

ON THE BLOCK

THE OFFICIAL MAGAZINE OF NAAA



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NATIONAL AUTO AUCTION ASSOCIATION

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Nicole Graham-Ponce » General Manager » Manheim Dallas-Fort Worth

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IN THIS ISSUE

ON THE BLOCK MAGAZINE VOL. 4 NO.3

FEATURES

12 **Cover Story**
NAAA names Cam Hitchcock a Warren Young Fellow.

14 Five NAAA member auctions celebrate their 70th anniversaries in 2017.

COLUMNS

04 **President's Message**
Jerry Hinton announces the creation of the National Auto Auction Association Distinguished Service Medal.

05 **Legal Briefs**
NAAA general counsel explain procedures to follow when a dealer buyer defaults on its line of credit.

06 **Arbitration Corner**
Matt Arias discusses the value of arbitration risk management.

Safety First
Michael Rohdy talks about investing in cyber insurance.

07 **Marketwise**
Doug Hadden, executive director of Dealer Consulting for ADESA, provides a list of seven free online auction tools.

08 **Association News**
Get caught up on NAAA news and find out who will be the next keynote speaker at the NAAA Convention in November.

20 **Auction News**
Auctions nationwide are busy at work in the lanes and in their communities.

23 **Auction Community**
Member auctions show their support and community involvement through a host of fundraisers and special events across the country.



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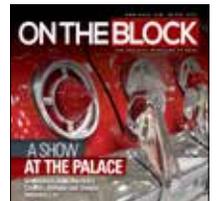
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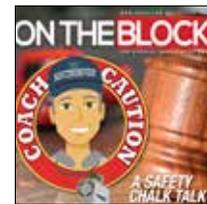
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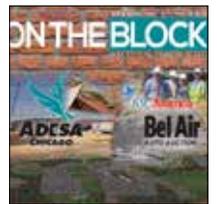
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FOR GOODNESS SAKE

I'm sure we were all told during our childhood that goodness is its own reward. (Although Lauren Bacall once asked, "If goodness is its own reward, then shouldn't we get a little something for being naughty?") And honestly, it's true there's no denying that feeling of satisfaction and happiness we get when we perform a good deed.

Yet I've always believed it's important to recognize significant acts of selflessness

that display a level of courageousness and compassion above and beyond our everyday duty to be kind to others. Those individuals deserve a tangible symbol of their humanitarianism as well as a token of appreciation celebrating their actions.

That's why I'm delighted to announce the creation of the National Auto Auction Distinguished Service Medal. As the highest honor to be awarded by NAAA, the medal is to be "bestowed upon a



NAAA PRESIDENT
JERRY HINTON

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person employed by a member of the National Auto Auction Association for a conspicuous act of heroism in circumstances of extreme danger, without regard of risk to oneself, to save the lives of others."

A handsome decoration with ribbon to be draped about the neck, has been designed and the Board of Directors has selected the first honoree, who will receive the medal at a presentation ceremony during our annual convention this November.

I'm afraid I must keep the recipient of the first Distinguished Service Medal confidential until then, but I'm pleased to reveal an additional new recognition authorized by the board — the NAAA 100% Safety Certified Award. This is to be presented to NAAA members for ensuring that their auctions are safer places to work and do business by encouraging all full- and part-time employees to complete our Auction Safety Certification and Lane Safety Training Program.

More than 5,000 people have been safety certified by our program since its implementation a little over a year ago. However, I urge every auction to join our colleague, Cam Hitchcock, chief executive officer of the XRate Group, in his pledge to see that all employees are safety certified. Safety training is a top priority, not just to reduce risk and control costs, but to protect your most valuable assets — staff and customers — from injury by ensuring your auction is a safe place to work and do business.

Promoting a safer work environment is a good deed that has its own rewards. But to learn more about these two new NAAA honors and how to apply for them, go to our web site at naaa.com.

I'm proud that there's no shortage of goodwill among our membership. It's obvious from all the public service and charitable efforts that giving back and helping others is in our DNA. I hope by rewarding goodness we can replicate that humane spirit throughout our industry.

Now when it comes to Ms. Bacall's suggestion about getting a little something for being naughty, well, let's table that discussion for another day. ■

WHEN FIRST PLACE MATTERS MOST...



BY THOMAS E. LYNCH, III AND JEREMY S. SCHOLTES
NAAA GENERAL COUNSEL

It is just another day at the auction house and buyers are milling around waiting for autos to start flowing across the floor. As the day winds down, the floor clears and those autos are loaded onto trucks or driven off by the dealers to take up a brief residence on a car lot or continue through the sales pipeline to some other commercial entity or a consumer, the auction transitions over to balancing its books. Payments will be made to wholesalers, cash and drafts deposited and lines of credit updated. All is well until one of those dealer buyers defaults on its line of credit or one of its drafts is declined at the bank. What does the auction do now?

COMMON SCENARIO

For any auction in the industry for some appreciable period of time, this situation has arisen or will surface in the not too distant future. Should the dealer fail to make full payment for the financed autos, the auction will likely want to repossess some or all of the purchased autos from the dealer. However, for dealers with troubled credit, there may be other parties that also have an interest in the auction-financed autos such as floor-plan lenders, other dealer creditors and downstream third-party buyers. The auction, therefore, might consider using the Uniform Commercial Code (“UCC”) to “perfect” a priority security interest in the collateral autos so that the auction can legally repossess the autos free and clear of other creditors or, at least, repossess with the confidence that it has a strong position vis-à-vis other potential secured parties and creditors.

If the auction complies with the UCC and other relevant state and federal statutes, most often including Certificate of Title Acts (“COTAs”) and bankruptcy laws, those first priority security interests or liens should continue to encumber the autos until the debt is paid or until severed by a buyer in the ordinary course of business. Accordingly, the UCC, or the applicable commercial code for the relevant jurisdiction that is based in whole or in part on the UCC, may be important for an auction that extends credit to a buyer. To that end, let’s take a moment to briefly discuss the UCC and how an auction can “attach” to the collateral autos and then “perfect” its interest in the autos.

THE UCC

In general, the UCC is a comprehensive set of laws that govern commercial transactions and business dealings. As with most “uniform” codes, the concept



is that most or all states adopt the uniform code in whole, or at least substantially unchanged, in order to create a harmonized set of laws and regulations across the country for interstate commerce activities involving contracts for transfer or sale of real property and the supply of goods, financing mechanisms, leases, security instruments and other matters. Nearly every state in the country has adopted the UCC in some form.

ATTACH AND PERFECT

As a starting point, auctions must “attach” to certain collateral. While there are a number of requirements for attachment, for purposes of this article, let us assume that value has been given and that the auction has rights in the collateral, and focus strictly on the third requirement for attachment – that the dealer must authenticate a security agreement that provides a description of the purchased autos that serve as collateral. Importantly, the security agreement needs to be more detailed than the UCC-1. The auction should, at minimum, account for the following at the security agreement stage of attachment:

- Full legal name of the dealer;
- Description of the nature of the credit relationship or guaranty by the dealer;
- Authorization from the dealer that the auction may file a UCC-1 and any other filings necessary to perfect the auction’s security interest;
- Sufficient description of the collateral (e.g., “all equipment, inventory, accounts and sale and insurance proceeds”); and
- Authentication by the auction and an authorized representative of the dealer. Concerning “perfection,” the UCC specifies various requirements for an UCC-1. In general, the financing statement must include:
 - Debtor’s full legal name (matching the exact name on the security agreement);
 - Debtor’s address;
 - Identification of whether the debtor is an individual or an organization;
 - If an organization, specify the type (corporation; limited liability corporation;

- partnership; etc.);
- The organization’s jurisdiction, principal place of business or jurisdiction of its chief executive office, as appropriate;
- Secured party’s full legal name;
- Secured party’s mailing address;
- Description of the collateral; and
- Any other required content as specified by individual state commercial codes.

These requirements are not only important for the auction to “perfect” its interest so that it can secure a first position security interest, but also so that any other party that checks a state database can clearly identify the auction as a secured party and its position relative to other potential lien creditors, bankruptcy trustees and general claimants. In large part, this process is about notice to all players in interstate commerce.

CONCLUSION

The takeaway in this article is that if an auction allows a dealer to leave its premises with purchased autos (and in some circumstances the respective COT) without payment by cash, certified funds or a bond that covers the entire purchase value, the auction places itself in a position where it has little recourse other than filing a breach of contract action if the dealer fails to make full payment on the purchase. A security interest at least gives the auction a fighting chance to get paid if the dealer defaults. For further discussion about the subject matter in this article, please refer to the NAAA’s webpage and consult with a lawyer competent in the commercial code in your particular jurisdiction. ■

NOTE: This article was prepared by the National Auto Auction Association’s legal counsel for educational purposes only, and should not be relied upon by readers as legal advice. Any reader who is interested in further exploring the topics discussed in this article should contact a practitioner in their home state for specific legal advice.

THE VALUE OF ARBITRATION RISK MANAGEMENT



BY MATT ARIAS
DIRECTOR OF ARBITRATION, MANHEIM

During my years in arbitration I have learned the importance of risk management, which includes incident prevention, warning, and suppression to mitigate damage from potential events.

For example, fire codes require buildings to include both fire alarms and an authorized suppression system like ceiling sprinklers. Statistics show us sprinklers typically contain more than 90 percent of a fire. These controls have two distinct primary functions: The alarm warns people of a fire and the sprinklers attempt to contain it. The more important question I believe is: How do we prevent the fire from happening in the first place?

For most auctions, the arbitration department only reacts to an issue (e.g., the sprinkler system) stemming from a dispute between buyer, seller and sometimes the auction itself. I have found most disputes include but are certainly not limited to:

- A required disclosure by the seller wasn't made.
- A disclosure was made, but it did not explicitly identify the real issue.
- A buyer's claim does not meet the

eligibility requirements for arbitration.

- A complaint about an auction's product or service.

Arbitration metrics (the fire alarm) are an excellent source to start with when analyzing your selling or buying risks. These metrics can warn management of developing problem areas that require attention. They should, however, only establish a baseline. More detailed process metrics, or quality at the source, should be established at the root-cause level, along with ways of improving outcomes (e.g., fire suppression) and changing processes to keep potential issues from happening (e.g., prevention).

Once the issues are identified, their frequency, detection methods (controls) and effects should be captured. This will help us better understand the severity of certain issues and aid in prioritization of problem solving. Understanding your total value stream from a buying or selling point of view will improve understanding of where these issues originate and how they affect steps downstream.

The main benefits of risk management

in arbitration include:

- Policy disclosure compliance and arbitration prevention.
 - Helps avoid issues internally and externally.
- Optimizes operating performance that reduces arbitration.
 - Improves the understanding of the full range of risks facing your entire value stream.
 - Helps identify best practices and strategy risks.
 - Sustains or improves your brand.
 - Be the seller everyone buys from.
 - Be the buyer every seller looks for.
 - Shareholder value enhancement.
 - Better returns.
 - Faster process.

You have multiple choices to mitigate risk. The simple choices are avoidance or prevention, reduction, transfer or acceptance. Knowing your entire value stream will help you mitigate risk where it matters most to support your company's goals and industry compliance requirements.

Please let us know how we can help at www.naaa.com. ■

SAFETY FIRST

NOW IS THE TIME TO INVEST IN CYBER INSURANCE



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

Based on advice offered by Frank Abagnale at the 2017 NAAA/CAR Conference in March, my debit card has been collecting dust. Mr. Abagnale's escapades as a teenage con artist are legendary, and his work as an FBI agent investigating the country's most elaborate cyber and white collar schemes qualify him as an expert in anyone's book.

Why put my money at risk when the credit card company is practically begging me to use its card? Should someone steal my credit card information, that person would wreak havoc with the credit card company's money. If the same were to happen with my debit card, then I would stand the risk of being out of pocket until the bank was either willing to bail me out or the crime was investigated and solved, and restitution not only ordered by the court, but paid by the perpetrator. Good luck.

The Midwest Chapter of the National Auto Auction asked me to give an update on the Safe T. Sam program and relay the most prevalent auction exposures. Though the

topic was mainly safety driven, I couldn't resist the opportunity to mention that cyber liability was one of the bigger threats each auction faces. I wrote an article, for the May 2014 issue of "On the Block" titled, "Mitigating Cyber Risk: Identify Your Exposure and Develop a Plan." It detailed the many risks associated with cyber liability. Mr. Abagnale drove home the point that cyber criminals are not only malicious, but cunning. I'm not sure where cyber criminals congregate to discuss "industry" developments, but while we gathered in Las Vegas to discuss what is happening in the remarketing industry, cyber criminals were somewhere developing and innovating new ways to attack businesses and steal identities.

Mr. Abagnale mentioned specifically that stolen identities are often warehoused and not used for a number of years. The value of a single stolen credit card is significant, but the value of a person's total identity is nearly priceless. Cyber policies provide

a number of coverages, including business interruption due to a cyber-attack, but given the amount of personal identifiable information that is collected and distributed by auto auctions (even if for a short period of time until it is sent to a third party), it would be wise to invest in risk management and insurance to mitigate that risk alone. States vary in their requirements of businesses that have been subject to a cyber breach, and credit monitoring, fines, and resulting third-party liability claims (and mere defense of claims) can be devastating.

In our office, we've seen a 15 percent increase in the purchase of cyber policies from auctions in the past 12 months. Based on the points driven home by Mr. Abagnale, in his fascinating tale of crime and corruption, and the feedback at the Midwest Chapter meeting, I would expect that percentage to double in 2017. Cyber policies are reasonably priced, so take a moment to discuss with your insurance agent at your next renewal if not before. ■

SEVEN FREE ONLINE TOOLS FOR CAR DEALERS

BY DOUG HADDEN,
EXECUTIVE DIRECTOR
DEALER CONSULTING SERVICES
ADESA



Auto auctions, whether they are in-lane or online, want to do everything they can to help you buy and sell more cars. For that reason, most auctions give dealers free desktop and mobile tools and services to make it easier. After trying one or all of these free services, I can guarantee you'll never go back to the old ways again!

Since the internet is a big place, here is a list of seven free online auction tools to give you a better understanding of what's out there.

1. Run List

Typically, a physical auction's run list is found in giant stacks on tables in the auction lobby, and it usually consists of 100,000 pages (give or take a page) that dealers have to sift through to find the information on the cars they want to look at.

To make it easier, auctions also put the run list entirely online for easy access on your desktop or mobile device! This helps reduce time spent at the auction and makes it easier to find the vehicles you need to buy.

2. Saved Searches

Every buyer knows the type of vehicle that they can sell fast and that makes them more money. Those are the ones you search for over and over. With online saved search, you just set up your search criteria once and save it, and it's always there for the next time. Once your saved search is set up, you'll be notified by text or email alert every time a matching vehicle is added to the run list. Then you can take action right away. You don't want to miss the good cars, do you?

3. Watch List

Most buyers think they know the wholesale value on every car, but with the huge number of makes, models and options, that's just not reality anymore. Before you buy or sell a vehicle you can put that type of vehicle on a Watch List and keep track of the activity on that vehicle, to see how many bids that kind of car gets, how fast those cars sell and how much they sell for, giving you the info you need to make great buying and selling decisions.

4. AutoBid

AutoBid is quite possibly the greatest invention since sliced bread. When you go to the physical auction, there's always a chance of getting caught up in the excitement of bidding in the lanes, and you end up paying too much. But with AutoBid, you can set the price that you want to pay, and then walk away.

For example, if you set your max bid at \$15K and the last bid is \$14,300, you own the vehicle. If the price goes to \$16,800, the system automatically passes on it and notifies you that you were outbid. When the



>>Most buyers think they know the wholesale value on every car, but with the huge number of makes, models and options, that's just not reality anymore.

auction is over, you'll be able to look at the data and find out how much you lost by. No surprises. Full disclosure.

5. IMS Integration

By integrating your inventory management system (like AAX, vAuto, FirstLook and others), you can streamline wholesale buying and selling to make it even easier to find the cars you need for your lot and to get rid of the ones you don't need.

6. Favorite Auction

The Favorite Auction feature is another really useful tool for dealers. Whether your favorite physical auction is nearby or hundreds of miles away, mark that location as a favorite. Then you can use it as a shortcut to join a sale or view that auction's run list.

7. People

Whether you're buying or selling, in-lane or

online, it's still about the people. You need to be able to pick up the phone and call somebody at the auction who knows you, to help you take care of the details—gate passes, arbitration, titling, funding—anything that you might have a question about. Even though it's a digital world, people still make it happen!

We've barely scratched the surface of what's available by talking about these seven tools. There's plenty more where they came from. If you haven't tried any of these tools, go ahead and try at least one or two. The auctions want you to use them, they'll be happy to help you learn how, and you'll be glad you did. ■

CHAPTERS TO COMPETE IN NEW CHARITY FUNDRAISER



Following the old proverb that charity begins at home, the National Auto Auction Association's four chapters have created a new fundraiser that will benefit a cause in their respective regional communities—and it promises to spark a little friendly competition!

Earlier this year the boards of the Eastern, Southern, Midwest and Western chapters agreed to hold a Charity Auction Contest during the President's Gala at the 2017 annual convention in November. Currently in the planning stages, the initiative was proposed by the chapters as a way to build on Past President Mike Browning's successful efforts to encourage member philanthropy and volunteerism.

The rules are simple, but should make for an entertaining event. Each chapter can spend \$10,000 from its account on an item or items for its auction, but may solicit donations to increase that expenditure. An auctioneer and ringmen of each chapter's choosing will conduct the auctions, which will provide an exciting opportunity to see some of the best in the business battle for the highest bid.

And there's another little twist: The chapters are challenged to find items to go on the block that aren't easily purchased or perhaps not even usually for sale! What each chapter puts up for bid is to be kept under wraps so as to surprise their competitors.

The chapter that raises the most money can claim victory, but everyone comes out a winner because all of the proceeds from the contest will go to the charity or multiple charities of each chapter's choice in their region. ■

FROM INTERN TO RETIREE

GM REMARKETING MANAGER DAN KENNEDY, AN INVALUABLE FRIEND TO THE AUTO AUCTION INDUSTRY, ANNOUNCES HIS RETIREMENT AFTER A 40-YEAR CAREER



Dan Kennedy

As a student at Michigan's Oakland University in 1977, Dan Kennedy took an internship at General Motors. Now, four decades later, the manager of GM's entire U.S. remarketing operations has decided it's time to leave.

"After 39 years with GM I have announced to my management and team my intent to retire, which should be sometime before June," states Kennedy. "I've been very fortunate and blessed to develop many professional relationships as well as friendships in the industry. I cherish all of them and sincerely appreciate everyone's efforts over the years helping me, and the GM team, to be successful through some interesting and challenging times. I take with me fond memories of these times, all the various adventures we've shared, and our many accomplishments."

Kennedy spent the past 31 years performing various roles in the corporation's remarketing organization, including being named in 2010 to his current executive position responsible for managing one of the largest used-vehicle portfolios in the industry.

During those years he was involved in the sales of 15 million vehicles at auction and watched the industry evolve. His company colleagues praise him for being a good mentor, teacher and friend, as well as a willing student, always ready to learn and innovate.

Equipped with such experience and qualities, Kennedy proved to be an invaluable friend to the National Auto Auction Association family in understanding the industry's needs.

"From a remarketer's aspect, Dan has always done an excellent job in preparing vehicles for our member auctions," states NAAA Chief Executive Officer Frank Hackett. "His support has been extremely helpful in facilitating a smooth working relationship with our industry, especially during intense times of transition in implementing changes, such as has occurred in the recent recession."

Hackett adds that Kennedy's accessibility, availability and willingness to assist NAAA members made him an admirable business partner and a worthy inductee in the association's Hall of Fame, which occurred in 2011. "Dan truly will be missed; we wish him the best."

He was also named ServNet's first-ever National Remarketing Executive of the Year in 2013 and received Bobit Business Media's Industry Leadership Award at the 2017 Conference of Automotive Remarketing in March.

Kennedy embarked on the career path that brought him to such professional honors in 1978, joining the GM Finance Group after graduating from college with a finance degree.

He then worked in the Customer Sales & Service-Dealer Service Group, while earning a master's degree in management from Central Michigan University.

His career even included a brief tour with H. Ross Perot and his Electronic Data Systems firm after GM acquired the company in 1984.

Two years later, Kennedy entered the auction industry in GM's Customer Sales & Service-Used Car Activities Department. By 1991, he became administrator of the department. Later he served as the finance manager for GM Fleet Operations, overseeing all departmental operating budgets. He was also a special project manager within GM's Fleet Redistribution Staff, acting as the departmental interface with GMAC for auctions and sales consolidation and coordinating the auction participation of GM's overseas dealers.

In 1999, he was named remarketing national sales manager, where he developed and instituted all processes and programs associated with GM's vehicle remarketing operations, prior to being named to his present position.

The soon-to-be retiree expresses his pride in being part of a great team and his gratefulness for the opportunity to work with so many good people, but says he's looking forward to a new chapter in his life. That includes spending more time with his wife, Sherry, daughter, Nikole, son, Zak, and their spouses, as well as performing some charitable work.

"I'm thankful for all the friendships I've made and lessons learned during the decades following my career path in the automotive industry, but now I just want to see where else life takes me." ■

MANHEIM CHICAGO GOES ABOVE AND BEYOND FOR ELEMENT FLEET MANAGEMENT

Manheim Chicago earned the Element Above and Beyond Award for the Midwest Region from Element Fleet Management Corporation, a global provider of end-to-end suites of fleet management services and financing for commercial vehicle and equipment fleets. The Manheim team earned this distinction because

of its consistent performance and ability to deliver relevant solutions, adapt to change and manage challenges effectively.

"Recognition from a client is the highest honor and the most gratifying feeling our team can experience," said Mike Cesta, general manager of Manheim Chicago. "We're in the customer service industry, so it is important that we are able to exceed expectations with each interaction and offer superior performance at every turn."

Cesta, along with Manheim Commercial Accounts Manager Ray Isbell, accepted the award on behalf of the Manheim Chicago team. The honor was presented by Element Fleet's West/Central Remarketing Manager, Mike Rodi. ■

PILLAR, PACESETTER AND EMPIRE BUILDER

MIKE HOCKETT, SR., RECEIVES THE BOBIT INDUSTRY ICON AWARD FOR HIS MANY CONTRIBUTIONS



(L to R): Frank Hackett, NAAA Chief Executive Officer; Jerry Hinton, NAAA President; Mike Hockett, Sr., Bobit Industry Icon Award Recipient; Jeannie Chiaromonte, Bank of America Vice President-National Remarketing Manager; and Tony Long, IARA Executive Director; and Tony Long, IARA Executive Director

How do you become a luminary of the auto auction industry? Start as an auction clerk, then add more than 50 years of hard work as an entrepreneur, innovator and leader—building several of vehicle remarketing’s foremost companies along the way.

That formula has earned Mike Hockett, Sr., the Bobit Industry Icon Award in recognition of his more than a half-century of service to the auto auction community. The National Auto Auction Association and the International Automotive Remarketers Association made the presentation to the industry legend during the 2017 Conference of Automotive Remarketing (CAR) held in March at Las Vegas.

The organizations jointly created the annual award in 2015 in honor of the late Ed Bobit, founder of Bobit Business Media, to be bestowed on members of the automotive profession who most exemplify his leadership, dedication, service and devotion to the ideal of excellence.

“Mike is not only a pillar of our industry, he’s a pacesetter in the field, building several auction empires,” notes NAAA Chief Executive Officer Frank Hackett. “Yet there’s more to his story than being an experienced and respected veteran of this business. He’s a caring family man, friend and philanthropist who is honest, sincere and open-hearted. Mike is the real deal, a genuine class act, and deserves to stand beside Ed Bobit as an icon for our professional and personal lives.”

The founder of what are now two of the largest leading wholesale used vehicle auction services and financing in North America began his long professional career as an auction clerk for Midwest Auto Auction in 1962. After two years there, he joined his father, the owner of a used car lot and Ford dealership, in the newest family business—

the Indianapolis Auto Auction. The young Hockett became manager in 1966, a position he continued to hold for more than a decade, even after the company was sold to Manheim in 1969.

In 1979, Hockett joined with a partner to launch his own auction in Indianapolis called Auto Dealers Exchange (ADE), eventually growing it into the first 10-lane auction in the entire Midwest. ADE built three more auctions and acquired four others, as well as a floor-plan company. The business continued to expand by acquiring auctions in Illinois and Alabama. After 10 years, Hockett left the partnership to manage the Birmingham operation on his own.

Over the next several years, Hockett grew his company by purchasing other auctions near Cincinnati, Memphis and Lexington. In 1992, he and Gary Pedigo, president and co-owner of Indianapolis Auto Auction, formed Auto Dealers Exchange Services of America—or as it’s now widely known, ADESA Inc. The business had expanded to include an additional nine new auctions and six more acquisitions, employing 925 people and selling 173,000 vehicles worth about \$1.4 billion. At age 49, Hockett was named president and chief executive officer.

He took the company public with an initial public offering of 2 million stock shares while continuing to acquire other auctions, including Canadian operations. In 1994 the firm bought Automotive Finance Corporation, which it merged with the floor-plan company. At the beginning of 1995, Minnesota Power & Light purchased 80 percent of ADESA’s stock and then a year later bought out Hockett and its other top executives.

Looking for his next challenge, Hockett founded the Auction Broadcasting Company (ABC) in 1999, purchasing a majority interest in a company that developed Online Ringman—an innovation in the industry as the first auction chain to sell cars simultaneously on

the Internet and on the block. ABC built eight auctions and bought 11 others. He also began DSC, a floor-plan company that ultimately became NextGear. In addition, ABC has ABX, an Internet transaction company.

Earlier this year, ABC was acquired by America’s Auto Auction, creating the country’s third-largest auction group. Hockett also owns Diversified Vehicle Services, a title and registration company.

Hockett and his wife, Judy, have six sons, 24 grandchildren and nine great grandchildren. In 1983 he became a born-again follower of Jesus Christ, a relationship he credits with taking him to more than 50 countries in service to his fellow man. He serves on the board of directors of Child Legacy (Malawi), Streams in the Desert (Nigeria), Issachar Initiative Involved in Reaching the Rest, Sports World Ministries, Urban Foundation and Wheat Missions. His latest passion is working with International Cooperating Ministries, which has built more than 6,500 churches in 83 countries—1,600 in India alone—and has developed mini-Bible-college materials in 35 languages.

As the 2017 Industry Icon recipient, Hockett is only the fourth person to be given the prestigious award. Last year, ADESA Executive Vice President and Chief Economist Tom Kontos and Manheim Chief Economist Tom Webb received the honor, following the 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 in 2015. ■

SCOTT KELLY TO BRING SPACE TO EARTH AT NAAA CONVENTION



It may be some time before there are remarketing and spacecraft auction industries on Mars, but when and if there are, it will be thanks to the pioneering efforts of NASA Astronaut Scott Kelly, who will be the keynote speaker at the National Auto Auction Association/National Remarketing Convention set for Nov. 15-17, 2017, at the Waldorf Astoria in La Quinta, California.

Kelly, along with Russian Cosmonaut Mikhail Kornienko, spent nearly a year aboard the International Space Station (ISS) beginning in March 2015, as part of ongoing research into the long-term effects of space travel. The research, in part, is designed to help get a manned mission to Mars and back — a trip of 130 million miles, one way, that could take six months or more.

Kelly has brought audiences around the country to the edge of their seats with amazing insights that both inspire and challenge them to dream big and “choose to do the hard things.”

Kelly has an identical twin brother, Mark Kelly, who is also an astronaut. Mark Kelly is the husband of former Congresswoman Gabrielle Giffords, who was severely injured in an Arizona

assassination attempt in 2011.

Scott Kelly has authored a memoir, “Endurance: My Year in Space and Our Journey to Mars,” which is set to be released in the fall of 2017. The book has also been optioned as a Hollywood film by Sony Pictures.

Scott Kelly spent a total of 340 days aboard the ISS, and logged more than 143 million miles soaring 250 miles above the Earth. He started out as a naval test pilot before joining NASA in 1996. During his time aboard the ISS, Scott Kelly gained international attention for prodigiously using social media and regularly posting on Twitter, Instagram, Facebook and Tumblr.

Every pound of material sent from earth to the space station costs a large sum of money, and astronauts are very limited in what they can take with them as personal belongings. It will interest many that Scott Kelly chose to bring along a gorilla suit, photographs of which went viral during his stay aboard the ISS.

For more information about attending the National Auto Auction Association/National Remarketing Convention set for Nov. 15-17, 2017, please visit www.naaa.com. ■

AUCTION VISIT TO ABC-BIRMINGHAM — FEBRUARY 2017

Moody, AL



(L to R): Frank Hackett, NAAA Chief Executive Officer; Jerry Hinton, NAAA President; Russ Sapp, ABC-Birmingham Auction General Manager; and Warren Clauss, NAAA President-Elect

AUCTION VISIT TO ADESA BIRMINGHAM — FEBRUARY 2017

Moody, AL



(L to R): Frank Hackett, NAAA Chief Executive Officer; Jerry Hinton, NAAA President; Eric Jenkins, ADESA Birmingham Auction General Manager; and Warren Clauss, NAAA President-Elect

ASSOCIATE MEMBER VISIT TO AUTOIMS—FEBRUARY 2017

Atlanta, GA



(L to R): Frank Hackett, NAAA Chief Executive Officer; Warren Clauss, NAAA President-Elect; Mike Broe, AutoIMS President and CEO; and Jerry Hinton, NAAA President

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Bel Air Auto Auction



AUCTION OF THE YEAR
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MID MARKET AUCTION OF THE YEAR
DAA Northwest

IMAGINATION AWARD
Bel Air Auto Auction



AUCTION SERVICE AWARD - CLOSED SALE
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AUCTION OF THE YEAR - SOUTH CENTRAL REGION
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2016 AUCTION PARTNER
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HIGHEST OVERALL VOLUME GROWTH
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NAAA NAMES CAM HITCHCOCK A WARREN YOUNG FELLOW

THE XLERATE GROUP CEO WAS AWARDED THE HONOR AT THE 2017 CAR CONFERENCE



(L to R): NAAA President Jerry Hinton and XLERate Group CEO and NAAA Fellow, Cam Hitchcock.

Cam Hitchcock, chief executive officer of XLERate Group, has been named a Warren Young Fellow by the National Auto Auction Association. The honor recognizing his enterprise, leadership and commitment to the auto auction industry, was presented at the 2017 NAAA/CAR Conference in March.

“Just one example of Cam’s dedication and leadership was his support of NAAA’s initiative to make auctions a safer place to work and do business by his stepping up and pledging that all employees of XLERate auctions would complete our Safety Certification and Training program,” noted NAAA Chief Executive Officer Frank Hackett. “His willingness to go above and beyond our expectations so early in our safety effort really helped ensure the success of the program.”

Hitchcock, who earned an MBA from Indiana University after graduating from Wabash College, is an industry veteran with more than 25 years of operational, financial and investment banking experience in executive positions at companies ranging in size from middle market to Fortune 150 corporations.

As XLERate’s CEO since 2014, Hitchcock oversees a growing provider of vehicle auction and alternative liquidation channels to auto dealers, institutional consignors and other industry participants. The Indianapolis-based company has 1,100 employees and operates 17 physical

or remote sales sites in Florida, Texas, California, South Carolina, Michigan and Wisconsin.

In addition, Hitchcock serves as chairman of the board of Primeritus Financial Services, which provides repossession and remarketing-related services to



Cam Hitchcock.

automotive lenders, and on the boards of the National Powersports Auctions and QCSA (insurance salvage auctions). Previously he was president and CEO of Dealer Services Group and corporate CFO of ADESA, Inc. He and his wife, Becky, reside in the Indianapolis area with their five children.

At the award presentation, Hitchcock received a framed commemorative certificate, a gold medallion and a lapel pin. Also, his name will be engraved on a plaque of esteemed Fellows at NAAA headquarters near Washington, D.C.

He joins an exclusive group who have attained the distinction. A Fellow is an individual who makes a one-time gift of \$2,500 to NAAA’s nonprofit Warren Young, Sr., Scholastic Foundation, or in whose honor or memory a contribution is made in that amount. At its discretion, NAAA may bestow this lifetime award by making a donation to recognize a person’s dedication, service and contributions to the association and the industry.

“With more than a hundred members, the Fellows have been an early and ongoing source of major financial support for our scholarship program,” notes Hackett. “We greatly appreciate all those who have contributed to this fund that helps deserving students from the NAAA family pursue their dreams of higher education.”

Since its establishment in 2004, the scholastic foundation has raised more than \$2.25 million and awards \$52,000 in merit scholarships annually for full-time study at accredited institutions. It was named in honor of Warren Young, Sr., a pioneer of the auto auction industry who retired after 35 years of devoted service to his profession and the NAAA. ■

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FIVE NAAA MEMBER AUCTIONS CELEBRATE THEIR 70TH ANNIVERSARIES IN 2017

World War II's effects were still being felt throughout the United States in 1947, as the demand for consumer goods outstripped the supply. The year saw some inventions, such as the transistor, that would have far-reaching effects, and amazingly, AT&T and Bell Labs worked together to create the basic prototype of the modern cell phone. The average car cost \$1,300, a gallon of gas went for 15 cents, and the average home cost \$7,100. Movie buffs will take note that

in 1947 Warden Norton welcomed Andy Dufresne to Shawshank State Penitentiary.

Five other events occurred in 1947 that changed the landscape of the modern auto auction industry. Five auctions got their start: ADESA Boston, Bel Air Auto Auction, Dyer Auto Auction, Greater Quad City Auto Auction and Southern Auto Auction. Join us as we celebrate these milestones!

70TH ANNIVERSARY STORIES

USED CAR DEALER FOUNDED ADESA BOSTON'S PREDECESSOR



ADESA Boston
63 Western Avenue
Framingham, MA 01793
www.adesa.com/Boston

When Ernest Leroy "Roy" Cox moved from South Carolina to Massachusetts he already had experience in the used car business and opened a thriving dealership in Dorchester, Massachusetts. After serving in the U.S. Coast Guard during World War II, he and his fellow Guardsman, Paul Maguire, decided to open an auction in Concord.

Ted Williams hit .343 in 1947, but the Boston Red Sox finished third in the American League. Cox and Maguire, however, hit a home run when they purchased the Concord Coal Company and re-opened it as the Concord Auto Auction that spring.

Arthur A. Magurn, an estate auctioneer, chanted for the young auction owners, and then turned the job over to his son, Arthur Jr., who went on to serve as Concord's

auctioneer for more than 40 years. Magurn Jr. also served as the auction's first marketing director as he drove throughout the region calling on dealers.

The location was perfect. The former coal company was located directly across from the Concord Depot, which made it readily accessible to dealers needing transportation.

However, in the post-war years and for years afterwards, the entrepreneurs found tough sledding. Arthur Jr. recalled that without guaranteed titles and checks, doing business was difficult. Cox contacted the Auction Insurance Agency in Birmingham, Alabama, and with that piece of the puzzle in place, the auction grew steadily. The auction was relocated to Acton, Massachusetts in the mid-1950s, and rested on a 40-acre site that included the Concordian Motel, another entrepreneurial effort by Cox. The new five-lane auction required two more auctioneers, who later founded Northway Auto Exchange in

Clifton Park, New York.

Following the death of his father in 1963 (and after receiving some mentorship from Arthur Magurn Jr.) Roy Cox Jr. took over the auction, running it until his own death in 1984. His older sister, Betsy Cox Paul, took control as president and Thomas Caruso became vice president. In November 1992, the auction was sold to ADESA Corp. and became known as ADESA Boston.

Planning for expected growth, ADESA began a search for a larger facility that ended with the purchase of the old General Motors assembly plant in Framingham, Massachusetts, in late 1994. Renovating and remodeling the 3-million-square-foot facility required an investment of \$20 million. Minnesota Power & Light acquired ADESA Corp. in early 1995.

The new ADESA Boston in Framingham, Massachusetts, held its grand opening sale in September 1995 offering more than





4,000 vehicles for sale.

Today, ADESA Boston, the corporately-owned flagship of ADESA under the leadership of General Manager Jack Neshe, runs thousands of vehicles through its lanes every Friday. Even more dealers attend the state-of-the-art facility, both in person and online. The facility features 16 horseshoe lanes and sits on 200 acres. It is considered the largest indoor auto auction in the world. The auction has 275 full-time employees and an additional 150 part-time employees on sale days.

Forward thinking is one of the best ways to describe the auction's leadership. The facility boasts 5.5 acres of solar energy panels to cover 9.5 acres of the sprawling facility. The panels not only generate 6 megawatts of electricity annually, they also serve as giant car ports, protecting hundreds of vehicles from New England's elements.

Neshe has worked in the auction industry for 27 years, and ADESA Boston's 70th anniversary is his 10th year as its general manager. There's not an auction

manager in the country who won't say that relationship building and providing world-class customer service is the key to success, but nowhere is that more true than at ADESA Boston. The auction is part of the

Boston community and works hard to keep a local business feel.

"Obviously, technology has been the biggest change in our industry over the past seven decades," Neshe said. "It's been wonderful for our business and our customers, but it can have the effect of distancing yourself from your customers. We have placed additional emphasis on making sure we get to know our customers. This is a relationship business, and we understand the value of one-to-one interactions. We have buyers coming from Florida and the West Coast buying from us online, but we make an effort to get to know them and their preferences. Maintaining and growing long-term relationships will always be a priority for us."

Neshe said the core values that drove the success of the auction remain. Auction leadership focuses on its employees, customers and the community and supports them all with respect and a drive to help them all succeed.

"Charitable giving is a core value,"

Neshe said. "We have hosted an Annual Classic Car and Motorcycle Run every year since 2001, and since then have donated almost \$700,000 to a variety of children's charities. We also allow local law enforcement and first responders to use our facilities for training programs and meetings."

Over the many decades ADESA Boston's leadership and their predecessors have strongly supported the NAAA. Tom Caruso was an NAAA president and is a Hall of Fame member, and Paul Lips, who has visited auctions across the United States and serves as ADESA chief operating officer, is a past NAAA president. Neshe is also a past NAAA president.

"During my time as NAAA president-elect, I had the honor of visiting 65 auctions during NAAA's 65th Anniversary year," Neshe said. "I had the opportunity to meet some incredible individuals. I am blessed to be surrounded by the best and brightest people in our industry, including a fantastic team here at ADESA Boston. Not to mention the amazing team at NAAA. The hard work of Frank and his entire staff is what pulls all the auctions together. They are focused on making our industry better and making us all successful."

ADESA Boston plans a year-long celebration of its history and will host special sales and offer prizes and giveaway for buyers and sellers, as well as numerous community activities. ■



CELEBRATING



Join us June 16 at 9 a.m. ET

ADESA Boston thanks you for your business over the years.

63 Western Avenue
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508-626-7000
ADESA.com/boston

NICHOLS FAMILY TRANSFORMS A LIVESTOCK AUCTION INTO A REMARKETING ENTERPRISE

Bel Air Auto Auction Inc.
 803 Bel Air Road
 Bel Air, MD 21014
www.bscamerica.com

The very first Bel Air Auto Auction was started in a livestock auction, and while there are no farm animals making their way through today's facility, the family that purchased the original auction has numerous agricultural interests, in addition to their stout automotive-related enterprises.

Raymond C. and Elaine Nichols purchased the auction in 1979 from Paige Richardson, who opened her livestock auction in 1947. Ray Nichols' office above the Bel Air, Maryland Auto Auction had a sturdy wooden stool with nine legs. He said it was to remind him make sure his business enterprises had a strong foundation with many supports. That he has done.

Leadership of the auction and various other enterprises has now been turned over to the Nichols' son, Charles Nichols, who is the president, and daughter, Michelle Nichols-Neff, who is vice president. And,

as the stool reminded Ray, there are plenty of supports. What started as a single general auction, has grown into a group of highly specialized enterprises including automotive dealer wholesale auctions; power sport, truck and equipment auctions; real estate assets; financial services; and management companies.

"As a family business," Charles Nichols said, "we are all involved in day-to-day operations. We have a fantastic team who work well together to best serve our customers. We believe that you treat others how they want to be treated. What has made this business is our team. We can't stress this enough. In a world that is so technologically driven, we still believe in one-on-one customer service and consistent contact."

This will be the last year in the existing facility, which has six lanes and is the largest wholesale auction in Maryland. The new facility will be a modern, 75,000-square-foot, 10-lane, state-of-the-art auto auction with a fully equipped 45,000-square-foot mechanical, body and reconditioning center. The facility, which rests on 175-acres, is under



construction and will open later this spring. The new location is adjacent to Interstate 95.

Michelle Nichols-Neff said that the location will change and facilities will improve, but the core business is not changing.

"Our ownership is the same—the Nichols family," she said. "We are really proud of all of our team members who work with all of our customers to make Bel Air Auto Auction a great place to do business. We are looking to expand our services and client base with our move to the new modern facility."

CONTINUED NEXT PAGE

OUR EXCITEMENT IS BUILDING!

BEL AIR AUTO AUCTION
70th
ANNIVERSARY!

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The Nichols family has been and continues to be very active in the NAAA. Ray Nichols was NAAA treasurer for many years, in addition to being past president of the NAAA in 2001 and an NAAA Hall of Fame member. Charles Nichols was Eastern Chapter president, and is currently Eastern Chapter chairman. Ray Nichols is the current chairman of NAAA Joint Marketing Committee.

From the time the Nichols family purchased Bel Air Auto Auction until now, the enterprises have been prominent and successful. During the 1980s, the founding partners created Lee & Mason of Maryland, and along with Banking Services Corp., offered insurance products to manage the risk in auto leasing. Banking Services Corp. became an industry leader in the field of auto remarketing and lease-termination management.

The 1990s saw continued growth for the BSCAmerica, Bel Air Auto Auction's parent company. Tallahassee Auto Auction was acquired in 1995, and continues its operation as a BSCAmerica auto auction.

Recently, BSCAmerica has shifted to seek ways to develop and apply new technologies in its businesses. The company is now positioned to be an industry leader, managing client assets with a variety of Internet tools and electronic data processes that bring buyers and sellers together.

In addition to the automotive-related enterprises, the Nichols family has numerous agricultural interests and leases land to both farming and forestry interests.

"We are really excited about our upcoming relocation," Charles Nichols said. "We are always looking at new and innovative ways to sell units."

Michelle Nichols-Neff said the auction has already welcomed the third generation to the family business.

"Stephen Nichols, Charles's son, is currently the assistant project manager for our new auction location," she said. "So we are excited for new opportunities and growth in our industry." ■

AUCTION DRIVER DECIDES IT WOULD BE BETTER TO HAVE CARS COME TO HIM

Dyer Auto Auction
Independent
641 Joliet Street
Dyer, Ind.
www.dyerauction.com

The used car business and auto auctions go together like bread and butter. Fresh out of the Army following World War II, a young Bud Fennema took on the job of driving cars from his father-in-law's used car lot to Decatur Auto Auction. He decided that opening an auction in Dyer, Indiana, just 35 miles



from downtown Chicago, might just prove to be a lucrative idea. His idea came to fruition in May of 1947 when he and his friend, George Lawson, opened the sale in Dyer, Indiana.

The auction started in a rented building in downtown Dyer, using sawhorses to block the main street to allow vehicles to enter and exit the building. They rented vacant lots around town to park consignment vehicles. His first sale was 55 cars strong.

Today, the auction operates eight lanes on 50 acres in one of the fastest-growing areas in Indiana. The sale set a record in 1998, when it ran 1,800 vehicles and sold an impressive 1,200. The auction works from the same business plan set in motion 50 years ago. Every dealer is treated as though it were his or her first time at the sale. They are greeted warmly, treated with respect, and their requests, questions and suggestions are given the highest priority. The auction has a large state-of-the-art reconditioning center, 24-hour security, a heated indoor check-in building and a computerized check-in and checkout system.

"Dyer Auto Auction was built by going the extra mile and we will continue to do so through leadership and long-term relationships," said W.J. "Buzz" Cotton, the auction's current owner.

The auction has changed hands and leadership several times over its 70-year history. Len Pollack, a new car dealer in Gary, Indiana, purchased the auction in 1959, and operated it for two years before selling it to two local auctioneers, Jimmy Cotton and Ray Clark. Cotton and Clark, along with Jimmy Franks, were co-owners of Arena Auto Auction in Chicago. A year later, Cotton and Clark traded shares, making Cotton and Franks sole owners of Arena and Clark the owner of Dyer Auto Auction.

Clark and family owned and operated the auction until 1986. That December, Jimmy Cotton's son, W.J. "Buzz" Cotton, purchased the three-lane auction with consignments of 250 vehicles. Between 1987 and 1989, he purchased an additional 30 acres and built a new facility.

"Outstanding customer service begins with outstanding employees," Buzz Cotton said. "Employee turnover is something that

Dyer Auto Auction has not had to worry about. We employ three women that worked for Jimmy Cotton at Arena Auto Auction in the late '60s. In fact, the front office staff averages just over 28 years of experience."

"Buzz" Cotton started in the auction business working for his father Jimmy Cotton at Arena Auto Auction after graduating from Fort Lewis College in Durango, Colorado. He continued with the auction when it was purchased by Anglo American Auto Auctions in 1984, and became director of operations. He held that position until he bought Dyer Auto Auction in 1987.

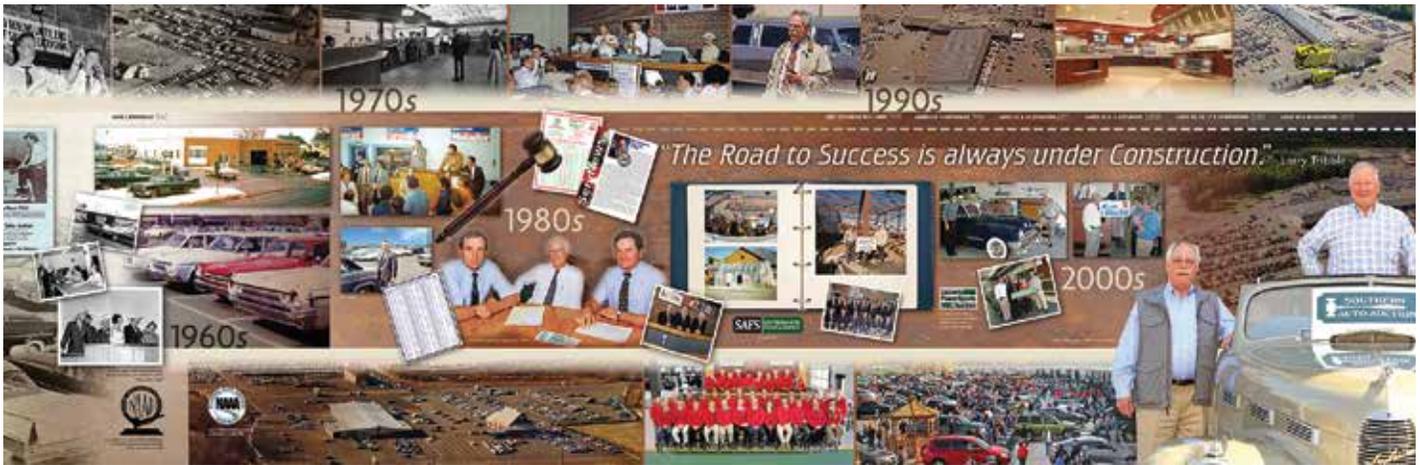
In total, the positions held within the NAAA by current and previous Dyer employees include a past NAAA president (Jimmy Franks); three Pioneer Awards winners (Jimmy Franks, Jimmy Cotton, and W.J. Cotton); three NAAA Midwest Chapter presidents (Jimmy Franks, W.J. Cotton, and Jason Cotton); chairman of the Independent Auction Committee and the NAAA Board of Directors (W.J. Cotton); NAAA Executive Committee Board member (Jason Cotton); and IAASC Board members (W.J. Cotton and Jason Cotton).

"Looking into the future as an independent auction is what kept Dyer above the rest in the Midwest," Buzz Cotton said. "Understanding what role the Internet would eventually play in our industry, we hired a self-taught computer programmer by the name of Dan Diedrich in 1990. We learned what the independent auctions lacked, and what was needed to keep up in the fast-moving marketplace. With those ideas, AutoLookout was born and eventually, with the combination of Auction Pipeline, now makes up Auction Edge."

Cotton said if he were to have to develop a business plan for the next 70 years, he wouldn't change much from what they have been doing for the past 70 years.

"Help every customer that either walks through the doors or logs in online to experience customer service that exceeds their expectations," he said. "Help every dealer that normally buys or sells one vehicle per week to buy or sell two." ■

70TH ANNIVERSARY STORIES



RUST RESPONSIBLE FOR FOUNDING OF NATION'S LARGEST INDEPENDENT AUCTION

Southern Auto Auction
161 South Main Street
East Windsor, CT 06088
www.saa.com

Oxidation.

The fact that rust never sleeps, was an important fact not lost on Larry Tribble Sr. When he moved from Alpharetta, Georgia, to East Windsor, Connecticut, and opened a combined service station and used car dealership in 1947, he saw what the ravages of inclement weather, salt, wind and rain had on the vehicles of the Northeast United States.

Larry Sr. knew that back in Georgia, there were vehicles that ran well and hadn't endured northern winters and were comparatively rust-free. He'd drive to Georgia buy some cars, tow bar them back to East Windsor, and hold a "Southern Auto Auction." That first sale had 39 vehicles roll through the one lane, and he sold 19.

To say the auction flourished is a grand understatement. Southern Auto Auction is more than an business, it's a way of life for all of East Windsor, 200 full-time employees, and on sale day, another 1,000 part-time employees and anywhere from 2,000 to 2,500 dealers physically attending. The auction has grown into the largest independently-owned auto auction in the country. As many as 4,000 vehicles flow through the 20 lanes on a given Wednesday, and it's no coincidence that nearby on Route 5 there are more used car dealerships than anywhere in the state.

The auction has moved twice over the years, but the auction's Vice President Garrison Hudkins said the bones of the original auction can be seen from the current 500-acre facility. Among the highlights of the 70-year journey were the first Chrysler factory sale at Southern in

1964 and the first General Motors factory sale in 1982. And, Southern put its first computer system in place in 1988. The auction expanded to a new eight-lane facility in 1991. The facility now includes a 40,000-square-foot body shop, two full-service mechanical shops and separate facility dedicated exclusively to power sports equipment.

"This has been and remains a family owned and operated business," said Hudkins, who is former NAAA President Larry Tribble Jr.'s son-in-law. "The biggest eye-opener for me coming into this business was how much of the auto space is involved in the auction business. You have retail, leasing, rental, financing, service, transportation, technology, staffing. It's truly amazing, and to see it all come together on sale day is awe-inspiring.

Dedication to its customers, employees, and the community is what makes Southern successful, Hudkins said, and those items on any day given are the number one job. While family has been at the core, many among the auction's leadership have also become family.

"We have people on our key management team that have decades of experience in this business and have been leaders both in our business and our industry through their volunteer efforts with the NAAA," Hudkins said.

Larry Tribble Sr. was an NAAA president in 1964-65, as was Larry Tribble Jr. in 1997-98. The elder Tribble died of a heart attack in 1968, and then Larry Jr. began to prepare for the job. Tribble Sr.'s cousin, Bob August, was able to fill in until Larry Jr. was able to take over. August was also very active in the association and a key part of Southern's history.

Hudkins was quick to mention that

the average time with the company among the 200 full-time employees is 18 years.

"We are fortunate enough to have a comprehensive benefits program, a 401K program with a match and a profit-sharing program," Hudkins said. "If we take care of our customers, and we take care of our employees, everything else takes care of itself. We've seen it work for our company for 70 years."

While the auction's anniversary is actually in February, Southern will celebrate the milestone all year.

"We have promotions, giveaways, and we'll be giving away vehicles from the Tribble family's personal collection. It promises to be an exciting, fun year of giving back to our customers, employees and the community. It's a privilege to be able to give back and say thank you."

Hudkins said that technology is rapidly changing the auction industry and it's a breathless challenge to stay ahead of the curve.

"We must stay focused on innovation and pay attention to what our customers need and demand," he said. "You have to ask yourself, 'How much better can we be?' We have an internal technology project we've been working on diligently for some time. We have 30 people working on this project it will be a best-in-class service and technology platform. It's a relentless pursuit of the basics, done with today's technology. It truly is a massive undertaking, but the benefits to our customers will be immeasurable. We look forward to our continued innovation, our contribution to the industry, and our continued service to our customers, employees and the community. ■

GREATER QUAD CITY AUTO AUCTION HAS CHANGED HANDS BUT MISSION REMAINS THE SAME



Greater Quad City Auto Auction
4051 78th Avenue
Milan, IL 61264
www.qcaa.com

The auction has moved, changed hands, and grown a lot over the past 70 years. It's even change the "city" its name.

Greater Quad City Auto Auction, started out as Greater Tri-City Auto Auction, a one-ring, Tuesday night sale in Coal Valley, Illinois. Elmer Schmach and Les Polley founded the auction in 1947. Just one year later, Ossie Birkeland, a local auto dealer from Rock Island, Illinois, purchased Polley's interests in the sale and continued to operate the auction with Schmach through 1961.

The auction changed hands several times, sometimes going back to the original owners, but today, the bustling family enterprise (emphasis on "family") rests on 64 acres and has a 51,000-square-foot-facility that runs four lanes on Tuesday and two lanes on Thursday evenings.

The operation has 120 full-and-part-time employees, operates a detail shop offering full reconditioning, and has a conveyor car wash. The auction moves about 600-700 units a week

during both sales.

It's a far cry from when Al Dellabella of Cuba City, Wisconsin, purchased the auction in 1961 and operated it in Coal Valley through 1963. At that point, Dellabella purchased the Twin States Auto Auction located on the Rock Island County Fairgrounds.

Disaster struck the Illinois auction industry in 1963 when that auction and five others in Illinois were closed as a result of a fraudulent check-writing scheme. Dellabella moved Tri-City to the fairgrounds location and used an exhibition hall as the auction building on 12 acres of land. The YMCA held events at the fairgrounds, and old photos show basketball hoops and sports equipment behind the auction block on sale days.

Fast forward to 1966 when Schmach and Birkeland repurchased the auction. The average consignment was about 125 vehicles a week at a 50 percent sales rate. The pair ran the auction until 1971 when Schmach sold to Birkeland and Dennis Johnston. George Yeager and Mike Fitzgerald purchased Tri-City from the pair in 1975.

In 1981, Milt Anderson and Gil Achterhof purchased Tri-City and changed the name to Greater Quad City Auto Auction. With the first months of operation, GQCAA was changed to a day sale on Tuesday afternoon. As the business grew, GQCAA remodeled, built additional office space, added a second and third ring and developed more land for parking and storage.

Larry Anderson, Greater Quad Cities general manager, said Milt Anderson left the partnership in 2000, and Achterhof partnered with Southern Auto Auction owner Larry Tribble, who remained

a partner with Larry Anderson through 2001. Achterhof left the partnership in 2002.

Anderson said all the employees are "like family" and many actually are. Anderson's son, Travis, assists with inventory management and sales. His father, Russ, and brother, Jeff, are both ringmen; brother, Bruce, is an auctioneer; nephew, Brad Anderson, is the fleet-lease manager; and nephews, Curt and Josh, both work at the auction as well.

"When she's not at college, my daughter, Haley, assists with bidder badges and office services," Anderson said.

Larry Anderson said the secret to the success and longevity of the auction is the result of simple core values.

"We demand the highest integrity from our employees and ourselves at all times," Larry said. "We are a family. Sometimes people leave, but they always seem to come back." He said that the average longevity of the top 20 people in auction leadership is 20 years.

"We are very understanding of family situations," Larry said. "If there are family health issues, we do what we can to make sure the employee can address them. We have great compassion for parents with children who have extra-curricular activities. If they have a sporting event, or a school activity, we want the employee to put family first."

Greater Quad City boasts that it was the first auction to host a GSA sale and has continuously held those sales since 1992.

The auction will host a special anniversary sale in mid-May, and will offer special cash prizes, food and historical-related activities. ■

ADESA AUCTIONS WIN AWARDS

Industry partners have recognized a number of top-performing ADESA auctions for outstanding results in 2016. Here are just some of the awards presented to ADESA auctions for that timeframe.

Fiat Chrysler Automobiles (FCA) Remarketing
Number 1 Auction in the U.S. in 2016: ADESA Kansas City

AuctionACCESS
All-Star Auction, 2016 Q4: ADESA Kansas City (19th consecutive quarter)

Consumer Portfolio Services
CPS Top Gun Award (CPS small market): ADESA Seattle

LeasePlan
2016 Stellar Performance Award, West Region: ADESA Golden Gate

Ford
2016 Ford Auction Service Award Program (ASAP) Award, Open and Closed Sales: ADESA Brasher's (2nd consecutive year)



(L to R): Rich Newey, Assistant General Manager; Robert Miller, Factory Sale Manager; Rod Davis, Assistant General Manager; Dawn Mousaw, Assistant Factory Sale Manager; John Brasher, and General Manager

Ford of Canada
2016 Auction Quality Award, Group A category: ADESA Montreal (2nd consecutive year)



(Left): Darren Reesal from Ford of Canada Remarketing, shakes hands with Simon Robitaille, General Manager of ADESA Montreal and Regional Vice President, Canadian Operations

Merchants Fleet Management - Auction of the Year for 2016, West Region: ADESA Brasher's



(L to R): The fleet/lease team poses with the ADESA Brasher's management team: Kelvin Dueñas, Michael Moldrup, Assistant Fleet/Lease Manager; Rod Davis, Assistant General Manager; Bryan Myers; John Brasher, General Manager; Brent Smedley, Fleet/Lease Manager; Gianna Wills; Mindy Leander; and Mike Muñoz

Credit Acceptance - 2016 Top Net Retention, Southeast Region-High Volume: ADESA Knoxville



(L-R): Jami Roby, Inside Coordinator; David Fish, Fleet/Lease Manager; Greg Koeper, General Manager; and Sandra Brooks, Inside Coordinator

Credit Acceptance - 2016 Top Net Retention, National-Low Volume: ADESA Sioux Falls



(L-R): Bob Holm, ADESA Sioux Falls General Manager and Melissa Cunningham, Account Manager



(L to R): Dave Alfonso [Kia Motors America], Rich Curtis [GM, Manheim Dallas], Julie Picard [RVP - West Region, Manheim], David Carp [Kia Motors America]

MANHEIM LOCATIONS RECEIVE TOP HONORS FROM CLIENTS AT CAR

Manheim locations across the country were honored recently by commercial consignors for outstanding performance and quality service at the 2017 Conference of Automotive Remarketing (CAR) held March 1-2 in Las Vegas. Manheim led the field of winners, with

11 locations taking 15 national and regional awards for achievements and innovative practices in vehicle remarketing.

"It's truly an honor to be recognized by our partners for delivering top performance and great service," said Grace Huang, senior vice president of Inventory Services for Manheim. "We are very proud of our teams and want to congratulate them for their commitment to going above and beyond to deliver winning results for their clients."

The big winner was Manheim Seattle with three awards, including Auction of the Year from Kia Motors America. Manheim Dallas and Manheim Statesville also received multiple awards during the ceremony. ■

FATHER'S LOVE OF CLASSIC CARS INSPIRES AUCTION CAREER FOR JIMMY LANDIS

When J. Omar Landis, auctioneer and owner of Garden Spot Auto Auction in Ephrata, Pennsylvania, passed away in January 2017, he left behind a bustling wholesale auction business and an amazing legacy, which includes having started what many consider the first classic car auction, Dutchland Collector Car Auction.

Though its final auction was held in 2004, the business left a lasting impression with his son, Jimmy, who today runs and works the auction block at Garden Spot, Manheim Auction, and serves as an auctioneer across the country for Mecum Auctions, which is the largest world's largest collector car auctions.

Omar Landis founded J. Omar Landis Auction Service in 1955, and conducted public auctions in 15 states and Canada. He opened Garden Spot in the late 1960s. He was NAAA president in 1990-91, and was inducted in to the NAAA Hall of Fame in 1999.

Jimmy was always impressed and proud of his father, but it wasn't until one day in 1974 when his father became his all-time hero.

"Dad came home from work one day and, as I usually did, I asked what he did that day," Jimmy Landis said. "He told me



Replica Chitty Chitty Bang Bang car.

he sold the car featured in the movie 'Chitty Chitty Bang Bang.'"

"Chitty Chitty Bang Bang" was a 1968 movie featuring a magical car and starring Dick Van Dyke. The song "Chitty Chitty Bang Bang" was nominated for an Academy Award.

The car built for the movie weighed two tons, was 17 feet long and a technological feat for the time. The vehicle, designed to look like a very old car made of wood and brass, featured a modern Ford V6 engine with an automatic transmission.

All that wasn't really important to young Jimmy. To him, the vehicle was cool because it could fly!

"From that day on, I knew I wanted to do what my father did, be an auctioneer," Jimmy Landis said.

Jimmy said his father later sold the second "Chitty Chitty Bang Bang" car (two were

made for the movie).

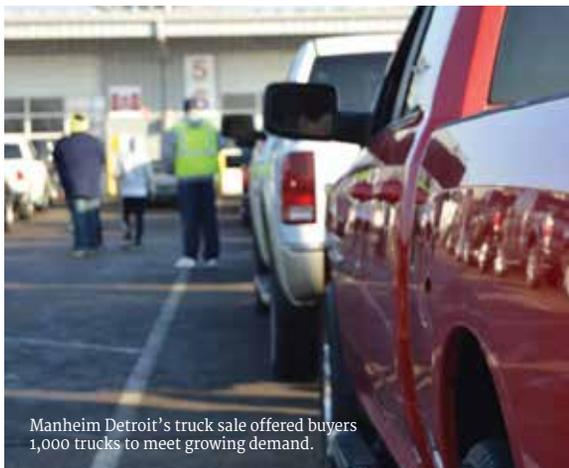
"The first buyer had two daughters and the second daughter was jealous so he needed another," Jimmy Landis said.

It was another feather in his father's cap, but it wasn't the end of the story.

Jimmy Landis was flying to be an auctioneer in Springfield, Missouri, in 2007, when he learned that one of the two "Chitty Chitty Bang Bang" vehicles was going to be available at a Dan Kruse Classics auction in Indianapolis.

"I called my Dad and said, 'We should probably buy it, right?'" Landis recalled. "I was working the sale in Springfield, when I got the call. I stepped down and started bidding over the phone. We didn't get it, but not because we didn't try. The car my dad sold for \$34,000 in 1974, sold for \$500,000 in 2007." ■

MANHEIM'S LARGEST-EVER TRUCK SALE OFFERED SOMETHING EVERY DEALER COULD "PICK UP"



Manheim Detroit's truck sale offered buyers 1,000 trucks to meet growing demand.

On February 23, Manheim Detroit hosted the largest-ever truck-only sale held at a Manheim location. There was something for every dealer to "pick up" as Canadian Super Sellers, one of Canada's largest truck exporters, offered 1,000 4X4 trucks available to buyers to help them stock up to meet growing retail demand.

"Six of our lanes ran models from every manufacturer, ranging from \$5,000 to \$60,000+ wholesale," said Mandy Savage, Manheim Detroit general manager. "The Canadian Super Sellers is a valuable partner, offering 50,000+ vehicles at our

location for several years."

The sale was a success among dealers, with a large in-lane and on-line attendance and a sales rate of nearly 50 percent. In addition, the sale attracted new buyers to Manheim Detroit and to Canadian Super Sellers.

The Manheim Detroit team has really helped me grow my buyer base," says Michael Hymus of Canadian Super Sellers. ■

MANHEIM OPENS FIRST LOCATION IN ARKANSAS

As part of its strategy to expand into underserved markets in the United States, Manheim celebrated the grand opening of Manheim Little Rock on March 15. The decision to open Manheim Little Rock – the company’s first location in Arkansas – was based in large part on dealer demand and proximity to Manheim’s existing locations in surrounding states.

“Our goal is to quickly fill a void that has long existed in this area,” says Randy Beil, vice president of Local/Mobile at Manheim. “We hope to do this by focusing on the efficient processing of client vehicles in a collaborative environment that mirrors the look and feel of other traditional locations.”

In 2016, Manheim also invested in three other similar small-sized Manheim locations in Cleveland, Norfolk and Wichita. Additional locations are expected to open in Des Moines, Iowa, Lubbock, Texas, and other cities in the coming months. ■

SUBARU BESTOWS COVETED AWARD ON MANHEIM SOUTHERN CALIFORNIA

The team at Manheim Southern California has reason to celebrate: Subaru of America recently named the location as its 2016 Auction of the Year. The award, which was presented to the Manheim Southern California leadership on February 16, honors one auction each year for sales effectiveness and service quality.

Subaru evaluates auctions by tracking and measuring three key components, which include total sale percentage, retention to goal price and the number of unique buyers.

“We here at Manheim Southern California are humbled by this award, as the greatest recognition a business can receive is that which comes from a client,” said Chad Ruffin, general manager.

“Every day we are focused on the mission of driving our clients’ success, and we look forward to continuing to work closely with Subaru to deliver stellar results in 2017 and beyond.” ■

Manheim Little Rock opens in response to dealer demand in an underserved market.



COX AUTOMOTIVE CLIENTS TRANSPORT RECORD NUMBER OF VEHICLES WITH READY LOGISTICS



senior vice president of Logistics Solutions at Cox Automotive. “Backed by Ready Logistics’ exclusive automated processes and transparent, competitive pricing, we can help clients move one to a thousand vehicles across short or long distances.”

In-lane or online, the company connects automotive dealers, auctions, commercial clients and car owners with a nationwide network of more than 6,500 vetted carriers. It further simplifies the vehicle movement process by providing tracking reports. And, what ultimately matters is that Ready Logistics can reduce the time needed to transport vehicles to dealers’ lots, enabling clients to more quickly sell their inventory and generate revenue. ■

Dealers and commercial clients seeking transportation efficiencies and cost savings are turning to Cox Automotive’s Ready Logistics in record numbers. The full-service logistics provider moved more than 194,000 vehicles in January 2017, experiencing its best month ever and a 55 percent increase compared to last January’s volume. This surge signals a desire in the marketplace for turnkey, end-to-end logistics and transportation solutions.

“Our uptick in business reflects clients’ desire for streamlined, reliable pick-up and delivery services that produce efficiencies and peace of mind,” said Patrick Brennan,



Subaru of America recently named Manheim Southern California its 2016 Auction of the Year (From L-R: Luc Ruiz, Chad Ruffin, David Thompson, John Manchin, Maritza VanDam (front), Heather Human (back), Nicole Garcia, Teresa Borsheim, Tom Happel)

ADESA CANADA OPENS NEW HEADQUARTERS IN MISSISSAUGA, ONTARIO

ADESA Canada has opened a new headquarters in Mississauga, a suburb of Toronto. The new 10,583-square-foot Mississauga headquarters will house approximately 50 employees of ADESA and AutoVIN.

ADESA, a business unit of KAR Auction Services, has 77 used-vehicle auctions throughout North America, with 14 locations across Canada. AutoVIN is a subsidiary of ADESA that provides vehicle inspections and inventory verification services.

The headquarters will include several key business functions for ADESA, including sales, finance, tax, legal and human resources services, along with the AutoVIN training and development, customer service field operations and executive departments.

“The addition of this new office allows our ADESA and AutoVIN teams to work closely together for the benefit of our mutual customers,” said Trevor Henderson, chief operating officer of ADESA Canada. “Our prime location is not only more convenient for our customers, but we are also near our Toronto auto auction and other KAR companies located in the Toronto area. This proximity encourages a collaborative work environment. And the unique mix of our team at this facility helps to diversify our efforts as well as to better attract and retain Toronto’s best and brightest talent.”



The new headquarters is located at 6755 Mississauga Road, in Mississauga, Ontario, just 30 minutes outside of downtown Toronto.

ADESA subsidiary OPENLANE, an internet auto auction company, also has offices nearby, with staff that support both ADESA and OPENLANE technology

and operations infrastructure. Other KAR subsidiaries in the Toronto area include TradeRev and Impact Auto Auctions. When combined with additional auction locations throughout the province, KAR has over 500 employees in the greater Toronto area and more than 1,000 across Ontario. ■



ADESA PHOENIX RAISES MORE THAN \$24,000 TO BENEFIT JDRF

ADESA Phoenix raised \$24,500 for the Juvenile Diabetes Research Foundation (JDRF) during a charity auction of a 2014 Ford Mustang GT convertible. JDRF is a leading global organization focused on type 1 diabetes research.

The charity auction was part of the auction’s annual Legendary Sales Week, which includes special events for customers. Legendary Sales Week coincided with Barrett-Jackson, the renowned collector car auction held in nearby Scottsdale, Arizona.

The combination of these two events generated a good crowd of car enthusiasts for the annual charity auction and spirited bidding among attendees.

Before the sale of the Mustang GT began, 9-year-old Davis Schapler, a JDRF junior ambassador, shared his experience living with type 1 diabetes. Schapler, who was diagnosed when he was 2 years old, gives himself insulin shots every day. He represents the people that JDRF works to support and eventually cure.

His story motivated the crowd to bid on the convertible.

Jason Frey, sales manager at Express Auto Spot in Phoenix, posted the winning bid for the car. Frey said he bid on the Mustang because he really wanted to give back and support JDRF’s important work.

“Legendary Sales Week and Barrett-Jackson are highlight events for us here at ADESA Phoenix, and the charity auction is part of the thrill,” said ADESA Phoenix General Manager Ryan Edwards. “We’re honored to again support the mission of JDRF by giving car lovers and dealers from around the country the opportunity to bid on a beautiful vehicle like this Mustang convertible, and to benefit an important cause at the same time.”

The annual auction is a partnership between ADESA and Ford and kicks off a six-month-long fundraising campaign at six ADESA locations. The auctions will vie for the honor of raising the most money to support the research efforts of JDRF. ■

ALL IN ONE DAY

SOUTHEASTERN AUTO AUCTION OF SAVANNAH BREAKS CONSIGNMENT RECORD, DONATES TO SHRINERS HOSPITAL, AND GIVES AWAY THOUSANDS IN CASH AND PRIZES

On one day in February, Southeastern Auto Auction of Savannah (SEAA) managed to consign a record number of vehicles, give away \$25,000 in cash and prizes, and donate \$4,000 to Shriners Hospital for Children.

It all took place at SEAA's third annual "Cars, Cash & Caring Sale," held on February 15th.

The "cars" portion of the event featured a large run of vehicles, including a record consignment of fleet, lease, bank, and rental units.

For the "cash" portion of the event, SEAA gave away \$25,000 in cash and prizes after the sale. This consisted of \$10,000 in cash, plus a host of other prizes including a 75-inch Samsung TV, a Bose sound systems, Yeti coolers, Custom office furniture, chrome seafood steamers—and much more.

The "caring" part of the day featured a donation of more than \$4,000 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.

There were lots of special guests onsite for this event including Jennifer Knights, president of Georgia Independent Automobile Dealers Association, who spoke about the association and its benefits.

"It was a great day for both buyers and sellers," said SEAA Vice President Bill McCready.

"Katie Rushing, [SEAA's national remarking manager] offered a record number of vehicles from her accounts. Our institutional business has grown rapidly over the last two years and it was on display for this sale. It was also a great day for Shriners Hospital for Children thanks to our generous dealers. In 2016, we were able to donate over \$10,000 to this great organization. Our goal is to beat that number this year and we are off to a good start." ■



Photo: Manheim Seattle team hosts clothing drive to support foster youth with Treehouse for Kids. (L to R): Cindy Scothorne, Dorothy Hitchcock, Caryn Grow, Sheri Patterson, Bob Schendel, David Hennessey, Tonya Kidder, Donna Prengel, Annie Koskovich, Karan Sanders and Richard Van Valkenburg

MANHEIM SEATTLE CLOTHING DRIVE SUPPORTS FOSTER KIDS

Team members at Manheim Seattle helped improve the lives of foster kids by collecting clothes, toys and school supplies for Treehouse for Kids, a nonprofit organization that helps foster youth become productive members of their communities.

The team hosted a clothing drive in February and March, collecting cash and clothing that will be available in the Treehouse Wearhouse, a free store where foster care youth and their caregivers can shop

for quality new and like-new items. With donations from supporters like Manheim Seattle, the organization offers clothes and essentials for infants, children and teens in King County.

For some Manheim Seattle team members such as Tonya Kidder, foster youth have a special significance. She is a Manheim employee and a foster parent who suggested that the Seattle team support Treehouse for Kids as a community relations partner this year.

"I've been a foster parent for many years, and I have adopted many of the children I've fostered because I truly believe in the importance of providing a loving, secure home environment where they can thrive," said Kidder. "As an advocate for the foster care system, I actively recruit people in my community who want to help these kids get the emotional and academic support they need so they can realize their full potential." ■

MANHEIM SOUTHERN CALIFORNIA EARNS RECOGNITION FOR ENVIRONMENTAL IMPACT



Manheim Southern California continues to lessen its impact on the environment through its daily conservation efforts. To honor its commitment to preserving natural resources, the team was awarded a 2016 Shred-it Environmental Award certificate.

Shred-it, an information security company, offers a suite of recycling services to help corporations

boost their environmental sustainability contributions. Last year, the Manheim Southern California team reduced 52,500 pounds or 15 tons of waste through the use of Shred-it's recycling services. According to the certificate, this translates to the conservation of almost 300 trees, 46 cubic yards of a landfill, 31 barrels of oil and more than 108 gallons of water.

"Reducing our impact on the environment is a core value of our company, and we are committed to doing our part to help achieve the Cox Conserves goals," said Chad Ruffin, general manager of Manheim Southern California. "With many locations throughout the nation, Manheim has a big

opportunity to capitalize on sustainability efforts every day."

Now celebrating its 10-year anniversary, Cox Conserves is the national sustainability program of Cox Enterprises, the parent company of Cox Automotive and Manheim. Through Cox Conserves, the company is committed to sending zero waste to landfills by 2024, and becoming carbon and water neutral by 2044. The program engages each of the company's major subsidiaries (Cox Communications, Cox Automotive and Cox Media Group) and encourages Cox Enterprises' 60,000 employees and their families to engage in eco-friendly practices. ■

