

National Auto Auction Association



ON THE BLOCK MAGAZINE  
MARCH 2022 / VOLUME 9 — NO. 2

More than a career;  
we're a family.

DENNIS CARMICHAEL, JR.  
*Mechanic, Charleston Auto Auction*



*The Gold Standard*  
— Since 1948 —

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AUTOMOBILE DEALERS ASSOCIATION





ON THE BLOCK MAGAZINE  
MARCH 2022

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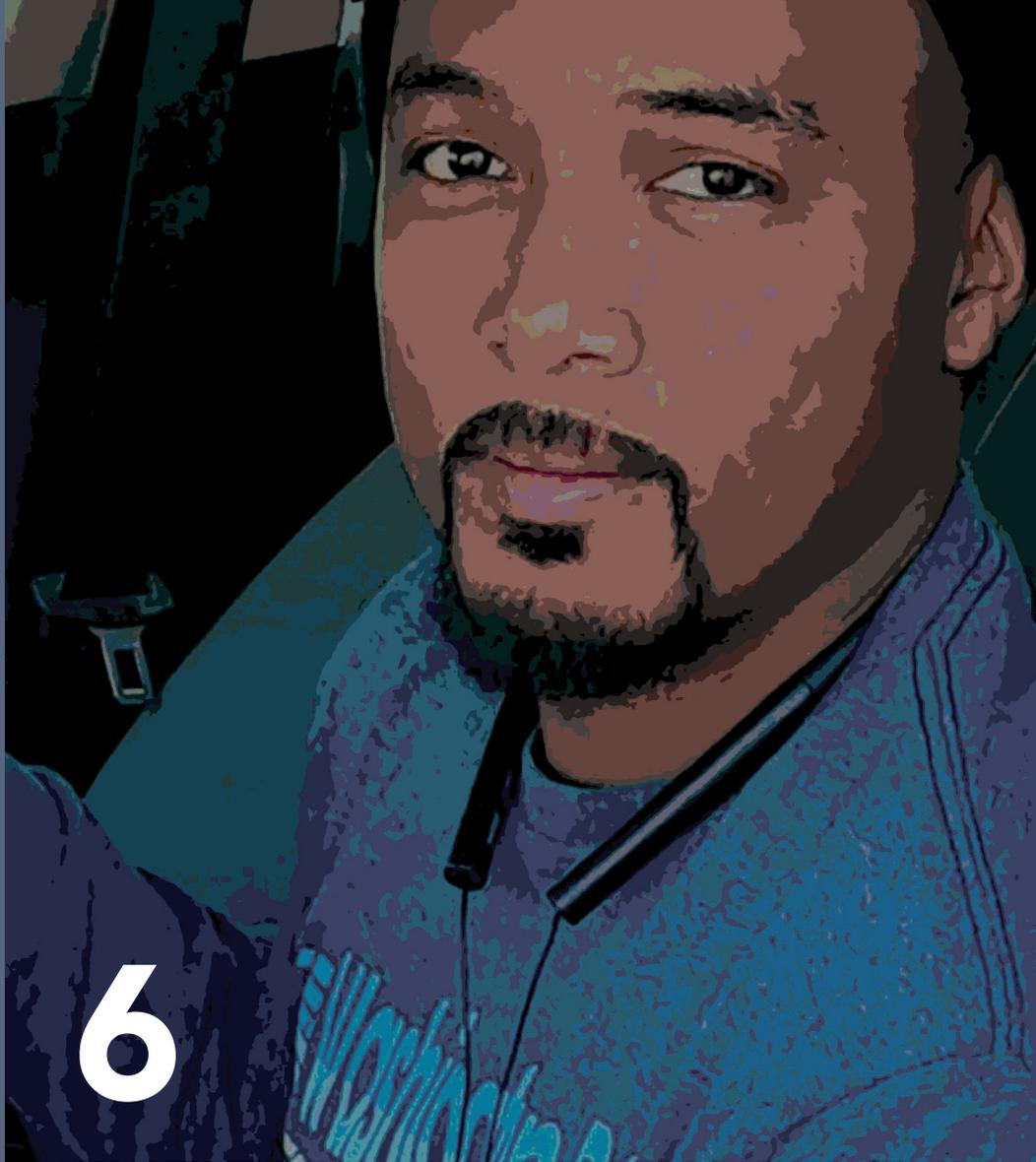
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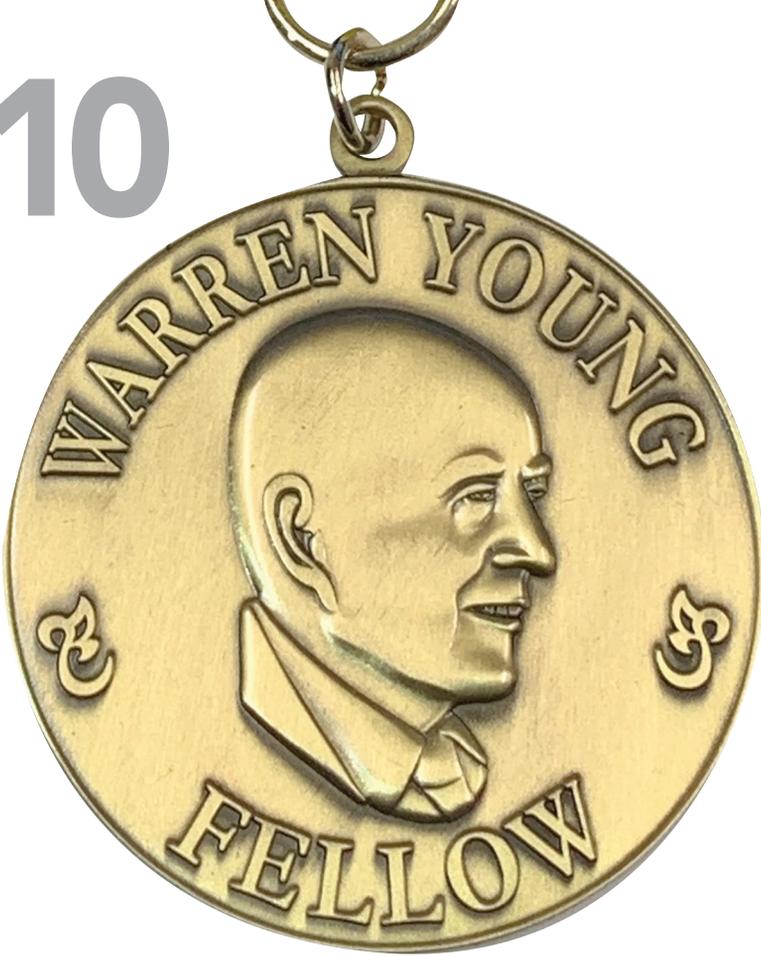
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R. Charles Nichols

*"I am looking forward to collaborating with all of you to take on new challenges and make sure our industry thrives for many years ahead."*



*The Gold Standard*  
— Since 1948 —

## NAAA's Strategic Priorities

We are now three months into 2022, and the year has been off to a great start. In January, the NAAA Officers and Board of Directors met to develop a strategic plan for the association. It was a productive meeting that resulted in both short-term and long-term strategies to advance our industry.

Before I mention some of the key highlights from the meeting, I first would like to extend the deepest thanks and appreciation to each of our board members who took time out of their busy schedules to travel so the group could hold this important meeting. I would also like to thank NAAA CEO Tricia Heon and her team at NAAA headquarters for all their efforts in ensuring the meeting was a great success.

The board developed several items for NAAA's short-term strategic plan. First, we will continue to increase our communication with our members to keep them informed about the latest happenings in the industry and opportunities for training and education.

Second, a key priority for NAAA will be advocacy for EVs. We will continue to keep our membership informed about federal and state legislation and how it could affect our industry. NAAA has already submitted a letter to the Federal Highway Administration supporting the National Electric Vehicle Formula Program and Charging and Fueling Infrastructure Program and how our member auctions would benefit from these programs. NAAA will stay on top of any developments regarding EVs and will be sure to keep you posted.

A third item is continued focus on NAAA's Workforce Initiative through our live job board and assistance with recruitment and retention. Providing enhanced education benefits to our membership will also continue to be a high priority.

While we have a lot of work ahead, I am looking forward to collaborating with all of you to take on new challenges and make sure our industry thrives for many years ahead.

# The Inspiring Stories of Our Industry

Over the last several months, I've had the opportunity to travel and visit with many NAAA members. After meeting with so many of you, one thing has become abundantly clear...we are only as good as the great people in our industry.

I'm pleased to announce that we are starting a new initiative called the "Faces of NAAA." We will be highlighting different professions in the auto auction industry and the fascinating stories of the people who hold those positions.

The Faces of NAAA series is kicking off with Dennis Carmichael, Jr., who is a mechanic at Charleston Auto Auction. I first heard about Dennis' story when I visited Charleston last fall for an event. You will read more about his story in this issue. In addition to being talented at his day job as a mechanic, Dennis is a gifted singer, which I saw firsthand when he sang the national anthem at an event welcoming South Carolina Governor Henry McMaster to Charleston Auto Auction.

Dennis is a dedicated employee, and his story is just one of the countless success stories that we have across our industry. In my time working at NAAA, I have seen how the people who work at NAAA auctions are passionate about their jobs, their communities, and supporting one another.

Another exciting component of our Faces of NAAA series is that it will serve as a helpful recruitment tool for our auctions to use as part of NAAA's Workforce Initiative. What better way to attract someone to work for an NAAA auction than to see the variety of jobs and rewarding careers that our industry provides.

I hope you enjoy reading Dennis' story in this issue, and stay tuned for more Faces of NAAA stories in the future!



Tricia Heon

*"I have seen how the people who work at NAAA auctions are passionate about their jobs, their communities, and supporting one another."*



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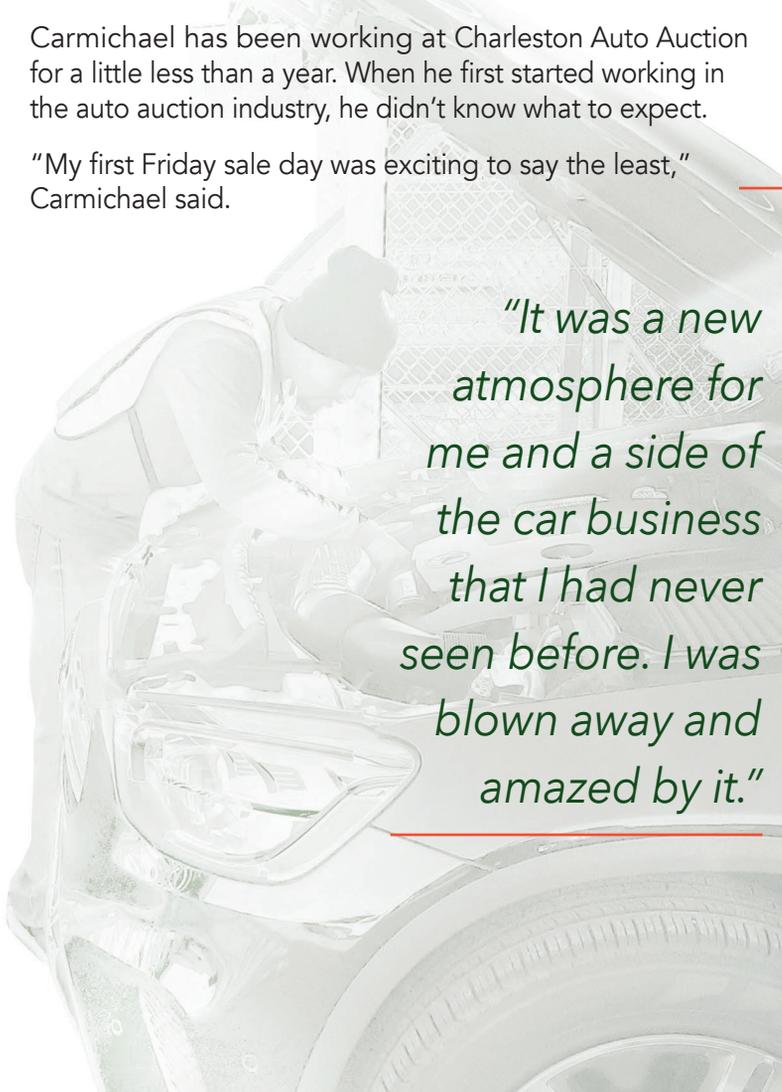
# The Faces of NAAA

**D**ennis Carmichael, Jr. was driving to his grandmother's house one day when he noticed a sign at Charleston Auto Auction advertising that the auction was hiring. At the time he saw the sign about a year ago, Carmichael was looking for a change in his professional life. He decided to take a chance and filled out an application. He ended up getting the job working as a mechanic, and it turned out to be one of the best career decisions he has made.

From the time he was 13 years old, Carmichael has been working on cars. It has always been a passion of his and something he has thoroughly enjoyed doing. He has worked for companies such as RPM and Firestone as a technician assistant and a tire and lube technician, then progressed to doing alignments, vehicle safety inspections, and diagnostics. Throughout his career, he has been adding more responsibilities and has grown as a mechanic.

Carmichael has been working at Charleston Auto Auction for a little less than a year. When he first started working in the auto auction industry, he didn't know what to expect.

"My first Friday sale day was exciting to say the least," Carmichael said.



*"It was a new atmosphere for me and a side of the car business that I had never seen before. I was blown away and amazed by it."*



One thing Carmichael quickly noticed was the relationships that are formed by working at an auto auction. He saw customers, dealers, auctioneers, auction staff, and everyone else involved in the business all have close relationships and are supportive of one another.

"I find that one of the best things about working here is that it's one big family," Carmichael said.

In his position at Charleston Auto Auction, Carmichael performs in-depth mechanic work. He spends a lot of time doing diagnostics, and one of his main duties is to verify that cars are in safe working order for employees and customers.

While he is talented at his day job as a mechanic, Carmichael also has another special talent. He has been an avid singer since elementary school and is a songwriter and guitar player. He is working to develop a music ministry at his church, Summerville Community SDA, and frequently sings with his three children, all of whom have developed a love for singing too.



At the urging of a colleague, Carmichael decided to bring his singing talent to work. His family has deep ties to the military. His mother Mary Vibar and father Dennis Carmichael, Sr. both served in the U.S. Army, and his brother Paul Vibar serves in the Air National Guard. Carmichael's father-in-law Raymond Benn served through three wars before retiring from the U.S. Navy and recently passed away. Also serving in the military are Dennis' uncle Frankie Vibar (Marines), uncle Joseph Abille (deceased, Army), aunt Helen Vibar (Army), brother-in-law Dewayne Holland (Navy), and his uncle Daniel Cruz (deceased, Army). His love of his country and his connection to the military through his family prompted him to ask Charleston Auto Auction General Manager Laura Taylor if he could sing the National Anthem on sale day, which had previously been played over speakers.

"I told him that I take the Anthem and our troops very seriously," said Taylor. "He said, 'yes, Ms. Laura, I do too.'" I let him open the sale that day without a test run to hear his voice, and that is not an easy song to sing. I could not believe my ears. It brought tears to my eyes and cold chills. I looked around at the end, and I can say it was the same for a lot of people in the arena that day. Cheers and applause went on for minutes. He has opened the sale every week, needless to say."

Carmichael's talents as a mechanic and singer have found a home at Charleston Auto Auction, a home he is proud to be a part of. For anyone who is interested in starting a career in the auto auction industry, Carmichael's advice is clear.

"It's something I have grown to love," he said. "If you have a love for people or anything with an engine, this is a place you want to be."

# FEDERAL Legislation

*NAAA is the auto auction industry's leading voice in Washington to protect and promote the interests of our members before Congress. This report provides the latest news in Washington that affects NAAA members.*

## BUILD BACK BETTER (BBB)

The defeat of the voting rights bills and the filibuster reform effort likely sealed the fate of the Build Back Better bill, at least the version that passed the House back in November 2021. The next step, which is ongoing, is for The White House and Congressional Democrats to decide what a viable "carve out" is to determine whether the votes are there for passage. Senate Democrats prefer a series of smaller subject-designed bills. House Democrats, specifically the Speaker, want to keep the "big" package together as much as possible.



## ELECTRIC VEHICLE (EV) PROGRAMS

The federal Infrastructure Investment and Jobs Act that passed in November 2021 includes \$5 billion for the National Electric Vehicle Formula Program, which will distribute funding among states to strategically deploy EV charging infrastructure. It also includes \$2.5 billion for the Charging and Fueling Infrastructure Program, a competitive grant program to strategically deploy publicly accessible EV charging infrastructure. The combined \$7.5 billion represents total funding for the programs over the next five years.

So, for example, under the new legislation, a state could receive \$80 million over five years to support the expansion of an EV charging network in that state and can apply for grants out of the \$2.5 billion available for EV charging.

The law requires each state to provide a plan to the U.S. Department of Transportation describing how it



# NAAA LEGISLATIVE UPDATE

## ELECTRIC VEHICLE (EV) PROGRAMS *(Continued)*

intends to use the funds it receives under the National Electric Vehicle Program for each fiscal year in which funds are made available.

The law also directs the U.S. Department of Transportation and the Department of Energy to develop guidance for both programs. The Federal Highway Administration has invited public comments to inform the development of the guidance.

NAAA has submitted comments on your behalf. We offered our support for these programs, outlined how our member auctions would benefit from these programs, and emphasized how our auctions are a key economic driver and integral part of the automotive industry.

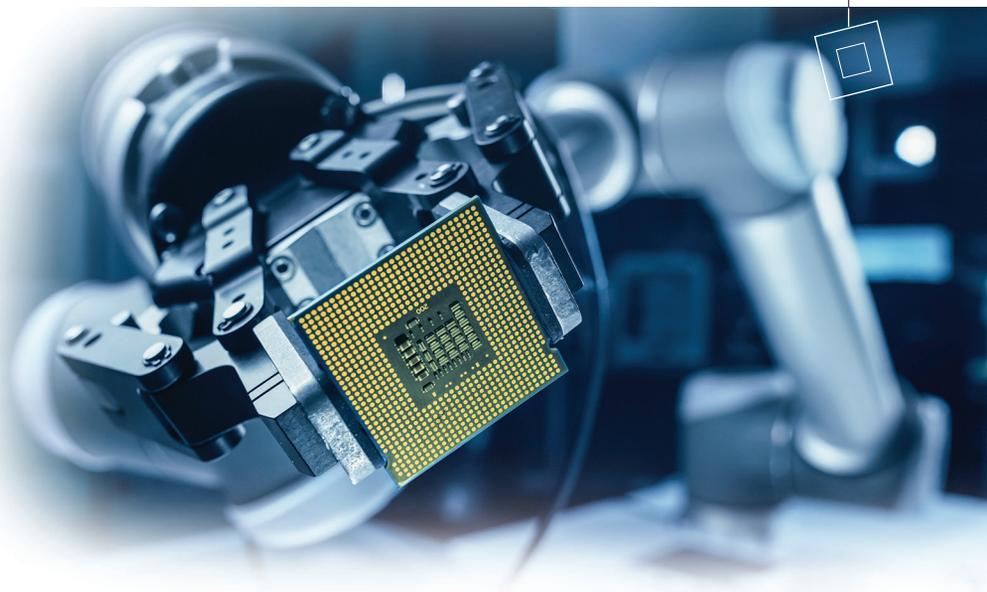
While all the details about the grant program and how the state funding will be allocated have not been released, we can assure you that we will stay on top of it and keep you posted on any further developments.

## CHIP PRODUCTION

The Senate, on a bipartisan vote of 68-32 and with the support of the President, passed the U.S. Innovation and Competition Act, or USICA, which appropriates almost \$250 billion to bolster manufacturing and technology to meet the economic and strategic challenges from China. Of that amount, \$52 billion is provided to help domestic manufacturers of semiconductors expand chip production, an issue that has gained urgency with a global shortage of chips that has impacted U.S. automotive plants. This in turn has affected the availability of automobiles resulting in disruption to the economy and negative impact on consumers.

The issue is pending in the House as part of the National Defense

Reauthorization bill. In January, the President reiterated his call for Congress to pass tens of billions of dollars in funding for domestic microchip production, saying the long-delayed bill would push companies to build new chip factories.



# STATE Legislation

*NAAA continues to monitor federal and state legislation to assess its impact on the industry. Should any NAAA members have any concerns about any federal or state legislation, please contact NAAA headquarters.*

NAAA continues to monitor state legislation to assess its impact on the industry.

We also encourage our members to visit the legislation section on our website at [www.naaa.com](http://www.naaa.com) for tracking information on state bills of interest.

# Fellows

HONORED

NAAA Names Joe Oliveri,  
Elton O'Neal, and Brian Green  
Warren Young Fellows



Joe Oliveri receives Warren Young Fellow award at KAR Global headquarters. From left: Tricia Heon, NAAA CEO; R. Charles Nichols, NAAA President; Joe Oliveri; Garrison Hudkins, NAAA President-Elect; Eric Autenrieth, NAAA Vice President.

During visits in January and February to KAR Global and Cox Automotive, the National Auto Auction Association named Joe Oliveri, Elton O'Neal, and Brian Green as Warren Young Fellows. The honor recognized them for their valued contributions and support of NAAA and their leadership and strategic use of data and analytics to help advance the auto auction industry.

Joe Oliveri has more than 20 years of automotive industry experience and is currently Vice President, Product Management and Data Services at KAR Global. He helps lead product management for multiple areas of the KAR Global online vehicle marketplaces in addition to KAR Data Services. Previously, he served as the General Manager for KAR Data as a Service, which is the data science and analytics hub for KAR Global. Prior to working at KAR, Oliveri held various leadership roles at Cars.com.

Elton O'Neal is Senior Director, Data Strategy at Cox Automotive. He has held several leadership positions

at Cox, including Advisory and Assurance Director and Senior Manager, Audit Services for Cox Enterprises. His distinguished career includes more than 20 years of experience in the audit and IT fields, and he has made significant contributions to the automotive, telecom, media, and manufacturing industries. Prior to Cox, his previous experience includes working for Deloitte and International Paper.

Brian Green has had a notable career in business development and is currently Vice President, Corporate Business Development at Cox Automotive. He previously worked for Dealertrack (now part of Cox Automotive) and held several leadership roles including Senior Director, Business Development and Senior Director, OEM Solutions, Digital Retailing and Data. His previous experience includes working for Chrome Systems as Director of Business Development.

Oliveri, O'Neal, and Green have helped support NAAA and the auto auction industry by assisting NAAA's



Brian Green and Elton O'Neal receive Warren Young Fellow awards. From left: Brian Green; Elton O'Neal; Grace Huang, Manheim President; Julie Picard, Cox Automotive Vice President of Industry Partnerships, and NAAA Chair of the Board; R. Charles Nichols, NAAA President; and Tricia Heon, NAAA CEO.

Joint Marketing Committee. Their experience in applying advanced data science modeling to provide innovative solutions to business challenges have made significant contributions to the automotive industry throughout their careers.

An NAAA Warren Young Fellow award comes with a \$2,500 dona-

tion in each fellow's name to the NAAA Warren Young, Sr. Scholastic Foundation, Inc. A fellow is a donor at that level, or in whose honor or memory a contribution is made in that amount, to support the scholarship organization.

Since its establishment in 2004, the Scholastic Foundation, named in

honor of Warren Young, Sr., a pioneer of the auto auction industry who retired after 35 years of service to his profession and NAAA, has helped students pursue dreams of higher education. The foundation is a self-sustaining nonprofit organization and awards \$52,000 in merit scholarships annually for study at accredited institutions.

*NAAA congratulates Oliveri, O'Neal, and Green for earning the lifetime distinction of being named a Warren Young Fellow and for joining this exclusive group of individuals who further the legacy of Warren Young, a pioneer of the auto auction industry.*

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# NAAA | Licenses Privacy and Security Training Program from KAR Global for Use by NAAA Member Auctions



From left, Todd Rowlett, KAR Global Privacy Program Director; Eric Autenrieth, NAAA Vice President; Tim Massingale, KAR Global Vice President, Environmental Safety and Health; Michelle Bray, KAR Global Vice President, IP and Technology Counsel/Chief Privacy Officer; Tricia Heon, NAAA CEO; Peter Kelly, KAR Global CEO; R. Charles Nichols, NAAA President; Garrison Hudkins, NAAA President-Elect; Joe Oliveri, KAR Global Vice President, Product Management and Data Services; Paul Lips, NAAA Treasurer/KAR Global EVP, ADESA Central Region.



Privacy Pam

The National Auto Auction Association (NAAA) along with KAR Auction Services, Inc., d/b/a/ KAR Global (NYSE: KAR), a leading operator of digital marketplaces for wholesale used vehicles, announces the licensing of KAR's Privacy Pam™ privacy and security training program for use by NAAA member auctions. Through NAAA, all member auctions will receive access to the training program that helps KAR and its nearly 10,000 employees safeguard the data, information and business interests of their OEM, dealer, fleet operator, rental company and financial institution customers.

*"As vehicles and our industry continue to evolve digitally, it is more important than ever to give our members the tools they need to keep their auctions—and their customers—safe from security and privacy breaches," said Tricia Heon, CEO of NAAA. "We're excited to offer these trainings to our membership and give them valuable tools that protect their businesses."*



Curricula topics range from understanding the difference between privacy and security to what personal information is located in a vehicle, as well as international privacy. Trainings are updated and more topics are added as new data privacy and security trends and threats emerge.

NAAA plans to make the Privacy Pam training available in the coming weeks and will share more information with its membership about the training and how to access it.

KAR Global developed its Privacy Pam program in 2020 and rolled it

out for use by all employees enterprise-wide in 2021. The program builds on the successful foundation and legacy of the company's Safe T. Sam™ training program, which was developed in 2012 and licensed to NAAA in 2015 for use by member auctions. KAR continues to innovate relevant and meaningful trainings and partner with NAAA to benefit the entire industry.

*"Our industry-leading digital marketplaces are powered by terabytes of data that help drive our customers' success. Privacy Pam is just one of the meaningful investments KAR has made over the past several years to advance our data protection capabilities and safeguard our customers," said Michelle Bray, chief privacy officer at KAR Global. "Through working with NAAA to share this training, we are empowering member auctions and our industry as a whole."*



On behalf of the auto auction industry and its affiliate businesses, NAAA appreciates KAR Global for sharing valuable safety programs and learning systems.

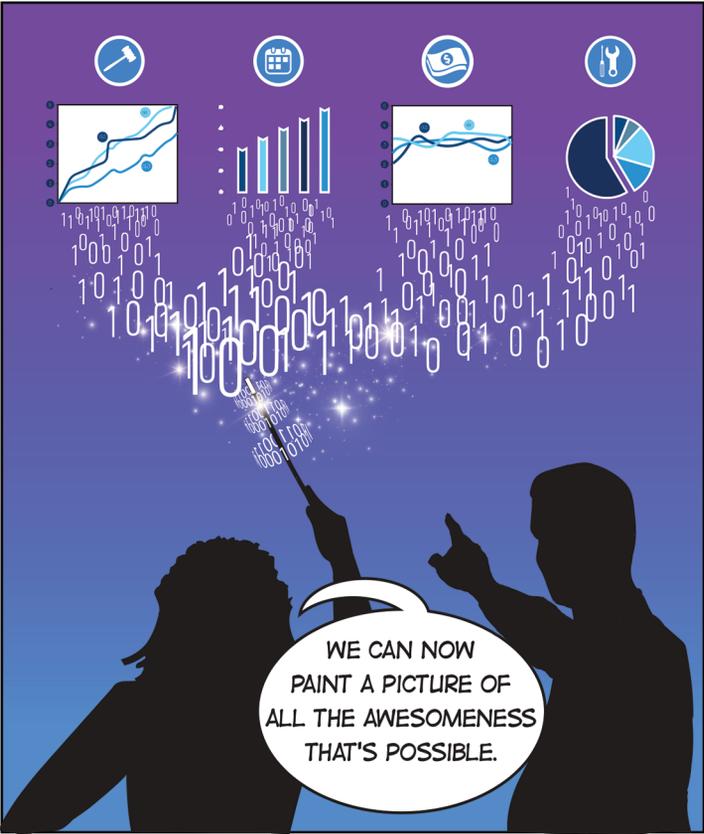
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## Auto Auction Mentor/Leader Retires

Larry Cameron ended his storied career in the auto auction industry. The announcement was celebrated at Charleston Auto Auction (CAA) by hundreds of his friends, auction customers and industry colleagues from the Carolinas Independent Automobile Dealers Association (CIADA).

At the event Cameron endured a light-hearted video meant to “roast” him and highlight his career from CAA General Manager, Laura Taylor. Taylor said of Mr. Cameron, “Larry has been a mentor and friend to me.” While he is retiring, she went on to tell those in attendance with sentimental hope, “I expect to see Larry next week at the auction.”

During his career, Larry was an active member of CIADA. For many years he donated his time to organize the association scholarship golf and fishing tournaments. In 2005, he was inducted in the CIADA Automotive Hall of Fame and was also a recipient of the “We Owe” Award honoring his contributions to the association. Executive Director of CIADA John Brown offered congratulatory remarks to Larry and thanked him for his more than 50-year membership in the association.

Cameron was also recognized by the South Carolina Senate, the South Carolina House of Representatives and Governor Henry McMaster. Cameron’s friend and former SC State Representative Marty Coates presented him with resolutions from the House and Senate and a personal letter from the Governor.

Mr. Cameron thanked everyone for the kind words and remarked that he had loved his work and the people he worked with during his 50-plus year career.

Larry and attendees enjoyed a huge cake provided by the auction team and spent time congratulating and saying “thank you” to a true friend to the auto auction business.

Mr. Cameron worked for 37 years at Clanton’s Auto Auction in Darlington, South Carolina, and 13 years at the Charleston Auto Auction. Across all of these years Larry was seen as “an honest and fair player in the game of life,” Coates said.



Larry Cameron with Laura Taylor, General Manager of Charleston Auto Auction.

## **ADESA** First in Industry to Fully Deploy Automated Vehicle Tracking Solution Across North America

ADESA, a business unit of global wholesale used vehicle digital marketplace operator KAR Auction Services, Inc. d/b/a KAR Global (NYSE: KAR), and CoreKinect, the leader in scalable hardware design, announce the complete deployment of ADESA’s fully automated vehicle tracking solution. The new service—the first of its kind to be fully deployed in the industry—combines a state-of-the-art mobile app with a world-class GPS-enabled IoT device to help customers and employees locate

vehicles faster at ADESA’s more than 70 North American locations.

“We are thrilled to be the first wholesale marketplace to fully roll out geo-locating devices to our entire network of North American vehicle logistics centers with the help of CoreKinect,” said Srisu Subrahmanyam, chief operating officer at ADESA. “This pioneering technol-

*continued on page 16*

## ADESA Deploys Automated Vehicle Tracking Solution *(Continued from page 15)*

ogy allows us to provide sellers with accurate, real-time visibility into vehicle location and security, while enabling buyers to quickly and easily preview, check out and transport purchased vehicles.”

Affixed to each vehicle upon arrival at ADESA, the IoT devices can be accessed through the vehicle locator functionality of the ADESA marketplace app. The app shares comprehensive vehicle information, pinpoint location services accurate to a single parking spot, and real-time visibility. Enhanced safety and security measures include push alerts for movement in off-working hours, making ADESA a more secure place to do business. The device operates on LoRaWAN technology, which significantly reduces power consumption and enables the IoT devices to last up to 10 years on a single battery.

Through CoreKinect’s partnership with Comcast’s MachineQ, the geo-locating device technology and end-to-end solution for inventory management was successfully deployed across ADESA at an industry-leading pace.

“ADESA is increasingly looking to technology to improve their operations and optimize workflows,” said Assar Badri, chief executive officer of CoreKinect. “They are clearly committed to a digital future, and we are delighted to partner with them to deliver on this goal.”

“The ability to deliver this solution to ADESA with our partner CoreKinect is indicative that a comprehensive LoRaWAN network implementation is possible, at scale,” said Steve Salata, Vice President and General Manager at MachineQ. “We’re proud to play a part in helping ADESA innovate and digitally transform its enterprise.”

## Rawls Auto Auction Names Yarborough Executive Sales and Marketing Manager



Angela Yarborough

**R**awls Auto Auction announces that Angela Yarborough has been named Executive Sales and Marketing Manager of the company.

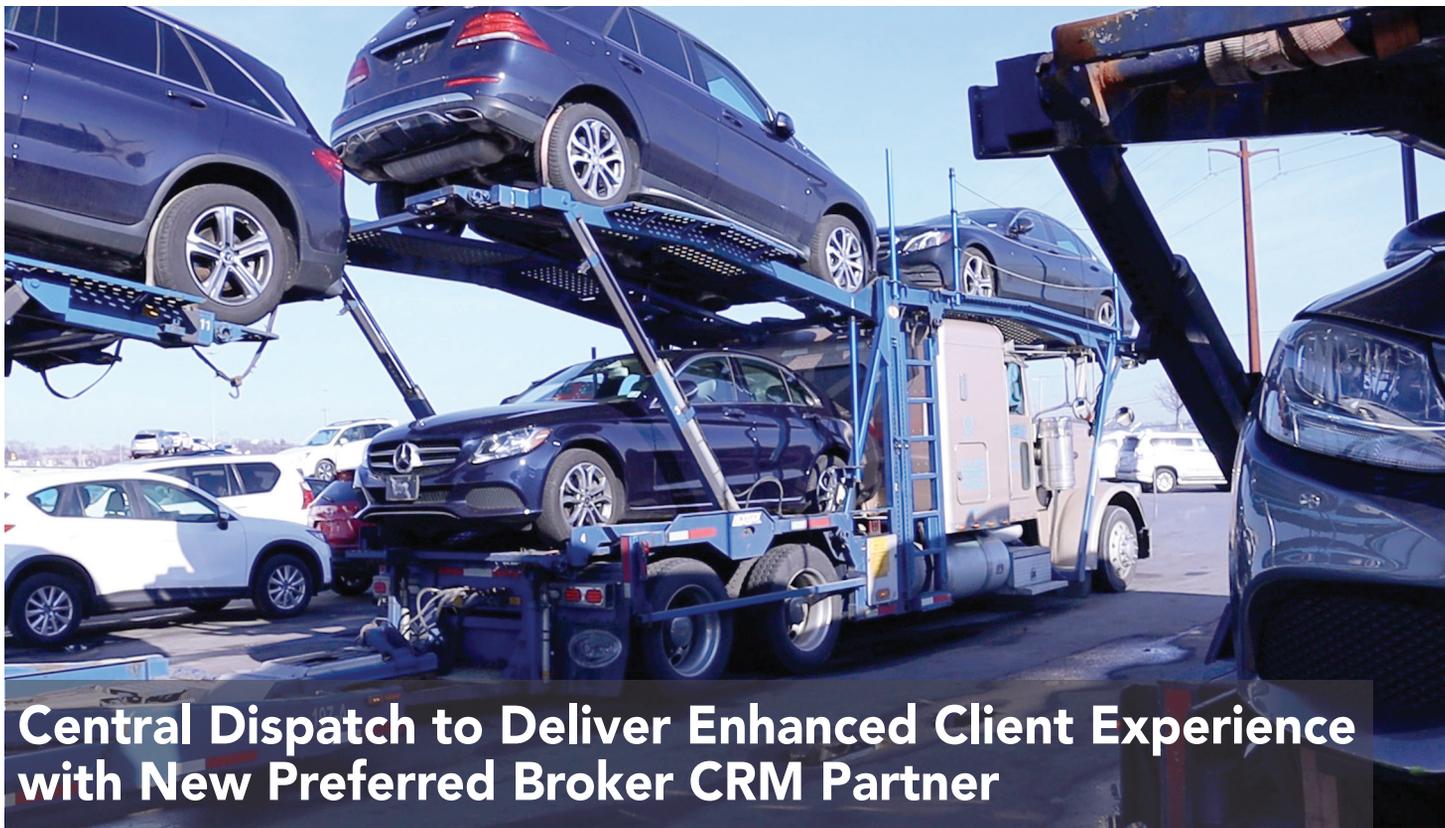
“We are pleased to announce the return of Angela Yarborough to our team at Rawls Auto Auction,” said Julianne Rawls, General Manager of Rawls Auto Auction. “Angela served in various positions at Rawls over the course of many years and played a pivotal role in our success. We are confident that Angela will contribute to our growth and believe that her return to the company as Executive Sales and Marketing Manager further solidifies our status as a recognized leader in the auto auction industry.”

Yarborough has more than 30 years of experience in the auto auction industry. She began her career in 1989 as a block clerk at Rawls. She worked for nearly three decades at Rawls, serving in the fleet/lease department, in business develop-

ment, and as the company’s Assistant General Manager. In 2017, she joined an auto auction corporate chain in the Houston area in a national sales role and later served as a general manager. Most recently, Yarborough served as the Assistant General Manager at America’s Auto Auction in Houston.

“We’re excited to welcome Angela back to Rawls Auto Auction,” said Jimmy Rawls, President and Owner of Rawls Auto Auction. “Angela has further expanded her expertise and industry contacts in her recent positions. Her success at every level, including business development and customer relationship building, will be a great asset to our company.”

“It feels good to be going home to where I started my career many moons ago,” said Yarborough. “I am excited to be back working with the great team at Rawls Auto Auction, the First Auto Auction in the Nation.”



## Central Dispatch to Deliver Enhanced Client Experience with New Preferred Broker CRM Partner

As a part of its drive to simplify the automotive logistics supply chain and enable clients' success, Manheim Logistics is announcing that BATS CRM is the new preferred broker Customer Relationship Management solution partner for Central Dispatch. As the nation's largest transportation marketplace, Central Dispatch connects shippers and transporters to keep the automotive supply chain moving. BATS CRM was selected due to its advanced technology, support for mobile devices and all-inclusive toolset.

"In today's wholesale market, having a highly efficient automotive logistics supply chain has never been more important," said Joe Kichler, vice president, Manheim Logistics. "We are committed to helping our clients be as effective as possible—and that starts with having the right technology in place."

*As brokers transport more vehicles longer distances, new integration with BATS CRM will make it easier for clients to post and track loads.*

This new integration comes at just the right time. With tight inventory and record wholesale values, dealers are buying vehicles via digital wholesale channels more than ever. This has led to an increase in the number of vehicles being transported—as well as an increase in the average distance vehicles are shipped. In 2021, Manheim Logistics has seen the average distance of vehicle moves double, going from 225 miles in Q1 2020 to 460 average miles in Q3 2021.

With brokers moving more vehicles longer distances, having the right technology to connect into the nation's largest transportation marketplace is essential. As the preferred broker CRM of Central Dispatch, BATS CRM has built unique integration capabilities that

are not currently available in other CRM solutions, enabling clients to post and update orders without browser plug-ins or email parsers, benefit from automatic order status updates as carriers mark them as picked up or delivered and view all carriers that are available on Central Dispatch directly in BATS.

"We are very excited for the opportunity to grow the BATS platform via this new integration with Central Dispatch. This is another acknowledgment of the hard work and dedication that our entire team has given to our customers. BATS is committed to continued development of cutting-edge solutions that will help our customers run more efficient and profitable businesses," said Tom Kustura, CEO of BATS CRM.

# NextGear Capital Named “Large Business of the Year” By Local Chamber

**N**extGear Capital, headquartered in Carmel, Ind., has been named “Large Business of the Year” by its local chamber of commerce, OneZone. Scott Maybee, President of NextGear Capital, accepted the award at OneZone’s luncheon on January 26.

The award recognizes businesses that serve as outstanding examples of success, including stability, goals, growth, performance and contribution to the community. NextGear Capital’s work to pivot and adapt to maintain business continuity during the pandemic, as well as support its clients and provide them with resources to navigate the ever-changing landscape, was a leading factor in its selection.

During the pandemic, NextGear Capital has launched a series of new initiatives, including a floor plan product called Flex Pricing that gives dealers greater cash flow to invest back into their businesses by reducing the principal paydown rate per period. As a result of positive feedback from dealer clients, this program will be enhanced this year. In addition, as clients are conducting more business via digital channels, the company is evolving Account Portal, its account management platform that helps dealers manage their day-to-day operations. This self-service tool provides them with real-time status of their accounts, including analytics, payment history and title management.

NextGear Capital employees are strong contributors to the community and have found new ways to provide support during the pandemic. Since its inception, NextGear Capital has given nearly \$3 million back through a variety of programs. Before the pandemic, employees averaged 6,500 volunteer hours while supporting more than 100 nonprofit organizations in the communities where team members live and work. While the past two years have been challenging, NextGear Capital employees continue to support organizations focused on food insecurities, STEM and STEAM, community mentoring programs, diversity, inclusion and community sustainability.

“NextGear Capital does so much for our communities, region and across the country,” OneZone President Jack



Scott Maybee speaks during the OneZone luncheon on January 26

Russell said. “Their success and growth has been incredible and we are excited to highlight them as this year’s Large Business of the Year.”

In his acceptance speech, Maybee cited the hard work of all NextGear Capital employees who have helped the company not only survive the challenges of the pandemic but even thrive and grow.

*“I am honored to accept this award on behalf of our 700-plus team members who are guided by our ‘All In, All Win’ philosophy when it comes to our company and our clients,” said Maybee. “We are all committed to the success of independent auto dealers and to making positive differences within our community.”*

# New General Managers Announced at Eight ADESA Locations

**A**DESA announces new general managers at eight U.S. locations: Michele Arguijo at ADESA Austin, Amy Coley at ADESA Washington, D.C., Sheldon Jones at ADESA Little Rock, Derek Kline at ADESA PA, Sean O’Connell at ADESA Colorado Springs, Lisa O’Neil at ADESA Atlanta, Rod Thompson at ADESA Tampa and Alfie White at ADESA Birmingham.

“All of the new GMs are proven leaders who demonstrate industry knowledge and customer obsession,” said Srisu Subrahmanyam, chief operating officer of ADESA.

**“We’re excited to have these new leaders in place at our vehicle logistics centers as we continue to evolve our digital-first approach, supported by our vast physical infrastructure.”**

With ADESA Austin for more than 13 years, Arguijo has held various management positions across fleet and dealer sales, overseeing both departments in 2017. With more than 25 years of industry experience, Arguijo began her career at a local mechanic shop as a service writer and bookkeeper, and then joined DriveTime Used Cars where she was promoted to recon shop manager.

Coley has worked in the automotive industry for more than 16 years. Prior to working as the Assistant GM at ADESA Washington, D.C., Coley got her start working in repairs—managing everything from collision repairs to full express repair centers. She brings a strong customer service background and digital focus.

Jones brings more than 12 years of management experience to ADESA Little Rock, ranging from the auto to financial industries. He is no stranger to the KAR Global family, as he managed three salvage

auctions for the company prior to their spin-off.

Kline has been with ADESA PA for almost four years and most recently

held the commercial accounts manager position. Prior to joining ADESA, Kline held various positions in the automotive industry with companies like Enterprise Rent-A-Car, where he quickly rose through several management roles with increasing responsibilities.

With more than 25 years of auction and remarketing experience, O’Connell brings a veteran pres-

ence to ADESA Colorado Springs. He was the assistant GM at the AutoNation auction in Atlanta for the last four years, refining his retail knowledge of the business. Prior to that, O’Connell served as the AFC branch manager in Atlanta.

O’Neil has held numerous positions throughout her 18 years with ADESA. Most recently, she served as the GM of ADESA Tampa and prior to that, the Assistant GM of ADESA Atlanta. She is known for her powerful client relationships and strong leadership skills, both of which foster a great customer experience.

Thompson brings 25 years of experience in the automotive industry to ADESA Tampa. A veteran in the industry, he has done everything from owning a motorsport dealership to leading ADESA Tulsa. Prior to his current position, he spent the past few years as an executive sales director for KAR Global.

Part of the ADESA family for more than 32 years, White started in the detail shop and over time grew his experience and responsibilities—from manager of the fleet lease and commercial department to assistant general manager and operations manager of ADESA Birmingham in 2012.

# Manheim Invests in New Safety Technology

The screenshot shows the AccuWeather SkyGuard dashboard interface. At the top, there's a navigation bar with 'AccuWeather For Business', 'Dashboard', 'Map', 'Warnings', 'Local Weather', and 'Regional Weather'. Below this, a status bar indicates 'No Action Required' and 'New Messages'. The main area is split into a left sidebar and a right map. The sidebar lists 'SkyGuard Notification Locations' with three entries: 'Manheim Metro Atlanta - Pivot', 'Manheim Atlanta', and 'Manheim Georgia'. Each entry includes details like address, city, criteria, EHS Region, Market, Region, RSOC, State, SWN Group, and Zip. The map shows the Southeastern US with color-coded weather alerts over Georgia, Alabama, and Florida. A large blue 'M' logo is overlaid on the map. The bottom of the screen shows a Windows taskbar with the date '01/11/2022' and time '03:55:48 PM'.

The Accuweather Skyguard dashboard gives Manheim leaders actionable insights to keep their locations safe.

In late 2021, the Cox Automotive Safety team launched a new weather safety service in partnership with AccuWeather and Cox Enterprises Security. As a subscriber of the service, Manheim currently receives personalized attention and monitoring of weather conditions for 40 locations across two regions. By the end of Q2, the technology will cover all physical Manheim locations across the country.

“The biggest benefit of this service is that we now have AccuWeather meteorologists constantly monitoring the weather at and around our locations,” Environmental Health Safety (EHS) Field Manager John Woodhouse said. “This service sends text and email notifications of severe weather to our people leaders, so they can respond appropriately ahead of time if there may be an impact to operations or the safety of our people.”

Additionally, general managers, assistant general managers, and security managers at Manheim’s locations have access to the AccuWeather SkyGuard on their computers. AccuWeather meteorologists work with the Cox Automotive Safety Team to identify weather risks, which allow locations to make better business decisions when severe weather is imminent.

The technology includes specified and localized alerts for weather events, including air quality (in California), “feels like” temperature highs and lows, lightning, rain and wind, wildfires, earthquakes, tornadoes, hurricanes and elements of hurricanes (rain and wind), snow/sleet/ice and more.

Manheim has already experienced first-hand how an auction can make better decisions with this information. Recently, the National Weather Service issued a tornado warning for the Fort Myers area; however, AccuWeather meteorologists sent a SkyGuard alert notifying Manheim Fort Myers leaders the tornado would not impact the auction location. An EF2 tornado did occur, but there was zero impact to the auction.

The service notifies leaders when lightning is within six miles of a location. “Six miles is perfect,” Manheim Atlanta Market Center Field Security Manager Derek Dixon said. “That gives Lot Ops enough time to communicate to employees and for security to scan the lot for clients and transporters and get everyone to safety.”

The most severe weather threats generate a direct message to all employees in the affected area via the company’s emergency messaging service.

# XLerate Group Closes Agreement to Join Forces with America's Auto Auction

## The Brightstar Capital Partners-Backed Combination Creates a Major Player in Vehicle Auction Market

**X**Lerate Group ("XLerate"), a leading nationwide vehicle auction and remarketing company owned by affiliates of Brightstar Capital Partners ("Brightstar"), announced that it has completed its acquisition of America's Auto Auction ("AAA"), another leading vehicle auction provider. Terms of the deal, which was first announced on December 22, 2021, were not disclosed.

Headquartered in Carmel, Indiana, and Dallas, Texas, respectively, XLerate and AAA will have a total of 39 auction sites across 19 states, as well as growing digital and mobile auction businesses and related financing. Brightstar will be the controlling shareholder of the company, which will operate under the leadership of the current XLerate executive team: Cam Hitchcock, Chief Executive Officer; Chuck Tapp, EVP/Chief Revenue Officer; and Charles Kunkel, EVP/Chief Financial Officer.

"This expansion of our business and capabilities comes at a very exciting time for the industry," said Mr. Hitchcock. "We're looking forward to growing this combined company in partnership with our new colleagues from AAA. Our cooperative efforts will allow us to truly become a leading player within the vehicle remarketing sector – in terms of offering our customers the best physical and digital auction services, including financing solutions tailored to their needs."

"We are very pleased to play a part in bringing together AAA and XLerate," said Gary Hokkanen, Partner at Brightstar. "Combining these respected companies creates an impactful opportunity to provide best-in-class services to dealers and institutional customers throughout our expanding geographical footprint while benefiting all stakeholders, including employees and our investors."

## More Dealers Turn to Manheim Express, Offsite Wholesale Channels in 2021

**D**uring 2021, dealer usage of Manheim's offsite wholesale channels skyrocketed, with Manheim Express alone experiencing triple digit growth year-over-year. This trend of dealers increasingly wholesaling from their lots is one of the biggest changes to come out of the second year of the COVID-19 pandemic. In fact, Manheim Express is the fastest growing way for dealers to wholesale—and it's easy to see why. Manheim Express is the quickest and easiest way to get vehicles into the broader Manheim Marketplace, where dealer lots and lanes meet.

Around half of offsite sellers say selling from the lot is more important now to how they do business (more than any other channel). The same number—around half—predict that all wholesale sales from dealers will

come from the dealership lot in the future. Those dealers said some of the top benefits of offsite selling are that it is easy, saves time, and gives them the ability to retail the vehicle while it is listed in wholesale, helping them sell their vehicles faster.

"COVID significantly changed the wholesale industry, speeding up digital wholesale adoption by highlighting just how effective it can be," said Connie Suozzo, vice president, Manheim Digital. "Manheim's offsite channels bring with them a whole new level of efficiencies, and we have been investing heavily in our offsite experience—particularly Manheim Express—to help dealers buy and sell inventory from anywhere."

In total, Manheim offsite volumes have increased 123% year-over-year,

with much of that growth being driven by Manheim Express, which increased over 200% in the same timeframe. To support this growth, Manheim more than doubled the size of the Manheim Express Concierge team, and the company continues to invest in this area. Over 15,000 unique dealers have listed with Manheim Express in 2021 alone.

One of those dealers, Artur Tovmasian, owner of Future Auto Sales, had this to say about his experience selling on Manheim Express: "We take in a lot of trades from our customers, and instead of transporting the cars to the auction and adding more costs, Manheim Express enables us to save on transportation because they come to us. The inspector does a

*continued on page 22*

## MEMBER NEWS

### More Dealers Turn to Manheim Express, Offsite Wholesale Channels in 2021

(Continued from page 21)

very accurate condition report, and when we have sold cars that way, we haven't had a single arbitration." Launched in 2018, Manheim Express offers industry-leading condition information, such as immersive 360-degree images, movable images to see depth of damage, audio and video tags to assess engine noise and undercarriage, interior imaging and more. Dealers can choose to capture the vehicle themselves using the app or have the imaging and condition report created by a trained Manheim Express Concierge specialist.



Manheim Express Was a Top Choice for Dealers, Evidenced by Triple-Digit Growth

In 2021, the Manheim Express condition capture process and resulting condition report were significantly enhanced, providing a more robust and efficient process for clients to assess a vehicle's exact condition and make

even better listing and buying decisions. Manheim Express also offers the ability to list vehicles during live, auctioneer-led Simulcast sales—an industry first for offsite wholesaling.

## MEMBER GIVING

### Manheim Philadelphia Honored with the American Legion's Employer of Older Workers Award for the Commonwealth of Pennsylvania

The American Legion recently honored Manheim Philadelphia with its Employer of Older Workers Award for the Commonwealth of Pennsylvania. The annual award grants recognition to one employer in each state for an outstanding record in the hiring and retention of older workers (age 55 and older).

Manheim has a strong track record for hiring and employing older workers, both at Manheim Philadelphia and across its 75-plus locations nationwide, with 36% of its workforce aged 58 or over. "We could not operate our businesses without the assistance of all of our team members, but certainly not without our older



Manheim Philadelphia General Manager Charlie Pollina (center) receives the American Legion Employer of Older Workers Award for the Commonwealth of Pennsylvania, presented by members of the Pennsylvania American Legion, Post 933 (from left to right): Commander Michael Lewis, Senior Vice Commander Preston Whitesell, Finance Officer Tom Harwick and Adjutant Laureen Sendel-Grant.

workforce," said Charlie Pollina, general manager, Manheim Philadelphia. "They are the heart and soul of our operations. They come to work day in and day out, good weather and bad, and just get the job done."

The American Legion is the nation's largest wartime veterans service organization aimed at advocating patriotism, honor and continued devotion to fellow service members and veterans.

Manheim Philadelphia was selected for the award in 2019, but the presentation ceremony was delayed until this September due to COVID-19 restrictions.

# Don't Auction Off Your Future

**W**e've all heard the question, "If you could give your younger self any advice, what would it be?" Well, it wasn't until I became a parent and got a true younger version of myself that I realized I wouldn't have listened anyway. When we are that age, we can't see past the Friday night lights, the long classroom days, the "I can't wait 'till I grow up and I don't have to go to school anymore" attitude. Nevertheless, the advice I would give myself is simply, "Never stop going to school."

"School" as an adult takes on new shape and new meaning. It becomes the experiences we have, the relationships we build, the way we invest our time and so much more. We find ourselves becoming experts in trivia on topics that some or most people could care less about, but it's what interests us. I would dominate on *Friends* trivia, by the way.

The secret is that we never stop learning; we never stop growing. The key to success is that we first have to be self-aware to understand our strengths and weaknesses. This opens the door to be intentional with our learning. Invest our time in the topics and lessons that can improve us intellectually, psychologically, technically, and socially. The second element is to be open-minded. We've heard the expression, "You can lead a horse to



**By Jennifer Tibbs**  
*Auction Edge, Inc.*  
*Human Resources Manager*

water, but you can't make it drink." If you aren't open to the learning, open to the lesson, and most importantly, open to change, then you miss the lesson and the impact of the growth opportunity.

At Auction Edge, we recognize that investing in learning and development leads our team to create bigger and brighter things. When we don't stand in the way, we prioritize the learning and help facilitate continued learning, and our associates find they are more engaged in both their work and personal lives.

It's all about prioritization. We choose how we spend our time, and we choose the lessons we learn, whether we know it or not. By being intentional, picking up a book, scheduling a webinar, or even attending a conference, we choose the skill sets to help us grow in our success. How will you grow this year? What lessons will you learn? What skills can you add to your toolkit of success?

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