

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: Bylaws Committee

Chairperson: Lance Moore

Committee Members: Tom Lorentz – Board Rep., Tom Wright, Tim Miller, Marc Sagal, Tom Panzerella, Dave Goch

Meeting Dates: Monthly

Committee Goals:

1. Redefine Membership to identify and separate direct seller manufacturers as a category.
2. Define a manufacturer regardless of store front operations
3. Review voting online issue
4. Review and make recommendations on requirements required to run for Board positions.

Accomplishments:

1. Approved online voting for elections and Bylaw amendments
2. Set a quorum of 25% of the members eligible to vote as a requirement to pass a Bylaw amendments
3. Redefined the requirements to run for a Board of Director position. Ease up the requirements for all positions except President.
4. Drafted the Bylaw amendment to require QAP standards as a prerequisite for membership in NMEDA

Comments and Notes to President & Staff:

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: Conference Committee

Chairperson: Peter Zarba

Committee Members: Mark DiRosa - Board Rep, Marcus Smith, Anne Hegberg,

Kathie Reagan, Monique McGivney, Joe Allen, Dave Brown

Meeting Dates: Monthly (or as needed)

Committee Goals:

1. Increase attendance over 2008 NMEDA East Coast Conference venue
 2. Maintain the level of exhibitor involvement
 3. Continue to improve on Membership perception of "value" for the Conference
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Accomplishments:

1. Increased attendance to the 2011 to over 650 attendee (combined Exhibitors and attendees
2. Increased the NMEDA auction donations to an all time high of over \$170,000.
3. Completed member surveys to establish value and interest in the 2011 workshops and presenters.

Comments and Notes to President & Staff:

2010 Education & Training Committee: Goals and Results

2010 Education & Training Committee Goals:

1. Improve attendance at NMEDA hands-on training opportunities
2. Expand NMEDA's online training capabilities
3. Increase NMEDA awareness & involvement in HP community
4. Strengthen value / credibility of Dealer QAP participation
5. Increase value of NMEDA membership for Smaller Dealers

2010 Education & Training Sub-Committee Project Teams to accomplish above goals:

1. Onsite Training Team: (Russ Newton, Mike Martin)
Improve attendance at NMEDA hands-on training opportunities
2. Online Training: (Jannette Conrad)
Expand NMEDA's online training capabilities
3. CAMS-HP "Train the Trainer" Team (TTT): (Mike Shipp, Sam Brenner, Amber Fitzsimmons, Liz Green, Kathie Regan, Kent Mann)
Increase NMEDA awareness & involvement in HP community
4. NMEDA Certification: (Mike Murphy, QAP Committee, Ron Mohr)
Strengthen value / credibility of Dealer QAP participation
5. Dealer Marketing Team: (Jannette Conrad, Ray Morton, Sam Brenner, Monique McGivney, Cheryl Parker)
Increase value of NMEDA membership for Smaller Dealers

2010 Measurable Outcomes (quantifiable annual targets):

- Onsite Training Team: Improved attendance means in 2010 there will be >12 participants at NMEDA's Manufacturer Service School (MSS) in Toronto, >20 participants at the MSS in Atlanta, and >12 participants at Advanced Electrical Training Part 2 in Chicago. In 2010, all cumulative onsite training projects must break even or better.
- Online Training: Improved attendance means there will be >400 participants during 2010 in NMEDA's two online courses: Dealer Sales Training and Electrical Training Part 1
- CAMS-HP-TTT Team: In 2010, to increase NMEDA awareness & involvement in the healthcare professional community we proposed to graduate at least 3 new trainers from a Train the Trainer (TTT) program and schedule at least one regional CAMS-HP with at least one new trainer in 2010. Also our goals were to
 - Achieve AOTA (American Occupational Therapy Association) Permanent Provider Status in order to grant Continuing Education credit to our course
 - Setup Train the Trainer (TTT) at the ADED (Association for Driver Rehabilitation Specialists) Conference to jumpstart program

2010 Education & Training Committee: Goals and Results

- NMEDA Certification Team: To strengthen the value and credibility of Dealer QAP participation we proposed to develop & launch a new QAP 3 Online (Guidelines) course and have a working plan with QAP committee for general NMEDA certification before Feb.2011 NMEDA Conference
- Dealer Marketing Team: To increase the value of NMEDA membership for smaller Dealers this project team was tasked to produce a Dealer Marketing Webinar Series with 4-6 sessions and 100+ dealers in attendance. This sub-committee also proposed to create, offer and launch a Manufacturer "Training Tracker" Excel spreadsheet and Google Training Tracker online calendar.

2010 Project Team Accomplishments:

- Onsite Training Team: In 2010 there were 30 participants at NMEDA's Manufacturer Service School (MSS) in Toronto, 33 participants at the MSS in Atlanta, and 13 participants at the Advanced Electrical Training Part 2 in Chicago. In 2010, all cumulative onsite training projects generated +\$11.8K, after expenses.
- Online Training: 2010 was the introduction of NMEDA's first ever online courses. NMEDA's two online courses, Dealer Sales Training and Electrical Training Part 1, had 683 total trainees participating during the calendar year.
- CAMS-HP-TTT Team: The Train the Trainer program resulted in 8 regional graduates covering the US and Canada. NMEDA's Comprehensive Automotive Mobility Solutions for Healthcare Professionals (CAMS-HP) course was awarded "permanent" Continuing Education provider status by the AOTA and ADED. The first onsite CAMS-HP course with a regional trainer was held on Nov. 13, 2010 at Louisiana Tech University and the second regional training is scheduled for Feb. 26, 2011 at the Shepherd Center in Atlanta.
- NMEDA Certification: QAP 3 Online (Guidelines) Training is complete and tested by Education & Training Committee. The course will be announced and launched at the NMEDA Conference, Feb. 2011. General NMEDA certification has been proposed to include Electrical Training Part 1 & 2 courses and QAP 1-2-3, pending "QAP for ALL" bylaw amendment passing.
- Dealer Marketing Team: This project team developed the "Dealer Marketing Webinar Series." First two webinars (Website Do's and Don'ts and Branding) generated 176 participants. Marketing Inventory is scheduled for January and 2-3 topics will be addressed in 2011. This sub-committee also developed and launched the 2010 "Training Tracker" and is currently developing an integrated Google Online Calendar to complement the Training Tracker.

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: Finance Committee

Chairperson: Tim Barone

Committee Members: Bill Koeblitz., Joe Allen, Curt Bennett, Tim Rehling

Meeting Dates: Quarterly/ or as needed

Committee Goals:

1. Continue to maintain vigilant fiscal guidance to NMEDA
2. Assist NMEDA staff in annual business planning
3. Finalize the fiscal year end changeover from December 31 to June 30.
4. Shift the accounting system to accrual from cash.
5. Establish an accountability reporting system for Lockbox transactions and accounts.
6. Establish procedure for tracking the flow of marketing funds from the CAP program.

Accomplishments:

1. Successfully made the transition from a cash accounting system to accrual for better control and planning capability.
2. Finalized the fiscal year-end change from December 31 to June 30.
3. Maintained vigilant reporting of the Cooperative Awareness Program Lockbox account
4. 2010/11 Annual Business and budget produced in a timely fashion and approved by the Board of Directors in July 2010.

Comments and Notes to President & Staff:

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: Conference Committee

Chairperson: Dave Hubbard

Committee Members: Sam Cook – Board Rep., Bill Koebnitz, Nick Gutwein, Doug Eaton, Joe Allen, Mike Bruno, Todd Bick, David Charvat Claudia Obertries, Jon Kulesa

Meeting Dates: Monthly

Committee Goals:

1. Successfully guide the launch of the Cooperative Awareness Program
2. Establish new planning and accountability procedures.
3. Execute a NMEDA Benchmark Study
4. Determine the best target markets to expand the mobility market and increase member sales
5. Increase awareness among critical NMEDA audiences
 - a. Advocacy groups
 - b. Consumers
 - c. Mobility Dealers and Associates
 - d. Legislative
6. Communicate the 'value' of membership in NMEDA
7. Increase credibility of NMEDA's leadership role in the Mobility Industry

Accomplishments:

1. Launched the Cooperative Awareness Program
2. Successfully conducted the NMEDA Attitude and Awareness Study as a benchmark to track the progress of the NMEDA Cooperative Awareness Program
3. Increased overall website activity 100% and Unique visitors to the Dealer Locator page were up 135% for the first 8 months of the Program.
4. Launched a series of three marketing webinars for the general membership
5. Establish the CAP collection process with NMEDA manufacturer members
6. Made a complete file of marketing and communication tools available online for their use and download
7. Conducted 3 regional meetings for the general membership
8. Created a membership communications audit to help improve the NMEDA database with respect to member contacts and overall communication.

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: Membership Committee

Chairperson: Richard May

Committee Members: Bob Lundin – Board Rep, Marcus Smith, John Quandt, Jim Seeger-

Newby, Gina Lewis, Michael Young, Scott Sorenson

Meeting Dates: Monthly

Committee Goals:

1. Establish NMEDA's core value position for the membership
 - a. **General**
 - b. **Dealer**
 - c. **Manufacturer**
 - d. **Associate**
2. Increase the "value perception" of NMEDA by its members
3. Develop and Implement a member census to:
 - a. Increase communications effectiveness
 - b. Aid in the development of member programs
4. Develop programs designed to add value to a NMEDA membership
5. Help to define membership categories in concert with the Bylaws Committee
6. Bridge the perception gap that exists between large and small dealers.

Accomplishments:

1. Revised dealer membership to potentially mandate QAP accreditation to promote NMEDA values and dealer quality.

2. Developed Hall of Fame to promote awareness of NMEDA's core values of membership/industry participation and accomplishment through recognition of quality individuals who have made a significant impact on the Automotive Mobility Industry.

3. Developed member census form to help ad critical member date to NMEDA's files in order to develop better programs to meet member needs.

4. Attempted to redefine membership definitions to clarify or differentiate between dealer and manufacturer members based on type of work performed.

- 5.

Comments and Notes to President & Staff:

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: QAP Committee

Chairperson: Ron Mohr

Committee Members: Bill Siebert – Board Rep., Christian Quandt, Mike

Murphy, Travis Hayes, Bill Roeling, Dan Drury, Sul Allyn, Richard May, Judd DeMott

Meeting Dates: Monthly

Committee Goals:

1. Oversee the compliance review process
2. Solidify the 24 hour service validation process
3. Examine QAP process for smaller dealers in smaller markets
4. In conjunction with the new Membership Committee, examine the potential for mandatory QAP as a criteria for NMEDA membership.
5. Determine the feasibility of making QAP mandatory for all members
 - a. Determine project guidelines (practical and legal)
 - b. Develop a timetable
 - c. Work with Guidelines committee to establish "standards" from the NMEDA Guidelines

Accomplishments:

1. RADCO Audit forms were reviewed and updated to reflect changes to the Guidelines and "pass through" vehicle section was added (i.e. Braun, Eldorado, VMI, etc.)

2. Compliance Review Process was moved forward by a subcommittee for lowered floor minivans and full-sized vans

3. Review of Top 10 Dealer Violations as reported on RADCO Audits

4. 24 hour service verification

5. Change of RADCO label to remove the Make In-Op statement

6. Instituted QAP as a requirement for membership
7. Reviewed and approved change to Bylaws to reflect QAP membership requirement
8. QAP Appeals process was reviewed and approved to be sent to the Board
9. QAP electronic forms process (started but on-going)
10. Reviewed two complaints against QAP dealers forwarded from Mediation Committee.

Comments and Notes to President & Staff:

The QAP Committee will be working with several committees next year to provide tools to the Membership, which will enable them and their employees to become more efficient and aware of quality.

The QAP Committee members worked very diligently this year and accomplished great things.

The staff at the NMEDA office was also a great help to the QAP Committee this year and my thanks goes out to everyone.

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: VA/Government Relations Committee

Chairperson: Sam Cook

Committee Members: Bill Siebert – Board Rep., Martin Smith, Doug Curtis, Dave Goch

Meeting Dates: Monthly (or as needed)

Committee Goals:

1. Working through Congressional leaders, seek reinforcement for laws and solutions already in place.
 - a. Research
 - b. Discover case studies to aid NMEDA's position
 - c. Enforce fair payment laws
2. Establish an open dialog with the US Vertrans Administration national management
3. Identify key issues facing the VA and NMEDA members
 - a. Define the problems
 - b. Develop solutions
4. Gain face-to-face access in Washington
5. Establish ties to the PVA

Accomplishments:

1. Established the new VA/Government Relations Committee procedures
2. Met with congressional representative in Washington DC to gain support for enforcing the law for timely payments from government agencies.
3. Met with the Department of Veterans Affairs prosthetics management and gained support to resolved NMEDA members past due invoices with the VA.
4. Gained committee participation and representative support from the VA.
5. Processed nearly \$7 million in past due claims for NMEDA member
6. Established a process for presenting and getting answers on policy questions submitted by our dealers.

Comments and Notes to President & Staff:

2010 ANNUAL COMMITTEE REPORT FORM

Committee Name: Compliance Review Committee

Chairperson: Christian Quandt

Committee Members: Bill Siebert – Board Rep., Bob Nunn, Mark Lore, Mike Murphy, Jacques Bolduc

Meeting Dates: Monthly (or as needed)

Committee Goals:

1. Launch and establish the Compliance Review Program
 - a. Side Entry Minivans
 - b. Rear Entry Minivans
 - c. Full Size Van
 - d. SUV
 - e. Power Seating
 - f. Driving Controls
2. Provide all manufactures an opportunity to participate
3. Establish a process of working with manufacturers to guide them as needed in the compliance process.

Accomplishments:

1. Completed first round of side entry vans, posted the results.

2. Completed first round of rear entry vans and posted the results.

3. Full size vans have not been completed to date, but are in process. Response was fairly low.

4. The committee decided that an occupant restraint ad hoc committee be created to review the current standards and existing equipment provided by the various manufacturers. This Ad Hoc committee was established and will begin work early in 2011, with a plan to possibly create/refine standards for the industry as well.

5. The CRP process for vehicles was modified to accommodate issues that occurred while the program was being implemented. NMEDA and the CRP committee fine-tuned the program's processes to ensure: that all manufacturers were invited participate; the expectations of the review were clear; the reporting process was well-defined and understood by all; that all communication between NMEDA and the manufacturers were held in the strict confidentiality.

Comments and Notes to President & Staff:
