removed.

In prior guidance, the FTC has advised that the following are examples of prohibited tie-in sales provisions:

• To keep your warranty in effect, you must use ABC Brand parts.
• Failure to have scheduled maintenance performed by ABC Company voids this warranty.

In reviewing your warranty for compliance with Mag-Moss’s anti-tying prohibition, keep in mind that while Mag-Moss prohibits a warrantor from requiring that the consumer use only a particular branded product or service provider as a condition of receiving benefits under the warranty, Mag-Moss allows a warrantor to designate by brand, trade, or corporate name the person or entity who will make repairs covered by the warranty. This distinction can be subtle. If you have any questions about whether your warranty runs afoul of Mag-Moss’s anti-tying prohibition, consult with your lawyer.
Confirm that the Warranty Clearly Discloses Required Information

Remember that Mag-Moss is primarily a disclosure law that requires a warranty to disclose certain information about the warranty terms clearly and conspicuously. While the FTC has not been active in enforcing the Mag-Moss disclosure requirements and nothing in the FTC’s announcement suggests that the FTC is focused on compliance with those disclosure requirements, it would be easy for the FTC to spot a disclosure violation. This is low-hanging fruit. Take the time to review your warranty form to make sure that it contains the required disclosures.

Make the Warranty Available Prior to Sale

If the FTC is snooping around in dealers’ warranty offerings, another issue the FTC may consider is whether dealers are giving consumers an opportunity to read the warranties before making a purchase, in compliance with Mag-Moss’s Pre-Sale Availability Rule. The Pre-Sale Availability Rule generally requires dealers to make warranties available either by (1) displaying the warranty in close proximity to the vehicle, or (2) posting signs in prominent locations advising consumers that warranties are available, and (3) furnishing the warranty upon request.

Take steps to confirm that your dealership has a process in place for ensuring compliance with the Pre-Sale Availability Rule.

Because a violation of Mag-Moss is a violation of Section 5 of the FTC Act and because it seems the FTC is paying attention, taking these steps now may help you sleep better at night knowing that your warranty offering complies.

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*Catharine S. Andricos is a partner in the Washington, D.C., office of Hudson Cook, LLP. She can be reached at 202.327.9706 or by email at candricos@hudco.com.

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**PNP-70**
The Plug N Play 70 offers 70 functions for the Pacifica with a simple box that plugs into the OBD-II. The functions are controlled via a tablet. An option is available for Toyota but is not fully plug n play and thus requires tapping a few wires.

**Key Features**
- Plug N Play easy installation
- Control HVAC, Windows, Mirrors and more
- Small form factor
In 2018, NMEDA helped the adaptive mobility industry reach further than ever before. As the driving force behind Changing Lives: The Road to Independence, our organization helped two individuals re-discover their on-the-road freedom while touching countless others, reaching forty percent of households across the nation.

This program was a vision two years in the making, and the road to making it a reality was paved in countless challenges. To dig into what it took to bring accessibility to the airwaves, we sat down with Chad Crawford, founder of Crawford Entertainment and director of the Changing Lives special, for a behind-the-scenes exclusive.

### Casting and Selecting the Winners

The one-hour Changing Lives special centered around the stories of individuals living with disabilities, Jordan and Kenny. Chosen from a pool of hundreds of applicants, they were selected to share their experiences, their struggles, and how they rise above their disabilities. Little did they know, they would also receive a custom wheelchair accessible vehicle.

Mike Savicki, tri-athlete, friend, and advocate of NMEDA, was also featured in the special.

“We looked at over 500 applications that were brought to us by United Spinal Association and Paralyzed Veterans of America,” recounts Crawford. “The range was spectacular, from moms, to full-time students and retired military. We even had a professional fisherman, all with the same humble response of how they would use a new vehicle to impact others around them. I remember reading through all of these stories, amazed at how many gave back to others and thinking, ‘I’ll never take walking for granted again.’”

Selecting two recipients to receive custom wheelchair accessible vehicles proved to be a harder task than expected. “One of the main questions we would ask was, ‘How would a new wheelchair accessible vehicle change your life?’ This is where the title of the special came from,” Crawford shares.

With entries narrowed down to the final 15 applicants, Crawford and his team conducted Skype interviews with the finalists. “Each of these stories was heartbreaking, but at the same time, it was inspirational,” he explains. “These people had overcome great adversity in their life, and they were meeting that challenge head on in a way that really shocked us. We walked away from those video sessions emotional but encouraged. It helped put things in perspective, talking to people who had been through so much but were still smiling and had so much hope for the future. It was humbling to have been a part of this process.”
Following considerable back-and-forth between NMEDA, our agency partners, and Crawford’s team, two individuals were selected to receive new vehicles. “Ultimately, we picked two great recipients, and I think we made the right decision.”

**Working with NMEDA Manufacturers and Dealers**

The primary objective for this television special was to shine a light on the adaptive mobility industry and generate awareness of the solutions available from QAP dealers for those living with disabilities. To capture footage of what goes into these vehicle modifications, Crawford and his team visited the manufacturing floors for Vantage Mobility International (VMI) in Phoenix, AZ and BraunAbility in Winamac, IN.

“The people at VMI and BraunAbility were incredibly gracious. You can tell they are very proud of what they do,” Crawford remarks. “You’re dealing with what looks like a factory setting and you expect people to have a factory mentality, but these people have passion to be working where they’re working. They thrive on the detail and the technology it takes to make these vehicles happen. We were in awe.”

Behind the custom wheelchair accessible vehicles gifted during the special were two NMEDA dealer members, United Access in Kansas City, MO and Bussani Mobility in Bethpage, New York. “They know what it takes to meet the needs of each individual owner,” comments Crawford. “They are very knowledgeable, kind, and excited about shining a spotlight on an industry they’re heavily invested into. They are proud of what they do and that came across.”
With 11 days of filming in 16 locations over several months, creating this television special was a truly “all hands on deck” project, and NMEDA’s CEO, Danny Langfield, quickly became a big part of the production. “Danny had just come on board with NMEDA when this project was in full swing, and he did incredible. We asked him to do a lot, but he nailed it every time.”

The Logistics a Life-Changing Surprise

“It’s tough with a documentary style piece. You have pre-conceived notions of how you want things to go but it doesn’t always turn out like that. You have to go with what’s in front of you.” Crawford recounts the crew’s experience managing a hectic shooting schedule across multiple locations, all while keeping a major secret. “The timeline was pushed back, and we ended up shooting in NY in December around the holidays and had to combat snow. We ended up giving away one of the vehicles in an old firehouse that was turned into a studio because it was too cold outside.”

“A lot of shows have surprises, but we tried to really make that a special part of the documentary. The hardest thing was to keep the surprise a secret. How do you reveal a minivan to somebody and have their friends and family there as part of the surprise?” Crawford laughs, recounting a time the production almost came to a halt. “We had a really elaborate plan on how we were going to reveal the vehicle to Jordan. At the last minute, it almost fell apart. We were all trapped in a small room hiding while our accomplice (Jordan’s friend) tried to make up an excuse to get her to come down from her apartment to the apartment management office. For a moment, we really thought we were going to have to start all over.”
Making the Vision a Reality

“I talked to Larry, CEO of Evok advertising, NMEDA’s marketing agency, about this idea almost three years ago. He was telling me about this client and the giveaways they would do and how these vans were impacting people’s lives. I told him, ‘This is a TV special, people need to see this,’” Crawford recalls about the start of this journey. “When they called me and said it’s a done deal, I remember this wave of fear thinking, ‘Okay, now we have to actually do this.’ I felt the burden of doing these stories and the industry justice, really trying to get all the details in there.”

“I feel honored to have worked with a wonderful organization and some of their members, and am proud of what we put together,” Crawford continued. “Visiting the crash site with Kenny was very emotional and hearing that Jordan would use the new vehicle to go back to college was especially moving.”

“The special tells their story and shines a light on the industry, weaving both together nicely,” he expresses finally. “My hope is that it’s viewed by millions, it impacts people around the country, and people have a better understanding of this industry and the importance of working with a QAP dealer.”

Footage of the show will be available to NMEDA members on October 1, 2018 after it is done airing in markets across the nation.

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1. What inspired you to run for Congress?
My political career started with advocating for my daughter—who was struggling in school and was ultimately diagnosed with dyslexia—to ensure she received the services she needed to be successful in school. That inspired me to run for school board because I knew that more children needed the same kind of support. I eventually ran for the California Legislature where I served as Chairwoman of the Education Committee, and now I serve in Congress. I have always been inspired by a desire to serve my community and make sure every child and family has a shot at success.

2. What problem or policy issue do you think deserves more attention?
Right now, I am very focused on highlighting the staggering number of vacancies at the VA, not only in the executive suite, but on the front lines as well. For the VA to be able to deliver timely, quality healthcare and benefits to our nation’s veterans, especially for those who return home with the wounds of war, the Trump administration must prioritize finding qualified, fully vetted leaders to guide the agency. We also must make the VA a great place to work, so that we can recruit and retain high-quality leaders, providers, and support staff. Our country’s heroes deserve nothing less.

3. What is the last thing you read for fun?
I recently re-read “The Poisonwood Bible” by Barbara Kingsolver, a story about a missionary family who goes to the Congo. I read this many years ago, and now that my daughter lives in the DRC doing humanitarian work, I was drawn back to the book because it is a story that, along the way, describes the culture and the life of an American family living in the Congo.

NMEDA’s relationship with Congresswoman Julia Brownley goes back to 2013, during her first term in the U.S. House of Representatives. NMEDA was seeking lawmakers to help support our VA AAE Program improvement efforts, and Congresswoman Brownley—with her interest in automotive mobility solutions, her concern for the health and wellbeing of veterans, and her bipartisan approach to policy solutions—was a perfect fit. From spotlighting VA’s slow payment practices to sponsoring the Veterans Mobility Safety Act (VMSA), Congresswoman Brownley has proven herself to be an effective advocate for veterans and a true friend of the automotive mobility industry. Learn more about Congresswoman Julia Brownley in this inaugural installment of “5 Questions With…”
4. What are your thoughts on autonomous vehicles?

Autonomous vehicles present the opportunity to increase road safety, decrease congestion, and make us all more productive. I also believe that they can play a critical role in helping individuals with disabilities live a more independent and fulfilling life. As a member of the House Transportation and Infrastructure Committee, I am working to ensure that federal Intelligent Transportation Systems (ITS) research programs support development, testing, and validation of autonomous vehicle and connected vehicle technologies, including ensuring that these vehicles have adaptive designs for those with disabilities and mobility challenges. I am also working to ensure that federal, state, and local agencies are prepared for the future growth and adoption of these innovative technologies.

5. What does “mobility” mean to you?

To me, mobility means independence, dignity, and the opportunity to improve one’s own quality of life.

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**What’s Next In Learning**

*By Allison Torres Burtka*

Do your training offerings deliver what you want them to? If you’re looking to re-invigorate your training and professional development programs, current trends suggest that opportunities lie in assessing what you’re trying to accomplish, harnessing data, rethinking content and delivery, and trying some unconventional approaches.

The world of adult learning is changing—with new types of content being delivered in new formats. But what are learners actually getting out of them?

While the traditional lecture format is familiar, it allows only surface learning, experts say. “We have a social construct today that if you attend a session, whether it’s online or face-to-face, you can check that box off and mark it as ‘done’,” says Jeff Hurt, Executive Vice President of Education and Engagement at Velvet Chainsaw Consulting. “We’ve trained ourselves to think we’ve learned something. Well, the research shows we haven’t really learned anything.”

So how can we refresh and improve our in-house or third party training programs?

Here are some concepts adapted from Association Now’s *Education Management Resources*.

**Evidence-Based Education**

Scientific research on how people learn suggests that deeper and more interactive learning experiences benefit participants. “What we know from evidence-based education is that the deeper the learning, the more likely the learner is actually going to apply it and use it,” Hurt says.

This means using the brain’s executive functions, in the frontal lobe—including estimation, judgment, analysis, evaluation, and elaboration. “If you explore the content mentally, you actually probe the connections in your brain, and it causes more retention of the learning,” he says.

As a learner, you can’t just absorb someone else’s knowledge, he explains. The only way you can make it your own is to build your own mental framework and figure out these three questions:

1. **What does this mean to me?**
2. **How does it connect to my experience?**
3. **How am I going to act on it?**

“The more we can use higher-order thinking, the better our brains are at agility, flexibility, innovation, seeing things differently, and adapting,” Hurt says. Research at the Center for Brain Health and elsewhere has shown that this type of thinking—frontal lobe integrated reasoning, not rote memorization, improves brain health.

What kinds of training programs make such higher-order learning possible? Programs can be designed to deliver it in a variety of ways, but they have several characteristics in common:

1. **Transformational, not transactional.** Simply delivering information-based presentations is transactional—and it can cause cognitive overload, says Tracy King, MA, CAE, CEO and Chief Learning Strategist at InspirEd. People simply can’t absorb all the material.
from a long lecture, much less figure out how to apply it.

Getting information from a speaker typically involves the novelty-seeking part of the brain, so it may deliver temporary stimulation. But, because it doesn’t involve the frontal lobe, participants rarely understand that information enough to use it.

2. **Focus on competence.** “Learning programs should aim to increase competence, not deliver information,” King says. Typically, “a subject-matter expert tells the company what topic is important and develops an 80-slide presentation full of words,” she says. “The learning objectives have to do more with what they want to talk about than the type of skills that those sitting in the audience need to master the material.” A shift toward competence “means we go deeper, spend time talking about how to apply the content, and allow time for reflection—personalizing next steps,” so that learners make the content their own, she says.

3. **More interactivity.** Greater interaction enhances learning. “Encourage talking and elaboration and exploratory dialogue,” Hurt suggests. Small groups of two or three are ideal. The presenter can spend time addressing attendees’ questions and concerns, and in an online session, you can allow text chatting.

Smith Bucklin’s Circuit Report for 2017 identified unconventional education as one important trend which includes formalized peer-to-peer education. Still, participants are used to hearing from subject matter experts. “There will be some pushback from people who don’t want to think or work at learning,” Hurt says. But, the learning benefits outweigh the costs in terms of time and effort invested.

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*Allison Torres Burtka, a longtime association journalist, is a freelance writer and editor in West Bloomfield, Michigan.*

**Application**

*Consider evaluating your in-house and third party training programs with some of these application principles below.*

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**Transformational Not Transactional**

Include learning activities and discussion that requires estimation, judgement, analysis, or elaboration.

Avoid yes/no questions.

Get the learner thinking about what this training means to him/her. How does it connect with their previous experience, and how to apply it today.

Example:
*Estimate/quantify how your close ration will be impacted by entering every contact and customer interaction into the CRM.*

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**Focus on Competence**

Build goal setting into your training programs.

Ensure these goals are SMART:
*Specific, Measurable, Attainable, Realistic, and Timely.*

Example:
*Upon completion of our in-house sales training module, you will be able to identify two to three common customer objections and articulate a customized value proposition for each.*

---

**More Interaction**

Consider peer-to-peer discussion groups, hands-on training activities, simulations, and role plays.

Example:
*In training groups of two to three, role play a customer objecting on price. Provide credible evidence and value to overcome these objections. Take turns as "customer" and "negotiator."*
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O n April 2, 2018, the U.S. Supreme Court issued an opinion that will have lasting effects on the mobility industry. Several automobile service advisors from Encino Motorcars, LLC ("Encino") asked the judicial system to determine whether an automobile service advisor was exempt from overtime compensation under the Fair Labor Standards Act (FLSA).

The FLSA establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in the federal, state, and local governments. The FLSA minimum wage and overtime requirements apply differently to employees depending on their classification. Covered nonexempt workers are entitled to established minimum wage and overtime pay not less than 1 1/2 times the regular rate for hours in excess of 40 hours during a given workweek. The automobile service advisors at Encino sought classification not exempting them from FLSA overtime compensation.

Encino service advisors’ job duties include meeting with customers, listening to their concerns about their cars, suggesting repair and maintenance services, selling new accessories or replacement parts, recording service orders, following up with customers as services are performed, and explaining the repair and maintenance work when customers return for their vehicles. Essentially, the service advisors interacted with customers and sold them services for their vehicles. They generally worked at least five days per week from 7:00 a.m. to 6:00 p.m., working a minimum of 55 hours per week. As such, if they were not exempt from overtime compensation, they would be entitled to at least 1 1/2 times their regular rate for hours worked in excess of 40 per week. The service advisors did not receive overtime pay and filed a lawsuit seeking backpay for unpaid overtime hours.

This case advanced all the way to the U.S. Supreme Court. The Supreme Court had to determine whether the service advisors were exempt from overtime compensation. In coming to its conclusion, the Supreme Court analyzed the language of the FLSA. The Act exempts from overtime pay “any salesman, partsman, or mechanic primarily engaged in selling or servicing automobiles, trucks, or farm implements, if he is employed by a non-manufacturing establishment primarily engaged in the business of selling such vehicles or implements to ultimate purchasers.” Based on the Act’s language, the Court needed to determine whether the service advisors are salesmen.
The Supreme Court ultimately held that the service advisors were “salesmen...primarily engaged in...servicing automobiles,” and, are therefore, exempt from the overtime pay requirements of the FLSA.”

What does that mean for you? The Supreme Court’s ruling directly dealt with the classification of service advisors at an automobile dealership. With countless similarities between the automobile industry and the mobility industry, it is reasonable to apply the Supreme Court’s holding to your dealership. As such, based on Encino Motorcars, LLC v. Navarro, you likely do not have to pay your service advisors overtime pay for working in excess of 40 hours, so long as the job duties of your service advisors mirror that of the Encino service advisors.

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Nicholas Schwartz is a Senior Associate at Dolenga & Dolenga, PLLC. Nicholas is licensed to practice law in Michigan and Ohio and has represented mobility dealerships nationwide. If you have any questions about the implications of the Encino decision or other matters impacting your dealership, you can reach Nicholas at nschwartz@dolengalaw.com or 248-478-9922, or you can contact Michael Dolenga at mdolenga@dolengalaw.com.
AVERAGE FINDINGS PER AUDIT
July 2017 – June 2018

TOP 5 AUDIT FINDINGS
July 2017 – June 2018

NCT Missing/Expired 74
QC Manual Update 54
Calibration Overdue 49
Make Inoperative Form Missing/Incomplete 23
Weight Analysis Documentation Missing 14

AUDIT FINDING SEVERITY
July 2017 – June 2018

No Findings 14%
Opportunity for Improvement 38%
Major 18%
Minor 30%
### Dealers with No Audit Findings

- Ability Center – Eugene, OR
- Cummings Mobility – Burnsville, MN
- Cummings Mobility – Little Canada, MN
- Kersey Mobility – Redmond, WA
- Mobility Supercenter – Norfolk, VA
- New England Motor Car Co. Inc. – Hudson, NH
- Southern Bus & Mobility – Breese, IL
- Stalls Medical/Adaptive Vans – Cary, NC

### Newly Accredited Dealers

- Alliance Mobility Solutions – Kelowna, BC
- Captain Vantastic – Esopus, NY
- Eureka Solutions – Longueuil, QC
- Eureka Solutions – Sherbrooke, QC
- Ilderton Conversions – Asheville, NC
- Kersey Mobility – Redmond, WA
- Superior Van & Mobility – Omaha, NE
- United Access – Scottsdale, AZ
Change is in the Air

Change is in the air. Can you feel it? As spring gives way to summer we see a lot of changes to our surroundings. The dormant trees in the northern parts of America are now flourishing with healthy green leaves and those swimming pools are now all open! The sun shines down on us brightly as we prepare to hit the beaches and campgrounds for summer fun. There is nothing like summer!

Changes are also happening at NMEDA. Our conference this year included more educational tracks and no more exhibit hall Fridays. Our committees and board have all been refreshed with new members working on new projects and goals. It’s an exciting time to be part of NMEDA.

QAP is changing too!

QAP has been evolving since inception in 1989 as a voluntary program. Each year QAP grows and continuously improves from the year before. In 2010, QAP became mandatory for dealer members, why? Because when it comes to quality, NMEDA is not afraid to “raise the bar.” NMEDA and the QAP brand have become stronger than ever in the mobility arena with more and more state vocational rehabilitation (VR) departments now requiring QAP. Additionally, the Veterans Administration (VA) is now required to adopt quality standards as part of the passing of the Veterans Mobility Safety Act (VMSA).

To keep QAP growing, NMEDA and its board of directors and committees must continue to push higher. NMEDA and its QAP cannot afford to accept the status-quo; rather, NMEDA is leading its members to change, to always find a better way, to have a continuous pursuit of excellence. As the world and industries change to higher efficiencies, greater levels of automation, artificial intelligence solutions, increased innovations, and embracing technological advancements, now is not the time to sit by idly.

When we look at our current state of QAP, we find many dealers still using pen and paper or simple excel spreadsheets. Customer files are mostly in paper filing cabinets, making them hard to search or index. Dealers argue that the QAP paperwork is a burden on them and that something must be done to streamline the process. They say that the QAP audits are expensive and take away valuable time from their dealerships.

Those dealers are right.

Listening to these concerns, NMEDA must find solutions using available technology and embrace the change taking place all around us.

In September 2017, at one of our member’s facilities in Indiana, the QAP Revitalization Task Force met with NMEDA staff to discuss and
agree on the direction of QAP. At this meeting, staff presented months of brainstorming, investigation, internal meetings, and engagement with dealers and technology suppliers. Before the executive summary and proposal was presented to the Task Force, every element of QAP was on the table for discussion. The staff literally went through every single section of the QAP Rules and not only asked questions like, “Is this the right thing?” “Is this what we want to do?” “Does this help deliver a safe, reliable vehicle to the person behind the wheel?” and, “Is this compliant with federal safety standards?”. We also asked questions like, “Are we using the most efficient process?”, “Is there technology we are not using that could be leveraged?”, “Is this something the dealers are unhappy with?” and “Do we have the resources to improve this?”.

After about three months of intense collaboration, the executive summary was completed by staff and presented to the QAP Revitalization group gathered at the roundtable in Indianapolis. There were two areas of improvement for the QAP being proposed: one was to re-invent the QAP audit process, and the second was to redesign and release a second generation of QAP Express.

I would like to give you a brief synopsis of the proposals for these two significant elements of the QAP.

**QAP Audit Process**

There are several reasons why we are looking to improve the audit process. First of all, we are not utilizing current technology to conduct audits. Another reason is the difficulty of scheduling audits and carrying them out. A third reason is the time consumed at the dealership by the audit. Next is the costs associated with the audit, and finally, the capability of the audit to identify unqualified dealers by looking at only a few installs per year. These are just some of the reasons we decided that we have a significant opportunity to improve the audit process.

Before I get into what is being considered for change, I want to clear up some misconceptions about what the audit is intended, and not intended, to do.

A QAP audit is intended to ensure that dealers are compliant with the QAP Rules. The QAP audit is not intended to take the place of a dealer’s internal quality control. The QAP Rules require the dealer to have mandatory elements in place, such as insurance, tech training, labeling, calibrated tools, ADA facility, FMVSS compliance, and that required processes are carried out. The dealer’s internal quality control is responsible for the quality of workmanship for the installations.

Quality control systems are internal processes that are intended to verify the quality of workmanship. That responsibility lays squarely on the dealer. Let me give you an example of what I am getting at. If Chuck’s Mobility dealership performs 50 installs on average per month, that is about 600 installs per year. If there is only one audit per year and the auditor inspects the install for workmanship, they may look at only one to three installs per year. That is less than 1% of the dealers output. You don’t have to have a PhD in statistics to see that looking at less than 1% of a dealer’s installs is not going to be able to provide a valid assessment of a dealer’s quality level.

This realization was one of the biggest hurdles we crossed at the Indianapolis QAP Revitalization meeting. So, if the auditors are not going to inspect a dealer’s installs, what are they going to do? The answer is that we are moving to a more “process-based” audit.

Process-based audits are based on the premise that a good process will produce a good result. One of the main factors for moving to this approach is resources. If we wanted to have a solid “product-based” audit (not process) we would need to establish the appropriate sample size for installation audits based on the volume of installs performed annually at a given dealer, and the audits of the installs would have to be randomly
selected. The only way to accomplish this would be to have an auditor assigned to every single NMEDA dealer location where they could perform the random samples throughout the year. In other words, we would need about the same number of auditors as we have dealers. You want to know what the fee passed onto the dealer would be for that program? Me neither! That is why we feel the best approach, and the one adopted by the majority of ISO (International Standards Organization) 9001 companies around the globe, is a process-based audit.

I can hear some dealers now saying, “If you’re not going to inspect anything when you are here, how do you assess the quality of work being performed?” Great question. This may sound like some tough love but to be honest, the quality of work being performed, what I like to call the “workmanship,” is and will always be the internal responsibility of the dealer. I already laid out the type of program NMEDA would have to put in place to perform this quality control for the dealer and we can all reasonable agree that just isn’t feasible. That being said, the QAP rules do require an independent final inspection for all installs. That means that for sub-par workmanship to go out the door, two employees have to miss it and let it go out.

“But what about the bad operators, the ones who say they are QAP but don’t follow the rules, what about them, Chuck?” My response is twofold; first, even a program as well designed as QAP will not be 100% effective – no program is. Second, when we developed our new process-based audit, we applied two main criteria to every single step in the process:

1. Does this help us identify an unqualified operator?
2. Is this the most efficient way to do this for the dealer?

We also rely on member-to-member peer policing, if you will. If you are a dealer and you know of a bad operator, someone not following the rules, or maybe you get one of their jobs in your shop and you see shoddy work, we rely on you to complete a mediation (complaint) form and send it in to NMEDA. Mediation complaints are taken very seriously and we will take disciplinary action as necessary.

OK, we got off track there a little bit, but those were some good questions. Let’s continue.

Another area of the audit that is under consideration for change is how the audits are actually conducted. We currently deploy auditors to each location every year. The biggest expense in performing what I will now call “on-site” audits is the logistical cost. Not only does the audit firm need to group audits in a geographical area together to hold down costs, but the costs with travel alone are obviously contributing factors. Each audit has travel expenses: air, hotel, car rental, food, etc. You can see how travel cost is a significant contributor to the overall audit fee. OK, so are there other acceptable methods for auditing? Yes—remote auditing. Remote auditing has been an accepted method for ISO for many years, we just have not leveraged this technology ourselves. Some of you may recall, in 2016, NMEDA held a pilot project in Canada to test out remote auditing. There were some kinks, but none that could not be overcome. With that success, the board is strongly considering moving to a hybrid audit model. A mix of “on-site” and “remote” auditing. The team feels that remote auditing will be less demanding on a dealer’s time not only for scheduling, but also for audit efficiency.

Let’s now take a look at how this hybrid model of on-site and remote auditing would work. A dealer would first have an on-site audit for year one, followed by two to four years of remote audits (the cycle is yet to be determined). The audit, regardless of methodology, would be split into two parts. The first part of the audit would require minimal involvement from the dealer. The dealer would be expected to upload or provide a list of documents as requested by the audit firm. The auditor would review basic required QAP program elements such as: insurance coverage, technician training, calibration, and customer file review. This would be on the auditor’s time, not the dealer’s. The second part of the audit would then be conducted with the dealer present and would include a review of the
entire door-to-delivery process they have in place, including interviews with the technicians to assess guidelines competence.

By considering these changes to the audit process, the QAP Revitalization team believes that dealers will be provided a much more efficient audit that accomplishes the objectives of the audit program and is easier to schedule, requiring less “face-to-face” time with the dealer.

**QAP Express Generation 2**

Another area where NMEDA has been lagging is with technology. So much of the work our dealers do is still being done, believe it or not, on paper…in a world that has gone digital! Have you seen the redesigned NMEDA QAP app? No? well maybe because it doesn’t exist……YET!! Oh, it’s coming, I will tell you that.

A few years ago, NMEDA undertook a project to create a paperless QAP system. The project was executed in a structured manner, we had a sub-committee identifying what elements should be included, and we selected a developer who already had a software product in the automotive arena. We ran a pilot program with several dealers, but where are we today? Out of 315 dealers, there are less than 30 actively using the product. In other words, we missed the mark.

What was the problem with the first generation of QAP Express? Simply put, it was not user friendly—it was nearly impossible to use with a tablet. I mean you could run the program, but the text was not scalable and ended up being hard to read. There was no “wizard” or “drop-downs” to make things easy. The interface was something more like windows explorer, ugh.

And to top it off, there were way too many fields to complete and clicks to make. It just did not excite our members like we wanted. The good news is we are going to make it work—we are not giving up! We have learned a lot from our initial experience, and we are confident the new QAPX app will exceed expectations.

QAPX will be tablet-based and will walk a technician through the QAP process like a wizard. Data entry will be simplified with touch controls, drop-downs, and scan input devices. All reports and forms will be auto-generated and signatures will be with your finger or stylus like is done today when you accept a UPS package.

The great part about this project is that all the data will be collected and stored electronically, backed up, highly encrypted, and protected from cyber-attacks. Forget about sending in label logs and reports, it will all be done electronically, and dealers will benefit from having access to business analytics—data!!

QAP paperwork will be reduced from hours to minutes and dealers will have more time to work with customers on installs and increasing revenue.”

The best news about QAPX is that it will be provided at no additional cost to the dealer. Completing QAP “paperwork” will be reduced from hours to minutes and dealers will have more time to work with customers on installs and increasing revenue.

**In Conclusion**

We will be reaching out to many of our dealers to be involved with the development and piloting of this program. If you would like to be on the list for dealers to be selected, contact me at chuck.hardy@nmeda.org. We would love to have dealers who will help us bring QAPX to market and be the first in line to “kick the tires” as they say…until then, get your swim trunks and flip flops on, hitch up the camper, gather around the campfire and enjoy the summer.

Change is in the air! Can you feel it?
The NMEDA Manufacturers Quality Assurance Program (MQAP) does not specifically require compliance data for F/CMVSS 305, “Electric-Powered Vehicles: Electrolyte Spillage and Electrical Shock Protection,” at this time. However, the Compliance Review Program (CRP) is receiving questions from members about testing hybrid conversions. This is rather timely, because the National Highway Traffic Safety Administration (NHTSA) and Transport Canada have recently updated F/CMVSS 305 to keep up with technology and with the perpetual trend toward world harmonization of regulations.

The most significant change to standard 305 is the provision of a third option for electrical shock protection. The old standard requires that during and after a crash test the high voltage sources in the vehicle must be either (a) electrically isolated from the vehicle’s chassis, or (b) voltage must be at levels low enough to be safe from electrical shock. The new standard 305 provides a third option—a physical barrier, tested with a probe, that prevents during- and post-crash human contact with high voltage sources, in the event of a failure in the high voltage propulsion system. This is an important addition, because in many cases the physical barrier may be the most practical, least complex, and easiest to test option for alterers when performing structural modifications for wheelchair access.

The amendment also aligns with Global Technical Regulation (GTR) No. 13 “Hydrogen and Fuel Cell Vehicles” and it updates F/CMVSS 305 using modern and harmonized safety requirements. The new standard facilitates the introduction of new technologies, such as hydrogen fuel cell vehicles (HFCV) and 48 volt mild hybrid technologies by adopting various electrical safety requirements from GTR 13 and other sources, such as SAE J1766 2014. The GTR 13 is one of many regulations promulgated by the World Forum for Harmonization of Vehicle Regulations, which falls under the United Nations Economic Commission for Europe (UNECE).

Since the new F/CMVSS 305 provides more options, consistent with GTR 13,
it imposes no additional costs. It does, however, stipulate electrical safety requirements during normal vehicle operation and re-fueling. For example, the amendment stipulates protection requirements for direct contact with connectors and the vehicle’s charge inlet and it requires orange color for high voltage cables outside of protection barriers. The new rule also changes some electrical isolation specifications to coincide with GTR 13 and it requires exposed protection barriers to be grounded to the chassis and labeled. New requirements to prevent driverless vehicle movement, particularly while charging, are additional things to consider under the new standard, especially when altering an OEM vehicle.

Another upside of the new standard 305 is that hybrid alterers can still combine F/CMVSS 305 crash testing with F/CMVSS 301 “Fuel System Integrity.” The NHTSA has confirmed that the crash test procedures of the two standards remain the same and that the tests do not apply to vehicles with a propulsion system of 60 volts direct current (VDC), i.e., 30 volts alternating current (VAC), or less. On the electrical side, F/CMVSS 305 S5.2 still allows up to five liters of electrolyte spillage outside of the vehicle and zero spillage inside the passenger compartment, up to 30 minutes after a barrier impact or during static rollover. S5.2 (a) requires that electric energy storage/conversion devices remain attached to the vehicle and (b) electric energy storage/conversion devices must not enter the occupant compartment during or after crash testing.

Although CRP has not yet reviewed an F/CMVSS 305 test report, it is certainly anticipated. Therefore, it would be prudent to include the F/CMVSS 305 test when testing a hybrid vehicle to F/CMVSS 301. There may be some additional cost, but testing for F/CMVSS 305 is also required by law in the United States and Canada. Furthermore, the demand to produce fuel efficient adaptive conversions will likely continue to rise in the adaptive vehicle industry alongside the OEM industry, so now may be the time for alterers to begin planning and prototyping for hybrids. It may be too soon to speculate, but it appears that the added option to F/CMVSS 305 of the protection barrier may provide an advantage over the other two options when converting a hybrid gasoline/lithium-ion vehicle. The other two options of isolating high voltage sources or providing automatic disconnect in case of a failure, could prove to be more be complex and/or costly.

The compliance date for the amended F/CMVSS 305, “Electric-Powered Vehicles: Electrolyte Spillage and Electrical Shock Protection” is September 27, 2018 in the United States and December 22, 2019 in Canada. In the U.S., NHTSA permitted early compliance on the effective date of September 27, 2017. This means that some new vehicles may already comply with the new standard 305. Therefore, a note of caution to U.S. dealers (modifiers) to take care not to render inoperative some of the new safety requirements for normal vehicle operation and re-fueling when performing non-structural modifications on OEM and altered vehicles. The new final rule can be accessed at: Federal Register/Vol. 82, No. 186, September 27, 2017/Rules and Regulations or Transport Canada Technical Standards Document No. 305, Revision 5.

Since F/CMVSS 305 is usually tested together with F/CMVSS 301 in the case of hybrids, it is likely that NMEDA will be reviewing and posting standard 305 for hybrids along with standard 301 where they are submitted together as a combined test and it will certainly be in the near future that MQAP will be requesting compliance data for F/CMVSS 305.

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Introduction

The NMEDA Guidelines are a “living document” and are updated regularly to reflect changes in the industry. To make this living document come alive for your Service Department Team we suggest you take a single Guideline or a section of the Guidelines and use the Discussion Question Guide below as a part of your weekly team meetings. This cooperative-style learning exercise is in practice by some of our Dealer members. We suggest you adopt it too and realize the benefit of a more engaged and better informed workforce.

Purpose

To outline the intended use and required function of Power Gas and Brake System.

Scope

The NMEDA Guidelines are intended for use by the mobility equipment industry. NMEDA Guidelines do not supersede Federal, State or Provincial laws and guidelines or mobility equipment manufacturers’ installation procedures; the more stringent will prevail.

Definition: (See Appendix C)

Requirements

34.1 Power gas and brake systems shall be installed in accordance with equipment manufacturer’s instructions.

34.2 The installation shall be performed or supervised by a technician trained and certified by the equipment manufacturer.

34.3 All equipment installed shall comply with SAE J2603 and applicable FMVSS/CMVSS standards.

34.4 A power gas/brake and control system shall only be installed when recommended by a qualified Driver Rehabilitation Specialist.

34.5 Proper position of the control interface shall be determined and positioned by the mobility equipment installer, the Driver Rehabilitation Specialist and client. This may require a follow-up fitting and adjustments. Final fittings should be coordinated with the Driver Rehabilitation Specialist.

34.6 Power gas and brake hand controls, when prescribed, shall meet the following requirements:

- The power gas and brake system shall have a backup system, which automatically engages in the event of a power failure in the primary system (i.e., engine failure, belt slippage/breakage, or engine vacuum loss).
- The power gas and brake backup system shall give an audible and visual warning when activated.

34.7 When an accelerator/brake pneumatic system is prescribed:

- All pneumatic lines shall be routed within the vehicle and protected from damage or other deterioration caused by sharp edges, weather, etc.

34.8 All connections must meet General Electrical Specifications as stated in Section 6.
A Complete Discussion Guide for Your Service Department Team Meetings

Guideline 34 Power Gas and Brake System in Plain English

Purpose:
The purpose of guideline 34 power gas and brake system is to stress the importance of following all the steps in detail during modifications or installations. It is also important to point out the potential level of simplicity or complexity of a specific modification, change, addition, or deletion. Compliance and safety are of the utmost importance at all times. One way to comply is to use a vendor supplied certified product. Mobility dealers should be aware there may be liability issues in case of accident(s) resulting in personal injury and/or property damage.

Scope:
The NMEDA Guidelines are intended for use by the mobility equipment industry. NMEDA Guidelines do not supersede federal, state or provincial laws and guidelines or mobility equipment manufacturers’ installation procedures. Individual mobility companies may also have their own preferred policies and procedures, the more stringent will prevail. The information in this guideline provides awareness and possible implications when working with high and low tech devices in motor vehicles.

Definitions:
- **Aftermarket**: Components used to modify a motor vehicle after the vehicle is purchased from the OEM.
- **Accessory Controls**: Switches regulating the environment of the vehicle (i.e., heater, air conditioning, power windows, radio, etc.).
- **Backup System**: A reserve or substitute source of energy in the event of a failure in the primary equipment (gas and/or brake).
- **Booster**: An auxiliary braking component for increasing force, power, pressure or effectiveness.
- **Certified Driver Rehabilitation Specialists (CDRS)**: An individual who has obtained the necessary knowledge base and experience in the field of driver rehabilitation and who has successfully obtained and maintained certification.
- **FMVSS/CMVSS**: Federal Motor Vehicle Safety Standards - Regulations to which manufacturers of motor vehicle and equipment items shall conform and certify compliance:
  - **Canadian Standards**: [www.tc.gc.ca/eng/acts-regulations/regulations-crc-c1038.htm](http://www.tc.gc.ca/eng/acts-regulations/regulations-crc-c1038.htm); 613-990-2309
- **Gear Shift Extension**: A device that attaches to the OEM gear selector and offers additional leverage for shifter operation.
- **High Technology (“High Tech”) Devices**: are those that meet the following conditions: 1) Devices capable of controlling vehicle functions or driving controls, and 2) operate with a designed logic system or interface/integrate with an electronic system of the vehicle. An interlock that interfaces with a logic system via a splice connection is classified as high tech; plug and play is considered low tech.
- **Horizontal Steering**: A modification that enables a steering wheel to be adjusted in a horizontal position.
- **Hydraulic**: Operated by the resistance offered or the pressure transmitted when a quantity of fluid (oil or water) is forced through a comparatively small orifice or through a tube.
- **Interlock**: A device or arrangement by means of which the functioning of one part is controlled by the functioning of another. An interlock that interfaces with a logic system via a splice connection is classified as high tech; plug and play is considered low tech.

Try This Plan:

**STEP-BY-STEP GUIDE FOR SERVICE DEPARTMENT TEAM MEETINGS**

1. Read the Guideline(s) out loud to your Service Department during your team meeting.
2. Ask the Discussion Questions (when provided) one by one and let your team discuss openly.
3. Keep your entire team engaged and thinking by asking open questions that can’t be answered with just “yes or no.”
4. Try to act on or implement any good ideas your team produces and reward them, if appropriate.

Continued on next page
Joystick Control: A steering input device using a single upright post, completely moveable in up to two axes, to control primary vehicle functions.

Left Foot Accelerator: A device installed in a motor vehicle to the left of the brake pedal to allow the operation of the accelerator pedal by the left foot of the driver.

Low Effort Braking: A modification to the OEM power brake system that reduces pedal effort approximately 50%. See Reduced Effort Braking.

Low Technology (“Low Tech”) Devices: These are all other devices or modifications that do not meet the definition of High Technology devices or modifications.

Manual Hand Controls: A device to operate the accelerator and/or brake on a vehicle manually, using the driver’s hand rather than the driver’s foot.

Manual Parking Brake Extension: A handle, which enables the driver to set the parking brake with their hand.

Minimal Effort Braking: A modification that reduces the brake control (e.g. pedal, hand control) force to below 7 foot-pounds.

Make Inoperative Exemption: NHTSA prohibits companies from rendering inoperative vehicle features that affect the compliance of the vehicle to motor vehicle safety standards. Due to the nature of our business, the make inoperative prohibition has been amended to allow modifications of some vehicle components/systems covered by FMVSS. The exemptions are very specific and are not to be considered all-encompassing and usually apply only to certain portions of the respective Federal Motor Vehicle Safety Standard (FMVSS). Penalties for failing to adhere to exemption are severe, up to and including civil liabilities. Most modifications will need to have a Make Inoperative disclosure form filled out and a label affixed to the vehicle. There will be very few instances when a form is not required.

Original Equipment Manufacturer (OEM): A vehicle manufacturer who performs all manufacturing operations on a motor vehicle up to the point that the vehicle is certified as complying with all applicable Federal Motor Vehicle Standards. (Most commonly referring to Ford, GM, Toyota, Chrysler, etc.).

Pedal Extensions: Devices mounted to the brake and/or accelerator for use by a short stature driver. See also Powered Pedals.

Plug and Play: An electronic device specifically designed for the application that does not require any modification to any harness.

Powered Controls: Vehicle controls operated by an auxiliary source (i.e., electric, hydraulic, or vacuum diaphragm) reducing the necessary amount of strength needed by the operator.

Powered Gas and Brake Systems: A device which uses power from an energy source of the vehicle to supplement the force and motions made by the driver to control acceleration, velocity, and braking of a vehicle.

Powered Pedals: A device to vary the fore and aft position of the vehicle pedals.

Powered Gearshift Selector: A control activating the transmission gear selection by a switching device.

Powered Parking Brake: A powered device to set and release the OEM parking brake electrically.

Primary Controls: The controls of the vehicle governing movement and direction (i.e., acceleration, braking and steering).

Reduced Effort Braking: A modification to the OEM power brake system that reduces pedal effort. This term includes both low effort brake systems and zero effort brake systems. See Low Effort Braking. See Zero Effort Braking.

Remote Steering: A second steering system mounted in an alternate location to the OEM system.

Secondary Controls: All motor vehicle controls with exception of primary controls. See Primary Controls.

Shall: Required or compelled that there be no deviation.

Should: Advised. Implies noncompliance with the specific recommendation is permissible, variations acceptable.

Steering Device: Apparatus attached to the vehicle steering wheel to aid in turning the steering wheel. Including but not limited to:

  Knob: A steering wheel device with a knob type grip.
  Tri-Pin: A steering wheel device with three upright pins to stabilize the hand and wrist of the driver.
  U or V Grip: A steering wheel device with two vertical pins to stabilize the hand of a driver.
  Cuff: A steering wheel device with a curved oval shape that fits around the hand of a driver.
  Amputee: A steering wheel device that integrates with a driver’s prosthesis.
  Custom: A steering device designed for a specific application or driver.
  Palm: A steering device that wraps over the top of the hand.

Zero Effort Braking: A modification to the OEM power brake system that reduced pedal effort approximately 95%. See Reduced Effort Braking or Low Effort Braking.
Requirements

34.1 Power gas and brake systems shall be installed in accordance with equipment manufacturer’s instructions. NMEDA Guidelines do not supersede Federal, State or Provincial laws and guidelines or mobility equipment manufacturers’ installation procedures; the more stringent will prevail.

34.2 The installation shall be performed or supervised by a technician trained and certified by the equipment manufacturer. It is best to have a manufacturer trained technician with a current/up to date certification perform the installation.

34.3 All equipment installed shall comply with SAE J2603 and applicable FMVSS/CMVSS standards. SAE J2603 establishes a uniform procedure for assuring the manufactured quality, installed utility and performance of automotive powered gas/brake controls other than those provided by the vehicle manufacturer (OEM). These products are intended to provide driving capability to persons with physical disabilities. These products function as adaptive modifications to compensate for lost or reduced function in the extremities of the driver. Powered gas/brake control systems are not only designed to transfer foot functions to the hands or from one side of the body to the other, but to supplement by power, other than by the driver’s own muscular efforts, the force output of the driver. This document is applicable to mechanical and electrical products intended by the manufacturer to meet the following criteria.
   • Operated by a vehicle driver with a physical disability.
   • Substitutes for the use of OEM vehicle accelerator and brake pedals, yet retains the OEM pedals for use by nondisabled drivers.
   • Output of the powered gas/brake device is applied to the OEM brake and gas assembly in order to change the force or range of motion required of the disabled driver.
   • All sections of J2603 are applicable to Group A primary controls.

34.4 A power gas/brake and control system shall only be installed when recommended by a qualified Driver Rehabilitation Specialist. A CDRS is an individual who has obtained the necessary knowledge base and experience in the field of driver rehabilitation and who has successfully obtained and maintained certification.

34.5 Proper position of the control interface shall be determined and positioned by the mobility equipment installer, the Driver Rehabilitation Specialist (CDRS) and client. This may require several follow-up fittings and adjustments. Final fittings should be coordinated with the Driver Rehabilitation Specialist for a final check over. It is best to schedule a date with a CDRS as soon as possible to prevent any delivery delays to the client. A CDRS schedule is usually filled quickly.

34.6 Power gas and brake hand controls, when prescribed, shall meet the following requirements:
   • The power gas and brake system shall have a backup system, which automatically engages in the event of a power failure in the primary system such as engine failure, belt slippage/breakage, or engine vacuum loss. Depending on the type of powered gas and brake system used, backup systems could consist of a battery, hydraulic pump, or pneumatic pump.
   • The power gas and brake backup system shall give an audible and visual warning when activated. A warning light is usually mounted on the dash area in easy view of the driver. A buzzer is mounted in addition for the audible warning.

34.7 When an accelerator/brake pneumatic system is prescribed:
   • All pneumatic lines shall be routed within the vehicle and protected from damage or other deterioration caused by sharp edges, weather, etc. A protective loom or similar product should be used to protect all lines from damage.

34.8 All connections must meet General Electrical Specifications as stated in Section 6 of the NMEDA Guideline Manual.
I'd like to continue a theme from my last submission, *The more that things change, The more they stay the same*. The reasons for our association to exist, yea the driving need that should motivate us, is the safety and security of the people we serve along with the rest of the motoring public who share the roads.

Perhaps at times we are so driven by the needs we address on a regular basis that we overlook the greater good. It is not with intent that we fail to recognize the dangers, we are just so focused that we don't always consider the possibilities. This is true of many vendors in our industry, NMEDA members or not.

In the current legislative environment here in Canada, only in selected regions do there exist requirements compelling membership in our association. In these regions, QAP has become the accepted standard for vehicle modifiers.

Organizations that once proudly identified as NMEDA QAP have ceased to renew and dropped out of QAP. The most common reason given has been that with there being no local requirement, and with non-members being able to supply and install driving modifications, the input cost to maintain QAP standards places them in a less than competitive position.

We need to have concerted effort taken to correct this legislative gap: the fact that in this country, we can have vendors who answer to no required standards. Technicians are tasked with performing jobs, at times, with no training, and no competent authority checking or verifying that any training is being provided or required. This is an extreme position and hopefully not common or the norm, but how does anyone know that no QAP means no required standards, no verification, no testing?

There are a number of organizations that share common concerns, and have shared values, and are intent on safety and logical solutions. We all seem to be toiling away with often common purpose, but we are not working together or finding common ground.

We see individuals undertaking patently dangerous home-built modifications to their vehicles, so they can transport their loved ones around. Catastrophe is around every corner, it should make us lose sleep at times.

There need to be, and must come to be, standards for installers and home made solutions need to be stopped before more people fall victim to the honest but ill-conceived solutions being undertaken.

I was at a community home show when a person came up to me to ask about a wheelchair accessible conversion and what it would cost him. After sharing some general information I asked him about his situation. I was informed that he had a much less expensive solution to transporting his wheelchair-bound spouse. He had gone to a discount hardware retailer and purchased a set of ramps for rolling a motorcycle into a truck. He used them to push his wife up into the mid row of his Chevy minivan. He then took out his red ratchet straps and using the hooks on the wheelchair frame and using the seat mounts from the removed seats secured the wheelchair to the van. I asked him about how his spouse was secured into the wheelchair, and I was told she has a wheelchair attached lap belt. I asked about a shoulder belt and he told me that she has a feeding tube so a shoulder belt was out of the question so he just tilts her chair back so she will be safe and secure.

“Safe” and “secure” are not terms I would apply to this homegrown transport solution. The ratchet straps are wholly insufficient, the chair has no securement locations on it, transporting anybody while in tilt is a waiting disaster, and wheelchair seatbelts are for positioning only; they will not do anything but ensure a separated lower spine in the event of any type of crash this van may find itself involved in.

There are a number of organizations that share common concerns, and have shared values, and are intent on safety and logical solutions. We all seem to be toiling away with often common purpose, but we are not working together or finding common ground.
We have begun several initial initiatives to help find common ground and positive legislative change to drive us forward with safety of all on the roads as our common goal. Remember that in the early 1960s seatbelts were an option on the cars we drove. Shoulder belts were clipped to the ceiling of cars when they appeared in the late 60s.

We have the largest single cohort ever, making their way inexorably into the grey hair generation. We need our federal and provincial authorities to recognize the unique needs and demands of this cohort. Baby Boomers do not accept age limitations and will demand solutions to keep them living life on their own terms. Yes, there are amazing

Personally, I drive with a stick shift, because that is just “how I roll.” I hate nanny solutions and will continue to order and drive vehicles that have no pesky interferences like proximity sensors.

We need to encourage all vendors in our industry to join our association because they actually need NMEDA, and we need to show them why. Yes, it is to protect ourselves from questionable litigation, but safety and concern for the public should be our highest purpose.

We have a compelling story to tell, and we need to join with any and all of the organizations who share our concerns, and find common ground to move all of our positive agendas forward.

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We have the largest single cohort ever, making their way inexorably into the grey hair generation. We need our federal and provincial authorities to recognize the unique needs and demands of this cohort. Baby Boomers do not accept age limitations and will demand solutions to keep them living life on their own terms. Yes, there are amazing

We need to encourage all vendors in our industry to join our association because they actually need NMEDA, and we need to show them why...safety and concern for the public should be our highest purpose.”

Today, we have rear facing car seats and securements are standard in all vehicles. Not many years back, car seats were not common or required legislatively.

self-driving innovations coming out with increasing pace. Those solutions need to be delivered with safety in mind, for all concerned.

---

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Test with the Best: We are proud to serve the industry for over thirty years.
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<td>Able Motion Mobility</td>
<td>2200 Executive Ave., Suite A</td>
<td>888-450-3994</td>
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<td>Ace Mobility LLC</td>
<td>9850 E. 30th Street</td>
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<td>Adaptive Mobility Systems</td>
<td>2072 N. Bibb Drive</td>
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<td>Adapt-Solutions</td>
<td>145 Damase-Breton</td>
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<td>AMF Bruns of America</td>
<td>1797 Georgetown Road</td>
<td>877-506-3770</td>
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<td>AOI Electrical</td>
<td>9650 East 148th Street</td>
<td>800-480-6680</td>
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<td>B &amp; D Independence</td>
<td>1024 Empire Street</td>
<td>618-262-7117</td>
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<td>BraunAbility</td>
<td>P.O. Box 310</td>
<td>800-843-5438</td>
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<tr>
<td>Bruno Independent Living Aids</td>
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<td>Drayting Systems, Inc.</td>
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<td>Fiat Chrysler Automobiles</td>
<td>1000 Chrysler Dr.</td>
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<td>Ford Motor Company</td>
<td>777 Woodward Avenue, Ste 500</td>
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<td>Freedman Seating Company</td>
<td>4545 W. Augusta Blvd.</td>
<td>773-524-2440</td>
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<td>Freedom Motors, Inc. division of Savaria</td>
<td>2 Walker Drive</td>
<td>905-799-5545</td>
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<tr>
<td>Golden Mobility &amp; Rehab</td>
<td>3150A Faithfull Avenue</td>
<td>800-833-0478</td>
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<td>KEMPF</td>
<td>1245 Lakeside Dr. #3005</td>
<td>408-773-0219</td>
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<td>Mahadev Metal Works</td>
<td>11071 Bridgeport Rd.</td>
<td>506-242-9060</td>
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<td>Malley Industries, Inc.</td>
<td>1100 Aviation Avenue</td>
<td>506-859-8591</td>
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<td>Mercedes-Benz USA</td>
<td>8501 Palmetto Commerce Pkwy.</td>
<td>843-666-4333</td>
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<td>Move Mobility, Inc.</td>
<td>465 Lucas Avenue</td>
<td>506-899-5209</td>
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<td>Nor-Cal Vans, Inc.</td>
<td>1300 Nord Avenue, Suite 125</td>
<td>204-783-8267</td>
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<td>Pride Mobility Products Corp.</td>
<td>182 Susquehanna Avenue</td>
<td>570-655-5574</td>
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<td>Q’Straint / Sure-Lok</td>
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<td>954-986-6665</td>
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<td>Re Celebrating</td>
<td>1655 Wall St.</td>
<td>620-260-2000</td>
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<td>Revability</td>
<td>3150A Faithfull Avenue</td>
<td>800-243-4051</td>
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<td>19001 S. Western Ave.</td>
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<td>Toyota Motor Sales, USA, Inc.</td>
<td>1797 Georgetown Road</td>
<td>248-620-4200</td>
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<td>Transfer Flow, Inc.</td>
<td>8021 Langdon Ave.</td>
<td>818-778-6709</td>
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<tr>
<td>Vantage Mobility International</td>
<td>5202 S. 28th Place.</td>
<td>800-348-8267</td>
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<td>Veigel North America, dba</td>
<td>51277 Celeste Drive</td>
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<td>Wells-Engberg Co., Inc.</td>
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<td>Mary Frances Gross</td>
<td>4805 Hemlock Way</td>
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<td>Stacey Stevens</td>
<td>240 Hillsboro Avenue</td>
<td>Lexington, KY 40511</td>
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<td>LOUISIANA</td>
<td>Lee Carricutt</td>
<td>224 East Pinhook Rd.</td>
<td>Lafayette, LA 70501</td>
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<td>Michael Shipp</td>
<td>1340 Mitcham Orchard Road</td>
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<td>Rev. Julius Lee, CBT</td>
<td>2910 Seine Street</td>
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<td>MARYLAND</td>
<td>Elin Davis</td>
<td>4720 Montgomery Lane</td>
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<td>Patrick DeNovorega</td>
<td>11311 McCormick Road</td>
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<td>MASSACHUSETTS</td>
<td>Tricia/Mark Whitehouse</td>
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<tr>
<td>MICHIGAN</td>
<td>Jan Jonkheid</td>
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<td>1133 E. Maple Road</td>
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<td>MINNESOTA</td>
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This calendar of upcoming events is provided as a service to NMEDA members. The Circuit Breaker cannot guarantee the accuracy of the information provided. Please verify dates and locations with the organizations listed.

**Abilities Expo - Houston**
August 3—5, 2018 (Houston, Texas)
NRG Center, Hall E
Visit [www.abilities.com/houston](http://www.abilities.com/houston) for more info.

**ADED Conference**
August 10—14, 2018 (Richmond, Virginia)
Richmond Marriott Downtown & Greater Richmond Convention Center
Visit [www.aded.net](http://www.aded.net) for more information.

**Abilities Expo - Boston**
September 21—23, 2018 (Boston, Massachusetts)
Boston Convention & Expo Center, Hall A
Visit [www.abilities.com/boston](http://www.abilities.com/boston) for more information.

**Closing the Gap Annual Conference**
September 26—28, 2018 (Prior Lake, Minnesota)
Mystic Lake Center
Visit [www.closingthegap.com](http://www.closingthegap.com) for more information.

**Abilities Expo - San Mateo**
October 26—28, 2018 (San Mateo, California)
San Mateo County Event Center
Visit [www.abilities.com/bayarea](http://www.abilities.com/bayarea) for more information.

**SEMA Show**
October 30—November 2, 2018 (Las Vegas, Nevada)
Las Vegas Convention Center
Visit [www.semashow.com](http://www.semashow.com) for more information.

**ATIA Conference**
January 30—February 2, 2019 (Orlando, Florida)
Caribe Royale All-Suites Resort & Convention Center
Visit [www.atia.org/conference](http://www.atia.org/conference) for more information.

**NMEDA Annual Conference & Expo**
March 5—7, 2019
Visit [www.NMEDAAnnualConference.com](http://www.NMEDAAnnualConference.com) for more information.

To have your information included in *Dates to Remember*, please submit at least 12 weeks before the event to katie.mcdonald@nmeda.org.
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