



MEETING AGENDA Tuesday, October 31

Time (PDT)	Topic	Presenters	Committee/Special	Description
Tues, Oct 31				
8:00 - 8:15a	Opening Introduction	Frank Terlep		CIC Kick Off!
8:15 - 8:25a	Administrative Announcements	Jordan Hendler	Marketing Council	Attendee welcome, housekeeping and marketing insights kick off the day. We will also talk about the CIC 40th anniversary, as part of the Red Carpet Awards Night.
8:25 - 9:35a	Scan Tool Essentials for the Collision Shop	Chuck Olsen, Bob Augustine	Emerging Technologies (Digital)	The scan tool is the gateway into the electronics and computer networks of the vehicle. While everyone is familiar with reading and clearing Diagnostic Trouble Codes (DTCs), the modern collision shop needs the scan tool to perform other post-repair functions. We are going to present an overview of the Top 10 functions every collision shop needs to be prepared to complete using the scan tool.
9:35 - 10:10	My EULA, Your EULA, What data, Whose data?	Dan Risley, Trent Tinsley	Data Access, Privacy & Security	From a panel of industry-leading experts: When using a scan tool or a 3rd party service provider, shops should be aware of what data is available. What data is being accessed and what protection do they have?
10:10 - 10:25a	Q&A and Open Mic			
10:25 - 10:45a	MORNING BREAK			
	<i>Thank our Sponsors!</i>			
10:45 - 11:50a	Industry Consolidation....A Candid Conversation	Frank Terlep	Special Presentation	In this powerful panel discussion, our CIC Chairman, Frank Terlep, will lead an All-Star panel to discuss the what's really going on with industry consolidation as well as other potential options. Some of the topics that will be discussed are...Most recent consolidation statistics? What are the "real" deal structures? What are the "real" values being offered today? What are the "real" challenges? What other options are there for shops that want to remain independent and much more...
11:50 - 12:00p	Q&A and Open Mic			
12:00 - 1:00p	LUNCH BREAK			
	<i>**Box Lunch provided, courtesy of Enterprise Rent-A-Car</i>			
1:00 - 1:50p	Where are they now? We are going to check on the Collision Engineering Program	Bud Center, Petra Schroeder	Talent Pool & Education	This panel discussion will provide an update on the Collision Engineering program from the perspective on an administrator, instructor, graduate/entry level technicians, and an employer. We will also discuss how to engage with this program in your market.

*Schedule subject to change prior to meeting



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1:50 - 2:35p	The Technician Crisis: Tapping into the Technician's Perspective	Aaron Schulenburg, Dara Goroff, Meredith Collins	Special Presentation	This will not be the typical presentation on the technician crisis, simply outlining the problem of not enough new technicians entering a field already burdened by high turnover. This presentation will dig deeper into how the collision industry stacks up against other automotive verticals, and if there are lessons to be learned directly from the technicians on how we can shift attention to solutions that draw in and retain talent. With over 30 years of globally recognized research and benchmarking experience, research firm Ducker Carlisle will share their expertise in the technician space, detailing the results from a recent collision technician survey orchestrated by I-CAR and SCRS. The presentation will dig into the key drivers of collision technician satisfaction, their career goals and needs, and explain how those results compare with data collected from past technician surveys in other automotive sectors.
2:35 - 2:55p	AFTERNOON BREAK			<i>Thank our Sponsors!</i>
2:55 - 3:45p	Processing The Claim- The Good, Bad and the Ugly	Jim Keller, Brandon Cruz	Industry Relations	When a consumer has an accident, many steps can be challenging for the consumer, the insurer, and the repairer. The Panelists for this discussion will illustrate inefficiencies in the claims / repair process that cost time, money, and stress for all involved, and what might be solutions to improve the process.
3:45 - 4:35p	Collision Repairady!	Danny Gredinberg, Erin Solis	Estimating & Repair Planning	Join in a game of Repairody! Jeopardy: Collision Repair Edition will address important topics relating to the repair and claims process. Competing panelists - including the CIC body - will participate in addressing advanced repair and claims approval process in which the empty chair / consumer must navigate through.
4:35 - 4:45p	Q&A and Open Mic			
4:45 - 5:00p	Closing Comments, Adjourn	Frank Terlep		
6:00p	CIC Reception			Westgate Ballroom C
7:30p	Red Carpet Awards Night, featuring the CIC 40th Anniversary			Westgate Ballroom AB

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