

ON THE

BLOCK

THE OFFICIAL MAGAZINE OF NAAA



AUTO ECONOMISTS TOM WEBB AND TOM KONTOS
HONORED BY NAAA AND IARA
 WITH BOBIT INDUSTRY ICON AWARD **PAGE 12**

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KEYNOTE SPEAKER KRIS "TANTO" PARONTO

- FORMER RANGER, 2ND BATTALION, 75TH REGIMENT
- SECURITY AND MILITARY CONSULTANT
- HERO OF BENGHAZI ATTACK

Kris Paronto - "Tanto" is a former Army Ranger from 2nd Battalion 75th Ranger Regiment and private security contractor who has deployed throughout South America, Central America, the Middle East and North Africa. He also worked with the US Government's Global Response Staff conducting low profile security in high threat environments throughout the world. Mr. Paronto was part the CIA annex security team that responded to the terrorist attack on the US Special Mission in Benghazi, Libya, September 11th, 2012, helping to save over 20 lives while fighting off terrorists from the CIA Annex for over 13 hours. Mr. Paronto's story is told in the book "13 Hours" written by Mitchell Zuckoff and his five surviving annex security team members.



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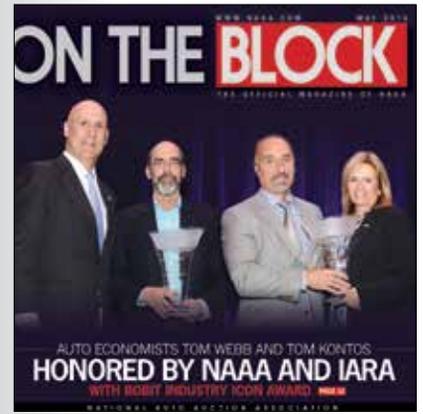
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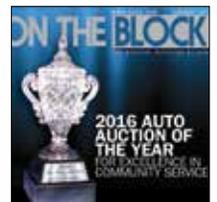
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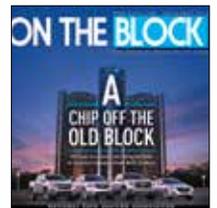
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Letters can be emailed to naaa@naaa.com. Include your full name, address and phone number. We may be unable to publish some submissions and may edit submissions for length and clarity. This is a great opportunity to hear back from our readers on what you think about the articles and what topics you would like to see covered in future issues.



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BE A PLAYER!

"You must get involved to have an impact. No one is impressed by the win-loss record of the referee."

That quote comes from the grandfather of all motivational self-help gurus, Napoleon Hill, whose Philosophy of Achievement and classic book, *Think and Grow Rich*, inspired generations to attain a fruitful life. His "secret" to personal success included working with others to create value and



MIKE BROWNING

at this point in my term, I'd like to thank you

benefit for everyone.

As NAAA president, I've made it my goal to encourage our members to get involved and take action that will have a positive impact on our association, our industry and our communities. So

for embracing that vision as demonstrated by the tremendous response we've seen to NAAA's activities and initiatives.

First, my thanks to all who took part in making this year's Conference of Automotive Remarketing (CAR) another excellent event. Whether an attendee, exhibitor or sponsor, we couldn't do it without you.

One highlight of the March meeting was awarding the PAC Cup Challenge trophy to the Eastern Chapter, which won for the third consecutive year, with a fundraising total of \$27,850, followed by the Southern, Western and Midwest Chapters. Congratulations to all the donors who raised more than \$60,000 for NAAAPAC, the only political action committee that represents and protects the interests of auto auctions.

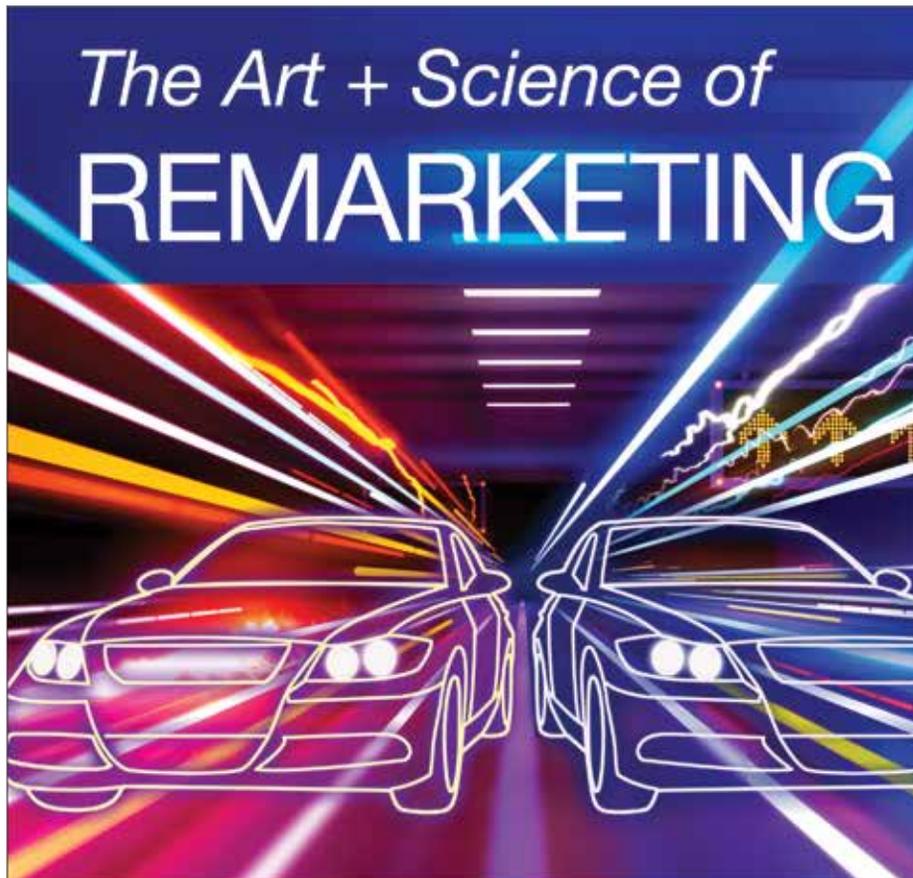
Also at CAR, I had the honor and privilege to present the Bobit Industry Icon Award to two deserving individuals—ADESA's Tom Kontos and Manheim's Tom Webb. You can learn in the following pages about the contributions these chief economists have made in shaping decisions and the direction of our industry over the decades.

Then in April, as part of our ongoing mission to promote greater safety awareness and accident prevention, we held a successful Safety Summit in Dallas, TX. I appreciate the efforts of those who came together with the goal of establishing best practices for use of the safety program across the remarketing community. (Just FYI, the NAAA Auction Safety Certification and Lane Safety Training courses are now available online at naaa.com.)

And I'm grateful for the many auctions that give back through public service. So don't miss the July 15 nomination deadline for the first annual Auction of the Year Award for Excellence in Community Service to recognize charitable and volunteer contributions of NAAA members.

Finally, I'll thank everyone in advance for participating in the first joint National Remarketing Conference (NRC) and National Auto Auction Association Convention at the Red Rock Casino Resort & Spa in Las Vegas. This combined event has been in the making since 2014 when we agreed to partner with Cherokee Automotive Group to hold our annual convention in conjunction with NRC during Used Car Week in November. I know you'll want to be part of this inaugural event!

Again, you have my gratitude for being an active player on the NAAA team by getting involved. ■



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Use NAAA'S Arbitration Policy as a Guideline When Making Decisions



How many of you have been challenged by the "That's not fair!" complaint?

Most of us have. What does "fair" really mean though? One could argue that fair is subjective based on one's own perspective, also known as being biased. It is rooted in a "fixed-pie" mentality versus the ideal "mutual gains" approach.

The very first policy in the NAAA Arbitration Policy states:

"The sales made at an Auction are intended to promote fair and ethical treatment to both the Buyer and Seller. If Auction determines that the transaction is not fair and ethical to either party, the Seller and the Buyer agree that Auction may cancel the sale, at its sole discretion. Federal, State, and Local laws supersede these policies where applicable."

Ideally, if a decision is made among all stakeholders involved, it is objective and had an agreement based on legitimate criteria like the Arbitration Policy's disclosure requirements. Being biased is being human, the key is to recognize the level of bias and "reality test" all bias when making decisions. So many forms of bias exist, from the broad "cognitive" to the

specific forms like "hindsight," "confirmation" and "status quo," to name a few. Mitigating bias can be very difficult at times. Using a "mutual gains" approach will help stakeholders focus on equitable decision-making and resolutions for all parties involved.

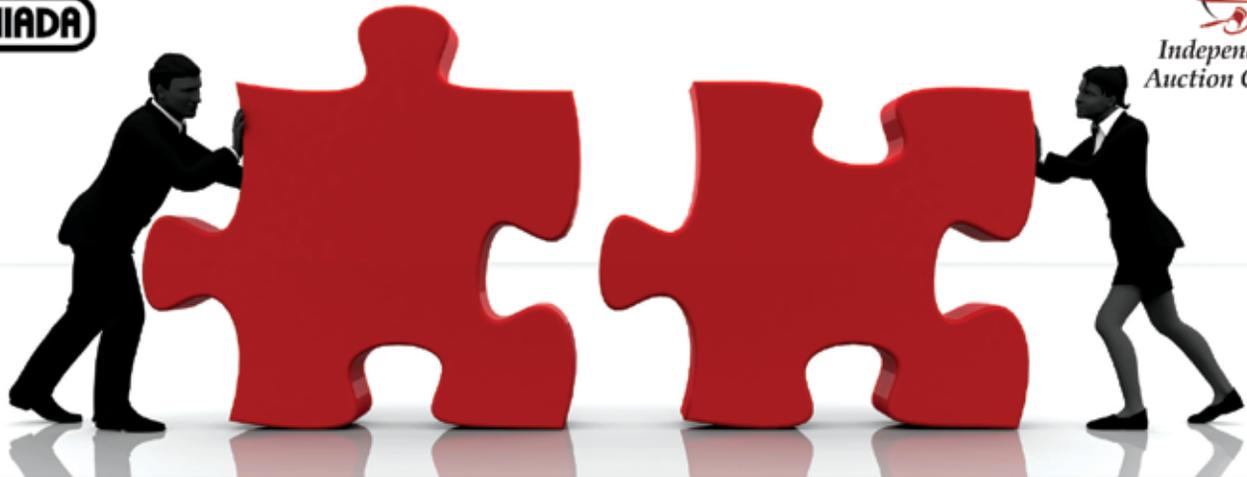
In their book "Decision Traps," Russo and Shoemaker reveal common decision-making mistakes, many of which are related to cognitive bias:

1. Plunging in
 - Beginning to gather information and reach conclusions too early
2. Frame blindness
 - Creating a mental framework for your decision
3. Lack of frame control
 - Failing to define the problem in more than one way
4. Overconfidence in your judgment
 - Failing to gather key factual information
5. Shortsighted shortcuts
 - Relying inappropriately on "rules of thumb"
6. Shooting from the hip
 - Failing to follow a systematic procedure when making the final decision

7. Group failure
 - Failing to manage the group decision-making process
8. Fooling yourself about feedback
 - Failing to interpret the evidence from past outcomes correctly
9. Not keeping track
 - Failing to keep systematic records to track the results of your decisions
10. Failure to audit your decision process
 - Failing to create an organized approach to understand your own decision-making

It is easy for us to say "stick to the policy" when advice is asked for. But the complexity of certain situations means it is not always that easy. Knowing the policy requirements and guidelines is very important. Anchor your decisions on the policy in order to maintain an equitable balance among all parties when a vehicle is in arbitration. As always, please go to www.naaa.com for more resource information and training for arbitration. ■

BY MATT ARIAS
DIRECTOR OF ARBITRATION, MANHEIM



NIADA & IAG A WINNING COMBINATION FULL OF BENEFITS!

The Independent Auction Group (IAG) and NIADA are committed to providing its auction members with the highest quality, competitively priced, leading edge and high impact auction member benefit programs. NIADA has recently partnered with many new vendors offering benefits and member discounts on the parts and services that IAG member auctions use on a daily basis.

Through discounted affinity agreements via NIADA Member Services, IAG now offers these and many more benefits to all IAG member auctions. For a complete list of product and service discounts, and to start saving and growing your auction profitability, visit <http://www.independentauctiongroup.com/benefits/>.

Safe T. Sam Program Encourages Dealers to Invest in Auctions' Safety

An auto auction corporate executive told me years ago, that he needed to get out of the office and spend some time in the auction lanes in order to keep not only his perspective, but probably also his sanity. Reviewing reports and crunching numbers has its place in running a profitable operation, but using your senses to engage in the auction environment reminds us that there is much more to the auction business than numbers. I've found that to be good advice through the years. I spend a lot of time talking to auction owners, corporate executives, and GMs about auction operations, particularly when something goes terribly wrong, but there is nothing better for my perspective and sanity than visiting auto auctions and seeing, firsthand, the people that make up the businesses that we insure and their operations. A recent visit on sale day reminded me, as I walked up and down the lot, as dealers were inspecting

vehicles minutes before the first lane started, that auctions are simultaneously, fun and let's face it, dangerous.

The test-drive period having ended, dealers were revving up engines and working through the gears on vehicles in their parking spots, as they decided which units they would bid on. For over 20 years, auction owners have called me with claims ranging from minor to horrific when the occasional dealer not only revs up the engine, but forgets he has placed the transmission in drive or reverse and runs over a dealer in front or behind the vehicle. The moral of the story isn't that dealers shouldn't be allowed to start or rev up engines, but simply that they should pay attention to what they are doing and not get so caught up in their envisioned profit on the vehicle that they forget they are operating a vehicle that can strike and injure a pedestrian.

A significant portion of the NAAA Safe T. Sam initiative highlights the needs for dealers to invest their part in facilitating a safe environment at the auction. While the auction can spend a great deal of time training employees, the dealers need to do their part to ensure the auction lanes and lot remain not only a fun and profitable place to do business, but a safe one for fellow dealers and auction employees. Several state dealer associations have contacted the NAAA about accessing Safe T. Sam training, which will allow dealers to be trained in how to conduct safe auction operations. Dealers recognizing and sharing responsibility for best safety practices at auctions is an encouraging sign, as we shift safety from a "priority" to a "value" in the remarketing industry. ■

WHILE THE AUCTION CAN SPEND A GREAT DEAL OF TIME TRAINING EMPLOYEES, THE DEALERS NEED TO DO THEIR PART TO ENSURE THE AUCTION LANES AND LOT REMAIN NOT ONLY A FUN AND PROFITABLE PLACE TO DO BUSINESS, BUT A SAFE ONE FOR FELLOW DEALERS AND AUCTION EMPLOYEES.



BY MICHAEL J. ROHDY
AREA PRESIDENT-ARTHUR J. GALLAGHER
AUTO AUCTION SERVICES



Certification Program Available at
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Sourcing and Selling Pre-Owned Vehicles in the Wholesale Market

>> DOUG HADDEN, ADESA'S EXECUTIVE DIRECTOR OF DEALER SERVICES,



TRAINING AND DEVELOPMENT, SHARES HIS ADVICE ON BUYING AND SELLING USED CARS IN THE WHOLESALE CHANNEL.

Just because one dealer passed on a car doesn't mean everyone else should pass on it, too. A dealer may have passed on a car because he knows exactly the type of inventory he's looking for, and the car wasn't on his list. That doesn't make it a poor purchase, contrary to what some may believe. It's important to take a look at what type of inventory you need, the price, condition reports and other factors in order to determine if a car is a good match.

Dealers' "favorites" are available, even if they're far away. Expand your online search criteria. Dealers tend to frequent auctions closest to their dealerships. Auction companies can help dealers find and receive cars whether the vehicles are four or 400 miles away—and even help coordinate transportation.

Market CPO eligibility online to retail customers. Vehicle auctions often have a CPO-eligible designation for vehicles online that dealers can use for sorting. This really helps build awareness and credibility, which in turn drives more purchases. If a dealer spends the money to certify the car, that's a huge selling point in the retail market, so it can be marketed that way online and in-store to get it sold.

The validity of condition reports is markedly improved. Standardization through the auto-grade system of codes and descriptions for vehicles has helped drastically in increasing condition report conformity. Auction companies can also access production-level data from the

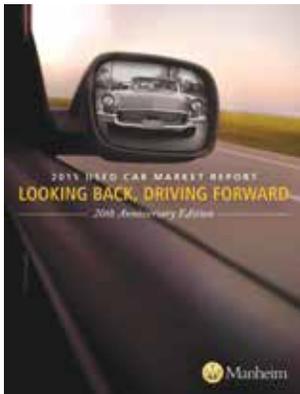


manufacturer for use in the report so technicians can see the build sheet of that car, which decreases mistakes in the reports. The emergence of high-quality photos to supplement the reports also raises a buyer's confidence level. ■

Manheim Unveils 2016 Used Car Market Report

In 2015, wholesale and retail volumes and prices increased, new lease originations reached a record high (nearly four million), rental industry revenue set a record at \$27.1 billion and auto loans outstanding topped \$1 trillion. These

and other trends are explored in depth in Manheim's Used Car Market Report, which provides a compelling snapshot of the data and trends shaping the used car business. A free download of the 2015 Used Car Market Report is available on Manheim.com. ■



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Stop-Sale Orders and Safety Recalls

With the continuing flow of “stop-sale” orders and major safety recalls from a number of automobile manufacturers in recent months, this is an appropriate time to assess the current state of federal law and explore some best practices concerning general liability exposure on the matter. Importantly, this is not a survey of state legislation and regulatory schemes and this article does not constitute legal advice.¹

For starters, there is no federal legislation that currently prohibits a wholesaler or dealership from selling a used vehicle that is subject to a stop-sale order or a major safety recall. However, the Motor Vehicle Safety Act (MVSA) does prohibit the sale and delivery of new vehicles subject to such orders or recalls, and the MVSA also authorizes manufacturers to direct their licensed dealers to stop selling new or used vehicles subject to such orders or recalls. Accordingly, under federal law, auction members may continue advancing automobiles subject to these orders and recalls through the auctions to dealerships.

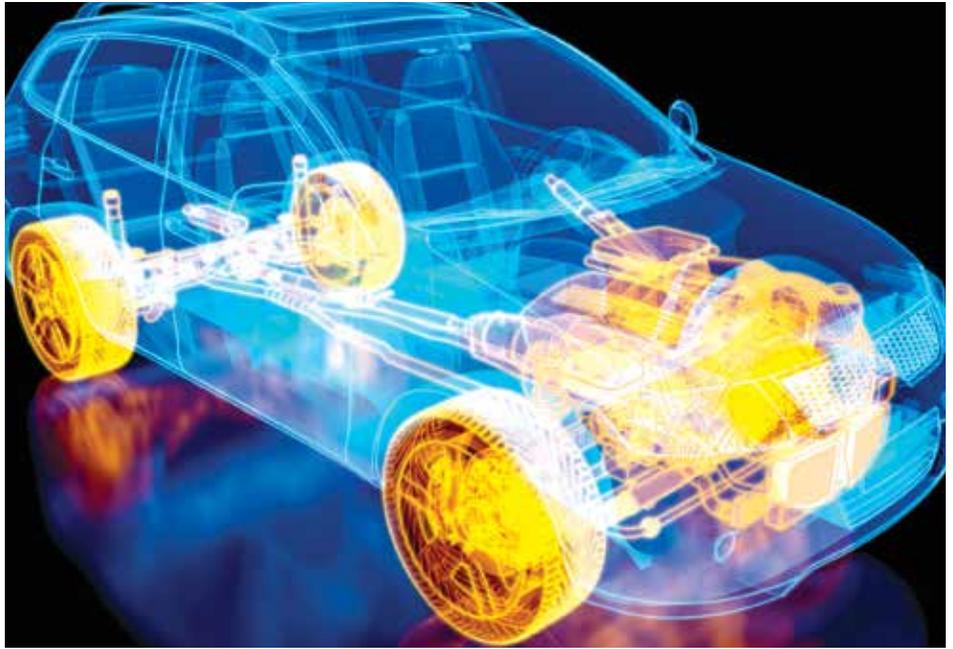
Thus, the MVSA, the controlling statute at the federal level, and its related regulatory scheme:

► Prohibits *the sale and delivery of new vehicles* subject to stop-sale orders or safety recalls as issued by a vehicle manufacturer or the National Highway Traffic Safety Administration (NHTSA). Notably, the MVSA does not prevent offering the vehicles for sale, but rather it prohibits the actual sale or leasing of the vehicle.²

► Authorizes manufacturers to direct their licensed dealers to stop selling of *used vehicles* that are subject to safety recalls. The Act itself, however, does not prohibit the sale.³

► Provides repurchase and compensation obligations as between manufacturers and their dealers. This is beyond the scope of this particular article.

There were recent efforts in 2014 and 2015 at the federal level to expand the



prohibition of the sale of vehicles subject to safety recalls to include used vehicles, but that legislation failed.⁴ The MVSA, however, was amended by the passing and enactment of the Raechel and Jacqueline Houck Rental Car Safety Act, as a part of the Fixing America's Surface Transportation Act, which established limitations for the sale, lease or rental of certain covered rental vehicles.⁵ These amendments to the MVSA, effective on or about June 1, 2016 (180 days after enactment of the Rental Car Safety Act on December 4, 2015), establish specific rules with which rental companies must comply upon receipt of “stop sale” orders or safety recalls as defined in 49 U.S.C. §§ 30118(b) and (c). In sum, certain rental companies that receive the notices of the orders or recalls described above may only sell, lease or rent the motor vehicle if “(A) the defect or noncompliance is remedied as required by this section before delivery under the sale, lease, or rental agreement; or (B) when the notification is required by an order under section 30118(b) of this title [49 USCS § 30118(b)], enforcement of the order is restrained or the order is set aside in a civil action to which section 30121(d) of this title [49 USCS § 30121(d)] applies”.⁶ Be aware that these new requirements may result in rental companies or their brokers rushing to sell the new or used grounded vehicles through

the wholesale system without satisfying the requirements of 49 U.S.C. § 30120.

There have also been efforts at the state law level to establish prohibitions of the sale of used vehicles, so you should be sure to have your counsel remain vigilant for any such proposed or approved changes in your state.⁷

Notwithstanding the general freedom to continue selling as wholesalers, NAAA reminds its members of its “Open Recall Awareness” statement and encourages all auction members to use the NHTSA VIN lookup tool to assess the recall status of all vehicles it processes and to encourage all bidders to conduct their own similar due diligence. The NHTSA continues to update and improve its VIN lookup tool and other announcements at the www.nhtsa.gov and www.safercar.gov websites. Whether the auction member identifies any recall or not, members should nonetheless inform all bidders of the availability of the NHTSA's tool and the potential for existing orders and recalls, and clearly disclaim any liability concerning such orders and recalls. While certain prospective bidders may be limited by the MVSA and related rules and regulations, state regulatory schemes or manufacturer-dealership agreements, auction members are not prohibited by law from continuing to move subject vehicles through the lines

1. As it was beyond the scope of this article, the author did not research state-specific legislation, rules or regulations that may create liability or establish limitations on the sale of new or used vehicles subject to stop-sale orders or safety recalls. State law issues, however, could and perhaps should, be considered by each auction with local counsel.

2. 49 U.S.C. § 30120(i)(1)-(2); 49 C.F.R. Part 573.11(b).

3. 49 U.S.C. § 30112(b).

4. Senate Bill (“S.B.”) 2559, known as the Motor Vehicle Safety Act of 2014 and S.B. 900, known as the Motor Vehicle Safety Act of 2015 or the Used Car Safety Recall Repair Act, were both introduced in the Senate but neither piece of legislation passed. Various states continue to introduce similar legislation that would only apply to sales and leases within their respective jurisdictions.

5. Fixing America's Surface Transportation Act, Pub. L. No. 114-94 § 24109, 129 Stat. 1312 (2015) (codified in various sections at 49 U.S.C. § 30101 et seq.).

6. 49 U.S.C. § 30120(i)(1). See also 49 U.S.C. § 30120(i)(2) (discussing rules of construction), 49 U.S.C. § 30120(i)(3) (discussing specific rules regarding time requirements for compliance with the sale, lease and rental limitations), and various definitions provided in 49 U.S.C. § 30102

(defining several critical terms, including but not limited to “covered rental vehicle,” “defect,” “interstate commerce,” “motor vehicle,” “motor vehicle safety,” “rental company,” “adequate repair,” and “first purchaser.”).

7. Each auction member should also consult its insurance carrier to determine if its existing coverage is sufficiently comprehensive to defend and indemnify the auction for the types of matters discussed in this article.

of commerce to commercial buyers.

Additionally, the NAAA suggests that each auction member consider the following courses of action to limit potential liability and to engage in positive business practices for downstream vendors and users.

1. Auction members might consider engaging their suppliers and request, or potentially require, that those suppliers identify any outstanding stop-sale orders or recalls for the new or used vehicles that the entity intends to supply to the auction and also certify that all repairs have been completed. This course of action creates a situation where the auction that requires this additional layer of reporting and certification may lose opportunities to move potentially large volumes of vehicles that other auctions may be willing to process without repairs. However, taking such steps certainly should limit or eliminate any potential liability.

2. When an auction is supplied with vehicles from rental companies, or from brokers with rental company inventory, the auction should consider requesting a certification from the supplier that the vehicles from the rental company are in compliance with the MVSA. Effective June 1, 2016, rental companies (as defined in the MVSA) will be subject to specific limitations on the sale, lease and rental of rental vehicles in the company's possession at the time that the rental company receives a notification that a covered rental vehicle contains a defect related to motor vehicle safety. As articulated in the MVSA, not all vehicles from all companies that rent vehicles are subject to the sale limitations, but it may be advisable to require those rental company suppliers to whom the MVSA provisions do apply, to make certain certifications regarding their compliance with the MVSA. This should minimize any potential exposure.

3. When an auction is already in possession of the subject vehicles, the auction member could choose to hold the vehicles subject to the order or recall in auction inventory until the safety matters have been properly repaired by an authorized dealership. This course of action is also potentially costly for the auction in that an auction may be required to hold inventory until parts are available at authorized dealerships, but this course of action is certainly the safest in terms of avoiding potential claims.

4. If an auction does not hold inventory pending repair, the auction, when it advances the subject vehicles to auction, should provide a clear notice and disclaimer, in writing and by announcement during the actual auction that the vehicles are subject to a stop-sale order or a known recall. Individual auctions should consult local counsel in their respective states to ensure there are not limitations on wholesaler sales to dealerships of new or used vehicles subject to stop-sale orders or safety recalls.

In conclusion, the menu of options for

NAAA REMINDS ITS MEMBERS OF ITS "OPEN RECALL AWARENESS" STATEMENT AND ENCOURAGES ALL AUCTION MEMBERS TO USE THE NHTSA VIN LOOKUP TOOL TO ASSESS THE RECALL STATUS OF ALL VEHICLES IT PROCESSES.

auction members handling automobiles subject to stop-sale orders and major safety recalls remains fairly flexible. However, it is always important for NAAA members to ensure each member remains current on the changing laws, limits its own potential liability and remains cognizant of our industry's enduring commitment

to provide safe and affordable options for downstream dealers and users. ■

BY THOMAS E. LYNCH III, ESQUIRE
NAAA GENERAL COUNSEL



presented by: Manheim

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From Star Quarterback to Hollywood Star

>> KEYNOTE SPEAKER TERRY BRADSHAW WILL SHARE INSPIRATIONAL LIFE LESSONS AT NAAA'S 2016 NRC/NAAA MEETING

Four-time Super Bowl champion, Emmy winning broadcaster, best-selling author, actor and country music singer Terry Bradshaw will help kick off the first joint National Remarketing Conference and National Auto Auction Association Convention at the Red Rock Casino Resort & Spa in Las Vegas, Nevada, November 14-18.

The multi-talented and entertaining former star quarterback—who once worked as a used car salesman during the off season in his early NFL career—will deliver his inspirational remarks as the keynote speaker at NAAA's opening luncheon during the Used Car Week event.

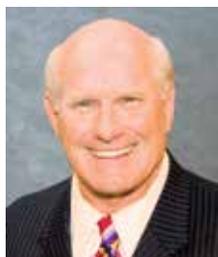
Bradshaw's captivating charisma and personality will energize his audience as he shares a motivational message drawn from both professional and personal life experiences—from football and films to faith and fatherhood.

A native of Shreveport, Louisiana, Bradshaw attended Woodlawn High School, which also produced former Buffalo Bills quarterback Joe Ferguson. He went on to attend Louisiana Tech, where he still holds the single-season passing and total offense records. In 1970 the six-foot-three-inch senior was named a first-team Associated Press All-American and graduated with a Bachelor of Science degree in physical education. Bradshaw was the first player chosen in that year's draft by the Pittsburgh Steelers, where he would become a legendary quarterback.

Playing his entire professional football career, from 1970 to 1983, with the Steelers, he led his team to four Super Bowl wins over six seasons, was a noted Super Bowl MVP twice, a four-time All Pro and a Pro Football Hall of Fame inductee.

Just starting out with the Steelers, Bradshaw also worked as a used car salesman in the off-season to supplement his income back in the day before the advent of multimillion dollar contracts allowed players the financial freedom to focus solely on football.

He was the first quarterback to win



four Super Bowl championships (1975, 1976, 1979 and 1980), an extraordinary feat that has only been duplicated once, by Joe Montana. In those four performances, he completed 49 of 84 attempted passes (nine

for touchdowns) for 932 yards, with just three interceptions while calling his own plays—something rarely done then and unheard of now. He still holds the Super Bowl passing records for average gain per attempt in career and average gain in a game. Bradshaw segued to broadcasting as a guest commentator for CBS Sports' NFL postseason broadcasts from 1980 to 1982, joining CBS Sports as an NFL game analyst in 1984, when he retired prior to that season. Six years later he became a studio analyst on The NFL Today for four seasons. His current dual roles as co-host and analyst on Fox NFL Sunday, America's most-watched pregame program, earned him Sports Emmy Awards in the Outstanding Sports Personality/Analyst category in 1999, 2001 and 2009, and he was named TV Guide's Favorite Sportscaster in 1999.

He has stepped in front of the camera as an actor too, most recently in the upcoming comedy movie *Bastards with Owen Wilson*, *Ed Helms*, *Glenn Close* and *J.K. Simmons*, and the 2006 Paramount hit film *Failure to Launch*. His television roles include a variety of guest star spots on such popular programs as *Everybody Loves Raymond*, *Malcolm in the Middle*, *Blossom*, and *Married . . . With Children*, along with vocal contributions to episodes of *The Simpsons* and *King of the Hill*. In addition to appearances on virtually every talk show on the air, Bradshaw hosted his own, *The Home Team* with Terry Bradshaw, the first talk show to debut simultaneously on

network and syndicated TV.

Bradshaw has also enjoyed success as a country/gospel singer, with two of six albums top-selling gospel records nominated for Dove Awards, while his cover of Hank Williams' *I'm So Lonesome I Could Cry* became a Top 10 country hit. He recorded a family Christmas album and worked with superstar Willie Nelson on a cut for the NFL Country record, which paired current and former NFL stars with renowned country artists.

As a New York Times best-selling author, Bradshaw has published five books: *Looking Deep* (1989), *It's Only A Game* (2001), *Keep it Simple* (2002), *No Easy Game* (1973) and *Terry Bradshaw: Man of Steel* (1979).

Bradshaw has racked up numerous honors during his long, diverse career and his work on behalf of those less fortunate has helped raise both money and awareness while earning the gratitude and respect of countless charitable organizations. Following his 1978 season, he was named NFL Player of the Year by The Associated Press, Sport magazine and the Maxwell Club of Philadelphia. In 1979, he shared a Sports Illustrated Man of the Year award with the Pittsburgh Pirates' Willie Stargell. In 1993, he won the NFL's Bert Bell Memorial Award for significant contributions to the league. In 2001, Bradshaw added another prestigious distinction with the NFL Alumni's Career Achievement Award. The Louisiana Sports Hall of Fame inducted him in his first year of eligibility.

Outside the realm of football, he was named 1999's Man of the Year by the Big Sisters of America, 2000's Father of the Year by the National Father's Day Council, and in 2001 he became the NFL's first and only player to receive a star on Hollywood's Walk of Fame.

Today, the 67-year-old Bradshaw spends his time at his home in Oklahoma, where he breeds championship quarter horses, and with his two daughters, Rachel and Erin. ■

Welcome New NAAA Auction and Associate Members

America's Auto Auction - Houston

1826 Alameda Genoa Road
Houston, TX 77047
Contact: Ben Lange

Rea Family Auction, LLC

1657 Old Whitfield Road
Pearl, MS 39208
Contact: John Rea

Arthur J. Gallagher & Company- Birmingham, AL

2200 Woodcrest Place, Suite 250
Birmingham, AL 35209
Contact: Michael Rohdy

Car Keys Express

828 East Market Street
Louisville, KY 40206
Contact: Jason Ashcraft

Arizona Independent Automobile Dealers Association (AIADA)

540 West Iron Avenue, Suite 201
Mesa, AZ 85210
Contact: Dave Warkentin

Auction Credit

14951 Dallas Parkway, Suite 200
Dallas, TX 75254
Contact: Jason Nichols

Auction Frontier, LLC

568 N. Sunrise Avenue
Suite 330
Roseville, CA 95661
Contact: Scott Blatter

Colorado Independent Automobile Dealers Association

950 Wadsworth Blvd, Suite 101
Lakewood, CO 80214
Contact: Todd O'Connell

PFS Insurance Group, LLC

4848 Thompson Parkway, Suite 200
Johnstown, CO 80534
Contact: Kyle Dufford

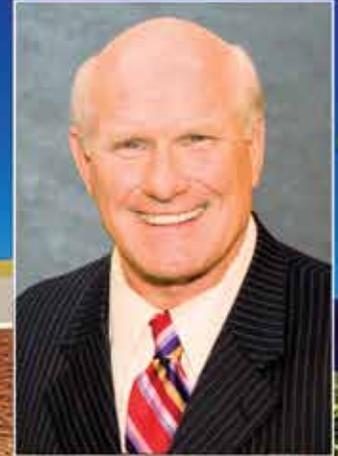
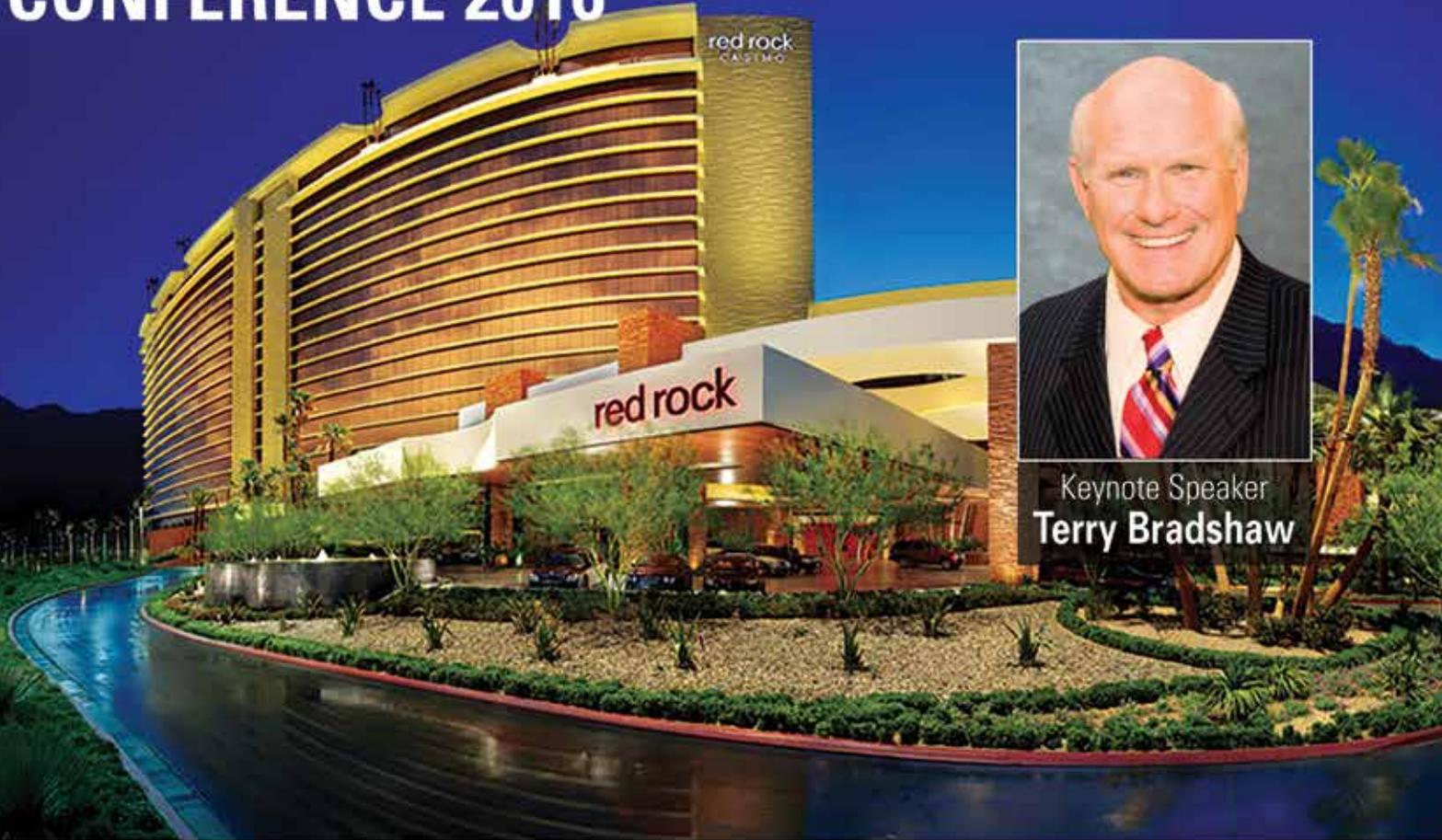


NRC NAAA

National Remarketing & National Auto Auction Association

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Keynote Speaker
Terry Bradshaw



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AUTO ECONOMISTS TOM WEBB AND TOM KONTOS HONORED BY NAAA AND IARA WITH BOBIT INDUSTRY ICON AWARD

There's an old joke that claims Economics is the only field in which two people can get a Nobel Prize for saying the exact opposite thing. But when it comes to Chief Automotive Economists Tom Kontos and Tom Webb, both have delivered decades of accurate, reliable and timely information that has shaped the progress and success of the entire vehicle remarketing industry.

In recognition of their vital contributions that have made a difference in the industry, NAAA and the International Automotive Remarketers Association (IARA) presented Kontos and Webb with the Bobit Industry Icon Award at the 2016 Conference of Automotive Remarketing (CAR) held in Las Vegas in March.

The organizations jointly created the annual award last year to honor the late Ed Bobit, founder of Bobit Business Media, to be bestowed on members of the automotive business community who most exemplify Bobit's leadership, dedication, service and devotion to the ideal of excellence.

Kontos is executive vice president and chief economist for ADESA Analytical Services, while Webb is chief economist for corporate competitor Manheim. In their respective roles they discover trends, identify issues and recommend measures for their companies and the industry.

"When you look at an industry having resources that you can depend on, our two Toms are it as economists," says NAAA Chief Executive Officer Frank Hackett. "They're a couple of the best and brightest we have in the business. Many decisions—big and small—are made based on their research, analysis and conclusions. Everybody who's anybody in the automotive world pays close attention to what they have to say and respects their work."

At the presentation ceremony, IARA President Jeannie Chiaromonte called the award a symbol of trust that Kontos and Webb deserve for following Bobit's vision of "sharing what you know and truly making a difference while doing it."

In his remarks at the event, NAAA

President Mike Browning praised the recipients for guidance that has kept the industry moving forward over the years. "And they do it daily with finesse, strength, leadership, style and honor."

Between them the two men have more than a half-century of expertise as economists.

Webb, who earned an economics degree with honors from the University of Wyoming and did his graduate economics work at Georgetown University, brings 40 years of automotive experience to his position, where he's responsible for accelerating Manheim's customers' businesses and enhancing industry relationships by proactively providing data analysis, expertise and solutions.



L to R: NAAA President Mike Browning; Manheim Chief Economist Tom Webb; ADESA Analytical Services Executive Vice President and Chief Economist Tom Kontos, and IARA President Jeannie Chiaromonte

As a resource for the industry, he provides analysis of used car market activity based on data from all of Manheim's operating locations and associated businesses, as well as industry research. Summaries of his findings are published annually in Manheim's Used Car Market Report and in a mid-year version of the report. He also publishes monthly commentary on www.manheim.com/consulting, produces the Auto Industry Brief monthly and hosts a quarterly conference call for industry analysts.

In 2001, Webb introduced the Manheim Used Vehicle Value Index. By applying statistical analysis to its database of more than 5 million annual transactions, Manheim developed a measure of used vehicle prices that are independent of underlying shifts in the characteristics of vehicles being sold. The Manheim Index is increasingly being recognized in industry circles as a premier indicator of pricing trends in the used vehicle market.

Prior to joining Cox Automotive, Webb spent 26 years with the National Automotive Dealers Association, where he served as a spokesman and analyst for the nation's franchised new car dealers.

Kontos, who holds both a bachelor's and master's degrees in mineral resource economics from Pennsylvania State University, has more than 25 years of experience in market research, financial analysis and strategic planning. In addition to his automotive industry experience, he has conducted economic analysis of the mining, agricultural and construction sectors.

At ADESA, Kontos interfaces with key clients and dealers, Wall Street and automotive analysts, and members of the media to provide information and insight on economic trends in the vehicle remarketing industry. He performs a variety of analytical services, generating periodic reports on used vehicle price trends, web-based information products, dealer surveys and other strategic studies for both ADESA's used vehicle and salvage businesses. Kontos also plays an integral role in developing remarketing strategies with ADESA customers, including large dealer groups.

In addition, Kontos is the author of Global Vehicle

Remarketing and Pulse, which provide comprehensive analysis of strategic trends and issues relating to the remarketing industry in North America. These publications are often cited in the trade press, and honored with the prestigious APEX and Keystone awards for excellence in investment and financial materials. Prior to joining ADESA, Kontos helped launch and was the principal author of the ADT Automotive Used Car Market Report.

A Washington, D.C., native, Kontos has taught at Birmingham-Southern College and Trevecca University and participated in the Master of Liberal Arts and Science Program at Vanderbilt University.

The two economists are the first to receive the Industry Icon Award following its inaugural presentation to Bobit's son Ty, president and CEO of the media giant founded by his father in 1961, at the 20th annual CAR meeting last year. ■

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Brasher: Auction Business is 'Our Life'

John Brasher was only 14 in 1986 when his grandfather and family business patriarch—who shared his first name, but went by Frank—passed away.

But his grandfather's reputation in the business provided more than a wealth of stories for John Brasher, who shared a few of these with Auto Remarketing last month, just after ADESA agreed to purchase the family's eight auctions.

Unable to serve in World War II because of eye damage from a car accident, Frank Brasher—whose father ran a sheep ranch and did carpentry on the side—moved from his native southern Utah to Salt Lake City and opened up a barber shop.

The shop was about 10 to 15 feet wide and 20 to 30 feet long, John Brasher estimated. At the back was a curtain, and behind it was a cot, hot plate and a sink. That's where Frank Brasher lived.

Then the war ended, and auto manufacturing eventually ramped back up. That's when a customer at the barber shop helped spur a business idea.

"He had a car dealer who was his customer," said John Brasher. "He was cutting his hair one day, and this car dealer said,

'Hey, you've got a lot of traffic here. Why don't I give you this car? You put a for-sale sign on it in front of your barber shop, and if you sell it, I'll pay you a commission.'

"And so, Grandpa did that and he got the commission, and he said, 'Hey, this commission's pretty good. This is like two months of haircuts. That's a pretty good deal,'" John Brasher said.

That led to more of the same and, eventually, Frank Brasher jumping into the auto business.

"THIS IS OUR BUSINESS. WE'RE NOT THAT OLD, AND WE LOVE IT. IT'S OUR LIFE."

JOHN BRASHER

Brasher got into RV sales and, his grandson says, claimed he had the first buy-here, pay-here business west of the Mississippi River

"And I never heard anyone to refute him, so I'm going to claim that it's true," John Brasher said with a slight laugh.

But Frank Brasher's real passion was wholesaling cars, his grandson said, because of the quick turn.

By the late 1940s, John Brasher said, auto auctions began hitting the scene.

Frank Brasher would attend the sales, and started his own auction in 1949.

The Brasher family, and the multiple generations that have followed in his footsteps, have expanded the business throughout the Western United States.

The group currently sells about 190,000 a year, said Jim Hallett—chairman and chief executive officer at KAR Auction Services, parent company to ADESA—in his company's latest quarterly earnings call.

Some six-plus decades after the family entered the auction business, the legacy will stay in place. The Brasher's auction locations will maintain their leadership. The move to sell was designed to help counter some of the logistical challenges of 10 shareholders transitioning to fourth-generation ownership.

"We're all staying on," John Brasher said. "We didn't sell it because we wanted to get out of the business. We sold it to save the family dynamic, and to preserve our family relations. We're staying on. This is our business. We're not that old, and we love it. It's our life." ■

BY JOE OVERBY

EDITOR, AUTO REMARKETING TODAY
THE SOURCE OF THIS ARTICLE IS THE MARCH 1, 2016
ISSUE OF AUTO REMARKETING.

Second Class of ADESA-Only Students Graduates from the Canadian Auction College

Keeping up the auctioneer tradition, ADESA Canada recently graduated eight more employees from the Canadian Auction College. The group included

employees from sales, marketing, inspections and fleet management.

Here's what Binghao Feng, marketing coordinator at ADESA Vancouver, had to say about the experience:

"It was a great learning opportunity that I thoroughly enjoyed. In addition to developing a new skill, I felt it was valuable to experience the auction from this perspective. Everything we do on a day-to-day basis on the back end all comes down to what happens in our auction lanes. I can't wait to get up on the block to practice and improve on what I've learned." ■



ADESA Auctions Named Top Performers of 2015



ADESA is proud of the award-winning auctions that were recognized by the following business partners for excellent performance in 2015.

VW Finance

Volkswagen Finance recognized ADESA Montreal as a 2015 Top Performer in two categories: Auction of the Year and Vehicle Reconditioning. ADESA Montreal is a repeat recipient, having earned Top Performer status in 2014 also.

Fiat Chrysler Automobiles (FCA) Remarketing

ADESA Kansas City won top honors as FCA's Auction of the Year 2015 in the United States. Third place honors went to ADESA Golden Gate. Adding to its list of accolades, ADESA Montreal won FCA's Auction of the Year 2015 in Canada. ADESA Winnipeg and ADESA Tilbury also earned Top Auction status from FCA.

Element Fleet Management

Element Fleet Management recognized four ADESA auctions with Remarketing by Element Awards.

In Canada, ADESA Edmonton earned the National Above and Beyond Award, Canada, which honors the auction that showed innovation and risk-taking to think

outside the box with a successful result.

ADESA Toronto earned the award for best overall operations, and ADESA Montreal earned the award for best overall promotion.

In the United States, ADESA Minneapolis earned silver recognition for best overall performance in the Midwest region.

Ford of Canada

The Ford Auction Quality Awards are given in recognition of the facilities' outstanding contribution to auction quality excellence. Performance is measured by evaluating operational processes coupled with satisfaction scores from Ford of Canada dealers across Canada.

The 2015 Auction Quality Award winners were:

Group A: ADESA Montreal, with an overall score of 9.02 on a 10-point scale

Group B: ADESA Quebec City, with an overall score of 9.00 on a 10-point scale

With an overall score of 5.00 on a 5-point scale, ADESA Halifax earned Ford of Canada's 2015 Reconditioning Excellence Award, which recognizes the facility with the highest satisfaction rating in the area of automobile reconditioning from Ford of Canada dealers. This was ADESA Halifax's fifth consecutive award. ■



L to R: Manheim Denver Assistant General Manager Mark “Pitch” Piccinati; Lincoln Tech Campus President Al Short; Lincoln Tech Director of Career Services Ken Phipps, and Manheim Denver Human Resources Manager Maria Jones-Newman.

Manheim Denver Recognized

>> LINCOLN TECH NAMES COLLISION PROGRAM EMPLOYER OF THE YEAR

Lincoln College of Technology named Manheim Denver Collision Program Employer of the Year for 2015 on February 1, for its initiative to give undergraduate and graduate students real-world exposure to the automotive industry through a career development program it created in partnership with Lincoln Tech.

As part of the program, students were invited for a behind-the-scenes tour of the Manheim operation, located in Aurora, Colorado. The students gained hands-on experience of intake, the body shop, the mechanic shop and detail facilities, as well as observing the auction sale day in action.

In addition, Manheim team members spoke at the college on the remarketing industry several times throughout the year.

“We were excited to partner with the excellent program at Lincoln College of Technology to help prepare these students for the future opportunities in a changing industry through real life application,” said Tim Van Dam, general manager, Manheim Denver.

So far, Manheim Denver has hired 30 students as part-time team members, two students as full-time body shop team members and one student as a full-time technician as a result of this program. ■

On The Move at Manheim

Manheim recently announced two key corporate hires, Doug Keim as SVP



KEVIN CHARTIER

of Client Experience and Kevin Chartier as VP of Commercial Sales. Keim will be responsible for improving dealer and commercial client satisfaction and profitability while Chartier, a former Nissan remarketing executive, will focus on the overall growth of Manheim’s commercial business.



DOUG KEIM

Manheim named Joey Hughes as the new general manager for Manheim Pennsylvania. Hughes will be responsible for all

aspects of the auction’s operations, over both its internal workforce of 1,600 full-



JOEY HUGHES

and part-time employees, as well as externally over Manheim’s large customer base. Additional general manager appointments, each bringing at least 20 years of experience in the automotive remarketing industry, include Butch Herdegen Jr. to Manheim Jacksonville and Manheim Daytona Beach, Ellie Johnson to Manheim Statesville, Doug Kramer to Manheim Atlanta and Cade Rindfleisch to Manheim Utah. ■



ELLIE JOHNSON

Manheim Rocks in Cleveland

Wholesale used car inventory options for Ohio dealers have expanded with the opening of Manheim Cleveland on March 2 at 4720 Brookpark Road. Located on seven acres, the 2000-square-foot facility features three auction lanes and limited mechanical and conditioning facilities with Post Sale Inspection functionality. Weekly sale days take place on Wednesdays at 9:30 a.m., with approximately 500 vehicles expected to run through the lanes each week. While a wholesale dealer-centric auction, sales of repossessed vehicles are open to the public according to state ordinances.

“We are opening in response to requests from local dealers for an auction that serves the Cleveland market,” says Alan Lang, vice president of Manheim Local & Mobile. “This demand coincides with our market intelligence that revealed the Cleveland market is underserved, presenting exciting opportunities for Manheim and dealer clients.”

Over the next few months, Manheim Cleveland will be adding full-time and part-time team members including: vehicle inspections, detailing, reconditioning, sales staff, sale-day support and operations. Manheim Cleveland is also supporting the local Cleveland Red Cross chapter by donating \$10 for each new dealer registration at Manheim Cleveland through April 10, as well as the proceeds from a vehicle that will be auctioned during its Grand Opening on April 20. ■



Alan Lang, Vice President Local Division, left, and Randy Beil, Vice President Mobile Strategy.

Ontario Auctioneers Championship

ADESA Canada was well represented at the recent Ontario Auctioneers Championship. Of the 24 auctioneers competing, seven were from ADESA Canada, three in the novice category and four in the experienced division.

Three ADESA Canada auctioneers have been at this less than a year, having graduated with the first ADESA-only class at the Canadian Auctioneer College last February. They were chosen from among their peers to represent the company because of their demonstrated skills and technique. ■

ADESA Canada's representatives were:

Novice

- Cathia Bégin
- Scott Rennie – made it to second round
- Matt McLeod – made it to second round

Experienced

- John Lewis
- Anthony Gravelle – made it to second round
- Mike Kindiak
- Jennifer Dickenson – made it to second round



ADESA Canada auctioneers from left to right: John Lewis, Anthony Gravelle, Mike Kindiak (Magic), Jennifer Dickenson, Cathia Bégin, Matt McLeod and Scott Rennie



FAR LEFT: Cathia Bégin of ADESA Quebec City and Scott Rennie of Toronto

LEFT: Jennifer Dickenson and Anthony Gravelle

AUCTION COMMUNITY

Southeastern Auto Auction of Savannah Breaks Records



>> SUPPORTS SHRINERS HOSPITAL FOR CHILDREN

Southeastern Auto Auction of Savannah held its second annual Cars, Cash & Caring Sale on Wednesday, February 24.

The 'Cars' portion of the sale featured a large run of vehicles offered to a record-breaking number of dealers in attendance.

The 'Cash' portion of the sale featured \$25,000 in cash and prizes that was given away after the sale. This consisted of \$15,000 cash, Samsung Ultra 4K televisions, Bose sound systems, Yeti coolers, drones and much more.

The 'Caring' portion of the sale featured a donation of over \$5,000 to Shriners Hospital for Children. This donation came from money raised through 50/50 drawings and an auction contribution for every transaction made over the previous five weeks. Shriners Hospital for Children is committed to providing the best care for children in the specialty areas of orthopedics, burn care, spinal cord injury and cleft lip and palate, regardless of the family's ability to pay.

"It was a great day for selling cars, giving away prizes and helping a great organization like Shriners Hospital for Children. Our generous dealers always come through when given an opportunity to help," stated auction Vice President Bill McCready. ■



A Member Moment

I would like to share what happened to me in 1983 at my first NAAA convention in Chicago.

I arrived at this big city and we were at a beautiful downtown hotel and I was as nervous as a long-tailed cat in a room full of rocking chairs. I just walked around acting like I knew what I was doing and went to meetings to hear what was going on in the auction world. Then I ran into Jack Charlesworth. I knew him because he lived next door to us in Ruston, La., where I was born years ago.

Later that night, Jack was speaking at the main event because he was the new upcoming president of NAAA. He stated to everyone that he was told that when you have a speech to make that something will happen to make you adlib with your speech. He said that he ran into Frank Post, a GM of an auction in Texas, and we use to live next door to each other and that he used to change his diapers. This was not how I wanted everyone to remember me. After I got home I called my mom and dad about who I met and what he said about changing my diapers when he lived next door; they just burst out into laughter and said "Hell, Jack never changed his own children's diapers."

Jack Charlesworth was a great neighbor and was absolutely great for NAAA (not so good for diaper rash babies). ■

BY FRANK POST
GENERAL MANAGER, ROCKWALL AUTO AUCTION



From Modern Exotics to Timeless Classics

>> MANHEIM RIVERSIDE HOLDS '100 GRANDER' VEHICLE SALE

Dealers from near and far had a rare opportunity to purchase exotic and classic cars at Manheim Riverside's annual 100 Grander sale on Wednesday, February 10. The sale offered more than 150 Exotics and, new to this year's sale, 100 Classic Cars. The luxury brands featured in the sale included Audi, Bentley, BMW, Lexus, Porsche, Rolls Royce, Maserati, Lamborghini, and McLaren. Classic cars from Ford, Chevrolet and Porsche were also offered. ■

KAR Auction Services Launches Volunteer Program in Honor of Leap Year

On February 29—Leap Year Day 2016—KAR Auction Services launched its Leap Into Service community program.

As a part of Leap Into Service, KAR is giving all of its 10,500 full-time employees across North America eight hours of paid time off to volunteer with the charity of their choice. Employees are encouraged to volunteer with family, friends or colleagues, and can choose to do so any day between Leap Day and the end of this year. The program means to encourage

community involvement, which is one of the company's core values.

"KAR Auction Services is dedicated to serving the communities in which we live and work, and we are always looking for innovative and fun ways to give back," said Hallett. "We recognized the extra day we get this Leap Year as an excellent opportunity to make a meaningful difference in the many different communities we are a part of across the country." ■



Like a Good Neighbor, Manheim Detroit Cares



With the nation paying attention to the terrible water crisis in Flint Michigan, Manheim Detroit team members are showing they care about their Manheim Flint team members and the Flint community.

Flint's tap water became contaminated with too much lead after the city switched its water supply in 2014 to save money. Manheim Detroit Human Resources Manager Diane Maccani has worked with the local Red Cross to organize a t-shirt sale to benefit the Flint

community. T-shirt costs start at \$10, with \$5.25 going to the local Red Cross.

The Red Cross is coordinating with government and community partners, visiting more than 27,000 homes to provide relief supplies and offer support services. Volunteers have distributed more than 60,000 items, including cases of water, water filters, and educational materials and testing kits. They are also serving meals and snacks—more than 7,700 to date for volunteers on the operation. ■

ADESA Phoenix Raises Nearly \$20,000 for JDRF

ADESA Phoenix hosted a charity auction that raised nearly \$20,000 for the Juvenile Diabetes Research Foundation (JDRF). The event was held in conjunction with the auction's Sixth Annual Legendary Sales Week events.

With Ford as a partner for this charity event, ADESA Phoenix auctioned two items: The first was a signed and framed poster depicting the many styles of Mustangs throughout the years, which sold for \$2,000. The second item on the block was a 2002 Ford Thunderbird, which brought in \$16,500.

Sports and music memorabilia sold through silent auction brought in an additional \$1,000 toward the total donation.

"The crowd who joined us for Barrett-Jackson and our own Legendary Sales Week events brings a lot of excitement. After a visit from the JDRF Ambassadors—the kids actually affected with diabetes—that crowd was moved to make a difference with their generous donations," said ADESA Phoenix General Manager Ryan Edwards. "Our auction supports diabetes research all year, but this event brings lots of people into the fold. That's why this is one of my favorite weeks of the year."

ADESA Boston, ADESA Buffalo and ADESA Indianapolis also organize a variety of events each year to raise funds for JDRF and contributed to the purchase of the 2002 Ford Thunderbird that was auctioned at ADESA Phoenix. Since 2012, ADESA auctions have collected more \$550,000 for JDRF.

ADESA and Ford have long supported JDRF, an organization focused on curing Type 1 diabetes, a disease that affects so many lives. ADESA joined the Ford Global Action Team in 1998 and has been partnering with Ford, the number one global partner of JDRF, in numerous fundraising efforts ever since. ■

