



# RIA<sup>®</sup>

Restoration Industry Association

# 2022 Annual Report

[restorationindustry.org](https://restorationindustry.org)



# 2022 HIGHLIGHTS

The Restoration Industry Association had another successful year in 2022, as the association made significant strides in advancing the strategic goals of sustainability, advocacy, membership growth & engagement and elevating the industry. Below are several highlights within the RIA's four strategic pillars.

## Sustainability <<<<

**60%**

Increase in  
Net Operating Revenue

**19%**

Increase in  
Convention Revenue

**40%**

Increase in  
Ad Revenue

**25%**

Increase in  
Fall Tech Revenue

## Advocacy <<<<

**2**

New AGA  
Position Statements

**7**

New AGA  
Video Resources

**2nd**

Industry TPA Scorecard  
Survey

**3**

AGA Focus  
Groups

## Membership Growth <<<<

**1119**

RIA  
Members

**9%**

Increase in  
Membership

**881**

Convention  
Attendees

**7**

Enterprise  
Members

## Elevate the Industry <<<<

**9**

Training  
Courses

**101**

Training Course  
Attendees

**24**

New ERS  
Certificants

**91**

Virtual Fall Tech  
Attendees

# SUSTAINABILITY

## RIA Financials <<<<

A key pillar of the RIA Strategic Plan is to ensure the financial sustainability needed to support critical AGA initiatives, education and benefits for RIA members. The RIA closed out 2022 with **net operating income of \$328,490 (unaudited)** compared to \$205,799 (audited) in 2021 **(a 60% increase)**.

The 2022 International Restoration Convention + Industry Expo in Reno, Nevada set another record year of attendance with over 800 attendees and realized a **net income of \$316,951 (unaudited)** compared to budgeted net income of \$73,859.

AGA revenue in 2022 totaled \$85,191 (unaudited) compared to expenses of \$143,153. AGA funds support the costs of the Restoration Advocate, AGA Academy and resources needed to produce AGA work products and advocate with third parties. In Q4 of 2022, the RIA implemented a new contractor membership dues model in which contractor members pay dues based on their company's annual revenue. The goal of this new model is to increase dues revenue to help fund AGA initiatives for the long-term.

Financial Summary	2022		2021
Operating Revenues	2022 Unaudited Actual	2022 Budget	2021 Audited Actual
Administration	496,279	475,665	473,456
Certification	0	425	825
Magazines, Publications & Digital	56,800	26,000	40,662
Convention	856,004	646,529	721,275
Fall Technical Conference	44,300	37,500	35,300
Education	113,791	125,430	124,815
<b>TOTAL OPERATING REVENUES</b>	<b>1,567,174</b>	<b>1,311,549</b>	<b>1,396,333</b>
Operating Expenses	2022 Unaudited Actual	2022 Budget	2021 Audited Actual
Administration	515,943	506,325	463,497
Certification	0	0	0
Magazines & Publications	4,654	7,500	6,054
Annual Convention	539,053	572,670	614,837
Fall Technical Conference	39,742	37,500	32,665
Education	139,292	82,886	73,481
<b>TOTAL OPERATING EXPENSES</b>	<b>1,238,684</b>	<b>1,206,881</b>	<b>1,190,534</b>
<b>NET OPERATING INCOME</b>	<b>\$328,490</b>	<b>\$104,668</b>	<b>\$205,799</b>

# ADVOCACY

Another key pillar of the RIA Strategic Plan is to advance our Advocacy & Government Affairs (AGA) priorities, involve members and industry stakeholders in our efforts, communicate our progress broadly and ensure financial resources needed are in place.

## Position Statements <<<<

The AGA Committee researches and assembles peer-reviewed position statements for RIA members to use on issues commonly encountered by restoration contractors. Position statements are designed to help restorers communicate unified messages that have industry and third-party consensus to yield improved negotiations in contentious situations. The RIA released two new position statements in 2022.

The first statement "**Adjusters Dictating Restoration Charges**" can be used when adjusters instruct contractors to remove items from invoices or change prices for non-program projects. The second statement "**Denial of Charges for the 'Cost of Doing Business'**" can be used when insurance carriers refuse to pay restoration charges they believe are the "cost of doing business".

“I utilize the position papers all the time, perhaps daily. We make our own prices and we justify it every day on all our jobs—we utilize the position statements for that. I was also part of an appraisal process for another contractor and the carrier wanted to use a new construction price list. We were able to successfully fight that. In fact, the appraisal went for even more than what the contractor was asking for.”

Ben Justesen

## AGA TPA Scorecard Survey <<<<

The AGA conducted its second TPA Scorecard Survey giving contractors the opportunity to rate Third Party Administrator programs across various indicators such as program fees, services, geographic coverage, job volume and more. **Nearly 350 restorers participated in the anonymous survey**, the results of which will be compiled and published in a TPA Scorecard Report to be released at the 2023 RIA International Restoration Convention + Industry Expo. The results will be used to encourage ongoing conversations between contractors and TPAs and to advocate for suggested improvements.

# ADVOCACY

## AGA Academy Resources <<<<

The RIA added several new resources to the AGA Academy to help restorers deal with challenges related to independent pricing, pricing software platforms and more. New videos added included:

- Calculating Fuel Costs & Utilizing the Fuel Surcharge Line Item in Xactimate
- Important Update to Final Cleaning Line Item in Xactimate
- Xactimate Q&A with Mike Fulton - 2022 RIA Convention Session
- Claims Connect Q&A with Garret Gray - 2022 RIA Convention Session
- How to Reverse Engineer a Sub Bid into Line Items
- Understanding the Composition of Line Items
- How to best utilize RIA's position statements



The RIA's AGA Committee also provided guidance to restorers in the wake of Hurricane Ian.

## AGA Legislative Task Force <<<<

The RIA's AGA Legislative Task Force was created to identify and proactively monitor important legislative and regulatory issues that may impact restorers. In 2022, the Task Force identified and prioritized key issues and legislation to monitor including contractor laws & regulations, mold remediation, pesticide application, insurance laws, temporary exemptions for licensing during CAT events and more.

## AGA Regional Networking Events <<<<

The RIA hosted three RIA AGA networking regional events in 2022 in: Baton Rouge, Louisiana; East Dundee, Illinois; and Bel Air, Maryland. These regional events encouraged restorers to connect, network and discuss the challenges and important issues impacting their business. They also featured an update from RIA's Restoration Advocate, Ed Cross, on RIA's advocacy efforts on behalf of restorers and guest speakers on the most pressing issues for restoration professionals.

## AGA Canada Launch <<<<

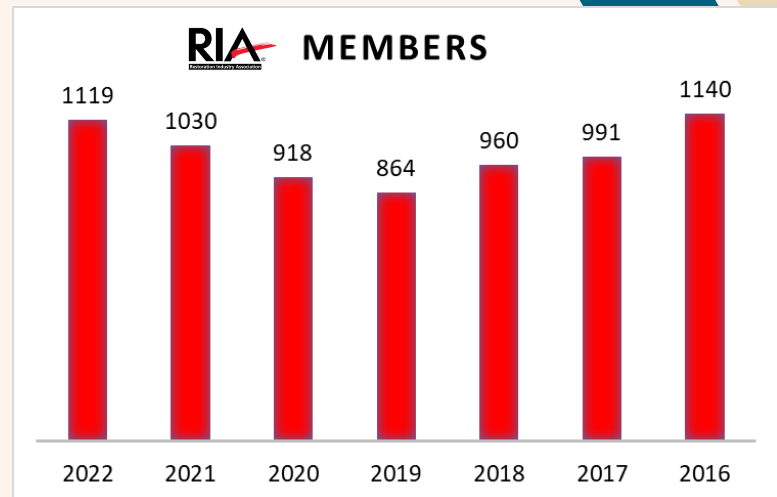
This year, the RIA launched the Advocacy & Government Affairs (AGA) Canada Committee. This new committee supports the RIA's mission and strategic vision of unity by advocating for the best interests of industry contractors across Canada and working collaboratively and fairly with all stakeholders involved in the claims process. The committee surveyed Canadian restorers to identify priority issues and is working to hire a Canadian advocate.



# MEMBERSHIP GROWTH

## RIA Members <<<<

Membership growth and engagement is an important component of the RIA Strategic Plan. The RIA continues to develop new programs and benefits to deliver significant return on investment for members. The association ended the year with **1119 members** compared to 1030 members in 2021 (**9% increase**).



## Enterprise Members <<<<

RIA's Enterprise Program is designed to provide restoration enterprises an opportunity to support the AGA and also provide their multiple locations with membership and benefits including discounts on training & events, livestream access to RIA's annual convention and much more.

In 2022, RIA Enterprise members included **AdvantaClean, BluSky, First Onsite, FLEET Response, Kustom, Puroclean and Rainbow Restoration**. Enterprise members play an integral role in supporting the RIA and the work of the AGA.

## New Dues Model <<<<

In Q4 of 2022, the RIA implemented a new membership dues model "**RIA Your Way**" to make it more affordable for new restoration contractor companies at all levels to join the association.

Rather than a one size fits all approach, contractor members can select a membership dues level based on their company's annual revenue. Contractor members can pay annually or monthly and can select autopay for autorenewal. This model will also help increase dues available to fund the AGA.

Your Company's Annual Revenue	Membership Dues Annual (15% Savings)	Membership Dues Monthly
< \$500k	Level 1 - \$500/yr	\$49/mo
\$500k - \$2M	Level 2 - \$806/yr	\$79/mo
\$2.1M - \$5M	Level 3 - \$1,520/yr	\$149/mo
\$5.1M - \$10M	Level 4 - \$2,030/yr	\$199/mo
>\$10M	Level 5 - \$3,050/yr	\$299/mo

# MEMBERSHIP GROWTH

## First Time Member Discount <<<<



The RIA also launched the First Time Contractor Member discount as part of the new membership dues model. This allows contractor members who are joining for the first time, and those whose contractor membership has lapsed for three or more years, to join the RIA for just \$299 or \$25 per month for their first year of membership.

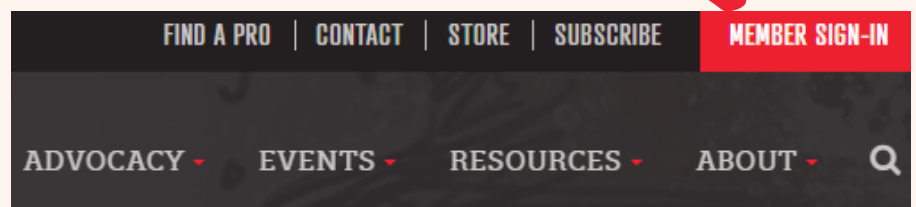
Sixty-four (64) first time members took advantage of this first year membership discount in Q4 of 2022.

## Saving RIA Members Money <<<<

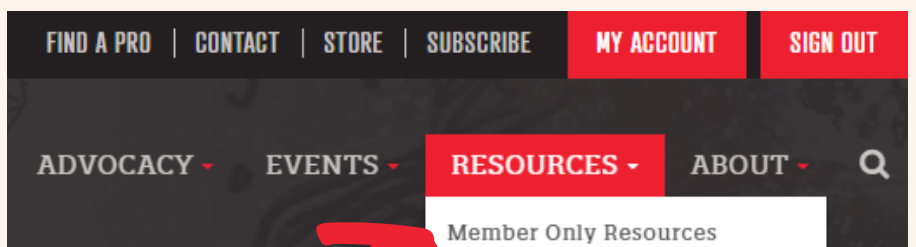
The RIA Affinity Program offers significant savings to RIA members on products and services they use every day in their restoration business and also provides revenue back to the association to support programs and services to benefit members. The RIA welcomed 6 new Affinity Partners for a total of 9 partners in 2022:

- Actionable Insights
- AiME Instant Estimate Review
- Earthvisionz
- Large Loss Mastery
- mpartial
- Reets Drying Academy
- Restoration Brokers of America
- Sunbelt Rentals
- sureti

In order to access these special discounts, RIA members must login to [restorationindustry.org](https://restorationindustry.org) with their username and password.



Then click on "Member Only Resources"



# ELEVATE THE INDUSTRY

## RIA Advanced Designations <<<<

The RIA is committed to elevating the industry by delivering high quality training for restoration professionals and promoting the value of RIA advanced pillar designations. RIA's advanced pillar designation courses are designed to equip restorers with the knowledge needed to lead and manage the complex issues and intricacies of restoration projects in the areas of contents loss, fire loss, water loss and environmental risk.



In 2022, the RIA hosted the first Environmental Risk Specialist (ERS) advanced pillar designation training course. The ERS is the final advanced pillar designation to be developed under the Certified Restorer designation. The new ERS course provides the student with awareness and understanding of environmental hazards including Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) and risks associated with disaster sites. **Twenty-four (24) restorers** were the first to become certified as Environmental Risk Specialists.

In 2022, the RIA hosted **nine (9) in-person training courses** for RIA advanced pillar designations (CLS, ERS, FLS, WLS) and the Building Construction & Science and Project Management prerequisite courses.

## RIA On-Demand Courses <<<<

In order to make prerequisites more easily accessible, the RIA launched the Building Construction & Science and Project Management courses in a new on-demand format. Restorers pursuing RIA advanced designations can now take RIA prerequisite courses online at their convenience.

“Through RIA's designation courses, I've built life-long expert connections who I am able to reach out to in order to problem-solve issues that come up in my business.”  
Josh Prebil, FLS, WLS

## RIA Fall Technical Virtual Conference <<<<

The RIA 2022 Fall Technical Virtual Conference had 91 attendees and offered excellent sessions including "Conversations with Adjusters," "The Invisible Tool Box," "Heat Awareness & Job Safety," "Three Things Every Restorer Needs to Know About Category 3 in a Crawl Space," "Intro to Emergency Response/Hazardous Materials," "How to Win at Documentation" and more.



# LEADERSHIP

The work of the association would not be possible without the tremendous leadership, commitment and dedication of RIA volunteers. In 2022, the RIA's volunteer leaders contributed hundreds of hours of their time to advance the mission of the organization for the benefit of our members and the industry. *Thank you for your service!*

## RIA 2022 Board of Directors <<<<

### President

Katie Smith, CR

### President - Elect

Ben Looper

### Vice President

Jeff Moore, CR, WLS, CMP

### Treasurer

Debbie Bogar

### Secretary

Warner Cruz, CR

### Immediate Past President

Mark Springer, CR

### Directors-At-Large

Owen Boak, CR

Mark Davis

Craig M. Kersemeier, WLS

Frank Mirabelli

Anthony Nelson

Russ Palmer

Matthew Preston

Marcie Richardson

Andrew Zavodney

**Get Involved**

## RIA Committees <<<<

AGA Committee

AGA Canada Committee

Certification Committee

Convention Planning Committee

Education Committee

Finance Committee

Nominating Committee

Membership Committee

## RIA Task Forces <<<<

AGA Independent Pricing Task Force

AGA Legislative Task Force

AGA TPA Task Force

AGA TPC Task Force

ERS Task Force

# MANAGEMENT

## Management Firm <<<<

The RIA partners with AH, a leader in the Association Management community. AH was the first licensee of the American Society of Association Executives (ASAE) Certificate in Association Management Program, they are charter-accredited by the AMC Institute (to an American National Standards {ANSI} standard) and employ the highest number of credentialed staff members of any association management company (AMC) worldwide. AH is also the first and only AMC to be Platinum Certified by the Customer Service Institute of America.

## RIA Staff Team <<<<

Mike Dwyer, CERO  
Kristy Cohen, CEO  
Colleen Duran, COO & Director of Education  
Clare MacNab, Senior Meeting Manager  
Danielle Knights, Membership Coordinator  
Kaitlyn Wisham, Meeting Coordinator  
Amanda Bray, Industry Relations Manager  
Lara Lebeck, Marketing Manager  
Zack Lloyd, Marketing Manager

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