

INDUSTRYNEWS

Windshield Repair: The Greenest Alternative

At the 2007 Annual Conference, the National Windshield Repair Association (NWRA) launched its Green Initiative. The repair industry is, by its very nature, energy-efficient and environmentally-friendly. Laminated glass cannot be recycled through a carbon-neutral process. Therefore, it makes sense that laminated glass damage should be repaired when possible.

Facts on Our Side

We know through studies done by members of the repair community that windshield repair not only is environmentally friendly, but also is incredibly energy-efficient. When taking into account all that goes into the production of one windshield and comparing that to the production of one kilogram of resin, windshield repair proves to be far more energy-efficient. We have found that, for all practical purposes, at least 10,000 windshield repairs can be performed using the same amount of energy it takes to produce one windshield. Industry research also indicates that repairing a windshield produces one-third of the CO₂ equivalent emissions of a replacement. This is real science that has a real impact on our industry and world community.

Hitting the Road

NWRA is preparing to hit the road and take its green initiative and research to consumers, insurance commissioners and companies and parallel green industries. We currently are completing a "green" (white) paper that will outline with hard science the environmental impact of un-recycled laminated glass has upon our environment. The green paper will also contrast the environmental aspects of laminated glass repair with those of replacement. The goal of the



The Green Keeps Growing

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green paper will be universal acceptance of laminated glass repair as a green process. The NWRA green paper will be released at our 2008 Annual Conference in Las Vegas on November 7 during Auto Glass Week™. It will also be on display from our booth as we exhibit at this November's Greenbuild Show in Boston (*see related story on page 9*). NWRA members will have exclusive access to green paper promotional materials. These materials will be distributed from member shops and at nationwide green movement events such as Earth Day celebrations.

The Green Pledge

NWRA will not stop with just promoting the repair industry as green. NWRA is also on the verge of releasing a green pledge to our membership. The association and its members will be examples instead of belonging to the "Say as I do" crowd. NWRA will be asking the auto glass industry as a whole, to

pledge to create an industry based upon sustainability. Sustainability, in this context, refers to business practices that contribute to, instead of hamper, the longevity of our ecological support systems. Members that sign the NWRA pledge will be provided with materials that offer a step-by-step plan to help make their businesses and lives more environmentally friendly.

Most green business practices involve the elimination of waste, whether wasted energy, product or action. Business owners know that often the best way to higher profits is more efficient internal business practices. One example that will be included in our green business planning materials is fleet route planning. Not only does intelligent fleet route planning save time and allow for more jobs per hour, but it also saves gas. Those savings affect our bottom lines and our carbon footprints, and what's good for the environment is good for your business and our industry.

Members Seeking Shortcuts, New Tactics to Save as Fuel Prices Rise

The cost of gas continues to increase and, with no end in sight, many who depend on their cars as a primary means of transportation—or worse yet, their livelihoods—are trying to find ways to economize in the fuel department.

Ryder Systems Inc., a global transportation and supply chain management company, offers simple strategies to help businesses reduce fuel consumption and improve the efficiencies of their fleets and overall supply chains.

“Regardless of industry or size, almost every business relies on trucks in some way to move products across the nation’s highways, and, therefore, is feeling the impact of these price increases,” says Todd Renehan, executive vice president, sales and marketing, fleet management solutions.

The company offers some easy operating suggestions that anyone who employs a fleet of drivers can implement right away:

- **Train drivers to practice fuel-efficient driving techniques.** *Speed is the largest single factor impacting large truck fuel economy. Simply reducing speed from 65 miles per hour (mph) to 55 mph can result in an improvement in miles per gallon by as much as 22 percent.*

- **Improve tire maintenance.** *Correct tire pressure, alignment and frequent tire maintenance have a significant impact on fuel economy. Have drivers check for visual defects before starting their work each day and use the recommended inflation pressure provided by the tire manufacturer.*
- **Specify fuel-efficient equipment.** *New engine technologies, improved aerodynamics and weight-saving designs are available to improve the fuel economy of today’s fleets.*
- **Implement an ongoing preventive maintenance program.** *A well-maintained vehicle is a more fuel-efficient vehicle. Consider outsourcing the maintenance of your trucks to an experienced third-party provider, or at least make sure your fleet is on a scheduled maintenance program for even the most routine care to optimize performance.*
- **Leverage technology.** *Take advantage of new telematics and onboard diagnostics systems, which help owners analyze fuel purchases, optimize routes and monitor idle time and vehicle performance—all of which help mitigate rising fuel costs.*

- **Consider a dedicated fleet solution.** *Control routes and fuel consumption with dedicated assets, drivers and strategic route planning.*

New Fuel Additive Said to Increase Fuel Efficiency



With gas prices across the nation closing in on \$4 a gallon, any way to get more miles out of every tank of gas

is welcome. Enter CHM Industries, headquartered in Detroit Lakes, Minn., which has introduced CA-40, a fuel additive that it says will increase fuel efficiency, improve engine lubrication and reduce harmful emissions.

The main difference between CA-40 and other fuel additives on the market is that CHM Industries has patented a way of blending that suspends calcium in the fuel, something other companies have not yet achieved, according to the CHM Industries website.

Additionally, CHM Industries describes CA-40 as a “combustion enhancer” rather than a solvent, because “combustion enhancement is attained through further oxidation of the un-burnt hydrocarbons in the fuel” and “CA-40 suspends within the hydrocarbons and further allows oxygen and fuel to be held together (fuel and oxygen).”

CHM Industries is promoting CA-40 as an environmentally-responsible product as well, noting that “catalytic converters burn some of the hydrocarbons not burned in the engine, cleaning vehicle emissions” but that “un-burnt hydrocarbons mean the engine isn’t getting as much power out of the fuel as it could, and there are still hydrocarbons that aren’t burned. With CA-40, more hydrocarbons are burned in the engine, and the catalytic converter burns all of the remaining hydrocarbons.”

For more information about CA-40, visit <http://www.ca40g.com/home.php>.



Small business practices can mean big fuel savings.

Insurer Ameriprise Now Promoting Windshield Repair

The windshield repair industry is getting a bit of help spreading the word of its availability to consumers thanks to a new consumer mailing by the insurance company Ameriprise.

The 5- by 7-inch mailing informs drivers that if they have a windshield chip “the size of a quarter or smaller” or cracks up to the size of a dollar, they can have the windshield repaired without applying their deductibles.

On the brief list of benefits to windshield repair listed on the mailing are those often employed by the windshield repair industry: an environmentally friendly alternative with less hassle than replacement, a quick turnaround time (the flyer says 30 minutes or less) and mobile repair.

Mirror Tags Available, Repair Brochure Redesigned

Now available to NWRA-certified technicians are NWRA mirror tags, a unique leave-behind to help serve as a consumer reminder about the benefits of using of repair practices before replacement. Designed for quick and easy application to the rear view mirror of a vehicle, the mirror tags explain what it takes to become a certified technician and provides information about the NWRA. Each mirror tag includes an area for personalization, allowing the techs that distribute them to include their own name and company contact information.



The NWRA Windshield Repair brochure—the most popular brochure produced by the association that introduces consumers to the basics of windshield repair—has undergone a redesign, bringing it in line, aesthetically, with the new look to all the

NWRA printed material. In addition to being more colorful than the previous version, the new look to the windshield repair brochure includes more graphics.

To order windshield savers, contact NWRA headquarters at 540/720-7484 or email Patrick

Smith, director of operations, psmith@nwrassn.com.

SUPPLIERNEWS

Supplier Profile: Fas-Break Has “Safely Guarded Secret” to Success

Kerry Soat, president of Fas-Break Windshield Repair and Replacement Glass Systems, remembers a time before insurance companies waived deductibles for windshield repair. He remembers when the deductibles on auto insurance claims didn’t even exist. It was 1974 and any work performed on windshields was covered in full by insurance companies. So were all the little things, such as replacing the light bulbs in the headlights or taillights, he said. The problem was that for even the most minor repair the insurance companies lost \$35—and sometimes it was for work that only cost a few dollars. So Allstate instituted the \$50 deductible.

Soat was new to the windshield repair industry then. He had joined Novus in 1974 as a distributor in Michigan. He remembers how in 1975

when he was chosen to give a demonstration about windshield repair for local Allstate agent Charles Goodhue. It was Goodhue, Soat says, who had the idea to waive the deductible for customers who have their windshields repaired.

Making a Fas-Break

Soat stayed with Novus for 10 years, eventually moving to Arizona and building a large distributorship in the southwest as he had in Michigan and the surrounding states. But by 1984 he could see that the industry was changing and the roll of the distributor was being phased out in favor of the franchisee, so he sold his interests in Novus.

“During the time of waiting for the non-compete clause to expire, I became Insurance and Securities Licensed and

worked full time in the insurance and investment industry,” he says.

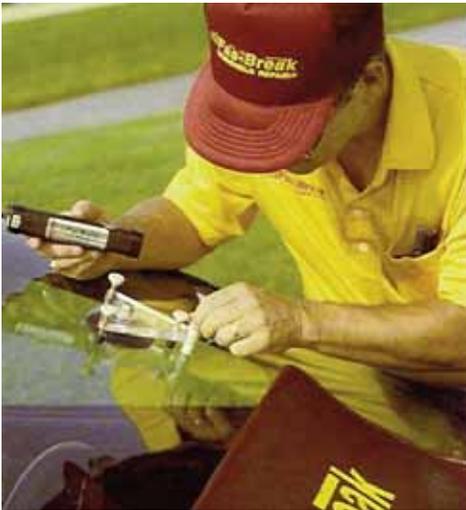
When the clause did expire, in 1988, Soat embarked on his own endeavor, launching Fas-Break Windshield Repair.

“At the time Fas-Break started, we considered the market filled by NOVUS operators but soon found out we could compete on a more aggressive level by repairing damage others were only looking at,” he says.

Soat discovered that in 1988, Novus technicians weren’t pursuing crack repairs the way they had been in previous years. That, he decided, was where Fas-Break needed to be.

“Our operators started to become very successful and now some of them have been with me for 20 years. This becomes a career move for most of our operators.

continued on page 4



Fas-Break has been in business for 20 years.

Guarantee This

Part of what sets Fas-Break apart from other suppliers is the very specific and specialized resin the franchise owners use.

“The resin we use at Fas-Break is called Fas-Seal and has been formulated exclusively for our use in windshield repairs, including long cracks. It is ‘optically clear’ and has a tremendous bonding strength,” says Soat. “Fas-Break is the only company with this resin and has been our most closely guarded secret ... We provide a lifetime guarantee stating the repair will not crack or spread further, will pass all vehicle inspection laws nationwide, and will not discolor with age.”

That guarantee is one that Fas-Break has offered since Soat launched the company in 1988 and one that he’s been offering since his days with Novus. It’s also one that he says has pleased many of his franchisee’s customers. He points to Steve Hawks as an example. Hawks has been with Fas-Break for more than 10 years and in that time he’s had 20 requests for refunds. Total. (For more about Steve Hawks, please see sidebar 40,000 Repairs and Counting.)

Giving his franchisees optimum tools for the job is only part of the equation. Soat also believes in going after the market.

“By taking a very aggressive approach to our marketing, training, and offering the highest quality, ‘lifetime lasting’ windshield repairs gives our operators an edge in their marketplace. They become ‘the

40,000 Repairs and Counting

When Steve Hawks got started in the windshield repair business, he was doing so to get away from the big guys that were making it hard to compete in the telecommunications industry. Then he had a conversation with Kerry Soat, president of the Fas-Break organization.

“AT&T and the [other] big boys were playing hard ball, doing something called ‘slamming.’ It was absolutely killing me and I was talked to Kerry about it. He had windshield repair people doing [\$]100,000 a year. I said ‘I’d better take a look at that!’” Hawks explained.

That was in 1993 and now, 15 years later, Hawks has just completed his 40,000th documented windshield repair and averages fewer than two refund requests per year.

The 40,000th milestone was far from a surprise to him. Hawks, a Fas-Break franchisee, explained that company policy requires him to file documentation once a month that tracks the number of repairs he’s performed, his gross earnings, new contacts he’s made and other information. During introductions at the last company conference, Hawks was able to report that he’d just completed his 35,000th repair, so the new milestone wasn’t big news to him.

Hawks attributes much of his success with the repairs to being a member of the Fas-Break franchise.

“The fast-break resin is really good resin and you’re only as good as the material you put into the windshield. I’ve had very little problems,” he said.

High quality supplies might make the difference between an average repair and a good repair, but Hawks is proof that customer service can be what differentiates a good repair experience from a great one. He goes out of his way to make sure his customers are happy with the whole process.

“The number one thing is getting your clients good service. I’ve had people who have other companies make appointments and not show up. They get mad and call me. I’m usually there 10 minutes before the prescribed time to make sure I can find their house and so forth. They really appreciate that,” he said.

Completing Hawks’ business success triumvirate is what kind of business he courts and he says it pays to be versatile.

“I do insurance work. I [work on] government vehicles and private fleets. I learned a lesson several years ago when Newt Gingrich shut the government down. A lot of people in Albuquerque almost went broke when that happened because all of their work is government work. They aim for just that sliver of the market and it darn near well broke them. Having a wide range is a positive.”



Steve Hawks

competition’ for others to try to compete with. That’s what Fas-Break is all about,” he says.

Giving Back

And while creating competition and being aggressive is how he has led Fas-Break to success so far, Soat has always been a supporter of the National Windshield Repair Association and its ultimate goal of fostering industry support.

“My involvement with the NWRA started at the very beginning. I was on the Nominating Committee for the very

first Board of Directors for the NWRA. During all of this time I have supported this organization though all of its trials and tribulations, even though I didn’t always agree with the way it was being run from time to time,” he says.

He has seen the progress made over the last decade plus and is excited about the progress still being made by the group.

“With the introduction of (ROLAGS), it gives the windshield repair industry the credibility that has been lacking since its very start. We can now—and should—

continued on page 5

continued from page 5

aggressively get everyone trained and certified, including our operators in Fas-Break,” he continued. “We are just now starting to see the real benefits of the NWRA and as ROLAGS becomes more widely accepted in the industry, not only by the insurance companies but all of the suppliers, the NWRA will become the industry’s watch

dog. This creates a lot more work for us and will create more opportunity for the industry to continue to grow.”

His hasn’t slowed down in his personal involvement with the industry as a whole is concerned.

“I am now on the Board of the Arizona Glass Association and on the committees

for AGRSS, Department of Insurance and of course, chair the Windshield Repair committee,” he said.

And the industry can expect Soat and Fas-Break to continue to be involved in the industry and healthy competition.

As I have always said “If you’re not growing, you’re dying.”

MEMBERSHIPNEWS

Contestant Spotlight: Brian Fenner First Certified Technician to compete at WRO

If all goes according to plan, an NWRA certified technician will compete in the Walt Gorman Memorial Windshield Repair Olympics (WRO) for the first time this year. Brian Fenner, owner of Safe Glass Technologies, is on track to receive his NWRA certification and compete in the 2008 WRO.

Though the ranks of NWRA certified technicians are growing, there are still fewer than 20 technicians who have completed the requirements. For Fenner, the decision to join the exclusive club was an easy one. He sees certification as way to prove credibility.

“I have always felt that certification is one factor that is very important to show you are committed to your profession, not just on a technical level but on an ethical/moral level as well. It also provides an additional level of professional credibility for your customers,” he said.

Fenner, who describes himself as having always had an entrepreneurial spirit, joined the windshield repair industry fairly recently, starting Safe Glass Technologies in 2002. At the time, he was looking for away to fix paint chips on his car when, while doing research, he came across a number of links and web pages about windshield repair. After reading all he could about it and giving it some thought, he decided to pursue it as part time job. Fenner continues to work as a Federal Aviation Administration (FAA) Government Licensed Airframe and Powerplant technician and now Aircraft Maintenance Supervisor for Continental Airlines, a job that allows



NWRA member Brain Fenner will compete at this year’s Windshield Repair Olympics.

him time blocks of time off—three or four consecutive days, depending on the week—during which he is able to run his windshield repair business.

Don’t let this balancing act fool you, though. Fenner is as dedicated and professional as anyone in the industry, and that responsibility is what led him to step up against the field at the 2008 WRO.

“I being part time—only in the sense that I hold a full time career in addition to owning a windshield repair business as well—felt that there are many part time independent windshield repair professionals everyday contributing to promoting and upholding a professional industry image. I felt that with the competition being based on an overall customer experience from repair quality to technician professionalism I have what it takes to be competitive in all areas being judged,” Fenner explained.

That’s not to say he didn’t have some hesitation when he first heard about the WRO three years ago, when it first launched. He first learned about the event

on the Delta Kits forum and was torn about whether or not to compete or not.

“At first, on the competitive level, I thought it would great to see how my repair skills stacked up to other industry professionals. On the political side, I initially felt the judging may be skewed if you were not using a sponsors/judges tooling for the repairs,” he explained.

Then he talked to Brent Deines, president of Delta Kits, who assured him that wasn’t the case.

“I was made aware that judging was not just on the repair process but the overall professionalism exhibited by the technician and he felt the judging was indeed fair,” Fenner said.

His concerns assuaged, it has just been a matter of timing since then to get him to the competition.

“I felt that with the competition being based on an overall customer experience from repair quality to technician professionalism I have what it takes to be competitive in all areas being judged. Last year I had wanted to compete but timing was wrong with the birth of my son. This year things have fallen into place and it is a go,” he said.

Though he’s been unable to make it out to the event to see it in person, Fenner’s ready for the competition and the challenges it will bring.

“I hold myself to very high standards and expect to do the best I can against other industry professionals. Of course I would like to win but I am also looking at this as a learning experience to better myself and my company.”



Repairing Laminated and Acoustic Glass

by Gayle Good, NWRA Technical Director

The trend towards laminated glass is becoming popular. The insurance companies are interested because laminates increase occupant retention in collisions and serve as a theft deterrent. However, the “new toys” everyone seems to want in their vehicles have also pushed the trend.

Protection from ultra-violet light, Heads Up Displays—also known as HUDs, or systems that project information such as directions onto the windshield interior—Global Positioning systems, cell phones and voice recognition are some of the few technologies that are being incorporated into today’s vehicles. Laminated pieces, such as acoustic glass, allow a quieter cabin to

enhance these features. With the emphasis on fuel efficiency and on-board technology, laminated pieces and acoustic glass are now seen as standard in some vehicles.

In the quest for a quiet ride, the first thought was to just make the glass thicker. This just allowed the sound noise to shift to different frequencies. In the end there was still a noise problem and a heavier piece of glass.

With acoustic laminates there is a reduction of cabin noise up to six decibels. Structural and chemical changes to the polymers create an acoustic layer, which can be sandwiched between two layers of standard PVB. These changes can make the PVB softer, while retaining

the same adhesion to the glass and resistance to penetration that meets federal standards.

While acoustic laminates can dampen sound vibrations they also allow the glass to be thinner, thus cutting the weight of the piece for better fuel efficiency. A repair tech should look for markings in the glass stamp that indicate an acoustic piece. Since the PVB may be softer and the glass may be thinner, a tech must watch the pressure he applies when performing a repair to ensure the repair does not “daisy” the area.

With the introduction of more technology into the glass it can be a challenge as well as a benefit to the repair technician. It is the tech’s choice whether change is intimidating or an opportunity. Adjusting the repair technique is required as glass construction changes to ensure a quality repair. Since laminated and acoustic pieces tend to be expensive, a tech should capitalize on the chance to repair them.

Gayle Good is technical director for the NWRA and an NWRA-certified technician. She has been employed at Cindy Rowe Auto Glass for 17 years. All thoughts expressed here are Good’s and do not necessarily reflect those of the NWRA.



New vehicles such as this Chrysler Aspen are using acoustic glass.

NWRA Annual Conference Training and Certification Session

Repair technicians attending the National Windshield Repair Association's (NWRA) 2008 Annual Conference™ will have an opportunity to sit for the NWRA's Windshield Repair Glass Technician Certification exam. The exam will be administered to qualified technicians for an additional fee following the conference's technical seminar on Friday, November 7. The NWRA Annual Conference™ will take place November 6-7 in Las Vegas, Nevada.

NWRA's Technician Certification is based on the industry recognized and ANSI-approved ROLAGS Standard. The annual conference's technical track will consist of sessions covering repair techniques as they apply to the ROLAGS standard. It will also cover details necessary to pass the certification exam.

Certification training materials are available to members of NWRA for only \$29. The examination is administered online, allowing technicians to review

course materials and take course exams at their own pace. The cost to take the certification exam is \$39 for NWRA members.

Qualified technicians interested in taking the exam should contact Patrick Smith at psmith@nwrassn.org.



A National Healthcare System Be Careful of What You Ask For

by Don P. Giles

Why write about the national healthcare system? First of all, it's an election year and over the next few months, this topic will be a political hot potato. Secondly, it's evident that a change needs to be made, but the debate circles around just what that change needs to be. There are those who feel a national healthcare system is the answer. Let's take a look at some key points of this issue absent of any political party viewpoints, so that anyone asked to make a decision at the polls will be able to cast an educated vote.



Politicians are yelling about National Healthcare, but what does it mean?

Just the Facts

First, it's important to know a few basic facts:

Approximately 60 million U.S. citizens are without insurance; while some people are without coverage by choice, most of these people are lacking the necessary insurance coverage due to economic pressures.

Also of great importance is that each state government has oversight of health insurance products and policyholder services in their states. There is a misconception that the federal government regulates health insurance across the country and how it is handled in each state. That's simply not the case. The federal government only controls Medicare.

Central to many insurance plans—those offered by employers as well as those obtained independently—is the prescription drug plan. What is covered and how much is covered are important aspects to many people, but something worth considering when discussing national health plans versus the current program is not just what is covered but what is available. Pharmaceutical companies produce far more *palliative* drugs—to control the problem—than they do *curative* drugs—to fix the prob-

lem. What someone wants out of his insurance plan could very well be shaped by this, especially if the difference comes down to whether or not generic brands are required and what the goal is for each treatment.

What some people already realize is that the cost of treatment for uninsured persons is, at the very least, partially funded by those of us who are fully insured or pay for services. What some may not realize is that currently, those covered get a tax deduction for insurance and expenses, but with a national healthcare system, there would, instead, be a tax penalty.

A national healthcare system would fall to the direction of the federal government, which, as previously mentioned, currently oversees the Medicare system and everyone—those who support the idea and those who don't—should consider to what degree of efficiency they feel that program is run. Consider this: would the addition of a similar program further burden the system and create bureaucratic backlog, or would government oversight help streamline a process that already leaves out many people and

continued on page 8

continued from page 7

doesn't always meet the needs of those who do have coverage?

Just like the price of gas, something needs to be done.

Show Some Support

It's not hard to find information about what the different camps think about a national healthcare system. A quick search on Wikipedia turns up the arguments by each side (presented here). Those who support a national healthcare system feel that healthcare is a basic human right, something to which everyone is entitled. They also say that ensuring the health of all citizens benefits the national economy. A national or universal healthcare system, the argument goes, would provide for uninsured adults who may forego treatment needed for chronic health conditions and would align incentives for investment in long-term healthcare productivity, preventive care and better management of chronic conditions. Additionally, the current system is one that is profit-based and that profit motive adversely affects the cost and quality of healthcare.

Supporters say replacing the current system, more than half of which is publicly financed with federal and state taxes, property taxes and tax subsidies, with a national or universal healthcare system would lower the total spending for individuals and employers by replacing private/employer spending with taxes. This, in turn, could save \$286 billion a year in overhead and paperwork.

Per the Wikipedia article, titled "Canadian and American health care systems compared," supporters also point to studies that they say have shown a majority of taxpayers and citizens across the political divide would prefer a universal healthcare system over the current U.S. system. Supporters point to a 2008

Welcome New and Returning Members

| | |
|---|--------------------|
| A-1 Windshield Doctor, Inc. | Seekonk, MA |
| A Glass Master | Gettysburg, PA |
| Almost-New Windshield Repair | Charlotte, NC |
| Big Bear Windshield Repair | Black Hawk, CO |
| Clear View Windshield Repair | Williamsburg, VA |
| Detail in Progress, Inc. | San Diego, CA |
| G & L Windshield Repair | Whiteford, MD |
| Glass Doctor - Brookhaven..... | Brookhaven, MS |
| Glass Doctor - King & Piece County | Tukwila, WA |
| Glass Doctor - Lawton | Lawton, OK |
| Glass Doctor - Opelousas..... | Opelousas, LA |
| Glass Doctor - Portland Metro..... | Oregon City, OR |
| Glass Reconditioners..... | Plymouth, MI |
| Glass Surgeon of NC..... | Winterville, NC |
| Glass Weld of New Jersey | Ramsey, NJ |
| Harmon Solutions Group | Eau Claire, WI |
| Kaizen Windshield Repair | Kihei, HI |
| MARS International | Grand Prairie, TX |
| Novus Auto Glass Repair & Replacement | St. Louis, MO |
| Rokbom Inc. DBA Glass Doctor | Port Charlotte, FL |
| Safe Glass Technologies | Easton, PA |
| Spur'n C Windshield & Glass Repair..... | Cannon Falls, MN |
| SuperGlass Windshield Repair..... | Orlando, FL |
| The Windshield Doctors, Inc. | Norfolk, NE |

opinion poll of 2,000 U.S. doctors that found support for a universal healthcare plan at 59 percent versus the 32 percent against it (up from the 49-40 opinion of physicians in 2002). The reasons given are an inability of doctors to decide patient care and patients who are unable to afford care.

Against the Odds

There are those, of course, who don't think a universal or national healthcare system is the answer to the current problem. According to the same Wikipedia

article, they argue that healthcare is not a right and as such, it is not the responsibility of government to provide healthcare. Some members of this group even believe that if universal health care is provided by federally mandated purchase of health insurance, it may be unconstitutional, since the Constitution does not give the federal government this right and reserves all non-mentioned rights to the States or the People.

They also say that unequal access and

continued on page 9

NWRA Annual Conference
 Nov. 6-7, 2008
 Mandalay Bay Convention Center
 Las Vegas Nevada sponsored by NWRA

For more information turn to page 10

continued from page 8

health disparities still exist in universal health care systems and that a move to a universal health care system would result in increased wait times, which could result in unnecessary deaths. Much of this concern is based on the opinion that universal healthcare would reduce efficiency because of more bureaucratic oversight and more paperwork, which could lead to fewer doctor-patient visits. Advocates of this argument claim that the performance of administrative duties by doctors results from medical centralization and over-regulation, and may reduce charitable provision of medical services by doctors. Many problems that universal health insurance is meant to solve are presumed caused by limitations on the free market. As such, free market solutions have greater potential to improve care and coverage.

Proponents of the current system—or at least the opposition to the national healthcare plan—reason that the federal Emergency Medical Treatment and Active Labor Act, which requires hospitals and ambulance services to provide emergency care to anyone regardless of citizenship, legal status or ability to pay (read non-tax paying individuals). The point out that healthcare safety net, which includes free medical clinics, charity care, nonprofits and government-run community hospitals, provides necessary care to the uninsured.

This group of people have also found flaws with studies that claim to show the universal healthcare system to be more efficient and fair. They argue that the widely quoted health care system ranking by the World Health Organization, in which the U.S. system ranked below

other countries' universal healthcare systems, used biased criteria, giving a false sense of those systems' superiority. Instead, they cite empirical evidence on the Medicare single payer-insurance program demonstrates that the cost exceeds the expectations of advocates. As an open-ended entitlement, Medicare does not weigh the benefits of technologies against their costs. Paying physicians on a fee-for-service basis also leads to spending increases. As a result, it is difficult to predict or control Medicare's spending. Large market-based public programs such as the Federal Employees Health Benefits Program can provide better coverage than Medicare while still controlling costs as well.

Potential Solutions While Waiting on the Calvary (Congress)

Until something is decided one way or another, there are three things that can and maybe should be done to keep things moving toward a fair system, even if that system doesn't end up a universal healthcare system. They are:

1. Require all states to establish a health insurance risk pool (33 of the 50 states do, leaving 17 that do not). These are generally not wholly funded with your tax dollars.
2. Disallow pharmaceutical, health insurance or any medical related lobby.
3. Tell the Federal Government to provide incentives to pharmaceutical companies and research labs for the development of cures, not just treatment.

What do I really think? A lot will be said by many, but little will be done in the next four years regardless of who is

in the White House. If and/or when legislation is passed to establish a national healthcare system, our current system will take years to unravel it.

For more information comparing the two systems, visit Wikipedia.com and search for Canadian and American Health Care Systems Compared.

Don Giles is president of MedLife Planners Inc. and insurance advisor to the NWRA. All thoughts expressed here belong to Giles and do not necessarily reflect those of the NWRA. To contact Giles about this or other health insurance topics, visit the NWRA website to find a link to us or give us a call at 866/380.4476.

NWRA makes plans for Greenbuild

As part of its on going green initiative, NWRA has secured exhibit space at the Greenbuild International Conference and Expo in Boston November 19-21, 2008. Greenbuild is a national conference and trade show where new and existing environmentally conscious industries can meet to display their unique environmentally friendly products. NWRA will be touting the environmentally friendly aspects of laminated glass repair.

For more information about Greenbuild, visit www.greenbuildexpo.org.



Help the NWRA improve your website
The NWRA is currently improving their website and need photos of technicians repairing glass. Please send all photos to Patrick Smith at psmith@nwrassn.org

Walt Gorman Memorial Windshield Repair



What is the Windshield Repair Olympics?

The third annual Walt Gorman Memorial Windshield Repair Olympics (WRO) was created to provide a venue for repair technicians to showcase and learn the finest repair techniques from one another. The WRO co-sponsored by the National Windshield Repair Association (NWRA) and **AGRR** magazine will be held on the NACE show floor at the Mandalay Bay Convention Center next to the Auto Glass Expo @ NACE.



The Winner's Company Receives:

The first-place winner's company is awarded:

- ★ Extensive media coverage and press releases sent on behalf of the champion's company;
- ★ Use of the Olympic Winner logo on stationery, business cards and advertising for one year;
- ★ Use of the 2008 Walt Gorman Memorial Windshield Repair Olympics logo for an unlimited time;
- ★ A congratulations ad and coverage of the victor and his/her company will appear in **AGRR** magazine.

Attention Inquiring Contestants

You must be employed currently as a technician in a bona fide operating auto glass company and you must have at least one year of experience as a repair technician in the auto glass industry in order to compete. Please note that there will be a cap on the number of contestants and spaces are given on a first-come, first-served basis. Be sure to register early. Owners or managers of supplier companies may not compete themselves. Pre-registration deadline for contestants is Monday, September 8, 2008, at 5 p.m. EST. No registrations will be accepted after this date.

Find More Information?

Visit the competition website at www.repairolympics.com. As the competition date grows closer, a complete list of rules and regulations will be available online. Also, you will find the score sheets on which the judging will be based. Judging is based on the Repair of Laminated Auto Glass Standard (ROLAGS)™.

To The Victor

The first-place winner will receive \$1,000, a gold medal and trophy as well as brag-

ging rights as the "World's Best Repair Technician."

Second-place will receive \$500 as well as a silver medal and third will receive \$250 and a bronze medal.

\$1,000



Third Annual Walt Gorman Memorial Windshield Repair Olympics
Mandalay Bay Convention Center
Las Vegas, Nevada
Sponsored by NWRA & AGRR magazine
Event management by AGRR magazine



WRO Schedule At A Glance

Please note schedule is tentative and subject to change. Please check online for updates.

Wednesday, November 5, 2008

7:30 a.m. – 6:00 p.m. Registration Open
6:00 p.m. – 8:00 p.m. Windshield Repair Olympics Mandatory Contestant Meeting

Thursday, November 6, 2008

7:30 a.m. – 4:00 p.m. Registration Open
10:00 a.m. – 3:00 p.m. Walt Gorman Memorial Windshield Repair Olympics
3:00 p.m. – 4:00 p.m. Awards Announced

Friday, November 7, 2008

6:00 p.m. – 8:00 p.m. Congratulatory Cocktail Party for Contestants

By Competing in the Walt Gorman Memorial Windshield Repair Olympics You'll Receive:

- ★ Networking Opportunities with Fellow Technicians and Manufacturers
- ★ Admission to the Congratulatory Cocktail Party Friday Night
- ★ Admission to the NACE Trade Show*
- ★ Admission to the Auto Glass Technician Olympics (Replacement)*

Fees are:

NWRA Member Repair Technician Contestant \$175

Non-NWRA Member Repair Technician Contestant \$375

Adult Spectator: includes Olympics, Demonstrations and Social Events \$40*

Spectator registration will be available on-site after 9/8/08 at an increased fee: Adults \$50

Corporate Sponsors (as of March 26, 2008)

Platinum

★ GlasWeld



Reflecting Excellence in Glass Repair

Use page 12 of this brochure to sign up as a WRO Contestant or Spectator.

To become a sponsor, contact Holly Biller at 540/720-5584 x123 or e-mail hbiller@glass.com

Walt Gorman – Industry Icon



Gorman was the owner of A-1 Windshield Doctor in Seekonk, Mass., an **AGRR** columnist and an industry icon sharing nearly 20 years of his life with the auto glass repair industry. He also was a columnist for Windshield and Glass Repair (WGR) magazine, the precursor to **AGRR**, throughout most of its publication, and went on to write the Ask the Doctor column in **AGRR** magazine. Gorman served on the National Windshield Repair Association board of directors for ten years and was one of the association's founders.

Last Year's Winner

If you want to know the thrill of holding the title of World's Best Repair Technician, ask Matt Anderson of Novus Auto Glass Repair and Replacement in Spokane Valley, Wash. He was the gold medalist for the second annual Walt Gorman Memorial Windshield Repair Olympics and received the first-ever perfect score on his preliminary heat repair.



November 6
www.repairolympics.com

NWRA Annual Conference



Join those who are committed to providing the highest level of quality and work to the auto glass repair industry. The NWRA Conference provides educational seminars, must-attend discussions and enjoyable networking opportunities to help build and solidify relationships.



What is the NWRA?

The National Windshield Repair Association (NWRA) is recognized nationally and worldwide as a professional source of reliable information on the windshield repair industry. NWRA provides information and consultation to interested parties including commercial, government and trade organizations. NWRA is the only trade association devoted solely to the windshield repair industry.

NWRA Mission Statement

The mission of the National Windshield Repair Association is to:

- ★ Promote and develop the legitimacy of windshield repair as the first option for glass;
- ★ Provide and promote best practices for those engaged in windshield repair;
- ★ Provide the public with benefits of repair;
- ★ Provide education, resources and information about repair;
- ★ Develop and promote qualified, ethical repair practices; and
- ★ To serve as an advocate for the windshield repair industry before the government and other regulatory groups.



NWRA Seminar Topics

- ★ Conference Welcome
- ★ NWRA New Services and Member Benefits
- ★ ROLAGS Update
- ★ Technical Tips
- ★ Start to Finish: How to Hire and Keep Good CSRs
- ★ Boosting Your Bottom Line
- ★ Green Repair
- ★ Internet Marketing
- ★ And on Products Internet Marketing

Visit www.nwrassn.org for a complete schedule.



NWRA Annual Conference

Mandalay Bay Convention Center
Las Vegas, Nevada

Sponsored by the National Windshield Repair Association (NWRA)

NWRA Schedule at a Glance

Please note schedule is tentative and subject to change. Please check online for updates.

Thursday, November 6, 2008

10:00 a.m. – 4:00 p.m.

View the *Walt Gorman Memorial Windshield Repair Olympics* – sponsored by the NWRA and AGRR

Friday, November 7, 2008

7:30 a.m. – 6:00 p.m.

Registration Open

8:00 a.m. – 8:30 a.m.

Event Opening and Welcome

8:30 a.m. – 12:00 p.m.

Seminars and Demonstrations

12:00 p.m. – 1:00 p.m.

Luncheon and Keynote

1:00 p.m. – 6:00 p.m.

Seminars and Demonstrations

6:00 p.m. – 8:00 p.m.

Networking Cocktail Party

Attending the NWRA Conference You'll Receive:

- ★ All the NWRA Seminars and Workshops
- ★ Networking Opportunities with Colleagues and Related Industry Peers
- ★ Admission to the Welcoming Cocktail Party Friday Night
- ★ Admission to the NACE Trade Show*
- ★ Admission to the Walt Gorman Memorial Windshield Repair Olympics*
- ★ Admission to the Auto Glass Technician Olympics*

Fees are:

Full Registration NWRA Member –
Primary Registrant \$150

Full Registration NWRA Member –
Primary Registrant after 10/17/08 \$200

Full Registration Non-NWRA Member –
Primary Registrant \$350

Full Registration Non-NWRA Member –
Primary Registrant after 10/17/08 \$400

Spouse/Employee Registration
(You must have a primary registrant
in order to register as a spouse/employee) \$125

Spouse/Employee Registration
(You must have a primary registrant in order
to register as a spouse/employee) after 10/17/08 \$175

Use page 12 of this brochure to sign up as a NWRA Conference Attendee.

Why Should I Attend?

If you hold repair work as any fraction of your daily business, this conference is important for you. Come learn from other industry experts, as well as peers, who many times face the same challenges you do. Challenge your current business tactics to those of your competitors – there is always room for improvement and this conference is dedicated to bringing you the education to make those changes. Meet with top owners and ask your questions. Discuss what obstacles you face and see how others find resolution to them in their businesses.



November 6 - 7
www.nwrassn.org

Conference & Competition Registration Form

Please complete one form per person to attend the NWRA Annual Conference and/or compete or view the Walt Gorman Memorial Windshield Repair Olympics. There will be no on-site registration for the competition. Return the completed form to NWRA via fax at 540/720-3470 or by mail to P.O. Box 569, Garrisonville, VA 22463. Want to sponsor? Call 540/720-5584, ext. 123, for more information.

Contact Information

Name: _____

Company Name: _____

Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____

Country: _____

E-mail: _____ Phone: _____ Fax: _____



**Conference
registration due
by Oct. 3, 2008**

- Full Registration NWRA Member – Primary Registrant - **\$150**
- Full Registration NWRA Member – Primary Registrant after 10/17/08 - **\$200**
- Full Registration Non-NWRA Member – Primary Registrant - **\$350**
- Full Registration Non-NWRA Member – Primary Registrant after 10/17/08 - **\$400**
- Spouse/Employee Registration
(You must have a primary registrant in order to register as a spouse/employee) - **\$125**
- Spouse/Employee Registration
(You must have a primary registrant in order to register as a spouse/employee) after 10/17/08 - **\$175**

Registration For WRO Contestants/Spectators (contestant registration due by Sept. 8, 2008)

- NWRA Member Repair Technician Contestant - **\$175**

*Companies may only register three contestants – all others will be placed on a waiting list.
Contestants are accepted on a first-come, first-served basis.*

- Contestant and New NWRA Membership:

*Includes contestant registration plus membership in the NWRA for one year. Open to new members only. - **\$175***

- Non-NWRA Member Repair Technician Contestant - **\$375**

- Adult Spectator: includes Olympics, Demonstrations and Social Events - **\$40***

*Spectator registration will be available on-site after 9/8/08 at an increased fee: Adults **\$50***

_____ **Total Fees**

Contestant Information

T-shirt Size: S M L XL XXL XXXL

Payment Method (Check one)

- Check Enclosed MasterCard Visa AMEX

Credit Card Number: _____

Exp. Date: _____ CVV Number: ____ (3 digits on the back of card or 4 on front of AMEX)

Name on Account: _____ Signature: _____

Phone Number: _____ E-mail: _____

These items are required for credit card payment. Payment can not be processed if the required information is incomplete. Registration forms and fees are due by September 8, 2008. Questions: Contact **NWRA**, P.O. Box 569, Garrisonville, VA 22463 or call 540/720-7484. All cancellations must be made in writing by September 3, 2008, and will be charged a \$40 administrative fee. No refunds will be given after this date.

Fax Completed Form to 540/720-3470