

# **Alberta Motor Vehicle Industry Council**

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## **Strategic and Business Plan 2007-2010**

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# Executive Summary

The Alberta Motor Vehicle Industry Council (AMVIC) is moving into its ninth year of operation. The board of directors at AMVIC is delighted that so much great work is being done on behalf of motor vehicle consumers in Alberta. However, the mission that AMVIC is striving to fulfill continues to be hampered by a lack of resourcing. The board wants AMVIC to be able to move out of the reactive role that has been its fate since inception. Proactive work needs to be done to have a significant impact in areas where AMVIC has had no reach.

There continues to be many, many businesses in the province that have never seen someone from AMVIC. There are also many devious individuals that have preyed on the naive motor vehicle consumer. This past year the AMVIC board decided to add two investigators focused on finding unlicensed businesses.

Likewise, most consumers in Alberta have never heard of AMVIC. Communication to the public at large and helping educate them is a virtually untouched part of the mandate AMVIC has been delegated.

AMVIC's service to those that it licenses often wanes in periods of high licensing activity. Our stated goal of a two week turnaround on a license is often met during the year but sometimes stretches to 8 weeks. This is unacceptable and needs more resourcing to repair.

AMVIC is now on a solid foundation and is ready to expand its reach in Alberta. There continues to be an urgent need to augment the funding model of AMVIC to include participation by the Alberta consumer, who AMVIC was created to protect.

Here are some highlights from the coming year action items that are detailed in the following pages:

- AMVIC staff currently totals twenty three full time employees. To effectively fulfil the mandate AMVIC has been given, thirty one employees are required.
- CPIC access was approved in the past year and AMVIC now checks criminal records on all applicants.
- Newsletters are sent out every three months to all licensees, media and stakeholders. Broadcast FAXes are sent out as important items arise.
- Work with Alberta Transportation to put these policies in place:
  - Mandatory odometer readings in 2007.
  - Anyone purchasing a written off vehicle must have a valid AMVIC license.
  - Vehicles must be continuously registered.
  - A certificate of mechanical fitness is mandatory for the Registration of a used vehicle.
- Meet with the Minister of Service Alberta to discuss how consumers and industry will contribute jointly to the funding of AMVIC.

# AMVIC—Guiding Statements

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## Mission

Build and promote trust in the Motor Vehicle Industry through heightened awareness and foster a positive exchange of information among industry stakeholders.

## Mandate

Provide consumer protection in Alberta's Motor Vehicle Industry through mandatory industry licensing for motor vehicle businesses and salespeople as required by the Fair Trading Act of Alberta.

## Principles

These principles will provide the framework for all policies and procedures developed at AMVIC to ensure that the mission and mandate will be achieved:

- ✓ Protect Alberta consumers from unfair business practices and work towards building trust and confidence in the motor vehicle industry.
- ✓ Self manage an effective mandatory motor vehicle industry-licensing program.
- ✓ Foster open and clear communication in the motor vehicle industry and support an honest exchange of information between industry, government and consumers.
- ✓ Assist the motor vehicle industry to build best business practices upon the framework of the Fair Trading Act through education and enforcement of legislation.
- ✓ Provide an alternative to litigation by mediating and helping resolve complaints within the motor vehicle industry

# Key Strategies- *Status and Future Directions*

## Licensing

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### Preferred Future

- All motor vehicle businesses and salespeople operating in Alberta will be licensed properly by AMVIC.
- New businesses will become licensed prior to opening up their automotive facility.
- New salespeople will register immediately upon entry in the industry and complete the Fair Trading Act & Regulations Training Course within the 90 day timeframe.
- Businesses and salespeople are provided with prompt, courteous, and efficient service 100 percent of the time.
- Applications are consistently processed within two weeks of receipt.
- Criminal record checks will be performed on random renewal applications.
- Receive applications on-line and filed electronically.
- Communicate and educate the new legislation to stakeholders promptly.
- Have reports generated from the computer system on the number of licenses received, processed, and issued.
- Determine performance measures to report on, set performance measure targets, and communicate them to stakeholders annually.

### Current Situation

- Motor vehicle businesses are licensed under four categories: Automotive Sales, Automotive Leasing, Automotive Consignment, and Automotive Repair.
- Salespeople must be registered to act on behalf of motor vehicle businesses as a designated agent.
- During the 2006 calendar year an average of 5,093 businesses were licensed and an average of 7,200 salespersons were registered.
- Not all businesses or salespeople are licensed properly.
- Reports are forwarded and leads of unlicensed individuals are communicated to investigators.
- Policies and procedures are in place for individuals and businesses that apply for a provincial licence. All applications are screened and verified to ensure all requirements are met prior to a licence being granted. All forms are available on the AMVIC web site.
- Where there is a concern about an application, a process is in place to conduct an administrative hearing to determine the suitability of the applicant. Applicants deemed not suitable for licensing are given an opportunity to appeal the decision.

- Licence renewals are issued for a year based on anniversary date, not when the requirements are met.
- Over the last six months the time to process a business renewal has grown to an average of seven to nine weeks.
- The Canadian Police Information Centre (CPIC) terminal was installed in May of 2006.
- Criminal record checks are performed on 100 percent of new business and salesperson applications.
- Random criminal record checks are performed on renewals.
- All applications received are paper files and stored on site.
- Communication to stakeholders of any new legislation is done through the newsletter and broadcast faxes.
- Manual records are kept to record the volume of applications received, processed, and issued.

### Actions

- Have licensing investigators perform proactive work in getting individuals licensed properly. Not just by performing site visits, but other methods as well. Contacting businesses by various listings, such as municipal listings, auction listings, the yellow pages, and dealer plate listings.
- Have licensing investigators follow up on licensing reports received from applications that have been sent back due to invalid documentation until resolved.
- Work with municipalities during the planning and development stage to ensure businesses are licensed prior to opening up businesses.
- Enter into an undertaking agreement or lay charges against those individuals that don't comply with the licensing legislation.
- Contact all licensees by letter stating the legislation changes and how it could affect them.
- Work with the IT providers to design a computer generated report on licensing applications statistics.
- Have the board of directors determine the performance measures to report on annually and set performance targets.

### Actions When Additional Funding is in place:

- Request, review, and act upon reports from Alberta Registry that list individuals that have sold more than six vehicles in a year to ensure they are licensed properly.
- Hire additional employees to handle the volume of applications received daily to ensure a timely application process.
- Criminal record checks performed on all previous applications received that never had a criminal record check performed.
- Research and implement an on-line application system and file applications electronically.

## Investigation

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### Preferred Future

- Investigators will visit all motor vehicle businesses annually.
- A vehicle history system is in place in Alberta that serves as a deterrent to fraud in the buying and selling of vehicles.
- All complaints are acknowledged and reviewed within 48 hours of receipt.
- Motor Vehicle dealers will only deal with motor vehicle dealers who are licensed by AMVIC.
- Proactive enforcement dealing with unlicensed curbers, odometer rollbacks, selling/repairing salvaged vehicles, advertising.
- Investigators will have protection for dangerous situations
- Province will be divided into “territories” for investigators to enhance relations with licensees.
- Authority for investigators to issue traffic type tickets for offences under Fair Trading Act.

### Current Situation

- Most consumer complaints come via the toll free telephone number or email.
- Investigations are focused on unfair practices pursuant to the Fair Trading Act and Criminal Code for fraud.
- The vast majority of investigations are reactive and occur as the result of a complaint.
- Proactive investigation work is starting to increase as the number of investigators has increased. Two investigators are now focused on finding unlicensed activity.
- Vehicle history is not easily attainable which results in an increasing number of instances where individuals are altering or hiding history.
- From April 2006 – March 2007, \$3,704,246 was obtained in restitution for victims of unfair trade practices. This mediation takes a large load away from the courts. Half of the complainants indicated in a recent survey that they would have gone to court had AMVIC not mediated on their behalf.
- During that period the Complaint Advisor took 10,305 calls for all of Alberta
- Investigations opened 1,573 investigative Files, and conducted 1,591 investigations under the Fair Trading Act and Criminal Code (fraud / theft)
- AMVIC laid 140 charges under the FTA, 10 for Fraud under the Criminal Code, and 14 under the Traffic Safety Act.
- The courts ordered \$13,350 in restitution in relation to charges laid and issued fines totalling \$8,750 in relation to charges laid.
- AMVIC is leading a large investigation into an organized group that was importing salvage vehicles from the U.S. and selling them with Active status in Alberta.
- Investigators allocate resources to finding businesses and salespeople operating without a licence.
- Report on the number of visits made at each board meeting.

### Actions

- Investigations are completed in a timely manner.

## Education

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### Preferred Future

- Ensure all salespeople deal with consumers using the highest standards of the legislation to promote professionalism, trust, and integrity in their industry.
- Make the course available through alternative options, such as on-line.
- All salespeople will take the AMVIC Fair Trading Act & Regulations Training within 90 days of entering the industry.
- Expand education offering to include other parts of the motor vehicle industry that could have an impact on consumer protection.
- Offer education to consumers to help them in making motor vehicle decisions.

### Current Situation

- AMVIC administers a one time, mandatory one-day salesperson course in a classroom setting that teaches the legislation do's and don'ts when selling to consumers.
- A correspondence course is offered to those unable to attend a classroom session.
- Salespeople that fail the course are given an opportunity to rewrite the exam.
- During the 2006 calendar year 1,687 individuals registered to take the training course.
- Due to the turnover in salespeople it is anticipated there will be an ongoing requirement to train approximately 1,700 salespeople each year.

### Actions When Additional Funding is in place:

- |   |           |
|---|-----------|
| • Research other options available for delivery of the training course. |           |
| • Research and develop new training programs for industry people.       | \$300,000 |
| • Develop new education programs for consumers.                         | \$300,000 |

# Communication

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## Preferred Future

- AMVIC will provide ongoing and consistent communication with all licensees, as well as consumers and MLA's.
- Provide information about AMVIC to the public through our licensee's and media. Point of purchase displays will be available at all business locations
- Activities and results of the investigative team are captured and communicated by newsletter, website and presentations at stakeholder meetings.
- Motor vehicle businesses, salespersons, and consumers look to AMVIC to resolve complaints and to investigate unfair practices and illegal activities.
- AMVIC will have an individual who is on staff to work on communication activities.

## Current Situation

- AMVIC's web site includes press releases, newsletters, various reports and statistical measures.
- Four newsletters were sent out in the fiscal year.
- The general public, and many in the motor vehicle industry, have a very low awareness of AMVIC as an organization and of its mandate.
- The Executive Director is active in attending industry functions and meetings.
- AMVIC Brochures and Tip sheets are provided to "Reality Choice" - a course given to High School students regarding vehicle purchasing.
- Broadcast Faxes are being sent to industry, government and media when significant events occur.

## Actions

- Publish and mail a newsletter to all licensed businesses, registered sales people, media and Members of the Legislative Assembly four times a year. (May, August, November, February)
- Assure AMVIC brochures are available at all Registry Agents in the province. (Ongoing)
- The web site is refreshed on a monthly basis to ensure it is current and useful. (Monthly)
- Promote consumer education through media articles. (Submit 3 articles to each newspaper in the province in 2007)
- Have a presence at Industry Shows (Example: Edmonton and Calgary RV and Auto Shows). (Ongoing)

## Actions When Additional Funding is in place:

- Develop new brochures for distribution to consumers. \$500,000
- Develop broad communication to consumers to educate them on motor vehicle legislation and make them aware of AMVIC. \$800,000

## **Government**

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### Preferred Future

- Provincial government seeks AMVIC input for any government initiatives that impact the motor vehicle marketplace.
- Government vehicle registration system that identifies unlicensed salespeople and vendors.
- AMVIC is compensated for its role in issuance of dealer plates.
- Government interaction with motor vehicle businesses will be highly coordinated.
- Annual return of qualified AMVIC documents to Alberta Government Services.
- AMVIC is resourced sufficiently to investigate motor vehicle industry offences.

### Current Situation

- Many of the initiatives, that AMVIC would like to implement, require government assistance and/or legislative change.
- Provincial Government involvement in the Motor Vehicle sector is fragmented. AMVIC issues a business licence, Alberta Learning checks the business for qualified technicians, Alberta Environment (via ARMA) checks the business for tire recycling, Alberta Environment (via Oil Recycling Association) checks the business for used oil disposal, Alberta Transportation (via a contractor) issues an Out of Province Inspection station licence.
- AMVIC records remain the property of Alberta Government Services.
- An AMVIC license is required before a Dealer plate is issued. AMVIC is not compensated for this responsibility.
- After a charge has been laid, prosecution is delegated to whichever crown prosecutor is available.
- The Motor Vehicle Inspection Program (MVIP) Stations and Commercial Vehicle Inspection Program (CVIP) Stations are licensed and require an AMVIC license as part of the requirement to be a station.
- AMVIC investigates many motor vehicle activities that historically would have been performed by other law enforcement agencies.

### Actions

- Participate and provide industry input to the new “Dealer Plate” program. Request compensation for work done on Dealer Plates.
- Continue participation in the MOVES (Motor Vehicle Database) renewal project
- Meet annually with the Standing Policy Committees for Government Services and Transportation. (June or September)

## Government - Vehicle History

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### Preferred Future

- Mandatory odometer reading recorded at each registration event.
- Written off vehicles will only be sold to licensed businesses.
- Continuous registration is implemented so that each vehicle owner must have the vehicle registered.
- A certificate of mechanical fitness is mandatory for the Registration of a used vehicle whether sold by an AMVIC dealer or privately.
- The National Motor Vehicle Title Information System (NMVTIS) implemented to varying degrees in 30 states, is implemented in Alberta.

### Current Situation

- Though getting more difficult, the history of a vehicle can still be hidden.
- Vehicle History reports are getting more complete than in the past.
- With odometer readings being recorded on a voluntary basis in the Government MOVES computer system, AMVIC fields consumer inquiries in regard to odometer readings.
- Some vehicles that have been branded as written off are being repaired and resold without the extent of the damage being disclosed.
- No license requirement is in place to purchase written off vehicles from salvage auctions.
- Vehicles can be owned by several different entities without being registered in the government registration system.
- A certificate of mechanical fitness is required to be provided by a dealer in used cars when they sell a vehicle. The certificate is not required to be presented when the vehicle is registered. There is no requirement for privately purchased vehicles to be certified as safe prior to being registered in Alberta.

### Actions

- Participate in the Provincial Auto Theft committee until complete vehicle history is available to consumers
- Work with Alberta Transportation to put these policies in place:
  - Mandatory odometer readings in 2007.
  - Anyone purchasing a written off vehicle must have a valid AMVIC license.
  - Vehicles must be continuously registered.
  - A certificate of mechanical fitness is mandatory for the Registration of a used vehicle in all instances.

# Compensation Fund

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## Preferred Future

- The compensation fund is established and consumers have the ability to apply for compensation against licensed businesses.
- The Compensation Fund may be established from:
  - A portion of any surplus generated from AMVIC operations;
  - A levy imposed on industry licensees;
  - Consumers' contributions.
- Industry will keep the fund whole through ongoing contributions, either through AMVIC surplus or levies.

## Current Situation

- A Compensation Fund policy is in place that was approved by the Board of Directors.
- The Compensation Fund, as defined by the Fair Trading Act and Regulations, has not been established.
- The Fund is intended to compensate consumers who have been the victim of an unfair practice and can't be directly compensated from the motor vehicle business.

## Actions

- Meet with the Minister of Service Alberta to discuss how consumers and industry will contribute to establish the fund. (April 2007)

## Actions When Additional Funding is in place:

- Establish a Compensation Fund \$1,500,000

# Organization

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## Preferred Future

- **Thirty one** total employees comprised of:
  - **Eighteen** people in investigations located as follows:
    - Edmonton – 8 (1 manager/investigator, 4 investigators, 2 licensing investigators, 1 administrative assistant)
    - Calgary – 8 (1 manager/investigator, 4 investigators, 2 licensing investigators, 1 administrative assistant)
    - Red Deer – 1 investigator
    - Lethbridge -1 investigator
  - **Eleven** administrative people all located in Edmonton
    - Licensing activities – 7
    - Education coordinator - 1
    - Administrative and records management - 1
    - Finance management and compensation fund administration - 2
  - Hire **one** individual to focus on communications.
  - **One** Executive Director
- A computer system that ensures AMVIC continues to be current with today's technology, so the system remains stable at all times and is fully supported.

## Current Situation

- AMVIC has two offices, with the Head Office being located in Edmonton and a smaller office serving investigators in Calgary. Two of the field investigators are working from offices in their residence.
- A nine member Board of Directors guides the organization and is comprised of four persons representing the founding organizations, two government appointees representing the public-at-large and three members-at-large from the industry. The Board is perceived by stakeholders as being representative of the Motor Vehicle Industry and of consumers.
- Current staff compliment is twenty three full time employees with temporary staff helping out both the licensing and investigation departments at various times during the year.
- The Manager of Licensing and Finance coordinates the licensing, administrative, and financial activities. There are eight full time employees that carry out the licensing functions. One individual is dedicated to administering the salesperson education program.

- The Manager of Investigation coordinates the activities of handling complaints, investigations, and public relations, as well as checking businesses for licensing. There are fourteen employees that carry out the investigation functions. Five investigators in both Edmonton and Calgary, an investigator located south of Calgary, an investigator that covers the Red Deer area from Calgary, and two individuals who handle inbound complaint calls and inquiries.

Actions this year

- Maintain current complement of people.
- Continue to look for new revenue sources so that AMVIC can become fully staffed.

Actions When Additional Funding is in place:

- Hire one additional investigator in Edmonton and one additional investigator for Calgary. \$200,000
- Hire two more licensing investigators that would focus on contraventions under the *Fair Trading Act*, such as finding unlicensed businesses and unregistered salespeople, educating industry on the legislation, review advertising and helping with public relations. \$160,000
- Hire two licensing advisors to ensure applications are processed quickly and licensees receive prompt, courteous, and efficient service consistently. \$70,000
- Hire an individual to focus on communications. \$100,000
- Hire an individual to administer the compensation fund, records management, finance, and administrative functions. \$50,000
- Research and implement a computer system that will continue to be stable and supported with today's current technology. \$400,000

## Financial

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### Preferred Future

- Increase revenues to accommodate the hiring of additional licensing, investigation, administrative, and finance staff in order to carry out the mandate of AMVIC and provide better services to licensees and consumers.
- Enhance consumer education, improve wait time for licensing applications and complaint handling, fund capital expenditures, and contribute to both the Compensation Fund and the Reserve Fund.
- Consumers to participate in the funding of AMVIC along with the industry.

### Current Situation (see Appendix 1 for financial projections and historical data)

- Current revenue flow is inadequate to properly support the mandate of AMVIC.
- Discussions have taken place with the Minister of Service Alberta to determine where additional funding will come from.
- The ability for AMVIC to ensure the mandate is properly enforced to the fullest capacity lies with the success of obtaining additional funding. If additional funding is unsuccessful AMVIC will continue to accept more work with the same number of employees, resulting in greater wait times.
- The 2007/2008 budget year is projected to have a cash gain from operations of \$105,000; with capital expenditures being estimated at \$121,000. This consists of \$100,000 to replace four existing vehicles, and \$21,000 to replace existing computer equipment.
- Revenues for the 2007/2008 budget year are projected to be \$2.352 million, slightly higher than the 2006/2007 year end. Over the next three years if revenue sources continue to be solely collected from industry with no increase in licensing fees the overall projected results portrays no additional activities. This will put the organization in a dire position.
- Licensing fees are \$175 for a single business, \$350 for a multiple business, and \$100 for a salesperson registration.
- A restricted reserve fund of \$370,000 is in place.

### Actions

- Meet with the Minister of Service Alberta to determine where additional funding will be generated from. (May 2007)
- Review the allocation of restricted and unrestricted funds each year. (November 2007)

Summary of Actions When Additional Funding is in place:

• Compensation Fund established.	<b>\$1,500,000</b>
• Develop broad communication to consumers to educate them on the motor vehicle legislation and make them aware of AMVIC.	\$800,000
• Develop new brochures for distribution to consumers.	\$500,000
• Hire two inspectors that would focus on contraventions under the <i>Fair Trading Act</i> , such as finding unlicensed businesses and unregistered salespeople, educate industry on the legislation, review advertising, and help with public relations.	\$160,000
• Develop new training programs for industry people.	<b>\$300,000</b>
• Research and implement a stable computer system	<b>\$400,000</b>
• Develop new education programs for consumers.	<b>\$300,000</b>
• Hire additional investigators in Edmonton and Calgary	\$200,000
• Hire an individual to focus on communications.	\$100,000
• Hire two licensing advisors to ensure applications are processed quickly and licensees receive prompt, courteous, and efficient service consistently.	\$70,000
• One employee to administer the compensation fund and assist with finance functions.	\$50,000
One time expense ( <b>Bold</b> )	<b>\$2,500,000</b>
Annual expenses	\$1,880,000

- See Appendix Two for preferred budget projections

**Appendix One****AMVIC Six Year Comparative Budgets**

April 1 - March 31

	<b>2005/2006</b>	<b>2006/2007</b>	<b>2007/2008</b>	<b>2007/2008</b>	<b>2008/2009</b>	<b>2009/2010</b>
	<b>Actual</b>	<b>Actual</b>	<b>Original Budget</b>	<b>Revised Budget</b>	<b>Revised Budget</b>	<b>Revised Budget</b>
<b>REVENUES</b>						
Assessment Fees	1,767,067	1,953,860	1,900,000	2,007,000	2,056,000	2,106,500
Salesperson Course 100 Fees	260,441	277,402	272,000	288,000	295,000	302,500
Government Funding	0	0	0	0	0	0
Interest Income	26,487	42,340	36,000	45,000	46,000	47,000
Administrative Fees	1,774	3,920	12,000	12,000	12,000	12,000
<b>TOTAL REVENUES</b>	<b>2,055,769</b>	<b>2,277,522</b>	<b>2,220,000</b>	<b>2,352,000</b>	<b>2,409,000</b>	<b>2,468,000</b>
<b>EXPENSES</b>						
Labour	1,137,158	1,289,720	1,512,000	1,512,000	1,550,000	1,589,000
Board Expenses	44,050	62,711	69,000	69,000	71,000	73,000
Office Expenses	149,142	163,612	164,000	164,000	168,000	172,000
Insurance	7,462	8,368	9,000	9,000	10,000	11,000
Telecommunications	49,912	51,995	54,000	54,000	56,000	58,000
Professional Development	6,624	4,600	6,000	6,000	7,000	8,000
Education Trainers	99,591	108,466	109,000	109,000	112,000	115,000
Travel	67,820	71,010	96,000	96,000	99,000	102,000
Government & Public Relations	24,483	33,086	32,000	32,000	33,000	34,000
Legal Fees	4,657	26,019	20,000	20,000	21,000	22,000
Professional Services	13,846	2,515	6,000	6,000	7,000	8,000
Finance Charges	17,261	20,268	23,000	23,000	24,000	25,000
Audits	6,955	10,236	11,000	11,000	11,000	11,000
Transportation	26,344	8,310	-	-	-	-
Rent	93,927	96,974	136,000	136,000	139,000	142,000
Amortization	54,360	75,044	86,000	86,000	88,000	90,000
<b>TOTAL EXPENSES</b>	<b>1,803,591</b>	<b>2,032,934</b>	<b>2,333,000</b>	<b>2,333,000</b>	<b>2,396,000</b>	<b>2,460,000</b>
<b>NET INCOME ( LOSS )</b>	<b>252,178</b>	<b>244,588</b>	<b>(113,000)</b>	<b>19,000</b>	<b>13,000</b>	<b>8,000</b>
<b>Capital Expenditures</b>	<b>131,612</b>	<b>108,200</b>	<b>121,000</b>	<b>121,000</b>	<b>139,000</b>	<b>134,000</b>

**Appendix Two****AMVIC Current Budget versus Preferred Budget**

April 1 - March 31

	<b>2007/2008 Budget</b>	<b>2007/2008 Preferred Budget</b>
<b>REVENUES</b>		
Assessment Fees	2,007,000	2,007,000
Salesperson Course 100 Fees	288,000	288,000
Increased Funding	0	2,000,000
Interest Income	45,000	45,000
Administrative Fees	12,000	12,000
<b>TOTAL REVENUES</b>	<b>2,352,000</b>	<b>4,352,000</b>
<b>EXPENSES</b>		
Labour	1,512,000	1,976,000
Board Expenses	69,000	69,000
Office Expenses	164,000	177,000
Insurance	9,000	11,000
Telecommunications	54,000	60,000
Professional Development	6,000	6,000
Education Trainers	109,000	109,000
Travel	96,000	164,600
Government & Public Relations *	32,000	1,132,000
Legal Fees	20,000	20,000
Professional Services	6,000	6,000
Finance Charges	23,000	23,000
Audits	11,000	11,000
Transportation	-	-
Rent	136,000	136,000
Amortization **	86,000	412,400
<b>TOTAL EXPENSES</b>	<b>2,333,000</b>	<b>4,513,000</b>
<b>NET INCOME ( LOSS )</b>	<b>19,000</b>	<b>39,000</b>
<b>Capital Expenditures</b>	<b>121,000</b>	<b>1,245,000</b>

\* Not all communication costs would be needed in the first year because of course development

\*\* Amortization includes a one time upgrade to the computer system at a cost of \$400,000 plus course development for consumers and industry at a cost of \$600,000

## **Board of Directors**

Randy Montgomery	Grande Prairie	Used Car Dealers in Alberta
Brent Hesje	Edmonton (Secretary)	Industry-at-Large
Bart West	Edmonton	Public-at-Large
Wayne Orsten	Calgary	Auctioneers Association of Alberta
Ed Nestorowicz	Lethbridge	Public-at-Large
Reg Pattemore	Calgary (Chair)	Motor Dealers' Association of Alberta
Keith Graham	Edmonton	Recreational Vehicle Dealers Association of Alberta
Marc Bergevin	Edmonton (Treasurer)	Industry-at-Large
Peter Lokstadt	Edmonton	Automobile Service and Repair Association

## **Staff**

### **Executive Director – Edmonton**

Bob Hamilton

### **Licensing – Edmonton**

Shannon Delorey – Manager of Licensing  
Janet Tancsics  
Fred Partridge  
Brandy Bolinski  
Amanda McKillican  
Fakhra Shaikh  
Michelle Roseberry  
Sarah Vanderlee

### **Investigations**

#### **Calgary**

Bob Knight – Manager of Investigations  
Todd Allen  
Darren Conrod  
Ian Brady  
Jan Broer  
Darcy Allen

#### **Central Alberta**

Lance Knight

#### **South of Calgary**

Brad Sicotte

#### **Edmonton**

Murray Savage – Northern Alberta Manager  
Maria Scott  
Wanda McIntyre  
Gord Sorensen  
Dave Cooper  
Floyd Schick

## **Offices**

### **Edmonton**

#303, 9945 – 50th Street  
Edmonton, AB  
T6A 0L4

Edmonton Phone Number: (780) 466-1140  
Edmonton Fax: (780) 462-0633  
Toll Free 1-877-979-8100  
Web Site [www.amvic.org](http://www.amvic.org)

### **Calgary**

Suite 205, Southland Tower  
10655 Southport Road S.W.  
Calgary, AB T2W 4Y1

Calgary Fax: (403) 252-4636  
1-877-279-8200