

Auto Body Labor Rate Advisory Board
Meeting held on May 5, 2025 at 2 p.m.

MINUTES

Members Present:

Michael Powers, Co-Chair
Stacey Gotham, Co-Chair
Mark Merante
Rick Starbard
Brian Bernard
Matthew Ciaschini
Christopher Stark
Peter Smith
Samantha Tracy
Paul Burke
Sean Kane
John Kwoka
David Brown
JC Burton

Call to Order:

Co-Chair Michael Powers called a meeting of the Auto Body Labor Rate Advisory Board, hereby known as the Board, to order with a roll-call vote. All Board members responded present.

Survey Discussion:

Co-Chair Stacey Gotham began the survey discussion by sharing materials Board members submitted.

- Board Member Ciaschini spoke about the survey template he submitted, which he stated was a representation of the Rhode Island survey. He said the goal of this survey was to capture the true market rate.
- Opinion: This survey template does not capture differences across shops such as equipment and training levels.
- Board Member Stark discussed the survey template he had submitted: the Rhode Island survey. The Board's survey should include contractual rates with insurers, contractual rates paid to other vendors, and posted labor rates, he said. He also suggested the Board rely on 940 CMR 5.05.
- Suggestion: Co-Chair Gotham suggests that the insurers and the auto body shops appoint one representative each to work out a survey recommendation before the next meeting. They will submit this recommendation by May 21st so Board members can review it prior to the Board's next meeting.
- Board Member Bernard asked Board Member Kwoka what he thought of contractual rates vs. market rates.
- Board Member Kwoka responded that he believed the survey should analyze what consumers are paying, but information about contractual rates can be obtained directly from insurers.

- The Board discussed using a random sampling to determine which shops the survey is sent to, as well as the required size of the sample.
- Opinion: The sample would need to be broad enough to account for regional differences among different areas of the state.
- Opinion: the Board could use a 10% sample from each region of the state.
- The Board discussed using an electronic software to create and disseminate the survey to speed up the process of collecting results.
- Suggestion: Co-Chair Gotham suggested that insurers and auto body shops produce their own reports to attach as appendixes to the Board's report to reflect their different interpretations of data.
- Suggestion: The AASP breaks up its membership by region; could use AASP database to reach out to shops by region.
- Opinion: A certain amount of the shops that are surveyed should be OE shops.
- Opinion: If the survey is sent electronically, it could be sent to every auto body shop in the state instead of selecting a sample.
- The Board discussed having insurers provide any necessary data directly instead of sending an insurer survey in addition to the auto body shop survey.

Next Meeting:

Virtual, Zoom meeting, May 29, 2025 at 2 p.m.

Motion to Adjourn:

Board Member Burke motions to adjourn, and Board Member Starbard seconds this motion. The motion passed unanimously by roll-call vote, and the meeting was adjourned at 3:12 p.m.

Documents relied upon for this meeting:

Agenda – May 5, 2025

Board member Ciaschini's submitted survey template

Board member Stark's submitted survey template