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President

Bill Siebert

CEO

Dave Hubbard

**Editor &
Creative Director**

Jenna DeTrapani

Contributing Writers

Bill Siebert
Dave Hubbard
David Hutchison
Richard May
Mark DiRosa
Dan Drury
Bob Lundin
Jacques Bolduc, P. Eng.
Steve Rizzo
Pete Lucas
Bill Fredo

The **Circuit Breaker** is published quarterly by the National Mobility Equipment Dealers Association.

Office located at 3327 W. Bearss Avenue, Tampa, FL 33618. For business office, advertising and subscriptions:

Tel: 813.264.2697
Toll Free: 800.833.0427
Fax: 813.962.8970
www.nmeda.com
info@nmeda.org

Subscription rates for the U.S.A and Canada: \$16.50/4 issues. Back issues are available by calling the NMEDA office.

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The articles published in the Circuit Breaker reflect the opinions of their authors, not NMEDA. As such, NMEDA neither takes a position on nor assumes responsibility for the accuracy of the information or statements contained therein.

AUTUMN 2011 ►►► VOLUME 18, ISSUE 3

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NMEDA MISSION STATEMENT

Through our diverse membership NMEDA advocates and supports excellence in providing safe, reliable vehicles and modifications to enhance accessibility for people with special needs.



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BOARD OF DIRECTORS 2011



Bill Siebert, President

Siebert Mobility, Inc.
405 Coolidge Street
Glenwood, IA 51535
712-527-3888 phone
712-527-9289 fax
siebert1@mchsi.com



Richard May, Southern Rep

United Access
2165 Hillshire Circle
Memphis, TN 38133
901-888-1010 phone
901-888-1009 fax
richard@unitedaccess.com



Sam Cook, Vice President

Superior Van & Mobility
4734 Rockford Pl.
Louisville, KY 40216
502-447-8267 phone
502-657-193 fax
scook@superiorvan.com



Bob Lundin, Midwest Rep

IMED Mobility
200 East 1st St.
Tea, SD 57064
605-498-1601 phone
605-498-2202 fax
bob@imedmobility.com



Tom Lorentz, Secretary

Main Mobility
9580 Main Street
Clarence, NY 14031
716-759-6811 phone
716-759-6812 fax
tlorentz@mainmobility.com



Dan Drury, Western Rep

New Horizon Vans, Inc.
3219 Candelaria, NE
Albuquerque, NM 87107
505-884-2492 phone
505-884-8007 fax
dan@newhorizonvans.com



Bill Koeblitz, Treasurer

MobilityWorks
810 Moe Drive
Akron, OH 43310
800-638-8267 phone
866-836-0043 fax
bkoeblitz@mobilityworks.com



Bob Nunn, Past President

Creative Carriage
330 Sheldon Dr.
Cambridge, ON N1T 1A9
519-740-4801 phone
519-740-2751 fax
bob@creativecarriage.com



Andrew Bayer, Mfg. Rep

Bruno Independent Living Aids
1780 Executive Drive
Oconomowoc, WI 53066
800-882-8183 phone
262-953-5501 fax
andrew.bayer@bruno.com



John Anschutz, Associate Rep.

Shepherd Center
2020 Peachtree Rd. NW
Atlanta, GA 30309
404-350-7720 phone
404-350-7356 fax
john_anschutz@shepherd.org



Nick Gutwein, Mfg. Rep.

Braun Corporation
631 West 11th Street
Winamac, IN 46996
574-946-4139 x321 phone
574-946-2322 fax
nick.gutwein@braunlift.com



David Hutchison, Canadian President

Sparrow Hawk Industries, Ltd.
675 Davenport Rd.
Waterloo, ON N2V 2E2
519-884-4295 phone
519-884-1924 fax
davidh@sparrowhawk.ca



Mark DiRosa, Northern Rep

M.C. Mobility Solutions
7588 Tyler Blvd.
Mentor, OH 44060
800-951-6238 phone
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mdirosa@mcmobilitysystems.com

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PRESIDENT'S LETTER

BILL SIEBERT (SIEBERT MOBILITY - GLENWOOD, IOWA)

The NMEDA President has been in the mobility business since 1978 and a member of NMEDA since 1994. Over the years his business has grown to four locations serving Iowa, Nebraska and Arkansas. He has served on the NMEDA Board in some capacity for nearly ten years. Concerns or questions for the President may be directed to him at info@nmeda.org.

This article will be one of my last as your president.

My second term as President will be up in February of 2012. I will be here as past President on your board and will be helping the new President for two to four years.

I want to talk about some of the great things I have witnessed as a board member and a little about myself as a board member for twelve years and a mobility dealer for over thirty three years.

When I began in this industry, we modified vehicles in welding shops. We had very little input or regulation from anyone. Our shops did what the client needed and no one said a word. Everyone we helped was thankful to have us and we all became friends.

This article is being written because one of my first three customers was here yesterday for a service and a gear shift extension. He and I were visiting in my driveway and talking about the old days. He is a charter member of the Great Plains PVA and one of the first people I was able to help in my career. He and three other members came to my welding shop and told me what they needed. His comment yesterday, as he sat in my driveway, was "Boy things have really changed in this industry since you

built Jay's van in 1978." Another old time customer and I were visiting and he said, "One thing hasn't changed: You still care for us and we are blessed to have you and your employees to help us."

Just when you think this industry has become about millions of dollars in inventory, accounts receivables, government regulations, and litigation, my customers remind me why we are here: WE CARE. I have always said that to do a good job in this industry you must be in it for the right reasons, everything else will follow. I just returned from Washington, DC working for our dealers to try to get some things done that we feel will help our client get the RIGHT STUFF.

“ I have always said that to do a good job in this industry you must be in it for the right reasons...”

When you are involved in these meetings you realize that you are doing this for those same customers you started with so many years ago. They want and deserve NMEDA's help to keep them going.

We also went to the PVA games, where NMEDA had a booth in their expo. Several of my clients participate in these games and were there in Philadelphia. The PVA is a very important part of helping all of our clients and join forces with NMEDA

to get things done in Washington. It takes a lot of work, but little by little we are MAKING A DIFFERENCE.

I have worked on many committees and have helped our organization make many changes. When you visit with people running our government, state government, other organizations and clients, they are all impressed with the fact that we are committed to a QAP system for our dealers.

If anything I have done in NMEDA has made a difference, I think it would be GUIDELINES AND QAP. I have enjoyed my years on the board and the friends I have made by being a NMEDA member. Most of all, I enjoy helping clients like Joe and Terry thirty years later. It is good to have input from others to help

you realize this business of mobility for others is still about ALL THE RIGHT REASONS.

As always this is your NMEDA and involvement means that you can enjoy what I have for many years. It is important to be wanted, needed and appreciated in your life. This organization and the people we work with can help make this happen.

***Attention NMEDA Members ...
come be one of the best!***



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YOU SHOULD HAVE BEEN THERE

In case you missed it, here's a recap of last quarter's webinar on Email Marketing.

WHAT IS EMAIL MARKETING?

Also known as e-blasts or e-newsletters, email marketing is direct communication with your clients that helps increase awareness, generates leads and builds relationships with prospective and existing customers.

Through email marketing you can reach a large number of subscribers through an inexpensive medium. Recipients can instantly receive and respond to your message and through targeted advertising you can use it as a website traffic driver. Through email marketing you can easily track your return on investment.

TERMINOLOGY

- **Above the Fold** – part of the email message that is visible without scrolling
- **Acquisition Cost** – cost to generate one lead, newsletter subscriber or customer in an individual email campaign
- **Blacklist** – list of IP addresses believed to send spam
- **Bounce** – message that was returned to sender because it was not deliverable
- **List Hygiene** – process of cleaning and de-duplicating email addresses to ensure accuracy, current, opted-in
- **Lead Nurturing** – building relationships with qualified prospects regardless of timing to buy; goal is to earn their business
- **Opt-in/Opt-out** – agreement to receive the email. Always have an opt-out or unsubscribe.
- **Unsubscribe** – remove oneself from an email list

SOFTWARE PROGRAMS

There are several softwares to choose from, some of our favorites are:

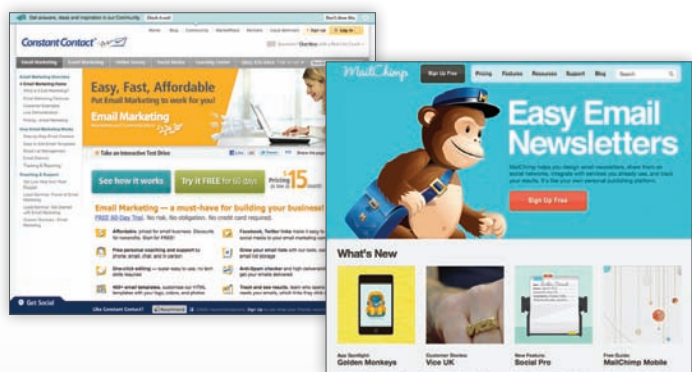
Constant Contact is a popular program that gives you step-by-step instructions to create your own custom newsletter.

You can also customize your colors and add your logo. It offers:

- Over 400 email templates
- Tracking and reporting features
- 60 day free trial
- Monthly fees start at \$15 for 500 addresses

Mail Chimp is another program that offers great analytics such as number of times emails are accessed, what time, when, etc. It's a good choice for those who don't have the resources or expertise to do custom programming. It also offers:

- Free email for lists with 2,000 names or less
- Easy to use editing systems; WYSIWYG – what you see is what you get for the back-end programming section
- Offers online training



TIPS FOR EMAIL MARKETING

- Pick a design or template that complements your brand and keep it clean. Use lots of white space, few pictures and clearly labeled sections
- Know your reader and provide relevant content
- Establish goals
- Don't over communicate

It's important to determine what you want to include: Do you spotlight a product or safety tip? Feature/Interview an employee?



National Mobility Equipment Dealers Association | Driving Independence



Make it fun or include a quote? The key is to always treat readers like they are a part of your group. Include a link to your website, this helps drive traffic and rankings. Also combine email and social marketing by sharing your campaign with Facebook, Digg or Twitter. Invite your readers to comment. In addition, incorporate Google Analytics so you can view statistics and visits.

CONTENT

In today's social age there's less tolerance for communications that sound like they've been written by a legal or PR team. It's important to keep a conversational tone in your copy. Place more emphasis on content that is relevant to your readers and refrain from talking about how great YOU are. Customers words often speak louder than your own so leverage any user generated content such as testimonials, reviews, etc.

PLANNING

- Define your objectives and budget
- Design creative that aligns with your customers interests
- Build, refine and maintain your lists
- Experiment with test campaigns for effectiveness – change subject lines, design, days and times sent out, etc. to find out what works best
- Make sure your email marketing informs, entertains and provides value

SPAM FILTERS

How to send email without it being marked as spam/junk:

- Use the same address in the "From" header
- Use a consistent IP address to send bulk mail
- Don't use the word 'advertising' in it
- Don't use repetitive key words
- Watch for misspellings
- Don't use flash or rich media
- Don't use ALL CAPS, !!!!!, \$\$\$\$\$, free
- Use standard size fonts and size
- The subject for each message should be relevant to the e-newsletter content

MAILING LISTS AND FREQUENCY



A good mailing list is key to the success of your email marketing. Keep your address list current and never send to an old list.

Don't scrape lists from websites – it only takes a few spam complaints to get blocked. Some good ways to grow your list are to add a link on your invoices, add a link on Facebook, offer free giveaways to subscribers, place a link to your signup on every page of your website.

Remember to always be helpful and important to your reader. If you're having problems coming up with rich, informative content, consider reducing the length and frequency of your emails. People value the space in their In Box. Don't be a nuisance.

Mark your calendar and plan to join us for our next webinar on October 4 and 13, where we'll take an in-depth look at search engine optimization.

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NMEDA DEALER MEMBERS

UNITED STATES

ALASKA

TrailerCraft, Inc.
1301 East 64th Ave.
Anchorage, AK 99518
907-563-3631

ALABAMA

Q Griffin Medical Associates
213 Chestnut Street NW
Hartselle, AL 35640
256-751-1365
1,2,3

Q Gulf States Mobility
1436-B W. I-65 Service Rd.
South Mobile, AL 36693
251-602-8530
1,3

Q Gulf States Mobility
1647 Coosa River Parkway
Wetumpka, AL 36092
334-514-6590
1,3

Q Gulf States Mobility
2201 University Blvd. East
Tuscaloosa, AL 35404
205-556-7733
1,3

Q HDS VANS & Mobility
3747 Pine Lane Cl-459
Bessemer, AL 35022-5642
205-426-8261
1,3

Q Phase III Vans, Inc.
7707 Troy Highway
Pike Road, AL 36064
334-281-2160
1

Southern Mobility Products
116 Castle Drive
Madison, AL 35758
256-830-6976

Q Sylacauga Handicapped, Inc.
1304 Talladega Hwy.
Sylacauga, A 35150
256-249-3717
1,2,3

Q Team Adaptive Medical, Inc.
1251 Bolton's Branch Dr.
Mobile, AL 36606
251-471-1088
1,3

ARKANSAS

Accessibility Specialties, Inc.
1920 John Barrow Rd.
Little Rock, AR 72204
501-312-1000

Q Presidential Conversions
2887 No. College, Suite B
Fayetteville, AR 72703
479-521-8433
1,2,3

Q Presidential Conversions
2500 Commerce Drive,
Bldg. A, Suite B
Jonesboro, AR 72401
870-933-7270
1,2

Q Siebert Mobility Inc.
712 Hwy 5 N.
Benton, AR 72019
501-316-2466
1,2

ARIZONA

A.D.E. Industries, Inc.
3621 S. Palo Verde
Tucson, AZ 85713
520-571-7156

Q Ability Center
23606 N. 19th Ave.
Phoenix, AZ 85085
623-879-0800
1,3

Q Ability Center
4720 N. La Cholla Blvd
Tucson, AZ 85705
520-293-3596
1,3

Q Dignified Motors LLC
3422 East Roeser, #A-102
Phoenix, AZ 85040
877-344-6686
1,3

Q Handicap Vehicle Specialists
3306 E. Washington, #106
Phoenix, AZ 85034
602-275-3325
1,3

Leeden Wheelchair Lift & Sport
1704 E. Curry Road, Suite 101
Tempe, AZ 85281
480-966-2372

Quality Vans
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Tempe, AZ 85281
480-464-7007

Southwest Mobility, Inc.
4406 East Main Street, Suite
110 Mesa, AZ 85205
480-654-2292

CALIFORNIA

Ability Advantage
15235 Brand Blvd. #104
Mission Hills, CA 91345
800-713-9010

Q Ability Center
11600 Western Avenue
Stanton, CA 90680
714-890-8262
1,3

Q Ability Center
6550 Freeport Blvd. Suite A
Sacramento, CA 95822
916-392-1196
1,2,3

Q Ability Center
4797 Ruffner Street
San Diego, CA 92111
858-541-0552
1,2,3

Q Access Options, Inc.
1253 Birchwood Dr.
Sunnyvale, CA 94089
408-734-5438
1

Q Access Options, Inc.
109 Lee Road Suite D
Watsonville, CA 95076
831-722-6804
1,2,3

Active Mobility Center
14909 - 7th St.
Victorville, CA 92395
760-962-1050

AdaptABILITY
2975 Dutton Avenue Bldg. A
Santa Rosa, CA 95407
707-575-6997

Q Adaptive Driving Systems
3548 Empleo
San Luis Obispo, CA 93401
805-549-7996
1,2,3

Q AERO MOBILITY
P.O. Box 1631
Orange, CA 92856
714-973-8600
1

Q Better Life Mobility
8130 Parkway Drive
LaMesa, CA 91942
619-474-4072
1

Better Life Mobility
1370 Dodson Way
Riverside, CA 92507
951-686-3152

Q Classic Vans, Inc.
dba Mobility Vans USA
25700 Mission BL
Hayward, CA 94544
510-538-3150
1

Discount Medical
6570 Magnolia Ave.
Riverside, CA 92506
800-800-7871

Q Driving Specialties
2216 Cemo Circle #A
Rancho Cordova, CA 95670
916-635-2765
1

Q Driving Specialties, Ltd.
215 Commercial St.
Vallejo, CA 94589
707-553-1515
1,2,3

Economy Medical
114 Center Avenue
Pacheco, CA 94553
925-671-4800

Q Mac's Lift Gate, Inc.
2715 Seaboard Ln.
Long Beach, CA 90805
562-634-5962
1,2,3

Q Mobile Help
711 S. Allen St.
San Bernardino, CA 92408
909-383-3883
1,3

Q MobilityWorks
2010 Duane Ave.
Santa Clara, CA 95054
888-473-5402
1,3

Q MobilityWorks
7720 Sepulveda Blvd.
Van Nuys, CA 91405
888-473-5402
1,3

Modesto Mobility Center
1025 Lone Palm Ave. Ste 5A-B
Modesto, CA 95351
209-577-1069

Q Nor-Cal Mobility, Inc.
890 Cowan Road, Suite B
Burlingame, CA 94010
800-225-7361
1

Q Nor-Cal Mobility, Inc.
120 N. Diamond St.
Fresno, CA 93701
800-225-7361
1

Q Nor-Cal Mobility, Inc.
3127 Fite Circle, Suite B
Sacramento, CA 95827
800-225-7361
1

Q Nor-Cal Mobility, Inc.
1300 Nord Avenue
Chico, CA 95926
800-225-7361
1,2,3

**Q Sacramento Van Conversions
& Mobility**
5821 Florin Perkins Rd.
Sacramento, CA 95828
916-381-8267
1

The Mobility Specialist, Inc.
490 Capricorn Street
Brea, CA 92821
714-674-0480

VESSCO Inc.
68805 Perez Rd E#1
Cathedral City, CA 92234
760-328-3295

Wheelchairs of San Mateo
808 Burlway Road Ste 7
Burlingame, CA 94010
650-342-4864

COLORADO

- Q Freewheel Mobility**
9500 W. 49th Ave. C107
Wheat Ridge, CO 80033
303-467-9981
1,2,3
- Q Freewheel Mobility**
109 Iowa Ave.
Colorado Springs, CO 80909
719-262-6640
1
- Q Performance Mobility**
333 East 76th Ave.
Denver, CO 80229
303-288-0140
1,2,3
- Q Performance Mobility**
6285 Corporate Drive
Colorado Springs, CO 80919
719-590-1400
1

CONNECTICUT

- Q Advanced Wheels of Technology**
15F International Dr., Box 908
East Granby, CT 06026
860-653-8064
1,2,3
- Q Ride-Away**
104 Pitkin St.
E. Hartford, CT 06108
888-RIDE-AWAY
1,3
- Q Ride-Away**
155 Woodward Ave.
Norwalk, CT 06854
888-RIDE-AWAY
1
- Q Wheelchair Getaways**
32 Stony Hill Rd.
Bethel, CT 06801
203-790-9998
1,3

DELAWARE

- Q American Mobility Inc.**
101 J and M Drive
New Castle, DE 19720
302-276-1801
1, 3

FLORIDA

- A & J Mobility, Inc.**
729 Cypress Villiage Blvd.
Ruskin, FL 33573
813-642-0322
- Q Access by Skip LLC**
1731 Fern Palm Dr. 1A
Edgewater, FL 32132
386-428-6677
1,3
- Active Mobility Innovations**
8100 Ulmerton Rd.
Largo, FL 33771
727-738-1375

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1,2,3
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352-622-4467
1,3
- Q America's Mobility Solution**
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Holly Hill, FL 32117
386-672-1990
1
- Q Auto Mobility Sales**
590 S.W. 9th Terrace
Pompano Beach, FL 33069
954-974-7028
1
- Q Auto Mobility Sales**
1925 10th Ave. N. Unit 1
Lake Worth, FL 33461
561-586-1997
1
- Q HDS VANS & Mobility**
2727 St. Johns Bluff Rd.
Jacksonville, FL 32246
904-281-0111
1,3
- Q KEMPF Inc.**
225 S. 78th Street
Tampa, FL 33619
813-630-0409
1,3
- Med Repairs, Inc.**
3120 Aviation Blvd.
Vero Beach, FL 32960
772-569-2901
- Q MITS at Custom Mobility**
7199 Bryan Dairy Road
Largo, FL 33777
727-524-1300
1,3
- Q Mobility America**
5181 Hwy 98 N.
Lakeland, FL 33809
863-816-1513
1
- Q Mobility Express**
4320 US Highway 19
New Port Richey, FL 34652
800-918-7433
1
- Q Mobility Freedom Inc.**
20354 U.S. Hwy 27
Clermont, FL 34715
352-429-3972
1,2
- Q Mobility Freedom, Inc.**
8203 Ulmerton Rd.
Largo, FL 33771
727-521-4248
1,3

- Mobility Styles Inc.**
dba Mobility Express
13382 Cortez Blvd.
Brooksville, FL 34603
352-597-4546
- Q Mobility Transportation Systems**
4010 E. Hillsborough Ave.
Tampa, FL 33610
813-246-9116
1,2,3
- Q Movin' On Mobility**
342 Pike Rd. Suite #26
West Palm Beach, FL 33411
561-881-5600
1,3
- Q Movin' On Mobility**
12530 Metro Pkwy
Ft. Myers, FL 33912
239-275-1900
1,2,3
- Mrs. Mobility, Inc.**
11163 Spring Hill Drive
Spring Hill, FL 34609
352-666-3006
- Q Ocean Conversions & Mobility**
750 E Sample Rd, Bldg 1 Ste 5
Pompano Beach, FL 33064
954-942-6033
1,2,3
- Q Ocean Conversions of Ft. Myers, Inc.**
5751 Zip Drive
Ft. Myers, FL 33905
239-936-6333
1,2,3
- Originator Corp.**
832 NW 1st St.
Ft. Lauderdale, FL 33311
954-463-7231
- Q Phase III Mobility**
4333 Gulf Breeze Pkwy
Gulf Breeze, FL 32563
866-514-8777
1,2,3
- Q Piper Medical, Mobility & Accessibility**
1885-B NE 149th Street
North Miami, FL 33181
305-940-2030
1,3
- R & M Mobility**
9580 Nims Lane
Pensacola, FL 32534
850-479-1766
- Q Ride-Away**
8706D East Broadway Ave
Tampa, FL 33619
888-RIDE-AWAY
1
- Sir Thomas Inc.**
dba Access Able Mobility
19800 Veterans Blvd, Unit A-1
Port Charlotte, FL 33954
941-743-7500

- Specialty Vehicles, Inc.**
685 Broad St.
Pensacola, FL 32534
850-477-7645

- Q Sunset Mobility**
8415 S.W. 129 Terrace
Miami, FL 33156
305-234-0071
1,2,3

- Team Adaptive, Inc.**
1503 Foster Ave.
Panama City, FL 32405
850-522-0059

- The Mobility Store LLC**
dba Mobility Express
915 N. Florida Ave.
Lakeland, FL 33801
863-688-3900

- Triple S Mobility**
7350 Park Blvd.
Pinellas Park, FL 33781
727-230-9448

- Q Wheelchair Vans of Florida**
1275 US 41 Bypass South
Venice, FL 34285
941-451-8194
1

GEORGIA

- Q Adaptive Driving Solutions**
3027 Riverwatch Lane
Augusta, GA 30907
706-364-2688
1,2,3

- Q AMS Vans, Inc.**
5555 Oakbrook Pkwy Bldg. 500
Norcross, GA 30093
770-729-9400
1

- Q Custom Mobility Van & Lift**
315 Whitehead Rd.
Athens, GA 30606
706-353-1099
1,2,3

- Q HDS VANS & Mobility**
1255 Kennestone Circle Ste. 100
Marietta, GA 30066
800-444-9100
1,3

- Home Medical Professionals**
1643 Oakbrook Dr.
Gainesville, GA 30507
678-313-7006

- Mobility Concepts of Savannah**
P.O. Box 61495
Savannah, GA 31420
912-233-1050

- Q Quail Country Customs**
731 S. Westover Blvd.
Albany, GA 31707
229-432-7258
1

NMEDA DEALER MEMBERS

Q Quail County Customs, Inc.
2635 Hwy 247 Connector
Byron, GA 31008
478-956-1225
1

Q R & R Van Lift Sales & Service
2130 Sigman Road
Conyers, GA 30012
770-483-0767
1,2,3

IOWA

Q Siebert Mobility Inc.
3450 SE Miehle Drive, Suite 1
Grimes, IA 50111
515-986-3010
1

Q Siebert Mobility Inc.
405 Coolidge St.
Glenwood, IA 51534
712-527-3888
1,2,3

Q Siebert Mobility Inc.
3554 Dolphin Dr.
Iowa City, IA 52240
319-351-3159
1

Q Total Mobility
2406 W. 2nd Avenue
Indianola, IA 50125
515-961-0575
1,2,3

ILLINOIS

**Custom Van Conversions
& Mobility**
3720 Oakton St.
Skokie, IL 60076
847-679-8261

Q MobilityWorks
155 E. North Ave.
Villa Park, IL 60181
888-473-5402
1,3

Q MobilityWorks
23855 W. Andrew Road
Plainfield, IL 60585
888-473-5402
1,3

Morton Body & Equipment Co.
4001 W. Jackson St.
Morton, IL 61550
309-694-3222

New Ability Inc.
6 N. Ninth Ave.
Melrose Park, IL 60160
708-345-3939

Q Southern Bus and Mobility
12950 Koch Lane
Breeese, IL 62230
618-526-4131
1,3

Q United Access
706 W. Bradley
Champaign, IL 61820
217-398-1053
1,3

Q United Access
2924 N. Dirksen Parkway
Springfield, IL 62702
888-706-1010
1,3

INDIANA

Q ADM Mobility Solutions, Inc.
8360 W. Washington St.
Indianapolis, IN 46231
317-481-8707
1,3

Custom Cycle & Mobility Supply
2131 S. Kentucky Ave.
Evansville, IN 47714
812-422-2605

Q McCrocklin Ford Sales, Inc.
810 W. Mill Street
Middletown, IN 47356
765-354-2261
1,3

Q Superior Van & Mobility
5410 S. Madison Ave.
Indianapolis, IN 46227
877-405-9929
1,2,3

Q Superior Van & Mobility
3725 W. Cleveland Rd Ste 400
South Bend, IN 46628
877-405-9929
1,3

Q Superior Van & Mobility
3414 Interstate Drive
Evansville, IN 47715
877-405-9929
1,3

Q Superior Van & Mobility
2218 Contractors Drive
Fort Wayne, IN 46818
877-405-9929
1,3

KANSAS

Banner Mobility Resources
231 SE 53rd St. Ste C
Topeka, KS 66609
785-235-3070

Q Jay Hatfield Mobility, LLC
200 S. East Avenue
Columbus, KS 66725-1955
800-545-4227
1,2,3

Q Kansas Truck Equipment Co.
1521 S. Tyler Road
Wichita, KS 67209
316-722-4291
1,2,3

Q United Access
7921 Bond Street
Lenexa, KS 66214
913-894-8080
1,3

KENTUCKY

C & C Ford - Mercury
Post Office Box 249
Sturgis, KY 42459
800-332-6696

Q Marilyn's Medical Freedom
4860 Old Mayfield Rd.
Paducah, KY 42003
270-534-9713
1

Mobile Rehab, LLC
1060 Elizabeth St. Suite #1
Nicholasville, KY 40356
859-881-4444

**Q Movin On Mobility Mid
America, LLC**
3301 Fern Valley Road
Louisville, KY 40213
502-964-3556
1

Pennyrile Home Medical, Inc.
307 E. Main St.
Cadiz, KY 42211
270-522-8002

Q Superior Van & Mobility
1180 E. New Circle Rd.
Lexington, KY 40505
877-405-9929
1,3

Q Superior Van & Mobility
4734 Rockford Pl.
Louisville, KY 40216
877-405-9929
1,2,3

Thomas Medical Equipment
P.O. Box 18010
Louisville, KY 40213
502-459-6006

LOUISIANA

Q Acadiana Handicap Solutions
224 East Pinhook Rd.
Lafayette, LA 70501
337-289-3004
1,2,3

Q Access Vans of LA, Inc.
17300 Hwy. 77
Grosse Tete, LA 70740
225-648-2647
1,2,3

Q Access Vans of Louisiana
1901 Westbank Expwy, Ste 500
Harvey 70058
504-362-9491
1

ALLMED Mobility
303 N. Market Street Suite B
Shreveport, LA 71107
318-222-2860

Q Crescent Vans, Inc.
424 Hickory Ave.
Metairie 70003
504-738-2634
1,2,3

Q Fastserv Medical Monroe
112 Summer Lane
West Monroe, LA 71291
318-396-3366
1,3

Kenny's Accessible Vans LLC
2001 Wooddale Blvd.
Baton Rouge, LA 70806
225-926-2403

**Mayfield, Inc dba
FastServ Medical Bossier**
3050 Knolin Dr. #1
Bossier City, LA 71112
318-741-9586

Regional Medical Rental & Sales
9422 Kingston Road
Shreveport, LA 71118
318-686-5277

MASSACHUSETTS

Q Adaptive Mobility Equipment
1551 Fall River Ave. (Rte. 6)
Seekonk, MA 02771
508-336-2556
1,3

Q Automotive Innovations, Inc.
4 First Street
Bridgewater, MA 02324-0474
508-697-8324
1,2,3

Handicap Conversion Vans
148 Worc, Prov Turnpike
Millbury, MA 01527
508-865-9973

Q New England Wheels Inc.
33 Manning Road
Billerica, MA 01821
978-663-9724
1,2,3

Q Ride-Away
249 E. Washington St. N.
Attleboro, MA 02760
888-RIDE-AWAY
1,3

Q Ride-Away
333 Boston Prov. Hwy., Bldg. C
Norwood, MA 02062
888-RIDE-AWAY
1,3

MARYLAND

Q AA Eastern Mobility, Inc.
P. O. Box 415
Woodsboro, MD 21798
301-845-4188
1

Auto Assist, Inc.
5002 Lehigh Ave.
College Park, MD 20740
301-699-2238

Q BEDCO Mobility
6300 Falls Rd.
Baltimore, MD 21209
410-825-1440
1

NMEDA DEALER MEMBERS

Koons Ford of Annapolis
2540 Riva Rd.
Annapolis, MD 21401
410-224-2100

Q Oneness Mobility Services
7620 A Penn Belt Dr.
Forestville, MD 20747
866-570-6686
1,2,3

Q Ride Away
11409 Maryland Ave.
Beltsville, MD 20705
888-RIDE-AWAY
1,3

Truck'n America Mobility Equipment
2130 Old Washington Rd.
Waldorf, MD 20601
301-932-4510

Q TTI Mobility Products
404-D Irl Lane
Fruitland, MD 21826
800-576-4323
1

MAINE

Q Ride-Away
32 Lewiston Road, Unit 2B
Gray, ME 04039
888-RIDE-AWAY
1,3

MICHIGAN

Q Access Mobility Center
7620 Eastman Avenue
Midland, MI 48642
989-633-6100
1

Q Advantage Mobility Outfitters
3990 Second St.
Wayne, MI 48184
734-595-4400
1,2,3

Q Clock Conversions
587 W. Blue Star Drive
Traverse City, MI 49684
231-943-9890
1

Q Clock Conversions
6700 Clay Ave.
Grand Rapids, MI 49548
800-732-5625
1,2,3

Q Clock Conversions
5540 S. Pennsylvania Ave. Ste 11
Lansing, MI 48911-4012
517-272-4488
1

Creative Controls, Inc.
32217 Stephenson Hwy.
Madison Heights, MI 48071
800-539-7237

Freedom Motors USA
740 Watkins Road
Battle Creek, MI 49015
888-625-6335

Gresham Driving Aids
P.O.Box 930334
Wixom, MI 48393
248-624-1533

Q MobilityWorks
1965 East Avis
Madison Heights, MI 48071
888-473-5402
1,3

Q MobilityWorks
8175 Gratiot Rd.
Saginaw, MI 48609
888-473-5402
1,3

MINNESOTA

Bert's Truck Equipment of Moorhead, Inc.
3804 Hwy 75 North
Moorhead, MN 56561
218-233-8681

Q Cummings Mobility
1755 W County Road C.
Roseville, MN 55113
651-633-7887
1,3

Q Cummings Mobility Conversions & Supply Inc.
6540 Jansen Ave. NE
Albertville, MN 55301
763-497-0103
1,2,3

Q IMED Mobility
1915 County Road C
Roseville, MN 55113
651-635-0655
1,2,3

Q Rollx Vans
6591 W. Highway 13
Savage, MN 55378
800-956-6668
1,2,3

Wheelchairs Plus, Inc.
65 Third Street NE
Waite Park, MN 56387
N/A

Wheelchairs Plus, Inc.
502 SE 10th Street
Grand Rapids, MN 55744
218-326-1833

MISSOURI

Q D.W. Auto & Home Mobility Specialties
1208 N. Garth Ave.
Columbia, MO 65203
800-568-2271
1,2,3

Q Handicap Conversions, Inc.
8200 NW 97th Terrace
Kansas City, MO 64153
816-471-0305
1,2,3

Mid America Coach, Inc.
8809 East State Road 350
Kansas City, MO 64133
816-734-5000

Q Southern Bus & Mobility, Inc.
80 South Highway Dr.
Valley Park, MO 63088
636-825-0700
1,3

Q United Access
9389 Natural Bridge Rd
St. Louis, MO 63134
314-426-1010
1,2,3

Q United Access
618 Jackson St.
Columbia, MO 65203
573-874-2214
1,3

Q United Access
1389 N. Cedarbrook
Springfield, MO 65802
417-890-1043
1,3

MISSISSIPPI

Q Grace Healthcare Inc.
1120 Broad Avenue
Gulfport, MS 39501
228-863-3331
1

Q Handicapable Vans, Inc.
5516 North State Street
Jackson, MS 39206
601-981-0042
1,2,3

Q J's Mobility Unlimited, Inc.
3880 Flowood Dr.
Flowood, MS 39232
601-939-2112
1,2,3

Q Mobility Systems, Inc.
2857 Oak Grove Road
Hattiesburg, MS 39402
601-264-0609
1,2,3

Q Team Adaptive, Inc.
978 Tommy Munro Dr.
Biloxi, MS 39532
228-388-5700
1

Q Total Mobility Concepts LLC
1204 S. Gloster Street
Tupelo, MS 38801
662-269-2068
1

MONTANA

G & J Enterprises
3353 Old Hardin Rd
Billings, MT 59101
406-248-5767

NORTH CAROLINA

Care Solutions
700 Ray St.
Hendersonville, NC 28792
828-698-9844

Q Carolina Mobility Sales, LLC
4025 Queen City Dr.
Charlotte, NC 28208
704-399-0900
1,2,3

Freedom Mobility Aids
205 Cedar Lane
Clemmons, NC 27012
336-766-8520

Q Ilderton Conversion of Charlotte
5518 Westpark Dr.
Charlotte, NC 28217
704-523-2022
1,2,3

Q Ilderton Dodge/Conversion Co.
701 S. Main St.
High Point, NC 27261
336-841-6100
1,2,3

Q Mountain Adaptive/The Van Shop
35 Dogwood Rd.
Asheville, NC 28806
828-670-1111
1,2,3

Stalls Medical, Inc. dba Adaptive Vans Inc.
5995-119 Chapel Hill Rd.
Raleigh, NC 27607
919-233-0732

Q Van Products
2521 Noblin Road
Raleigh, NC 27604
919-878-7110
1,3

NEBRASKA

Q Kohl's Mobility & Rehab
Equipment 12729 Q Street
Omaha, NE 68137
402-408-1330
1,2,3

Mobility Motoring LLC
14450 Meadows Blvd. Suite 2
Omaha, NE 68138
402-884-3333

NEW HAMPSHIRE

Callahan Motor Cars
108 Lafayette Rd. North
Hampton, NH 03862
603-964-1400

Q Ride-Away
54 Wentworth Ave.
Londonderry, NH 03053
888-RIDE-AWAY
1,2,3

NMEDA DEALER MEMBERS

NEW JERSEY

Q Accessible Vans and Mobility
2303 Wallace Blvd.
Cinnaminson, NJ 08077
856-829-9449
1,3

Q Brunswick Automotive Professionals
1500 US 1 North
North Brunswick, NJ 08902
732-545-6300
1,2,3

Q Drive-Master
37 Daniel Road West
Fairfield, NJ 07004
973-808-9709
1,2,3

Q Fun Truck'n Mobility
255 Route 46 West
Saddle Brook, NJ 07663
973-546-1900
1,2,3

Q Monmouth Vans, Access & Mobility
5105 Rts. 33/34
Farmingdale, NJ 07727
732-919-1444
1,3

Q Performance Van Shop, Inc.
1549 Gateway Blvd
Woodbury, NJ 08096
856-848-3470
1,2,3

NEW MEXICO

Highland Conversions LLC
417 Adams St., S.E.
Albuquerque, NM 87108
505-232-8629

Q New Horizon Vans, Inc.
3219 Candelaria, NE
Albuquerque, NM 87107
505-884-2492
1,2,3

Southwest Lift Installation
315 B Juan Tabo Blvd. NE
Albuquerque, NM 87123
505-891-3346

NEVADA

Q Ability Center
6001 S. Decatur Blvd. Suite N
Las Vegas, NV 89118
702-434-3030
1,3

Q Better Life Mobility Center
2695 S. Decatur Blvd. Ste 100
Las Vegas, NV 89102
702-876-9606
1

Nevada Seating & Mobility
7875 N.Virginia Unit E
Reno, NV 89506
775-887-1955

NEW YORK

Q Abilities Unlimited of NY
90 E. Jeffryn Blvd.
Deer Park, NY 11729
800-664-8434
1,2,3

Accessible Mobility, LLC
11 Hillside Avenue
Port Chester, NY 10573
203-869-4038

Q Advance Mobility
4214 Glenwood Road
Brooklyn, NY 11210
718-253-1212
1,2

Q Agor Enterprises
1241 Erie Blvd. W.
Syracuse, NY 13204
315-510-4272
1

Q Agor Enterprises, Inc
951 Panorama Trail South
Rochester, NY 14625
585-385-2556
1

Q AutoCrafting Mobility Solutions of Rochester LLC
997 Beahan Road
Rochester, NY 14624
585-427-7220
1,2,3

Q Boulevard Van City
2708 Niagara Falls Blvd.
Wheatfield, NY 14304
716-731-4335
1,2,3

Q Bussani Mobility
500 Central Ave.
Bethpage, NY 11714
516-938-5207
1,2,3

Q Bussani Mobility
501 Concord Avenue
Mamaroneck, NY 10543
914-835-8267
1,3

Q Craftsmen Mobility Systems
570 Hance Rd.
Binghamton, NY 13903
607-669-4530
1,3

Q Fenton Mobility Products
1209 East Second Street
Jamestown, NY 14701
716-484-7014
1,2

Q Main Mobility
9580 Main Street
Clarence, NY 14031
716-759-6811
1,2,3

Q Mobility Services, Inc.
19-57 Steinway St.
Astoria, NY 11105
718-267-2921
1,2

Q MobilityWorks
165 Freemans Bridge Rd.
Scotia, NY 12302
888-473-5402
1,2,3

Q Penn York Mobility
69 Main St. Binghamton
13905 607-773-3622
1,3

Priority Van Sales, Inc.
732 County Route 24
Corinth, NY 12822
518-654-8308

Q Specialty Conversions, Inc.
615 Sunrise Hwy.
West Babylon, NY 11704
631-321-4196
1,2,3

Q Tim's Trim, Inc.
25 Bermar Pk
Rochester 14624
585-429-6270
1,2,3

OHIO

Q Columbus Mobility Specialists
6330 Proprietors Rd., Suite C
Worthington, OH 43085
614-825-8996
1,2,3

Q Key Mobility Services
1944 U.S St. Rt. 68 N.
Xenia, OH 45385
800-539-5438
1

Q M.C. Mobility Systems
214 Valley St.
Dayton, OH 45404
937-222-5001
1

Q M.C. Mobility Systems
7588 Tyler Blvd
Mentor, OH 44060
800-951-6238
1,2

Q M.C. Mobility Systems
7233 Industrial Pkwy
Plain City, OH 43064
800-834-8301
1,3

Q M.C. Mobility Systems
10691 Reading Rd.
Evendale, OH 45241
513-469-8220
1

Q Marietta Mobility
211 South 8th Street
Marietta, OH 45750
800-690-4950
1,2,3

Q MobilityWorks
1020 Laskey Rd.
Toledo, OH 43612
888-473-5402
1,3

Q MobilityWorks
12117 Princeton Pike
Cincinnati, OH 45246
888-473-5402
1,3

Q MobilityWorks
810 Moe Dr.
Akron, OH 44310
888-473-5402
1,3

Q Modified Vehicle Specialists
2705 Nebraska Avenue
Toledo, OH 43607
419-535-1850
1,2,3

OKLAHOMA

Q Handi-Cap Aids Company
730 W. Hefner Rd.
Oklahoma City, OK 73114
405-842-0511
1,2,3

Handicapped Vehicle Services Unlimited
7215 E. 46th St.
Tulsa, OK 74145
918-622-8400

Q Newby-Vance Mobility
5632 S. Division Street
Guthrie, OK 73044
405-282-2113
1,3

OREGON

Q All in One Mobility
12833 NE Airport Way
Portland, OR 97230
503-255-5005
1

Q Mobility Access Options, Inc.
4822 Industry Drive
Central Point, OR 97502-3286
541-245-4846
1,3

Q MPJ Mobility
3574 Marcola Road
Springfield, OR 97477
541-726-4001
1,3

Q Performance Mobility
4347 NW Yeon Ave.
Portland, OR 97210
503-243-2940
1,2,3

Q R & J Mobility Services, Inc.
155 "E" Street
Independence, OR 97351
503-838-5520
1,2,3

PENNSYLVANIA

- Q American Mobility Inc.**
3494 Progress Dr., Unit H
Bensalem, PA 19020
215-244-6600
1,2,3
- Q Gannon Mobility Vehicles**
1617 Peninsula Dr.
Erie, PA 16505
814-833-6000
1,2,3
- Q Keller Wheelchair Lifts**
197 Main St.
Luzerne, PA 18709
570-288-1004
1,2,3
- Q Keystone Coach Works**
4786 Library Rd.
Bethel Park, PA 15102
412-833-1900
1,2,3
- Q Keystone Mobility**
5409 Locust Lane
Harrisburg, PA 17109
717-901-3090
1,2,3
- Q M.I.T.S. Corp.**
11448 N. Main St. Ext.
Glen Rock, PA 17327
717-235-5899
1
- Q MobilityWorks**
1090 Mossdale Blvd.
Wall, PA 15148
888-473-5402
1,3
- Q Ride-Away**
2460 General Armistead Ave.
Ste. 100-150
Norristown, PA 19403
888-RIDE-AWAY
1,3
- Total Mobility Services**
7917 Derry St. Suite 124
Harrisburg, PA 17111
800-558-7408
- Q Total Mobility Services, Inc.**
4785 Penn Ave. Box 7
Boswell, PA 15531
814-629-9935
1,2,3
- Q VCI Mobility**
925 S. Trooper Rd.
Norristown, PA 19403
610-666-9100
1,2,3
- Q VCI Mobility**
6475 Ruch Road
Bethlehem, PA 18017
610-837-0707
1,2,3

SOUTH CAROLINA

- Abacare Home Medical**
8410 Rivers Avenue Suite E
Charleston, SC 29406
843-797-5700
- Q Carolina Mobility Sales LLC**
3624 Fernandina Road
Columbia, SC 29210
803-791-7791
1,3
- Free Spirit Mobility & Home Medical**
107 W. Wade Hampton Blvd.
Greer, SC 29650
864-877-8566
- Q Ilderton Conversion of Charleston LLC**
1033 Wappoo Rd. Unit D
Charleston, SC 29407
843-576-0414
1,2,3
- Q Southeastern Health Plus**
11816 Hwy 17 Bypass
Murrells Inlet, SC 29576
843-651-5795
1

SOUTH DAKOTA

- Black Hawk Vans**
3156 Haines Rd.
Rapid City, SD 57701
605-342-2104
- Q IMED Mobility**
200 East 1st St.
Tea, SD 57064
605-498-2200
1
- R & R Mobility Conversions**
400 S. Marion Rd.
Sioux Falls, SD 57106
605-335-8646

TENNESSEE

- Q Apple Independence Mobility**
306 N. Willow Ave.
Cookeville, TN 38501
877-528-5788
1,3
- Q Apple Independence Mobility**
1152 Pine St.
Lebanon, TN 37087
877-528-5788
1,3
- Q HDS Vans & Mobility**
1325 Mackey Branch Drive
Chattanooga, TN 37421
423-308-8267
1,3
- Q HDS VANS & Mobility**
173 Industrial Dr.
Lavergne, TN 37086
615-280-5058
1,3
- Q Mountain Adaptive**
3705 Bristol Hwy
Johnson City, TN 37601
423-283-9111
1,3
- Q Superior Van & Mobility**
10640 Braden Dickey Lane
Knoxville, TN 37932
877-405-9929
1
- Tennessee Mobility**
1015 S. Water Ave.
Gallatin, TN 37066
615-451-7373
- Q United Access**
2165 Hillshire Circle
Memphis, TN 38133
901-888-1010
1,2,3

TEXAS

- Above & Beyond Mobility**
P.O. Box 132
Ben Wheeler, TX 75754
903-833-2639
- Q Access 2 Mobility, Inc.**
12406 SH 155 South
Tyler, TX 75703
877-254-5438
1
- Q Adaptive Driving Access**
6836 N Sam Houston Pkwy W
Houston, TX 77064
713-874-9100
1,2,3
- Q Adaptive Driving Access**
3430 E Sam Houston Parkway S
Pasadena, TX 77505
281-487-1969
1,2,3
- Q Advanced Mobility Systems of TX**
2110 N. Beach
Ft. Worth, TX 76111
817-429-1273
1,2,3
- Q Advanced Mobility Systems of TX**
3029 E. Meadows Blvd., A-2
Mesquite, TX 75150
972-270-7114
1,3
- Q Alamo Mobility Inc.**
6473 DeZavala Road
San Antonio, TX 78249
210-697-8884
1,2,3
- Q American Lift Aids**
2310 Calder
Beaumont, TX 77702
409-832-3400
1,2,3
- Q American Lift Aids, Inc.**
2407 W. Southwest Loop 323
Tyler, TX 75701
903-581-8844
1,2,3
- Austin Mobility**
15301 North IH 35, Suite A
Pflugerville, TX 78660
512-436-0820
- Auto & Home Mobility Solutions**
8885 State Highway 21 East
Bryan, TX 77808
979-589-2005
- Bek Medical, Inc.**
1239 Lafayette
El Paso, TX 79907
915-599-1129
- Interstate Mobility LLC**
3325 S. Interstate 35
Waco, TX 76706
254-235-9935
- Lift & Go Mobility**
1070 Arion Circle, Suite 164
San Antonio, TX 78216
210-521-8157
- Q Lift Aids, Inc.**
1500 Westpark Way
Euless, TX 76040
817-835-0035
1,2,3
- Marshall Mobility Plus**
120 North 20th Street
McAllen, TX 78501
956-971-8646
- Q Mobility Headquarters of Texas**
14300 NW Freeway Ste B-10
Houston, TX 77040
713-939-9922
1,3
- Mobility Outfitters, Inc.**
2601 Summit Avenue Ste 300
Plano, TX 75074
972-509-5233
- Q Mobility Plus**
1789 Upland Dr.
Houston, TX 77043
713-468-4683
1,2,3
- Mobility Unlimited**
P.O. Box 4534
Odessa, TX 79760
432-570-5079
- Q Open Road Mobility**
6103 Star Lane
Amarillo, TX 79109
806-353-2747
1,3
- Q Open Road Mobility**
7411 - 82nd St.
Lubbock, TX 79424
806-771-5873
1,2,3
- Para Driving Aids**
10624 N. IH 35 North
San Antonio, TX 78233
210-655-5438
- Texas Medical**
4202 Santiago St. Suite 9 ,10
Austin, TX 78745
512-740-2095

NMEDA DEALER MEMBERS

The Mobility Store, Inc.
5544 Kostoryz Rd.
Corpus Christi , TX 78415
361-814-5438

Q United Access of Dallas
175 E. I-30
Garland, TX 75043
972-240-8839
1,2,3

Valley Mobility Plus, Inc.
4614 N. Expressway 83
Brownsville, TX 78526
800-940-6505

UTAH

Alpine Home Medical
4030 South State Street
Salt Lake City, UT 84107
801-463-0044

Q Freewheel Mobility
680 N. 1000 W, Unit 8
Centerville, UT 84014
801-294-0550
1,3

VIRGINIA

C & C Mobility, LLC
9577 Fletchers Chapel Rd.
King George, VA 22485
877-325-7733

Q Independent Lifestyles
4880 S. Amherst Hwy
Madison Heights, VA 24572
434-846-7510
1,3

Q M.I.T.S. of VA
2075 W. Main St.
Waynesboro, VA 22980
540-932-7300
1

Q Mobility Center of VA
249-255 E. German School Rd.
Richmond, VA 23224
804-231-7774
1,2,3

Q Mobility Plus, Inc. of Virginia
323 South College Avenue
Salem, VA 24153
540-389-3400
1,3

Q Ride-Away
6059 Virginia Beach Blvd.
Norfolk 23502
888-RIDE-AWAY
1,3

Q Ride-Away
232 E. Belt Blvd., #100
Richmond, VA 23224
888-RIDE-AWAY
1,3

VERMONT

Q Ride-Away
5C David Drive
Essex Junction, VT 05452
888-RIDE-AWAY
1,3

WASHINGTON

Q Absolute Mobility Center
21704 - 87th Ave. SE
Woodinville, WA 98072
425-481-6546
1,2,3

**Q Access Mobility Systems
dba JDR Corporation**
13011 Highway 99
Everett, WA 98204
425-353-6563
1,3

Q Goldenwest Mobility
1815 E. Francis
Spokane, WA 99208
509-484-3842
1

Q Kersey Mobility Systems
6015 160th Ave. E.
Sumner, WA 98390
253-863-4744
1,2,3

Q Paul Parish Limited
6400 W. Okanogan Ave.
Kennewick, WA 99336
509-735-9820
1,3

WISCONSIN

Q A & J Mobility
4125 Terminal Dr
McFarland, WI 53558
608-579-1500
1

Q A & J Mobility
333 Washington Street
Valders, WI 54245
920-775-9333
1,2,3

Q A & J Mobility
2650 Prospect Drive
Eau Claire, WI 54703
715-833-9830
1,3

Q A & J Vans dba A & J Mobility
3058 Helsan Drives
Richfield, WI 53076
800-517-1024
1,3

**Q Advantage Mobility
& Services, LLC**
2833 Stanley St.
Stevens Point, WI 54481
715-341-2712
1,2,3

Q GT Mobility and Services
844 Ontario Road
Green Bay, WI 54311
920-491-8384
1,2,3

Q MobilityWorks
N8 W22195 Johnson Dr Ste. 130
Waukesha, WI 53186
888-473-5402
1,3

WEST VIRGINIA

Access & Mobility Products
302 Virginia Avenue
Huntington, WV 25701
304-522-6808

Van Lifts Unlimited, Inc
RR 12 Box 283
Hurricane, WV 25526
888-727-2202

WYOMING

**Frontier Access & Mobility
Systems, Inc.**
1207 E. Pershing Blvd.
Cheyenne, WY 82001
307-637-7663

CANADA

ALBERTA

ECO Medical
18303 107 Avenue
Edmonton, AB T5S 1K4
780-483-6232

**Mobility Plus Health
& Home Care**
10021 - 115 Ave.
Grande Prairie, AB T8V 6P3
780-532-3511

Shoppers - H & H Care
#1-2720 - 12th St. NE
Calgary, AB T2E 7N4
403-250-2200

Shoppers Home Healthcare
8303-Gold Care Med
4619 - 91 Ave. N.W.
Edmonton, AB T6B 2M7
780-468-4002

BRITISH COLUMBIA

Advanced Mobility Products
101-8620 Glenlyon Parkway
Burnaby, BC V5J 0B6
604-293-0002

Can Am Mobility
158 Old Vernon Rd
Kelowna, BC V1X 4R2
250-491-0003

**Mahadev Metal Works
& Fabrication**
Unit 124-125 - 11071 Bridgeport Rd
Richmond, BC V6X 1T3
604-270-3317

Medichair
#210-450 Lansdowne Street
Kamloops, BC V2C 1Y3
250-571-1456

Medichair Nanaimo
Unit 106, 2517 Bowen Rd.
Nanaimo, BC V9T 3L2
250-756-9875

PG Surg-MED Ltd
1749 Lyon Street
Prince George, BC V2N 1T3
250-564-2240

PG Surg-Med Ltd.
4204 25th Ave.
Vernon, BC V1T 1P4
250-549-7288

Sidewinder Conversions & Mobility
44658 Yale Road West
Chilliwack, BC V2R 0G5
604-792-2082

The Rehab Shop
7-45905 Yale Road
Chilliwack, BC V2P 2M6
604-792-2002

NMEDA DEALER MEMBERS

MANITOBA

Medichair Brandon/Portage
425 Pacific Avenue
Brandon, MB R7A 0H3
1-204-727-6191

Northland Home Healthcare Products
865 Bradford St.
Winnipeg, MB R3H 0N6
204-786-6786

NEW BRUNSWICK

Harding Medical Supplies
24 Elmwood Drive
Moncton, NB E1A 3W6
506-855-5200

Q Malley Industries, Inc.
1100 Aviation Avenue
Dieppe, NB E1A 9A3
506-859-8591
1,2,3

Shopper Home Healthcare
535 Edinburgh Dr.
Moncton, NB E1E 4E3
506-388-9679

NOVA SCOTIA

Lawtons Home Health Care
90 Main Street
Dartmouth, NS B2X 1R5
902-480-3590

ONTARIO

Q Courtland Mobility
1355 Artisans Court, Unit B
Burlington, ON L7L 5Y2
800-354-8138
1,2,3

Creative Carriage Ltd
P.O. Box 600
St. George, ON N0E 1N0
800-392-8403

Golden Automobiles & Collision Center Ltd.
21, Clark Blvd.
Brampton, ON L6W 1X4
905-455-5577

Q Goldline Mobility & Conversions
1759 Trafalgar St.
London, ON N5W 1X4
519-453-0480
1,2,3

Q Kino Mobility, Inc.
3-1140 Sheppard Ave. W.
Toronto, ON M3K 2A2
416-635-5873
1,3

Q Kino Mobility, Inc.
645-C Newbold Street
London, ON N6E 2T8
519-690-2300
1,3

Liftability, Inc.
2600 Lancaster Road
Ottawa, ON K1B 4Z4
613-738-0454

Lucanus Corporation
5 Furbacher Lane Unit #2
Aurora L4G 6W2
905-841-4122

MediChair Barrie
130 Bell Farm Road, Unit 13
Barrie, ON L4M 6J4
705-722-3376

Medichair Home Healthcare
1460 Bishop Street N
Cambridge, ON N1R 7N6
519-623-9930

Medichair Smiths Falls
260 Lombard St. Hwy 15 South
Smiths Falls, ON K7A 5B8
613-283-5700

MEDiChair Temiskaming Ltd.
211 Armstrong Street
New Liskeard, ON P0J 1P0
705-647-6886

Northend Mobility
301 Aqueduct St.
Welland, ON L3C 1C9
905-735-5552

Shopper Home Healthcare
202 Sparks Ave.
Toronto, ON M2H 2S4
416-701-1351

Shoppers Home Healthcare
2028 Dundas Street East
London, ON N5V 1R2
519-455-4488

Q Sparrow Hawk Industries, Ltd.
675A Davenport Rd
Waterloo, ON N2V 2E2
519-884-4295
1,2,3

Q Universal Motion
120 St. Regis Crescent South
Toronto, ON M3J 1Y8
416-398-4255
1,2,3

Wilder Mobility Ltd. (Medical)
85 Northland Rd.
Waterloo, ON N2V 1Y8
519-888-0618

QUEBEC

Adaptation 04 Inc.
3025 Girard
Trois Rivières, QC G8Z 2M4
800-372-0443

Centre Auto de Duberger, Inc.
2957 Blvd Pere Lelievre
Quebec, QC G1P 2X9
418-683-4876

Centre d' Autonomie
399 Ave De La Friche
Dolbeau-Mistassini, QC G8L 2T3
418-276-8336

Centre de L'auto St-Lambert
145 Damase-Breton
St-Lambert-de-Lauzon, QC
G0S 2W0
866-641-0419

Transmission Automatique Duchesne Inc.
2745 Boulevard du Royaume
Saguenay, QC G7X 7V3
418-548-9099

Q TVR Technologies, Inc.
595 Lanaudiere
Repentigny, QC J6A 7N1
888-919-2555
1,2,3

Van Action
4870 Rue Courval Ville
St-Laurent, QC H4T 1L1
800-668-8705

SASKATCHEWAN

Golden Mobility & Rehab LTD
2202 Hanselman Ave.
Saskatoon, SK S7L 6A4
306-242-9060

Medichair Regina
3033 Saskatchewan Drive
Regina, SK S4T 1H5
306-584-8456

INTERNATIONAL

UNITED KINGDOM

Adaptacar Mobility Specialists
Pathfield Business Park
South Malton, Devon EX363LH
01769-572785

QAP SCORECARD

TOTALS FOR JUNE 2011 - AUGUST 2011

**TOTAL QAP MEMBERS
IN GOOD STANDING:**

227

New Applications:	17
Initial Accreditations:	9
Suspensions:	1
Reinstated:	2



CEO'S REPORT

DAVE HUBBARD (NMEDA CEO/EXECUTIVE DIRECTOR)

Previously with ShowMax Marketing in California, Dave Hubbard took over the position of Chief Executive Officer for The National Mobility Equipment Dealers Association (NMEDA) during the summer of 2008. Dave's 28-year career includes working in Detroit in brand marketing for automotive manufacturers as well as advertising agencies. Concerns or questions for Dave may be directed to him at info@nmeda.org.

Looking Ahead to 2012 - A New Fiscal Year.

A little over a year ago NMEDA made its first trip to Washington D.C. to meet with key Congressional members and the Department of Veterans Affairs in an attempt to resolve the huge backlog of past due invoices owed to our dealer members. Since then we have had members of the VA, the VBA and the Paralyzed Veterans Association (PVA) join our VA/Government Relation Committee, which has managed to process nearly \$14 million in past due invoices. This effort has worked for both sides in that the NMEDA members are able to get their invoices paid and the VA is able to identify trouble spots that need special attention.

The overall problem of late payments still exists, but now we have a mechanism in place to help manage it. The amount of past due invoices sent in by our membership this past July is less than half of what we received after the first request in July of 2010. Over the past year we have also identified many other issues that need to be addressed. This was the reason for our most recent trip to Washington.

One of the most important issues is setting criteria for choosing a mobility dealer with whom the VA is

willing to do business. The Department of Veterans Affairs requires a massive certification, JCAHO, just to sell a Veteran a bottle of oxygen or a bed, but there are absolutely no requirements in place for a business to install a high-tech, low resistance driving system to enable a Veteran confined to a wheelchair to drive a motor vehicle. *None*.

The VA has already explained that they won't require NMEDA or QAP as a dealer selection requirement because of potential legal liability issues, and in this day and age, we understand. However this does not mean they can't put selection criteria in place based on the mobility industry best practices. This would go a long way in eliminating the less than professional work performed by untrained individuals working out of their homes and mobile units.

VA buys direct from manufacturers, the manufacturer agrees to have it installed at a particular price. However, they may or may not be able to secure a qualified NMEDA dealer to install it. If this is the case then there needs to be a minimum level of requirements for the dealer selection to insure the safety and quality of the installation. This not only protects the Veteran, but also the taxpayer's investment.

NMEDA has approached Congress on this issue (and others) from both the House and Senate sides and we are working towards getting joint letters sent from several committees to the VA on our behalf urging them to enact these minimum standards.

As we begin heading into the new fiscal year working our way towards the National Conference in Phoenix, there are a number of challenges

“ The overall problem of late VA payments still exists, but now we have a mechanism in place to help manage it...”

This issue ties hand-in-hand to the use of FSS list by the VA regions or individual facilities. As we understand it, the VA Central Office is promoting the use of these FSS listed suppliers as a cost efficient way to purchase mobility products and have them installed. When the

that NMEDA is facing in addition to dealing with the VA.

First, marketing:

It is the plan of the IPR Committee to continue its successful search engine campaign to generate visitors to the NMEDA website and Dealer Locator, which generated 10,377 visitors and

9,142 visitors per month, respectively. The goal for next year is 15,773 total website visitors and 13,896 Dealer Locator visits per month.

In addition, the Committee has charged EVOK, our advertising agency, with developing a broad based multi-media awareness approach that will not only reach out to a greater audience and generate increased awareness for the automotive mobility products available, but also increase the desire to use a NMEDA member dealer as their first choice for purchasing automotive mobility products at national and local levels.

The specific elements are being developed as of this writing and will be launched at the 2012 Conference. The beauty of the program is that it will include and involve every single member of NMEDA. Stay tuned for more to come.

When mandatory QAP was voted in as a requirement of membership, we knew there would be some fallout in the ranks. Some were predicting as much as a 25% - 30% reduction in dues paying members. So far this is not the case. As of August, we are down approximately 12% and the decline seems to be slowing. However, even though NMEDA is declining some in numbers, it is growing stronger from within and, I believe, it will eventually regain its numbers with a new elevated stature in the industry, as seen by those who depend on us for critical products and services.

The businesses that have elected to drop their NMEDA membership and not pursue QAP are almost exclusively limited in the services and products they offer. Many are people who got in to the mobility business in the hopes of picking the low hanging fruit installing what they see as easy-to-sell commodity products.

QAP represents such a basic level of common sense in our business it's hard to believe anyone would resist participating if they were serious about helping people with disabilities and providing the safest most reliable products and services available.

“ QAP represents such a basic level of common sense in our business it's hard to believe anyone would resist participating...”

This summer we added a new Quality Control Director, Bill Fredo, to the NMEDA staff and QAP will be one of his primary responsibilities. As part of that responsibility it will be his job to contact State Voc Rehab Departments and third party providers with the good news about QAP, what it stands for and what it means to the customers, as well as those who provide funding for automotive mobility products. The goal is to expand the list of States that currently require QAP (all 13 of them) by taking the time to meet with the Voc Rehab Departments and explain the benefits of working with NMEDA/QAP dealers. The goal is for them to set new standards for requiring QAP as an eligibility prerequisite to do mobility work in their State or Province.

Even the VA in Washington took notice when it was mentioned that all NMEDA members were now required to be QAP. All of these efforts combined with solid marketing will help to make NMEDA membership very desirable for any automotive mobility dealer.

The list of training programs available to NMEDA members continues to grow as we enter the new fiscal year. The one-hour CAMS presentation now has more than 75 trained presenters across the country. These trained members can now offer OT's,

and in some states PT's, a Continuing Education Unit (CEU) as an incentive to attend product and service meetings and/or Lunch-N-Learn sessions. Programs like these should be a part of every NMEDA dealer's grassroots marketing efforts.

It's interesting to note that some of our members have found innovative ways to use some of the online training programs available. Some use the Basic Electrical training course to establish a basic level of knowledge as part of the hiring process. Others have used the Guidelines training as an orientation tool for new hires and require it to be completed in the first 30 days of employment. There are a number of online programs available to the NMEDA membership for use as you see fit. We are always interested to hear how you are using the training programs available, as well as any training you might want to see developed in the future.

There is no question that the 2012 fiscal year will present several new challenges for all of us in NMEDA, but as in the past, I believe we are ready for them and can meet them head on. If any of you have any ideas you want to present for consideration, comments on what's going on in any given area or just want to check on the status of current projects you are interested in, please feel free to call us. The entire staff of NMEDA is here to serve you. As always my phone is always open, and if I am unavailable you will get a return phone call within 24 hours.

Good selling.

Label Reporting Update

Effective June 1, 2011 the Quality Assurance program now requires that all Individual Label Reporting forms be included with your Monthly Label Report form for RADCO. There seems to be some confusion as to where these reports are to be sent because we have been receiving some at NMEDA headquarters. Your Label Report summary and a copy of each individual label report you put in the customer's file are to be sent directly to RADCO.

As per the program requirements, you have until the 10th of the month to submit the previous month's reports.

RADCO has requested that you NOT FAX in the reports because their fax machine cannot handle the tremendously increased volume of documentation sent at the first of each month.

If you cannot scan and email the reports to RADCO (info@radcoinc.com) then mail them to:

RADCO
Attn: Linda
3220 E. 59th Street
Long Beach, CA 90805

Whatever you do, please DO NOT FAX the reports to either NMEDA or RADCO.

NMEDA Guidelines: Where to Find Them in a Hurry

One of the most common deficiencies in a QAP audit is that the dealer does not have a copy of the current NMEDA Guidelines available for their technicians. You can quickly get the Guidelines without having to mess around with your User ID and password by going to www.nmeda.com and clicking on "Want to Become a Member- More Information" at the lower right corner of the home page; the Guidelines link is on the left side of the page that comes up.

Need Scales?

QAP requires that you have 4 corner scales. If you need scales you can get them from:

Intercomp
US: 800-328-3336
Worldwide: 763-476-2531
www.intercomp-racing.com

Longacre Racing
US: 800-423-3110
Worldwide: 360-453-2030
www.longacreracing.com

You need a minimum of 3000 lbs. capacity for each wheel pad and the printer option is recommended, if available.

Last Chance... Win an iPad2

The NMEDA iPad2 giveaway has one quarter left. You have one more chance to win an iPad2. Whenever a customer purchases a vehicle or mobility equipment, remember to get them to fill out a quick survey form. Submit your survey forms at the end of the month to Evok Advertising at 1025 Greenwood Blvd., Suite 175, Lake Mary, FL 32746. That's all there is to it! The odds are definitely in your favor so don't forget to submit your forms. If you need more customer survey forms, please contact NMEDA at info@nmeda.org. (FYI: This program may be extended.)

Join Us for a Webinar!

Dealer Marketing Webinar:
Search Engine Optimization

October 4, 2011 @ 1pm EST

October 13, 2011 @ 1pm EST

Join us to maximize your potential with both organic and paid SEO, along with other beneficial web site tips!

Register for this and other future webinars by visiting <http://members.nmeda.org/members/membership-resources/>. You will need to log in to access the link.

You may also view our past webinar materials by visiting this site. PDF and video files are available in our complete webinar archive.



Follow us!

Facebook: Look for "National Mobility Equipment Dealers Association (NMEDA)"

Twitter: @NMEDAcorn (<http://twitter.com/#!/NMEDAcorn>)

Join Us in Welcoming Our New Quality Control Director, Bill Fredo

Greetings from Bill Fredo...

Hello membership, I wanted to take a moment and thank you for the opportunity to serve each of you. It is a responsibility that I take very seriously and will work my very best every day. I join NMEDA with a career spanning over 20 years predominately in the automotive sector working within quality disciplines. This experience has provided me the opportunity to focus on improving the manufacturing of products and quality systems that produce those products.

I look forward to bringing this experience to improve NMEDA and implement specific goals and strategies. One such strategy is to expand into several new areas and strengthen the manufacturer compliance program as it provides a basis for manufacturers to showcase their products and demonstrate their compliance to the motor vehicle safety standards C/FMVSS. We are also having greater participation from the manufacturers in the present categories as they see this program as a constructive method to certify their products to safety standards. We are in the process of developing wheelchair tie down restraints standards, as well as eventually expanding standards into additional product categories, such as full size vans, electric and manual seating systems.



Bill Fredo brings with him an extensive background in the automotive sector working within quality disciplines.

“ I look forward to meeting and working with each and every one of the NMEDA members, suppliers and associates...”

Another goal is to manage the dealer QAP process within NMEDA and recommend improvements. I am committed to making the QAP an effective, user-friendly process. This process will include auditor training and qualifications, management reviews and consistency with audits from dealer to dealer. A specific enhancement that has already been discussed is adding a feedback process for dealers regarding the audits. I urge each and every dealer to take this opportunity to provide us with this feedback, both positive and negative, relating to their audit, as well as the general audit process.

These programs will strengthen the organization as they will always have an underlying “continuous improvement” theme. An effective quality system needs to have the core principle that focuses on continuous improvement.

Relationships with outside groups, are a vital part in continuing to increase NMEDA's QAP awareness and exposure working with state vocational rehabilitation facilities, government agencies, third party providers and healthcare professionals. I will continue to explore new areas and methods to promote our association and build relationships with these groups.

Lastly, I look forward to meeting and working with each and every one of the NMEDA members, suppliers and concerned associates. Please remember, I am only a quick phone call or email away.

Regards,

Bill Fredo

NMEDA Quality Control Director

MobilityWorks Foundation and VMI Team Up With Cincinnati Mayor to Donate Wheelchair Accessible Van

Vantage Mobility International (VMI) and MobilityWorks have teamed up with Cincinnati Mayor, Mark Mallory, to help with the donation of a wheelchair accessible minivan for an area family. The van was presented to Aranneater Crawford and her son, Donté, on Tuesday, May 31, at 10 a.m. at Union Terminal in Cincinnati.

"Our team was moved by the compassion that Mayor Mallory showed for city employees when he was recently featured on the reality TV series, *Undercover Boss*," said Doug Eaton, president of VMI. "We were especially touched by his efforts to help Aranneater Crawford, a City of Cincinnati employee who's struggled to provide adequate transportation for her oldest son, Donté, who lives with Cerebral Palsy. We were very excited when we were given the opportunity to be a part of this donation."

Shortly following the episode airing, Mayor Mallory's office contacted Jeff Witt, General Manager of MobilityWorks (Cincinnati, OH) to help with a donation through their non-profit MobilityWorks Foundation.



In the picture (L to R): Aranneater Crawford, Mayor Mark Mallory, Monique McGivney (VMI), Jeff Witt (MobilityWorks) & Steven Crawford

"The mayor and his team visited our store to discuss the options available for the Crawford family," added Witt. "Throughout the process Mayor Mallory was attentive and genuinely concerned that the family get a vehicle that would be a long-term transportation solution for them. We agreed that a 2010 Town & Country with VMI's Northstar side-entry, lowered floor wheelchair accessible minivan would be the best fit for the Crawfords."

The 2010 Town & Country with VMI

Northstar is a lowered floor wheelchair accessible minivan that includes a power in-floor ramp with unrestricted entry and exit, as well as greater interior maneuverability. A one touch remote allows effortless ramp deployment, while the PowerKneel™ gives a lower ramp van angle, making access easier.

"I'm grateful to Jeff and his team at MobilityWorks, as well as to VMI and the other local companies that have helped make a difference in the lives of the Crawford family," said Mayor Mark Mallory. "Our great city is built on the principles of giving back by serving others and helping our neighbors when we see them in need. I am thrilled that we are able to provide the Crawfords with a van that will allow them to spend more time with their son. This is going to impact their lives for years to come."



George W. Hicks, P.E.
Traffic Accident Reconstructionist
Modified Rehab Vehicle Inspector

4345 Teal Road
Petersburg, MI 49270-9304
www.ingeniumservices.com

734.279.9345 tel
734.279.1788 fax
gwhicks@umich.edu

VCI Mobility Unveils Their Updated 2011 Buyers Guide

VCI Mobility has unveiled their updated 2011 Buyers Guide for individuals looking to buy a handicap accessible wheelchair van. The 2011 guide contains applicable key vehicle specification updates organized by vehicle and conversion manufacturer and includes:

- Where to Begin in the Mobility Van Buying Process
- Overview of Wheelchair Vans/Van Conversions Available
- Critical Features to Consider
- Wheelchair Van Comparison Charts

As a Braun vehicle dealer for more than 18 years, VCI Mobility's buyer's guide offers an overview of the five newest Braun conversions available, including the 2011 Honda Odyssey Entervan and the 2011 Dodge/Chrysler Entervan.

The 2011 Honda Odyssey Entervan features include a new ramp design and increased cargo storage, enhancing passenger comfort and ease of access. Voted best gas mileage for a minivan by the U.S. Department of Energy, the 2011 Odyssey has significantly improved fuel economy and boasts the boldest design on the market.

BraunAbility's 2011 Dodge/Chrysler Entervan conversions were redesigned to offer a refined and spacious interior that now features added space for the driver and front passenger. The Chrysler Town & Country was revamped to offer an upscale experience and incorporate a luxurious interior design. In combination with the Chrysler, the Dodge Grand Caravan now has an award-winning and high-powered v6 engine, giving drivers improved fuel efficiency and powerful performance.

All of the key components of the VCI Mobility Buyers Guide are available online at <http://vanconinc.com>. In addition, a PDF version of the complete guide is also available for download.



Like peas and carrots, it just **makes sense.**

Always look to your fellow NMEDA members first when buying and selling automotive mobility products and services. As NMEDA members we all adhere to the NMEDA Guidelines helping to ensure the best possible business outcomes.



It just makes sense...
NMEDA members support NMEDA members.

For a complete list of NMEDA members, visit www.nmeda.com.



Braun Launches 2011 Dodge Grand Caravan and Chrysler Town & Country Wheelchair Accessible Conversions

For nearly 40 years, Braun has worked to meet the mobility needs of the 4.3 million wheelchair users in the United States, including veterans, seniors, adults and children. Today, Braun announced the U.S. and Canadian market introduction of two new BraunAbility wheelchair conversion vans: the 2011 Dodge Grand Caravan and the 2011 Chrysler Town & Country.

The foundation of Braun's conversion is the 2011 model year vehicle update engineered by the Chrysler Corporation. For 2011, the Grand Caravan and Town & Country minivans were extensively redesigned to offer completely new, more upscale interiors, updated exterior styling, and a new V6 engine with enhanced performance and fuel economy. Horsepower increased substantially with highway fuel economy increasing slightly.

Braun offers the Dodge and Chrysler wheelchair van conversions with side-entry or rear-entry to address the wide variety of needs in the marketplace. The most popular conversion is the side-entry model.

Braun's side-entry conversion includes a roomy interior with a flat, lowered floor. A powered entry/exit system consists of a wheelchair ramp, a sliding side door and a kneeling feature that reduces the ramp angle and makes the vehicle easier to enter and exit for wheelchair users. The conversion also includes Braun-designed Step and Roll front seats that are easily removable to allow a wheelchair

user to drive the vehicle (when equipped with hand controls) or ride in the front passenger position. For 2011, the side-entry conversion design also offers increased foot room for both the driver and front passenger.

Extensive testing of the converted vehicles by independent third-parties ensures that these vehicles meet strict government safety standards in both the U.S. and Canada, while providing highly reliable transportation for Braun's customers.

"These great new vehicles demonstrate our ongoing commitment and dedication to meeting or exceeding customer needs. We are constantly challenging ourselves to develop conversions that provide our customers with greater driving freedom," said Braun President, Nick Gutwein. "Our customers can be confident that they'll have safe, reliable transportation for years to come."

Both vehicles completed safety testing in April, making Braun the mobility industry leader in safety with 37 validated vehicle platforms since 1991. The Dodge and Chrysler wheelchair vans passed all front, side and 50-mph rear crash tests. Braun leads the mobility industry with five different vehicle platforms receiving a "pass" rating within the lowered-floor side-entry minivans category.



The 2011 Dodge Grand Caravan



The 2011 Chrysler Town & Country

The 2011 Dodge Grand Caravan and Chrysler Town & Country wheelchair van conversions are now available at more than 200 BraunAbility dealer locations throughout the U.S. and Canada. Visit www.braunability.com for more information about these new models or to find a BraunAbility dealer.

Vantage Mobility International (VMI) Wants Customers to Imagine Possibilities With Innovative New Website

Vantage Mobility International (VMI) has announced the launch of its state-of-the-art, interactive website designed to bring the excitement and freedom of owning a wheelchair minivan to users worldwide. VMI has introduced the new website as part of its year-long brand refresh campaign designed to reflect VMI as a contemporary, tech-savvy and compassionate company. “Through our new website, we’re better able to communicate the latest products and trends with our dealers and customers,” said Doug Eaton, president of VMI. “We’re not just a mobility company; we help people live life to the fullest. Our customers have the freedom to travel anywhere, without the hassle of transporting their wheelchairs to and from an event or activity. We want everyone to imagine all the possibilities when purchasing one of our wheelchair conversion vans. It’s not just a product we’re offering; it’s a way of life.”

The website provides many new options, including a section to educate first-time buyers on the different wheelchair conversions available in the market. Customers can view VMI’s inventory listing where they can choose different makes, models, years and colors, and request a price quote from a local VMI dealer. VMI is adding a fun, interactive “Build-A-Van” section where people can build their own VMI wheelchair van and also receive a quote from a dealer.

“Our new site is clean, fresh and very powerful,” explained Monique McGivney, marketing manager for VMI. “Through each of our changes, we’re keeping up with the needs of today’s ‘tech-savvy’ buyers. From our robust product sections to the community page and daily VMI news updates, this site will help people choose the right product for their needs in a helpful atmosphere.”

“**Through our new website, we’re better able to communicate the latest products and trends with our dealers and customers...**”

The community section allows constant interaction between VMI and customers through blogs, news, social media tools, such as Facebook and Twitter, and offers informative resources for wheelchair-users. An extensive product division is also a part of the new site and currently features the 2011 Honda Odyssey wheelchair van and the recently launched Fiorella F500 platform lift.

As part of the new website, we want to introduce our latest products as they become available,” said McGivney. “Despite the tsunami’s effect on Japanese automotive

manufacturers, the 2011 Honda allocations are better than anticipated. Through this website, consumers can check out our newly updated 2011 Honda Odyssey Northstar and Summit conversions that are continually being delivered to dealers nationwide. We hope customers are just as pleased with the new model year Hondas as we are.”

VMI encourages all visitors to check out the latest updates to the website by visiting www.vantagemobility.com. Those wanting to learn more about VMI and its products can call the company at 800-348-8267.

“We want wheelchair-users to understand that they can have the freedom to do whatever they want,” added Eaton. “Our vans will get them there.”



VMI has introduced a new website as part of its year-long brand refresh campaign.

Newlywed Paralyzed in Tragic Accident Gains New Lease on Life

*BraunAbility and Toyota
Surprise Rachelle Friedman
with Mobility Vehicle Donation*

Toyota Motor Sales USA and The Braun Corporation announced the surprise wedding day donation of a brand new 2011 Toyota Sienna with a BraunAbility Rampvan® XT conversion to Rachelle Friedman, who was paralyzed as a result of a tragic accident during her bachelorette party in May 2010.

BraunAbility and local mobility dealer Van Products Inc. had loaned 23-year-old Rachelle and her fiancé Chris Chapman a BraunAbility Sienna Rampvan® while they planned their wedding. Unbeknownst to them, plans were in the works for the ultimate surprise: the donation of a mobility vehicle to the couple as a wedding gift they could use for years to come.

"Rachelle's resolve and strength are truly inspirational," said Nick Gutwein, President of Braun. "We were so



In the picture: Rachelle Friedman and Chris Chapman exit their new 2011 Toyota Sienna with a BraunAbility Rampvan XT conversion.

moved by her story that we wanted to help her not only while she planned for her wedding, but also as she moves forward in her married life."

"On behalf of Toyota Motor Sales, USA and Toyota Mobility, we are honored to share in this joyous occasion," Scott

Heyer, Corporate Fleet/TRAC/TCUV Manager, told Rachelle and Chris. "We hope this special gift will enrich your new life together and enhance your health and happiness today and in the future. Congratulations!"

Rachelle had been using the loaned vehicle for wedding appointments and for travel between quad-rugby practices and tournaments, as well as therapy appointments. Until Van Products loaned her the vehicle, her mother had been carrying her in and out of her SUV.

"The van's made all the difference in the world," said

Rachelle. "Not only has it saved my mom's back, it's just made it so much easier to get out and do things. I've missed this level of comfort, convenience and independence. Next up... learning to drive on my own!"

Joe Garnett, Braun Director of Marketing and Dealer Programs, and Scott Heyer, Toyota Motor Sales Corporate Fleet/TRAC/TCUV Manager, presented the 2011 Braun Toyota Sienna to Rachelle and Chris following the couple's wedding reception in Raleigh, NC.

Rachelle will keep the mobility community updated on her driving lessons via BraunAbility's online blog, AbilityVoice, at www.braunability.com/abilityvoice.

For more information about Van Products Inc., visit www.vanproducts.com, and for more information on Rachelle, visit www.rachellefriedman.com.



Automobility Manufacturing Corporation Turns 20

By Peter Hillcoff

Automobility Manufacturing Corporation is celebrating 20 years in the business of manufacturing automotive hand control systems and pedal extenders. We are proud to say we have also been NMEDA members for 17 years. Automobility started in 1991 with a patented hand control system that requires no vehicle modification to install. Once you were familiar with proper installation procedures, if it took more than 30 minutes for an installation, you were dogging it.

Automobility Hand Control Systems have changed a little over the years but we always stayed within our patent boundaries and tested to permanent standards, manufacturing our systems entirely out of stainless steel.

We have supplied all of the better car rental companies worldwide since the very beginning. The past two years have been extremely busy with Enterprise Rent-A-Car buying National and Alamo. We have been supplying Enterprise since they were a 'little' family-owned company out of St. Louis. Now they are a 'huge' family-owned company out of St. Louis and they have our systems at every location in the world. In fact, there is one car rental company that is still using the same sets of Automobility hand controls that they purchased 20 years ago and have been installed on hundreds of rental vehicles. Apparently, I didn't plan this obsolescence thing very well, seeing as they last forever. In all of these years (knock on wood)

we have never had a liability claim as the hand control will not fail, we have seen some poor installations, but that comes from an installer thinking he knows more than he does and not following instructions. You know, the guy that says, "I've been installing mobility equipment for years. I don't need to follow or read instructions. In fact, I know more than the manufacturer does." I have actually seen a mobility dealer install a set upside down and an engineer take two days to try and install a set on a Saturn.

I had to fly in to try and resolve the problem and eventually embarrassed the engineers when I installed them in 9 minutes. We have thousands of end-users that have our hand controls as their permanent hand control system and even reinstall them into their new car when they trade-in.

“ Celebrating 20 years in the business of manufacturing automotive hand control systems and pedal extenders...”

I designed and developed our pedal extenders when ADA advocates went after the car rental industry for not supplying them when a short driver rented a car and had to sit too close to the airbag. The Automobility Extenders are adjustable and can be set at 2", 3" or 4" so that the driver can have them adjusted to their comfort and safety level. Short stature drivers that have to sit too close to the wheel not only risk having the airbag blow up in their face but sit in a position where vehicle blind spots may be prevalent and sometimes don't realize it until it is too late.

We also have a new left foot pedal coming out, as well as a spinner knob that we are having made for us by Spin Master in Australia. Approxi-

mately 15 years ago we also spun off a new company called Automobility Medical. Automobility is a registered Trademark worldwide and we have 32 Patent claims on the products that we manufacture, so for the folks out there who are infringing remember this.

Automobility Medical is a DME distributing company that distributes a number of product lines. Our main one is MERITS. We have held the Merits full line product rights for all of Canada for 15 years and, as we are now opening US stores and offices, we will be extending pricing and service to US Dealers.

Our youngest daughter, Shontell, has been looking after our manufacturing company while our oldest daughter, Sherri, has just joined the medical side of the company. My wife, Janis, and I are working the Southern United

States, calling on our dealers and distributors and doing trade shows. We are planning to continue to do so, and operate out of our US headquarters in Florida.

We started out in Regina, Saskatchewan, Canada in a 1200 square foot facility that has grown to a 30,000 square foot facility. Our intentions are to do the same in Florida with some new products under development and we plan to never have to shovel snow again. Stay tuned for the next 20 years.

Visit us at www.automobility.ca.

Harmar Announces the Next Generation of Their Outside Vehicle Lift Line

Already synonymous with quality, durability and safety, Harmar's premium vehicle lifts feature new automotive-inspired aesthetics and enhancements.

Harmar Mobility is pleased to announce significant enhancements to the most popular outside lifts in the world. With over 15 years of experience and tens of thousands of outsiders on the road, establishing the industry benchmark and exceeding customer expectations are "The Harmar Difference."

The refinements to the outside vehicle lift line offer our customers the most advanced features including:

- **Redesigned aluminum platform**
 - New styling improves looks and complements the vehicle's appearance. The new pattern also



Harmar's premium vehicle lifts feature new automotive-inspired aesthetics and enhancements.

increases platform strength and adds rigidity while maintaining Harmar's class leading overall lift weight. The new manufacturing process also creates improved surface traction when driving onto the platform in wet conditions and includes a new reflector.

- **All new control box** - A newly designed control box better matches today's contemporary vehicles, is constructed with

“The refinements to the outside vehicle lift line offer our customers the most advanced features...”

superior material, has greater serviceability, and now includes a courtesy light for loading and unloading at night.

- **Lighter, stronger, slimmer inner tube and platform connection**
 - The new design eliminates unnecessary weight and bulky appearance while greatly improving component strength. Less weight on the vehicle hitch improves driving dynamics and payload capacity, allowing for more vehicle and chair solutions.

- **Updated cam** - Simpler yet stronger, the new design is completely maintenance free for years of trouble free use.
- **Enhanced powder coat finish** - A more modern textured black powder coat combines with new graphics and labels to offer a mainstream, automotive quality aesthetic.

- **Harmar Blue** - Everywhere the customer touches to operate the lift has been updated and color coordinated in Harmar Blue to make the simplest operations even easier.

Chad Williams, President and CEO states, "The latest generation of outside lifts represents Harmar's determination to continuously improve upon our products in order to provide our customers the absolute best mobility and accessibility

solutions with the highest of safety standards possible. I'm very proud of how far the outside lift line has come and fully expect the world's most popular vehicle lift product line to become even more popular with this launch."

About Harmar:

Harmar delivers innovative solutions to help individuals enhance their mobility, independence and quality of life with every product. Available only through the finest dealerships around the world, Harmar's mobility and accessibility products are designed, built and supported to be the highest quality, most reliable and best value in the industry. All Harmar products are built with "The Harmar Difference" - they are simpler, stronger, lighter and easier to use. For further information about the Company please visit our website, www.harmar.com or call 800-833-0478. For product details, contact your Harmar dealer today.

VMI Makes Buying the Re-Designed Chrysler & Dodge Conversions Easier with Down Payment Incentive

Vantage Mobility International (VMI) is helping customers purchase a new Chrysler/Dodge VMI Northstar conversion with a special \$1,000 rebate incentive that can be used as a down payment option. The promotion will end Oct. 31, 2011.

"Our Chrysler/Dodge conversion minivans, including the 2011 re-designed Town & Country and Caravan, can be purchased with our most popular in-floor ramp, the Northstar," commented Doug Eaton, president of VMI. "We're giving our customers access to this great technology through a special rebate promotion. For a limited time, any VMI customer is eligible to receive \$1,000 cash, which can be applied toward their down payment. Or, they can use the rebate to put some extra spending cash in their pockets. This is our way of helping customers get into

a vehicle that helps restore their independence and freedom."

"Our Chrysler and Dodge conversion minivans are among our most popular models," noted Eaton. "Though they fit in a traditionally lower price point, they don't sacrifice on safety. In fact, during recent federal safety testing, VMI received 'Pass' ratings on our Chrysler/Dodge models for the 50 mph rear impact collision, 33.5mph side impact collision, 35mph frontal impact and Seating Systems and Seat Belt Assembly, which includes wheelchair anchorages."

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For a limited time, any VMI customer is eligible to receive \$1,000 cash, which can be applied toward their down payment..."

Additional information on the VMI Chrysler/Dodge conversion minivan promotion is available at <http://www.vantagemobility.com/promotions/>.

Key features on the re-designed 2011 Town & Country and Dodge Grand Caravan Northstar conversions, which are now available through VMI dealers nationwide, include:

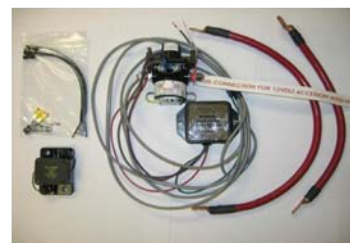
- Additional interior space for wheelchair maneuverability.
- Obstruction-free doorway allows easy entry/exit for able-bodied passengers.
- Reduced conversion wear. (No need to deploy ramp for able-bodied passengers.)
- Clean, uncluttered vehicle interior.
- Less dirt and debris from ramp in vehicle interior.
- Wider usable ramp surface.
- Easy access to all interior buttons, handles and switches.
- Full use of front passenger seat.
- No squeaking or rattling from ramp.
- Ramp stowed safely under floor in the event of a collision.
- Deployable on curbs up to 10" in height.

NO LIMITS_{L & S Inc.}

BATTERY SAVER

With the addition of mobility equipment, such as lifts, and interlocks (required by FMVSS 403), the demands on your vehicle's battery can discharge it in a matter of days! Return your vehicle to the FACTORY level of current draw each time you lock the door with the FACTORY remote or internal door lock switch. Each time you unlock your door, the equipment is immediately powered up.

Call (530) 514-1825 to locate a Dealer near you.



Call for specific vehicle applications.

For Information contact:

NO LIMITS_{L & S Inc.}

P.O. Box 7295

Chico, CA. 95927-7295

www.nolimitslinc.com

Phone (530) 514-1825 or Fax: (530) 343-3897

OPERATION PAVE

PAVING ACCESS FOR VETERANS EMPLOYMENT

After a catastrophic injury, such as paralysis or loss of limb, you may think finding a job or having a career is impossible. But through Operation PAVE, the vocational rehabilitation program of Paralyzed Veterans of America, veterans who have suffered a catastrophic injury receive the resources and services needed to reenter and succeed in the 21st century workplace.

The national unemployment rate for veterans with severe disabilities has been estimated to be more than 85 percent. Operation: PAVE aims to make this grim statistic a thing of the past by unleashing a veteran's talent, potential and determination, honed through their military training and service.



© Roza | Dreamstime.com

Operation: PAVE provides veterans with severe injuries all the tools you need to reenter the job market and be successful in a new career—disabilities training, career counseling, educational assistance. And we don't stop there, we will match you with businesses and organizations with vacant positions that fit your interests and abilities.

Since its inception in 2007, this innovative vocational rehabilitation program has empowered hundreds of veterans with severe disabilities—many of whom are veterans of Operation Enduring Freedom and Operation Iraqi Freedom—by helping them return to the workforce.

HOW PARALYZED VETERANS OF AMERICA OFFERS ASSISTANCE:

- Assistance throughout the process by Certified Rehabilitation Counselors.
- Career counseling and preparation during medical rehabilitation.
- Consultation with medical rehabilitation professionals to align employment expectations and rehabilitation goals.
- Pre-vocational skills and employment training tailored to overcoming any disability-related issues.
- Assistance connecting to available resources, such as education and training programs, transportation solutions, etc.
- Case-management services.
- Local resources to bridge gaps in needed services.
- Job-seeking skills training, résumé development, job placement and follow-up.
- Access to a network of employers eager to provide career jobs for veterans with severe disabilities.
- Links to our extensive network of National Service Officers and local chapters for outreach, referral, and peer counseling.

PARALYZED VETERANS OF AMERICA PAVE OPERATION EMERGING NETWORK

Regional facilities to serve you:

- Richmond, Virginia
Christina Mousel: (804) 675-5155
- Minneapolis, Minnesota
James Arndt: (612) 629-7021
- San Antonio, Texas
Keisha Wright: (210) 699-5300, ext. 10148
- Long Beach, California
Joan Haskins: (562) 826-8000, ext. 4607
- Boston, Massachusetts
Ken Lipton: (857) 203-6091
- Augusta, Georgia
Roger Hickson: (706) 733-0188, ext. 2875

CONTACT US

To find out more information about how Operation: PAVE can assist with your employment goals, contact a rehabilitation counselor at the office nearest you, or call the Paralyzed Veterans' Veterans Benefits Dept:

Voice: 800.424.8200

TTY 800.795.4327

Email: info@pva.org

OUR PARTNERS

Paralyzed Veterans' Vocational Rehabilitation Program was established through an innovative public-private partnership between Paralyzed Veterans, corporate partners, and the U.S. Department of Veterans Affairs.

ATOM-JET GROUP Premieres the AJILITY LIFT

Farmers and heavy machinery operators with disabilities have a new tool to help them remain mobile and continue farming.

The AJILity Lift hydraulic arm is designed to help disabled people get into farm implements, industrial equipment, aircraft and virtually any other raised vehicle or platform.

Mounted in the back of a standard pick-up truck, the AJILity Lift offers people with disabilities the ultimate safety, versatility and independence. With the use of remote control units, anyone can learn to operate the AJILity Lift – completely unassisted. The smooth, hydraulic operation allows for infinite movement and delicate maneuvering up to a height of 7 feet, 8 inches and a lateral distance of 10 feet, 11 inches while safely carrying weight of up to 750 lbs.

While the AJILity Lift was originally designed for use by disabled farmers, the possibilities for use by other segments of the population are almost unlimited. With respect to the lift's agricultural uses, it provides access to all known makes and models

of self-propelled farm machines which means the disabled farmer needs to purchase just ONE lift for use with ALL machinery. The platform can be modified as required for various situations, wheelchair models and industries.

The AJILity Lift was professionally designed and constructed using every safety factor currently recommended by C.S.A. Standards relating to similar products, such as manlifts, wheelchair lifts, cranes, etc. All moving parts have been designed for long-term service, backed by a 2-year warranty.



© PHOTO COURTESY OF ATOM-JET

*From the door to the vehicle,
like never before!*

**“ The AJILity Lift offers people
with disabilities the ultimate safety,
versatility and independence...”**

*For more information or to represent
this new product, call Atom-Jet at
1-800-573-5048 or email bobcotton@atomjet.com
Visit us online at www.atomjet.com to see videos
of the lift in action.*



© PHOTOS COURTESY OF ATOM-JET

*Farmers and heavy machinery operators with disabilities have a new tool
to help them remain mobile and continue farming.*



NATIONAL MOBILITY EQUIPMENT DEALERS ASSOCIATION **SUPPLY ORDER FORM**

To purchase the items below, fill out the order form and fax it to NMEDA at 813-962-8970. An invoice with the amount of purchase and shipping charges will be sent along with the order.

Item	Price	Qty	Total
Consumer Reference Guide to Purchasing Adaptive Vehicles and Equipment: United States Version	.50		
Canadian Version (Includes Français Translation) ***Pack of 20 Guides***	20.00		
NMEDA Dealership Promotional/Showroom Brochure "Look for This Symbol!"	.20		
NHTSA - Adapting Motor Vehicles for Older Drivers Brochure	N/C		
NHTSA - Make Inoperative Labels	.25		
Tire Placard Labels	.50		
Load Carrying Capacity Labels	.50		
Wheelchair Logo Pin	2.50		
NMEDA Logo Sticker (2 per sheet)	Set - 5.00		
NMEDA Average Price Survey (Conducted in 2009)	50.00		
QAP Logo Sticker:	1.50		
NMEDA Comprehensive Automotive Mobility Solutions (CD Presentation)	1.25		

Special Instructions / Comments

TOTAL: _____

Company Information	
Contact Person: _____	
Business Name: _____	
Address: _____ City: _____ State: _____ Zip _____	
Ph: (____) _____ Fax: (____) _____ E-mail: _____	
Fax or mail completed form to: NMEDA, 3327 W. Bearss Ave. Tampa, FL 33618 FAX: 813-962-8970, PH 800-833-0427 www.nmeda.com	
11/04/10	



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For more information about the EZ Lock Wheelchair Docking System, check our website at www.ezlock.net

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- 
- TAPERED CHANNEL**
SMOOTHLY GUIDES THE PIN IN.

- SLEEP FUNCTION**
zzzzzzzzzz...

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LESS BATTERY DRAIN.

- SCREW-TERMINAL CONNECTORS**
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DEFINITELY SMARTER THAN A FIFTH GRADER.

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NMEDA Contact Information Audit

In an effort to improve NMEDA membership communications, we would like to reconfirm your contact information currently in our database, make any corrections required and add additional contacts based on job discipline (sales, technical and administration). You may add as many or as few contacts as you want.

Designated Rep (as noted on application or update here):

- ☐ Same as on record ☐ Change to: _____ Email: _____
- ☐ Would like to receive all NMEDA Communications

Owner (voting member with fiscal responsibility, as noted on application or update here):

- ☐ Same as above ☐ Change to: _____ Email: _____
- ☐ Would like to receive all NMEDA Communications
- ☐ Would like to receive only critical communications (voting, QAP status, etc.)

Sales Contacts: *(optional)*

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Technical Contacts: *(optional)*

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Administration Contacts: *(optional)*

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____

It is NMEDA's intent to direct all communications to the Primary and/or NMEDA Member contacts as directed, and provide relevant information to the sub-groups (i.e. Sales Training information to sales personnel, Technical Bulletins to technicians, etc.). To add additional people to the contact list, simply place their name, email address and direct line on a separate sheet and fax it to NMEDA.

Please also provide the following:

Your Name: _____ Company Name: _____

City: _____ State: _____ Phone: _____

Battery Service Procedures

Improper jump-starting of batteries is one of the three leading causes of accidental blindness among males in this country over the age of 15.

When batteries are being charged, they may give off hydrogen gas. This colorless, odorless gas is highly explosive; even a small spark can ignite it. During normal operation, only small amounts of hydrogen are produced, and normal airflow under the hood ventilates it sufficiently. But any time a heavy charger is used, or when another battery is connected, as for a jump start, there's a danger of abnormally heavy hydrogen

once in service. If the level is low, add distilled water only. If the battery is cold or low on charge, do not add fluid above the top of the plates: the fluid will expand as it warms up and as it absorbs a fresh charge.

Battery replacement, or even "simple" disconnection, has become anything but simple. The hard part, of course, is not really the actual removal of the cable from the battery but the reinitialization of various systems and modules afterwards.

Heavy corrosion at the battery terminals should be cleaned before assessing a battery's condition. We don't want to lose a half-hour on reinitialization procedures every time we clean a terminal, so a "memory saver" of some sort should be utilized. Remember that a memory saver

fasteners for access and for deeper cleaning. The battery terminals themselves also need to be cleaned. Use a wire brush to remove only the outermost oxidized layer of material. If there's any sign of dampness on the battery case, use a damp rag with a hot water and baking soda solution to wipe it clean, being careful to keep any of the solution from entering the vents or the battery cells.

A chemical treatment on the terminals may be used to protect the terminals once they're cleaned.

Parts stores generally carry two different classes of replacement battery cable end terminals. The so-called temporary repair terminals are cheap and easy to install. These are designed solely for temporary use and should never become a permanent installation. Left on the car, they inevitably become a breeding ground for corrosion. A much better and permanent solution is the crimpable or solderable cast terminal. A professional grade kit with crimping tool, cable cutter and skiving knife allows you to offer customers a topnotch repair at a fraction of the cost of cable replacement.

Cast terminals, including some specialty terminals for custom applications, are available from many parts stores.

Have some valuable tips for technicians? Send your tech tips and tricks for the Circuit Breaker to rmorton@monvans.com.

“Batteries are potentially dangerous so a smart technician should follow proper procedures when working with them...”

production. There's also usually a small spark as the last connection is completed. This is why we're always told to make our last connection to ground, away from the battery of the car to be jumped. Eye protection is a must. Many newer jump boxes feature an On/Off switch to avoid sparks if the cables are connected directly to the battery. Leave the switch off until the cable clamps are in place.

Wearing vinyl or rubber gloves avoids the burn and that slimy feeling of battery acid.

As you begin your battery inspection, look for cracks, leaks, bulges or distortions. Make sure the hold-down is secure and that the electrolyte reaches at least to the top of the plates in each cell. Never add electrolyte (battery acid) to a battery

keeps the positive cable "hot" at all times, so use appropriate care to prevent its coming into contact with ground at any time during the service procedure.

The biggest chunks of corrosion should be cleaned off first, then with the battery terminals disconnected, use baking soda and hot water to clean the cable ends. Each end should be cleaned separately to avoid shorting out the memory minder circuit.

Repeat with a fresh solution as needed until there are no more bubbles, then follow up with a quick rinse in clean water and a light wire-brushing.

In the case of side post cable terminals, or where the main terminal is bolted to the cable end, it may be necessary to remove the terminal

Staying Connected

Interrupting battery power is unavoidable sometimes

Many air bag systems, for example, simply cannot be safely disarmed without first disconnecting the battery. There's no room for cheating here. Using a memory saver can literally be fatal. Likewise, starter or generator replacement may require disconnecting the battery to prevent otherwise unavoidable short circuits and melted wiring. But modern vehicles are now equipped with a wide array of electronic devices, many of which may lose memory when battery power is interrupted. The consequences range from very mild (clocks and radios may need to be reset) to more severe (learned adaptive values like idle speed, base throttle position or crankshaft profile may result in stalling or poor driveability).

Among the more unpleasant consequences may be radios that go into lockout mode and that cannot accept anti-theft code inputs because they have a tape or CD inside. There are also confirmed instances of non immobilizer-equipped vehicles "deciding" that they are now so equipped, necessitating, in some cases, PCM replacement. Other vehicles may require reinitializing electronic throttle bodies, steering angle sensors, yaw sensors, HVAC systems and the like, sometimes requiring specialized equipment. Researching the subject before beginning the battery disconnect procedure is your best bet for avoiding unpleasant surprises from what should be a "simple" job.

During many services, it's quite possible to avoid these consequences using an appropriate memory saver, coupled, if necessary, with removing or disconnecting certain main fuses. Using your jump box's main cables for this purpose is not recommended. Better by far is using a fused adapter between the jump box lighter socket and two small gauge wires with alligator clips connected to the car at points away from the anticipated work area. Make sure the fuse you select for this purpose will have enough current-carrying capacity to allow you to open a door and power up the courtesy lights without popping, but not a high enough rating to allow any wiring to melt before it blows. For most purposes, a 10- to 20-amp fuse should be fine. Use caution, refer to an accurate wiring diagram and inspect the vehicle's electrical system thoroughly for any added or modified electrical devices or wiring.

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INNOVATION



What Training Opportunities Does NMEDA Have to Offer?

By Pete Lucas

NMEDA's Education & Training Committee offers many opportunities for you and your staff to increase your productivity and profitability. Here's a summary:

Onsite Training Team

(Russ Newton, Mike Martin)

This project team helps dealers by providing convenient hands-on training opportunities in various regional locations throughout the year.

best practices for certification.

The MSS also gives dealers scaled, bundled training access while allowing smaller manufacturer presenters the opportunity to work with current and future customers. In addition the Onsite Training Team hosts an annual hands on Advanced Electrical Training Part 2 course as a sequel to the required ET Online Part 1 course. This year's Part 2 is tentatively scheduled for Nov.7-8 at Braun West in Phoenix.

Professional Business

Training Team (PBT)

(Justin Riendeau, Ron Dries, Mike Martin, Patti Thornberg, John Eslinger, Randy Schiller)

The PBT team's mission is to expand NMEDA's online training capabilities by identifying "low hanging fruit" opportunities that can be most effectively addressed collaboratively and online.

After surveying NMEDA member dealers, the group discovered a clear need to help dealers learn how to increase operational efficiency and profitability. A free webinar is scheduled for Aug. 16 & 19 on "One-Stop Shop Model" followed by Part 2 "More Productive Techs" in September. The team also

(ETO Part 1) and Dealer Sales Training (DST). Since inception ETO Part 1 and DST have graduated more than 600 trainees. These foundational online courses save Dealers on average \$1000 in reduced travel and lost billable hours. The online courses also save Manufacturers from the expense of providing remedial instruction.

CAMS-HP Team

(Mike Shipp, Liz Green, Kathie Regan, Kent Mann, Mary Sauer, Leah Belle)

This team seeks to increase NMEDA awareness & involvement in the strategic Health Professional community through accredited CEU training courses. The full day Regional CAMS-HP course is available from 8 certified trainers in the US and Canada. The regional course counts for 7 AOTA and ADED contact hours, 7 Case Manager contact hours and .6 RESNA CEU on request.

The CAMS-HP Lunch & Learn version of the course is an extremely popular 1.5 hour version taught by trained NMEDA Dealer members. To date, 73 NMEDA dealers have been trained to give the Lunch & Learn version with 32 trainings scheduled across the US and Canada in 2011 and with 226 attendee certificates awarded so far this year.

“ NMEDA offers many opportunities for you and your staff to increase your productivity and profitability...”

This year we have organized Manufacturer Service Schools (MSS) in metro Philadelphia (last April, hosted by Accessible Vans & Mobility), metro Seattle (last July, hosted by Kersey Mobility) and coming this October in St. Louis (hosted by United Access).

These schools give technicians the opportunity to learn multiple manufacturer installation, diagnostic and product

will discuss and review various 3rd party vendor sources that we could collaborate with to deliver training on Best Practices, Personnel Management, Inventory Control, Business Planning, Advanced Sales, etc.

In addition to new webinar training opportunities, this team also manages NMEDA's online training library including Electrical Training Online Part 1

In addition the CAMS-HP Lunch & Learn course is good for 1 AOTA and ADED contact hour and is accredited by Missouri, Ohio, Pennsylvania, Iowa, and Oregon State Physical Therapist Associations for 1 CEU.

NMEDA Certification Team

(Mike Murphy, Bill Fredo, Kristen Clevidence)

Education & Training Committee is

collaborating with NMEDA staff and QAP committee to explore the possibility of a future NMEDA certification pathway. The goal of this process would be to increase the value and credibility of QAP participation. In the meantime, this team will update current NMEDA QAP online courses 1-2-3 to reflect recent changes.

Dealer Marketing Team (DM)

(Jannette Conrad, Ray Morton, Jenna DeTrapani, Monique McGivney, Cheryl Parker)

The DM team exists to find ways to increase the value of NMEDA membership especially for smaller Dealers. These Dealers require less expensive, more convenient training opportunities, tracking & do-it-yourself marketing tools to expand their customer base.

In response, the DM team has conducted a 6-part Marketing Tools Webinar series to help Dealers quickly learn new & low cost technologies to help increase sales. In 2011, about 200 attendees have joined the team for one of three webinars offered in January, April, & July. The next free webinar is scheduled for October on Search Engine Optimization.

In addition, the DM team has developed Training Tracker and Training Calendar online tools for dealers to better track industry training opportunities.

For our complete web site listing of training opportunities and registration information visit NMEDA's Member Site at <http://members.nmeda.org/>.

For more information contact Pete Lucas at pete@nmeda.org.

NMEDA Training Opportunities

For Technicians

Electrical Training - Part One Basic Electrical Concepts.	Online Anytime!
Electrical Training - Part Two Hands-on Electrical Training.	TBA
Manufacturer Service Schools Classroom and Hands-on Product Training	Onsite St Louis (Oct. 2011)

For Members and All Staff

Dealer Sales Training Primer on Mobility Industry players, products, medical awareness and sales best practices.	Online Anytime!
QAP 1 - Introduction Explains many benefits Dealers will realize from QAP and gives details on the quick 6-step enrollment process.	Online Anytime! (No Cost!)
QAP 2 - Audit Preparation Step by step guide through the QC Manual, pre-inspection preparation, and post-inspection accreditation.	Online Anytime! (No Cost!)
QAP 3 - Guidelines Training "How-to" guide on understanding and implementing NMEDA Guidelines best practices. Certificate upon completion by request.	Online Anytime! (No Cost!)

For Healthcare Professionals

CAMS-HP Regional For .7 CEU credit course designed for CDRS, OT, and other professionals on key issues in the mobility equipment industry taught by certified trainers.	Onsite October 2011 (Regional)
CAMS-HP Lunch & Learn For .1 CEU credit course designed for CDRS, OT and other professionals on key issues in the mobility equipment industry taught by certified dealers. (At your dealership or local rehab center.)	Onsite View Schedule at www.nmeda-camshp.org

To find out how you can participate in these programs contact pete@nmeda.org.

NMEDA Manufacturer Service School in Seattle, WA Tied for Highest Score!

By Pete Lucas

For the second time in less than a year, a NMEDA Manufacturer Service School (MSS) received a 4.5 of 5 stars on attendee satisfaction. *This score ties last year's record high!*

Kersey Mobility hosted this highly successful service school on July 12-14th at their convenient suburban Seattle facilities. 20 attendees representing 10 dealerships from all across the US & Canada attended the training.

7 manufacturers were on hand to train attendees in best installation and service practices for their products.

Presenting manufacturers included:
MPS, Auto Chair, Freedom Mobility, Crescent Industries, Adapt Solutions, MPD, and Q'Straint.

Here are some of the comments from the twenty attendees:

"...it was a good mix between hands on and presentations"

"... informative, light-hearted experience, and good tech content"

"...variety of manufacturers in relatively short time"

"...great training, looking forward to many more"



In the picture: A manufacturer displays their product for hands-on training at the July 2011 NMEDA Service School in Seattle, Washington.

**Informative,
light-hearted
experience,
and good
tech content..."**

Last 2011 Manufacturer Service School Coming Soon!

Limited registration.

We are planning to schedule one more regional Manufacturer Service Schools for 2011 at United Access in St. Louis on Oct. 18-20, 2011.

Registration is coming soon for the MSS-St.Louis and details can be found in the training area of the NMEDA website. Space will be limited to 30 trainees, so make sure to take advantage of these valuable hands-on training opportunities before they sell out.

For more details contact Pete Lucas at 800-833-0427 pete@nmeda.org.



On the Web...

To view our future service school details and other training opportunities visit the NMEDA website at <http://members.nmeda.org/members/training/>.

NMEDA Thanks and recognizes these manufacturers for their participation in this voluntary discount program that enhances the benefits of the Quality Assurance Program (QAP).

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800-348-8267 phone
www.vantagemobility.com

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www.freedomsciences.com

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*** NMEDA is unable to provide information with regard to the individual company discounts. Dealers who are participating in the NMEDA Quality Assurance Program should contact their sales representatives from the above companies for additional details about their discount program.



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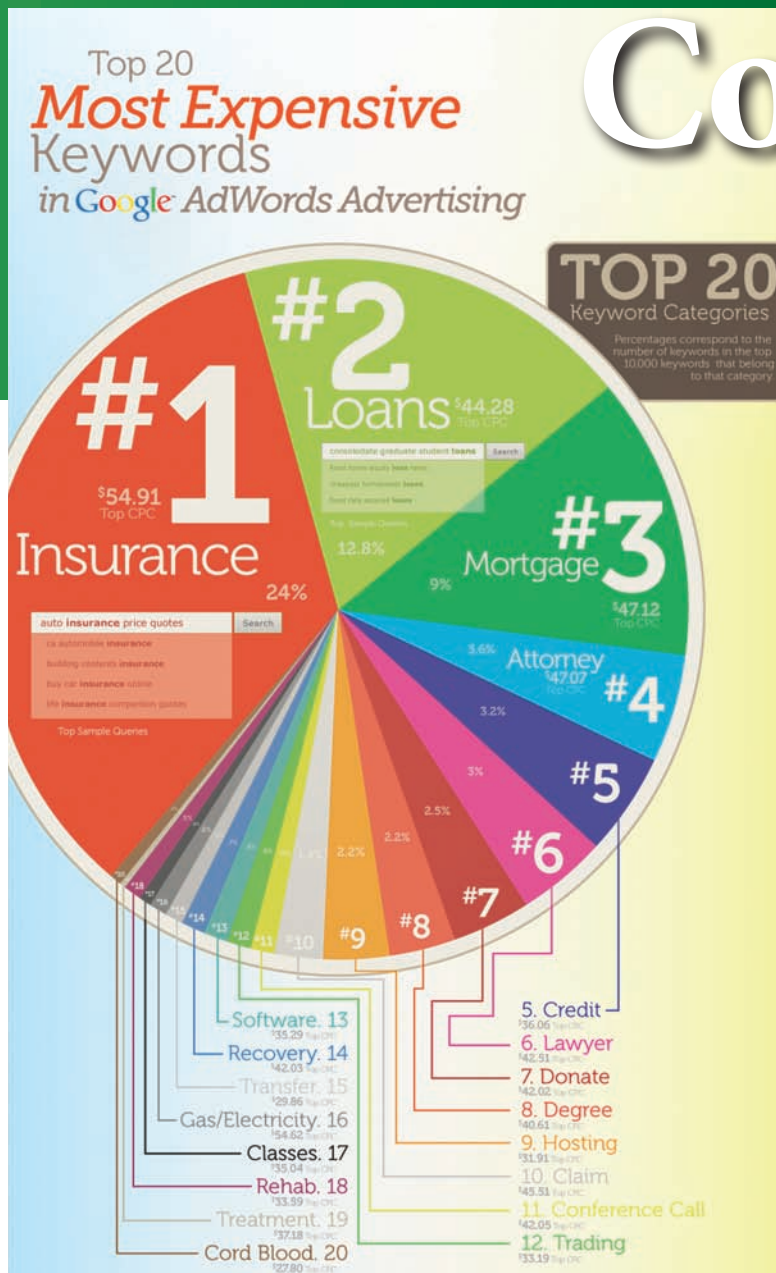
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How

Does Our Industry

Compare?



By: Bob Lundin,
Google Advertising Professional

I recently came across this article and found it amazing what other verticals are willing to pay for website visits. The top three (*reference the graph*) are willing to pay between \$40 and \$55 per web visit. At first this seemed crazy. However, there are many factors' to consider. A simple tracking funnel might be a key indicator of what you should be spending. Cost per Visit – Cost per Lead – Cost per Sale – Cost of Retention. If you truly have accurate measurements you can then work with the numbers to identify an effective cost per web visit. I believe only a handful of dealers can accurately say what their Cost per Sale is by source. If you want to preserve your future and maintain a Sound ROI then you must know this.

What does all this mean?

Mobility dealers and manufacturers must prepare for higher costs of advertising online.

Google's PPC model is just one avenue of getting to our potential end users. Media verticals such as Press Releases, Article Submissions, Blogging, Facebook, and YouTube can be very cost effective. It's always important to monitor each of your advertising sources. This way you're able to manage your advertising budget appropriately.

“Mobility dealers and manufacturers must prepare for higher costs of advertising online.”

Please send questions or comments to bob@imedconsulting.com.

Most Expensive Google Keywords

Google has released a list of the top 20 keywords and grouped them into categories based on user searches.

Using data from an in-house keyword research database and Google's Keyword Tool, the team compiled the top 10,000 most used keywords and organized them into main markets. These represent English language searches over the last three months.

Top 5 Keywords

1. Insurance
2. Loans
3. Mortgage
4. Attorney
5. Credit

The most expensive keywords are all finance related, with the exception of the legal profession. Google is capitalizing on people's need for money and insurance, and making a good business out of serving PPC ads for these niches.



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Sliding Door Requirement and Electronic Stability Control - FMVSS 126

By Jacques Bolduc, P. Eng.

The FMVSS 206, Door locks and door retention components, was upgraded in 2007 to include a new sliding door test. The test is an in-vehicle lateral load test (the load is applied from the inside of the vehicle) whereby two loads (2,025 pounds each) are applied to the two vertical edges of the door. Loads are applied adjacent to the door latch/striker positions or, in the absence of a latch/striker system, to the midway point of the door edge (if a door edge has two latch/striker systems, the load is applied midway between the two). The fail criteria are 1) 4 inches (100 mm) of separation of the interior of the door from the exterior of the door frame (at any point) and 2) displacement of the load application device (hydraulic cylinder) of more than 12 inches (300 mm). The upgrade, in effect since September 2009 applies to vehicles with a GVWR of less than 10,000 pounds.

As of September 1, 2011, all vehicles with a GVWR of less than 10,000 pounds must be certified to the FMVSS 126, electronic stability control. Alterers and final stage manufacturers have an additional year to comply.

Modifiers cannot make inoperative the electronic stability control features of a vehicle. The stability control of a vehicle may be affected by many types of modifications, including changes in the height of a vehicle's center of gravity when the vehicle's body is raised, weight distribution when one side of the vehicle is heavier than the other and when there is a significant change to the vehicle's suspension.

Updated Head Rest (FMVSS 202A) Exemption

By Jacques Bolduc, P. Eng.

Responding to a petition from Bruno, the NHTSA has updated the head rest exemption to take into consideration the new FMVSS 202a as well as the geometry of certain mobility seating systems.

The update expands the exemption from all head restraint requirements in situations where a wheelchair is used in place of a vehicle seat, correctly refers to the redesignated S4.2 in FMVSS No. 202, extends the height and width exemptions from the driver head restraint requirements in FMVSS No. 202 to include FMVSS No. 202a, and extends the height exemption for the driver head restraint to cover the passenger head restraint in FMVSS 202a.

The updated exemption also extends the exemption to cover the dimensional specifications of head rests required by S4.2.1 through S4.2.7 of FMVSS No. 202a (and the corresponding provisions of FMVSS No. 202) in order to accommodate the neck positioning needs of persons with disabilities.

Canadian Tire Label Requirements Differ from the US

By Jacques Bolduc, P. Eng.

The Canadian tire labels required by the CMVSS 110 differ from the US requirements in regards to the standard itself and the fact that Canada does not have a make-inoperative prohibition that applies to modifications after first retail sale

Understand that vehicles, sold for the first time at the retail level for the purpose of being modified or completed for its final intended use, are considered as new and subject to the CMVSS requirements. Alterers that affect the tire labeling requirements of the CMVSS must affix their National Safety Mark (NSM) in addition to any tire labels that may be required. The NSM must be affixed because a standard is being recertified by an alterer.

If the vehicle is used, no NSM may be affixed and the tire label information may not be changed on a tire label. It would nevertheless be advisable to affix a label so as to advise the vehicle operator that the load carrying capacity and possibly the seating capacity, has been changed.

As an alterer, you affect the load carrying capacity when you weigh it, other than by the addition, substitution or removal of readily attachable components such as mirrors or tire and rim assemblies, or minor finishing operations such as painting.

In Canada, the reduced load carrying capacity label does not exist and is therefore not a method of certifying to the labeling requirements. The original tire label must be removed or covered by the new and accurate tire label.

New FMVSS 214 Pole Test Exempted From the Make-Inoperative Prohibition

By Jacques Bolduc, P. Eng.

The new pole test requirements of the FMVSS are being phased in but NHTSA has issued a final ruling to Bruno's petition to amend 49 CFR 595 (make-in-operative) to include the new pole test requirements.

Modifiers are now exempt from both the side impact deformable barrier and pole tests for the designated seating position modified, in any cases in which the restraint system and/or seat at that position must be changed to accommodate a person with a disability.

Alterers and final stage manufacturers are not affected by any make-inoperative exemptions and must meet the requirements of S7 (deformable barrier) and, as of September 1, 2016, S9 (pole test).

FMVSS 214 does exclude all vehicles that have a lowered floor or a raised roof from the pole test requirements as well as vehicles that are equipped with a wheelchair lift or have a GVWR greater than 6,000 pounds from the deformable barrier test.

The pole test requires occupant protection when a vehicle, travelling at a speed of 20 mph, impacts a fixed rigid 10 inch diameter pole. The impact point is in line with the occupant's head.

Have Industry Advice?

We would love to hear it!

If you have information to provide on industry standards (FMVSS or CMVSS), testing updates, recalls or other industry related events, please send it our way at:

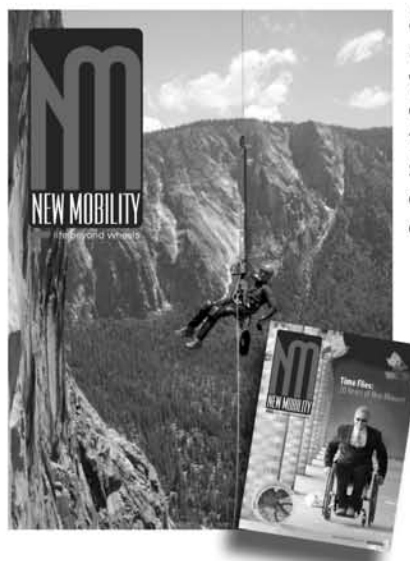
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Limited Time Canadian Grant Program for Vehicle Modifications

By Jacques Bolduc

The following call for proposals for the Enabling Accessibility grant program was published July 22, 2011:

The Office for Disability Issues is pleased to announce that a call for proposals for Small Projects enabling accessibility is now open. Please note that the call will be open from July 22, 2011 until September 23, 2011.

Only proposals postmarked on or before the closing date of September 23, 2011 will be considered in this process.

The application form and guidelines can be found on our Web site. All applicants are encouraged to read the guidelines before completing the application.

For further information regarding the call, please visit the HRSDC web site at:

http://www.hrsdc.gc.ca/eng/disability_issues/eaf/cfp/index.shtml

Should you have any questions about the Small Projects enabling accessibility please contact us by e-mail at: eafcall-appelfa@hrsdc-rhdcc.gc.ca or through our toll free number at: 1-866-268-2502 or TTY: 1 800 926-9105.

Enabling Accessibility Fund Program Support Team

The EAF program offers grants of up to \$50,000 for all modification of vehicles for community use. The application forms are simple to complete.



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Subvention Canadienne de durée Limité Pour la Modification de Véhicules

Par Jacques Bolduc

L'appel de proposition suivant du Fonds de l'accessibilité à été publié le 22 juillet dernier:

Le Bureau de la condition des personnes handicapées a le plaisir d'annoncer le lancement de l'appel de propositions du programme du fonds pour l'accessibilité. Cet appel de propositions vise les Projets de petite envergure visant à améliorer l'accessibilité. Veuillez prendre note que l'appel de propositions sera ouvert du 22 juillet 2011 au 23 septembre 2011.

Seulement les demandes de financement dont l'affranchissement de la poste indique la date de fermeture de l'appel de propositions du 23 septembre 2011 ou avant seront considérées.

Vous trouverez le formulaire de demande sur notre site Web ainsi que les lignes directrices afin de vous aider dans la préparation de votre demande de financement. Nous encourageons les demandeurs de prendre connais-

sance des lignes directrices avant de soumettre une demande.

Pour de plus amples renseignements concernant cet appel de propositions, nous vous invitons à visiter notre site Web à l'adresse suivante:

http://www.rhdcc.gc.ca/fra/condition_personnes_handicapees/fpa/adp/index.shtml

Si vous avez des questions concernant les Projets de petite envergure du fonds pour l'accessibilité, veuillez nous écrire à l'adresse suivante: eafcall-appelfa@hrsdc-rhdcc.gc.ca ou nous contacter par téléphone à notre numéro sans frais au 1-866-268-2502 ou ATS : 1 800 926-9105.

Fonds pour l'accessibilité L'équipe de support du programme

Le programme de subvention du Fonds de l'accessibilité offre des subventions allant jusqu'à \$50,000 pour les modifications de véhicules destinés à un usage communautaire. Les formulaires de demandes sont simples à compléter

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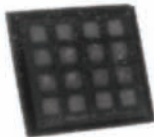
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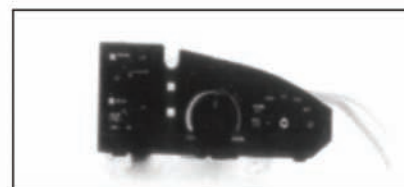
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CANADIAN PRESIDENT'S REPORT

DAVID HUTCHISON

(SPARROW HAWK INDUSTRIES, LTD. - WATERLOO, ONTARIO)

One of the founding owners of Sparrow Hawk Industries, David has been in the vehicle mobility industry for 16 years. He started assisting NMEDA Canada during his first year in the industry on the Finance committee, and has been on many committees surrounding finance, compliance, testing and Canadian Conferences over the years. Concerns or questions may be directed to him at canada@nmeda.org.

Here we are in the middle of the summer enjoying the heat, our holidays, and trying to keep up with our NMEDA work. I hope everyone is enjoying a healthy and happy time!

Our committees have done much work so far this year, trying to keep abreast of your needs:

- **The Transport Canada committee** is waiting to submit completed inspection forms to Transport Canada regarding possible allowance for pre-owned vehicles to move across the border for modification. News regarding any changes to policies and procedures will be offered in a specific Short Circuit.
- **The Membership committee** has contacted members that have not renewed their membership in the last year to see what has caused them not to continue their membership, and it appears as though the primary answer is that their business is on the fringe of what NMEDA stands for and they have decided to focus on other areas of their business.

Another major task is having the NMEDA documentation translat-

ed to French, which has been met with temporary roadblocks.

- **The QAP committee** has been contacting members as their membership comes up for renewal, hoping to assist in the implementation of the Quality Assurance Program. The response from this committee has been great, and the member support of moving to the QAP has been exactly what I expected. Definitely, change causes some concern, but most members are charging forward to get on board with the QAP.

There have been many changes to our industry in the last few years, and there will be many more changes coming for sure. One change that has come about is the substantial offerings of learning opportunities from the NMEDA office. Please try to take advantage of the marketing and other offerings from NMEDA!

The end of 2011 will be upon us in the next 5 months. At the end of every year, there are elections for positions inside of NMEDA. Last year, we changed from having our elections for Board member positions by mail so that we

“Our committees have done much work so far this year, trying to keep abreast of your needs...”

- **The PR committee** is re-grouping so that detailed information as to the changes that are occurring within NMEDA can be sent to you. Communication with ADED members will be one main target in the next month to ensure that everyone is aware of the important changes that are occurring. Also, and equally important, is communication with the membership regarding changes that are coming down the pipeline for the members.

could save time at our February meeting. Please consider running for a Board position. The positions that will be elected this year include President, Treasurer and Professional Member.

As always, I am eager to hear any issues that you may have, and am eager to assist where I can!

David Hutchison, President

Sparrow Hawk Industries, Ltd.
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519-884-1924 fax
davidh@sparrowhawk.ca

Ed Stang, Vice President

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Melody Chamberlain, Secretary

PG Surg-Med, Ltd.
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melody.chamberlain@pgsurgmed.com

Joe Allen, Treasurer

Kino Mobility, Inc.
3-1141 Sheppard Avenue W.
Toronto, ON M3K 2A2
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createjoe@gmail.com

Terry Miller, Associate Member

Mobility Consulting Services, Inc.
1 De Lisieux
Blainville, QC J7C 4Z2
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Who Represents You?

These representatives are your voice. If you have any concerns or issues that you need clarification on, call or email your Regional or Associate representative and they will assist you in any way they can. The representatives also write a quarterly article about things that are happening in your region. If you have any information that you would like to share with them, please feel free to contact them.

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Richard May

United Access
2165 Hillshire Circle
Memphis, TN 38133
901-888-1010 phone
901-888-1009 fax
richard@unitedaccess.com

States Include:

Alabama, Florida, Georgia, Kentucky, Mississippi,
North Carolina, South Carolina, Tennessee,
Virginia and West Virginia

Midwest Region

Bob Lundin

IMED Mobility
200 East 1st St.
Tea, SD 57064
605-498-1601 phone
605-498-2202 fax
bob@imedmobility.com

States Include:

Arkansas, Illinois, Iowa, Kansas, Louisiana,
Minnesota, Missouri, Nebraska, North Dakota,
Oklahoma, South Dakota, Texas and Wisconsin.

Northern Region

Mark DiRosa

M.C. Mobility Solutions
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Mentor, OH 44060
800-951-6238 phone
440-942-8028 fax
mdirosa@mcmobilitysystems.com

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Western Region

Dan Drury

New Horizon Vans, Inc.
3219 Candelaria, NE
Albuquerque, NM 87107
505-884-2492 phone
505-884-8007 fax
dan@newhorizonvans.com

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Canada Representative

David Hutchison, Canadian President

Sparrow Hawk Industries, Ltd.
675 Davenport Rd.
Waterloo, ON N2V 2E2
519-884-4295 phone
519-884-1924 fax
davidh@sparrowhawk.ca

Associate Representative

John Anschutz, Associate Rep.

Shepherd Center
2020 Peachtree Rd. NW
Atlanta, GA 30309
404-350-7720 phone
404-350-7356 fax
john_anschutz@shepherd.org

SOUTHERN REGIONAL REPORT

By Richard May

Since our government has finally raised the debt limit we can breathe a small sigh of relief. However our business is basically flat from last year. I don't know about you but this is the worst year since 2008, which was the beginning of the recession. I am very concerned that we are headed in that direction once again. I hate to be pessimistic but I believe the winds are not favorable for business.

"The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails." ~ John Maxwell

There is a publication called Bits and Pieces that is published by Ragan Motivational Resources. It is a small booklet that comes out every month full of quotes and short stories with good messages. Some of my favorites:

"Sooner or later we are asked to compromise ourselves and the things we care about. We define ourselves by our actions. With each decision, we tell ourselves and the world who we are. Think about what you want out of this life, and recognize that there are many kinds of success." ~ Bill Watterson

"Don't believe the world owes you a living; the world owes you nothing - it was here first." ~ Robert Jones Burdette

"Never engage in a battle of wits with an unarmed person."
~ Anonymous (I like to say "Don't argue with an idiot".)

"The guy who takes a chance, who walks the line between the known and unknown, who is unafraid of failure, will succeed."
~ Gordon Parks

Don't let trouble fester. *"One's objective should be to get it right, get it quick, get it out, and get it over. You see, your problem won't improve with age."* ~ Warren Buffett

I am told that in the Chinese language the symbol for trouble and crisis is the same symbol used for opportunity. Appropriate, don't you think?

Waiting, procrastinating, delaying action on a problem or negative situation is almost always an error. When you get the first hint of something not right in your company that is when you should investigate and take corrective action. Most improvements at United Access have come as direct results of problems that have appeared usually at the worst times. Most business problems have marketing related solutions. Sales solve most problems. Success in business is closely related to how much time, energy and money its leaders can direct to marketing versus how much is consumed by internal problems. We must not let other aspects of running a business get in the way of the sales and marketing process. In a recent mystery shopper program 86% of car dealers responded to an email inquiry, less than 12% followed up 3 or more times.

I hope that this article has left you with something to think about and/or has inspired an idea to implement in your life or business. Work hard. Have fun.

NORTHERN REGIONAL REPORT

By Mark DiRosa

As many of you may recall I wrote an article back in 2009 about the current state of the used vehicle market place. I've spoken to many of you recently about this dilemma and it appears that availability hasn't changed. What has changed is the way many dealers have adapted to this never ending problem. Many of you have told me that they are buying anything used they can find unmodified and sending these vehicles out for conversion to the manufacturers. But since the manufacturers are only taking current body style vans for conversion we are all looking to find older vehicles for our clients. We all know that anything in the 15k to 25k price range is gold. Many of you are searching the internet daily for used modified vehicles to purchase. And so are many of your clients. This need has created yet another industry issue that we all need to make our clients aware of.

I'll call this "The Salvage/Rebuilt Mobility Vehicle Market Place" These Salvage/Rebuilt vehicles are showing up all over the internet and are being sold all over country. They are being purchased by unsuspecting clients unaware that the manufacturer warranties are null and void if the vehicle has been declared a total loss by the insurance company. Some aren't even aware of the difference between Salvage and Rebuilt. I'm sure many of you have seen the vehicles in your shops. I know for a fact we have. Many of these sellers have told the potential buyers that the manufacturer warranties are still in effect since and as one told me "It was only in a minor accident" all the while I personally knew that the 2007 Dodge Grand Caravan was totaled in an accident in Kentucky only to be sold by the insurance company to a rebuilder in Florida. The rebuilder in Florida then had the vehicle re-titled as a rebuilt vehicle. Perfectly legal in Florida and many other states as well. I for one believe it is unethical and it is our duty to inform our clients about these types of vehicles.

What can you do about this injustice? If your state allows these vehicles to be rebuilt after being declared a total loss or salvaged title you need to write your congressman and ask them to help protect the consumers. If you or your staff finds one of these vehicles for sale on the internet report it to the manufacturers. They will document it and void any remaining warranty. No warranty will decrease the value of the vehicle, making it less attractive to rebuilders to repair these vehicles. Make any potential buyer you or your staff speaks to aware that these vehicles are out there and if they are thinking about purchasing one off the internet offer to run a Carfax report for them. Offer to contact the conversion manufacturer to confirm if there is a warranty still on the vehicle. Showing this concern for your client's needs goes a long way in building credibility. Remember this: It's much easier to show care and concern for your clients when they're sitting across from your desk than it is for the internet seller on the computer monitor. The 1-on-1 relationship you have is your best selling tool.

MIDWEST REGIONAL REPORT

By Bob Lundin

It's hard to believe that summer is coming to an end. NMEDA has been working hard to make a difference.

NMEDA QAP – There is no secret in that NMEDA will lose members who choose not to become part of the Quality Assurance Program (QAP). In fact, some memberships have already been canceled. It's hard to imagine being a viable Mobility Equipment Dealer today without being QAP. QAP is about the industry, not one individual dealer. We need standards, credibility, safety, and service for our customers. QAP was a big talking point in the recent meeting with the VA Deputy Director.

Veterans Affairs Initiative – The committee of Dave Hubbard, Sam Cook and Bill Siebert continue to meet on a regular basis with the Veteran's Affairs Administration. You should have received a Short Circuit email recently about NMEDA going to Washington. If you read the email you should have been impressed. The contacts these guys are making will definitely have an impact down the road. Meeting with Deputy Directors, Congressmen and National Directors is very influential. As the VA relationship matures we will be able to streamline NMEDA's value proposition.

Cooperative Awareness Program – The IPR committee continues to work hard for you. In the most recent awareness study, NMEDA's overall awareness was unchanged. This did not sit lightly with the committee (which I am on, as well). We formed a subcommittee to evaluate and make recommendations for change. Many of the recommendations that came back were focused more on internet-related advertising and less print advertising. There will be a more formal report on this later this month (August).

If you have questions or comments please email me at bob@imedmobility.com.

WESTERN REGIONAL REPORT

By Dan Drury

Most NMEDA members I have spoken to are experiencing a year of steady, if not robust, growth. It's not surprising that the more successful companies share some common traits: 1) Professional Staff, 2) Inviting and comfortable facilities, 3) Strong inventory and 4) Value vs. Price separates them from their competition.

All adaptive mobility companies should be moving toward this business model. The assistance offered by manufacturers and NMEDA make it more attainable than it seemed in the past. There has never been more sales, marketing and technical assistance available. Those taking full advantage of these items, while working on improving their own internal processes, are being rewarded. The rewards include more sales, loyal customers, better employees and better relationships. But you can't get there by just sending your techs and sales people to training every two years.

We spend thousands of dollars a year training our staff. Expenses include travel, hotel, meals, lost production. How often do our people return to work and continue doing their job the same way they did before leaving? Do they offer new ways to improve processes or procedures within the company when they return? If we don't have an immediate way for those employees to share their new experiences with the rest of the staff it could be money wasted.

We as owners are also accountable for improvement. Reading more and talking to other owners about challenges and solutions are great first steps. Over my 30 years of working in this industry (wow, I feel really old at this moment) I've known owners who became content with the operation of their businesses. Most are out of business now or just going to a job every day because they don't know anything different. We have to always be striving to improve our companies for our customers, employees and communities. This commitment to improvement takes a lot of work but the most successful owners will commit.

NMEDA and our manufacturers are also committed to the overall growth and strength of dealers. It seems that every three months a new or improved program or opportunity is being rolled out. As this happens, please give your feedback to the appropriate people. The best ideas come from the NMEDA members, not the Board of Directors. The addition of Bill Fredo as Quality Control Director to oversee QAP, Compliance and Guidelines is a great step forward for NMEDA. He has hit the ground running and brings a much needed skill set to our quality and safety programs.

For updates on all of the committees and what they are working on go to www.nmeda.com and review the consent agendas. As always, contact me with any concerns or great ideas.

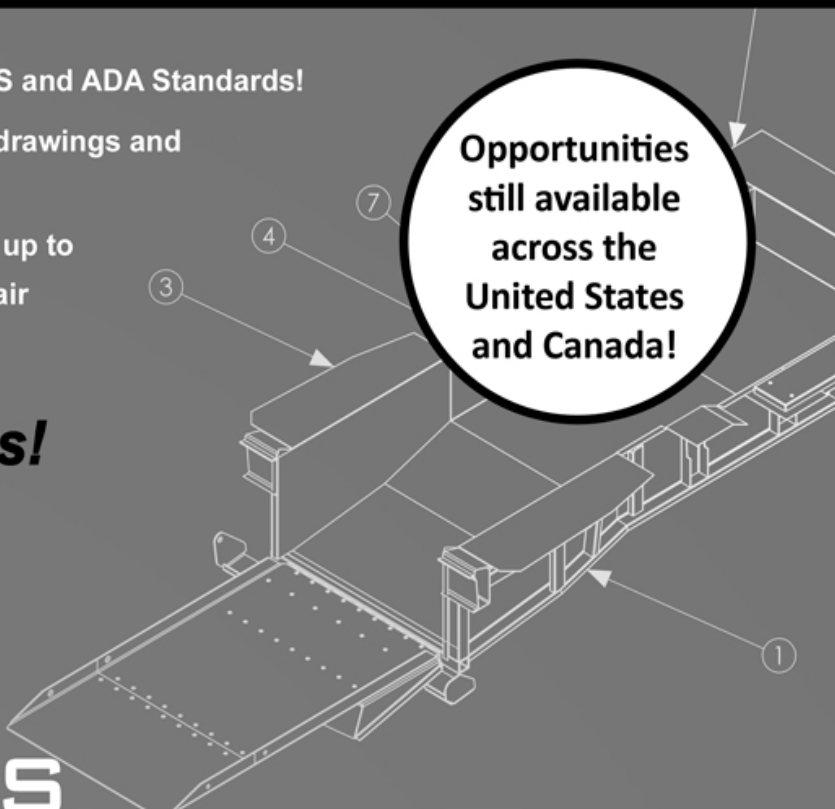
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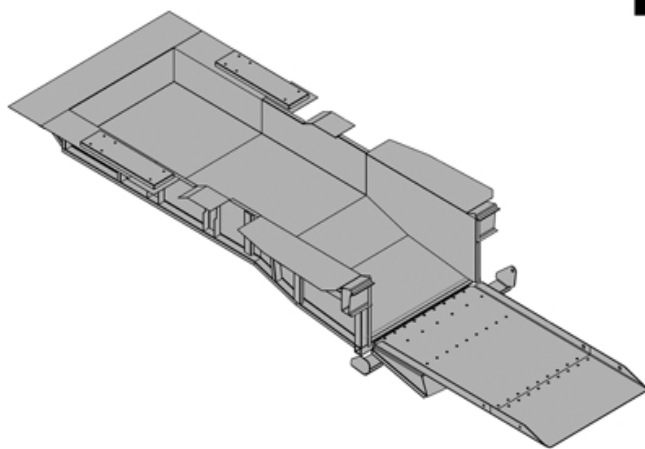
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Phoenix, AZ 85034
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ADA - Adaptive Driving Alliance
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4218 W. Electra Lane
Glendale, AZ 85310
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Carol Blanc, OTR/L CDRS
5130 E Wagoner Rd.
Scottsdale, AZ 85254
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Adaptive Driving Program
Paul Cooper
P.O. Box 641
Montebello, CA 90640
323-855-1502

American Mobility Center, Inc.
Sam Amini
3753 Mission Ave. #114
Oceanside, CA 92054
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David Livingston
1717 W. Santa Ana Ave.
Fresno, CA 93705
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418-8440 Montravel Circle
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4425 63rd Circle
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229-333-7560

Georgia Dept. of Labor - Voc Rehab Services
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1700 Century Circle Ste. 300
Atlanta, GA 30345
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Roosevelt Institute
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6135 Roosevelt Hwy
Warm Springs, GA 31830
706-655-5075

Shepherd Center
Matt Abisamra
2020 Peachtree Rd. NW
Atlanta, GA 30309
404-350-7722

Shepherd Center
Michele Luther-Krug
2020 Peachtree Rd. NW
Atlanta, GA 30309
404-350-7798

Shepherd Center
John Anschutz
2020 Peachtree Rd. NW
Atlanta, GA 30309
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Shepherd Center
James Kennedy
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Bartlett, IL 60103
630-470-1096

Thomas E. Cusack
6476 Sioux Trail
Indian Head Park, IL 60525
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NMEDA ASSOCIATE MEMBERS

INDIANA

Adapted Mobility Services

Mary Ellen Keith
18 Wilson Drive
Carmel, IN 46032
317-660-6506

Adaptive Mobility Services

Carmen Palanca
1156 Ridgeview Ct.
Avon, IN 46123
317-660-6506

Assistive Driving Services

Scott Armour, CDRS
681 W. 1000 S.
Clayton, IN 46118
317-539-7012

Bennett Boehning & Clary LLP

Stuart R. Gutwein
415 Columbia St. Ste. 1000
Lafayette, IN 47901
765-742-9066

Columbus Regional Hospital

Kathy Kachanoski
1732 Timbercrest Dr.
Columbus, IN 47203
800-841-4938 ext. 5902

Easter Seals Crossroads

Mary Follman
4740 Kingsway Drive
Indianapolis, IN 46205
317-466-1000 ext. 2539

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Susan Hardesty-Pritchard
4740 Kingsway Drive
Indianapolis, IN 46205
317-721-8636

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Andrea Vrobel, COTA, MSW, DRS
4740 Kingsway Dr.
Indianapolis, IN 46205
317-466-1000 ext. 2507

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Susan Henderson, CDRS, COTA
111W. Jefferson, Suite 100
South Bend, IN 46601
574-647-2600

Regional Rehab Driving, Inc.

Mary Alice Grugel
630 Kathleen Drive
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Laura Noblitt
4582 NW Plaza W Dr. Ste. 12
Zionville, IN 46077
317-873-1945

Therapeutic Mobility Services

Eva Richardville
P.O. Box 8978
Ft. Wayne, IN 46898
260-417-8399

TX Team

April Holok, COTA
8429 Andys Lane
Nineveh, IN 46164
317-933-9957

KENTUCKY

Dept. of Vocational Rehab

Kathie Regan
107 Morgan Drive
Nicholasville, KY 40356
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Brian A. Iadanola, OTR/L, CDRS
3937 Central Avenue
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3430 Newburg Road Suite 111A
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UK Driving Program

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MASSACHUSETTS

Adaptive Driving Program, Inc.

Tricia/Mark Whitehouse
250 Milton St., #LL002
Dedham, MA 2026
781-329-6656

MA Rehab Commission

Eugene Blumkin
27 Wormwood St. Suite 600
Boston 2210
617-204-3721

MICHIGAN

AJ Engineering & Quality Consulting, LLC

Alex Jowa
3734 Fernleigh Dr.
Troy, MI 48083
248-790-6838

AM Wins of Michigan, Inc

David Leark
2851 Charlevoix Drive Suite 120
Grand Rapids, MI 49546
616-942-8000

Fortress Partners

Dave Young
5500 Northland Drive Suite K
Grand Rapids, MI 49525
616-447-2293

Ingenium Engineering Services

George Hicks
4345 Teal Road
Petersburg, MI 48270
734-279-9345

Mark Berk

28911 Seven Mile Rd.
Livonia, MI 48152
734-422-3000

Mary Free Bed Hospital

Greg Brunette
235 Wealthy SE
Grand Rapids, MI 49503
616-456-4857

The Space Between

Kerry Jones
26875 Church St.
Edwardsburg, MI 49112
269-663-0226

University of Michigan

Transportation Research Inst.
Larry Schneider
2901 Baxter Road
Ann Arbor, MI 48109
734-936-1103

MINNESOTA

Automobility Connection

Sherri Johnson
559 Hwy 10 South
St. Cloud, MN 56304
763-412-2591

MISSISSIPPI

T.K. Martin Center for Technology and Disability

Dan Allison, MS OTR/L
326 Hardy Rd. Box 9736
Mississippi State, MS 39762
662-325-0886

NORTH CAROLINA

Driver Rehabilitation Services

Cyndee Crompton
605 Cabaret Rd.
McLeansville, NC 27301
336-697-7841

Mike Edwards

3533 Windson Dr.
Charlotte, NC 28209
704-342-6003

NC Division Voc Rehab Scc

Philip Protz
2801 Mail Service Center
Raleigh, NC 27699-2801
919-855-3567

Specialty Transportation Systems

Dexter Warren
2720 North Main Street
Newton, NC 28658
828-464-9738

Triad Mobility Consultants

Steve Reagan
1202 H East Mountain St.
Kernersville, NC 27284
336-992-6122

NEW HAMPSHIRE

Exceptional Services Inc.

Paul Lastoff
272 Old Gage Hill Road
Pelham, NH 03076
617-549-3583

1 = Mobility Equipment Installer 2 = Structural Vehicle Modifier 3 = High Tech Driving Systems Installer

NEW MEXICO

Affordable Mobility - Auto Eclectric
Elizabeth Holmes
2035 Corbett Dr.
Las Cruces, NM 88001
505-521-1006

NEW YORK

Agor Acceleration, LLC
Lindsay Agor
205 Maryview Dr.
Webster, NY 14580
585-330-1526

Dutchess School of Driving
Maria Dominijann
653 Rt 82
Hopewell Junction, NY 12533
845-226-6700

Gary R. Hanssen
224 Doris Ave.
Vestal, NY 13850
607-748-8747

Geneva General Hospital
John Lorenzetti, OTR/L
196 North Street
Geneva, NY 14456
315-787-5444

Paradigm Solutions
Brian McLane
29 Rockefeller Blvd.
Rensselaer, NY 12144
518-426-8850

Rehab Technology Assoc., Inc.
Gail Babirad
PO Box 540
Kinderhook, NY 12106
800-987-2753

Rehab Technology Assoc., Inc.
Jurgen Babirad
PO Box 540
Kinderhook, NY 12106
800-987-2753

Rochester Rehab Center, Inc.
Frank Cogliandro
1000 Elmwood Ave.
Rochester, NY 14620
716-271-2520

Rochester Rehab Center
Pam Gabryel
1000 Elmwood Avenue
Rochester, NY 14620
585-271-2520

**See and Be Safe
c/o Marketing Action Xecutives**
Karen Korman
50 West 96th Street, Suite 7B
New York, NY 10025
212-971-9157

Wendy S. Cohen
4 Bucklebury Hill
Fairport, NY 14450
585-425-2419

OHIO

Absolute Auto Solutions, LLC
Susan Brough
2037 Needmore Rd. Suite 200
Dayton, OH 45414
937-723-8767

Burhill Financial Services
Amy Brooks
137 N. Main Street Suite 410
Dayton, OH 45402
937-224-3033

**Northwestern Ohio
Driver Training School**
Paula Sanford
101 S. Defiance St. Box 26
Stryker, OH 43557
419-682-4741

Ohio Rehab Svcs Commission
Linda McQuistion
Rehab Tech Support Unit
816 - 30th St. NW
Canton, OH 44709
330-438-0500

Sea, Ltd.
Douglas Morr
7349 Worthington - Galena Rd.
Columbus, OH 43085
614-888-4160

Thor Industries
David Mihalick
419 W. Pike St.
Jackson Center, OH 45334
937-596-6111 ext. 7363

PENNSYLVANIA

Milton S. Hershey Medical Center
Lori Benner
MC H-125, P.O. Box 850
Hershey, PA 17033
717-531-7444

Moss Rehab Driving Program
Dan Basore
201 Old York Road, Suite 203
Jenkintown, PA 19046
215-886-7706

**Penn State Milton S.
Hershey Medical Center**
Rick Shaffer
500 University Drive, H125
Hershey, PA 17033
717-531-7414

Serge Minassian
1275 Eagle Rd.
New Hope, PA 18938
215-598-3944

Transportation Solutions
Amy Brzuz
4202 Peach Street
Erie, PA 16509
814-833-2301

SOUTH CAROLINA

CU-ICAR
Evan Lowe
41 Tigris Way
Greenville, SC 29607
864-293-4243

Karen Monaco
314 W. Spring Grove Avenue
North Augusta, SC 29841
706-833-7940

**South Carolina Voc Rehab
Technology Program**
Tom Jackman
1410-C Boston Ave.
W. Columbia, SC 29170
803-896-6080

WJBD V.A. Medical Center
Alan B. Simmerson CDRS
6439 Garners Ferry Rd.
Columbia, SC 29209
803-776-4000 ext. 7052

TENNESSEE

Dept of Veterans Affairs
Rhonda Shipman
1700 Jimmy Malone Road
Liberty, TN 37095
682-518-9329

TEXAS

**Department of Assistive
and Rehabilitative Services**
Richard Hopkins
4900 N Lamar Blvd., Ste 1640
Austin, TX 78751
512-424-4111

Driving Solutions for Disabilities
Benjamin Mundy
5150 Broadway #604
San Antonio, TX 78205
210-347-5006

Mobility Store & More
James E. Glenewinkel
1116 E. Kingsbury Street
Seguin, TX 78155
830-386-0446

Strowmatt Rehabilitation Svcs
Chad Strowmatt
11020 Old Katy Rd. #217
Houston, TX 77043
713-722-0667

Texas Transportation Institute
Eric Bradley
Texas A&M University
College Station, TX 77843
979-845-7492

**TX Transportation Institute
A&M Univ.**
Lance Bullard
3135 TAMU
College Station, TX 77843
979-845-6153

VA Medical Center
Kelly Anderson
24410 Norchester Way
Spring, TX 77389
713-794-7243

VA Prosthetic Dept
Brad Corkwell
7400 Merton Minter Blvd.
San Antonio, TX 78284
210-617-5144

Vehicle Protection Services
Lou Dienhart
3008 Pepper Grass Trail
Cedar Park, TX 78613
512-585-5911

VIRGINIA

A Metropolitan Driving School
John H. Vaughter
827 E. Parham Road, Suite 2
Richmond, VA 23227
804-329-3298

Walter Reed Army Medical
Tammy Phipps
11352 Aristotle Drive #406
Fairfax, VA 22030
605-380-6993

WASHINGTON

Wheelchair Getaways, Inc.
Dale Richardson
P.O. Box 1098
Mukilteo, WA 98275-1098
425-353-6563

WISCONSIN

Adaptive Driving Specialists
Paul Schmidt, OTR/CDRS
4737 N. Elkhart Ave.
Whitefish Bay, WI 53211
414-721-8636

I.S.P. Associates
Dick Parkin
150 Dale Dr.
Oregon, WI 53575
608-835-0015

**Stout Vocational Rehab
Institute**
James Gensch
221 10th Avenue
Menomonie, WI 54751
715-232-2150

The Master's Driving School
Tim Schermetzler
W 7366 Flambeau Point Road
Ladysmith, WI 54848
715-532-0327

NMEDA ASSOCIATE MEMBERS

CANADA

BRITISH COLUMBIA

Larry Bowen Driver Rehab
Larry Bowen
1029 Spruce Avenue
Port Coquitlam, BC V3B 4X5
Canada
604-996-4893 cell

Vancouver Coastal Health
Dean Robertson
4255 Laurel Street
Vancouver, BC V5Z 2G9
Canada
604-734-1313

NEW BRUNSWICK

**Stan Cassidy Centre
for Rehabilitation**
Carol Morrison
800 Priestman
St. Fredericton, BC E3B 0C7
Canada
506-452-5876

ONTARIO

Angela Prosdocimo
335 Caribou Cres.
Thunder Bay, ON P7C 5Z6
Canada
807-343-2431 ext. 2676

F. Lortie
68 Bloomfield
London, ON N6G 1P3
Canada
519-495-9541

Grande National Leasing Inc.
Peter Grande
14 Connie Cres. Unit #6
Concord, ON L4K 2W8
Canada
905-738-3800

Medichair Ltd.
Harry Hignett
72 Six Point Road
Etobicoke, ON M8Z 2V8
Canada
|416-233-3595

**Parkwood Hospital c/o
Driving Assessment & Rehab**
Monique MacDonald
801 Commissioners Road
London, ON N6C 5J1
Canada
|416-233-3595

**Transport Canada - Road Safety
& Motor Vehicle Registration**
Harry Baergen
330 Sparks St.
Ottawa K1A 0N5
Canada
613-998-2320

QUEBEC

Centre De readaptation Estrie
Marie-Eve Langlais
300 rue King Est. Bureau 200
Sherbrooke, QC J1G 1B1
Canada
819-346-8411 ext. 43158

**Constance Lethbridge
Rehabilitation Center**
Dana Benoit
7005 boul. de Maisonneuve
West
Montreal, QC H4B 1T3
Canada
514-487-1891 ext. 377

**Constance-Lethbridge
Rehabilitation Centre**
Minh-Thy Truong
7005 boul. de Maisonneuve
West
Montreal, QC H4B 1T3
Canada
514-487-1770 ext. 322

**Constance-Lethbridge
Rehabilitation Centre**
Alyssa Merilees
7005 boul. De Maisonneuve
West
Montreal, QC H4B 1T3
Canada
514-487-1891 ext. 246

**Constance-Lethbridge
Rehabilitation Centre**
Nathalie Maertens
7005, boul. de Maisonneuve
West
Montreal H4B 1T3
Canada
514-487-1891 ext. 380

CRDP Le Bouclier
Johanne Faucher
225 Du Palais
St-Jerome, QC J7Z 1X7
Canada
450-560-9898 ext. 327

**Ministere des transports
du Quebec**
Mohamadou Sissoko
700, boulevard Rene-Levesque
est, 25 etaye
Quebec, QC G1R 5H1
Canada
418-644-9140

**Programme Adaptation
Vehicule (SAAQ)**
Pierre Beaulieu
333 boul Jean-Lesage E-M-27
Quebec City, QC G1K 8J6
Canada
418-528-3310

S.A.A.Q
Frederic Brunet
333 boul Jean-Lesage
Quebec City, QC G1K 8J6
Canada
418-528-4523

S.A.A.Q
Michel Morency
333 boul. Jean-Lesage
Quebec City, QC G1K 8J6
Canada
418-528-3597

SRD Bolduc, Inc.
Jacques Bolduc
32 Duquet
Ste-Therese, QC J7E 3B4
Canada
813-410-4884

WAV-ES
Brian Barnoff
12598 Avenue De Rivoli
Montreal, QC H4J 2L9
Canada
514-332-8569

INTERNATIONAL

ITALY

Guidosimplex SNC
Amancio Ruiz
VIA PODERE S. GIUSTO,
29-00166
Roma, Italy
066-152-8005

AUSTRALIA

Automobility
Jeff Watters
P.O. Box 828
Bayswater, Vic 3153
Australia
03-9762-2277

- ☐ QAP Dealer Member \$0 to \$999,999 in gross sales \$1,050*
- ☐ QAP Dealer Member \$1 million to \$2,999,999 in gross sales \$1,575*
- ☐ QAP Dealer Member \$3 million and over in gross sales \$2,100*
- ☐ Associate Member (Previously Professional Member) \$52.50
- ☐ Manufacturer Member \$0 to \$999,999 in gross sales \$1,050
- ☐ Manufacturer Member \$1 million to \$2,999,999 in gross sales \$1,575
- ☐ Manufacturer Member \$3 million and over in gross sales \$2,100
- ☐ Circuit Breaker (Quarterly) Subscription Only \$16.50;
Dealer, Associate, and Manufacturer Members receive Circuit Breaker with membership



* See <http://www.nmeda.com/join-nmeda/> for complete QAP Dealer application process.

CONTACT INFORMATION

Company Name: _____

Type of Business: _____

(Example: Manufacturer, Supplier of Equipment, Conversion Dealer, etc.)

Representative's Name and Title: _____

Street Address: _____

City, State, Zip: _____

Mailing Address (if different from above): _____

Telephone #: _____ Fax #: _____

Tech Name: _____ E-mail Address: _____ Telephone #: _____

Website Address: _____

Permission to link from the NMEDA website to your website: Yes or No (circle one)

E-mail Address: _____

Principal(s): _____

Upon joining NMEDA, we agree to follow the association's Guidelines, Bylaws and Mediation Committee decisions.

Signature: _____

Send payment and
information to:

NMEDA
3327 W. Bearss Ave.
Tampa, FL 33618

PH 800-833-0427
FAX: 813 962-8970

www.nmeda.com

CARD TOTAL: \$ _____ EXP. DATE _____ V-CODE: _____

CARD TYPE: (circle one) VISA MASTER CARD AMEX

CARD # _____

CARDHOLDER NAME (PRINT) _____

SIGNATURE _____

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For check payment make check payable to NMEDA.



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Company Name	<input type="text"/>	Contact	<input type="text"/>
Address	<input type="text"/>	City	<input type="text"/>
		State	<input type="text"/>
		Zip Code	<input type="text"/>
Phone	<input type="text"/>	Fax	<input type="text"/>
		Email	<input type="text"/>

ADVERTISING AGENCY INFORMATION (OPTIONAL)

BILL ME ☐

Agency Name	<input type="text"/>	Contact	<input type="text"/>
Address	<input type="text"/>	City	<input type="text"/>
		State	<input type="text"/>
		Zip Code	<input type="text"/>
Phone	<input type="text"/>	Fax	<input type="text"/>
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☐ We authorize advertising insertion(s) in the NMEDA *Circuit Breaker* in the following issue(s):

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| <input type="checkbox"/> Winter 2011 | <input type="checkbox"/> Autumn 2012 | <input type="checkbox"/> Summer 2013 |
| <input type="checkbox"/> Spring 2012 | <input type="checkbox"/> Winter 2012 | <input type="checkbox"/> Autumn 2013 |
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Our advertisement(s) will be: *(Rates are per year, 4 issues. Published below at NMEDA member cost.)*

- | | | | |
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| <input type="checkbox"/> Back Cover | color \$4042 | <input type="checkbox"/> Half Page | b&w \$970 color \$1224 |
| <input type="checkbox"/> Center Spread | color \$3638 | <input type="checkbox"/> 1/4 Page | b&w \$525 color \$664 |
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RETURN TO:

Circuit Breaker c/o NMEDA (The National Mobility Equipment Dealers Association)
3327 West Bearss Avenue, Tampa, Florida 33618

PHONE: 800.833.0427 • FAX: 813.962.8970 • E-MAIL: info@nmeda.org • URL: www.nmeda.com

DATES TO REMEMBER ►►►

This calendar of upcoming events is provided as a service to NMEDA members. The ***Circuit Breaker*** cannot guarantee the accuracy of the information provided. Please verify dates and locations with the organizations listed.

World Congress & Expo on Disabilities

September 23 – 24, 2011 (Atlantic City, New Jersey)
Atlantic City Convention Center
Visit www.wcdexpo.com for more information.

Closing the Gap – 29th Annual Conference

October 12 – 14, 2011 (Bloomington, Minnesota)
Sheraton Bloomington Hotel
Visit www.closingthegap.com for more information.

2011 SEMA Show

November 1 – 4, 2011 (Las Vegas, Nevada)
Las Vegas Convention Center
Visit www.semashow.com for more information.

2011 ATIA Conference - Chicago

November 3 – 5, 2011 (Schaumburg, Illinois)
Renaissance Schaumburg Hotel and Convention Center
Visit www.atia.org for more information.

21st Annual NMEDA Conference

February 22 – 24, 2012 (Phoenix, Arizona)
Hyatt Regency and Phoenix Convention Center
Visit www.nmeda.org for more information.

2012 SAE World Congress

April 24 – 26, 2012 (Detroit, Michigan)
Cobo Center
Visit www.sae.org/congress/ for more information.

AOTA's 92nd Annual Conference & Expo

April 26 – 29, 2012 (Indianapolis, Indiana)
Venue: TBA
Visit www.aota.org for the latest information.



To have your information included in *Dates to Remember*, mail or fax it at least 12 weeks before the event to info@nmeda.org or fax (813) 962-8970.

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Free Advertising Materials

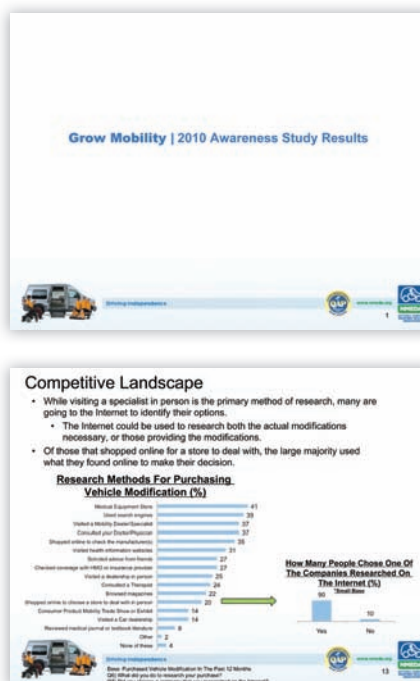
NMEDA has created a free online library of print ads and radio commercials available for your use. The print ads are in both color and black and white, English and French and available in various sizes to be used for magazines and newspapers. The radio spots are available in :30 to :60 second lengths catered to different audiences.

Each item can be customized with your personalized dealer and address information. Simply download the files for your graphics department to work with or you have the option to preview the files as a PDF. Please note you will need InDesign Creative Suite 4 or higher to work with the print ad files. To see the complete library of available work visit the **Cooperative Awareness Program** section under **Member Login** at www.nmeda.org



Free Research

In the second quarter of 2010, NMEDA commissioned a study to help understand the competitive marketplace for our association, measure awareness of NMEDA and the services provided. This information helps determine where opportunity exists regarding attitudes, influences and lifestyle factors that affect the decision to purchase a vehicle modification. A secondary research study was conducted targeting Physical Therapists, Occupational Therapists and caregivers to determine where opportunity exists in key attitudes, decision criteria and influencing. To download the research studies visit the **Cooperative Awareness Program** section under **Member Login** at www.nmeda.org



NMEDA members now have access to free advertising and marketing materials that are designed to promote the network of NMEDA dealers, help expand your customer base and increase sales of mobility products. The online library enables dealers and QAP dealers to personalize free advertising to run in their market, creating a customizable solution to your specific advertising needs – just like the invaluable, personalized services you provide your clients.

Driving Independence

Free Services

If you need help putting your logo, address or dealer info on any of the print ad files, just let us know. We'll be happy to do it for you free if you have a hi-res logo. Radio spots are available in several versions and all have time available at the end of each spot so they can be tagged with your name and location information. Most radio stations will tag your location for free with the purchase of the media. To find out more visit the **Cooperative Awareness Program** section under **Member Login** at www.nmeda.org.

Take advantage and utilize the dealer brochure to help explain the benefits of working with a NMEDA dealer.



Free Website Templates

If you do not have a website, choose from one of the available templates. All you need to do is to provide your logo, company information, images and content and we can help you build it out and customize it for free. To find out more information visit the **Cooperative Awareness Program** section under **Member Login** at www.nmeda.org



All marketing and advertising materials are fully customizable for your business and local markets. Save time and money by taking advantage of these free items now.

NMEDA.org · 866.948.8341



THE LAST WORD

Learn to Dance in the Rain

by Steve Rizzo

A few weeks ago I spent four wonderful days at the Four Seasons Hotel in Kona Hawaii, where I had the pleasure of speaking to a wonderful group of Top Sales Performers and spouses of Ameritus Financial.

My job was to give them the tools they need to embrace the changes and intense growth they were currently experiencing and will inevitably continue to experience in the coming years. I knew the tension was high, but I was prepared.

One morning, two hours before my speech, I was having breakfast at a restaurant with a captivating view of the ocean. As the waitress was pouring my coffee, I asked, "Why is it that no matter where they are, or what they are doing, Hawaiian people always seem to be happy and at peace with themselves? Is there some kind of secret that I should know about? And if there is, can you please tell me?"

She laughed and looked around as if to make sure that no one was listening and in a low voice she replied, "Mr. Rizzo today is your lucky day. For today I will tell you the secret that most Hawaiian people live by". She sat down in the chair next to me, motioned me to get closer and whispered in my ear. "We learn to dance in the rain".

Before I had a chance to respond, she reached into her pocket and pulled out a laminated card and handed it to me and said "This is for you. It really is a secret that should be shared with everyone." "Don't wait for the storms of your life to pass. Learn to dance in the rain".

Read that again my friend. That statement is a touchstone for living a successful, happier life, especially when you are experiencing intense change and growth of any kind. That in part is the message I shared with the wonderful people of Ameritus Financial.

"Dancing in the rain" is an attitude that truly happy and successful people live by and few dancers come by it naturally. Can you learn to dance in the rain when the storms of change and misfortune are pouring down on you? I believe the answer is yes. It's a matter of shifting your focus and way of thinking when times are tough that makes the difference.

That is to say, when the storms of life are pouring down on you, you can muster up enough courage to dance and bless the things that life has given you, or, you can drown as you curse your challenges and unfortunate circumstances.

I don't know about you, but I'll take dancing over drowning any day!



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