

# LEGISLATIVE NEWS

**Oklahoma** joined with most of the other APSA states in facing significant budget gaps, and like all were buoyed with federal stimulus dollars. But despite the extra help to guard against potential layoffs, Oklahoma agencies shared funding cuts of up to 7%. Lawmakers also passed a significant lawsuit reform bill that limits who may join in a class action suit and places a cap on noneconomic damage awards at \$400,000, except in certain cases of serious physical injury, gross negligence or recklessness.

Despite political antics in the **Texas** House chamber resulting in the "summary execution" of hundreds of bills awaiting consideration, Texas lawmakers managed to pass an increased threshold for payment of the state business margins tax. The new law raises the exemption from \$300,000 to \$1million in annual revenue. Texas legislators also recognized the value of small business to the state's economy by expanding the Texas Enterprise Fund to include small business-related economic development. The 2009 session of the Texas legislature will be remembered much more for what it did not do, rather than what it did. Among other bad ideas that did not pass were measures designed to increase mesothelioma litigation and shift the burden of liability to owners from contractors in certain workplace safety lawsuits.

The **Wyoming** Legislature managed to pass a number of property tax reforms including an expansion of eligibility for the property tax refund program, raising the amount of allowable income required for the property tax deferral program, and allowing homeowners to present any credible evidence including expert testimony during property tax appeals. Finally, the Department of Revenue is required to adopt new rules for county assessors to use to insure fairness in the assessment of property values.

Workers comp insurance was also a major topic, and legislators increased payment to spouses of workers killed on the job and updated a 3% cost of living increase for certain disabled workers.

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## CONGRESS APPROVES CASH FOR CLUNKERS BILL

Cash for Clunkers legislation was enacted as both the House of Representatives and the Senate approved a \$106 billion war supplemental appropriations bill that included \$1 billion for the program. The bill offered car owners up to \$4,500 to trade in their vehicle that maintains 18 miles per gallon or less if they purchase a more fuel-efficient vehicle.

Approval of the war supplemental with the Cash for Clunkers provision went fairly easily in the House, but the Senate vote was more contentious. Senate Republicans attempted to raise a point of order objecting to the inclusion of the funding for the Cash for Clunkers proposal in the supplemental appropriations measure. However, Democrats twisted enough arms, barely obtaining the 60 votes necessary to overrule the point of order.

In addition, Senator Barbara Feinstein, D-Calif., as well as other Democrats, objected to the Cash for Clunkers provision that was authored in the Senate by Senator Debbie Stabenow, D-Mich., claiming that it does not go far enough in putting more fuel-efficient vehicles on the road. The California senator has proposed a bill that would require much tougher fuel economy standards for vehicles purchased with the voucher. It is being reported that Senator Feinstein received a commitment from the Senate leadership to consider her bill if there is an extension of the program beyond the end of this year.

## CARD-CHECK THREAT ALIVE AND WELL

If you thought "card check" legislation that would kill off workers' right to a secret ballot is dead, think again. Despite public repudiation, it's back — with its advocates using sneakier tactics.

The Employee Free Choice Act would permit the establishment of new unions solely on the signatures of a company's employees, taken either on the fly or with union thugs standing in their doorways.

Besides denying workers a right to a secret ballot, "card check," as it's known, also forces federal arbitration onto companies for union contracts, ensuring that either unions dictate the wages they want or a federal bureaucrat will step in and do it for them based on politics, not economics.

It's a formula for disaster. This still-undead bill will shut plants, drive jobs abroad and ensure that few new jobs are ever created. Little wonder the public has turned a thumbs-down on it, and Congress has backed away. A recent Pew poll shows that 61% of Americans think labor unions have gotten too powerful. But it hasn't stopped Big Labor. Card check remains its top goal, and instead of dropping a bad idea, it's switching tactics.

Card-check supporters have begun a new lobbying effort. The idea is to put the squeeze on Congress instead of taking the case to voters. It underlines that unions are still supporting a bill that plainly repels the public. That card check hasn't been dead and buried long ago, but is now re-emerging in new forms, suggests a quieter and more lethal strategy to get it through Congress.

## SOCIALIZED HEALTH CARE DEBACLE

In 2006, Massachusetts instituted the most ambitious healthcare reform of any state. Today, the program's expenses are strangling the state's budget and threaten to undo the reform itself. As we work on national healthcare reform, the big lesson is: "Deal with costs from Day One."

In the Bay State, a Republican governor and Democratic legislature together rebuilt the health insurance market in

pursuit of universal coverage. But to complete the deal, Massachusetts took a huge calculated risk - seek broader coverage now and deal with costs at an unspecified date in the future. Rather than repair the payment system to give consumers and providers incentives to economize, they established commissions to study how to do that in the future.

Unfortunately, this coverage-before-cost gambit now imperils the state's fiscal stability and the long-term success of the healthcare reform itself. State officials have cut 12% from the budget of Commonwealth Care, which subsidizes premiums for needy residents. This seems to mean cutting dental coverage for the poor and perhaps insurance for legal immigrants. Massachusetts doesn't have enough money to pay for the coverage envisioned by the law. All of this spending hasn't bought bliss. Some people are still uninsured, and there's evidence that others are only insured intermittently. Patients are also experiencing long wait times to get a doctor's appointment.

But the big lesson is this: Lawmakers must deal with costs on Day One. They can't underestimate the costs of reform or assume funds will just show up on their doorstep later. They can't rely on quick revenue grabs, like employer pay-or-play, that kill off long-term funding sources. And they must enable patients and providers to reinvent the way we purchase and deliver healthcare. That requires reimbursement, delivery and information systems that have not yet been imagined, and neither Boston nor Washington alone can develop them.

## **CONSUMER REPORTS SUPPORTS**

### **'RIGHT TO REPAIR ACT'**

#### **As Vehicle Repairs Become More Expensive and Inconvenient for Motoring Consumers**

Right to Repair legislation received vocal support from the consumer rights community as Consumer Reports publicized its support for HR 2057, currently before the House Energy and Commerce committee.

A recent Consumer Reports survey found that people are more satisfied with service from an independent shop than those who went to a dealer. Prices can vary greatly between dealerships and independent shops.

Right to Repair ensures that independent repair shops have the same access as the new car dealers to the tools and information to work on highly computerized late model vehicles, especially the hybrid models that Congress is currently promoting as well as cars that are now coming out of warranty.

Consumer Union recognized that this legislation is important to preserving competition for U.S. car owners, ensuring that they can obtain affordable and convenient repairs at the location of their choice, ensuring safer vehicles on our roads.

#### **National Independent Automobile Dealers Association Declares its Support of Right to**

#### **Repair**

The National Independent Automobile Dealers Association (NIADA), a national trade association representing independent automobile dealers, declared its support last week of the Motor Vehicle Owners' Right to Repair Act (H.R.2057) and strongly urged Congress to pass the legislation on behalf of its more than 20,000 members.

NIADA shares the belief that specialized equipment, information and materials should be available to all repair facilities who wish to pursue repair opportunities and should not be restricted to just those who are affiliated with a manufacturer.

#### **About Right to Repair:**

The U.S. aftermarket employs five million people nationwide in over 495,000 locations, including "mom and pop" parts and maintenance shops. The Right to Repair Act in the U.S. Congress can be followed at [www.righttorepair.org](http://www.righttorepair.org).

## **FEDERAL MINIMUM WAGE INCREASES**

Millions of American workers just received a federally-mandated raise, but the recession has left many wondering if and how the economy will benefit.

The raise, which went into effect on July 24, represents the final wage hike in a three-step boost to the federal minimum wage increase passed by Congress two years ago. The minimum wage rose 70 cents — or about 11% — to \$7.25 per hour from \$6.55. (Last summer, it went up 70 cents from \$5.85.)

Whether Congress would have approved the wage hike had legislators known how dismal the economy would look two years later is an open question. But there's no doubt the timing is awkward. There's low inflation, high unemployment.

The hike will give about 4.5 million workers a raise and boost hourly wages by \$1.6 billion a year.

Wage hikes are always controversial pitting employees against employers and triggering historical arguments over the legacy of trickle-down economics. Yet this hike comes at a particularly poignant moment for all sides. Employers are strapped and facing new benefits requirements, while workers are struggling to pay their bills.

For many workers the increase is a boon. It might mean being able to afford a visit to the doctor or college textbooks for the fall semester. But given the 26-year high unemployment rate and the fact that so many companies are hamstrung by the gloomy economic climate, some might see a mandatory wage increase as a setback in terms of hiring and pricing.

Here are a few ways the federal minimum wage increase might affect you:

► Job seekers stand to lose...a mandated raise won't do job seekers any favors especially if they're looking for temporary or entry-level positions. Studies suggest that increasing the minimum wage has a slightly negative effect on the job market. A 10% increase in the minimum wage is associated with a 0.9% to 1.1% decline in retail employment and a 0.8% to 1.2% reduction in small-business employment, according to [a study published in July 2008 in the Journal of Labor Research](#). Minimum wage increases typically target low-wage, low-skilled workers as well as teens and young adults. The industries that rely most on minimum-wage workers include fast food restaurants, small-scale independent retail stores, day care establishments and hotels. The prospects for a teen looking for work are grim, and the wage hike may exacerbate their problems. The unemployment rate for 16- to 19-year-olds climbed to 24% in June, according to the latest Labor Department data, more than double the national rate of 9.5%. The mainstays of summer youth employment — movie theaters, restaurants and mall stores — are increasingly turning to older workers or scaling back their hiring amid cutbacks. With a higher minimum wage, already-cautious companies will decide they can do without some of their low-wage, low-skilled positions. They'll use less low-wage labor, cut their hours or draw on more skilled workers if they can.

► Low-skilled and younger workers stand to gain – **if they're working...** also, there might be a silver lining for part-time workers. Firms looking to cut costs may promote their part-timers to full time instead of hiring new minimum-wage workers, which would be more expensive.

► Some consumers could see higher prices.

## DISAPPEARING CARS

In a move largely seen as giving in to Washington, General Motors recently closed its High Performance Vehicles division. The HPV team was largely responsible for GM's most exciting cars including the Cadillac CTS-V and the Chevrolet Corvette ZR1.

Bureaucrats have little use for performance-oriented V-8 powered cars, so don't expect cars like the Chevy Corvette, Dodge Viper, Chevrolet Camaro SS or Dodge Challenger R/T, to survive long term. Their survival is no longer tied to customer demand, but to the demands of the government that now controls the product portfolios and development dollars at GM and Chrysler. Recently, GM announced it was killing its Pontiac brand, a concept that seemed to define performance all by itself some decades ago. Now that brand is gone.

Ford Motor Company will also likely be affected. New emissions regulations may keep future V-8 editions of the Mustang in the barn. With Obama's plan, everything changes in the domestic automotive world. The government will be able to dictate what General Motors and Chrysler can sell.

Washington believes it knows what Americans should drive, and this bail out gives them the means to dramatically change the market. With the power given them by the bail out, the government can simply mandate certain classes of cars and trucks out of existence, regardless of whether they are popular with American drivers or not.

## Who Is At The Wheel?

This new age of government oversight in the automotive industry may progress using one of two strategies. The first path continues the current practice of setting regulations and then allowing manufacturers to meet those regulations. This allows manufacturers a high degree of flexibility in how they react while developing vehicles consumers want to drive.

However, the essential takeover of GM and Chrysler signals a more active role that will likely dramatically change the way the automakers do business. This second scenario removes the consumer from the auto manufacturing equation. Customer demand is directly superseded by political interest in ecology and energy policy. In other words, manufacturers will only sell vehicles the government allows them to sell.

Even with ever-present worries of fuel prices, some 70-percent of the orders for Chevrolet's all-new 2010 Camaro are for the V-8 edition that produces over 400 horsepower (while achieving up to 25 mpg on the highway). Clearly, American drivers want what they want. The question is whether that matches what the U.S. government will want Detroit to build.

## CONVERTED DEALERS EXPAND BAY OPS

New car Dealers which convert to used car outlets with service bays will expand their customer base to compensate for the loss of warranty work and routine maintenance previously generated by new vehicle sales.

**More Vehicle Years...** Rather than concentrating on vehicles four to five years and younger, as do most new vehicle Dealers, converted Dealers will service older models to keep bays humming.

**More Vehicle Makes...** While continuing to concentrate on vehicle makes previously sold, many converted Dealers will gear-up to service a wider range of vehicle nameplates. This will also be necessitated by their growing used car volume.

**Independent Aftermarket Challenges...** With over 14,000 service bays, converted Dealers will represent increased competition for independent outlets as they expand their service bay operations across a wider scope of vehicle ages and makes in the coming months. Since most of these businesses will remain in the facilities they occupied as new Dealers, they can offer more amenities to service bay customers than many of their independent competitors (waiting rooms, large and modern facilities, etc.). Dealers which convert to used car operations with bays also will retain some of the "aura" of their former new-car status, bolstering their perceived repair expertise among some consumers and making them formidable competitors to independent outlets.



Many converted Dealers will feature quick-lube services, brake work, and other frequently-performed repair and maintenance in order to build service bay traffic.

**Big Opportunities...** Cancelled Dealers which continue service bay operations represent big opportunities for tool and equipment sellers as well as independent parts and accessory distributors.

**Tools and Equipment...** Expanding the age and makes of vehicles they service, converted Dealers are potential customers for a wide range of tools and equipment which enable them to handle the expanding scope of their bay operations.

**Replacement Parts and Accessories...** Converted Dealers will not have direct access to OE parts. This, in addition to working on a wider range of vehicle makes, will cause them to seek out different parts sources as well as explore independent product brands. Expanded used car activities will also move converted Dealers in these directions. Accessories will become increasingly attractive as a source of parts and service income for these outlets, both in terms of used car sales as well as additional volume for their service bays.

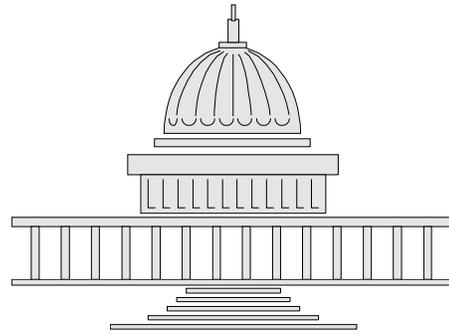
**Technical Training And Other Services...** Providers of repair information, technical training, CRM programs and other vehicle repair and business services will find converted Dealers represent a rich source of potential sales.

**Growing Independent Service Market Share...** Going head-to-head with new car Dealers for service work on the vehicle brands they formerly sold, converted Dealers will help expand the repair volume share of the independent (non-OE) Service market which had, until recently, suffered a steady decline in light vehicle aftermarket strength.

## AMERICANS KEEPING THEIR CARS LONGER

A survey of new vehicle buyers shows a significant increase in the number of people planning to hold onto their cars and trucks. In 2005, a little more than 46 percent of new car buyers indicated they would not be shopping for a new vehicle for four years or more. In the most recent update to the survey, that number rose to about 59 percent – an increase of almost 13 percent. At the same time, the number of people intending to replace their vehicles within the next two years has fallen.

A national Internet survey revealed that the general public was very hesitant to invest in a new vehicle; with 72 percent of those surveyed saying it would be more than a year before they would be in the market to buy a new car. That finding supports other surveys which indicate that the public is wary about the current condition of the American automobile industry and the U.S. economy as a whole. It also confirms that not only are consumers wary, but those that did make the investment intend to hold on to their vehicles longer.



*"Where an excess of power prevails,  
property of no sort is duly respected. No  
man is safe in his opinions, his person,  
his faculties, or his possessions."*

**James Madison**



## LESS IS MORE WHEN THE GOING GETS TOUGH

**Why businesses should focus on their best customers  
during an economic slump**

Let me begin with a question: What is your current plan; that is the process or strategy you use for staying "top of mind" with current customers to identify current needs and to ask for referrals? How do you contact them and how often do you contact them? Of course, based on the product or service and the buying cycle, this can vary. If you sell groceries, you will see me much more often than if you sell major home appliances. Certainly the way you stay in contact with customers and the content of the information will be different.

You should have a well defined strategy to ask for referrals at the appropriate point or contact with your customers. You may need to develop a customer incentive for referrals. Let's be real; you have no control over the state of the economy or the potential loss of revenue and profits that may occur when times are tough. You do, however, have total control over the way you respond to an economic slowdown. Many companies pull back and reduce all variable expenses in an attempt to preserve the bottom line. In my experience as a consultant and coach, I have found that in many cases the process of reaching out to customers stops dead in its tracks during tough times because of a dangerous mindset that presumes "customers aren't buying anyway, so I'll save a lot of money by not advertising and reaching out."

When times are tough, we sometimes pre-qualify that all our customers are pulling back, waiting for things to improve, not interested, or don't have the money now. Thinking in this



way causes us to become paralyzed. So if you are convinced that customers aren't going to buy, change your thinking to: "how can I help educate my customers now so when they are ready to buy they can make a more informed decision?"

Stop right here: pre-qualifying customers purchase intentions is a terrible mindset. But if you and your sales team are stuck in this insane rut, thinking in a new and different way can help you get out of it. Here's the concept: Make a list of all the products and services you provide. Alongside each product or service, create a value statement or a statement of benefit that will accrue to your customers who purchase the products and services you listed. Now take the list of current customers—the best ones, who make up 80% of your business. In the last 12 months, have you or your sales team members shared the list of products and services and, most importantly, the benefits of them, with these top customers?

You may think I am crazy, but I am convinced that in tough times, your outreach program to your top existing customers needs to kick into high gear. It is said in business that 20 percent of our customer list provides 80 percent of our sales revenue. You need to strengthen the value of the existing relationships within that 20 percent. If people are going to exercise more frugal spending practices, then you surely need to be at the top of their minds when they decide to purchase. If you disappear for all practical purposes, some of your customers will determine that you have gone out of business. Customers don't typically sit around at night and discuss all the potential vendors for products and services like yours—*unless they are in need*. The need may be an obvious one or one created in the customer's mind by your marketing and advertising. The question is, if they are in need, are you on their list of possible solution providers?

What are you doing to stay top of mind? Do you produce a newsletter for your customers? Do you use incentives to help current customers bring you names of potential purchasers of your products and services? Why I'll bet you presume that your current customers are aware of *all* the products and services you offer. My work with business leaders and sales teams has taught me that there are some common reasons this happens. Due to the fear of being pushy, we let customers buy what they currently want or need and have no clearly defined process to follow-up and help the customer know everything we can supply to meet other current needs or future needs. Another reason is that some days we are operating like our pants are on fire, for various reasons, and we simply give the customer what they ask for and move on.

Let me emphasize that if you don't have the processes in place to deliver excellent customer service and create advocates for your business from your current customer database, then there is no need to attempt to ask for more business from them or to ask for referrals. You must deliver whatever you sell with excellence or you will be frustrated when attempting to obtain referrals. So a pre-cursor to this is knowledge of your ability to deliver exemplary customer experiences on a consistent basis.

Selling is a combination of art and structure. Successful companies have a well-defined selling process yet allow their sales team members some flexibility to drive creativity. Remember that every employee is in sales. Every one represents your business, whether a B2B or B2C company. In the B2B environment, one important part of the selling process is the interview through which customer needs are revealed and understood by the sales professional. Many sales persons have an agenda and are charged to "sell the special" rather than slow the process down and understand customer needs. By this I mean both present and possible future needs that could be met by your products and services. In my selling model, I emphasize the importance of asking appropriate questions with sincerity, in a genuine attempt to understand how to meet relevant customer needs. This resonates a lot more with a frugal customer than an effort to "sell the special".

In the B2C sales process, courtesy, respect and delivering an exemplary experience is the key, as well as mentioning other items, or add-on sales that could be relevant to customers that come in to purchase items in the retail environment.

There is a great deal more I could say about developing a complete selling process. But I can tell you that it is possible to uncover customer requirements that you did not know existed, by being inquisitive and patient instead of being quick to judge and pre-qualify that a lack of interest exists with your current customers. Further, if you will educate your current customers on your *entire* product and service offering, while asking for referrals as a practice, you will open doors of opportunity that were always present, just closed due to a lack of understanding.

*Some people have a special energy that enables them to inspire others and motivate them to take action. Charlie Fewell has this quality. If your sales meeting or management retreat program requires a rousing opening or thought provoking closing, Charlie can deliver the message and unify your employees in furtherance of a common theme or mission. He has delivered keynotes for national and international trade groups and for internal meetings for Fortune 100 and 500 organizations.*

*Charlie specializes in helping your team to tune into their motivations and aspirations, and channel these into areas where they can fulfill these ambitions within your organization.*



## MEMBER ANNIVERSARIES 5 YEARS



A Street Auto Parts—Lincoln, NE  
Anderson Auto Parts #2—El Paso, TX  
Auto Extra—Whittier, CA  
B—D Automotive—Humeston, IA  
Balcones Exxon Automotive (PIF, LP)—Austin, TX



Benny's Auto Repair—Texas City, TX  
Cale's Carwash & Lube—Humble, TX  
Casanova Trans Inc.—Laredo, TX  
Challenge Machine Works, Inc.—Humble, TX  
City Motor Parts Ltd.—Charles City, IA  
Colonial Auto Service, Inc.—Tulsa, OK  
Dapco Specialties—Henderson, TX  
Diesel Pump & Injector Service, Ltd.—Houston, TX  
Essential Action Design Group—Leawood, KS  
HP Auto Wrecker—Houston, TX  
Hepp Service Center—Rockwell City, IA  
Industrial Casting Company, Inc.—Houston, TX  
Johnson Auto Parts—Red Oak, IA  
Jamison Equipment Inc.—Emmetsburg, IA  
Johnston Distributing Co./Panora Auto Parts—Panora, IA  
M & Y Machine Shop, Inc.—Houston, TX  
Monger Bros Auto Parts—Pawhuska, OK  
Moseley Machine—Houston, TX  
Motor & Electric Supply—Fabens, TX  
National Radiator Co.—San Antonio, TX  
Pete's Machine Shop—Fort Worth, TX  
Precision Truck & Trailer Repair—Houston, TX  
RM Engine Center—Woodville, TX  
Rasmussen Auto Parts—Harlan, IA  
Ray's Auto Service—Des Moines, IA  
Seguin Auto Parts—Seguin, TX  
Tom's Auto Service Ltd.—Wichita, KS  
Trice's Diesel Service—Humble, TX  
Wood Alternator & Starter Service—Houston, TX  
World Wide Parts & Equipment—Houston, TX

## 10 YEARS

Arkansas Fuel Injection, Inc.—Little Rock, AR  
Auto Parts Co.—Stephenville, TX  
Bridgeport Automotive Supply Inc.—Bridgeport, TX  
Mineola Auto Supply—Mineola, TX  
Parts Headquarters, Inc.—Dumas, TX  
R & R Auto Supply Inc.—Orange, TX  
Roanoke Auto Supply, Ltd.—Roanoke, TX

## 15 YEARS

National Pronto Association—Grapevine, TX  
De Soto Auto Parts—De Soto, KS  
Burlington Auto Supply—Burlington, KS  
Automotive Parts Associates Inc.—Lenexa, KS  
Bucher And Sons—Pacific, MO  
Custom Clutch & Driveshaft Co.—Texarkana, TX  
Kiamichi Automotive Warehouse, Inc.—McAlester, OK

## 20 YEARS

Brooks Auto Parts—Goldthwaite, TX  
Bryan Fuel Injection Service—Bryan, TX  
Delegard Tool of Texas—Houston, TX  
Jim's Machine Service—Seminole, TX  
Johnson & Johnson Auto Parts—Lockney, TX  
Kleen Products, Inc.—Oklahoma City, OK  
Mission Auto Parts—San Antonio, TX  
Sidles Automotive, Inc.—Phillipsburg, KS

## 30 YEARS

Color-Tone Paint—San Antonio, TX  
Florissant Auto Paint—Florissant, MO  
Iowa Automotive Machine & Supply Inc.—Sac City, IA  
Jacobs Equipment Distributors—San Antonio, TX  
Locke Auto Parts—Newkirk, OK  
Machine Supply Inc.—Richmond, MO  
Milton's Hardware & Auto Supply—Winters, TX  
Walt's Automotive Supply—Terrell, TX

## 40 YEARS

Reeder's Auto Supply, Inc.—Abilene, TX  
Sheinberg Tool Co., Inc.—Corpus Christi, TX  
Taylor Auto Supply—Fort Worth, TX

## 50 YEARS

Ken's Kar Parts—Shiner, TX

## WELCOME NEW MEMBERS!

S & S Engine & Machine—Farmington, NM  
Superior Auto Supply—Cortez, CO  
Pagosa Auto Parts—Pagosa Springs, CO  
Bayfield Auto Parts—Bayfield, CO  
Durango Parts Source—Durango, CO  
Center Parts Store—Center, CO  
Parts Headquarters Engine & Machine Shop—Dumas, TX  
Bookcliff Auto Parts—Grand Junction, CO  
Tim Halpain Enterprises—Marble Falls, TX  
M & M Motor Supply—Nevada, MO

## † OBITUARIES †

**Mark Andrew Liter**, the son of APSA Service Corporation President and Board of Directors member Wilson Liter, Liter's Automotive & High Performance, Nevada, Missouri, passed away March 5, 2009. Mark was a graduate of the University of Missouri Law School and was a law firm partner in Joplin.

**Bob Morton**, owned and operated Motor Parts of Amarillo, Amarillo, Texas, and was a member of the Automotive Wholesalers of Texas/APSA for more than 35 years. E. J. Ingram, Bob's son-in-law, served on the APSA Board of Directors and is a Past Chairman of the Board.

**Robert Edward Gant, Sr.**, father of APSA Board of Directors member Bob Gant, President and GM of NAPA Distribution Center, Mesquite, Texas, passed away July 27th.

**Jacky Harp**, owner of Post Auto Parts, Post, Texas, passed away June 10th. He and his wife, Thressa, have been AWOT/APSA members for 16 years.

**Florence Meyer**, mother of former longtime MAIA/APSA employee, Virginia Meyer, passed away August 17th.