



hook & winch

FROM THE DESK OF EXECUTIVE DIRECTOR BART GIESLER

With February in our rear view mirror and March upon us, hopefully winter will be over and stay over. Hopefully everyone's new year's resolutions are still going strong – if not – you are in good company.

As I talk to other people in whatever business, everyone talks about the workforce shortage. A recent magazine article that I read talks about winning the battle for talent. One of the best points in the article talks about focusing on retention. If you don't lose anyone, you don't have to replace them. The costs associated with maintaining existing employees is less and there is no learning curve for them compared to a new employee.

Are you utilizing your talent that you have available? Do they know what is expected of them to get more responsibilities (and compensation for it)? If not, will they get bored and want to move on? Do they feel appreciated for doing more than the other employees? Everyone appreciates getting praise and recognition for their hard work. If you don't recognize it, your competition might.

If you are competing for talent, compensation is typically the number one factor. Other factors include lower health care costs, benefits starting on day one versus a waiting period, higher retirement contributions, and paid time off. Remember, if you make special considerations for the new employee, you may alienate existing employees by giving the new person more benefits.

Consider hiring "boomerang" employees. They are the ones that leave and want to come back after they find out the grass is not always greener. Have you ever said "if you leave, I will never take you back?" One advantage is that this may let existing employees know that it is not always better elsewhere – if they are willing to come back, maybe this place isn't as bad as they thought.

Contact your local Veteran's group and let them know that you have openings and want to hire veterans. Veterans have special work experiences, skills, leadership and are often more organized and open to taking advice (following orders).

I have a son who is a senior in high school and he is trying to "figure out what he wants to do the rest of his life." One of the things he is interested in is to get into home construction, and he asked me where would I start that career path. I didn't have an immediate answer, but was able to track down a construction manager to talk about how to get started. I don't know if this is what he will end up doing, but at least he has a better idea of the path. Reach out to your local high school and let them know that you will be glad to talk to any of their students if they are thinking about towing and other automotive careers.

By taking the time and being available, you may get first chance at some of the new talent that is entering the workforce.



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Advertisers needed for 2022 Newsletter:

If you're interested in reaching all of our members during 2022 by advertising in our newsletter, just call Bart Giesler at 765-288-6041.

FROM THE DESK OF PRESIDENT MORELAND

Tow Show plans are coming along nicely. I have confirmed our lineup of 5 speakers for the show, and it is impressive. We will be changing the show format a little this year to allow for all the speakers that we will have. I am thinking we will kick off the show early on Friday morning, and have speakers on Friday and Saturday this year.

Photo Card Specialties will be doing the Beauty Contest Photos, and trophies this year for us, they were at our show last year, and were well received. We have decided to tweak the categories for the beauty contest, and made changes to the classes. We will offer 1st, 2nd and 3rd place this year. Wichert Insurance will be providing a drunk goggles simulation course. I have had several inquiries about vendor packets, and they will be going out in early March. Final Show details should go up on the website in March as well.

I have secured our entertainment for the Show, and am glad to welcome back my friends, Cook and Bell for our Saturday night entertainment, and Greg Rhodes on Friday night.

I am still looking for fundraiser ideas. Please get with me if you have suggestions!

Still need lots of help, and I have plenty of jobs for anyone that is willing to take something on. Please volunteer if you can!

As always, if you have ideas or concerns, please feel free to contact me at any time.

Till next time,

Sue



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ITWA LADIES AUXILIARY

Plans are in full swing for the 2022 Indiana Tow Show to take place at Fair Oaks Farms. Mark your calendars for August 4-6. Watch for details in the newsletter.

We will be having a silent auction again this year to support our fund-raising efforts. Plan to bring at least one item for the auction. Also be sure to ask the vendors that you do business with to donate. Let them know it is for a good cause.

It is time to start thinking about how you can help make this a great Indiana Tow Show! We will need lots of volunteers.

Sponsors are also very important to a successful show. So please let us know in what capacity you would like to help.

Ladies...if you have not already joined the Ladies Auxiliary, we would love to have you join us!

Until next time, my hope is that everyone stays safe and healthy,

Crystal

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NEW CERTIFICATE OF AUTHORITY FORM

BMV updated their C of A form and checklist. Per BMV, here are the changes:

The new checklist includes the updated C of A form. When the new form is used, no seal is required and there is a space to add an email address where the completed forms may be sent versus using USPS. Emailing the completed documents back to customers is another way to reduce the turnaround time.

Instructions were added for those situations when a VIN is not available on the vehicles in question and the dollar amount was also added from the statute for abandoned vehicles.

Here is a link to the updated forms:

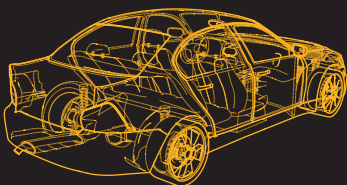
[Certificate of Authority Packet.pdf \(in.gov\)](#)

Legislative update

Session will conclude by March 14. We will have a complete recap in next month's newsletter. For a list of bills we are tracking, please click on the link:

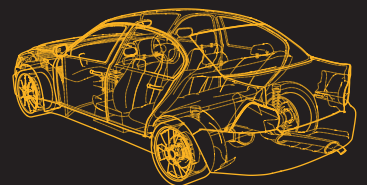
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DOT CHAT WITH BRENT HOOVER



Hello and welcome back! If you are new to the column I would like to take a minute and bring you up to speed on who I am. My name is Brent Hoover. I am a Master Trooper with the Indiana State Police. October marked my 18th year with the ISP. I am assigned to the Commercial Vehicle Enforcement Division or CVED for short. My primary daily duty is to enforce the State and Federal Regulations for CMVs in the State of Indiana. I am certified to complete Part A and B Inspections, as well as General Haz-mat and Cargo Tank inspections. I am also a Part B Instructor for the National Training Center, which means I teach new inspectors how to inspect and document level 1 inspections. I have competed twice in the North American Inspectors Championships. I am the current administrator of the CVED Facebook page, where I post about tips and tricks to improve your pre-trip inspections and to avoid common roadside violations.

I would like to take this time to discuss with you an issue that we had in our area. The issue was a wrecker service running around with a new truck and no markings on the truck. I want to share with everyone Indiana Code 24-4-6-2. I know that sometimes the sign guys do not work as fast as you may like when you get that new unit, but please remember that it is required.

Section 24-4-6-2 - Towing disabled motor vehicles; wrecker door identification

- (a) For the purpose of this section, “wrecker” means a motor vehicle with an apparatus capable of lifting one (1) or more axles of a towed vehicle off the ground for the purpose of transportation.
- (b) A person who engages in the business of towing disabled motor vehicles with a wrecker shall identify each wrecker used in the business by painting or permanently affixing identification on both of the wrecker’s doors:
 - (1) the name of the business; and
 - (2) the name of the city where the wrecker is domiciled; in a form that may easily be read by a law enforcement officer.
- (c) A person who engages in the business of towing disabled motor vehicles who fails to comply with this section commits a Class C infraction.

Please feel free to reach out to me if you ever have a question! My email is Bhoover@isp.in.gov.

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*Rebates are cents per gallon based on the number of gallons purchased at Speedway locations per calendar month. Rebates will be reflected on your billing statement in the form of a statement credit. Not valid on aviation, bulk fuel, propane or natural gas purchases. Rebates are subject to forfeiture if account is not in good standing. Program pricing is subject to change any time beginning 12 months after sign-up.

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INSURANCE CORNER

In this issue we will be discussing the new recommendations that have recently come down from the NFPA regarding the SAP around the towing and storage of Electronic Vehicles.

When it comes to the clean up of the scene, correct procedures of rigging, all the way down to the storage of these electronic vehicles should be followed. I will spare you all the details and have attached link to the NFPA where you can download a free copy of their most recently published emergency field guide.

<https://www.nfpa.org/>

From a commercial insurance standpoint, the most notable point for my team surrounds pollution liability exposure.

What is pollution liability insurance?

Pollution liability insurance policies cover claims from third parties against bodily injury and property damage caused by hazardous materials released during a company's normal business operations. This insurance covers you while you are completing a job, and it also covers your completed operations.

Many of the members of our community do not have this level of coverage in place and it is typically excluded on your standard commercial or auto policy.

The question really comes down to if you, as a first responder, will be held responsible for the cleanup of these incidents; and if so, will you be liable in the event of a claim?

In many of the larger communities there are companies with the expertise to respond to these types of pollution exposures and should be contacted by the officer at the scene.

As these are currently recommendations and not put into law, we are only speculating at this point. As this issue continues to evolve it will be interesting to see how the industry responds.

I am interested to hear your thoughts on this issue. Please feel free to reach out anytime.

<https://www.nfpa.org/>

If you have any questions or I can help in any way, please contact me at 812-679-9290.

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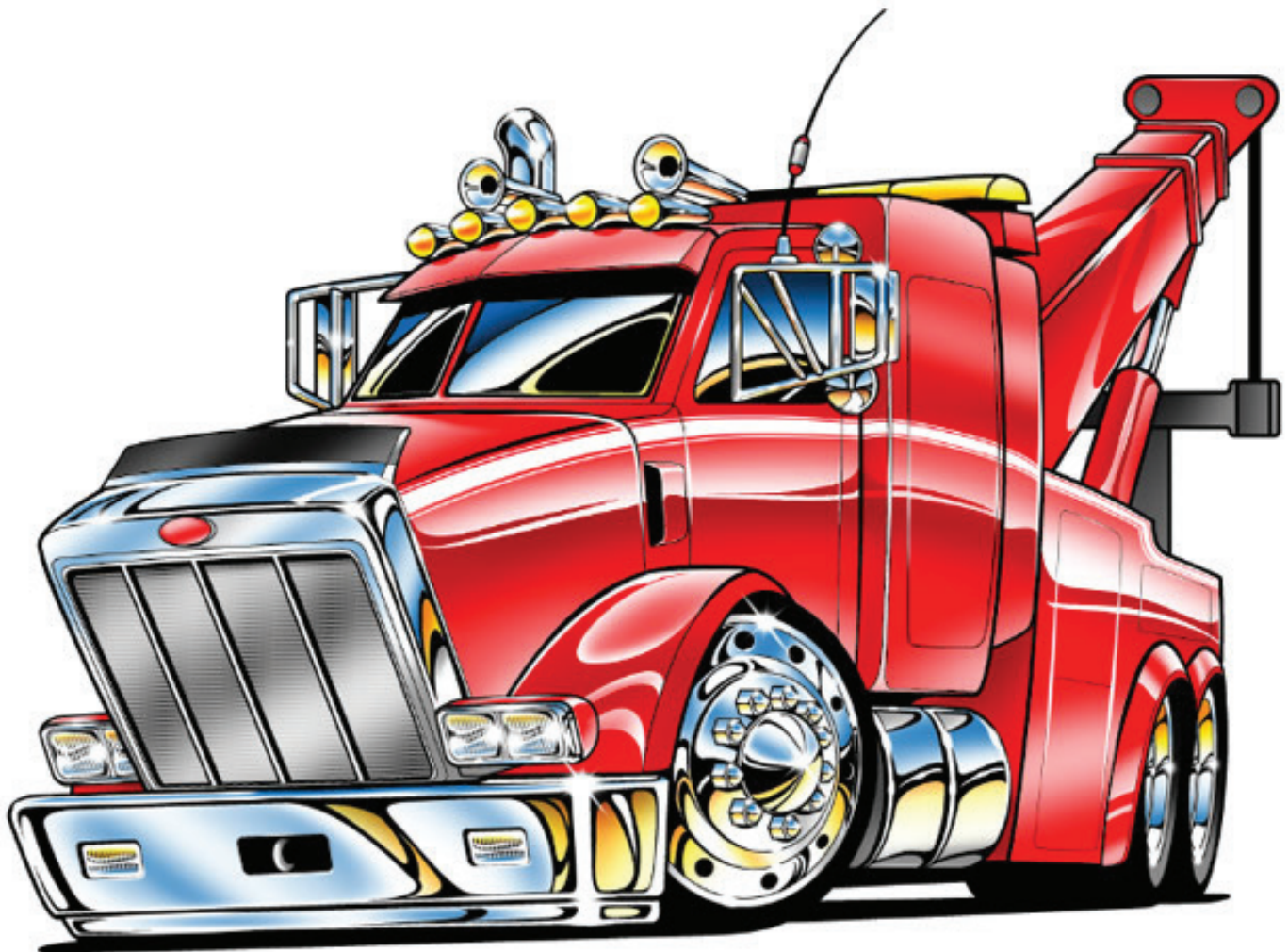
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BUY-SELL AGREEMENT

In this series about business succession and business exit planning, I went over the basic framework at a high level, then last month my article went into a bit more detail about business valuation. This month we'll focus on the buy-sell agreement. Who should have one, what should it cover, and how do you fund it?

Many business owners have a person in mind that they would like to take over the business. Sometimes this is a relative, sometimes it is a loyal and capable employee, and other times it is a competitor that has shown interest in purchasing the company. Regardless of the plan, the best way to garner trust between all parties in this transfer is with a buy-sell agreement. This is a legal agreement between the owner and purchaser that when the company is sold it will be sold to the agreed upon buyer. There are several reasons that might trigger a sale, including: retirement; death; disability; divorce; loss of professional license; felony conviction or bankruptcy.

The central concern is that whether things go according to plan, or if life decides to throw a curveball, there is an agreement in place that ensures ownership of the business transferred to the correct party.

So, who should have a buy-sell agreement? The answer: anyone you have agreement with to buy your business. It's common in families to assume the next generation will take over the business and setting up a contract that states the terms may seem unnecessary or even insulting, but the truth is that outside family dynamics and changing financial situations can have an effect on these "gentlemen's agreements" and the changing of hands can become unpleasant if clear terms are not spelled out in advance. A strong buy-sell agreement will account for several triggers and have funding set up to pay for the exit of the owner. These can be investments, sinking funds, or insurance, depending on the trigger.

If the amount being paid for the business by the buyer is not being made in one lump sum, but is instead being paid in installments, this is even more important. If the buyer was to unexpectedly become sick or injured and could no longer run the business, the entire purchase could fall through, jeopardizing the retirement of the seller.

We can avoid these types of dangers by being proactive and having an agreement with proper funding in place so that if the new owner is not able to maintain the business after the sale, the seller still has the agreed upon payment for their business.

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ELECTRIC VEHICLE/HYBRID:



Love them or hate them, Electric Vehicles (EV) and Hybrids are only growing in numbers. In 2021, 1.2M EV and Hybrid vehicles were sold in the US, which amounted to roughly 4% of total vehicles sold. While it is still a relatively small percentage of total vehicles sold, it is the fastest-growing portion of the market. So, the likelihood of having to tow or service a Hybrid or EV will only increase.

In the past year alone, we have seen the number of claims unique to EVs and Hybrids increase. With this in mind, we wanted to provide some insight and resources for your daily operations.

Hooking to an EV or Hybrid:

You can't just hook to any point to tow an EV or Hybrid. Because the batteries are often connected directly to the frame or frame structure, any damage to the frame or battery support structures can damage the batteries. Replacing the batteries can be a costly endeavor. Before you hook, understand where and how to hook. Here's a [LINK](#) to an article with an example of a \$28,000 tow-damaged Ford Mustang Mach E.

Towing an EV or Hybrid:

Because the EV and Hybrid motors are located on the wheels and because most motors can't be placed in neutral, a flatbed tow is often required. An improper tow can damage the motor and the battery. Because vehicles can have motors on two or all four wheels, it's essential to determine the vehicle details and understand the requirements before attempting the tow.

One resource for you to consider is [Tow Spec](#). Tow Spec is a free and comprehensive on-line resource to find towing methods by brand, vehicle, and year of production.

Storing EV or Hybrid Vehicles:

You remove most of the risk to your yard with a combustion engine by removing the fuel. In an EV and Hybrid, the energy remains in the battery. A damaged EV/Hybrid battery can lead to an uncontrolled discharge of the energy, which could hurt/kill (shock) your employees or damage (fire) your property. If you are storing a damaged EV or Hybrid in your yard, take the appropriate steps to protect yourself, your property, and the property for which you are legally liable. At a minimum, any EV or Hybrid vehicles involved in an accident should be stored at least 50 feet from structures, other vehicles, or combustible material. DOT Guidance / Hyperlink: [DOT Guidance](#)

Be safe out there, and stay tuned as we follow up with additional information, resources, and training.

If you have any questions or I can help in any way, please contact me at 614/426-9184.

Al Thomas
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