

GM739

Measure Title: Submitting for consideration and confirmation to the Motor Vehicle Repair Industry Board, Gubernatorial Nominee, ROBERT FIGAROA, JR., for a term to expire 6-30-2018.

Report Title: Motor Vehicle Repair Industry Board

Description:

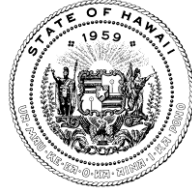
Companion:

Package:

Current Referral: CPN

Introducer(s):

<u>Sort by Date</u>		Status Text
4/7/2015	S	Received.
4/7/2015	S	Referred to CPN.
4/16/2015	S	The committee(s) on CPN has scheduled a public hearing on 04-22-15 8:30AM in conference room 016.



DAVID Y. IGE
GOVERNOR
SHAN S. TSUTSUI
LT. GOVERNOR

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CATHERINE P. AWAKUNI COLÓN
DIRECTOR
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**PRESENTATION OF THE
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-EIGHTH LEGISLATURE
Regular Session of 2015
Wednesday, April 22, 2015
8:30 a.m.

TESTIMONY ON **GOVERNOR'S MESSAGE NO. 739**, SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO **THE MOTOR VEHICLE REPAIR INDUSTRY BOARD**, GUBERNATORIAL NOMINEE, **ROBERT FIGAROA, JR.**, FOR A TERM TO EXPIRE 6-30-2018.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Catherine Awakuni Colón, Director of the Department of Commerce and Consumer Affairs ("Department"). The Department appreciates the opportunity to provide testimony in support of Governor's Message No. 739, nominating Robert Figaroa, Jr. for membership on the Motor Vehicle Repair Industry Board ("Board") as an industry member for a term to expire June 30, 2018.

Mr. Figaroa is a certified mechanic in good standing, and is the owner of Impulse Repairs, LLC. He holds an Associate in Science Degree in Aeronautics, and is an ASE Certified Technician and a certified structural welder, as well as a motivational speaker.

Mr. Figaroa's expertise in the industry, as well as his diverse background, will make him a valuable resource for the Board.

Mr. Figaroa is aware of the Board's responsibilities and tasks that include the granting, suspending, and revoking of licenses; the establishing of administrative rules; and the enforcing of provisions governing the State's licensing of the industry. Also, he understands the expectation that individual Board members will regularly attend and participate in the Board's functions. The Department believes that Mr. Figaroa's expertise in the field of motor vehicle repair make him an excellent choice for appointment to the Board.

Thank you for the opportunity to submit these comments in support of Mr. Figaroa's nomination to the Motor Vehicle Repair Industry Board.



E: Charlie Bussell .. ditchwitch@hawaii.rr.com
E: Jim Drake .. jimdrake@ak.net
E: Melissa Aiona .. pacislandparts@aol.com

Authorized Ditch Witch Dealer #2107
Ditch Witch of Hawaii
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April 20, 2015

The Honorable Rosalyn H. Baker, District 6 Senator for State of Hawaii
Room 230, Hawaiian State Capitol
Honolulu, Hawaii.

T: 808-586-6070 .. F: 808-586-6071 .. E: senbaker@capitol.hawaii.gov

Subject: In Site and Recommendation Comments Relating to Mr. Robert Figaroa.

To whom it may concern:

I have known Robert Figaroa for more than 10 years now and worked closely with him for many of those years. I have always found Robert to be direct, honest and capable.

Robert is persistent as well as a good listener, as he has developed his business. His imaginative application of his expertise is evident in every endeavor he has undertaken.

From our position as someone that has known and worked with Robert for several years we would give our highest recommendation for his consideration to any board or commission position open or being offered by the Great State of Hawaii.

Charlie Bussell
Owner of Bussell Electric Company, Hawaii (C9100)
Principle of Ditch Witch of Hawaii
Residence Address:
73-4866 Manu Mele Street
Kailua-Kona, Hawaii. 96740

Dear Senator Baker,

Robert Figaroa has displayed the highest level of key values our industry stands on. I believe those values will help him in providing a unmatched grade of insight in carrying out the duty's of a board member. I have been a licensed mechanic for over ten years and could not think of a better person to represent the diesel and automotive repair industry. Thank you.
Marlo Duarte

MD Services
Lic. MC7822

Marlo Duarte (Owner)
Cell (808)723-1410

Impulse Repairs LLC
Robert Figaroa Jr.
91-226 Kauhi street 1-B

April 20, 2015

Senator Rosalyn H. Baker
Senate Committee on Commerce and Consumer Protection
415 South Beretania St., 230
Honolulu, Hawaii 96813

Dear Senator Baker,

I am honored to be nominated for the Motor Vehicle Repair Industry Board. My experience and knowledge of this industry shall assist me during my role as a board member. I greatly appreciate this opportunity.

(1) Why do you want to be a member of the Board?

I want to take an active role in providing accurate and in depth insight in to the industry side of the repair process.

(2) What do you perceive are the roles and responsibilities of a member of the Board?

To make and assess new and existing rules to protect the consumer as well as provide means of accountability for the industry.

(3) In what ways do you feel that you can help protect the consumer?

By providing a vast and deep knowledge of my industry and the repair process helping in preventing miscommunication that I feel leads to 90% or more of customer related disputed billings.

(4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

I feel that my insight backed by years of leading the repair industry in not just technical ability but customer service well will greatly aid the processes the board carries out. My ability to solve complex problems as well as analyze the possible outcome of a situation keeping moral and legal obligations in mind. My time spent managing large fleets subletting repair work to outside repair shops also gives me a view that few individuals in my industry have or can provide.

(5) What do you hope to accomplish during your term of service?

Help get the board up to speed with the industry and find a way to keep up with it in regards to electric and hybrid vehicles.

Impulse Repairs LLC
Robert Figaroa Jr.
91-226 Kauhi street 1-B

(6) Name three qualities that best describe you and how these qualities will benefit the Board.

Thorough: This will help in making sure all aspects of a subject are viewed

Hard working: I do not look to do what's easy if the result is not going to give the best outcome. I like to pride myself as doing everything a 100% or it's not worth doing this is vital when you are a part of a board or team.

Punctual: This will aid in keeping deadlines the board has giving consumers confidence in the board's ability.

(7) Name a previous experience you've had that will be beneficial as a Board member.

As a fleet manager a sublet repair was done and was billed more than the estimate. I was able to file a complaint with RICO and get my concern resolved going through that process as a consumer will give me a balanced view on the board that not all in my industry have.

(8) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?

As an owner of a repair shop I see some of the rules that the board imposes do not work in a shops favor. However understanding the customers stand point as well as seeing how the rules helped my business will avoid conflict.

Sincerely,

Robert Figaroa, Jr.

Impulse Repairs LLC

(808) 368-6244

repairsimpulse@gmail.com