

ON THE BLOCK

THE OFFICIAL MAGAZINE OF NAAA

DANGERS OF DISTRACTED DRIVING

NATIONAL AUTO AUCTION ASSOCIATION

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VOL. 2 NO. 6

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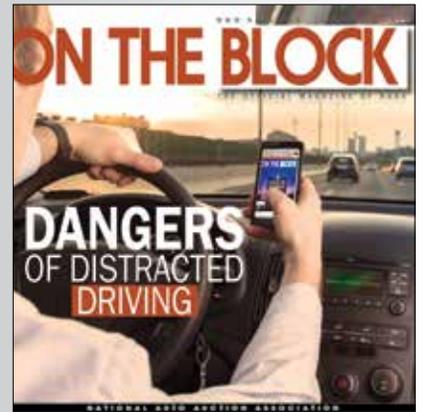
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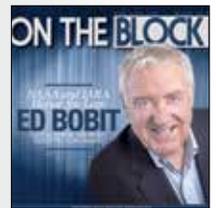
SEPTEMBER 2015



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MAY 2015



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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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A New Award For an Old NAAA Tradition



MIKE BROWNING

SO TO RECOGNIZE THE CHARITABLE ACTS AUCTIONS ALREADY PERFORM AND TO ENCOURAGE EVEN GREATER VOLUNTEER INVOLVEMENT, WE CREATED THE "NAAA AUTO AUCTION OF THE YEAR AWARD FOR EXCELLENCE IN COMMUNITY SERVICE."

No matter where my career has taken my family and me over my 25 years in the automotive industry, I've always believed it was important to get involved in our new community. Whether coaching Little League or working on a Habitat for Humanity project, I've rolled up my sleeves and eagerly volunteered.

Perhaps I'm passionate about participation because when I was general manager of Manheim New Orleans during Hurricane Katrina, I witnessed firsthand in the storm's aftermath the dramatic difference individuals can make by getting involved and giving back.

And I'm equally enthusiastic about engagement being an essential part of my professional as well as my personal life. I think that involvement by NAAA members is crucial to maintaining and strengthening our association, our industry and our communities.

Of course, auto auctions have a long philanthropic tradition of generous public spiritedness. That's definitely one characteristic our 340

member auctions and 128 associate members have in common. They do some amazing things, sponsoring everything from children's activities to medical research and donating to a diverse variety of local nonprofits ranging from hospitals, homeless shelters and food banks to animal rescue, environmental conservation, and rehabilitation programs for our wounded veterans.

In fact, last year, the average contribution to local charities per NAAA member auction was about \$8,000. That's certainly something in which we can all be proud. But I'm also interested in contributing in ways beyond providing financial support.

As president, one of my major goals is to enhance our community service. I want our auctions to become even stronger partners in giving back to the community by offering our time and talents.

So to recognize the charitable acts auctions already perform and to encourage even greater volunteer involvement, we created the "NAAA

Auto Auction of the Year Award for Excellence in Community Service." This new honor, unveiled at September's convention in Orlando, will be presented to its first recipient at the 2016 convention, chosen from the four nominees from each chapter for the most outstanding community service conducted by auction staff. NAAA will also make a donation to that auction's charity of choice.

More details about the award will be available soon. Until then, remember no act is too small to go unnoticed—helping an elderly couple, planting trees in the park, hosting a seminar on financial literacy or responding to a disaster. All volunteer service is eligible. So go ahead and get involved now!

Your benevolent work can deliver a visible, powerful message that will inspire and motivate not just your fellow NAAA members and industry colleagues, but others in your community, to take action by volunteering today to make a positive change in our world. ■

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Distracted Driving: Be Proactive

It is auction day and things are bustling. As the general manager of the facility, you expect to sell 1,500 cars in the next four hours and your trusted mechanics and cleaning crew are out applying the final "spit polish" to ready the cars for the lanes. Joe Driver, one of your most reliable longstanding employees, in a late model Mercedes that has just come back off lease, proceeds to head into the lane for the first sale, when his iPhone beeps and a text message arrives. Joe looks down at the text message and when distracted, rather than putting his foot on the brake, hits the accelerator and runs into a group of dealer representatives waiting to bid in the lane. Luckily, no one is killed, but several of your key dealer customer representatives suffer significant injuries. Within weeks, the lawsuits fly and, while the claims may be covered by insurance, your organization faces significant exposure. You ask yourself, "What could I have done to avoid such an occurrence"?

Your question is a good one and warrants your attention now, proactively, before such an unfortunate circumstance befalls your business.

As our society continues to introduce more and more technology and distractions into our vehicles, accidents resulting from distracted drivers also continue to rise. Most importantly, these accidents result in death and injury to drivers, passengers and pedestrians. However, in the business context, automobile accidents can also result in numerous other negative impacts on the organization and its employees. It is, therefore, worth taking a moment as an organizational leader or manager to consider the full spectrum of impacts that flow from distracted drivers and evaluate some tools that can help to reduce those accidents.

As responsible businesses and NAAA members fully committed to safety in our industry, you are likely already aware of the dangers of distracted driving. Have you taken the time to consider, however, how you might mitigate against those dangers through the use of unequivocal corporate policies and practices? While certainly not the total answer, you should have a safe driver policy for your business, educate your employees on the policy and safe driving practices, and initiate compliance measures. Such an approach is not only good for public health, but it is also good for business. Effective and timely steps to publish, provide training on and enforce common sense policies may:

- Save lives and reduce injuries for the public, in general.
- Reduce injury to employees that translates to a reduction in lost time on the job, disability claims and business place anxiety and morale.
- Reduce property damage to your fleet, auction vehicles and other corporate assets.
- Reduce your business liability exposure.
- Preserve and protect organizational time, energy and financial resources.
- Actually increase productivity.
- Help to keep insurance costs manageable.

There are a number of resources available and steps an organization can take if a self-assessment indicates that your team might need to improve your organizational response

to reduce distracted driving and generally increase safe driving habits:

- Review the Occupational Safety and Health Act and state analogs that establish a number of hazard-specific safety and health standards with which you may need to comply.

- Contact, or review resources available from organizations such as the Department of Labor Occupational Safety and Health Administration, the National Highway Traffic Safety Administration (NHTSA), or the National Safety Council.

- Evaluate any existing policies, procedures or practices within your organization that may require, encourage or condone unsafe driving habits such as eating, making phone calls, texting or making computer entries while driving a company vehicle or driving any vehicle while engaging in activities within the scope of the employee's job.

- Consider establishing and broadly distributing a written comprehensive motor vehicle safety policy that includes education and organizational standards for some or all of the following: a ban on devices and activities that distract drivers; seat-belt use; defensive driving; roadway and weather awareness; vehicle selection and maintenance; driver training; unsafe act and accident reporting requirements; and driver mentorship programs.

- Consider developing an agreement that employees sign that underscores the importance of their knowledge and understanding of the organizational safe driving policies and participation in the related safety programs.

- Develop a corresponding program for employee education, compliance incentive awards and disciplinary action.

To be sure, merely establishing a vehicle safety policy, or more narrowly, a distracted driver policy, will not avoid all automobile accidents and will not serve as an impenetrable shield against lawsuits. However, if senior leaders, managers and supervisors set policies, communicate expectations and allocate the necessary resources to establish and maintain safe driving environments that are at or above federally and state mandated safety standards, then your organization will better ensure a safe and healthy working environment that protects the business entity and its greatest asset — its people.

For an example of a good (by that I mean prohibitory) distracted driving policy, you should look at <https://www.osha.gov/distracted-driving/modelpolicies.html> (NHTSA's sample policy on distracted driving). ■

BY THOMAS E. LYNCH III
Esquire - NAAA General Counsel



Electronic Measuring Basics

Structural damage analysis can help - or hinder - the making of structural decisions. Here are the basics of structural measuring.

What is "structural measuring" anyway?



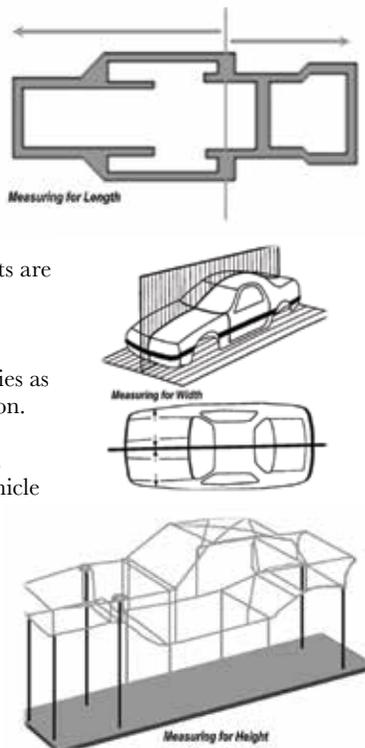
Structural measuring is defined as a process of determining a distance between points for use as a basis for comparison. It is used primarily by collision repair facilities to establish a repair methodology and properly frame (no pun intended) the problem and deflection effects from the collision event. Automotive manufacturers also use a measuring system to ensure the vehicles adhere to the specific 'build tolerance' that vehicles fall under. Auctions tend to use the measuring system for reconditioning and for arbitration cases. Most

systems help identify subtle structural misalignment that the human eye won't necessarily see.

How is it used and what is "build tolerance"?

Many companies provide measuring systems, which differ in the look of their reporting and systems. The vast majority require the operator to measure pre-determined points on the vehicle. Each point measured will typically give a length, width and height measurement. The vehicle is typically split into three sections (front, center and rear). The measurement starts in the center section to establish what is commonly known as 'base points'. The center section of vehicles is less likely to have as much deflection (also known as the safety cage). From the base points in the center, the operator will obtain measurements as far forward and backward of the vehicle to ensure a complete view of the structure is established. The measurements are typically expressed in millimeters.

Build tolerance is the standard to which the actual measurements are compared. The build process from vehicle to vehicle on the production line eventually varies as tools, processes and other resources affect the production. In theory, vehicle number one's parts should easily be able to bolt up to car number 200,000. This is due to a quality control process that ensures that the specific vehicle specifications do not stray from the maximum amount of slack. Most measuring tool companies supply the operator with the specifications from the manufacturers and an averaged database. The undamaged side and another vehicle (same year, make and model) can be used to compare as well. The gap between "is" and "should be" is what the collision shops will need to know in order to repair or replace the structural components to ensure the correct alignment of the structure.



We do not have one, do we need one?

The short answer is no. Operator error and intentional manipulation of the results is common with electronic measuring unfortunately. Also, most companies have a disclaimer that typically says due to structural reference point tolerance and/or manufacturing procedures, the vehicle's measurements may vary from the specifications listed and still be aligned correctly.

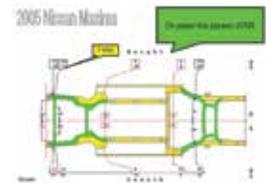
Per NAAA's Arbitration Policy, the facilitating auction will, at its discretion, have a

vehicle measured according to the Used Vehicle Measurement Standards (UVMS) at a facility of its choice. Prior to sending the vehicle for measurement, the auction reserves the right to complete a visual verification of the physical condition of the vehicle to determine that it should be measured. If the measuring facility determines that the vehicle is within the UVMS, the buyer of the vehicle will be responsible for the charges paid to the facility. Likewise, if the measuring facility determines that the vehicle is not within the UVMS, the seller will be responsible for the charges paid to the facility.

Visual evidence supersedes any/all mechanical or electronic measurements.

For measurements according to the UVMS, the following guidelines will apply:

- The vehicle structure must measure to a total tolerance of no more than +/- 8 millimeters (mm) of published specification of length, width and height at control points that capture the front (2), center (4) and rear (2) sections of the vehicle.



- Symmetrically (comparative measure from side-to-side and point-to-point based on point measurement), the length, width and height must measure to a difference of no more than 6mm. Upper body measurements (tram gauge) by themselves will not be adequate.

In summary, relying solely on an electronic measurement is risky. A well trained inspector should be able to identify misalignments and prior repairs using the indicators and techniques taught in damage analysis classes. The measuring systems are expensive and require intensive training as one simple mistake can dramatically change the readings. Visit www.naaa.com for upcoming 2016 Auction Standards Training. The class reviews everything damage analysis including structural damage and the Arbitration policy. ■

BY MATT ARIAS
Director of Arbitration, Manheim





ADESA SIOUX FALLS'S RALLY SALE RAISES FUNDS FOR WOUNDED WARRIORS

For the past 75 years, the Sturgis Motorcycle Rally has drawn motorcycle enthusiasts to the Black Hills of South Dakota. Thousands of riders gather in Sturgis, S.D., to hear concerts, buy the latest gear and enjoy organized rides through the gorgeous scenery of the Hills.

To get customers fired up about the rally, ADESA Sioux Falls holds its biggest sale of the year just weeks before the event in late July/early August. The run list for this sale is mostly motorcycles and this year's festivities included a preview night for dealers, fun giveaways and complimentary meals.

In true ADESA form, the auction decided to add a charitable element to this year's sale, raising funds for the Wounded Warrior Project. The auction of buy-fee coupons prior to the sale and donations from at least one loyal customer brought in a total donation of \$2,000 to the cause. ■

HIGH TECH LOCKSMITHS LENDS A HAND TO BUILD A PLAYGROUND

When CarMax opened its store in Brooklyn Park, Minnesota, this spring, the company committed to building a playground for the Mt. Airy Boys & Girls Club. This August, CarMax was ready to deliver on its promise so the company reached out to industry partner High Tech Locksmiths (HTL) for some manpower. And HTL did not disappoint.

More than 200 volunteers, including HTL's



Sales Manager Juan Collado, helped CarMax create an amazing playground for youth in the Twin Cities area.

"High Tech Locksmiths has had a long and respectful working relationship with CarMax," said Randy Fielser, HTL field operations manager, "so when they asked us to help out the community in Minneapolis, our sales manager, Juan Collado, jumped at the opportunity."

The CarMax Foundation is building 30 playgrounds nationwide in partnership with KaBOOM!, a national nonprofit dedicated to bringing active play into the lives of all children.

"CarMax frequently does community projects," said Jay Wiener, HTL president and CEO, "and we are proud and honored that they invited us to participate. Thanks to Juan Collado for being the representative on behalf of High Tech Locksmiths." ■

KAR PROVIDES NEEDED SCHOOL SUPPLIES THROUGH BACKPACK ATTACK

BackPack Attack is a fall tradition at the KAR Carmel headquarters. As the start of each school year approaches, the United Way of Central Indiana (UWCI) collects supplies for at-risk students in nearby neighborhoods who might not otherwise have what they need for that first day of school.

Again this year, our generous employees contributed in a big way, donating 2,418 items to meet the need. UWCI collected a total of 32,500 items, and KAR was thanked for making one of the biggest company donations. More students have the essential supplies they need to be successful at school thanks to KAR. ■

FORD PROGRAM TEACHES DRIVING SKILLS AT ADESA DES MOINES

Vehicle crashes are the leading cause of death for teenagers in America. Nearly 3,000 teens die annually in such accidents, according to the most recent data from the National Highway Traffic Safety Administration.

Two major factors contribute to this alarming statistic: the inexperience of young drivers and issues surrounding distracted and impaired driving. The Ford Driving Skills for Life (Ford DSFL) program addresses both of these factors.

Established in 2003 by Ford Motor Company



Fund, the Governors Highway Safety Association, and a panel of safety experts, the training goes beyond what teens learn in standard driver education programs. It's available at no cost to teens and results over the past 10-plus years have been outstanding.

ADESA Des Moines recently served as the venue for a Ford DSFL training that involved hundreds of teen drivers and their parents. Teen drivers got behind the wheels of some specially equipped Ford vehicles, with a professional instructor at their side, to go through exercises set up on the auction property.

The teens also took a safe-driving pledge designed to make them think about what's important behind the wheel, including obeying the speed limit, wearing a seat belt and avoiding distractions. ■



IMPRESS YOUR CAR DEALERSHIP'S CUSTOMERS WITH THESE UNIQUE GIFT IDEAS

Provided by Bob Rauschenberg, ADESA Vice President of Sales, Marketing and Special Services

We know car dealers are always looking for ways to stand out from the crowd and make the sales experience unique for their customers. With so many ways to communicate and reach shoppers, it's important to take the time to connect with customers—before and after the sale.

One of the top ways dealers can build and strengthen a relationship with customers is by sending them a gift after they purchase a vehicle. While many dealers settle for branded materials like keychains and coffee mugs, there are great opportunities out there for dealers who want to get creative. We're sharing a list of our favorite innovative gifts that will keep you top-of-mind with your customers long after they drive off the lot.

- **Car care kits.** Include a detail kit in the car so your customers can keep their vehicle looking polished.
- **Drive-in theater gift cards.** Give your customers a gift card to the local drive-in movie theater so they can take their vehicle out for the night.
- **A handwritten note.** Don't underestimate the power of a handwritten note. Many customers will appreciate the time and energy you put into writing something and mailing it to their home,

especially if it is to thank them for their business.

- **A personalized birthday message.** Mail birthday cards to your customers to celebrate their special day, or send a small gift basket to mark the occasion. Especially if their birthday is quite a while after their purchase, this will remind them of your service excellence. A charitable donation in their name is also a nice gesture.

- **Tickets to an exclusive event in town.** Consider purchasing tickets to a test-track experience, a concert, special event or a museum exhibit, complete with parking vouchers. Your customers will think of you when they attend and appreciate the thoughtfulness. ■

TEAM KAR RAISES MORE THAN \$9,000 FOR TOUR DE CURE

For the fourth year, KAR Auction Services participated in the 2015 Indiana Tour de Cure, the annual cycling event to raise money for the American Diabetes Association. With the help of riders, supporters and a series of fundraising activities at the KAR corporate headquarters, Team KAR raised more than \$9,000 this year.

Team KAR consisted of members from KAR and all of its subsidiaries riding together. The rain held off and despite a couple of sick riders and equipment malfunctions, about 17 riders participated and got the opportunity to ride around the famed Indianapolis Motor Speedway. ■



JDRF BENEFITS FROM ADESA'S WEAR1 SHARE1 SELFIE CAMPAIGN

ADESA hosted a fun sales campaign involving customers, Wear1 Share1, which engaged customers to become more familiar with ADESA.com and the company's mobile apps, LiveBlock



and Marketplace. Each dealer, after learning about ADESA's online marketplace features, received a shiny, new ADESA.com pin and was

entered to win a tropical trip or other prizes.

The campaign also included a charitable giving aspect. Customers were encouraged to take selfies wearing their ADESA.com pins and to post them to ADESA's Facebook page. For each selfie posted, ADESA contributed a dollar to the Juvenile Diabetes

Research Foundation (JDRF). The response was incredible, resulting in more than 900 selfies posted—and a check for nearly \$1,000 written to JDRF. ■

AUTOMOTIVE ART APPRECIATION: ADESA-SPONSORED ARTOMOBILIA SHOWCASES CARS AND COMMUNITY

Artomobilia is an annual celebration of cars and car enthusiasts, those who appreciate automotive art and design. And if that wasn't reason enough for ADESA to be involved, consider that the event was held in the Arts and Design District of Carmel, Ind., just a few miles from ADESA's corporate office.

With ADESA as major sponsor, this year's event showcased more than 400 cars grouped into categories—classic, sports, exotic, Indiana-built, racers, preserved and more—for thousands of car fans enjoying the day. The cars were on display in downtown Carmel, drawing a crowd of 15,000 visitors to appreciate the automobile as art.

Employees served as volunteers during the day and gathered, along with customers and other car lovers, in the ADESA hospitality suite.

Don Gottwald, KAR's chief operations officer, presented awards, including Best in Show. Gary Bartlett of Muncie, Ind., won Best in Show for his 1968 Ford GT40 MK3. The Penultimate award was presented to Reed Tarwater of Indianapolis for his 1936 MG PB. ■



The Best in Show award went to Gary Bartlett of Muncie, Ind., for his 1968 Ford GT40.



Reed Tarwater of Indianapolis won the Penultimate award for his 1936 MG PB.



This 1936 MG PB, owned by Reed Tarwater of Indianapolis, is one of just 400 two-seater PBs produced. It is a matching numbers car restored using factory records to its original Oxford and Cambridge blue with blue leather interior.



Gary Bartlett acquired this 1968 Ford GT40 in 2011 and carefully restored it to its original condition.

AS SPONSORS, PAR AND ADESA GOLF FOR GOOD CAUSES

Golf is popular in the Carolinas. So golf tournaments are popular fundraisers there too. ADESA and PAR North America were proud sponsors of two charity golf tournaments this summer, both benefitting organizations that are focused on helping children in need.

The Swing Fore A Child's Place Golf Tournament, held at River Run Country Club in Davidson, N.C., is an annual event that supports A Child's Place in Charlotte, N.C. A Child's Place works to erase the impact of homelessness on children and their education. This year's tournament raised a record \$156,000, and those funds will be used to provide resources to keep the 150+ homeless children in the Charlotte area healthy and in the classroom.

"ADESA and PAR were a huge part of this year's success," said event coordinator Jennifer Sidden. "And we are so grateful for their support. It truly makes a difference for children experiencing homelessness in Charlotte."

ADESA and PAR were "presenting" sponsors of the 4th Annual American Credit Acceptance Charity Golf Tournament this summer as well, raising \$26,000 to support Hope Center for Children. The Hope Center provides safe, around-the-clock care for young children who are the victims of neglect or abuse in the Spartanburg, S.C. area. This lovely afternoon of golf was held at the Carolina Country Club in Spartanburg. ■



Best Practices for Motivating Dealership Sales Team Members

Your sales team members are the driving force behind your dealership. After all, it's their job to convert prospective customers into buyers and look after your existing customers so they return time and time again. The pressure of meeting the sales team's quota along with an ever-changing marketplace, however, can sometimes make even the best salespeople feel unmotivated. Fortunately, there are ways you can help reignite that spark.

Identify what excites your team.

Mark Palmer, a sales consultant and executive coach, says that if compensation was considered a sufficient enough of a motivator, your sales team would already be performing. This means you need to identify exactly what else excites your team. Perhaps it's a chance at extra cash or prizes, such as tickets to a sporting event, but it could also be peer recognition. Be sure to avoid concentrating only on your top performers' needs, though, as this can

make good salespeople feel like they can't compete. Instead, find ways that allow all team members to win. For example, try judging on personal bests rather than on who has the most sales.

Share an "attaboy" (or girl).

Interestingly, one of the easiest ways to motivate those on your sales team is by recognizing their accomplishments on a regular basis. Giving a fist bump when they reach their goals or placing their photos on a "bragging wall" in the lobby when they sell a vehicle not only lets your salespeople know you appreciate their efforts, it can also build morale when others see it as a win for the team.

Offer an overachievement commission.

According to the Harvard Business Review, offering an overachievement commission or bonus can help keep salespeople motivated, even after they meet their initial quotas. For example, salespeople would receive their regular commission until they reach their

goal. Once it has been reached, they might then receive double commission or a bigger percentage for all their sales above that quota. This helps keep them from slacking off after their initial quota is met and can motivate your star salespeople to push themselves even higher.

Create good working relationships.

Although members of your sales team may compete with one another, creating good working relationships between team members actually provides many benefits. To encourage these relationships, provide opportunities for your sales team to get to know one another. A company picnic or an after-hours social event can work as a stepping stone for building relationships and can provide a boost in morale, helping your sales team's effectiveness. ■

BY KEITH CRERAR

ADESA Vice President of Dealer Services

Manheim Riverside Unveils Auction Upgrades

Manheim recently unveiled two new offerings at a grand opening celebration at its Riverside, California location. These include the indoor Vehicle Inspection Facility and the Kelley Blue Book Resource Center. The new offerings reinforce the value that Cox Automotive offers dealers and follow on the heels of the 89,000-square-foot Manheim California Service Center, which opened in 2013.

"Manheim Riverside continues to invest in new and better ways to make it faster and easier for dealers to conduct business while delivering high-quality products and services," says Chris Brown, general manager, Manheim Riverside. "As vehicle volumes continue to rise, these collective facilities will ensure that our team is prepared for anticipated growth, delivering new technology tools to enhance the auction experience and better serve our customers."

The latest additions to Manheim Riverside includes a 21,000-square-foot, climate-controlled vehicle inspection facility that enables highly-trained inspectors to efficiently produce industry-leading condition reports for more than 125,000 vehicles per year. The operation features energy-efficient LED lighting that consumes 33 percent less energy than traditional lighting sources. Additionally, a first-of-its-kind Kelley Blue Book Resource Center, located in the main auction lobby, provides training,



information sessions and customer meeting space. Equipped with seven workstations and business technology tools, the Center makes it easy for buyers and sellers to access product and evaluation information.

"Helping car buyers and sellers achieve their respective goals is at the core of Kelley Blue Book's mission, making the implementation of the all-new Resource Center at Manheim Riverside a no-brainer," said Mike Sadowski, vice president of operations and general manager, Kelley Blue Book. "Delivering the company's trusted information and the availability of space for dealers to conduct business directly at the auction, as part of the Cox Automotive family, is just another example

of how we intend to carry out that mission for our customers."

Manheim Riverside also recently launched a turf elimination project to significantly reduce landscape water usage. By replacing six acres of green turf grass with plants requiring less water, the facility will save approximately 15 million gallons of water annually.

"Especially as the company celebrates its 70th year in operation, Manheim is very grateful for the Riverside community's ongoing support," shared Janet Barnard, president, Manheim North America. "We continue to strive to be an excellent corporate citizen and responsive to area employment and environmental needs." ■

Manheim Pennsylvania Celebrates 70 Years of Success

Manheim Pennsylvania, the world's largest wholesale auto auction, recently celebrated its 70th year in operation. The anniversary event kicked off with an interactive walk down memory lane for company employees, paying homage to the people whose stories and relationships built the auction's legacy of growth, innovation, leadership and customer service from the very beginning.

"Our seven decades of success would not be possible without our employees, loyal customers and community support," says Manheim Pennsylvania Vice President and General Manager Julie Picard. "Recognizing this historical milestone allows us to look back at how it all started, as well as consider the exciting possibilities ahead."

From its modest beginning as a three car, single-lane auto auction in 1945 to its current 400-plus acre facility with 33 lanes serving dealer customers from 50 states and 120 countries, Manheim Pennsylvania is recognized for its market leadership and innovation. Its state-of-the-art, 200,000-square-foot wholesale vehicle reconditioning center—the largest in the world—is a prime example. With 14 detail lanes, 19 mechanical bays and wireless tracking technology, this facility annually performs more than 540,000 vehicle services, such as detailing and inspections, plus mechanical and body work.

The operation's focus on innovation extends to its support of the community. With a large operation in Lancaster County, the auction site built a water conservation facility in 2007 that



annually treats 42,000 gallons of wastewater. Each day, this facility produces 25,000 gallons of high-quality reusable water and reduces demand for this resource by 60 percent.

"Equally as important as the way we serve customers and the industry is Manheim Pennsylvania's commitment to our Lancaster County community and charitable organizations," adds Picard. "Our operation has supported the Manheim Central Food Bank, Keystone Wounded Warriors and the national Wounded Warrior Project, as well as the Manheim Auto Auction Exhibition and Community Center. In addition, we selected St. Jude Children's Research Hospital, Cox Automotive's national partner, as the charity of choice for our 70th anniversary events." ■

Cox Automotive Participates in a Chili Cook-Off

Benefits St. Jude's Children's Research Hospital

Employees across Cox Automotive participated in an annual Chili Cook-Off on September 14 benefiting the St. Jude Walk/Run to End Childhood Cancer and proving there's more to the competition than beans and heat!

With 10 teams representing many Cox Automotive brands, including Manheim and Autotrader, hundreds of employees participated by donating a minimum of \$5 to the event. In exchange for their donations, employees participated by sampling the chili...a win-win all the way around!

Prizes were awarded by four appointed judges who scored each team in the following categories:

- Best Non-Traditional
- People's Choice
- Best Display
- Best Traditional

Team Manheim and Cookie's Chuckwagon Chili took the win for Best Decoration. Employee donations, along with a matching gift from the Cox Automotive Community Relations



team, raised nearly \$1,800, putting the Atlanta Walk Team within reach of their fundraising goal for the Saturday, September 26 event.

The annual St. Jude Walk/Run to End Childhood Cancer took place in 58 communities nationwide on Saturday, September 19 and 26. Cox Automotive is a Gold Level sponsor of the event with a company-wide goal of supporting all 58 walks and raising more than \$200,000 for the kids of St. Jude.

St. Jude Children's Research Hospital is the world's leading research facility that treats and cures childhood cancer and other life-threatening diseases. The money raised will help ease the worry of patients' families by covering the cost for treatment, travel, housing and food. ■

AKRON AUTO AUCTION NOW FEATURES THREE INTERNATIONAL AUCTIONEER CHAMPIONS

Auctioneers Joseph Mast, Andy White and Peter D. Gehres, who all work for Akron Auto Auction, have competed and taken first place in the International Auctioneer Championship



(IAC) three of the last four years.

Peter Gehres is the current 2015 IAC Champion. He won his title in July, when the event was held in Addison, Texas, near

Dallas. Gehres's win brings the total number of IAC Champions working each Tuesday at the Akron Auto Auction to an astounding three! Joseph Mast, AAA Lead Auctioneer, won the IAC in 2011, and Andy White won it in 2013.

"It is truly an honor and a blessing to have such a great group of auctioneers working at our sale, but to also be able to say that 33 percent of our staff is International Auctioneer Champions is really something to hang your hat on," admitted Chad Bailey, President of Akron Auto Auction.

In addition to selling each Tuesday morning, Mast recently became the lead auctioneer for Barrett-Jackson Collector Car Auctions. You can also see the trio selling at events in Connecticut, Nevada, Arizona and Florida.

Mast, White and Gehres also sell at the Rubber City Classic Car, which is held in Akron every fall, as well as at the IX Center in Cleveland during the Cleveland Car Show every spring.

"It has been an honor and privilege to work beside two champion auctioneers each week and I am truly grateful for the support and opportunities offered by Akron Auto Auction," Gehres said.

"I look forward to representing AAA and their dealers for years to come."

"The opportunities afforded to me over the last number of years from my relationships I've made in the National Auctioneers Association and with Chad Bailey have truly been that of a fairy tale. Without the encouragement of Mr. Bailey, it would be hard to imagine how different my career would look today." ■

BY CHAD BAILEY
President of Akron Auto Auction



MOBILE WEB

ON THE BLOCK

A
CHIP OFF THE
OLD BLOCK

Safety

More Information

You can find free sample cell phone policies along with more information about distracted driving online at the National Safety Council (nsc.org) and the National Highway Traffic Safety Administration (both nhtsa.gov and distraction.gov).

Distracted Driving:

MOBILE TECHNOLOGY AND MOTORING DON'T MIX

NAAA launches cell phone initiative aimed at protecting employees and lowering liability risks

You wouldn't let an employee get behind the wheel of a company vehicle if he or she were under the influence, right? Of course not.

But that's actually what you're doing if you permit employees or even encourage them as part of their job to use a cell phone while driving.

The University of Utah conducted a controlled driving simulator study and found that drivers using cell phones had slower reaction times than drivers with a 0.08 blood alcohol content — the legal intoxication limit.

People driving while on a cell phone accounted for at least 27 percent of all motor vehicle accidents in 2013 — including 1.2 million collisions where drivers were talking on a mobile device and a minimum of 341,000

crashes where they were texting — according to the National Safety Council (NSC).

All of those accidents resulted in property damage, personal injury and death.

Whether handheld or hands-free, today's mobile technology causes a variety of distractions for motorists, and with our on-the-go, constantly connected culture it's a growing problem in America. Estimates from the National Highway Traffic Safety Administration (NHTSA) state that 10 percent of all drivers, at any given moment, are distracted by a cell phone.

So the National Auto Auction Association believes it's time to address this motoring menace before it reaches crisis proportions.

"Distracted driving from cell phones presents a major liability for companies that operate vehicles and creates a real safety

concern for their employees, as well as a danger to the general public," says NAAA Chief Executive Officer Frank Hackett. "As an organization whose members face this issue in their daily business and as part of the automotive industry, we want to encourage auctions to take a serious look at reducing this risk."

NAAA's initiative will urge members to review their company cell phone policy, or establish one if one

doesn't exist. They should also be up to date on local, state and federal laws governing the use of wireless devices while driving. The best practice is to set safety policies that exceed the existing minimum regulations.

Currently, 45 states and the District of Columbia ban drivers from texting while 14 states and DC ban drivers from talking on handheld phones. Novice drivers are prohibited from any cell phone use by 37 states and in Washington, D.C.

Although forbidding the use of any mobile communication device when the vehicle is in motion is the safest course for companies to follow, some employers may think that will cause their staff to be less productive.

But a 2010 survey of Fortune 500 companies that had implemented total cell phone bans revealed that only 7 percent of respondents said it decreased productivity, while 19 percent reported an actual increase.

More specifically, for companies with fleet vehicles studied by the NSC, just 1 percent experienced a decline in overall productivity after a barring cell phone usage while driving. Of the remaining fleets, 90 percent saw no change and 9 percent registered a rise in worker output.

"Apparently, studies show that people adapt and become more efficient with their time before getting into the car if they know they can't use their cell phone to continue working in the car," Hackett notes. "Yet habits don't change automatically overnight; you need to tell people why and provide solutions. So rather than just imposing a ban, we suggest getting a buy-in from everyone in the business and offering practical, easy-to-follow tips on how to adhere to your policy along with a clear explanation of the risks and benefits for all involved."

He adds that tracking violations, developing a system of accountability for managers as well as drivers, enforcing the rules and promoting an ongoing safety message are also important elements of a mobile communication policy.

"That's why part of our initiative is simply an awareness campaign alerting our members to the escalating problem of distracted driving," says Hackett. "Statistics show that taking your eyes off the road for just two seconds doubles your risk of a crash. So we feel it's worth spending time on setting a safe cell phone policy for company drivers. Protecting your staff from harm and lowering the risk of liability isn't just good for your business, it's good for everyone on our nation's roads." ■

A Diversity of Distractions

According to NHTSA, distractions from driving come in three forms:

- Cognitive distractions are when a driver's mind isn't focused on driving.
- Visual distractions occur when the driver looks at anything but the road ahead.
- Manual distractions occur when the driver takes one or both hands off the wheel.

But they all have the same result — an increased likelihood of an accident.

Matt Arias and Brian Geitner Become Honored Fellows

National Auto Auction Association awards industry expert and leader

The National Auto Auction Association (NAAA) has recognized two industry leaders — Matt Arias and Brian Geitner — as NAAA Warren Young Fellows for their personal achievements and professional contributions to the auto auction industry. The honor was presented during the 2015 NAAA Annual Convention held in Orlando, Fla., from Sept. 22 - Sept. 24.

Since 2004, the NAAA Warren Young, Sr., Scholastic Foundation has helped 144 deserving students pursue their dreams of a higher education. The foundation has raised more than \$2.2 million dollars and awards \$52,000 in scholarships annually to deserving students.

Matt Arias is the Director of Arbitration for Manheim. He serves as the Co-Chair of the Auction Standards Committee.

“Matt gives us so much of his time and expertise, it is difficult for me to think of anyone more worthy of this honor,” said Frank Hackett, NAAA CEO. “He hosts live webinars for our association, giving valuable information to auction owners and employees on auction standards. During one 60-minute webinar, Matt answered over 100 questions



MATT ARIAS

Brian Geitner’s career in the automotive industry began at GMAC. He joined Automotive Finance Corporation in 1993, helping grow the company to over 80 branch locations. In 2005, he co-founded Dealer Services Corporation as the company’s chief operating officer, eventually becoming president. Geitner steered the company during the merger of DSC and MAFS, helping to create the world’s largest floor planning company.

Last year Geitner was instrumental in the stunningly successful 2014 Black Book Pedal Car Auction that fortified the NAAA Warren Young, Sr., Scholastic Foundation

on arbitration.”

Arias also provides support and expertise for the website, IsItFrame.com, purchased by NAAA last year and hosted by AutoIMS. He is regular contributor to the On The Block magazine and is one of NAAA’s biggest supporters.



BRIAN GEITNER

and made it self-sustaining by raising \$560,000. Lynnway Auto Auction donated a beautifully detailed baby blue pedal car for the auction. Geitner made the highest bid for NextGear Capital. The folks at Lynnway called Geitner to ask

if they could buy it back. Without hesitation, he returned the pedal car along with its clear title, so it could return home to Lynnway.

“Brian moved many of the bids creating a bidding frenzy like never seen before for kid’s toys,” Hackett said. “He did it for a cause that we all believe in education.”

Both men now join an exclusive group of 87 others who have attained this recognition over the years. They each received the Warren Young gold medallion. Also, their names will be engraved on a plaque beside their esteemed Fellows, which is permanently displayed at NAAA headquarters near Washington, D.C. ■

Jay Cadigan Inducted Into NAAA Hall of Fame

National Auto Auction Association Honors Manheim Vice President of Industry Relations

Jay Cadigan, vice president of industry relations for Manheim, was inducted into the National Auto Auction Association (NAAA) Hall of Fame during the NAAA’s 67th annual convention held in Orlando, Fla. from Sept. 22 - Sept. 24. The NAAA represents more than 300 auction members in North America.

Membership in the Hall of Fame, established in 1968, recognizes individuals whose long-term service to the auto auction industry and NAAA has contributed improvements to remarketing as a whole, has worked with the trade organization to benefit its members and has consistently followed the high standards of the association’s Code of Ethics.

Beginning his automotive career working at a car dealership during high school and college, Cadigan has spent four decades serving his industry not only as an executive in both the corporate auction and the leasing and rental car remarketing businesses, but also in volunteer leadership roles as an NAAA member.

“It’s our pleasure and privilege to honor



JAY CADIGAN

impact on the remarketing world and provide an outstanding example of professional achievement to future generations in our business.”

Cadigan served as NAAA president in 2010-2011, as well as vice president, chairman of the board and now executive vice president. He is also a past president of the Eastern Auto Auction Association.

During his term as president, Cadigan focused on establishing standards, promoting teamwork and fostering the next generation of association members and industry

leaders through expanded education, training, networking and mentoring efforts that encourage the development and participation of younger colleagues in the remarketing profession.

leaders through expanded education, training, networking and mentoring efforts that encourage the development and participation of younger colleagues in the remarketing profession.

Cadigan’s own professional advancement commenced in 1976 when, after earning a bachelor’s degree in management from St. Mary’s College of California, he joined Avis Car Leasing. Among the numerous positions he held there was national auto auction sales manager, which first gained him exposure to the auto auction business. Later, he worked for Hertz Car Leasing as national retail sales manager and New York Zone car manager. He then moved to US Fleet Leasing in San Mateo, Calif., as vice president of car sales.

In 1989, Cadigan joined Golden Gate Auto Auction, where he eventually became assistant general manager. After four years Cadigan went to Skyline Auto Auction. He served as general manager of Skyline Auto Exchange (now Manheim NY Metro Skyline) in Fairfield, NJ, for 11 years, during which he was also general manager of the Port Newark facility. ■



John Nicholls Receives NAAA Auctioneer of the Year Award

NAAA honors second generation champion auctioneer

John Nicholls, president of the Nicholls Auction Marketing Group, has received the National Auto Auction Association Bernie Hart Memorial Auctioneer Award for 2015. The association, which represents more than 300 auto auction



JOHN NICHOLLS

members in North America, presented the award at its 67th annual convention held in Orlando, Fla. from Sept. 22 - Sept. 24.

Named in honor of Bernie Hart, who served as NAAA's executive director for more than 30 years before retiring in 1988, the annual award recognizes the industry's most visible person. Nicholls' company conducts more than 300 auctions per year for Fortune 500 companies and he can be seen personally wielding the gavel at many of the sales for vehicles, real estate, equipment and thoroughbred horses — including five auto auctions each week for Manheim and CarMax, all four of the prestigious Barrett-Jackson Collector Car Auction events, the Branson Collector Car Auctions and numerous charity fundraisers.

As a second-generation championship auctioneer, Nicholls is a chip off the old auction block, attaining the same honor NAAA awarded to his father Charles in 2004.

"John is an excellent auctioneer who exemplifies the best of his profession and is an asset to our industry," noted outgoing NAAA President Ellie Johnson, daughter of veteran auctioneer and auto auction owner Kenny Aycok, who was the first recipient of the Hart memorial award in 2000. "Having myself just graduated from auctioneering school this year, I appreciate his skill, admire his clear, rapid-fire calling and envy his smooth control of the audience. If I could ever be only half as good as John, I'd consider it a great achievement."

She recalled that her dad schooled John in the auctioneer's art at the former's small auction academy. The two men became close and continued to work together at many sales. "Both Charles and John are so talented, it's a heartwarming honor to be president in the year the son follows the father in receiving this most deserved award."

The elder Nicholls went on to

graduate from the Reisch Auctioneering School, now the World Wide College of Auctioneering in Mason City, Iowa, and then founded his Fredericksburg, Va., auction with wife Jean in 1968. John, after earning bachelor's and master's degrees, acquired his auctioneer education at the school in 1990 and is one of its featured instructors.

Over the next 25 years, Nicholls worked in the family business, becoming licensed in 11 states and the District of Columbia. He amassed a number of professional achievements, which include being named 1994 Virginia State Champion Auctioneer, 2003 Virginia Auctioneer of the Year, 2003 World Automobile Auctioneer Champion and the 2006-07 National Auctioneers Association Men's Division Champion of the International Auctioneer's Championship.

Today as president, Nicholls oversees all day-to-day operations of the full-service auction firm. Under his leadership, Nicholls Auction Marketing Group recently earned recognition as Business of the Year by the Fredericksburg Regional Chamber of Commerce.

Nicholls also takes a leadership role in professional organizations. He currently serves as the vice president of the National Auctioneers Association (NAA) and on the board of the World Automobile Auctioneers Professional Association. He is a past president and chairman of the board of the Virginia Auctioneer Association and a past member of the NAA board of directors.

He travels around the country as a featured speaker at many other state auctioneer associations and has represented the profession on NBC's TODAY Show, at the National Association of Realtors Convention and St. Jude's Children's Research Hospital, in multiple news publications and on a real estate auction consulting trip to South Africa.

Residing in the Fredericksburg area with his family, Nicholls is involved in his community. He is an active member of the Spotswood Baptist Church and serves on the boards of the Virginia Community Bank and the Joe Gibbs Youth for Tomorrow Foundation. Nicholls applies his championship bid calling talents at charity auctions to benefit a variety of organizations, such as schools, colleges, and hospitals, as well as Rappahannock Goodwill, Ducks Unlimited, Trout Unlimited, and the National Wild Turkey Federation. ■

Warren Clauss Elected NAAA Vice President

Warren M. Clauss will be vice president of the National Auto Auction Association for the 2015-2016 term, serving on the executive board with President Mike Browning and



WARREN CLAUSS

WARREN M. CLAUSS WILL BE VICE PRESIDENT OF THE NATIONAL AUTO AUCTION ASSOCIATION FOR THE 2015-2016 TERM, SERVING ON THE EXECUTIVE BOARD WITH PRESIDENT MIKE BROWNING AND PRESIDENT-ELECT JERRY HINTON.

President-elect Jerry Hinton.

As general manager for ADESA Buffalo since 1996, Clauss is the longest-running general manager at any of the 66 ADESA auctions.

He has also actively served in NAAA executive leadership positions for more than a decade, first as president of what is now the Eastern Chapter in 2004-2005. He then sat on the association's board of directors from 2006 to 2008 and again from 2013 to 2014.

Prior to his election as vice president, Clauss was a member of the NAAA Legislative, Membership and Convention committees.

A native of Buffalo, N.Y., Clauss earned his bachelor's degree in business administration from St. Bonaventure University in Olean, N.Y. After receiving his Certified Public Accountant designation he spent eight years in public accounting with a local firm in his hometown and then the Buffalo office of Deloitte & Touche.

Clauss entered the auto auction profession in 1992 when he joined the ADESA Buffalo team as controller. He took on the role of assistant general manager of the auction in 1994 and, two years later, became general manager. ■

NAAA Honors Gregg Kobel as Industry Pioneer

Former auction owner and past NAAA president recognized for contributions and commitment to the remarketing industry

The National Auto Auction Association has named auto auction veteran Gregg Kobel a pioneer of the industry for his achievements and contributions to the remarketing profession. The honor was presented during the association's 67th annual convention held in Orlando, Fla. from Sept. 22 - Sept. 24.

This Industry Pioneer Award, given to those who have worked in the wholesale motor vehicle industry and/or NAAA, recognizes an individual who has innovated or enhanced methods of improving services to remarketers through NAAA member auctions; has championed NAAA member auctions as providing services for motor vehicle remarketers unavailable from any other source; and has consistently followed the standards of the NAAA Code of Ethics.

Kobel, who has spent more than four decades in the auto auction industry, served as NAAA president in 2007-2008 and as



GREGG KOBEL

chairman of the association's board of directors. He was also president and director of the Midwest Auto Auction Association twice.

During his term as NAAA president, Kobel worked diligently to boost member participation, streamline the organization's committee structure, launch a new awareness marketing campaign, and create the Annual Review publication that examines the events of the previous year, reports data and provides an analysis of the state of the industry.

He also envisioned a common technology platform that put every auction on the same page for data analytics, and while in office pushed for the industry's development of a

web-based, single-point inventory locator tool for both wholesale buyers and sellers.

In addition to his leadership contributions to the association and industry, Kobel's early support of NAAA's then fledgling scholastic foundation earned him a Warren Young, Sr., Fellow. The now \$2.25 million fund provides scholarships to help deserving students pursue their dream of higher education.

The oldest of seven children growing up in the inner city of Chicago, Kobel was surrounded by the landmark buildings of his hometown and aspired to be an architect. After attending Richard J. Daley College there, he changed his goal to joining the police force. He passed the police exam, but while employed as a service writer at a Firestone store he also occasionally worked at the Greater Chicago Auto Auction across the street and became close friends with the late Joe Lyng, one of its managers. At lunch

KOBEL continued on page 17

NAAA Names Ron Hope Exhibitor of the Year

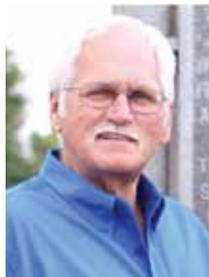
CARS Recon Inc., president and CEO recognized for longtime loyalty and support

Ron Hope, president and chief executive officer of CARS Recon, Inc., has been named the Marie Hingst Exhibitor of the Year for 2015 by the National Auto Auction Association.

The award is given each year to recognize an exhibitor who displays a similar dedication and commitment to the NAAA as its namesake and first recipient in 2006, Marie Hingst.

"Ron is a longtime and loyal exhibitor," noted NAAA Chief Executive Officer Frank Hackett. "He and his entire staff at CARS Recon are very involved in our association, always willing to volunteer and serve in our efforts to improve and advance the industry."

Hackett cited Hope's frequent



RON HOPE

contributions to the NAAA Warren Young, Sr., Scholastic Foundation, NAAA's scholarship fund, as just one example of his devotion to giving back. "Ron understands the importance of education and of developing the next generation of industry leaders, so he likes to mark his company's milestones by making donations to our scholastic foundation."

Hope founded CARS Recon, Inc. in 2003, but as an exhibitor he brings to the convention knowledge of the industry going back to the

start of his automotive career in the 1960s with the Chrysler Corporation. Beginning at the Chrysler Nu Car Prep Center in Southern California, he went on to hold management positions there and at a second center in Chicago before being named manager of the California location. Each center employed about 300 people, processing new vehicles for dealers and serving as a base for Chrysler Leasing Corporation auctions.

Leaving Chrysler in the mid-1980s, Hope relocated to Atlanta, Ga., to oversee the construction and staffing of the reconditioning facilities under development by Anglo-American Auto Auctions (later ADT Auction Group). Soon named the director of client services, his duties included

HOPE continued on page 17



KOBEL continued from page 16

with Lyng one day, Kobel learned of his plans to open an auction and was offered an opportunity to join him.

So in 1969 Kobel entered the auto auction business with the opening of Auction Way Sales in nearby Crestwood, Ill. Nine years later when Lyng bought Greater Chicago, he tapped Kobel to be the general manager and vice president of both operations. It was during those years that Kobel first became involved with NAAA when Lyng took his young executive to the annual convention in 1972.

When General Electric bought the two independent auctions in 1987, the company kept Kobel as GM for both. He remained in that position after Manheim acquired the auctions in 1991.

Kobel's opportunity to become an auction owner appeared in 1996 as he teamed up with retailer Tom Crane to purchase a small auction in Crestwood that they renamed Tri-State Auto Auction. In a decade they had grown the business from two lanes featuring 200 cars a week to six lanes running 1,600 cars a week with a reconditioning facility and 170 employees.

He later joined South Bend Mishawaka Auto Auction where he served as general manager and vice president, before being named executive vice president in 2011. Today Kobel is a buyer for Frank Shirey Cadillac in Oak Lawn, Ill. ■

HOPE continued from page 16

health and safety, customer relations, factory sale operations and special projects.

In the autumn of 1995, Hope left ADT to become vice president of ADESA's Auto Auction Operations. Four years later he formed Global Automotive Solutions and served as a consultant and director of client services for British Car Auctions. Using London as a base, he helped the company expand across Europe.

Returning to the U.S., Hope formed Capital Automotive Reconditioning Services, which began at Manheim Pittsburgh in March 2003, with 12 full-time employees. Now headquartered in Franklin, Tenn., CARS Recon operates 36 shops, including 29 auto auctions, nationwide with more than 700 full-time employees and has processed in excess of 8 million vehicles. Services have grown from detailing to other facets of the reconditioning and operations processes, such as mechanical, body and paint inspections and repair; condition reporting; sale-day arbitration; auction facility planning; operational and financial audits for auction operations and consulting. ■

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NEXTGEAR CAPITAL HONORED FOR COMMUNITY PARTNERSHIP BY RONALD MCDONALD HOUSE

On Friday, September 25, NextGear Capital was one of three companies honored with the 2015 Helping Hands Award from Ronald McDonald House of Indiana. This award recognizes individuals, organizations and businesses who have responded to the needs of families staying at the Ronald McDonald House through outstanding in-kind gifts, advocacy and/or volunteer efforts.

This is among the highest honors bestowed by the Ronald McDonald House and the Carmel, Ind.-based inventory finance company's first time receiving the award.

NextGear Capital's involvement with the Ronald McDonald House of Indiana spans close to a decade. A dedicated group of employees, led by Accounting Director Emmy Pitman and Business Development Representative Tom Merrill, have been serving a monthly breakfast for nine years at the House, which provides accommodations for more than 5,000 families of children every year receiving medical care at Riley

Hospital for Children at IU Health and other area hospitals.

"Every time I go to the Ronald McDonald House, I feel so encouraged knowing that what me and the rest of my co-workers are doing is helping someone, even if for just a small portion of their day," said Merrill. "The Ronald McDonald House plays a vital role in assisting families dealing with the illness of their children, and NextGear Capital is just happy to do our part in furthering their cause."

In addition to its monthly breakfasts, NextGear Capital has collected over 871,300 pop tabs since 2011 for the Ronald McDonald House of Indiana and is also a 2015 room sponsor for families that can't afford to pay.

"We are grateful for our strong partnership with NextGear Capital. Their ongoing support and donations help us provide services to more than 5,000 families and children every year," said Michelle Study-Campbell, CEO of the Ronald McDonald House of Indiana.

Did You Know?

RMHC has local Chapters in 60 countries and regions with:

- 349 Ronald McDonald Houses
- 196 Ronald McDonald Family Rooms
- 50 Ronald McDonald Care Mobiles
- **Grants** to non-profit organizations that also focus on the needs of children
- **Scholarships** to students across the United States
- Creating country-specific programs
- More than \$200 million collected through RMHC Donation Boxes
- At least one RMHC core program providing care for children and their families being served at 89 percent of the top children's hospitals worldwide.

Volunteer

Volunteers make the difference in the lives of all the families that come through the Ronald McDonald House – cooking, hosting, listening, nurturing, or by simply being there and helping out in any way they can.

An even easier way to help support RMHC is to drop your spare change in the RMHC Donation Boxes at participating McDonald's restaurants.

If you want to become a Corporate Donor, please contact Ronald McDonald House for possible sponsorships, partnerships and other opportunities.

Source: Ronald McDonald House