



DriveTime

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# THE ARIZONA REPUBLIC

## 2005

### EMPLOYERS OF EXCELLENCE AWARDS

HR.COM, the Web's No. 1 source for Human Resource professionals presented its 4th Annual Employers of Excellence Conference and Awards on Sept. 25-27 in Phoenix.

These prestigious awards were given to three outstanding companies: Arizona Spine and Joint Hospital, St. Joseph's Hospital and Medical Center and Drivetime. The companies have created environments where employees are engaged and productive. They have implemented core practices, programs and strategies to form an organizational culture within their companies. All three companies have focused on different initiatives and practices for their employees that are a natural extension of the corporate strategies and cultures. These companies work everyday at being excellent and the results are evident.

## BRONZE DRIVETIME



Lisa Sheldon with DriveTime employees.

*Interview with*  
**LISA SHELDON,**  
Regional Team Manager

**COMPANY PROFILE:** DriveTime, headquartered in Phoenix is the nation's largest previously owned dealership chain. The company does its own finances, servicing people with less than perfect credit in eight states and 11 major metropolitan regions through 81 dealerships.

**HR.COM:** What best practices, programs and/or initiatives have led your company to be recognized as an Employer of Excellence?

**LS:** We are a relatively new company, only 3 years old. Along the way we have implemented background checks and drug testing. We have an open door policy for our employees, which is not your typical corporate environment. Individuals who are used to a corporate environment may not be comfortable here. Our CEO knows employees by name and he gets out into the field. Our executive team is out in the field a lot, too. Anyone is welcome in the CEO's or CFO's offices. If I want to implement something, I don't have to jump through hoops.

**HR.COM:** Do you have programs in Workforce Performance?

**LS:** We are implementing an e-learning program. Currently, we have a Web site where employees can choose any workshop of interest that will be paid for by the company. The career pathing and self-development is there. We have competencies for each position and we have created development plans out of those core competencies.

**HR.COM:** What programs do you have in Business Performance?

**LS:** The company went from a \$13 million loss in 2001 to a \$19 million profit in 2002. Last year we profited \$70 million. We are expanding—by the end of 2006 we will have 100 dealerships. Drivetime is moving into new markets. The growth potential and opportunities are endless.