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**INDUSTRY SEGMENT ADVISORY COUNCILS HELP I-CAR BENEFIT  
THE INTER-INDUSTRY**

HOFFMAN ESTATES, IL – December 23, 2008 – Last spring, I-CAR formed Industry Segment Advisory Councils (ISACs) to provide I-CAR with feedback and involvement from all segments of the industry beginning with the collision repair and insurance segments. Since that time, the councils have provided feedback that led to the successful launch at NACE of the *Hybrid Electric and Alternative Fuel Vehicles* (ALT02) training program. Through December, over 2500 students will have taken this new training program detailing the latest information on the collision repair techniques necessary to repair hybrid electric, propane, compressed natural gas, plug-in electric and hydrogen vehicles.

The councils have also been integral in the development of I-CAR cycle time reduction and waterborne training programs that were piloted during December. They are also assisting with the ongoing development of online training management tools that will assist organizations in understanding and tracking training needs for their employees.

Rose Grenell of ABRA Auto Body and Glass, a volunteer on the Collision Repair ISAC said, "I believe the advisory council has made significant strides in two major areas - future class development and identifying the need for better training management systems and establishing key reporting components. Both are key to my role with ABRA and I am honored to give voice to 1100+ ABRA employees for whom I coordinate I-CAR training for each year."

"I-CAR has really brought together a diverse group of people that have the same goals in mind," said Mike DeVoss of State Farm Insurance and a member of the Insurance ISAC. "Everyone really went into this with realistic expectations. So far what we've accomplished will be useful to everyone who trains with I-CAR."

"The work of the volunteers on the Industry Segment Advisory Councils has broken new ground for I-CAR and ultimately benefits all who take I-CAR training," said Joyce Kasmer, I-CAR Director of Marketing. "The councils have been integrated into the training development process and have provided I-CAR with important feedback about the inter-industry's training needs that improves both the value of I-CAR training to participants and the time needed to develop the programs."

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Paul Blaski of Sterling Autobody Centers said, "Through the work of the ISACs, we are already seeing product development moving faster and working more in tune and in alignment with the needs of the industry."

Brett Bailey of A&B CARSTAR added, "One of the strongest changes I've seen is the open lines of communication between those in the collision repair and insurance segments. This has been some of the strongest communication I've seen in awhile. I-CAR really did something new by reaching out to the industry where it hadn't formally reached out in the past and we've achieved a great deal moving forward. We have found a way to get I-CAR on the same level of understanding as the rest of the industry. I-CAR is now on its way to giving the industry what it asks for. There's a lot of momentum right now."

"It's great to be part of a process that brings all interested parties together and focuses on the same goal: having better-trained professionals that make the whole claims/repair process better and more efficient for us -- the shops -- and ultimately, our customers," said Chris Andreoli of Progressive Insurance.

Members of the Collision Repair Industry Segment Advisory Council include: Brett Bailey, A&B CARSTAR; Paul Blaski, Sterling Autobody Centers; Aaron Clark, Collision Solutions; Barry Dorn, Dorn's Body & Paint; Rose Grenell, ABRA Auto Body & Glass; Craig Griffin, Laney's Collision; Chuck Lee, Gerber Collision & Glass; and Jim Pickett, Service King;. Members of the Insurance Industry Segment Advisory Counsel include: Chris Andreoli, Progressive Insurance; Danielle Banaszak, Farmers Insurance; Mike DeVoss, State Farm Insurance; James Giles, American National Property & Casualty; Gerry Poirier, AIG; Chuck Williams, Unitrin/Kemper; and Bob Woods, OneBeacon Insurance.

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*I-CAR, founded in 1979, is an international not-for-profit training organization dedicated to improving the quality, safety, and efficiency of auto collision repair for the ultimate benefit of consumers.*



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