

WHO TO CALL AT PAA

ACCOUNTING/TAXES/EMPLOYMENT

Billing (education, dealer purchasing, title) - Amy Trump
Billing (insurance) - Debi Taylor
Billing (membership) - Louise Shugar
Billing (Dealer, Agent, Sales, Collector or Salvor Bonds) - Kim Kemfort
Billing (401(k) Pension or Bid & Performance Bonds)- Amy Trump
Billing (Notary Bonds) - Becky Ross
Dept. of Revenue, Dept. of Banking Issues - Yvonne Paturzo, Chad Marsar, Don Busey, Dan McMillen
Excise Tax - Don Busey, Chad Marsar, Yvonne Paturzo, Karen McMillan
Taxes - Yvonne Paturzo, Chad Marsar, Don Busey, Steve Smith, Dan McMillen
Wage/Hour Issues - Chad Marsar
Workers'/Unemployment Compensation - Chad Marsar, John Devlin
Labor Law - Chad Marsar

COMMUNICATIONS

Bulletins - Chad Marsar, Melanie Stine
PAA Magazine- Melanie Stine, Mark Jewett
Web Sites - Melanie Stine

DEALER LICENSING

Bonds-
- **Dealer, Full Agent, Sales, Finance, Collector, Repossessor, Salvor Bonds-** Kim Kemfort, Yvonne Paturzo
- **401(k) Pension - Bid & Performance Bonds** - Amy Trump
- **Notary Public Bonds-** Becky Ross
Installment Sellers -Yvonne Paturzo, Kim Kemfort, Karen McMillan
Occupancy Permits - Yvonne Paturzo, Kim Kemfort, Karen McMillan
New Dealer Start-ups - Yvonne Paturzo, Kim Kemfort, Karen McMillan
Salesperson Licensing - Yvonne Paturzo, Tessa Hinterliter, Kim Kemfort

EDUCATION/TRAINING

Educational Seminars - Becky Ross, Jessica Charles
Title Seminars - Becky Ross, Jessica Charles
Manuals - Becky Ross, Jessica Charles
Compliance Reviews - Allison Mitchell, Don Busey, Dan McMillen, Skip Wagner, Kris Barrett
In-Dealership Training - Becky Ross, Allison Mitchell, Don Busey, Dan McMillen, Kris Barrett
Emissions and Safety Training - Skip Wagner

FOUNDATION

General Information/Accounts - Kelly Fromuth
PAA Scholarships - Kelly Fromuth, Melanie Stine, Jane Toto, John Devlin

INSURANCE

Claims, Billing and Other Issues - Audrey Goodling, Kevin Lutz, Debi Taylor, Alana Wohlfarth, Patty Vaughn, Cherie Vogelsong
Health Ins. Issues – (Health Care Reform, Section 125, etc.) - Eileen Mayfield
Proposals - Contact Regional Managers. See list on reverse side.

LEGISLATIVE/PAC

Mark Stine, John Devlin, Chad Marsar, Melanie Stine, Don Busey

MEETINGS & CONVENTIONS

Meetings and Conventions - Allison Mitchell, Louise Shugar, Becky Ross

PROGRAMS

Group Purchasing - Mark Jewett, Lori Witmer, Kim Kehler, Jennifer Weaver
Membership Changes/Updates - Louise Shugar
Membership Inquiries - Louise Shugar
PAA Member Programs - Allison Mitchell, Louise Shugar

PROGRAMS (continued)

Regional Managers (Eastern) - Darren Miller, Deni Cecco, Deb Shoemaker, Tara Shaffer
Regional Managers (Western) - Matt Rhodes, Tara Shaffer
Suggestions (New Programs, etc.) - Allison Mitchell, Louise Shugar, John Devlin

SALES/SERVICE/BODY SHOP

Attorney General/Consumer Protection - Chad Marsar, Don Busey, Yvonne Paturzo, Dan McMillen,
Dealership Forms - Yvonne Paturzo, Karen McMillan, Kim Kemfort, Dan McMillen, Chad Marsar, Don Busey
Environmental & OSHA - Mark Jewett, Chad Marsar, Don Busey, Dan McMillen, Skip Wagner
Franchise Law - Chad Marsar, Don Busey, John Devlin
Safety Inspection/Emissions Testing - Skip Wagner, Chad Marsar, Don Busey, Yvonne Paturzo, Dan McMillen
Service/Body Shop Issues - Chad Marsar, Mark Jewett, Don Busey, Yvonne Paturzo, John Devlin, Dan McMillen, Skip Wagner

TITLING/PENNDOT

Dealer Titles - Judy Kline, Nicole Shaffer, Andi Alleman
Philadelphia Dealer Titles - Jennifer Kearney, Jackie Eleftherion, Susan Lerner
Mitigating Division - Louise Murphy, Christine Smeltz
Lien Verification - Judy Kline, Denise Cisney, Karen McMillan
Priority Service - Karen McMillan, Dolores Myers, Tara Brady
Dealertrack Questions - Anne Marie Snyder, Jeanie Hower, Jody Haag, Don Busey
Dealertrack Supplies - inventory@paa.org
Title Questions -Karen McMillan, Ruth Griffie, Jeanie Hower, Christine Smeltz, Robin Bascome, Kim Kemfort, Jody Haag, Dolores Myers, Joan Laughman, Andi Alleman, Louise Murphy, Tara Brady, Liz Read, Denise Cisney, Amanda Finsterbush, Michelle Zehring, Don Busey, Dan McMillen, Bernadette Braun, Lisa Forbes, Kris Barrett
Searches, Inspection Stickers, Temporary Tags- Andi Alleman, Michelle Zehring, Kim Kemfort
Titling, Operator Licenses, Operator Records, Vehicle Commercial Trucks - Karen McMillan, Dolores Myers, Don Busey,
Apportioned Regs-Trucks - Karen McMillan, Don Busey, Dolores Myers
ELT - Liz Read, Jan Sworen, Allison Mitchell

Mailing Address

1925 North Front Street
P.O. Box 2955
Harrisburg, PA 17105-2955

Phone/Fax Numbers

Accounting	1-800-242-3745/Fax# 1-717-255-8340
Dealer Purchasing Service	1-800-692-7295/Fax# 1-717-255-8320
Education/Legal/Meetings	1-800-242-3745/Fax# 1-717-213-0102
Insurance	1-800-222-8712/Fax# 1-717-255-8343
Member Services	1-800-242-3745/Fax# 1-717-213-0102
Title	1-800-242-3745/Fax# 1-717-255-8356

Please do not hesitate to contact me, if your questions remain unresolved. I would be glad to discuss them with you directly at any time.

-John Devlin, President/CEO



PAA 1-800-242-3745

Insurance 1-800-222-8712

Dealer Purchasing 1-800-692-7295

PRESIDENT/CEO

John Devlinjdevlin@paa.org..... 3336

LEGISLATIVE AFFAIRS

Mark Stine, Executive VP, Legislative & Public Affairsmstine@paa.org.....3362

LEGAL

Chad Marsar, Esq. VP, Legal & Regulatory Affairs....cmarsar@paa.org.....3379
Melanie Stine, Director, Communications....mlstine@paa.org.....3327

FINANCE & HUMAN RESOURCES

Steve Smith, VP, Finance & Human Resources....ssmith@paa.org.....3349
Jane Totojtoto@paa.org.....3318
Amy Trump...atrup@paa.org.....3307

PAA SERVICES, INC.

Allison Mitchell, Director, Partnership Programs, Management Education & Meetings.....amitchell@paa.org.....3361
Louise Shugar, Director, Membership & Facilities....lshugar@paa.org.....3321

EDUCATION /TRAINING AND COMPLIANCE MEETINGS & CONVENTIONS

Donald Busey, Executive Director PAA/PTDdbusey@paa.org..... 3332
Allison Mitchell, Director, Partnership Programs, Management Education & Meetings.....amitchell@paa.org.....3361
Dan McMillen, Director, Training & Compliancedmcmillen@paa.org..... 3323
Kris Barrett.....kbarrett@paa.org.....717-712-3918
Jessica Charles...jcharles@paa.org.....3340
Becky Rossbross@paa.org..... 3319
Skip Wagner....swagner@paa.org.....3391

INSURANCE TRUST

Eileen Mayfield, Director....emayfield@paa.org.....3322
Kevin Lutz, Managerklutz@paa.org.....3354
Audrey Goodlingagoodling@paa.org.....3344
Shantell Robertson...srobertson@paa.org.....3402
Debi Taylordtaylor@paa.org.....3343
Patty Vaughnpvaughn@paa.org..... 3383
Cherie Vogelsongcvogelsong@paa.org.....3313
Alana Wohlfarthawohlfarth@paa.org.....3314

INFORMATION SYSTEMS

Thomas Sworen, VP, Chief Technical Officer ...tsworen@paa.org.....3353
Jeff Dorsey, Director, Systems Development..jdorsey@paa.org.....3370
Lynn Briner....lbriner@paa.org.....3315
Marianne Brinser....mbrinser@paa.org.....3390
Darren Raydray@paa.org.....3364

PAA FOUNDATION

Kelly Fromuth Executive Director.....kfromuth@paa.org..... 3342

REGIONAL MANAGERS

Darren Miller, Senior Regional Manager.....3350
dmiller@paa.org..... Cell: 717-439-8693
Deni Cecco.....3403
dcecco@paa.org..... Cell: 717-678-2675
Matt Rhodes.....3377
mrhodes@paa.org..... Cell: 717-773-6855
Debra Shoemaker.....3335
dshoemaker@paa.org..... Cell: 717-319-1816
Tara Shaffer.....3366
tshaffer@paa.org..... Cell: 717-648-1489

TITLE & TAG/DEALER SERVICES

Yvonne Paturzo, Director, Dealer Services...ypaturzo@paa.org..... 3324
Karen McMillan, Manager, Title & Tag....kmcmillan@paa.org..... 3359
Andi Alleman....aalleman@paa.org.....3309
Robin Bascome....rbascome@paa.org.....3304
Dorcas Bert....dbert@paa.org.....PAGE
Tara Brady....tbrady@paa.org.....3400
Bernadette Braun....bbraun@paa.org.....3401
Scott Burgersburger@paa.org.....PAGE
Denise Cisney....dcisney@paa.org.....3305
Lisa DiStefano....ldistefano@paa.org.....PAGE
Brandy Daugherty....bdaugherty@paa.org.....PAGE
Amanda Finsterbush....afinsterbush@paa.org.....3368
Lisa Forbes.....lforbes@paa.org.....3325
Ruth Griffiergriffie@paa.org..... 3358
Jody Haag....jhaag@paa.org..... 3329
Tessa Hinterliter....thinterliter@paa.org..... 3320
Jeanie Howerjhower@paa.org.....3328
Ashley Kearney...akearney@paa.org.....3076
Jennifer Kearney...jkearney@paa.org.....3077
Kim Kemfortkkemfort@paa.org.....3363
Judy Klinejkline@paa.org.....3331
Joan Laughmanjlaughman@paa.org.....3384
Susan Lerner....slerner@paa.org.....3078
Louise Murphylmurphy@paa.org.....3311
Dolores Myersdmyers@paa.org.....3382
Liz Read....eread@paa.org.....3312
Nicole Shaffernshaffer@paa.org.....3365
Christine Smeltz....csmeltz@paa.org.....3398
Anne Marie Snyder....asnyder@paa.org.....3334
Laura Turnbaughlturnbaugh@paa.org.....3367
Jim Wilder....jwilder@paa.org.....PAGE
Lisa Yocumlyocum@paa.org.....3306
Michele Zehring....mzehring@paa.org.....3317

Bonds (Dealer - Full Agent - Sales - Finance - Collector - Repossessor - Salvor Bonds)
Kim Kemfortkkemfort@paa.org.....3363
Bonds (401(k) Pension - Bid & Performance Bonds)
Amy Trumpatrup@paa.org.....3307
Bonds (Notary Public Bonds)
Becky Ross....bross@paa.org.....3319

Dealertrack Supplies - inventory@paa.org

PURCHASING & ONLINE STORE

Mark Jewett, Sales Directormjewett@paa.org....3360
Jennifer Weaver...jweaver@paa.org.....3355
Kim Kehler....kkehler@paa.org.....3337
Lori Witmerlwitmer@paa.org.....3338