

Dealers' Choice

JOHN EAGLE
INTERVIEW

FALL 2020
Volume 62, Issue 5

BRYAN CASE LEADS
TADA LEGISLATIVE
COMMITTEE
AND TEAM INTO
UNCERTAIN
SESSION



Bryan Case



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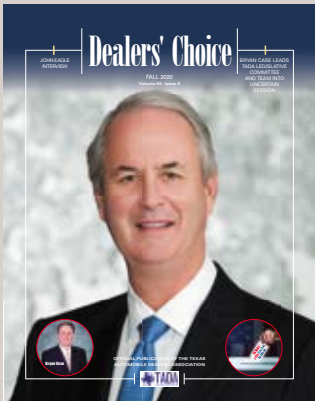
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About the cover:
John Eagle



2015



6



8



14

- 6** A Message From TADA President Darren Whitehurst
- 7** Resolution
- 8** Elections 20 VOTE 20
- 12** UMC, Bravo Chevrolet Cadillac, UMC Foundation Announces Unveiling of Gift To Frontline Healthcare Workers
- 14** Bryan Case Leads TADA Legislative Committee and Team into Uncertain Session
- 16** TADA Bryan Case Sr. Q&A
- 20** 40 Under 40 Texas Recipients
- 31** Making a Difference
- 34** John Eagle
- 36** TADA-Endorsed Lone Star Sponsors



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A Message From TADA President Darren Whitehurst



By the time you read this article, we will be in the final throes of the 2020 election cycle, and you have likely grown tired of all the commercials and/or have turned your TV set off altogether. I want to encourage you one last time to get out and vote for the candidates of your choice and tell your families and employees to do the same.

The 87th Texas Legislature will also be less than 100 days away from convening in regular session. Article 3, Section 5 of the Texas Constitution requires the legislature to meet every two years and is scheduled to start the second Tuesday in January (January 12th) and can meet for up to 140 days.

The typical session always starts with a bang — much pomp and fanfare are surrounding the opening day of the session — there is a formal swearing-in of those elected, each respective chamber adopting operating rules for the session, and leadership teams being set. In addition to new faces in the Texas House and Senate this session, we will also see a new House Speaker chosen.

Then a brief lull occurs. There is always a wave of excitement when committee assignments are made, but most of the time members spend on the floor up to that point is specific to resolutions recognizing, honoring and memorializing people, groups and events in Texas. Work outside the chamber is typically limited to the budget and emergency items identified by the Governor. When committees are

named, they organize and start meeting and hearing bills. It reaches a fevered pitch around March.

Last session, the committees in both chambers worked on thousands of bills (7,795) and passed well over a thousand (1,560). The Texas House had 34 committees and the Texas Senate had 16. Although I have no doubt that both chambers will be COVID-ready, it is unclear exactly how the Texas House and Texas Senate will operate — what will be the rules for each chamber given the current environment, how will committees function, how will floor deliberations and votes occur, etc. Given these challenges and the new pandemic-requirements of mandatory facemasks, hand sanitizers, social distancing and room cleaning, I would surmise that it will undoubtedly take longer.

Ultimately, there is only one must-pass piece of legislation — the state budget. It will prove challenging to find the consensus here just as it has been challenging in previous sessions facing budget shortfalls (2003 and 2011). With the pandemic and the collapse of oil prices, the legislature appears to be facing a daunting multi-billion dollar budget shortfall.

There is a slight caveat to the budget being the only required piece of legislation to pass in that once every 10 years, the legislature is charged with redrawing boundaries for Texas House districts (150), Texas Senate districts (31), State Board of Education (15) and congressional districts (36+). Although there are many interesting redistricting stories from each decade starting in the 1980s and there are processes that occur if legislation is not passed, these are stories for another time.


At this point, you may be asking yourself how this applies to you and why

should I care about the Texas Legislature and what happens in Austin. Although I can certainly understand the sentiment that the sausage-making process is not for the faint of heart and can be unpleasant, the final product should be of interest to all of us. The Texas Legislature establishes the framework for the operation of new car dealers in the state of Texas. Our franchise laws, dealer licensing, operation and repair of vehicles, financial product issues, titling and registration, vehicle fees, salvage issues, vehicle safety, emission reduction programs, vehicle warranties, and taxes are but a few of the issues that fall under the purview of the legislature — and the legislature will determine how they work in the future. In this publication of Dealers' Choice, Bryan Case, the chair of TADA's Legislative Committee, highlights several legislative issues being discussed by the committee that will be a focus for TADA this session.

With so much uncertainty surrounding the legislative session, personal relationships with our elected officials will be more important than ever. It is a relationship-based process, after all. Every legislator I have visited with talks positively about their dealers and what a difference they make in their local communities. Thank you for making that happen! It makes a huge difference for our lobby team here and in D.C. when we visit with state legislators and members of Congress. If you don't know your local House member, Senator or member of Congress, now is a great time to get acquainted. You might want to keep their contact information handy. The 87th Texas Legislature is shaping up as one for the History books.

As a final note, I would like to thank the members who contributed to AutoPAC, TADA's political action committee. These funds have helped us to support our legislative friends involved in campaigns this election cycle. If you haven't contributed, please consider doing so. It is an investment in our future. ▶

Resolution



ORDER NO. 2020-0735
 DATE: August 4, 2020
 STATE OF TEXAS §§
 COUNTY OF DALLAS §§

BE IT REMEMBERED, at a regular meeting of Commissioners' Court of Dallas County, Texas held on the 4th day of August, on a motion made by John Wiley Price, Commissioner District No. 3, and seconded by Dr. Elba Garcia, Commissioner District No. 4, the following Resolution was adopted:

WHEREAS, Dallas County is located in the U.S. state of Texas, and as of the 2010 census, it had almost 2.5 million people and was named the second most populated population in Texas and the ninth-most populous in the United States; and

WHEREAS, nearly one in four workers in the Dallas area are in occupations with a median wage of less than \$25,000 annually or at the federal poverty level for a family of four and two-thirds of workers earn less than \$50,000, or 200 percent of poverty for a family of four; and

WHEREAS, in 2015, 43 percent of the county's workforce spent more than 30 minutes traveling one way to work, 40 minutes regionally, and therefore, 20 percent of household income is spent on transportation and, lower-income families can face a transportation cost burden of higher than 30 percent; and

WHEREAS, the household food insecurity rate for Texas is 18.4%, significantly higher than the national average; more than 27% of children under 18 in Dallas live in households that have experienced food insecurity in the past year, and Dallas County ranks 5.9 out of 10 on the Food Environment Index (FEI) citing its percentage of the population that is low-income with low access to grocery stores, and reliable food sources; and

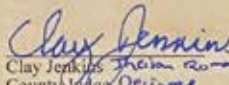
WHEREAS, the North Texas Automobile Dealers (NTXAD) list comprised of approximately 200 franchised new car dealers in Collin, Cooke, Dallas, Denton, Ellis, Grayson, Hood, Hunt, Johnson, Kaufman, Navarro, Parker, Rockwall, Tarrant, Van Zandt and Wise counties, dealers stated goal is to become one of the premier automotive trade associations in the country, by offering increased education and training opportunities for dealership personnel, and developing a more active presence in the community; and


WHEREAS, the North Texas Automobile Dealers Association has doubled its efforts during this COVID-19 pandemic and as a response to the social unrest in this nation and has proven as much by generous donations to an under-resourced community food pantry, the awarding of a special needs vehicle for a single mother and many other acts of generosity and largesse.


NOW THEREFORE BE IT RESOLVED that the County Judge and Commissioners' Court does hereby and with great pride commend and laud the North Texas Automobile Dealers Association and its members for their outstanding commitment to superior corporate citizenship.


BE IT FURTHER RESOLVED that those members who went above and beyond the NTXAD organizations and pledged additional funds for the purchase and conversion of this much-needed van to be emulated as they lead the Dallas County business community toward a sustained partnership with the consumers in this community.


DONE IN OPEN COURT this the 4th day of August, 2020.


 Clay Jenkins
 County Judge


 Dr. Theresa M. Daniel
 Commissioner, District #1


 J.J. Kreh
 Commissioner, District #2


 John Wiley Price
 Commissioner, District #3


 Dr. Elba Garcia
 Commissioner, District #4

Elections

20 VOTE 20

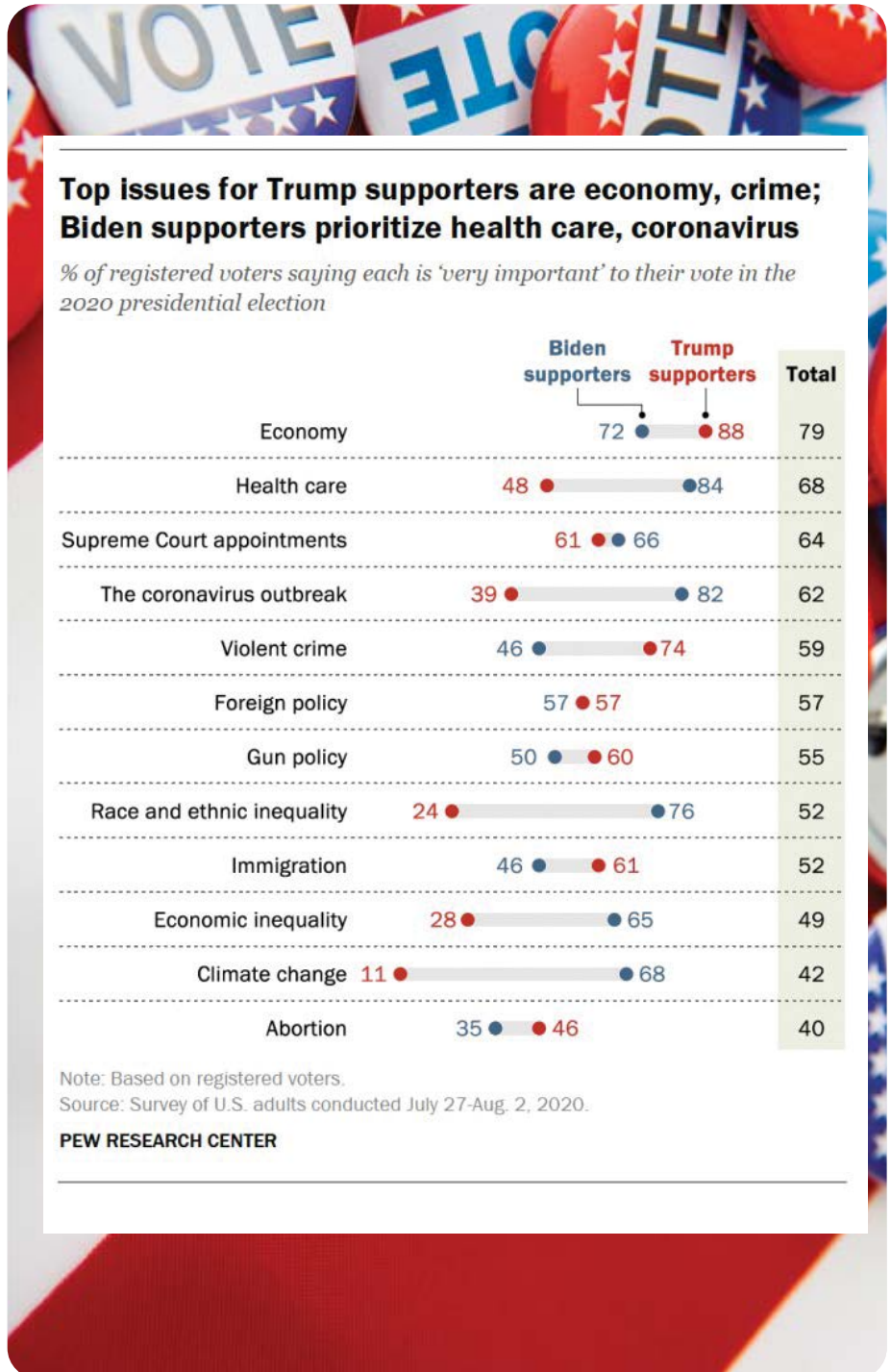
2020 Election Rundown

It seems this election cycle, more than those in the past, is filled with unanswered questions. How will elections be carried out amid concerns over COVID-19? Will states push for mail-in ballots? Will a replacement be confirmed for Justice Ginsberg before the November elections? Who will win the U.S. Presidency? Will the Democrats keep the majority in the U.S. House of Representatives? Will the Republicans retain control of the U.S. Senate? Will Republicans keep their majorities in the Texas Legislature? These questions and more will hopefully be answered on Nov. 3.

First, a couple of things that are shaping the 2020 elections and then some details regarding Congressional races and the Texas Legislature.

What is Motivating Voters

A recent poll completed by the Pew Research Center found stark differences in how registered voters who support Donald Trump and Joe Biden view the importance of issues facing our country. In fact, of the 12 issues included, the only ones that showed a comparable level of support from both voter groups were foreign policy and Supreme Court appointments. The far-right number in the chart shows the overall percent of registered voters who say the issue is important to their vote. The red and blue points to the left show the difference between Trump and Biden supporters on the specific issue.



For Trump supporters, the economy (88%) and violent crime (74%) were the most important, followed by immigration (61%), gun policy (60%) and foreign policy (57%). By contrast, the largest share of Biden supporters viewed health care (84%), the coronavirus outbreak (82%), and racial and ethnic inequality (76%) as the most important to their vote.

Biden supporters were more than twice as likely as Trump supporters to say the coronavirus outbreak (82% Biden, 39% Trump) and economic inequality (65% Biden, 28% Trump) was very important. The widest gaps between the two voter groups were climate change (57% difference) and racial and ethnic inequality (52% difference).

This poll reinforces the stark differences between voters on issues of greatest importance to our country. There is a lot of enthusiasm from both groups to get the base out to vote. The question is, how will people go about voting this election cycle?

Mail-in balloting

The U.S. Postal Service finds itself in the middle of a storm called the 2020 Elections. States are still reeling from the effects of the coronavirus pandemic, and there are record numbers of Americans expected to vote by mail this year. Most states already allow some form of mail-in voting, and in 2016 nearly a quarter of all ballots were cast by mail.

There are three main ways states vote by mail. First, there are “universal” vote-by-mail states, which is when all registered voters automatically receive a ballot, but this is relatively rare. Just five states currently conduct all-mail elections by default: Colorado, Hawaii, Oregon, Utah and Washington.

Next, there are “no-excuse” vote-by-mail states, which is the most common method of voting by mail in the U.S. — 29 states currently use it in federal elections. Under this system, any registered voter can vote by mail, but must

first request a ballot. In multiple states that do not regularly allow all voters to vote by mail, state officials have recently expanded voting by mail due to the pandemic or allowed voters to use the coronavirus as a reason to vote by mail during the upcoming elections. Texas is in this group, but it is also one of the states that have not expanded eligibility.

And finally, 16 states are “excuse-only” vote by mail, which means voters must explain why they can’t show up at the polls to get their ballot.

In Texas, a registered voter can request a ballot to fill out at home and then mail in if they are 65 years or older, have a disability or an illness, or are confined in jail, according to the Texas Secretary of State’s office. Voters who will not be in the county where they registered on the election day and during the entire early voting period can also request a ballot by mail. The primary way in which Texas has adjusted voting rules during the pandemic is

continued on page 10

STANDING STRONG *with* TEXAS



THE COVID-19 PANDEMIC HAS TAKEN A TREMENDOUS TOLL ON TEXANS, BUT WE’RE GRATEFUL TO THOSE WHO ARE KEEPING TEXAS RUNNING — AND, MOST IMPORTANTLY, WORKING SAFE WHILE DOING SO. WE ALSO KNOW THAT MANY TEXANS AND TEXAS BUSINESSES HAVE BEEN AFFECTED, AND OUR HEARTS GO OUT TO ALL OF THEM DURING THIS TIME. TEXAS MUTUAL IS WORKING TO SUPPORT OUR POLICYHOLDERS AND OUR COMMUNITIES. LEARN MORE AT [TEXASMUTUAL.COM/CORONAVIRUS](https://www.texasmutual.com/coronavirus).

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continued from page 9

by extending the early voting period. Texas is nearing the start of absentee voting for the November election. The deadline to request a mail-in ballot in Texas is Oct. 23 — 11 days before Election Day.

As was noted, many states adjusted the way people could cast their votes, either in person or by mail, due to the pandemic. So far, the results appear mixed. In Georgia, for example, a shortage of poll workers, new polling procedures and a surge in mail-in votes created delays in primary voting. Likewise, in Pennsylvania, election officials were still counting votes a week after its June 2 primary, which saw an increase in mail-in ballots and an unexpected jump in votes cast at polling stations. And in New York's recent primary, with more than 10 times the number of mail-in ballots received over recent elections, election officials were still counting absentee ballots six weeks after the election.

Congressional Elections

There are 100 Senators in the U.S. Senate, and while 51 is a simple majority, under current rules (filibuster/cloture), it takes 60 votes to move most legislation to a final vote in this chamber. The Republicans hold a 53-45 majority over the Democrats with two independents (both of whom caucus with the Democrats). There are 33 senate seats up for election this cycle (including John Cornyn here in Texas) and two special elections (Arizona and Georgia). These 35 seats break down into 23 Republican and 12 Democratic ones. Sens. Susan Collins (R-Maine) and Cory Gardner (R-Colo.) represent states that went for Clinton in 2016. Republican seats in Iowa, North Carolina and Arizona are also targeted, as are the two seats in Georgia. Republicans have targets of their own. Democratic Sen. Doug Jones (Ala.) represents a state that heavily supported Trump and will face a tough reelection battle. Democrats need to net three seats to gain parity

Figure 1

- HD 14 John Raney (R-College Station)
- HD 26 Open seat (R-Sugar Land)
- HD 28 Gary Gates (R-Rosenberg)
- HD 45 Erin Zwiener (D-Driftwood)
- HD 47 Vikki Goodwin (D-Austin)
- HD 52 James Talarico (D-Round Rock)
- HD 54 Brad Buckley (R-Salado)
- HD 64 Lynn Stucky (R-Denton)
- HD 65 Michelle Beckley (D-Carrollton)
- HD 66 Matt Shaheen (R-Plano)
- HD 67 Jeff Leach (R-Plano)
- HD 92 Open seat (R-Euless, Bedford)
- HD 96 Open seat (R-Arlington, Mansfield)
- HD 97 Craig Goldman (R-Fort Worth)
- HD 102 Ana-Maria Ramos (D-Richardson)
- HD 108 Morgan Meyer (R-Dallas)
- HD 112 Angie Chen Button (R-Garland)
- HD 113 Rhetta Bowers (D-Rowlett)
- HD 114 John Turner (D-Dallas)
- HD 121 Steve Allison (R-San Antonio)
- HD 126 Sam Harless (R-Spring)
- HD 129 Dennis Paul (R-Houston)
- HD 132 Gina Calanni (D-Katy)
- HD 133 Jim Murphy (R-Houston)
- HD 134 Sarah Davis (R-West University Place)
- HD 135 Jon Rosenthal (D-Houston)
- HD 136 John Bucy (D-Cedar Park)
- HD 138 Open seat (R-Houston)

with the Republicans, in which case the vice president serves as the tiebreaker. There is also some talk about an effort to do away with the 60-vote rule. Although this rule can be cumbersome

and does provide the minority party with the power to hold up bills, it also serves to limit extreme positions of both parties and necessitates compromise on contested issues.



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All 435 seats in the U.S. House of Representatives are up for grabs in November. Currently, Democrats hold 232 seats, Republicans' 198 and there is one Libertarian, giving the Democrats a sizable advantage. For those of you keeping score on the math, there are also four vacancies. It is estimated that Republicans will need to pick up a net of 17 seats to recapture the majority. Texas has 36 Congressional seats, and this number will grow through the redistricting process next session. The partisan breakdown is currently 23 Republicans and 13 Democrats. Texas Republicans have targeted the two seats captured by Democrats in 2018 — the 7th District in Houston (Rep. Lizzie Fletcher) and the 32nd in Dallas (Rep. Colin Allred). Still, much of their effort is focused on retaining open seats that were previously held by Republicans. The Democrats are targeting seven seats, but the most competitive appear to be in the open

seats. These include the 23rd District (Rep. Will Hurd-Helotes) anchored in San Antonio and encompassing much of West Texas; the 24th District (Rep. Kenny Marchant-Coppell), which includes suburbs in northern Dallas and Tarrant counties; and the 22nd District (Rep. Pete Olson-Sugar Land) which makes up nearly all of Fort Bend County and part of Brazoria county.

Texas Legislature

The Governor, Lieutenant Governor, Attorney General, Comptroller and most other statewide officials are not up for reelection this year. The current makeup of the Texas Legislature has Republicans holding a 19-12 majority in the Texas Senate and an 83-67 majority in the Texas House.

Of the 16 seats in the Texas Senate that are up for election, only one is competitive — Senate District 19,

which is currently held by Pete Flores-Pleasanton and is anchored in San Antonio, includes much of West Texas.

The Texas House is much more dynamic. After Democrats gained 12 seats in the 2018 midterms, they hope to pick up nine more seats to take the House in November. Republicans have controlled the Texas House since 2003, but 28 seats are being targeted by both groups — 18 currently held by Republicans, and 10 held by Democrats. Here is a breakdown: (*see fig.1, on page 10*).

It looks like the 2020 elections will be one for the ages. A lot is hanging in the balance regarding the direction of our country and our state. With so much riding on the outcome, it is important to remind people that decisions are made by those who show up! Be sure to vote! ▶

UMC, Bravo Chevrolet Cadillac, UMC Foundation Announces Unveiling of Gift To Frontline Healthcare Workers



Local executive and philanthropist Raymond Palacios continues to support the community with a donation that will help increase the quality of life at a local hospital.

El Paso, TX: Today, University Medical Center of El Paso, Bravo Chevrolet Cadillac Las Cruces and Bravo Chevrolet El Paso and UMC Foundation jointly announced the unveiling of a large-screen video system, made possible through a \$10,000 donation by Bravo Chevrolet Cadillac President, Raymond Palacios.

The new video system will be used to keep employees aware of real-time alerts and messages regarding the updates on COVID-19 news or other important information.

“We’re extremely proud of the work that the officials and health workers at UMC have been doing to protect our community during these trying times,” said Raymond Palacios, President of Bravo Chevrolet Cadillac. “We wanted our gift to the medical center

to not only reflect our gratitude for their relentless dedication to saving lives but also to enhance their work environment and aid their success in any way possible.”

Since the COVID-19 pandemic began, UMC has been a leading location for residents of the Borderplex region to turn to for medical aid. The Bravo gift serves as an act of appreciation for the tremendous efforts by nurses, doctors, healthcare workers and other UMC employees.

“The incredible support and appreciation Raymond and his team have shown, as well as from others in our community, goes far toward strengthening the work our nurses, doctors, techs, and other employees conduct daily in this fight against COVID-19,” said Jacob Cintron, UMC President



and CEO. “We are all grateful for business leaders such as Raymond and the Bravo Chevrolet Cadillac team for their contribution to the hospital’s resources and quality of life.”

The donation was made directly to the UMC Foundation COVID-19 Compassionate Cares Fund, intended for the support of healthcare workers at UMC. “This is a wonderful gift to the Associates at UMC,” said Estela Casas, UMC Foundation Executive Director. “This is yet another example of great people doing great things that make our city “El Paso Strong.” We will remember Raymond’s generosity for years to come.”

Over the last 20 years, the Bravo dealerships, under the leadership of its President, Raymond Palacios, have been committed to enhancing the economic and educational opportunities of the citizens in the Borderplex region. He is currently on the Board of the Council of Regional Economic Expansion and Educational Development (CREED) and serves as Chairman of The Borderplex Alliance. ▶



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Bryan Case Leads TADA Legislative Committee and Team into Uncertain Session



Preparations for the 87th Regular Session of the Texas Legislature began in January of this year with TADA Chair Nancy Harper appointing Bryan Case of Classic Southeast Texas in Beaumont as TADA Legislative Chairman for 2021-2022. While Bryan will admit he ended up in the car business by accident, he is a proud first-generation automobile dealer who grew up on the operations side of the business. Bryan, who now operates eight franchises in Southeast Texas, is a longtime Board Member of TADA and a veteran of the TADA Legislative Committee.

Following the appointment of Bryan and the other members of the committee, a full TADA Legislative Committee call took place in early February, and a meeting of the lobby team occurred in early March. Everything seemed to be

on track. The only major uncertainties identified at the time were who would be the next House Speaker after Speaker Dennis Bonnen's retirement and how would the Legislature find the billions of dollars needed to continue the school and property tax reforms enacted last session. "I felt really good about where we were in the first part of March as we were way ahead of the curve in terms of our preparations. We had identified the major issues we expected, and we were actively considering a number of proposals to assist the dealers in their business operations."

As everyone knows, events of the last six months have upended any notion of the normalcy we felt in early March. In these past six months, we have witnessed the effects of a global pandemic and the COVID-19 disease infecting millions of Americans, a partial shutdown of our

economy as only essential businesses were allowed to remain open in some cases, and Americans staying home to prevent the spread of the virus. The shutdowns subsequently triggered an economic recession and left millions of Americans unemployed. As if this were not enough, oil prices collapsed to the point that they briefly traded for negative \$37 a barrel. While the price of oil has since rebounded to around \$40 per barrel, the current budget for the State of Texas is predicated on prices per barrel in the low to mid \$50s.

Despite the shutdown and economic turmoil, the franchised auto dealers in Texas remained open for business as essential businesses. They kept their employees working, often with the assistance of the Federal PPP program enacted under the CARES Act. Quickly after sales fell precipitously in late March and early April, Texas dealer sales rebounded as the economy started to open back up after the April shutdown in Texas. Despite the sales recovery, inventory levels of new and used vehicles and the long-term effect of the pandemic on jobs and the economy continue to cloud the future.

Uncertainty abounds on the legislative and political fronts as well. The Capitol has been closed to the public since mid-March and Interim hearings have been relegated mainly to requests for information from state agencies and interested stakeholders. Lawmakers continue to struggle with how the Chambers and building can safely handle the return of lawmakers, staff, and visitors in January when the session

“Despite the uncertainty, I consider it a great privilege to lead the committee during this challenging time, and I am very thankful for the team we have at TADA to guide us through the session.”



begins. And while it appeared at the beginning of this year that the Republicans would maintain their majority in the Texas House, recent polling suggests that Democrats could gain the nine seats they need to take control of the House Chamber, something they haven't had since 2002. Adding to this disruption is another House Speaker's race to follow the election, and this will likely cause additional organizational delays for the session.

“I think if you told any of us at the beginning of the year what we would be facing this year and potentially next year in our business, the economy, and government, no one would have believed you.” For now, Bryan suggests a steady course for the dealers and their agenda. “We are going to prepare for a normal session, but we are not necessarily expecting one. We will be prepared and flexible enough to adapt to any changing circumstances on the ground.”

With many businesses and individuals still hampered by the pandemic and unemployment, the Texas budget has been dramatically affected. In the Texas Comptroller Glenn Hegar's budget update released in mid-July, he projected a 9.5% decrease in revenues from his previous estimate, swinging the bottom line from a \$3 billion surplus to a \$4.5 billion deficit. Under the recent projections, Hegar has sales tax revenue, which accounts for 57% of revenues, holding even with last biennium and motor vehicle sales and rental taxes running slightly behind. The big hits are to the oil and

gas production taxes and hotel occupancy taxes. With a projected biennium ending balance of \$8.8 billion in the Economic Stabilization Fund (Rainy Day Fund), Hegar still anticipates having enough flexibility to manage through the current budget cycle. Comptroller Hegar will provide an update for lawmakers in January 2021 for both 2020-2021 and 2022-2023.

The budget is the only must-pass bill for the Legislature each session. And looking at a potentially large deficit, revenue considerations will likely be on the table. Last session, Members of the Legislature seriously contemplated an increase in the state sales tax rate to fund future property tax relief. There was also an effort to remove sales tax exemptions, and some Members have already headed down that road again. On the transportation funding front, there will likely be renewed interest in finding additional revenues to fund Texas road building, including electric vehicle fees to approximate the number of gas tax dollars other vehicles provide. “I think a lot of things are on the table now that were probably not earlier in the year, and we know where the risks are as businesses and dealers.”

One should expect a great amount of legislative attention this upcoming session on COVID-19 related legislation. Legal liability protection for COVID 19 related claims remains a key question for the business community, particularly if the issue remains unresolved at the Federal level. The Legislature will also likely seek to permanently eliminate government

requirements that have been suspended during the pandemic. And the efficiency of government operations at all levels in response to the pandemic will be evaluated, providing opportunities to improve processes throughout the government. Dealers should also expect that agencies, including the Department of Motor Vehicles, will have their own wish list of legislative items ready.

As for dealer specific issues, Case indicates there are three main buckets of interest to the committee. One, he expects manufacturer ownership of dealerships to remain a hot issue, particularly with all the new manufacturers coming to market. Second, there are some dealership priorities focused on ensuring that dealers are treated fairly under the franchise laws and not mistreated by their manufacturers and other related entities. And third, we have identified some other items that give us opportunities to support and perhaps champion to try and get them over the finish line. Whether on offense or defense, there are plenty of issues out there, but it remains to be seen what the real bandwidth of the 87th Legislature will be come January.

“Despite the uncertainty, I consider it a great privilege to lead the committee during this challenging time, and I am very thankful for the team we have at TADA to guide us through the session. We have a great committee appointed by Nancy Harper, and I look forward to working with them and 2021 TADA Chair April Ancira next year at the Capitol.” ▶



TADA Bryan Case Sr. Q&A

TADA chair Nancy Harper appointed Bryan Case Sr. as the TADA legislative chair for the 2021-2022 session. He has already served as the chair for the 2020-2021 session. Bryan lives in Beaumont and is the dealer for Classic Southeast Texas. He received the 2019 Key Director Award from Richard Karr at the 103rd Annual TADA Conference. The award recognizes the member of the TADA board of directors who has contributed the most to the organization's success.

Tell us about becoming TADA's legislative chair. How did you become interested in politics?

I became interested in the TADA, if you can call my involvement there as politics, because I felt strongly that the TADA was the first and best line of defense against the encroachment on the franchise system in Texas by manufacturers.

Why are you interested in the TADA legislative committee?

I felt the committee was the tip of the spear, so to speak, in its mission to protect the dealer body.

What are your goals while serving in this position?

Although we initially had a list of goals in February, we have adopted a mindset

of flexibility due to the uncertainty associated with the COVID situation. There's still a lot of unanswered questions about the upcoming session at the state capitol. At this point, I'm waiting to see what we can accomplish effectively while dealing with this unusual set of circumstances.

What are the current dominant trends in the automotive industry, and where do you think the automobile industry is going?

The transition to digital marketing has become accelerated during the COVID-19 crisis. Going forward, that is going to continue to be a key trend. The rollout of electric vehicles during the next five years is also going to be one of the dominant topics both at the dealer level and at the state level as we all figure out how they will fit into our current business model. Although I also believe autonomous cars are going to be an issue, in my opinion, it's not part of the short-term outlook.

What is one of the most important issues you've contributed to? Is there a particular legal or legislative win you've seen?

One of the things I'm most proud to have participated with the board on was in the last session, when we resolved the loaner-agreement issue between dealers and insurance



companies. Insurance companies had tried to shift insurance liability to dealerships any time our customers were in loaner vehicles. We were able to put that back where it belonged.

These are undoubtedly unprecedented times. What are you doing, as a dealership, to weather the storm?

We are putting more emphasis on preowned sales as well as fixed operations. New sales have slowed due to the lack of available inventory. There has been a definite uptick in folks who have put off a purchase and repaired their vehicles instead.

What are you doing to support your employees?

We've tried to be flexible to avoid layoffs and to be understanding with work schedules that center around child care and school issues. We've also had to be flexible with our team members who have had to act as caretakers. At the end of the day, we want to treat everyone the same way we would want to be treated. These are unusual times, people are doing their best, and we need to do the same.



Once the election is behind us, and things calm down politically and in the media, we should be able to get back to some sense of normalcy. We are hoping to resume our regular schedule of events in the spring.

What are two things that you have learned from past experiences that are helping you navigate now?

Things are never as bad or as good as they appear to be initially. Like all changes, the pandemic is going to pass at some point. I try to share that perspective with our staff whenever possible. That said, the things we learned about expense control during the Great Recession have helped us be better prepared for this. We've also been focused as much as possible with employees because we've learned that good communication builds buy-in and stability.

What effect do you think the pandemic will have on the auto industry going forward?

It's going to be a slow recovery. At the same time, there's going to be some pent-up demand after the elections are behind us. People have delayed purchasing because of uncertainty in the news. Some of the changes that have taken place, such as moving as much of the purchase online as possible, are not going to stick around completely in the long term. People are going to return to the showrooms and buy vehicles in person. They still will want to see and drive them, so there's going to be a return to normalcy once people feel safe again doing that.

What is the takeaway for you as a leader from this extraordinary experience that will guide your future business decisions?

I believe we have an opportunity to exhibit leadership skills for some of the younger managers who do not have the same breadth of experience dealing with crises. We can set the pace and the example. Younger employees tend to take the cue from the more senior leaders; they look at our outlook and how we react to uncertainty and adversity.

I do feel good about the younger generation that is rising through the ranks. They show the same resilience that a lot of us had at that age, and it is heartening to see that.

What are you and your dealerships doing for community outreach?

General Motors has run a promotion for first responders, which I fully support. In the past, we've done all the standard stuff that people expect. We usually sponsor 8-10 different events a year, and we also sponsor leagues and teams. There's an annual food drive our team puts on at Thanksgiving, and we've often partnered with the local police department to buy bikes for children. We call it Blue Santa. Unfortunately, most of these things have been canceled this year, so we are constantly looking for other ways to serve and give back to the community.

Once the election is behind us, and things calm down politically and in the media, we should be able to get back to some sense of normalcy. We are hoping to resume our regular schedule of events in the spring.

Describe your educational background. What did you study?

I studied to be an electrical engineer. I ended up in the car business instead.

How did you become a dealer? Did you always aspire to be a part of the auto industry?

No, becoming a dealer was never part of the plan. I had taken a job in the service department at a local dealership in Austin to help with school but never dreamed I would become a dealer or make a career of it.

How has coming up through the service department side of dealerships affected your leadership approach?

I grew up on a farm and ranch in central Texas, where we worked on all our own equipment. That's how I started working on equipment and engines. We had to maintain and repair everything that we used, so it was essential to survive.

It's somewhat rare to start in the service department and eventually

continued on page 18

become a dealer, but that's what happened. I got a job at a local dealership in Austin, and coincidentally at the time, electronics were first being introduced in cars. Because of my training in electronics, I was able to diagnose and repair issues that the technicians at that time hadn't been trained on. Suddenly I was making more than I could make with my degree at an electronics firm. I liked working on cars, liked the business and most importantly the people. I decided to give it a try, and here I am today.

As far as leadership is concerned, I feel like I have a duty and responsibility toward helping others because of the investment that so many other people made in me. There are a number of people who helped me along my journey, and without their help, I wouldn't be here today.

Are there any specific individuals who had a major impact on your career? How?

I've been blessed in that I have worked for only a handful of dealerships. The most important person I met along my journey, hands down, was Ken Ruddy from Beaumont. At the time, he had just bought a single-point Oldsmobile dealership in Round Rock when I went to work for him. His business grew, and I grew with him. Eventually, many years later, I was fortunate in that he offered me a chance to buy into the business.

Ken Ruddy was by far the biggest influence on me and my career, and he was very instrumental to me in pursuing my dream because of the deep respect I developed for him. Ken was a rare individual. He graduated from West Point and was a decorated military veteran. But even more importantly, he was a man of high moral character and integrity. If he shook your hand after agreeing to a deal, you could depend on

that handshake. That's a rare thing in today's world. Watching him through the years, I became firmly convinced this was where I wanted to be. He set the standard that I still work to achieve every day I go to work.

What's the most rewarding part of your career?

It's helping employees grow and reach their potential. I enjoy seeing others achieve their goals and work toward their dreams.

How has the automotive industry changed in the last five years?

There's been an overall improvement in the dealers who have survived and worked through the Great Recession. Out of that experience, you are seeing dealers now who are more likely to react positively to change when it comes. And change always comes.

What have been some of the major challenges in creating a balance in customer dealership and digital-based transactions?

There's going to be a higher use of digital practices online for researching the purchase of a vehicle, but I don't think you are ever going to see a time when people don't want to come in and look at a car on the lot. They instinctively want to touch their new car and drive it before they buy it.

If there's a major challenge, it's for us to be receptive to hearing what the customer wants and then giving it to them. Sometimes we think we know what the customer wants versus what they tell us, but in the end, they vote with their pocketbook.

What is the biggest impact of being a TADA member?

I appreciate all the effort the TADA goes to for its members. Over time, I have come away with a deeply

appreciative view of my fellow dealers. Many of them work tirelessly behind the scenes. They aren't doing it for pay or recognition. They are doing it because it is the right thing to do. I respect this group because they helped me improve and be a better leader as well.

Are you involved in any civic or charitable organizations?

I'm active with my church. We have small-member disciple groups where we mentor individuals. I lead one group and work with the men in it during my spare time.

If you look back at your career and life, what would be three things that you have learned and that you would pass on to a younger member within the automotive industry?

I would share this one lesson or thought. Intelligence or education is not the only asset you have, or always the most important. Being persistent, not quitting and not giving up are more important qualities in the long run. Don't feel like you can't succeed because maybe you don't have the best pedigree or your family doesn't come from the car business. It's about making an effort, doing the work and improving yourself and associating with people who are going to better you and who see you as a worthwhile investment.

What are some professional moments that make you the proudest?

It's been the addition of having my two oldest sons work with me in the business. They are both general managers, and each runs a store for the group.

Was there an "aha" moment in your career that defined you?

There was a moment like that in my career. In 1990 or 1991, before I was a dealer, I had become somewhat

disillusioned with the business. I was working in a very large metro store as a service director, and I had a supervisor who I did not feel was on the same level as me from the standpoint of character or integrity. I did not respect him. And at the same time, we were growing fast. I felt overmatched, and I knew that if I had to emulate my direct supervisor at that time to be successful and to advance, then this wasn't the job for me.

My hero in the story was the GM of that store. I walked into his office and told him I was quitting on two different occasions and actually turned in my notice. He talked me out of it both times and told me, "You are the right guy for the job. You need to stick this out." He assured me of his confidence. He said, "Work through this, and you will be better when you

get to the other side." I took his advice and stuck it out. Ultimately, it was the other supervisor who ended up doing something different.

After that lesson, I never looked back when facing adversity.

It impressed upon me that we all have to learn how to serve before we can learn how to lead. You may not always like who you are following, but short of violating your moral code, you follow. And you don't ever give up.

What is your favorite way to spend your free time? Do you have any unusual hobbies?

I'm a pilot, and I like to fly. I have a small general aviation airplane that my wife and I use to travel. I enjoy flying because it is something outside of the

car business that I can also learn and grow in.

Also, I have some property in the country, and I enjoy working there, too, doing ranching stuff. Sometimes I can get saturated with people, so I am always happy when I am out in the country working on a tractor, by myself, without a phone.

Finally, I enjoy spending time with my family. I have five children and five grandchildren. A couple of my children work for me, and we are very blessed in that regard because we get to see each other and work together. I love my grandchildren, too. I would have just skipped to being a grandparent if I'd known how great they were going to be. I enjoy being with them so much; that's my biggest reward. ▶

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Texas Recipients



Brian Singh, 34

General manager, Parkway Family Mazda and Parkway Family Kia

When Brian Singh was 19, he answered a newspaper ad for a dealership job and was hired to work in the parts department. Later, he moved to service and then worked for a five-store auto group as manager of fixed operations.

He liked the industry. For someone like him, who was willing to work hard, it offered strong wages and commission. The combination promised a stable financial career.

Although Singh soon found himself being promoted, he had a challenge that could have prevented him from becoming a general manager. He had never sold cars, but that is what most general managers do on their way to the top of their organization. Some people advised him to transfer over to sales and start the process all over again.

He didn't think starting over was necessary. Instead, he attended the general dealership management program for the National Automobile Dealers Association and focused on doing a great job in managing fixed operations.

Two and half years ago, the owners promoted Singh as a general manager. He is currently managing two dealerships in Kingwood, Texas: Parkway Family Mazda and Parkway Family Kia.

Singh's Kia store set a record for new-vehicle sales in 2019. As general manager, Singh sold some of the cars himself. He has also proven himself by managing his stores during the COVID-19 pandemic. The stores have followed safety guidelines, and most of the employees have been able to continue working; even during the shutdown, they stayed open for sales and service.

Initially, Singh liked the financial security that comes with successful dealerships. Now, though, he prefers the opportunities he has to mentor other people. He likes the opportunity it gives him to teach others.

When Singh isn't working, he enjoys spending time with his wife and two small children. Singh met his wife when he was working at his first dealership job. ▶

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Christine Scott, 37

Senior Attorney, Group 1 Automotive

Christine Scott is a senior attorney for Group 1 Automotive Inc. (Automotive News ranks the company at No. 4 on its list of the top 150 U.S. dealership groups.) Scott handles almost \$1 billion in real-estate assets for the company, and her work requires traveling to the company's U.S. dealerships. As she visited dealerships, she noticed that although the number of female leaders within the company was growing, there might only be one general manager or sales manager in the state or region who was a woman. As a result, these women had few opportunities to interact with each other.

Scott wanted to support and promote diversity within the auto retailing business. In 2020, she decided the best way to do that was to launch a women's initiative that would focus on providing the following to its members and potential new members:

- Professional development
- Peer-group networking
- Education
- Leadership training
- Diversity and bias training
- New talent recruitment

Group 1's senior management team currently has no women on it, but the company's leaders have supported her efforts. They see her initiative's goals as being an extension of the company's core values. As a result, the initiative's goals are in line with the company's goals.

The International Women's Day in March, on Sunday, March 8, 2020, seemed like a good time to introduce the initiative at companywide luncheons. Unfortunately, the luncheons were scheduled around the time the U.S. shut down because of COVID-19. The group pivoted. The initiative's goals since March are the same, and plans are continuing, but social distancing is now part of everything being done.

National protests and civil unrest that happened as a result of George Floyd's death in Minneapolis on May 25, 2020, made bias training an obvious next step for the initiative. Scott also expects to focus on promoting greater diversity. She suggests that when someone sees a problem, it is better to make changes than to complain. She has found that a surprising number of people are supportive and willing when it comes to making changes. ▸

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Daylyn Turner, 38

Vice president, JK Chevrolet-Subaru



When Daylyn Turner was a high school senior, his father — who had worked in auto retail — became the dealer principal at a Chevy store.

Turner graduated from high school and became a full-time college student at Lamar University in Beaumont, Texas. He also sold vehicles part-time at JK Chevrolet. He was good at it, and he often outsold the full-time sales staff. Turner averaged 11 sales per month, thanks to his rapport with customers. He often had an appointment when he came to work. It would usually end in a sale.

Someone gave him a nickname during those years: PT, meaning “part-time.” The dealership’s general manager used Turner as an example for the rest of the sales team to follow.

Turner graduated in 2007 with a finance degree and took a short break. He worked as a licensed banker with JPMorgan Chase, but he missed the work he had been doing before graduation.

After a year, he left JPMorgan Chase and began working at JK Chevrolet in Nederland, Texas. His first position was as a training manager. Later, he became the store’s internet department director.

In 2009, the dealership’s owners were able to acquire a Subaru franchise. In

2010, they built a new store. Turner got involved in the new store. He has been the vice president and general manager there since 2015 and spends most of his time there, although he is still involved a little at the Chevrolet store.

The Northeast and the West Coast are both popular places for Subarus, but selling Subarus in rural, southeast Texas is more of a challenge. The area had about 36 Subarus on the road when the store opened, or around 0.3% of the local market. The local population generally prefers trucks, SUVs and anything with a Hemi, so buying a fuel-efficient brand is generally not the first consideration

That hasn’t stopped Turner from helping the franchise increase its market share. He started doing some grass-roots marketing and sponsoring community events. Current market share for Subaru is now near 2.5%, and the Subaru store is selling an average of 25 new vehicles per month. He intends to increase that number to 35 or 40.

Subaru owners tend to be loyal, so the retention ratio is high. According to Turner, people who buy one Subaru usually stick around long enough to buy more. Some owners have had between four and seven Subarus in a row; some have had even more. ▶

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Jorge Gutierrez, 35

Corporate strategist, Bert Ogden Auto Group

According to Jorge Gutierrez, his role is to fill organizational voids and improve the culture at Bert Ogden Auto Group. The results improve every department within the organization.

Gutierrez currently works for Natasha del Barrio, the CEO and, later, a 2019 recipient of the Under 40 designation. They met in 2013 when del Barrio was working for the McAllen, Texas dealership group as a corporate strategist, and Gutierrez was at the University of Texas-Pan American as the principal gifts officer. Gutierrez worked there with Bert Ogden, who was a donor.

Del Barrio told him about a job as a finance manager at one of the dealerships and encouraged him to apply. He was hired, trained for two weeks, and asked to run a store as the sales manager. It went well. After nine months, he had been given responsibility for two more stores. Soon he was promoted to a position as a corporate strategist for the company and its 18 dealerships, essentially working as del Barrio's chief of staff.

The work required his involvement in everything that was going on within the company. He took dealership data and used his background in finance

and accounting to make reports that created a map for achieving company goals. He relies on the reports to make fact-based decisions instead of emotional ones. For example, the reports have shown him which stores have the biggest returns. Those are the ones where investing makes the most sense. If a store is struggling, the reports help him use patterns to identify that fact early so those involved can find a way to solve the problem before it becomes worse. He says the process is similar to playing chess since it often involves moving people around.

A recent campaign that was coordinated by Gutierrez focused on reducing vendor costs and saved the company \$500,000. He consolidated Bert Ogden's five accounting offices into one and set up human resources to identify and recognize top-performing employees, with an expectation that this program will boost morale.

Thanks to Gutierrez, employees now have a 401(k) plan. He has also started systematically conducting performance evaluations, and he intends to develop a program that will pair employees with someone in upper management and provide them with a predictable career path. ▸

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Kyler Schulze, 39

General manager, AutoNation USA Katy

At 15, Kyler Schulze was able to get a hardship driver's license as a way to help his mother financially. The license got him a job cleaning, transferring and delivering cars. At 18, after his high school graduation, he sold used cars at Don Davis Ford in Arlington, Texas. That was more than 20 years ago. He also worked at Group 1 Automotive Inc. and the Van Tuyl Group before moving to AutoNation USA Katy in Houston, Texas.

Schulze has been the general manager of the AutoNation USA Katy store for more than a year now. It only sells used cars, which is good because Schulze is passionate about them and has always excelled at selling them. As the general manager, he started with an underperforming store that now has had the highest volume of customer purchases according to gross metrics, not just within the state's five locations but nationally, during the first quarter. (AutoNation USA currently has about 230 stores.) Sales volume is up 56% since he started. Schulze has been able to get these results by using the company's We'll Buy Your Car program.

Schulze credits his team for the store's success. Staffers are good about following up on prospective leads, and one exceptionally skilled member of the team has the program as his only focus. Schulze also helps, of course.

When Schulze joined AutoNation, he ran a Dallas-based Nissan store. After that, he worked in three other dealerships to help them improve their used-car departments. A promotion soon followed. As a used-vehicle director, he oversaw 14 stores in the Dallas-Forth Worth area.

Schulze thinks his success is the result of putting employees in a place where they can excel, focusing on helping them have a good attitude and setting high expectations.

What are his goals? He wants to become a market president and then a regional president. But he hasn't lost the desire to help others succeed by mentoring them the way he's been mentored. He knows that he would not be where he is now without help from others. ▸

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Ronald Bowie, 35

General manager, Lonestar Toyota of Lewisville



Ronald Bowie is a second-generation dealer. His father has a partnership in a Del City, Oklahoma Hyundai store.

Bowie's father gave him his first job in the automotive industry when he was 16. He placed protective plastic on car seats. By the time he went to college, he'd expanded his work to other accounts. He would come home from college on breaks or weekends to sell cars on commission; as a result, he sold his first car when he was 18. He saw an opportunity with the internet and began listing cars on Craigslist for his father's dealership. That was the start of the internet sales department for the dealership. Other groups soon wanted the same service.

In 2017, Hendrick Auto Group recruited Ronald to become a general manager. He was offered two choices. The first was a problem store, a Chrysler-Dodge-Jeep-Ram dealership located in Charleston, South Carolina. The second choice was a dealership that would have been easier to manage.

Bowie says that if he has a choice between two challenges, he almost always prefers choosing the bigger one. Therefore, it's not a surprise that he decided to manage the problem store.

He turned the dealership around. The dealership soon had a \$2.2 million net profit. FCA US set aggressive goals; the dealership always met them.

Bowie believes in two critical strategies for fixing struggling dealerships:

1. Creating consistent processes across departments.
2. Helping talented employees you already have to grow.

The second strategy is especially important because it gives employees a reason to stay, and the resulting reduced turnover makes it easier for a dealership to be profitable. The dealership begins to grow from within.

Bowie currently works as the general manager at Lonestar Toyota in Lewisville, Texas. He says COVID-19 has reminded him of what he learned when he first got started in the business. According to Bowie, you have to be prepared for anything because you don't know what can happen. No one at the dealership or in the auto industry, in general, knew the pandemic was going to upend the way everyone does business, and as a result, they weren't prepared. He thinks the pandemic changes will be permanent in that dealerships will not sell as many cars, but they will make more profit. ▶

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Zhuqiong Alice Cao, 30

General manager, John Eagle Acura



After moving to the U.S. from China when she was 13 and earning an accounting degree from the University of Houston, Zhuqiong Alice Cao did not expect to work at a dealership.

Her first post-degree job was at a real-estate firm where she sat in a back-office cubicle with three screens doing financial analysis all day, every day. The job was a poor fit for an extrovert. She worked there for 10 months and then became a management trainee at Group 1 Automotive.

The management trainee program lasted two years and put her in every position in the dealership during that time, starting with being a service porter and including being a technician for one month doing simple tasks.

The experience was a complete contrast to the job she'd come from. As her program continued, she felt welcomed, and she appreciated the lack of at-work drama.

She says it is important to have an extremely open mind and to learn everything you can about the business since there is so much to know. Her work, she says, has been an eye-opener. She loves the fact that every day is a different and unpredictable challenge.

Eight years after she started the program, she's worked at almost six stores in two separate dealership groups. While working at Sterling McCall Lexus in

Houston as a finance director, she averaged \$1.2 million in monthly gross profits in the finance and insurance department over a three-year period.

Cao's first job as general manager was in San Antonio at Volkswagen of Alamo Heights. She was 28, and she increased the monthly net income for the store more than three times and doubled sales goals for the store. She was also a general manager for a John Eagle Infiniti store for a year, and in late May 2020, she moved across town to run John Eagle Acura.

She was also surprised by the way consumer trends caused by internet shopping were changing the business. When she started, people shopped for cars traditionally: they walked onto the lot, looked around to see something they liked, took it for a test drive and began asking questions.

That's all changed now. The Coronavirus pandemic only accelerated the shift. Today, customers research their purchases long before they arrive on the lot, and when they get there, they are ready to buy. Some customers want to use mobile devices for the entire purchase.

Virtual car shopping and home test drives have both increased during COVID-19, and she thinks they will still be there when the pandemic is no longer an issue. According to Cao, internet sales are increasingly important, and the dealership is using electronic contracts. ▶

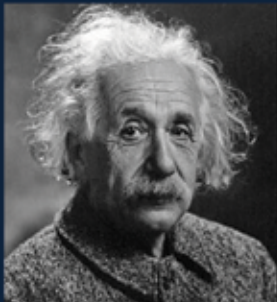
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 - a. *Are they building a company to LAST or a company to sell again?*
 - b. *Are you going to have to go through provider ownership transitions every 4-6 years?*
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SA Auto Dealers Launches “Dealers Aligned for COVID Relief”

New program gives \$10 from alignments to the COVID-19 Community Response Fund

(San Antonio, TX) August 10, 2020 — SA Auto Dealers (SADA) has launched “Dealers Aligned for COVID Relief.” For September, participating SADA dealerships will donate \$10 for every alignment provided to customers.

SA Auto Dealers is happy to support community efforts as everyone works to help one another amidst the Covid-19 crisis,” said Pam Crail, President SA Auto Dealers.

SADA will donate 100% of the funds raised from “Dealers Aligned for COVID Relief” to support the COVID-19 Community Response Fund managed by the San Antonio Area Foundation and the United Way of San Antonio and Bexar County.

Participating dealerships include:

Ancira Buick GMC	Gillman Honda	North Park Subaru
Ancira Chrysler Jeep Dodge Ram	Gillman Mitsubishi	North Park Subaru Dominion
Ancira Kia	Gillman Subaru	North Park Toyota of San Antonio
Ancira Nissan	Gunn Acura	North Park Volkswagen of Dominion
Ancira Volkswagen	Gunn Buick GMC	Red McCombs Hyundai, NW
Ancira Winton Chevrolet	Gunn Chevrolet	Red McCombs Superior Hyundai
Ancira Ford	Gunn Honda	Red McCombs Toyota
Audi North Park	Gunn Nissan	Vara Chevrolet
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Cavender Buick GMC, West	North Park Lexus at Dominion	World Car Mazda Kia North
Cavender Cadillac	North Park Lexus of San Antonio	World Car Nissan Hyundai
Cavender Chevrolet	North Park Lincoln	
Cavender Toyota	North Park Mazda	

More information about SA Auto Dealers can be found at www.sautodealers.com.

Details about the COVID-19 Community Response Fund are available at www.unitedwaysatx.org/covid1.

About SA Auto Dealers

SA Auto Dealers is comprised of franchised new car and truck dealers from San Antonio and the surrounding area who are committed to educating and advocating for those in the automotive industry as well as those who are served by it. SA Auto Dealers serves consumers looking for vehicle-related information, promotes continued education for employees in the automotive industry, advocates for dealers and their employees, and promotes public awareness on issues related to motor vehicles.

Making a Difference

At Tomes Auto Group

At Tomes Auto Group, we have had the pleasure of working with the staff and instructors at Collin College Automotive and Collision Technical Campus from the very beginning.

Often we receive damaged, non-returnable parts that are slated for destruction. These new factory parts are being donated to the college to be

taken through the process of repair and refinishing. Providing these parts will allow the students to gain familiarity with new parts, as well as simple repair techniques.

We are excited to see these future techs enter the workforce, and we are proud to support our neighbors.



Brandon Tomes Subaru “Operation Baby Bottoms”

During July, Brandon Tomes Subaru partnered up with Baby Booties Diaper Bank, a local non-profit serving under-resourced women and children in and around Collin County, Texas, with diapers, infant formula and hygiene products.

Helen Hutton, the Executive Director and Founder of Baby Botties Diaper Bank, said, “1 in 3 families in McKinney struggled to provide diapers for their children before the pandemic. That meant our work to provide diapers, a basic need for families, not covered by any government assistance programs during the pandemic, was that much more critical. Brandon Tomes Subaru understood that need and urgency and knew they could help.”

Brandon Tomes Subaru launched a month-long diaper drive called “Operation Baby Bottoms.” The goal was to collect 50,000 diapers during July. They donated 50 diapers for every vehicle sold that month, 25 diapers for every oil change and one-for-one diapers for every customer, employee or generous member of our community.

Brandon Tomes Subaru delivered a total of 56,160 diapers to the Baby Booties Diaper Bank that will benefit 1,123 North Texas Families!



Kinsel Toyota Grocery Delivery

Amid the coronavirus pandemic, Jay Richards didn't want his 80-year-old mother out shopping for groceries. And that concern for his mother and others led Richards, general manager of Kinsel Toyota in Beaumont, Texas, to launch a free grocery delivery service for those 65 and older. Driving RAV4s adorned with Kinsel Toyota Grocery Getter magnets, dealership employees and a few volunteers since late March have made at least 113 grocery pickups and front-door deliveries in three counties.



continued on page 32

continued from page 31

An effort to help shine the spotlight on our local heroes during August and celebrate the people who have done so much for not only their loved ones but also for the community.

You could nominate someone doing something — no matter how big or small — to help make the lives of others around them better.

Daily prizes of \$250 were given to five winning nominators and five nominees.



Info on Ancira Auto Hero contest taken from the FB page:

Drucilla Owenby
August 3 at 6:05 PM · 🌐

#AnciraAutoHero

I nominate my sister, Denise Martinez Roberts. COVID-19 takes a toll on our health professionals. Some, fighting the frontlines, others furloughed that worked in elective care. Risking their lives and families to save or take care of our lives during moments of crisis health. April Ancira Thompson - Thank you Ancira for allowing people to share their "unsung heroes".

simplygiftedteacher I nominate Laylah Vodon for an #AnciraAutoHero! In April 2020, Laylah began Deaf Ally, @deaf_ally. She became an advocate for the Deaf and Hard of Hearing community. Laylah realized how regular cloth masks hindered and blocked individuals from reading facial expressions, lips, and smiles. Laylah has fundraised and donated hundreds of clear communication accessible masks so far and she's not stopping anytime soon. She's an outstanding sophomore at YWLA and she spends hours working to make sure ALL are able to communicate without obstacles during this pandemic. Her summer was spent doing school homework and growing her non-profit skills. 🙌❤️ she has a heart of gold, shows great empathy and loves unconditionally! Did I mention she's 14? She turns 15, August 31st and it would be a great birthday gift for someone so deserving to win this award! Please help me recognize Laylah's tireless work.

Ash Eggleston
4d · 🌐

My Aunt Laurie Eggleston is My Unsung Hero because she goes to work every day she goes to work knowing she is at higher risk to catch COVID-19 by working in a hospital and still keeps going and working with patients, in fact, the other day she said that they were moving the patients at SAMC that weren't sick with COVID-19 into the Burn Unit so that they wouldn't be exposed to the COVID-19 patients and get sick with it too and yet she still kept going and working with patients! (She is the one on The Bottom Right) #AnciraAutoHero

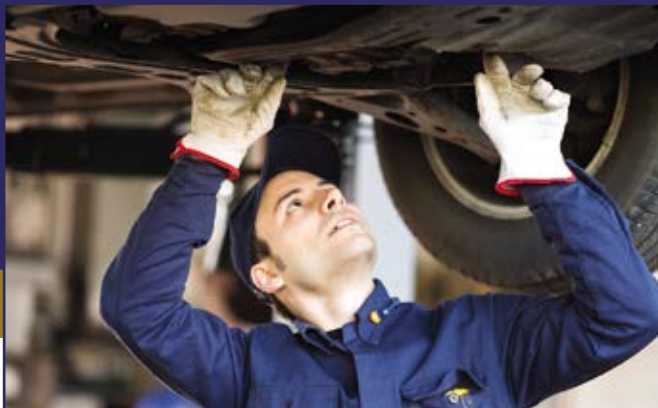
Bernard Richard Traphan
5d · 🌐

The unsung #AnciraAutoHero I would like to nominate is Laura, the Volunteer Scheduling Coordinator at the San Antonio Food Bank (SAFB), a job made much more difficult by COVID-19, since businesses have canceled organized volunteer events just when they were most needed, due to the many newly out of work due to COVID-19 shutdowns. At the Mega Distribution held on April 9th at Traders Vilags SAFB served 10,000 households and provided them with 1 million pounds of food the biggest distribution ever performed. Over the first two months that our community struggled due to COVID-19, SAFB served 17 million pounds of food to 600,000 people. This could not have happened without the volunteers Laura has personally scheduled during lots of long days putting her own health at risk on the frontline. The Food Bank would run out of food in a couple of weeks without continued donations so it is important to regularly tell their story to help inspire people with platforms like Shea Serrano and Leonardo DiCaprio to help publicize the Food Bank's need so that donations can keep up with its unprecedented demand.

<https://www.toxnews.com/media/san-antonio-food-bank-unprecedented-demand-coronavirus>
<https://spectrumlocalnews.com/tx/san-antonio/news/2020/04/12/san-antonio-author-shea-serrano-helps-raise-100k-for-food-bank-in-3-hours>
<https://www.instagram.com/p/B-2gRZ0nJ8w/>

Nilda Moreno is with Margie Gomez
August 1 at 9:53 PM · 🌐

#AnciraAutoHero. I would like to nominate my awesome neighbor, Margie Gomez. When school ended abruptly, lots of kiddos would have been without breakfast and lunch if not for the great efforts and lengths this lady did. She start out with 50 kids and ended up with over 200 kids. She did it by herself with little to no financial help. Come rain or come shine, she would show up in her scobby doo van and bring smiles to the kids faces. She is our Solana Ridge hero. Can you imagine going to 200 plus houses twice a day to people you didn't even know before. What a great lady! Thank you Margie Gomez. April, I hope you chose Margie and thank you for all you do.



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John Eagle – A Look Back

John Eagle recently sold his group of dealerships to Lithia Motors, Inc., which is one of America's largest automotive retailers. TADA got the chance to speak with John Eagle about his long and very successful career in the auto industry and what he learned along the way.

How did you become part of the auto industry? Was this something that you always aspired to?

I did. My dad started the business in 1962. He lived in Dallas and he bought a bankrupt Lincoln Mercury dealership that was selling eight cars a month. Over the next few years, he grew it into the number one Lincoln Mercury dealership in the country.

My first job at the dealership was washing cars. I wasn't tall enough at age eight to reach the hood, so I only did the sides and the hubcaps. I had one job, and that was it. During my career in the car industry, I've had pretty much every job in the dealership.

When my dad retired in 1980, I took over the company.

Are there any specific individuals that had a major impact on your career?

My dad. He was a great mentor and role model. I always wanted to be like my dad. He is a great guy, and he was just always my hero. He let me make mistakes. We talked about problems or challenges and he'd ask me what I thought. If he didn't

agree, he let me know, but he would let me go ahead anyway because I needed to learn.

If my way didn't work out, he took the time to explain why it didn't work. He never chewed me out for making mistakes. My dad had a brother who died at age 47 and my father was always concerned that was going to happen to him; it didn't, but the experience of losing his brother impacted his decisions. I became a dealer at 19 because back in those days we were always concerned that if something happened to my dad, the manufacturer would take away the franchises. It is a little different today since franchise laws are much stronger.

In 1980, he bought a Pontiac dealership and threw me in it and left me alone. It was a tough time; I learned a lot. In 1984 he brought me back in his office and when he retired in 1987, I took over the dealerships.

One of the best pieces of advice I ever got came from my dad. He told me to find something that I loved to do every day, and I would be successful. And it's true. I loved the car business — I loved everything about it.

What has been the most rewarding part of your career?

The most exciting thing professionally has always been helping someone work his or her way up to becoming a dealer. Over the years, I found a lot of young

people who had a love and an aptitude for this business and put them in business. I had a partner in every store. Usually the ownership structure was 80%/20%, though some partners had a greater percentage than 20. They felt their ownership, and because they were invested, they cared.

I'm good at reading people's character and trying to motivate them to reach their goals, and it was a joy to be able to do that over the years.

What do you think will be some of the dominant trends within the auto industry in the next 5-10 years?

I don't think we are going to have these huge franchises on these freeways anymore. In some cases, we will, but in others we are going to see smaller showrooms and bigger service centers. In our business, the majority of our sales start on the internet right now. The customer is not coming in to see different cars; they pretty much know what they want. They already have searched the inventory.

I think we will see sales floors become smaller, and the service centers become bigger on cheaper land. And what I would love to see if the manufacturers could figure it out is, there is no reason to have all of these cars just sitting on this expensive land. We can deliver it within 24 hours and keep the cars on land that is cheaper to own.



I think that this industry is the last bastion of free enterprise, and it offers opportunities that few industries do. If you work hard and set a direction, you can achieve incredible things in this business.

It is going to change. They are going to find it harder and harder for these big guys to build these facilities. Now again, in some areas in the outlying areas it may work, but I don't think it is as important to the customer as it once was.

What is the biggest importance of being a TADA member, what makes it beneficial?

TADA is a great partner to all the dealers here in Texas. My dad was involved, and he encouraged me to get involved as well. TADA is an exceptional representative for the industry, from legislative concerns to new threats to the industry like what we're seeing now. COVID-19 was new for everyone and TADA has done a wonderful job keeping us informed and fighting for our livelihoods. I don't think anyone could have weathered well without their tireless work on our behalf.

Speaking of this year, it's been unprecedented to say the least. It was also a very interesting year to end your auto career.

Absolutely! No one has seen anything like this. And like every industry, the auto industry has been tested. I think that we have learned a lot and will continue to learn as we move through this. As painful as this has been and will continue to be, I also think it gives us an opportunity to take a hard look at our operations.

I think we're going to find that a lot of things can be done remotely. I think we're

going to see that we can do things differently and still be very successful.

If you look back at your career and life, what would be three things that you have learned, that you would pass onto a younger member within the auto industry?

I think that this industry is the last bastion of free enterprise, and it offers opportunities that few industries do. If you work hard and set a direction, you can achieve incredible things in this business. Surround yourself with smart people. If you help others succeed, it reflects well on everyone.

And finally, be honest and take care of the customers. A story comes to mind. We had a customer come in with a FIAT that had three transmissions go out. When asked what we should do, I told our service department to give her a new car. Our service department told me she didn't buy the car from us, and I told them that I didn't care. If we didn't take care of her, she wouldn't be buying the next car from us either.

What will you miss about this business? Any parting thoughts?

I don't know yet. This is so new. It was a big decision. It's been said that

in business you're either growing or contracting, and the business had great momentum towards growth. So, it seemed like a good time to move onto the next chapter.

I am genuinely excited to see what Lithia will do with the business, and I am confident that I have left it in good hands. The industry was great for us. The years that I spent in this business were wonderful. I think Texas is unique — we have an amazing group of dealers that inspire the industry to be better. I think the car business will be just fine for many years to come.

Tell us about your family.

My wife Jennifer and I have two daughters, Amanda and Alexandra, and two grandchildren who just light up our life.

Any interesting hobbies, especially now?

We play tennis. I like to read, and my wife is teaching me how to Swiffer the floor. I'm getting pretty good! I am looking forward to doing some traveling and spending time with my family. ▸

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Advertiser Index Fall 2020

Architecture and Dealership Design

CDI Douglass Pye.....Page 11
VLK Architects.....OBC

Attorneys

Bellavia, Blatt & Crossett, PCPage 33

Coffee

Lavazza Professional North America, LLC.....3

Construction Management

The Ratliff Group, LLC.....Page 5

Dealer Services/Consulting

First Innovations/First Guard.....Page 28 , 19

Insurance

American Financial & Automotive Services.....Page IFC, IBC
Federated Insurance.....Page 38
First Innovations/First Guard.....Page 28, 19
Sentry.....Page 13
Texas Mutual.....Page 9

Service Contract

First Innovations/First Guard.....Page 28, 19



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George Grubbs III

Executive Manager, Grubbs Infiniti

