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About Frank Terlep

2022-2023 CIC Chairman



Frank started his automotive career at Southern Illinois University's Auto Technology and Management school in 1977. That was the same year Frank started his Rugby career, where he had the opportunity to play all over the world for the next 25 years. During the late '70s and early '80s, Frank worked in the automotive industry as a brake and alignment technician, service advisor, service manager and diagnostic equipment salesman.

In 1982, Frank bought his first computer, an Apple IIE and two years later, he launched his first technology business with a \$100,000 investment from an angel investor where Frank developed one of the first software applications for the automotive aftermarket industry. Since then, Frank launched two successful startups, helped design, develop and launch the collision industry's first Windows-based estimating and management system, the first online parts procurement platform, the first telematics mobile app and digital marketing platform as well as the industry's leading remote scanning and calibration software platform.

Frank is the former Chairman of CIECA (Collision Industry Electronic Commerce Association), is presently the Co-Chair of CIC's Future Disruptions Committee and CIECA's Emerging Technologies committee, a 2022 inductee to the Collision Industry's Hall of Eagles, the industry's Hall of Fame and the incoming chairman of the (CIC) Collision Industry Conference for 2023!

Frank presently is the CEO of Auto Techcelerators, LLC, a company dedicated to helping the Automotive, Collision, Glass, Insurance and Truck Industries Properly Estimate, Calibrate and Validate ADAS Systems, Repairs and Calibrations.

Auto Techcelerators presently offers these industries the most complete ADAS and calibration software and mobile app platform that includes the patented Test Drive CoPilot™ platform that is changing the way ADAS safety systems are validated and documented; Calibration CoPilot™, the best way to manage and document ADAS services and calibrations and diagnostics; and finally, ADAS CoPilot™ (www.adascopilot.com), the industry's best ADAS and Calibration information, knowledge and repair procedure platform.

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The CIC exists for the benefit of the entire collision industry. No preference is given to any industry segment or constituent. All are welcome and all are encouraged to participate. CIC seeks to create an environment that fosters the free exchange of ideas with a common goal of improving the collision industry. Only where participants commit to norms of mutual respect, civility and courtesy, can this environment exist in its most productive form.

Accordingly, all attendees of the CIC are asked to abide by the following code of conduct:

- **Be active - get involved!** Find a subject that is interesting to you and get on the committee! Any participant can join any committee.
- **Please... use microphones!** Introduce yourself and the company you are with, speak clearly to ensure everyone can hear you. Please refer to: "Open Microphone Standard Operating Procedures".
- **All participants shall be treated with dignity.** Verbal abuse or harassment, including comments that are insulting, threatening or slanderous will not be tolerated.
- **Never use group pressure** to embarrass or force an outcome or decision that clearly requires further deliberation. Participate and encourage participation.
- If you would like a question asked and fear potential retribution, we encourage you to approach any of the CIC past chairs. They will ensure your question is presented (if appropriate) and will ensure anonymity.
- **Committee input should go through committee chair.** Protocol would ask that any new material / discussion be shared with the Chairman prior to presentation. The committee chairman and their contact information can be located on page 7 of this program, or at ciclink.com.
- Use this forum as an opportunity to network with other industry members.
- During all aspects of CIC meetings, all participants shall abide by the Federal Anti-Trust laws. A copy of the CIC Anti-Trust Policy can be found on page 22 of this program, or at ciclink.com.
- **Videotaping or streaming of any kind with any type of device is strictly prohibited at CIC meetings.** Audio recording is allowed only by the trade media and audio tapes are to be destroyed upon completion of their writings. Anyone found recording without the express permission of the CIC Chairman will be asked to discontinue and asked to leave the meeting; the recording will be confiscated or deleted.

<https://ciclink.com/participant-guidelines/>

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INTELLIGENT INFORMATION MANAGEMENT



If you think your customers are upset about their wrecked vehicle, wait until they realize you exposed their **Personal Identifiable Information (PII)** and repair data.

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DON'T WORRY!

DataTouch knows how this information was taken and has the technology giving your Collision Center CONTROL to SECURE Repair Data AND Personal Identifiable Information (PII).

FOR profit companies are pirating estimate repair information from the vast majority of shops in North America.

Information being gathered includes the following and more:

- ✓ Your DRP and CRN partnerships
- ✓ Who you buy parts from
- ✓ What parts you buy
- ✓ What discounts you are receiving
- ✓ What discounts you are providing
- ✓ Your labor rates
 - ✓ By insurance company
 - ✓ Other industry stake holders (i.e. fleets and rental car companies)
- ✓ Your shop and refinish material calculations
- ✓ What make and model vehicles you repair
- ✓ Who your customers are

Protecting PII is rapidly becoming a state regulatory requirement for ALL businesses. **California, Colorado, Connecticut, Utah and Virginia** have already enacted comprehensive consumer data privacy laws. Many other states are in the process or soon to follow similar legislation. **It just makes good business sense not to share the PII with anyone!**

DATATOUGH

Providing Software as a Service (SaaS) to COLLISION REPAIR SHOPS to securely manage and control the Personal Identifiable Information (PII) of their customers; as well as protect estimate repair information from being misappropriated (sold) by third party companies within the collision repair industry.

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WEDNESDAY, APRIL 12 (Eastern Standard Time)

Omni Richmond | Richmond, Virginia

12:30 - 1:15p **Opening Introduction** [Frank Terlep]
CIC Kick Off!

1:15 - 2:30p **Emerging Technologies Committee** [Bob Augustine, Chuck Olsen]
EV and Hybrid Vehicle Intake Process - *Is the repair facility equipped and prepared to properly receive and prepare High Voltage EV/Hybrid vehicles for repair and/or salvage? Was the preparation of the vehicle for transport to repair facility executed correctly? How do you know? This session will cover several areas from an initial assessment at scene from first responders, tow/transport, and tagging of vehicle for intake process at a repair facility for further inspection, assessment and monitoring/ maintaining HV systems and components during repair processes.*

2:30 - 2:45p **Marketing Council** [Jordan Hendler]
Marketing, Admin Announcements - *New attendees shout-out! Update on the CIC 40th Anniversary, social interactions, and endeavors to improve the industry engagement.*

2:45 - 3:30p **Special Presentation** [Sean O'Malley, IIHS]
IIHS Update on Testing of EVs and ADAS Calibrations - *Quick overview of the what's and why's about IIHS. Overview of ADAS and Calibration testing/results being performed by IIHS. An update on any new crash testing procedures based on new vehicle design and technologies. Overview of recent EV testing and results: Any changes in testing based on Covid and post Covid driving habits, Any info on testing results related to new vehicle construction and materials.*

3:30 - 3:45p **Q&A and Open Mic**

3:45 - 4:05p **AFTERNOON BREAK** - *Thank our Sponsors!*

4:05 - 4:50p **Governmental Committee** [Bob Redding, Janet Chaney]
Impact of Inflation Reduction Act and Infrastructure Investment and Jobs Act on the Collision Repair Industry - *A discussion about the Inflation Reduction Act and the Infrastructure Investment and Jobs Act which have both been signed into law during the Biden Administration and each have significant provisions for Electric Vehicles (EVs). The panel will discuss EV tax credits for new and used electric vehicles, EV charging equipment tax credits, federal investment and charging station infrastructure, and how this legislations will impact the collision industry.*

4:50 - 5:05p **Q&A and Open Mic**

5:05 - 5:30p **Closing Comments, Adjourn Session 1** [Frank Terlep]

6:30p **CIC Reception**

THURSDAY, APRIL 13

- 8:00 - 8:15a** **Session 2 Opening** [Frank Terlep]
- 8:15 - 9:15a** **Insurer-Repairer Relations, Industry Relations Committee** [Jim Keller]
The Supplement Challenge - *Most involved in the claims and repair sectors in the Collision Industry would agree that the supplement process is one of the biggest challenges in repairing cars properly, in an efficient manner, on time, and most importantly, satisfying the consumer. The Industry Relations Committee will ask a panel of repairer and insurer experts for their key thoughts on the supplement process, and how as an Industry, we might make strides towards process improvement.*
- 9:15 - 9:45a** **Special Presentation** [Jennifer Maher, CEO TechForce Foundation]
Storytelling, Resources for Filling Technician Shortages - *During this presentation, TechForce Foundation will “show and tell” their free resources using marketing/storytelling, employer resources, and a career hub they have created to help both the industry nationwide and local shops, in particular. Everyone can access these free resources and all can become champions of the technician workforce. Too many don’t know that TechForce Foundation exists. We don’t need to start from scratch. We don’t need to reinvent the wheel. We need to collaborate and leverage the solutions that already exist in order to impact results.*
- 9:45 - 10:00a** **Q&A and Open Mic**
- 10:00 - 10:30a** **MORNING BREAK** - *Thank our Sponsors!*
- 10:30 - 11:45a** **Estimating & Repair Planning and Industry Relations** [Danny Gredinberg]
Jack of All Claims, Master of None - *Placing the spotlight on conversations between repairers and customers about the repair process, this presentation will address a focus on having a productive repair consultation, setting realistic expectations in the repair process involving an insurance claim. The panel discussion will review various aspects of the consumer conversation, and where repairers tend encroach into the insurer claims process.*
- 11:45a** **Closing comments, Adjourn** [Frank Terlep]





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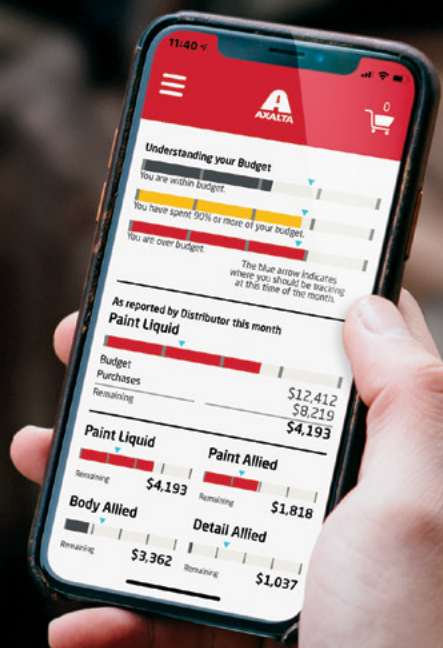


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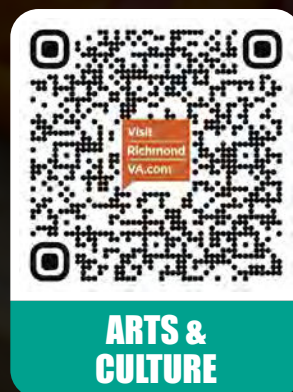
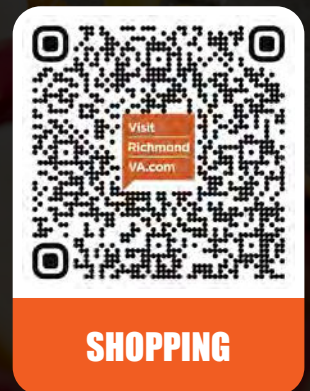
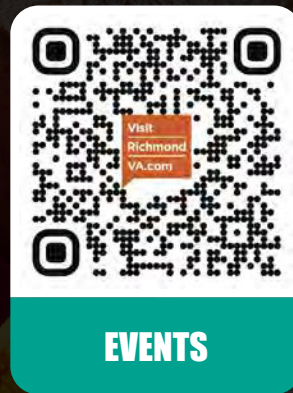
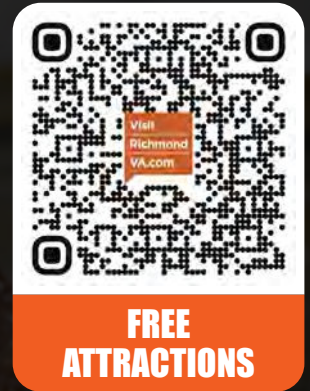
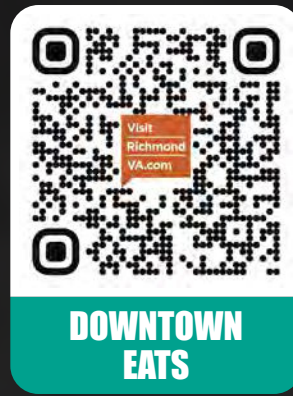
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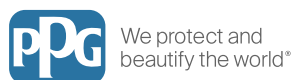
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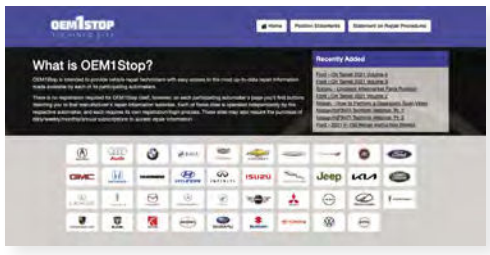
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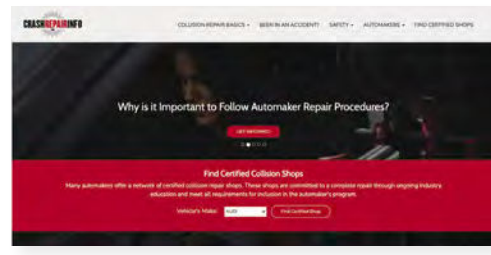
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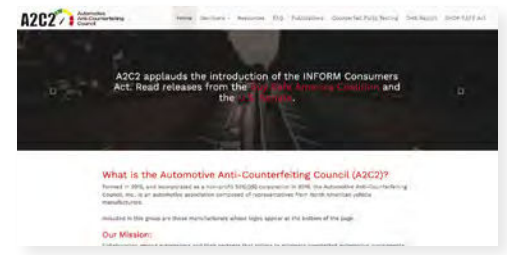
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All participants are herewith notified that the materials presented herein are not to be construed as information or direction to take concerted actions. The information can be utilized by individuals acting within their own judgment, making sound business decisions, without agreements with other participants of this meeting.

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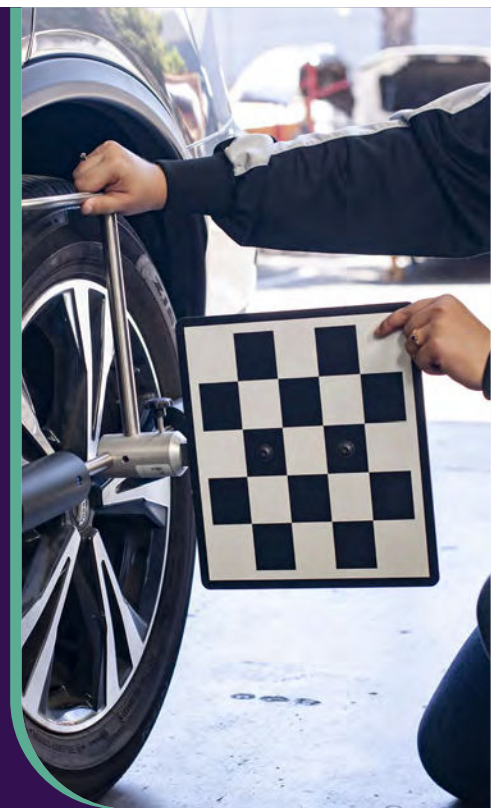
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APRIL 2023

Omni Richmond Hotel - Richmond, VA

TUESDAY, APRIL 11

5:15pm - 6pm

Society of Collision Repair Specialists (SCRS) Board Candidate Introductions & Election (open to current members)

Potomac Room

WEDNESDAY, APRIL 12

8am - 11:30am

SCRS Open Board Meeting & Industry Presentation with Virginia & North Carolina Insurance Commissioners

Potomac Room

8am - 12pm

CIECA Board Meeting *Shenandoah Room*

12:30pm - 5:30pm

collision industry conference *James River Ballroom*

6:30pm

CIC Reception *Potomac Room & Atrium Balcony*

THURSDAY, APRIL 13

7am

Collision Industry Prayer Meeting *Canal Room*

8am - 12pm

collision industry conference *James River Ballroom*

5pm

Southeast Collision Conference (Kickoff Reception, by Invitation)
Meadow Event Park, Doswell, VA

FRIDAY, APRIL 14

10am - 5pm

Southeast Collision Conference

Meadow Event Park, Doswell, VA

8:30am - 5:30pm

SCC Collision P.R.E.P. Sessions

Meadow Event Park, Doswell, VA

SATURDAY, APRIL 15

9am - 3pm

Southeast Collision Conference

Meadow Event Park, Doswell, VA

8:30am - 3pm

SCC Collision P.R.E.P. Sessions

Meadow Event Park, Doswell, VA

***Travel Note:** If you plan to attend the Southeast Collision Conference after CIC, be aware the distance to the event center from Richmond to Doswell, VA is a 30-minute drive North.

RELATED MEETINGS DISCLAIMER: The Collision Industry Conference has no control over the above related meetings, their content, conduct or protocols. Should you have any concern over content or protocols, please contact the organization directly.

UPCOMING MEETINGS / RELATED EVENTS

JULY 2023

Indianapolis Hilton - Indianapolis, IN

THURSDAY, JULY 20

8am - 5pm **Collision Industry Conference**

6pm **CIC Reception**

OCT-NOV 2023

Westgate Las Vegas Resort & Casino

TUESDAY, OCTOBER 31

8am - 5pm **Collision Industry Conference**

6pm **CIC Reception**

Industry Red Carpet Awards
& CIC 40th Anniversary
Celebration

Oct 30 - Nov 3 SCRS Repairer Driven Education

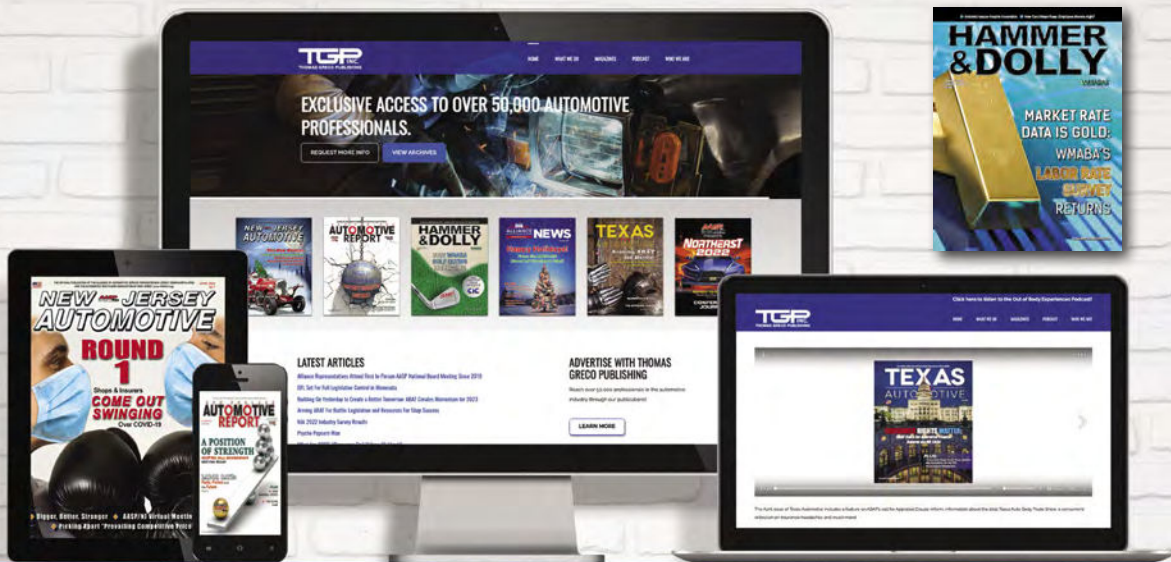
Oct 31 - Nov 3 SEMA Show

Visit www.ciclink.com
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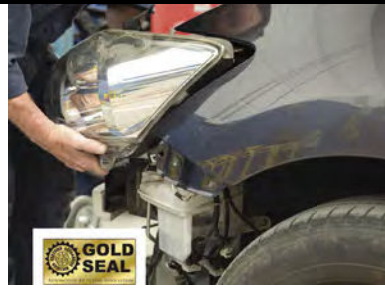
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Sandy Blalock
ARA Executive Director
Sandy@ar-a.org
(571) 208-0428
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www.a-r-a.org

Locate Quality ROE–Recycled Original Equipment® Auto Parts to Meet Your Repair

Demands at www.A-R-A.org to Search the Inventories of ARA Members

The Automotive Recyclers Association (ARA) is the voice of the professional automotive recycling industry, since 1943.

ARA represents an industry dedicated to the efficient removal and reuse of OEM automotive parts and the safe disposal of inoperable motor vehicles.

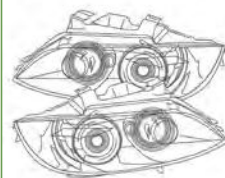
ARA is focused on building trust and strengthening relationships with collision repairers based on standards, quality, and turn-around.

Benefit #1: Reputable Recyclers Supply Quality Parts. Sourcing quality recycled OEM parts from a reputable, professional automotive recycler—like an ARA member—that can get the part there on time and in the condition that it was promised, can decrease cycle time, speed up delivery to the customer, increase profits for the shop and keep that vehicle on the road.

Benefit #2: Recyclers Are Viable Partners to the OEMs. As the suppliers of the largest collective inventory of recycled parts harvested directly from vehicles of all makes and models that were produced on the OEM assembly line, recyclers provide the best option for vehicle repairs.

Cost of OE vs. Recycled

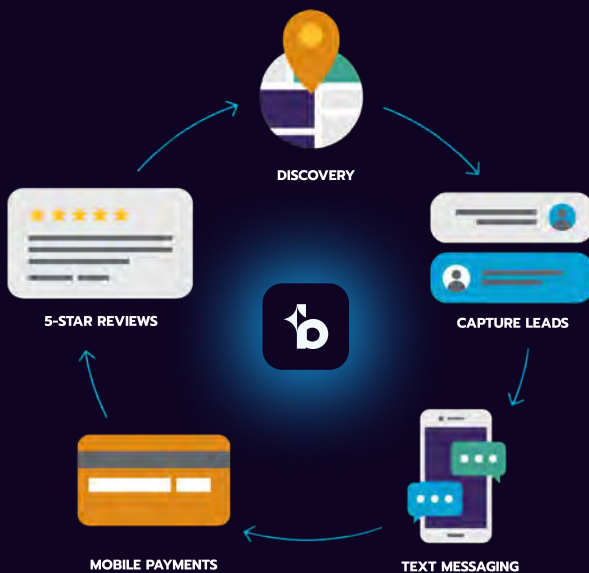
BY USING THE RIGHT RECYCLED PARTS, YOU CAN SAVE MONEY WITHOUT SACRIFICING ANY OF THE QUALITY



Front headlamps	OEM average cost	Recycled average cost	Difference
2019 Apps	\$721	\$618	-15%
2016–2018 Apps	\$672	\$472	-30%
2013–2015 Apps	\$541	\$334	-38%
2012+ Apps	\$376	\$216	-43%

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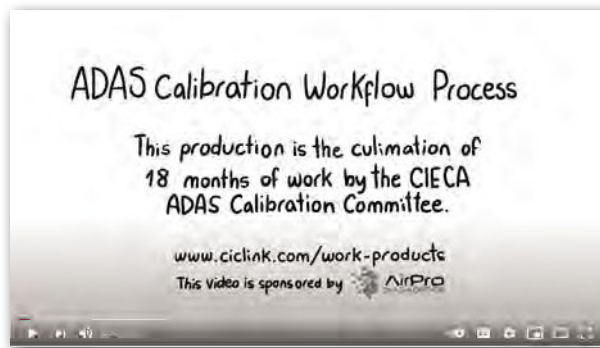
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calibration workflow Process Document

<https://www.ciclink.com/wp-content/uploads/2020/12/Calibration-Workflow-Complete.pdf>

calibration Workflow Process Video, donated by AirPro Diagnostics

<https://www.youtube.com/watch?v=YN2mf4I5FqM>



Quick Start Guide Pre-and Post Scanning

<http://www.ciclink.com/wp-content/uploads/2018/08/CIC-Quick-Start-Guide-Pre-Post-Scanning.pdf>

Wiki Glossary of Terms for the collision industry <http://www.ciclink.com/wiki-introduction/>

Definition - Feather Prime and Block (2006)

<http://www.ciclink.com/wp-content/uploads/2018/08/FeatherPrimeBlock.pdf>

collision Repair Provider Definition (2017)

<http://www.ciclink.com/wp-content/uploads/2013/10/CIC-Collision-Repair-Provider-Definition-2017.pdf>

Electronic Parts Procurement Matrix - Parts Committee (2014) http://www.ciclink.com/wp-content/uploads/2014/04/CIC_Parts_Materials_Comm_Electr_Parts_Procure_Matrix_FINAL2-13-14.pdf

Best Practices Guidelines for Digital Imaging <http://www.ciclink.com/archive/BPDigitalImaging.pdf>

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The Collision Industry Conference (CIC) is a forum made up of participants from all industry segments for the expressed purpose of discussing and exploring the issues that occur among them. Through discussion and research during meetings and extensive interim committee work, CIC attempts to form consensus on various issues, aware that all such findings are nonbinding and voluntarily accepted. CIC is not a trade association.

The meetings are open to all interested individuals of all segments of the industry to include repairers, insurers, paint and material companies, equipment, vehicle manufacturers, data providers, representatives of trade associations, anyone with an interest in creating a more professional industry. Each agenda has time set aside for participants to publicly address their concerns that are not on the published agenda through the time set aside as “open microphone”. The Past Chair’s committee is charged with the duty of appointing the succeeding CIC Chair.

VISION: A collision industry in which all segments work together to enable a complete, safe, and quality repair.

MISSION: A forum where collision industry stakeholders come together to discuss issues, enhance understanding, find common ground and communicate possible solutions to the industry.

ADMINISTRATORS:

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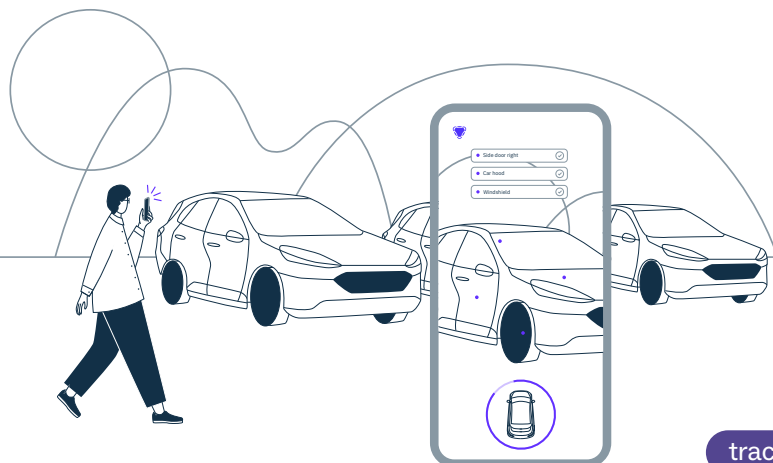
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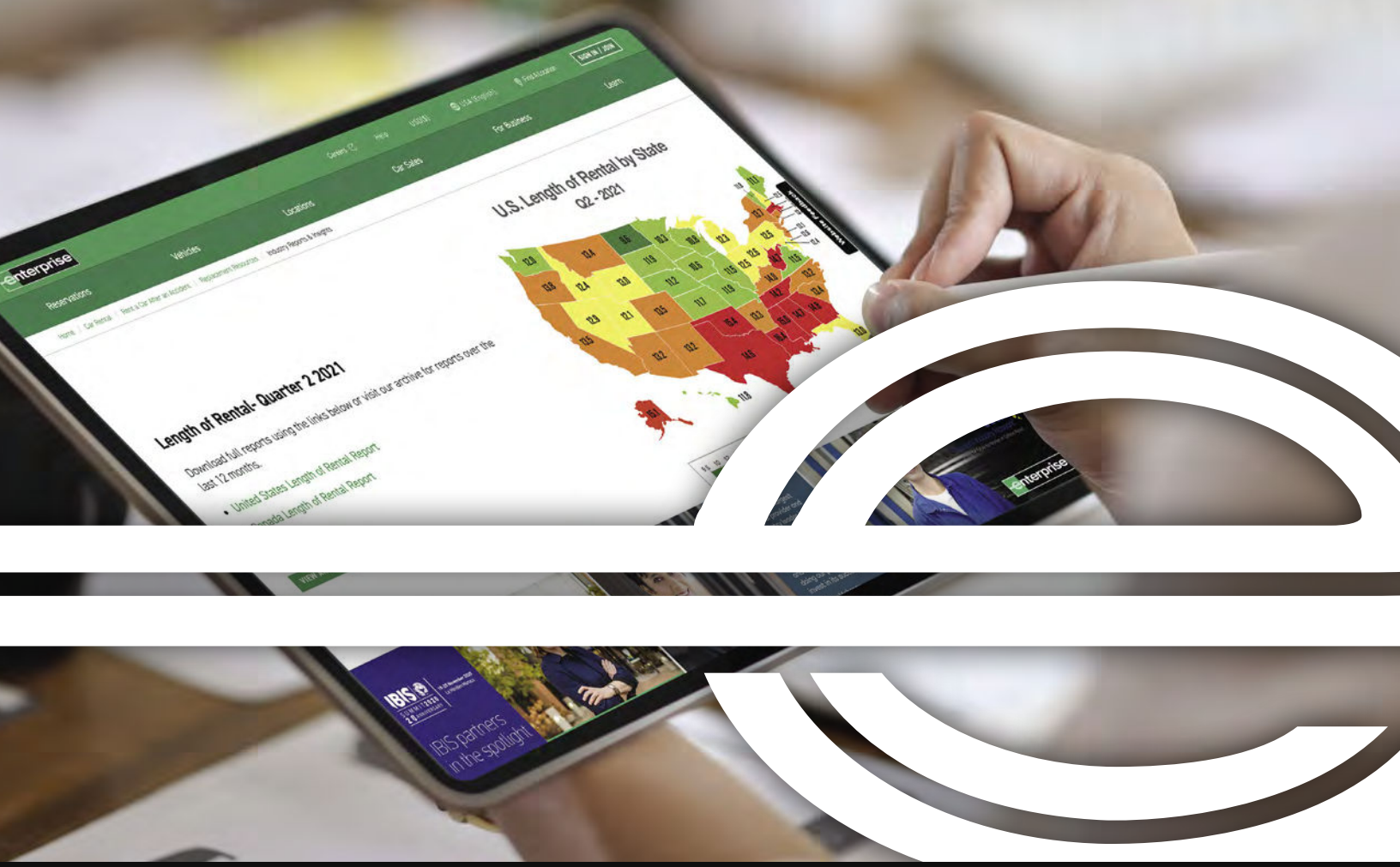


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Al Estorga (1984-85)

ph: 562-714-2639

Jack Caldwell (1986)

Deceased

Jeff Hendler (1987-88)

ph: 509-539-5629

Chuck Sulkala (1989-90)

ph: 617-803-1120

Darrell Malott (1991-92)

Deceased

Nikki McDonald (1993-94)

ph: 719-647-9395

Joe Landolfi (1995-1996)

Erick Bickett (1997-1998)

ph: 714-279-2031

Dale Delmege (1999-2000)

Deceased

Lou DiLisio (2001-2002)

ph: 847-507-3950



Roger Wright (2003-2004)

ph: 404-886-3364

Rick Tuuri (2005-2006)

ph: 925-487-5799

Stacy Bartnik (2007-2008)

ph: 616-265-2507

Russell Thrall III (2009-2010)

ph: 570-620-8677

Mike Quinn (2011-2012)

ph: 520-797-9000

George Avery (2013-2014)

ph: 309-766-8627

Randy Stabler (2015-2016)

ph: 818-652-0443

Guy Bargnes (2017-2018)

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ph: 224-704-3840

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