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Upcoming Events:

OPEN TO ALL DEALER MEMBERS

MoreThanAutoDealers.com/MEMBER-EVENTS/

BLACK TIE TAILGATE

Date: Friday, Feb 1, 2019

Location: PA Convention Center

PHILADELPHIA AUTO SHOW

Date: Feb 2-Feb 10, 2019

Location: PA Convention Center

FIXED OPS ROUNDTABLE

Date: Tuesday, Feb 5, 2019

Location: PA Convention Center, Room 307

CFO/CONTROLLERS

20-GROUP MEETING

Date: Wednesday, March 20, 2019

Location: ADAGP Offices

More:

For advertising opportunities, please contact

Andrea Simpson -
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For past issues of The Driving Force, please visit
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Ad Index:

Pg. 04 ACV	Pg. 09 Lincoln Tech
Pg. 15 Ardex	Pg. 32 Maxim / Profit for Design
Pg. 25 ATC	Pg. 26 McNeese
Pg. 19 Bank of America/US Trust	Pg. 23 NBC10
Pg. 31 Boyer & Ritter	Pg. 17 PECO Smart Ideas
Pg. 23 Colors on Parade	Pg. 31 PHL17
Pg. 27 Comcast	Pg. 29 Resources Mgmt Group
Pg. 23 Daniel Ferrari	Pg. 28 VoynowBayard
Pg. 07 David Lewis	Pg. 20 WithumSmith+Brown
Pg. 30 EisnerAmper	Pg. 21 WPVI- 6 ABC
Pg. 17 Inquirer	Pg. 02 Zurich
Pg. 30 Key Bank	

NEW YEAR, NEW RELATIONSHIP

Over the past few months, the ADAGP has been working very closely with ACV Auctions, discussing opportunities to build a strong relationship. ACV Auctions is a nationwide company that offers total wholesale solutions for your used inventory and has shown significant growth over that last couple years. The Board of Directors is pleased to announce that our relationship is official, and ACV will be supporting your Association and Foundation in a variety of initiatives, from Driving Away the Cold and the Black Tie Tailgate to the golf tournament, Annual Dinner, and more.

Special thanks to Bryan Dougherty and Dan McBrearty of ACV for facilitating the collaboration between both parties. We are excited to have them as part of the family and join us for our events throughout the year. ACV has shown great growth in our area and around the country with many of our dealers already utilizing their innovative process of wholesaling inventory. When Dan, Bryan or Marlon reach out to you, please give them some time. I assure you the information is valuable, and theirs is a good product from good people who care and understand your business. ●



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FROM THE AUTO SHOW CHAIRMAN

A new year means a new Auto Show!

I am thrilled to be your 2019 Philadelphia Auto Show Chairman. It was truly an honor to be a part of last year's record-breaking show, and I cannot wait for you all to see what we have in store for this year. We have been working around the clock to provide yet another one-of-a-kind vehicle-browsing, as well as enjoyable, experience that consumers can only get at the Philadelphia Auto Show.

One of the greatest parts of the show is when you get the chance to stand back and admire the 750,000-square foot display floor. Each year, our participating manufacturers bring some of their latest and greatest developments, and it never goes unnoticed by the public. With 37 manufacturers from around the world, consumers have the rare opportunity to view the newest and most notable vehicles side-by-side. This unparalleled experience is just as valuable to us, as dealers, as it is to our attendees. The unique, diversified inventory excites a plethora of future customers in our very own Greater Philadelphia region and translates to about \$3.5 billion in vehicle sales over the next twelve months.)

I urge you to take a look at both the information for this year's show and the details of our 2019 Black Tie Tailgate as you read this issue of The Driving Force. The Department of Nursing at Children's Hospital of Philadelphia has been selected as our beneficiary for another year. Last year, we raised a record \$610,000 for the remarkable 4,000-person strong Department of Nursing. This year, we are doing everything we can to raise even more! Please consider joining us on February 1 so that we can all accomplish this goal together. As always, should you have any questions on the information discussed, please feel free to call the Association at 610.279.5229.

See you at the show,



Ian Jeffery
2019 Auto Show Chairman
ADAGP President



FROM THE EXECUTIVE DIRECTOR

Members and Friends,

Well, here we are. Our 118th Philadelphia Auto Show is about to begin, and we are poised for another successful event. Thanks to the passion and dedication of the hardest-working Association staff in the country, our doors will open on February 2nd and the people of the Greater Philadelphia region will again receive another world-class Auto Show. From the latest in manufacturer designs to some of the most iconic vehicles to ever grace our roads (and movie screens), it's all available at our 2019 event.

If you haven't been down to the show recently, I urge you to do so, especially all of our participating dealers. Your presence and support has never been in demand more. If you do visit, please stop by the Auto Show office in Room 304 and let myself or Mike Gempp know you are there. We would love to touch base with you while you are onsite.

As with any show, your chairperson spearheads the effort and I commend Ian Jeffery of Volvo Cars of Fort Washington for another year of offering guidance, ideas and more as your 2018/2019 Auto Show Chairman. This is his second year of chairmanship and his growing enthusiasm is palpable. Next year, we will proudly welcome Maria Pacifico as our first Auto Show chairwoman and we know she will do a great job.

Other items of note include a big thank you to your entire Board of Directors and outgoing President David Kelleher of David Dodge Chrysler Jeep RAM. This past year, more than ever, we have tapped into their marketing experience, manufacturer relationships and then some and for that, we are grateful.

I hope to see many of you on Friday, February 1st, at our annual Black Tie Tailgate where we hope to set both a new attendance record as well as fundraising record. Until then, please holler with any questions or comments and I wish you all much success in this new year!



Kevin Mazzucola
Executive Director



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COME AND SUPPORT THEM!

The Auto Dealers CARing for Kids Foundation is proud to have the Department of Nursing at Children’s Hospital of Philadelphia (CHOP) as the 2019 Black Tie Tailgate beneficiary. Proceeds from the Black Tie Tailgate will support the Department’s patient, family, and community programs and initiatives.

For the nearly 4,000 nurses, respiratory therapists, and technicians at Children’s Hospital of Philadelphia, their work is a science, an art

and a calling. They are committed to providing highly reliable, safe patient care and excellent outcomes for patients and families, while advancing education and research missions. They are part of the patient and family experience during moments of celebration, but also during the most sorrowful times. When talking with a family whose child has had an experience at Children’s Hospital of Philadelphia, more times than not, they want to tell you about the many ways the nurses helped to make an unimaginable event the best that it could be, for them and for their child.

MEET THE NURSES

William Werts



I am a NICU nurse. I care for the sickest and most vulnerable patients. These patients cannot tell you what hurts or what they need. I walk alongside parents, many of whom are first-timers, and teach them about how to care for their children. From ventilators to bottles, and IVs to diapers, we cover a lot of territory in the NICU. Many people, when they hear what I do,

usually respond, “Wow, that must be hard!”, but I have to be honest with you, I am privileged to be able to do it. I get a front-row seat to an amazing feat, these vulnerable patients overcome so much and show that they are, in fact, some of the strongest little fighters ever! The NICU at CHOP has such a wonderful staff. I know that our whole team is well-trained, dedicated, and focused to support babies from admission to home in the most loving and best way possible. I come to work every day excited for the next little footprints to leave their mark on my life.

Erin O’Hara



It’s an honor and a privilege to say I am a nurse on the Special Delivery Unit at Children’s Hospital of Philadelphia. Not too many people get out of bed every morning and walk into work thankful and grateful for what they get to do every day. However, the past 4 years I have been one of those lucky individuals. The SDU was the first birthing unit of its kind, designed specifically to

meet the special needs of families expecting babies with a prenatally diagnosed birth defect. It allows mothers to remain close, while their newborns are treated immediately. It’s not only special to be a nurse on the SDU, but to be a nurse here at CHOP. Our mission and values are the root of who we are and allows us nurses to provide patient and family-centered care.

Kamia Spencer



I am a Registered Nurse at CHOP’s Karabots Ambulatory site, where we see over 300 patients a day. We provide the primary care needed to protect and heal our pediatric and adolescent patients in the West Philadelphia Community.

I chose CHOP because it is one of the most innovative Magnet pediatric hospitals in the country. Furthermore, CHOP offers excellent learning and career growth opportunities. We at Karabots collaborate to provide compassionate, quality care to our patients and their families and in return I receive such satisfaction in knowing that I am making a difference in their health and lives.

Donna Euler



I have worked at CHOP for 31 years. This was my first job and I have been here ever since. I’m a Certified Pediatric Nurse who works with a variety of patients, including children with sickle cell, kidney disease, and asthma. I’ve also received PEAK recognition, which is a professional advancement program that recognizes nurses’ accomplishments in supporting safe, evidence-

based patient care, educating patient families, and educating themselves to provide the best care possible.

Donna Masley



My 33 years as a PICU Nurse at CHOP is a testimonial that I am committed with dedication and passion. The opportunities and support from CHOP have allowed me to grow into the person I am. I thrive on being a patient advocate and educating and supporting families through the most difficult time in their lives. I also thoroughly enjoy educating staff and passing on the wisdom

I have acquired. Most importantly, the camaraderie and teamwork among staff to give the best care is inspiring. Sharing my expertise and knowledge with my patients, patient families, and CHOP staff is priceless for me.

Tracy Walker



My name is Tracy Walker and I’ve been an employee at CHOP for 12 years. I have worked as a Drexel co-op/nurse tech and a bedside nurse. A Drexel co-op student has a 6-month internship at the hospital while completing their undergraduate studies. During this 6-month time frame, I worked full-time as a nurse tech to gain experience within my field. I currently work as

a nurse practitioner in the Emergency Department. I enjoy the team dynamic and team-based care at CHOP. We have the opportunity to work closely with families to ensure the best care is provided daily!

Please support these unbelievable nurses and help your Foundation add to its cumulative giving of more than \$8.1 million to CHOP by joining us for the 2019 Black Tie Tailgate on February 1. Tickets are available at phillyautoshow.com.



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NOTHING

CARS, CARS, AND MORE CARS

It's time to gear up for yet another one-of-a-kind Philadelphia Auto Show! Full of the newest and most notable vehicles from a variety of global manufacturers, our 750,000 square-foot display floor will not disappoint. Guests will have the opportunity to view, touch, and even drive some of the latest and greatest in design, making this interactive auto show experience an unforgettable one. This year's show highlights include:

Ride & Drive

The Philadelphia Auto Show is proud to announce the following Ride and Drive opportunities available at this year's event.

The 30,000 square-foot Camp Jeep experience will be making its seventh consecutive appearance this year and invite Auto Show attendees to be driven by professional 4x4 drivers through an on- and off-road course right on the show floor. Course highlights will include the return of the 13' high Jeep mobile hill as well as a modified "bank wedge" element that will allow the vehicles to drive on a tilted surface around a curve demonstrating the vehicles' articulation capabilities. Rides will be offered in the Cherokee Trailhawk, Wrangler Unlimited, Grand Cherokee Trailhawk, Renegade Trailhawk and Compass.

In addition to Camp Jeep, Mazda, Toyota and Volkswagen will all offer test drive experiences at the 2019 Ride and Drive Zone, which will be located just outside the DUB Display/Hall F on the street level of the Pennsylvania Convention Center. Details vary by manufacturer and include the following:

Mazda will be offering rides in the Mazda6, CX-3, CX-5, and CX-9 from 12 noon to 7 p.m. on weekdays, and from 9 a.m. to 5 p.m. on weekends.

Toyota will be offering rides in the Camry, Highlander, Tacoma, and the all-new RAV4 from 12 noon to 8 p.m. on weekdays, from 9 a.m. to 6 p.m. on Saturdays, and from 9 a.m. to 5 p.m. on Sundays.

Volkswagen will be offering rides on Thursday, Feb. 7, Friday, Feb. 8, Saturday, Feb. 9, and Sunday, Feb. 10. Specific vehicles and times are still TBA.

"A growing part of the Auto Show's allure is the amount of ride opportunities that are becoming increasingly available to show guests," said Ian Jeffery, chairman of the 2019 Philadelphia Auto Show. "Not only can guests hop from manufacturer display to manufacturer display, which is a hands-on experience that you simply cannot get online, but now they can also test drive certain



STORY CONTINUED ON PAGE 12

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RIDE & DRIVE ZONE

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FEB 7-10

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STORY CONTINUED FROM PAGE 10

vehicles directly onsite should they choose to. The Ride and Drive Zone truly takes the Auto Show experience to the next level and there is really nothing better than that when it comes to vehicle researching.”

Manufacturer Cars

There is truly no place like the Auto Show for global manufacturers to display their next set of creations! With a show floor comparable in size to 11 football fields filled with brand-new vehicles from various manufacturers side-by-side, the Philadelphia Auto Show offers guests an immersive all-in-one experience that they can't get anywhere else. Guests can see and sit in buzzworthy cars and trucks like: the all-new Subaru Forester, Jeep Gladiator, Lamborghini Urus, Lexus UX, 2020 Lincoln Aviator, 2020 Hyundai Palisade, and many more.

Super Cars and Exotic Vehicles

The lineup for this year's breathtaking Super Cars and Exotic Vehicle displays is sure to have your heart pumping louder and faster than a V12! We've got the biggest and baddest super cars and exotics all under one roof, from the brand-new Lamborghini Urus to the new Aston Martin Vantage to the iconic Rolls-Royce Wraith. Rather than scrolling through photos of supercars online, guests can view these showstoppers live and in person, and what's better than that? Nothing.

Courtesy of C.F. Charities, the Super Cars display at the 2019 Philadelphia Auto Show will host a Ferrari LaFerrari, Pagani Huayra, and one of the fastest cars in the world – the Koenigsegg. The Exotic Vehicles display, courtesy of F.C. Kerbeck and McLaren Maserati, will feature dozens of the world's most elegant vehicles. Samples include the latest editions of the Aston Martin DB11, Maserati Gran Turismo Sport, McLaren 720S and Rolls-Royce Phantom, to name a few. For additional details and more highlights on the Philadelphia Auto Show, visit phillyautoshow.com.

Classic Cars

This year's featured and beloved classic cars will take you on a stroll down memory lane. Each classic car has its own story – whether it is one of the last of its kind left, one of a thousand ever created, or a forever-iconic model – and we are eager (to say the least) for you to see each and every one of them. Cared for meticulously by their owners, many of these rare classics have been restored to their original beauty and – just like all of us – are Auto-Show ready!

Many thanks to the Vintage Auto Museum of New Jersey, Antique Automobile Club of America, Simeone Foundation Automotive Museum, and all of the car owners who made it possible for us to display such beautiful classic vehicles!

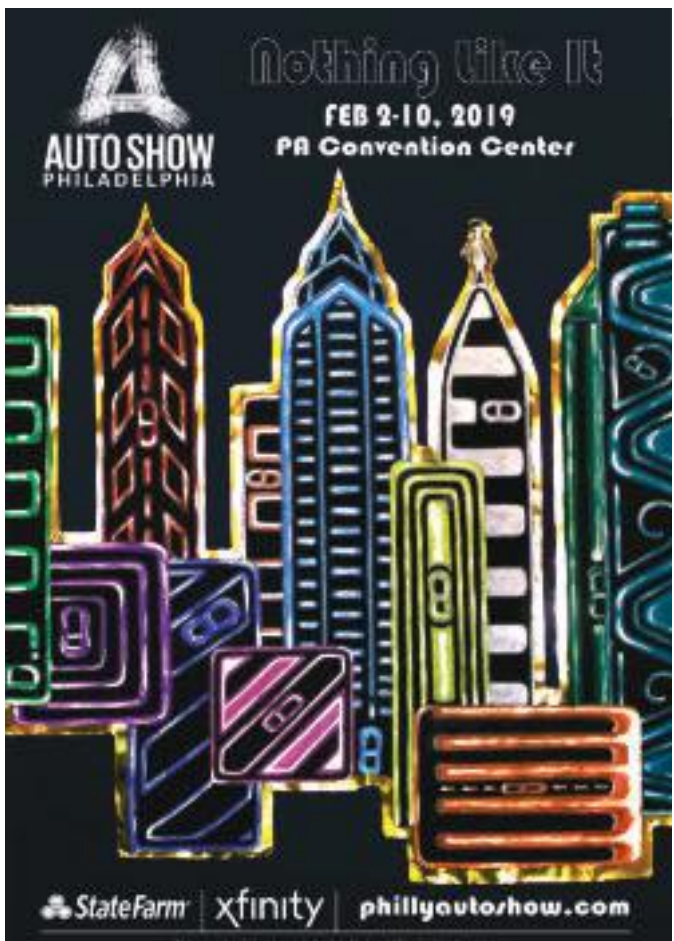
Hollywood Cars

While all cars have their own unique personality, this year's Hollywood Vehicles Display reinvents the idea of “cars with personality.” Auto Show guests can catch a glimpse of some of the most iconic vehicles to hit the big screen including Lighting McQueen, the Griswold Family Truckster, the Original Bumblebee from Transformers, DeLorean from Back to the Future, the 1967 Impala from Supernatural, and the Scooby-Doo Mystery Machine! Cars are definitely the stars at this year's Auto Show.

DUB Display

The DUB Display, a fan-favorite, is back and better than ever! If aftermarket customization gets your adrenaline pumping, our enhanced DUB display, filled with the most tricked-out vehicles we could find, is perfect for you. From personalized ambient lighting to raised wheels to customized interior, no two vehicles are alike, and that's exactly what makes this display so unique. With millions of Philadelphians comes millions of diverse interior and exterior preferences, and we've got all of them together under one roof for nine days only. But, one thing that almost all of us in the Greater Philadelphia area have in common is that we bleed green! For those of you who are die-hard Philadelphia Eagles fans, we will also have a few Eagles players' customized vehicles on display. This year's DUB Display, like the rest of the Auto Show, is one that you should definitely not miss!

Be sure to monitor phillyautoshow.com for the latest updates and details! ●



AND THE WINNER IS...

It's not often that one gets to be a part of a true surprise prize patrol. And by surprise prize patrol we mean one that you would see on those infamous Publisher's Clearing House commercials. But that's exactly what ADAGP staff members got to do when it surprised Caroline Ditzler during her 7:50a.m. art class at Methacton High School on December 13.

With our good friends at 6abc as well as Caroline's parents, principal and even superintendent in tow, ADAGP staff members gave the very unexpected Caroline the surprise of a lifetime when they announced that she was this year's winner of the Philadelphia Auto Show Poster Competition live in person. Her one-of-a-kind entry depicting the Philadelphia skyline with a bird's-eye view of vehicles moving through the city truly caught the judges' eyes and she was awarded first-place honors.

This year marks the second year of the Philadelphia Auto Show Poster Competition, which was open to all public high school students in the Philadelphia and Montgomery County school districts last fall. Students were invited to submit their original

18" x 24" designs for a chance to be named the official 2019 Philadelphia Auto Show poster and have their artwork on display at this year's event plus inside 500 surrounding dealerships.

Caroline was chosen as the first-place winner among 19 finalists from area schools. Second place honors went to Tess Harper of Upper Dublin High School and third place was awarded to Carlos Vega of Kensington Creative and Performing Arts High School.

As the first-place winner, Caroline received a 12-inch MacBook and a letter of recognition from 2019 Philadelphia Auto Show Chairman Ian Jeffery. The 2nd place winner, Tess, received \$500 as her prize and Carlos received \$250 for his winning entry.

"We started this competition last year as a way to connect with more members of our communities and give young artists a chance to become involved with something that has been part of the fabric of Philly for 118 years - the Philadelphia Auto Show," said Eric Caldarale, creative director for the show. "The response has been great thus far and we look forward to expanding the program in years to come." ●



“
WE ARE CURRENTLY EXPERIENCING THE
HIGHEST DEMAND TO DATE FOR TECHNICIANS IN
DEALERSHIPS ALL OVER THE COUNTRY
”

MORE FOR TECHNICIANS

As the ADAGP field director, one of Hector Guzman’s top priorities is to draw attention to the need for qualified technicians in today’s automotive industry and the many opportunities that go along with it. After speaking to many dealership employees, Hector has compiled helpful information, tips, and tricks for aspiring technicians. On Wednesday, Feb. 6 and Friday, Feb. 8, Hector will be relaying this information through presentations to more than 800 local high school students. The presentations will be held at the Pennsylvania Convention Center in Room 201, located on the bridge between the Grand Hall and the Main Floor.

While it is important that these students are aware of the positive impacts that franchise dealerships have nationally, regionally, and locally, it is equally important that they know of the opportunities that dealerships present on an individual-scale. These presentations aim to correct common misconceptions about the operational functions of a dealership by informing students of all possible career paths within dealerships, including finance- and management-related positions like Controller, Finance & Insurance Manager, Fixed Ops Director, Parts Manager, and more.

Through these presentations, we hope to educate students on the ever-changing role of an automotive technician. As we all know, the dramatic transformation of the technological landscape over the last 20 years is especially apparent in the increasing presence of hybrid and electric vehicles. With this advanced incorporation of technology into cars comes a need for technicians who are capable of recognizing, analyzing, and effectively resolving electronic-related issues. These presentations are valuable for students as they can hear first-hand from guest speakers how technology has reshaped this job and how the demand for technicians to fill this role has grown tremendously.

“We are currently experiencing the highest demand to date for

technicians in dealerships all over the country,” added Hector. “And, we’re about to see a huge surge due to retirement because many technicians are in their mid-50’s, which means we haven’t even seen the worst of it yet. That’s why it’s so important to interact with the students now that are aspiring to fill these roles by coaching them on how to succeed in a dealership in this new era of advanced technology. We are really looking forward to engaging with the students at our presentations and we encourage you to join us.”

TECH APPRECIATION NIGHT

Because it’s equally as important to appreciate existing technicians as it is to attract new individuals to the trade, on Tuesday, Feb. 5, 6-9 p.m., the Auto Show will be hosting “Tech Appreciation Night,” where Auto Show attendees can honor and support technicians by learning more about the trade. The event is open to all members of the public and will also be in room 201.

In addition to the informative aspect of Tech Appreciation Night, the event will include a raffle where registered technicians can win one of several prizes. Technicians will receive half-price admission for the Auto Show and their registration will act as their entry into the raffle. Tech Tuesday will also feature trade-specific vendors including, but not limited to, Red Wing Shoes, Matco Tools, Run-Rite, and ARDEX, who will be open to inform those walking through about their respective products and services.

The purpose of this event is to bring the public and technicians together to address and resolve obstacles that technicians face, as well as to increase public awareness and appreciation for the trade. Please note, this is not a recruitment event for schools or employers! For more details on how you can participate, please contact Hector at 610.279.5229 or hector@adagp.com. ●

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367,000 AND COUNTING

GET READY FOR SOME NUMBERS...

\$25,283 - annual income threshold the federal government uses to define a family of four as living in poverty.

1 in 6 - number of children in the Philadelphia area living in poverty today, that's about 175,000.

\$20 - dollar amount needed to give an impoverished child a brand-new winter coat through our Driving Away the Cold program.

180 - how many of you, our dealer members, decided to step up and fund the purchase of new winter coats for children in need.

45 - Associate Members who contributed financially.

\$2 - donation amount for every Auto Show ticket sold that the Association gives to the program.

367,000 - exact amount of brand-new winter coats put on the backs of local children in need since 2008.

One - that's all it takes - one joyful smile from a grateful child to know that you are More Than An Auto Dealer...

2018 was a record year for many things around the ADAGP offices, including our largest Driving Away the Cold effort to date. Thanks to the help of many dealers, associate members, and auto industry stakeholders, we distributed a record 51,696 brand-new winter coats to area kids in need during October. More than 220 school districts, non-profits and social services agencies played an important part in getting the new coats to the kids who needed them most. And, NEW is important. Quality equals dignity and, for a child who is used to hand-me-downs or going without, a new coat warms the body and soul. To date, 2018 was by far our most successful and rewarding year of Driving Away the Cold. Highlights included a one-of-a-kind distribution event for students of the School District of Philadelphia where we provided an impressive 8,000 new coats as well as unique collaboration with the Chester-Upland School District that had our volunteers and staff up and dancing with some of our youngest-ever coat recipients. To all the dealers and supporters who joined us at an event or one of several YMCA deliveries, we thank you. Some of you showed up at the crack of dawn, in the cold or rain, and then some. Without your support and muscle, none of this would be possible!

Registration for our 2019 Driving Away the Cold effort will open in June. Details will be posted on MoreThanAutoDealers.com. If you have any immediate questions, please feel free to call Mary Lynn Alvarino at 610.279.5229 or email her at mla@adagp.com. And remember, all pictures featured here can also be found in the Member Section of our website under Member Events. ●



BEING MORE

Change for change

Under the direction of Instructor Rob Schwarz, students in the automotive and collision classes at Middle Bucks Institute of Technology made a one-of-a-kind change collector out of a four-cylinder engine block to collect money for our Foundation's Driving Away the Cold program.

During the entire month of November, the unique change collector sat in the lobby at Middle Bucks Institute of Technology for students and faculty to donate. The results? A very impressive \$907.50 was raised by the school! That's another 45 brand-new winter coats to add to our growing total of 367,000 new coats provided to area kids in need since 2008. Talk about Change for Change! Well done, Mr. Schwarz and students!

Lansdale Auto Group Raises \$3500 for Foundation

Big thanks go to Lansdale Auto Group who also recently presented a check to the Auto Dealers CARing for Kids Foundation in support of our Driving Away the Cold efforts. Pictured here are brothers



Geoff and Jay Haenn, along with Michaela Brass (also known as Miss Mopar), presenting a \$3,500.00 check to Hector Guzman and Kevin Mazzucola of the Foundation. The funds were raised via the 3rd Annual All Mopar Show held at Lansdale Auto Group in conjunction with Miss Mopar last summer. The special day featured "All Things Mopar" including a showing of more than 150 vehicles on display and awarding of approximately 25 trophies including the top ten classic and top ten modern vehicles onsite. The best part? Another 175 new coats and new smiles will be delivered to local children (and that's in addition to the dealership's annual contribution to the Driving Away the Cold program). Way to go, Lansdale Auto Group!

Support the Tech Comp

We are gearing up for the 26th Annual Greater Philadelphia Automotive Technology Competition where the region's top high school seniors will compete for scholarships and prizes to advance their automotive careers!

We are asking for help from our dealer and associate members with prizes to reward and encourage these hardworking future auto industry employees. Small tools, T-shirts, gift cards, mugs, etc. would be greatly appreciated! All donations will be acknowledged in the event program, on MoreThanAutoDealers.com and in this magazine!

We need items in quantities of one to 25 for the students, or 36 to include their instructors. Should you have only a few items to give, we can use them to reward the top three teams or as door prizes. Please mail items by February 22 to:

ADAGP
 Attn: Mary Lynn Alvarino
 3311 Swede Road, Suite A East Norriton, PA 19401
 Questions? Email or call Mary Lynn at mla@adagp.com or 610-279-5229. Thanks for the consideration! ●



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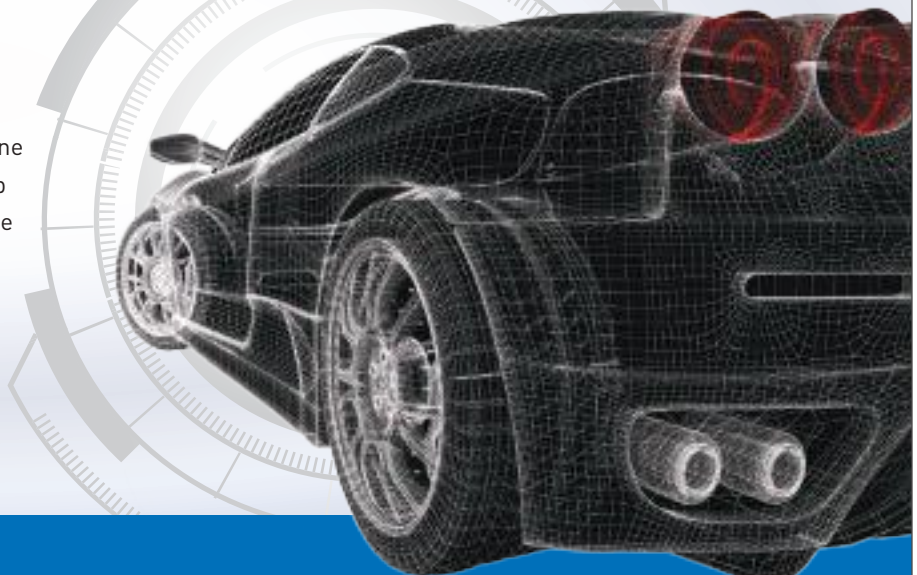
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EQUIPMENT MANUFACTURER	Equipment Solutions & Software Development		Manufacturer Equipment & Software Solution submitted for verification testing			Equipment solutions that pass verification testing are released for beta testing		Certified equipment solutions available for purchase
	EM DEVELOPMENT & SELF TESTING	INITIAL VERIFICATION TESTING	VENDOR SOFTWARE CORRECTION	FOLLOW UP VERIFICATION TESTING	VERIFICATION TESTING PASSED	BETA TESTING INITIATED	BETA TESTING PASSED	CERTIFIED AND APPROVED FOR SALE
	★	★	★	★	★	★	★	✓
	★	★	★	★	★	★	★	✓
	★	★	★	★	★	★	★	✓

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AUDIT TAX ADVISORY

PennDOT wants to provide you with information about OBD & Visual Equipment specification changes, so that you can be prepared to make informed decisions. The vendors shown are approved for sale as of October 23, 2018.

All three emissions testing equipment vendors that have chosen to provide equipment meeting the New Equipment Specification Standards are now approved for sale. The vendors listed here are the only vendors approved to sell equipment meeting the New Equipment Specification Standards.



**Station Responsibility:
New Equipment Activation**

While PennDOT has not yet specified a date when all stations must have an analyzer complying with the new equipment specifications, all three participating vendors are NOW approved for sale. Prior to having a new analyzer activated, all emissions records on your old analyzer must be sent to the VIID. Once the inspection equipment that meets the new specifications has been activated, the old analyzer equipment will be locked out, deactivated, and will not be permitted to be reactivated. It is the station's responsibility to ensure all emission records from their station are electronically communicated to the VIID. Emissions records not communicated to the VIID will be investigated during an audit review and may result in actions and penalties by PennDOT.

PennDOT strongly encourages correcting any communication issues on current equipment to prevent delays in activating new equipment, and/or loss of emissions records.

STORY CONTINUED ON PAGE 28

A large graphic featuring a white van with "ACTION NEWS abc" branding on the back. The van is parked on a dark surface with a yellow vertical stripe. Above the van, the text "THERE'S GOES THAT ACTION NEWS VAN AGAIN!" is written in large, white, bold letters. In the foreground, a circular award seal with a yellow border contains the text "BEST IN SHOW 40 YEARS RUNNING" in yellow. At the bottom, the "ACTION NEWS abc" logo is displayed in white and blue.



Winner
 Kaylee LaPosta of
 #1 Cochran with
 PAA Executive
 Director
 John Devlin

PAA SCHOLARSHIP DEADLINE IS MARCH 1ST

As a reminder, the Pennsylvania Automotive Association, through a fund within the PAA Foundation, awards scholarships to students affiliated with franchised new car and truck dealers in Pennsylvania. There are two categories that applicants should be aware of:

PAA Community Service Scholarship Awards are available to the children, step-children and grandchildren of dealership personnel. To be eligible, applicants must be graduating high school seniors or college students who are involved in activities, projects, or charitable events, which assist in fulfilling unmet needs in their communities. The scholarships can be used at community colleges and four-year colleges or universities. Students must be enrolled full-time, with at least 12 credits per semester. The scholarship is available for tuition, fees, books, tools and other eligible educational expenses. PAA does NOT pay scholarships to individuals. Instead funds

will be paid directly to the institution to be credited to the individual student's account. Two disbursements of \$2,500.00 will be paid for the fall and spring semester during each applicable academic year. The disbursements are paid to the post-secondary institution after the drop/add timeframe, which is mid-September and mid-January.

- Please note - Students may reapply for the scholarship for undergraduate years three and four if they continue to satisfy eligibility criteria:
- Remain enrolled as a full-time student with at least 12 credits per semester.
- Maintain a grade point average of no lower than 2.5 (on a 4.0 scale) throughout the first two academic years.
- Verification of continuous employment of parent or guardian at a Pennsylvania new car or truck dealership.

PAA Automotive Technology Scholarship

Awards are available to students who are currently enrolled in, or seeking enrollment in, an automotive technology program. Recipients enrolled in degree programs at community colleges or four-year universities, or non-degree certificate post-secondary training programs, in Pennsylvania will receive awards of up to \$5,000 per year for a maximum of two years. The scholarship is available for tuition, fees, books, tools and other eligible educational expenses. The Foundation does not pay scholarships to individuals, but instead authorizes the grant to be paid directly to the institution to be credited to the individual student's account as mentioned prior. Recipients must be full-time students with at least 12 credits per semester.

Applications must be postmarked by March 1, 2019. Applications and more details can be found at paa.org. If you have any questions, please contact Kelly Fromuth at (717) 255-8311, extension 3342 or kfromuth@paa.org or Jane Toto at extension 3318 or jtoto@paa.org. Good luck to all applicants! ●



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CHANGING OF THE GUARD

Thank you to all who joined us at our 114th Annual Dinner Meeting at the Museum of the American Revolution. It was a great evening of networking, entertainment and more.

Hats off to outgoing President David Kelleher of David Dodge Chrysler Jeep Ram for his work on making it a fantastic event as well as his many contributions as ADAGP President over the last two years. Gratitude is also extended to Donald Franks of J.L. Freed Honda for his fourteen years of service on the Board of Directors and Kevin Dunphy of Dunphy Ford for his nine years. We are proud to welcome Ian Jeffery of Volvo Cars of Fort Washington as our new president as well as Maria Pacifico of Pacifico Hyundai and Pacifico Mazda as our Vice President and Jason Friedman of Colonial Nissan as our Secretary/Treasurer. We are also honored to welcome two new members, Jeff Glanzmann of Glanzmann Subaru and Peter Lustgarten of Concordville Nissan and Concordville Subaru, to our Board of Directors. ● *The Board of Directors is shown to the right:*



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Who's In Your Service Department?



Joe McCoy (2003), Michael Burkey Jr.(2015), Jordan Durnell (2016), William Kelly (2005), Desiree Wood (2006), Timothy Andrzejewski (2002), Pedro Velez (2016), Geoff Rousak (1981), John Feltcher (2004), William Day (2014), Marc Hall (2015), Oswaldo Almanza (2016), Carlos Cruz Figueroa (2016), John Cross (1995), Matthew Mercadante (2018), Rodney Jones (1978)
Not Pictured: Anthony Keretzman (2008), Jimi Jollie (2017), Andy Lemus (2018), Michael Domaszewicz (current student),Alejandro Mace (current student), Joham Castro Ayala (current student)

“ATC graduates have the ability to transfer their knowledge from their head to their hands and that is a tremendous asset to our service department.”

JOHN CROSS - Service Manager - Master Certified Tech Honda & Ford - 1995 ATC grad

22 out of 39 service department employees of Scott Honda graduated from ATC.

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NADA WORKFORCE STUDY



The annual Dealership Workforce Study (DWS) provides data dealers can use to fine-tune employee compensation and benefits, promote retention, and stay ahead of the demographic curve. Participants receive comparative statistics for their own car or truck dealerships. Highlights of the 2018 Study (data collected from calendar year 2017) included the following:

In a turnaround from 2017, dealership all-employee earnings growth kept pace with or exceeded earnings growth in the U.S. non-farm private sector. For all positions, all employees, average weekly earnings grew 3.1 percent compared to 1.1 percent average weekly earnings growth in the U.S. non-farm private sector.

The all-position, all-participants national average annual compensation increased

three percent too. Nearly all of the nine key dealership positions saw increases in their annual compensation. Service Managers and Service Advisors saw the greatest increase in compensation with gains of six and four percent, respectively. Sales consultants' compensation was flat compared to last year, but other key positions saw average compensation gains of three percent.

The 2017 average weekly earnings across all truck dealership positions in the study were \$1,255, a decrease of five percent compared to last year's study, but still nearly 40 percent higher than the average weekly earnings in the U.S. private sector.

Of the most notable data collected was compensation statistics collected in our region, which uses the Mid-Atlantic territory of Pennsylvania, New Jersey and New York.

The Mid-Atlantic region's all dealerships, all-positions average compensation, ranked ninth of nine regions. With 11.2 percent difference (\$7,589) between the lowest regional compensation average and the highest, this region's average was five percent below the national average compensation.

All of the data referenced above is essential to not only our dealer members as small business owners but to us as an Association that is developing our own Advisory Council on Employment (ACE) Committee to tackle important employment issues such as the shortage of qualified technicians and the retention of them. We urge all dealer members/NADA members to participate in the NADA Workforce Study. As a reminder, it is administered every Spring and typically due around the end of April. Dealerships participate by completing a questionnaire and uploading payroll data. In return, you will receive two complimentary reports: a Custom report (Compensation, Benefits, Retention: How Your Dealership Compares) showing how your own dealerships stack up to comparable dealerships in the region, the nation, the state and the brand—plus a Trends report (Automotive Retail: National & Regional Trends in Compensation, Benefits & Retention), which is an overall analysis with data for each U.S. region and the country as a whole. Participation is free. Non-participating NADA members may purchase the study for \$499. If you have any questions, please call the Association at 610.279.5229. ●

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EMISSION Continued

STORY CONTINUED FROM PAGE 20

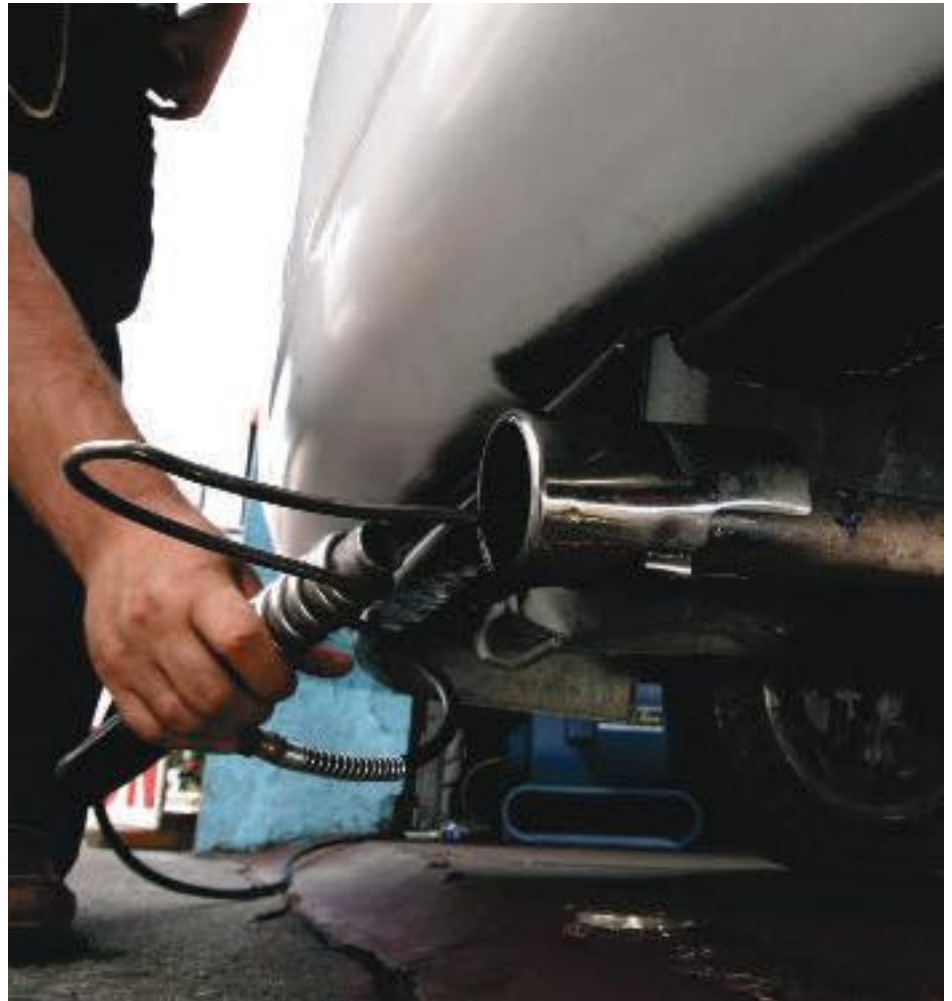
Things To Consider Before Purchasing the New Equipment

Prepare your service location with the required high speed internet cable. The new system requires a Cat5 cable connected to the station. The internet service itself does not need to be exclusively dedicated to the emission equipment. You can use your existing high-speed internet service provided you have an open network port on your router that will allow you to connect a network cable directly to your equipment.

Don't invest money in existing equipment when repairs are needed. Unless your existing I/M system was installed in the last couple of years and is from one of the vendors listed, it will need to be replaced. New machines are ready and can be used in place of your old unit for the new program now.

Don't wait until the last minute, although the "required by date" is not locked in, the new system will be required by around the middle of next year. Plan on having the new system up and running before the last minute rush.

Please watch the wpadrivecleanportal.com website for the current status of the certification process and additional information about the program. For more details or questions, contact Dan Warner of New Auto Solutions, Inc., 215-651-2941 or dan@newautosolutions.com. ●



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Success Comes from Aligning Your Business – Not the Stars

This article was produced by Profit By Design.

The “Birds” finally captured a Super Bowl win in 2018...and it was epic! One may wonder was it cosmic luck, good fan vibes, or something else?

The truth is, for any organization to succeed, whether in professional sports or your dealership, there are professionals executing a plan that converts the impossible into the predictable, reliable, repeatable, and sustainable.

Is your dealership hoping for the “stars to align” for every deal, or are you executing a professional, holistic plan to achieve monthly results?

Many dealerships are relying heavily on a few key players without realizing the exposure that creates if the player moves on. Some dealers try a “cookie cutter” approach that doesn’t consider the way their specific dealership does business. Though dealerships may have great people who can mount a one-off win, they don’t know how to align people, process, and performance. What can be done to bring out award-winning performance that goes directly to their bottom-line?

How can you shift your dealership into high gear?

Auto dealerships today are looking to drive growth. With shifting consumer trends, dealer consolidation, and new technology, how can you plan for the future and reach your financial goals?

You need an advisor who really knows the automotive business... and knows you. Who can deliver tailored solutions that create opportunities, maximize efficiency and help your bottom line.

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Read more on this topic at EisnerAmper.com/HIGHGEAR

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Real results don't come from just adding one good element to a bad plan. What successful dealers have developed is a unified team made of complementary strengths, that share a commitment to the preparation, accountability, and meeting goals. The results dealers need is a culture of success made up of 10,000 little ingredients... or rather, agreements.

The cultural agreements already exist in a dealership. However, they are often unplanned, invisible, and allow for predictably bad results. By codifying the right agreements, dealers can develop processes that promote institutional integrity. Then, onboarding new recruits, sharpening veterans, and managing a system of accountability help dealers win and keep winning.

One system that has helped dealers keep winning is the Single Point Process. It is a comprehensive, cohesive, and customer-centric strategy that aligns everything from "meet and greet", through the entire sales process, and into service. The Single Point Process is about designing a philosophy and a value proposition that permeates every customer touch-point throughout the dealership. Dealers communicate their brand quality in every aspect of the transaction experience, keeping the customers coming back.

Here are just some of the areas enhanced through the Single Point Process;

- Streamlines the Sales Process for the Customer
- No "Back-Log" in the F&I Office
- Faster Sales/Delivery Process
- Relationship Building with a Single Point of Contact
- Higher CSI Scores
- Exceptional Customer Experience
- Customer is in Control of the Process
- Creates a "Hassle-Free" Culture
- Reduces Variable Operations Cost
- Simplified, yet Personalized Care, for Increased Retention

Not only does the Single Point Process change the customer interactions, it enhances your culture by informing what your people can professionally expect from each other. Transparency and accountability ensure that everything that needs to be addressed is addressed...and nothing out of compliance can hide.

The best coaches have the experience, the tools, and the know-how to bring out the best in players and teams. As you consider designing your dealer's dynasty, use a customizable, holistic strategy that replaces luck with sustainable excellence. For real success stories from dealers like you and to discover how the Single Point Process can help, contact jimchrist@profitbydesign.net. ●



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