

# BEST OF THE LOT

**What the local auto dealer brings to you and your community**

IN PARTNERSHIP WITH



**Beyond the new-car smell, there are many reasons people love buying new cars.** There's the emotional connection with the brand, the excitement of new technology, and the contribution to family, holidays, and work for several years. It all adds up to a significant investment for nearly 50,000 Americans each day who come home with a new vehicle. >>> The untold story, though, is that the buyer at a dealership is effectively supporting a significant local business—

one of the 17,000 domestic dealers generating secure employment for more than 1 million people across the country.

The vehicle is a rolling symbol of economic prosperity and investment in ourselves and our communities.

### **Economic Engines**

Those 1 million people directly employed by new-car dealerships resulted in more than \$143 billion in employee

**ALLY FINANCIAL OFFERS FREE ONLINE RESOURCES TO HELP ARM CONSUMERS WITH THE KNOWLEDGE TO MAKE SMART, WELL-INFORMED DECISIONS ABOUT SPENDING AND FINANCIAL HABITS.**

compensation and nearly \$19.3 billion generated in personal tax revenues that support local, state and federal budgets, according to a recent study by the Center for Automotive Research.

Sales at new-car dealerships account for 15% of all retail sales in the U.S.; accordingly, new-car dealerships generate 15% of all U.S. sales tax revenue, according to research by the National Automobile Dealers Association

BLEND IMAGES PHOTOGRAPHY/VEER



HERE'S TO THE AUTO DEALERS WHOSE COMMITMENT TO THEIR COMMUNITY DRIVES EVERYTHING THEY DO.

## 2016 TIME Dealer of the Year Nominees:

**Bill Abbott**  
Bill Abbott, Inc.

**Currie Andrews**  
Andrews Cadillac Company

**William Aschenbach**  
King Buick GMC

**Robert Basil, Sr.**  
Robert Basil Buick GMC Cadillac

**Jeb Blackburn**  
Blackburn Nissan

**Henry Brown**  
Henry Brown Buick GMC

**Sara Carter**  
Carter Subaru

**Adam Connolly**  
Herb Connolly Chevrolet

**Larry Craig**  
Craig and Landreth Chrysler  
Jeep Dodge and Ram

**James Crowley**  
North County Cadillac Buick  
GMC

**Julie Dunning**  
Dunning Toyota Ann Arbor

**Dennis Ellmer**  
Priority Toyota Chesapeake

**Steve Everett**  
Langdale Ford Co.

**Pete Greiner**  
Greiner Ford Lincoln

**Tom Grossman**  
Suburban Chevrolet

**Hoyt Harbin**  
Harbin Motor Company Inc.

**Frederick W. Hertrich III**  
Frederick Ford

**Stephen Horn**  
Chevyland

**Marshall Jespersen**  
Dover Auto World

**Kenneth Kemna**  
Kemna Auto Center

**Bill Kindle**  
Kindle Ford Lincoln Chrysler Jeep  
Dodge Ram

**Scott LaRiche**  
Lou LaRiche Chevrolet

**August Marcellino**  
Motorcars Acura

**Phil Meador**  
Phil Meador Toyota

**Damian Mills**  
Stateline Chrysler Jeep Dodge and Ram

**William Musgrave**  
Subaru South Blvd

**Billie Nimnicht III**  
Nimnicht Chevrolet

**Thomas "Tommy" Norris**  
Toyota of Easley

**Bob Penkhus**  
Bob Penkhus Volvo Mazda Volkswagen

**Kevin Reilly**  
Alexandria Hyundai

**Frederick W. Rentschler**  
Rentschler Chrysler Jeep Dodge Ram

**Jeff Robberson**  
Robberson Ford Mazda

**Brett Russell**  
Russell Chevrolet Company

**Robert Rydell**  
Honda of Grand Forks

**Diane Sauer**  
Diane Sauer Chevrolet, Inc.

**Andrew Schlesinger**  
Andrew Toyota Scion

**Dennis Sheets**  
Sheets Chrysler Jeep Dodge

**Brad Shull**  
Shawnee Mission Ford

**Charles Shuman**  
Charlie's Auto Group

**Gregg Smith**  
Gregg Smith Ford Lincoln, Inc.

**Joseph Stanco**  
Rallye Motors

**John Symes**  
Toyota Pasadena

**Craig Tilleman**  
Tilleman Motor Company

**John Uekawa**  
New City Nissan

**Mary Catherine Van Bortel**  
Van Bortel Motorcar Inc.

**Stephen W. Wade**  
Stephen Wade Toyota Scion

**Jenny Wegner**  
Wegner Auto Company

**Jeff Wood**  
Tom Wood Lexus

**Gregg Young**  
Gregg Young Chevrolet, Inc.

**John Zwiacher**  
Scoggin-Dickey Chevrolet  
Buick Subaru

*Driven by what we love.*

These 2016 TIME Dealer of the Year nominees have made improving their community and helping those in need a priority. From all of us at Ally, we congratulate them on their nomination. Their dedication to making a difference in the lives of others is encouraging as they work to better our world. Visit [AllyDealerHeroes.com](http://AllyDealerHeroes.com) to learn more about these nominees and how they are strengthening their communities.



(NADA), establishing the bright, shining car lot as a symbolic beacon of budget dollars to be appropriated to items including education, police and fire departments, infrastructure projects and beyond. The car dealership is a haven for employment and a tax base for local governments across the country.

Additionally, the franchised dealership network is one of countless small businesses that are often family-owned and -operated; 92% of them are privately owned, according to NADA. But beyond the jobs the auto dealer network provides, there are few industries that so directly contribute to economic growth. Mobility is crucial to job access, and affordable purchase terms are crucial to mobility.

As much as the auto industry contributes to growth, it also is reflective of growth. Case in point: New-car sales are highly correlated with housing starts (82% correlation), the Dow Jones Index (81% correlation) and the Consumer Confidence Index (76% correlation) according to a 2010 TrueCar study that looked at the correlation between new-vehicle sales and the economy's health.

As for the dealership jobs themselves, they offer possibilities for advancement beyond those in other industry sectors. A technician out of vocational school, for example, can eventually become a service manager at a car dealership—where the average salary package is

**NEW-CAR SALES ARE HIGHLY CORRELATED WITH HOUSING STARTS, THE DOW JONES INDEX AND THE CONSUMER CONFIDENCE INDEX. —2010 TRUECAR STUDY**

around \$53,000 per year (NADA, 2014).

The car dealership represents value to governments, employees—and also to the consumer.

**The Value Proposition**

Recent reports by the nonprofit Phoenix Center for Advanced Legal & Economic Public Policy Studies reveal that when dealerships have to compete as fiercely as they do for business, consumers win.

And thanks to the franchised dealership model, consumers win on the price of a new car—due to competition between local dealerships—as well as the financing.

# Rising Through the Ranks

**NEW HAMPSHIRE AUTOMOTIVE DEALER ANDY CREWS** launched his career by getting his hands dirty. At 16, he worked in a local service station. He joined the Marine Corps as a mechanic after high school, finally training as an automotive technician at General Motors. But while he learned cars first, he also developed an eye for the business of cars, by working in dealerships around the country.

That commitment paid off when he was named president and CEO of AutoFair in Manchester, N.H.—a dealer group with seven stores and nearly 600 employees—and most recently when Crews was honored as the 2015 TIME Dealer of the Year. The 44-year-old was one of only 55 dealers of the 17,000 nationwide to earn a nomination for the award, which is sponsored by TIME in association with Ally Financial and in cooperation with the National Automobile Dealers Association.

Throughout his career, Crews

has been keenly aware of the importance of community involvement and outreach. He actively supports employees in the Guard and Reserve forces, his teams recently began donating auto sales proceeds to needy families at Thanksgiving, and he has worked with the mayor of Manchester to create the Make the Grade program, which seeks to motivate students to achieve through the chance to win a car. Not forgetting his own roots, Crews also works closely with New Hampshire's technical colleges to train students. "My hard work learning all the aspects of the business helped lead me to the position I now hold," he says. "But it was

my work as a mechanic and technician that really got me on my way to a good career."



# Ford MUSTANG



Go Further



Dealerships frequently partner with financial institutions to offer purchase packages customized to the automotive market—as opposed to conventional bank loans that offer very little advantage. One such group, Ally Financial, also offers tools and resources to provide easier access to important account and credit information online, once the customer leaves the dealership. In recent months, Ally enhanced its Ally Auto Mobile Pay App for consumers with digital features and also offers online tools like Click-to-Chat and secure email to help manage their account.

Ally, which has been in business more than 90 years, also offers free online resources to help demystify the car buying process and arm consumers with the knowledge to make smart, well-informed decisions about spending and financial habits. Dealers can also post the company's popular tips for car buyers—available at AllyWalletWise.com—on their websites or in their dealerships.

### **Dedicated to Community**

Car dealerships are uniquely prominent and easily recognizable in their communities. They're also beacons behind the scenes, thanks to their significant support of communities and charitable programs. According to a recent survey from NADA and Ally Financial, new-car dealers are increasing their level of giving to charitable causes, with more than 70% surveyed last year saying they planned to increase their charitable giving, up from 65% the previous year.

Their contributions are generous. Dealers surveyed donated or lent out approximately \$4.5 million worth of vehicles for charitable causes. Thousands donate time to the National Automobile Dealers Charitable Foundation, which supports schools, hospitals, emergency disaster relief, Canine Companions for Independence (including a program to help wounded veterans) and other community-based initiatives.

## **“FRANCHISED NEW-CAR DEALERS ARE AMONG THE LARGEST SUPPORTERS OF COMMUNITY-BASED PROGRAMS IN TOWNS ACROSS THE COUNTRY.”**

—NADA PRESIDENT PETER WELCH

And dealers are giving cash as well: Nearly 50% of dealers gave more than \$25,000 to nonprofit and charitable causes in 2013, with 13% giving in excess of \$100,000.

“Franchised new-car dealers

are among the largest supporters of community-based programs and charitable organizations in most towns across the country,” says NADA President Peter Welch. “New-car dealers support their local communities in many ways—from creating well-paying jobs and generating significant revenue in taxes to providing other economic benefits.”

Ultimately, these efforts and the economic base supported by the dealer network go a long way toward strengthening local communities, and by extension the national economy. With that in mind, car buyers will do quite well by continuing to relish that whole new-car experience. It's better for us in more ways than you might think. ●



WITH **SNAPSHOT**, GREAT DRIVERS GET GREAT SAVINGS. HOWEVER, GREAT CROQUET PLAYERS WILL STILL GO UNRECOGNIZED. NOT THAT I'M BITTER.



IF YOU ASK ME, GOOD DRIVERS SHOULD BE REWARDED – THAT'S WHY WE CREATED **SNAPSHOT**.

Plug it in your car, and see if your good driving could help you save big with Progressive. We'll even let you try Snapshot® before you switch to us, so you've got nothing to lose. Rewarding good drivers. Now that's Progressive.

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**M**OTHER NATURE IS all over the news these days. The earthquake and tsunami in Japan are clearly the most dramatic examples, but this year we've also seen more than our share of tornadoes, freezing temperatures and record-breaking snowfalls. One day this January, snow fell in 49 of the 50 states.

At the same time, seven of the eight warmest years on record have occurred since 2001. Is there a connection between all this? Could be. Hot air holds more moisture than cold air, and scientists say moisture is the element responsible for the volume and force of most big storms.

Whatever the case, the huge swings in weather are translating into soaring energy use and a big jump in costs for homeowners and business operators. "We used a lot of energy this winter to keep warm, and we'll probably use a lot this summer to keep cool," says Maria Vargas, brand manager for the Environmental Protection Agency's (EPA) ENERGY STAR program, which has devised a labeling program that highlights energy efficiency where it's needed most: in homes and buildings.

Indeed, although auto emissions are often singled out as the biggest piece of the climate-change scenario, the real culprit may be elsewhere. According to EPA, the average U.S. house is responsible for twice the amount of greenhouse gases as the average car. "Our homes are our castles," Vargas says, "but a lot of people do not realize that there are ways to make their castles better, warmer and more energy-efficient." Households that use ENERGY STAR qualified products typically save about 30% on their utility bills, she says. That translates into roughly \$700 a year. It also, of course, reduces greenhouse gas emissions.

More and more companies are becoming aware of climate change and the need to become energy-efficient. Again, cost is a big reason. According to EPA, the price tag on energy consumption in offices, factories, schools, supermarkets and other commercial and public buildings adds up to more than \$200 billion a year. "There is a lot of volatility in energy markets," says Vargas. "Efficiency offers companies a great safeguard. If the price of energy goes up, it enables them to strip out waste and become as efficient as possible."

To help make this happen, EPA offers building owners and managers technical assistance and access to free tools and resources to evaluate their energy performance and reduce energy use and greenhouse gas emissions. DIRECTV, the satellite TV service, recently won its second ENERGY STAR excellence award for energy-efficient product design. It is one of some 100 organizations receiving an award from EPA this year (out of 20,000 ENERGY STAR partners).

To cut energy consumption and costs, DIRECTV swaps Styrofoam for paperboard when it ships its set-top boxes, reducing packaging volume and energy by 75%. It has also redesigned its link-up antennas to de-ice in frigid weather, rather than use additional energy to do the job.

"Efficiency is crucial for us," says Romulo Pontual, chief technology officer at the Los Angeles-based DIRECTV. "Customers want us to be energy-efficient and responsible, but at no cost to them. And energy awareness on the part of consumers is only going to grow."

ITW Food Equipment Group, which won an ENERGY STAR "Sustained Excellence" award this year for strategically and comprehensively addressing energy consumption issues, gathers ongoing feedback from customers to generate ideas for improving both the climate and business environments. It is one of 46 organizations that was honored for sustained excellence this year.

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