

HURRICANE IRMA SLAMS INTO FLORIDA

- FRVTA State Convention Canceled
- RV Dealers & RV Resorts/Campgrounds Scramble
- Florida Damaged, But Not as Bad as Expected

With powerful category 5 Hurricane Irma churning in the Caribbean and tearing up the various islands in its path, the 37th Annual FRVTA State Convention was canceled to allow members to batten down their businesses and homes in preparation for a storm that teetered back and forth between heading into the Atlantic or Gulf. It will not be rescheduled.

"We made the decision that it wasn't worth it to put people in harm's way," FRVTA Marketing Director Dave Kelly said. "It wouldn't be right to have a big party while this is tracking to our state. The dealers are busy getting their product to the highest ground they can. Some people are evacuating and some are just in wait-and-see mode. The interstates are crowded and people are getting ready."

The FRVTA had this same thing happen in 2004 when Hurricane Charley hit Southwest Florida and the hotel the Association booked was destroyed. The Association then moved its convention to Clearwater Beach, but another hurricane swirled in the Gulf of Mexico threatening the new location. FRVTA pulled the plug on that convention and didn't reschedule then either.

Eventually, Irma decided to split the difference between the Gulf and the Atlantic, and headed up the middle of the Sunshine State. This made sure that no Floridian was safe since the storm's powerful hurricane-force winds extended wider than the peninsula. Residents on both sides of Florida made a mass northern exodus, clogging I-95 and I-75 in an attempt to avoid the storm's wrath.

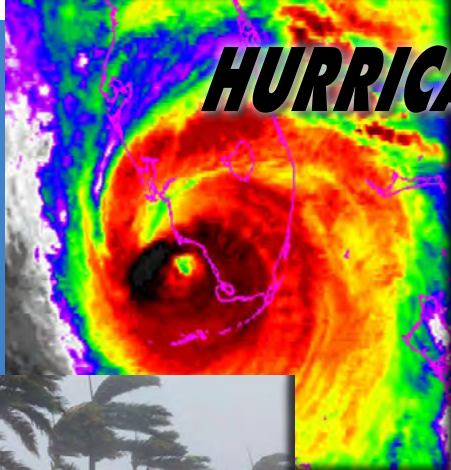
FRVTA Executive Director Lance Wilson said they were "boarding up and hauling ass! Actually, there's really nowhere in Florida you can run, not with the size of this thing. But we've all been through this before — maybe not something exactly like this, but everybody pretty much knows what they have to do to get ready," he explained.

While damage reports were extensive throughout the Florida Keys, southern Miami-Dade County, Marco Island and Naples/Collier County, most of the rest of Florida suffered much less with power outages, tree damage/debris and various other storm-related problems.

"From reports I've received, our membership survived without a whole lot of problems," said Lance. "I've been in contact with FEMA about how our Association and its dealers can help in both Florida and Texas," where Hurricane Harvey hit just days before Irma raked Florida.

As part of the Florida RV Industry's storm preparation, FLARVC issued a notice to its membership alerting them to pay attention to all local and state emergency management warnings and to obey all evacuation orders. This was especially needful to keep all visiting RVing guests safe from potential Hurricane Irma storm surge. Executive Director Bobby Cornwall encouraged members to share updates and other information that could be disseminated to members throughout Florida.

This seemed to work well as most of Florida's privately owned campgrounds were evacuated. "We estimate that between 500 to 600 Florida RV parks and



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Things for Which We are THANKFUL

After the fury of Hurricane Irma, here are my thoughts and those of others with whom I have spoken:

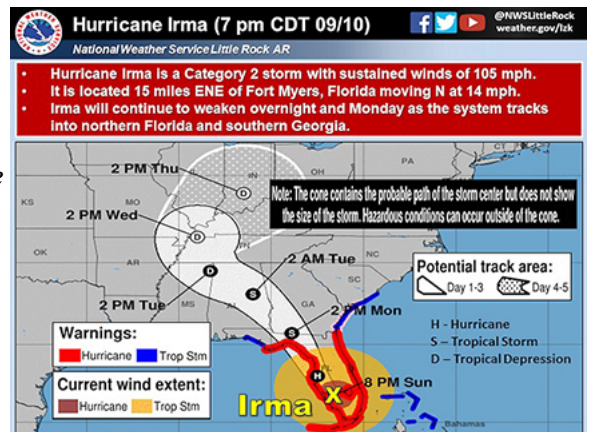
- Hurricane Irma came in less destructive than forecasted;
- Neighbor helping neighbor;
- Family, friends and strangers sheltering evacuees at a moment's notice;
- The long caravans of EMS, power "ranger" trucks, tree cutter trucks and National Guard trucks from all over the country heading into danger as we fled. Also, thankful to see the EMS units heading back north unneeded;
- For the first responders and those second responders who are taking care of the first responders' needs;
- For the "Cracker Navy";
- For all the national and local grocery stores, banks and restaurants striving to get back to normal;
- For the many service companies, such as cell phone and banks, removing data limits and other fee abatements;
- For the kind consideration given by the Marriott Sawgrass when we had to cancel. Appreciate Lance and the wonderful FRVTA State Staff taking care of the office in advance of the storm as well as the following clean up;
- For everyone who's helping to achieve a quick recovery in your neighborhood whether they are local, state or federal;
- For knowing that we are FLORIDA RV INDUSTRY STRONG and will come together and rebuild again!

Thankful for so much more! Our thoughts and prayers are with you all as we move forward to our "before the storm" lifestyles.

Unfortunately, with the cancellation of the convention, we will be unable to reschedule this year. But, we will have news about the Silent Auction shortly!

I am thankful to be your President,

NELDA IACONO
FRVTA PRESIDENT



HURRICANE IRMA

CONTINUED FROM PAGE 1



Flamingo RV Park



Yarosh neighborhood
on Cudjoe Key



Stazzone home on Duck Key



Sean Thompson's
downed palm



Orlando One RV

campgrounds, except those in the far northwest Florida area, have evacuated," Cornwell detailed. "Many of the parks in the northwest Florida area that appear to be in the safe zone and RV parks in the bordering states of Alabama and Georgia assisted in taking in Florida's evacuated RVers."

Cornwell explained that RV parks and campgrounds typically rebound quickly, even after major storms, and should be ready for the coming winter season. "We're optimistic that Florida will be open and ready for business soon after the storm passes," he said.

The National Association of RV Park and Campgrounds (ARVC) also stands ready to help, as the organization did after Hurricane Harvey struck Texas a few weeks ago. Paul Bambei, executive director of ARVC, said the Association issued a new call for donations to the ARVC Foundation's Disaster Relief Fund to help support both Texas and Florida.

So far, Bambei said the fund has raised \$10,000, but he expects that number to climb. He said ARVC has been in touch with Cornwell and that he has been hearing reports of varying damage.

"A lot of Florida's parks are corporation-owned, so I imagine they have begun their damage assessments," he said. "For independent park owners, we stand ready and willing to help in any way we can."

Bambei mentioned that the foundation is ready to accept applications from park owners who need assistance in recovering from the storms. "We will turn those applications around very quickly as they come in," he said.

Many dealers knew what was expected to get their businesses storm-ready. Ron Fleming, vice president and national general manager of Lazydays RV's in Seffner, said they use their bigger motorhomes as windbreaks and protection for their smaller and lighter towable units. "We have a hurricane prep team of about 12 people, all heads of various departments, who track the hurricane and direct our efforts on an almost hourly basis."

The dealership eventually lost power and suffered tree damage, but had only minor building damage and no inventory damage. "We absolutely got lucky and, with the exception of some inconvenience — which is certainly what we're dealing with — it could have been much, much worse," he said.

Don Strollo, president of RV One Superstores Inc., said the dealership's locations in Orlando and Tampa came through relatively unscathed. The Orlando store lost its marquee, but it has power. The Tampa store is without power, but suffered minimal wind damage.

Joe Jackson, sales manager at North Trail RV in Fort Myers, reported the dealership is "high and dry with no major damage at all. We had a storage trailer flipped and one travel trailer, plus some trees blown over. We were very fortunate," he reported.

Amir Harpaz, marketing director for Cypress Trail RV Resort also in Fort Myers, reports no damage at all as well. "We had a few tree limbs down, but are in fine shape and ready for our winter residents to return and enjoy our resort," he said.

One campground that was flooded was Arcadia Peace River. Owner George Lempenau, FRVTA's campgrounds representative and director of FLARVC's southwest region, reported his facility was underwater from the Peace River, but that repairs were underway. "I've never seen the river rise that high before!" he exclaimed.

This year's convention theme was "RVs, the New Frontier." This theme was selected to instruct and inform attendees on new ways to prosper and grow their businesses in the coming year. Of course, no one expected the "New Frontier" to include hurricane damage and the resulting cleanup!

For Floridians and their businesses, however, we must look towards the Florida State Tree, the sable palm, as a metaphor that bends in the wind but is hard to break. And, from all reports, that's exactly what has occurred as we clean up the debris, put our smiles back on and get ready for what's expected to be another outstanding season of making sure our winter residents enjoy the fun and excitement associated with the RV Lifestyle in the Sunshine State. — *Editor's Note: Thanks to various online sources that contributed to this article, including RV News, Woodall's Campground Management and RVBusiness.*

Hurricane Irma: Business Interruption & Extra Expense

Thanks to Dan Ricker, CHRS, (dan.ricker@ioausa.com) Insurance Office of America, for providing this information gleaned from RWH Myers Insights, www.rwhmyers.com. Used by permission.

To get a jump-start on your Hurricane Harvey claim, RWH Myers has assembled the following questions to consider and documents needed to measure and document your losses for a fair and fast insurance recovery.

Preliminary Questions to Gather Information Regarding Potential Loss Impact

1. Were you impacted by the storm causing a decrease in revenues or an increase of expenses? If no, no need to answer any further questions.
2. Did your property suffer direct physical damage? If yes, when did the damage occur and briefly describe the damage and impact to the business.
3. Did you have a service interruption? If yes, when was the service disrupted by the storm and what was the impact to operations (power, telecommunication, sewer, water, fuel, data, etc.)?
4. Were you denied access to your location due to an order of civil or military authority? If yes, when and for how long were you denied access and what was the impact to operations?
5. Were you prevented from accessing your location due to any ingress to or egress from? If yes, when and why were you prevented from accessing your location and what was the impact to operations?
6. Were your customers or suppliers physically damaged by the storm? If yes, did this impact your revenues or increase your operating costs?
 - a) Provide a list of customers or suppliers with location and dates impacted.
 - (1) Is the supplier named in the policy?
 - (2) Is the supplier wholly or partially owned by the named insured?
 - (3) Where is the supplier located? Street Address, City, State, Country
 - (4) Does the supplier have transfer pricing or market pricing?
 - (5) Is it a sole source supplier or is there an alternative supplier available?
 - a. If the alternative supplier is available, when, where and how much can be purchased to replace the damaged supplier?
 - (6) Is there proprietary technology, tolling or customer concerns involved that would delay this alternative supplier?
7. Were customer sales orders lost during the storm impact period? If yes, why?
 - a) Maintain a log or listing of specific lost orders due to the storm.



8. Can lost revenues due to the storm be made-up by using another facility?

a) If so, briefly identify the excess costs (higher than normal) that will be incurred to mitigate the disruption?

9. Can lost customer sale(s) due to the hurricane be made-up without displacing other customers or sales?

10. Describe the operational recovery timeline, including key milestones and percent of capacity or revenue at each stage of recovery.

Preliminary Document Request

No unusual steps are required to account for business interruption loss elements with one important exception.

Most records will be available when/ if needed later, but certain "live" documents, such as forecasts, will dynamically change to reflect the impact of the loss. Capture pre-loss forecast versions before they change.

Since the insurer's auditors will later apply great scrutiny to business interruption loss elements, loss location management should be aware of the normal accounting books and records that will later be reviewed in detail by the insurance company.

- Forecasted, budgeted, or planned daily and/or monthly revenues by revenue stream/category by business unit, prepared prior to the storm for the current period through year end 2017.

- Actual daily revenues by revenue stream/category by business unit for

the period of April 2017 through the present.

- Actual and budgeted detailed monthly profit and loss statements by business unit for the period of January 2015 through the present.

- Weekly payroll by department for each business unit affected for the period of January 2017 through the present. Payroll data should include a breakdown by salary and hourly employees and include regular hours, overtime hours, regular dollars, overtime dollars, etc.

- Actual and budgeted annual profit and loss statement for each business unit affected for the year ended December 31, 2015 and December 31, 2016.

- Copies of utility invoices for each location affected for the period of January 2017 through the present.

- Assemble and maintain a listing of any out-of-pocket expenses due to the storm including but not limited to the following:

- | | |
|----------------------------------|-----------------------------|
| • Alternative facilities | • Moving expenses |
| • Contract penalties | • Purchase of raw materials |
| • Demurrage | • Purchased finished goods |
| • Engineering | • Relocation costs |
| • Increased electrical usage | • Security |
| • Increased material consumption | • Temporary storage |
| • Increased water/disposal costs | • Third party supply costs |
| • Maintenance | • Transportation expenses |

FEDERAL GOVERNMENT HURRICANE RECOVERY ASSISTANCE

The U.S. Department of Labor is assisting in the recovery efforts in communities affected by hurricanes Harvey and Irma. The Department of Labor support includes the following workplace safety, income, and job assistance: [DOL's National Contact Center](#) • 1-866-4-USA-DOL (1-866-487-2365)

• *Disaster Unemployment Assistance*

[DUA](#) provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster declared by the President of the United States and who are not eligible for regular unemployment insurance (UI) benefits. The Employment Administration (ETA) is assisting and administering the DUA.

• *National Dislocated Worker Grants*

DWGs are discretionary grants awarded by the Secretary of Labor, under Section 170 of WIOA. DWGs provide resources to states and other eligible applicants to respond to large, unexpected layoff events causing significant job losses. Learn how to [apply for a DWG](#).

• *Safety and Health*

The Department's Occupational Safety and Health Administration (OSHA) is making available technical assistance and resources to help protect those participating in cleanup and recovery efforts. The [Mine Safety and Health Administration](#) (MSHA) is sending personnel and equipment to assist FEMA in recovery efforts. Learn how to [keep workers safe during clean up and recovery operations following hurricanes](#).

• *View OSHA's QuickCards:*

[Chain Saw Safety](#)

[Chipper Machine Safety](#)

[Portable Generator Safety](#)

[Carbon Monoxide Poisoning](#)

• *Retirement and Healthcare Plan Guidance for Employers and Employees*

The [Employee Benefits Security Administration](#) (EBSA) is temporarily waiving certain requirements and deadlines related to retirement and health insurance plans for employers, employees and others who may have trouble meeting them due to Hurricane Harvey. EBSA is working with the Internal Revenue Service to make it easier for workers to get loans and distributions from 401(k) and other retirement plans, and is temporarily waiving certain employer requirements and deadlines related to employee benefit plans. [Read the FAQs](#). Contact [EBSA](#) or call toll free 1-866-444-3272 with any questions.

• *Claims for Injured Workers*

The Department's Office of Workers' Compensation Programs (OWCP) has [instructions for claimants under the Federal Employees' Compensation Act \(FECA\)](#) and [information for the longshore community](#).

• *Assisting Veterans*

The [Veterans' Employment and Training Service](#) (VETS) is working with its grantees to identify flexibilities requested or additional funding needs for its programs, including the [Texas Veterans Commission](#), which administers the [Jobs for Veterans State Grants](#) program; affected [Homeless](#)

[Veterans Reintegration Programs](#) (HVRP) grantees; and affected military bases where Employment Workshops are taught.

• *Guidance for Federal Contractors*

The [Office of Federal Contract Compliance Programs](#) (OFCCP) is temporarily suspending select federal contractor requirements, allowing businesses involved in hurricane relief the ability to prioritize recovery efforts.

• *Wages*

Questions about being paid correctly following the disaster and recovery? Contact the [Department's Wage and Hour Division](#) or call toll free 1-866-487-9243 with any questions.

• *Recording Hours Worked*

[Download the DOL Timesheet App](#) to record the number of hours you have worked and calculate the amount you may be owed by your employer.

• *Unemployment Insurance (UI)*

[Federal-State Unemployment Insurance Program](#) provides unemployment benefits to eligible workers who are unemployed through no fault of their own. [Find your state's unemployment insurance information](#).

Hazards from weakened and damaged trees, downed power lines, high water and other dangers remain from hurricanes. We urge citizens to be mindful of instructions from state and local officials. Individuals in declared counties can register online for disaster assistance at [www.fema.gov](#) or call FEMA's toll free registration line at 1-800-621-FEMA (3362); for the hearing impaired TTY 800-462-7585.

OTHER RESOURCES

• *FEMA.gov*

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain and improve our capability to prepare for, protect against, respond to, recover from and mitigate all hazards. [Learn more at FEMA.gov](#)
[FEMA resources for people with disabilities](#)

• *Ready.gov*

Ready.gov explains what actions to take when you receive a hurricane watch or warning alert from the National Weather Service for your local area. It also provides tips on what to do before, during, and after a hurricane. [Learn more at Ready.gov](#)

• *USA.gov*

USA.gov is providing a one-stop page for hurricane-related information from federal agencies. [Learn more at USA.gov](#)

• *Benefits.gov*

As the official benefits website of the Federal government, Benefits.gov provides citizens with easy, online access to over 1,000 government benefit and assistance programs from 17 partner agencies. [Learn more at Benefits.gov](#)

• *Disaster Assistance Improvement Program (DAIP)*

The mission of the DAIP is to ease the burden on disaster survivors by providing them with a mechanism to access and apply for disaster assistance through the collaborative efforts of federal, state, tribal, local and nonprofit partners. [Learn more at DisasterAssistance.gov](#) • [DAIP resources for people with disabilities](#)



Peace River Campground

How to Detect Flood-Damaged RVs

Flood-damaged RVs can be structurally unsound and unsafe. RV dealers and staff need to know how to look for possible damage when assessing vehicles for trade—a unit that looks acceptable from the outside could be rotting from the inside.

While rebuilders may be able to hide most of the cosmetic damage, it's difficult to completely fix a motorhome engine that's been flooded or to do an adequate job restoring the structural integrity of a travel trailer or motorhome that's been submerged for an extended time.

Don't put your customer's safety and your dealership's reputation at risk—[use this guide](#) on what to look for when assessing a unit.—RVDA RV Executive Today Online

Contractor Caution

When Florida took a hit from Hurricane Irma, people pulled together to help. Unfortunately, the aftermath of a disaster of Irma's scale can also attract people who see it as an opportunity to prey upon hurricane victims, who are in a vulnerable state.

A prime example is the unlicensed contractor who goes door-to-door in hurricane-ravaged areas, soliciting jobs and making promises without having the proper credentials, and often demanding a large cash payment up front.

Unlicensed contracting is illegal, but it's also easy for homeowners to avoid, according to the Lee Building Industry Association, a nonprofit professional association that represents Lee, Hendry and Glades counties. The organization offers guidance and recommendations to those whose residences or businesses suffered damage from the hurricane, including:



Yarosh home on Cudjoe Key

- Obtain at least three estimates from licensed and bonded contractors.
- Get the estimate in writing.
- Ask for and check references.
- Ask for proof of insurance.
- Get a written contract.
- Make sure all work that requires city or county inspection is officially approved in writing before a final payment is made.

"Be especially careful when confronting door-to-door solicitors who require large sums of money up front," says Lee BIA Executive Vice President Phillip Ford. "Licensed

contractors will show proof of insurance and licensure, as well as never ask for payment right away. Homeowners are best served verifying licenses with the state of Florida, since this is an incredibly vulnerable time for their community on multiple levels."

Unlicensed contractor activity can be reported to the Florida Department of Business and Professional Regulation by calling 866-532-1440. Price gouging can be reported by calling 866-9NO-SCAM.—Lee County Building Industry Association, www.bia.net

Help Strengthen RV Dealers' Voice—Participate in the DSI Survey

Many RV manufacturers use results from RVDA's Dealer Satisfaction Index to adjust policies that affect dealers, so RVDA needs your participation to ensure the DSI ratings are as accurate as possible. Please take this opportunity to make your voice heard by rating the manufacturers and brands that you carry. Individual responses are strictly confidential and are tabulated by an independent research company.

Please [click here](#) to access the online version, which is the fastest, easiest way to participate. [Click here](#) for a PDF of the form that you can fax or mail back.

If taking the online survey:

- Select motorized or towables brands/manufacturers from the drop-down menus.
- After finishing your rating for a manufacturer or brand, click YES to answer question nine in order to rate another manufacturer or brand. Repeat the process until you're finished rating all brands/manufacturers whose NEW products you carry.

If taking the paper survey:

- CLEARLY PRINT the code number (found on the second page) in the space provided at the top of each column on the first page.
- If you need to rate more than five brands/manufacturers, make as many copies of the form's first page as needed and submit all pages together.
- Dealers are encouraged to allow department managers to answer questions about sales, parts, and service support.
- If you have multiple locations, please complete one survey for EACH location.
- Please answer all questions – surveys with missing responses can't be tabulated.—RVDA RV Executive Today Online



TRAINING NEWS • by Jim Carr, Training Director

MENTOR UPDATE

Hello everyone, thanks to all you folks who are joining us for the first time and welcome back all you veterans who just don't seem to run out of folks to train, and we appreciate that.

There certainly has been a hiring boom over the past two years in the RV Industry and almost all new technicians are green and inexperienced, therefore training is so important and the success of such training is directly tied to the efforts of you, the mentor. On to the update:

1. Where did the end of chapter test questions go: The questions are still there in the book, we made a decision when filming the new programming NOT to review the end of chapter test questions on the air. I've heard the suggestions over the past few years that the Mentor should do both the test and review during class where the questions can be discussed and answers clarified. I agree it is much more efficient and effective to do the test and review in-house and the big bonus is the Mentor becomes the expert and the go-to-person for any questions.

2. What's new/what's coming? Propane and PDI are complete and up in the Foundation "Registered" level. Electricity and Preventive Maintenance are filming this month and will be up by early October. The old Electricity and PM is still there so your training can progress without delay. In the Advanced area, we now have Suburban Water Heaters & Furnaces with Ronnie Ellison on the website and Mike Williams of Dometic has filmed furnaces, which is being edited as I write this, and scheduled to be up soon. We're also putting the Dometic Furnace program in the Professional or "Certified" Level as it is more generic than product specific.

3. A word about the PDI program: You will note at the beginning when we cover the check-off sheet used in the filming that we did not use the one in the text. The instructor and others with whom I have discussed it felt the "zone" approach was far better and more utilized in the field, so we went with that. Also, you can print the complete Check List form directly from the Foundation Level - Course Materials page.

4. A word about the sign-off sheets: New this year is a video review of each sign-off sheet listed on the program page where they are relevant. Please have your folks review them prior to their completion. They are very helpful and also a great review for the certification test.

5. Pilot test for Certified and Master: Many of you have participated in the recent Certified and Master Certified Pilot test and are looking for the results. I spoke with Bruce Hopkins of RVIA as I was driving into work recently and asked him about the results. He just got them back from NOCTI, our test administrator, and must review them with his "committee of experts" for validation and establishing a "cut" score. He couldn't give me a firm answer on when they would be available, but said they should be out soon. Remember also, when the results come out they will go directly to the registrant and unless you hear from your folks you may not know. I'll try to get the word and get it out to you.



Enough news for now. As always Judy and I are here for you: 386 754-4285. We welcome your questions and suggestions. Let us hear from you and thanks for giving us the opportunity to be involved in your training.



RV Learning Center Accepting Applications for 2018-2019 Spader Leadership Development Program

The Mike Molino RV Learning Center has begun accepting applications for the 2018-19 Duane Spader Leadership Development Scholarship. This scholarship honors the RV Industry service of Spader Business Management founder Duane Spader, a past chairman of RVDA and a champion of life-long learning.

The deadline for scholarship applications is October 9, 2017. The recipient receives full tuition valued at \$14,875 to attend the 18-month Spader Leadership Development Program. The recipient will only be responsible for travel expenses. Additionally, applicants must be an employee of an RVDA dealer member. Learn more and apply online at the RV Learning Center website.

Upon graduating from the program, participants will know how to:

- Lead their organization's culture and strategy
- Improve their leadership and management effectiveness
- Coach their team to higher performance
- Effectively understand and manage each area of Total Business Success™
- Hire the best candidates for each position
- Deliver world-class customer service
- Assess and improve their dealership's organizational and financial health
- More!

To learn more about the Spader Leadership Development Program directly from the instructor, register for one of two free informational webinars coming up. Go to www.spader.com/calendar for dates and times. -RVDA

RV Dealers International Convention/Expo

Convention set for November 6-10, 2017 in Las Vegas

The convention theme is Gear Up for Success, and dealers are encouraged to bring their top performers for a week of fixed-operations training and education, leadership development, networking, and motivation that will take their performance to new heights.

Bring your top performers for a week of training focused on dealers and fixed-operations managers, leadership development, networking, and competing in today's marketplace. With education tracks for dealer/GMs, sales, service, parts, F&I, rental and social media/eMarketing, they'll learn about:

- Cash conversions in F&I
- Advanced topics for the service department
- Leadership development for young RV executives
- New concepts for merchandising the store
- Digital marketing tips
- Latest ideas in Internet advertising, measuring effectiveness and increasing ROI
- Mini rental school (included in registration fee)

Go to http://www.rvda.org/Convention/Registration_Splash_Page.aspx?utm_source=Real%20Magnet&utm_medium=Email&utm_campaign=109596492 to register or for more information.

Noted author and speaker Chris Helder will present "The Power of Influence . . . Mastering the Customer Experience," during the opening general session of the RV Dealers International Convention/Expo on Tuesday, Nov. 7. The convention is sponsored by RVDA – The National RV Dealers Association, RVDA of Canada, and the Mike Molino RV Learning Center.

This powerful keynote address, made possible by convention Platinum Partner Wells Fargo CDE, will

focus on communication techniques that can make an immediate impact and maximize the customer experience. Chris has a fresh approach that concentrates on creating a strong connection with customers that can lead to better performance in all areas of the dealership.



Chris Helder

Convention/Expo week starts with Vendor Training +Plus on Monday and Tuesday and includes a general session, educational and networking programs for young executives, Partners in Progress meetings, and track workshops designed to address the leading issues that drive every department in the dealership. In addition, the Society of Certified RV Professionals will head into its third year with another special event featuring recognitions, a guest speaker, and networking opportunities. Registrants can also attend a mini-rental school at no extra charge.

There will also be an expo with more than 100 exhibitors that serve RV dealers by providing insurance products, finance tools, and training expertise, as well as the leading suppliers and manufacturers. These exhibitors can offer the dealer new ways to improve sales, management, customer service and employee performance.

The convention venue is Bally's, so the majority of events will take place in one area, increasing your chances of connecting with colleagues and staying on schedule. The centrally located dealer lounge, equipped with Wi-Fi and comfortable seating, is back this year. In addition, the RVDA block of hotel rooms at Bally's and Paris offers convenient lodging and easy access to the nightlife along the Vegas Strip.

Companies interested in partnership and sponsorship opportunities and exhibitor information can contact Julie Newhouse at (703) 364-5518 or send an email to jnewhouse@rvda.org.



Dealerships Damaged by Hurricanes May Qualify for SBA Disaster Assistance

As RV Dealers, Campgrounds and other businesses in Florida and the Gulf Coast of Texas recover from hurricanes Irma and Harvey, the Small Business Administration is ramping up its disaster loan program. These loans can be used to repair or replace disaster-damaged real estate, personal property, machinery and equipment, and inventory and business assets.

For more information, visit the disaster loan page on the SBA's website by [clicking here](#).
– RVDA RV Executive Today Online

NEW MEMBERS

ADVANTAGE PRESSURE

Nathalie Zaboer
205 West Wall St
Harrisonville, MO 64701
PH: 816-925-0284
FAX: 816-887-3705
nathalie@pressurepro.us
www.pressurepro.us
Supplier, Region 10

iJERKY GUY

Ryan Rickey
11114 Tascosa St
Dallas, TX 75228-2260
PH: 503-475-5613
ryan@ijerkyguy.com
www.ijerkyguy.com
Supplier, Region 10

NEW FRONTIER PRODUCTS

Cindy Pettis
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Thonotosassa, FL 33592
PH: 813-363-1563
beckb@newfrontierproducts.com
Supplier, Region 7

QUALITY MATTERS RV REPAIR LLC

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FAX: 717-427-1562
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www.qualityrvrepair.com
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Supplier, Region 2

If you have a story or item of interest concerning your business that you would like to share with the FRVTA membership, please contact Dave Kelly at davekelly@frvta.org in the State Office.



Passport America Releases New App

Passport America today introduced its new, improved and redesigned My Passport America app the company recently announced from its Crestview, Florida, location. The app's features include:

- Map parks by state — Tap "Search Parks" from the app's home page or tap "Search" from one of the app's menus.
- Location-based features — If the app has difficulty finding a user's location, make sure that both the device's GPS/ location service and the permission for the app to use the device's location services are turned on.
- Update e-mail address — Users can update their e-mail address submitted to the app any time by tapping "Utilities" from the app's home screen or menus, then tap "Update Email Address."
- Menus — All of the options that appear on the app's home page can be accessed from most pages on the app by tapping the "Home" icon.
- Park Listing Data — The new My Passport America app features all of the same park information that is found in the group's annual international camping directory.
- Trip Routing Options — When using the new app to route a trip, users may include Passport America parks along the route.

The app is available at the Apple App Store and Google Play.—news release, RV Daily Report

German Engineering Firm Truma Opens Lakeland Service Center

Truma will open its first Florida RV service center at 3928 Anchuca Drive, Bay 13-14 in Lakeland. The company, headquartered in Munich, Germany, is a global leader in comfort technology for recreation vehicles. Founded in 1949, the company is named in recognition of U.S. president Harry S. Truman.



Truma supplies the Truma AquaGo instant water heater with the most powerful burner on the market at 60,000 BTU and Truma Combi, a combination furnace and hot water heater for RVs that boasts over 90% efficiency. The facility will also service Truma products for end users' RV's at their homes and nearby campgrounds.

For more information about the Truma Service Center in Lakeland, email service@trumacorp.com, go to www.truma.net or call 1-863-225-1417.—news release

MEETING DATES



**Region 1 • October 12 • Twin Isles Country Club • 301 Madrid Blvd • Punta Gorda
SHOW DRAW • NEW LOCATION**

Region 2 • October 11 • LaFogata Mexican Restaurant • 924 Northlake Blvd • N. Palm Beach

Region 3 • October 10 • Rusty Pelican • 2425 North Rocky Pointe Drive • Tampa

Region 4 • October 11 • Bonefish Grill • Sand Lake Rd • Orlando

Region 5 • NO MEETING • Tuscany Italian Bistro • 36178 Emerald Parkway • Destin

Region 6 • October 17 • Copeland's of New Orleans • 4310 Southside Blvd • Jacksonville

Region 7 • October 24 • Braised Onion • 754 NE 25th Ave • Ocala

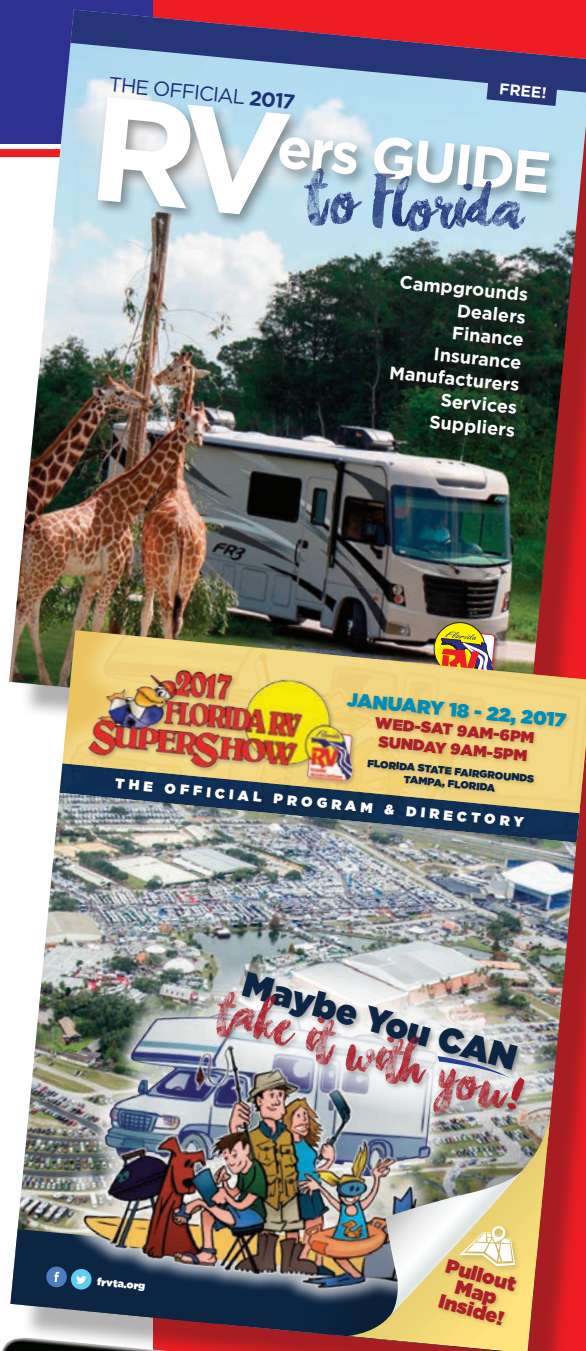
ALL MEETINGS: Cocktails 6:30 PM • Dinner 7:00 PM

2018 ADVERTISING OPPORTUNITIES

The RVers Guide to Florida...

our annual membership directory showcasing seven Florida regions and one out-of-state region. Each regional section includes member listings by category, engaging stories, current events, maps, photos plus advertising from regional members. All advertising members can have a FREE logo added to their member listing when a full-page ad is purchased. Advertisers purchasing smaller ads can have their logo listed as well for a nominal fee, increasing visibility, while providing consumers with your logo recognition. The publication is available to consumers at regional RV Shows, Member businesses and mail, email or website request plus 'rack' locations statewide.

(FRVTA began Interstate Rest Area distribution of the RVers Guide to Florida in 2014 and currently has twenty-eight (28) racks located at Rest Area locations on I-10, I-75, I-95 and I-4, including three (3) Official Visit Florida Welcome Centers and five (5) Turnpike Service Plaza locations. In April 2016 FRVTA finalized a partnership with Pilot and Flying J, with a rack located at the RV Island or Diesel entrance of (28) Florida and (5) South Georgia locations.)



The SuperShow Program & Directory...

celebrating its 33rd year and considered the greatest RV Show in the country. The publication is filled with everything the consumer attending the show would need, a pullout show map identifies each of the participating manufacturers on the map and includes a listing by manufacturer and product brand making it easier for the consumer to navigate their way throughout the show. The Supplier participants are also listed with product type and booth location information. The publication also features editorial on new products to the industry that will be on display representing both the RV Manufacturers and RV Suppliers, some being seen by the consumer for the first time. The SuperShow Program also includes editorial on Tampa plus points of interest throughout the state making the publication "A Year-Round Keeper" magazine! Get your message in the hands of thousands of qualified RV buyers!

FRVTA Website...

FRVTA.org FRVTA's new Consumer friendly website launched in July of 2016. The site has been designed for the consumer representing most of the site's traffic looking for information on upcoming RV Shows held throughout the year. The site also features our members by regions, points of interest and stories related to the Florida for the RV consumer. Members who advertise in the publications can advertise on the website for a discounted rate. The website offers Banner ads on the Home page and Banner or Tile ads on the SuperShow, RV Shows and Regional Member pages. The cost ranges from \$250 to \$700 depending on the ad size, location and contract term.



For additional information or to reserve your advertising space, contact Deanna Pearce directly at **(863) 318-0193** or by email at **dlpearce7@aol.com**