

# THE WANADA BULLETIN

NEWS AND INFORMATION FOR AND ABOUT FRANCHISED NEW CAR DEALERS IN THE WASHINGTON AREA

WANADA Bulletin # 18-22

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## Law Enforcement Tips Continue to Pay Dividends for WANADA Members

Around the Washington, DC region, auto theft is a reality that is not going away any time soon. As area law enforcement departments struggle with depleted rosters from a combination of more attractive private security jobs and politically motivated budget reductions, it is often “non-violent” crime categories like auto theft that are left short-handed, underfunded or both. In Montgomery County especially, vehicle thefts have been on the rise in recent years, according to statistics provided by police. In 2021,



more than 1,400 vehicles were reported stolen, a 23.46 percent increase from 2020. Most of the 2021 auto thefts have occurred in Silver Spring and Bethesda, according to a report presented to the Montgomery County Council's Public Safety Committee last December. More than 300 auto theft cases took place in Silver Spring alone, the report said. As of June 6, there were 511 auto thefts in the county this year. The anecdotal evidence from WANADA's membership reflects these alarming realities, as dealers across Montgomery County and elsewhere have been reporting higher than normal theft and fraud attempts at their stores, including several large-scale, professional robberies.

In 2021, in response to the uptick in these crimes, WANADA began working more diligently than ever with area law enforcement officials to receive and share information. This valuable tip sharing service has netted a number of stymied fraud attempts and recovered vehicles. If your staff becomes aware of an incident at your dealership and would like to share information, including security photos, descriptions, copies of fraudulent IDs or more, WANADA has the ability to distribute this information to the full dealer body as well as law enforcement officials. Oftentimes these crimes are related and auto theft task force personnel are uniquely equipped to

connect cases that may appear disparate. This coordination is crucial to stopping these crimes before they happen and recovering stolen property when they do.

To submit information, please email John O'Donnell at [jod@wanada.org](mailto:jod@wanada.org) and/or Joe Koch at [jk@wanada.org](mailto:jk@wanada.org). If you are not receiving the alerts WANADA puts out via Constant Contact, please contact Joe Koch at [jk@wanada.org](mailto:jk@wanada.org) to be added to the distribution list. You can also find a list of area auto theft law enforcement personnel (with contact information) on the WANADA website [here](#). Please also avail yourself of the theft prevention tips provided by the Montgomery County Auto Crimes Task Force to make your dealership a harder target [here](#).

## NADA Gears Up to Support Dealership Employees Impacted by Hurricane Ian

From [NADA](#): On Wednesday, September 28, Hurricane Ian made landfall in Florida devastating communities along the southwestern coast of the state as it traveled through the Gulf of Mexico. As it hit the South Carolina coast on Friday, September 30, the complete impact and devastation is unknown at this point.

While impacted communities begin to pick up the pieces and begin cleanup and rebuilding efforts, NADA is preparing to help their own through the NADA Foundation Emergency Relief Fund (ERF). The Emergency Relief Fund provides auto and truck dealership employees who have been impacted by natural disasters with grants of up to \$1,500.

These grants help bridge the gap for employees to help them get back to their day-to-day lives before insurance money arrives, and sometimes before ATMs are up and running. Often, they use ERF grants to buy food, diapers and clothes to return to school or work — basic items some may take for granted.

Thanks to the generous support of dealers and industry partners, the Emergency Relief Fund is able to provide financial assistance to dealership employees affected by natural disasters. Please consider [making a donation](#) to the Emergency Relief Fund to help dealership families. The NADA Foundation is a 501(c)3 nonprofit, and donations to the Emergency Relief Fund are tax deductible.

## DealerRater: Dealership Satisfaction at 94%

From [NADA](#): Consumer satisfaction at new car and truck dealerships is now at 94%, according to new data shared by Jamie Oldershaw, GM of DealerRater and VP of reputation strategy at Cars.com.

On an Automotive State of the Union (ASOTU) podcast posted on September 8, Oldershaw shared that dealerships received 94% positive feedback from consumers – based on ten years of data, spanning 8 million reviews of more than 30,000 dealerships.

“People walk out of the dealership very happy with their new car, and want to share that experience,” said Oldershaw.

The data runs contrary to the assumptions of proposed regulations by the Federal Trade Commission (FTC), which holds that dealership sales require more federal scrutiny due to alleged unfair practices. The FTC, which has provided no credible data to back up its claim, has taken enforcement action against dealerships only 37 times in the last ten years, over a time when dealerships sold more than 450 million vehicles.

DealerRater also shared that consumer satisfaction with new car sales at the dealership is 96% positive; with used car sales is 92.5%; and with service is 91% positive.

DealerRater launched in 2002, when it captured its very first consumer review of a dealership. It has been around longer than Yelp.com and many consumer ratings companies.

## States Get Green Light for \$7.5B EV Charging Network

From [Green Car Reports](#): President Biden, in a speech at the Detroit Auto Show last month, confirmed that the federal government is releasing a first round of funding to 35 states to start installing EV charging hardware on the way to a 500,000-charger U.S. network. Since making the speech, all 50 states have received approval.

Surprisingly, all 50 states turned in their homework on time. By August 1, states had to submit plans for their spending on the project to the U.S. Department of Transportation and the Department of Energy. The DOT confirmed on August 2 that every state had submitted plans.

The \$5 billion National Electric Vehicle Infrastructure (NEVI) program essentially has two facets: the deployment of EV charging infrastructure, and the formation of “an interconnected network to facilitate data collection, access, and reliability” of charging.

NEVI is part of the Bipartisan Infrastructure Law enacted in November 2021, and it’s one of the two big funding buckets that adds up to the initial \$7.5 billion for the project. The other \$2.5 billion is a discretionary grant program aiming to tackle rural charging and underserved/disadvantaged communities.

As the federal government laid out in June for the \$5 billion program, states needed to draw out their initial routes primarily along highway routes designated Alternative Fuel Corridors. Built-out networks specify an interoperable charging station with four 150-kw connectors, every 50 miles.

Initially, some states had some preliminary homework to do in designating more Alternative Fuel Corridors. That led to plans with widely varied levels of detail.

The program funnels \$1.46 billion in funding over five calendar years—2022 through 2026. Each state gets allocated a different amount toward the EV infrastructure under the Bipartisan Infrastructure Law, based around a federal funding formula. Due to that, state amounts range up to California’s nearly \$384 million total and Texas’ \$407 million over the five years. Under the program, Puerto Rico gets nearly \$13.7 million total.

It requires some level of state commitment, too, as the federal funds are intended to cover 80% of EV charger costs, with either private or state funds making up the balance.

The only states that haven't yet been approved are Alabama, Alaska, Hawaii, Idaho, Illinois,

“We are reviewing the remaining plans and on track to finish the process by our target date of September 30, if not sooner,” said Acting Federal Highway Administrator Stephanie Pollack, in a release. “Our shared work to bring President Biden’s vision for a national electric vehicle network to communities across America is too important to wait.”

## Save the Date for the 2022 WANADA Annual Meeting!

Currently slated for the evening of November 9 at Columbia Country Club in Chevy Chase, MD, the 2022 WANADA Annual Meeting will be a departure from previous formats.

“We want to change it up every few years,” said WANADA President & CEO John O’Donnell. “The Ritz in Tysons Corner will likely continue to be our standard destination, but we wanted to gather everyone for an elevated experience now that the pandemic seems to be well and truly behind us.”

The evening will begin with a 5:30 p.m. networking reception, followed by dinner, business and entertainment from 6:30 – 8:30. Confirmed speakers include leading auto industry analyst Glenn Mercer and comedian Tom Shillue.

Glenn Mercer is a well-known automotive industry analyst with decades of experience, first consulting with McKinsey & Company and as an independent contractor, writer and speaker since 2006. Well-traveled on the dealer circuit, Glenn will be familiar to many of WANADA’s members, as he is a regular at the NADA Show and has spoken to the WANADA Board as well. He is an advisor to numerous investment firms, notably Greenbriar, Baillie Gifford, and currently Alliance Bernstein; also academic entities (e.g. IMVP), and others (e.g. the Automotive X Prize).

Current host of The Quiz Show and UN-PC on Fox Nation, Tom Shillue frequently appears on The Greg Gutfeld Show and The Five on Fox News Channel. Tom has appeared in his own Comedy Central Stand-Up Special, on The Late Show with Stephen Colbert, Conan, Late Night, Last Comic Standing, and was a correspondent on The Daily Show. Tom frequently appears on The Tonight Show Starring Jimmy Fallon as part of “The Rag Time Gals,” Jimmy’s barbershop quartet, performing alongside such guests as Justin Timberlake, Kevin Spacey, Steve Carell, Sting, and Tina Fey. The Gals’ videos have been viewed over 50 million times! Tom’s first book, *Mean Dads For A Better America: The Generous Rewards Of An Old-Fashioned Childhood*, was released on Harper Collins’ Dey St. Books. You can currently see Tom perform in theaters across the US, with Greg Gutfeld, on The Gutfeld Monologues Live Tour.

Save the Date for the WANADA Annual Meeting and registration details will be forthcoming soon. The 2022 WANADA Annual Meeting is generously sponsored by BG Crovato Products & Services, Chesapeake Contracting Group, Citrin Cooperman, Penney Design Group, The Keats Group at RBC Wealth Management, and Truist.

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