

JOHN GALVIN

CEO and president
AAA Northeast



KEEPING PEOPLE SAFE: John Galvin, CEO and president of AAA Northeast, is appreciative of his staff working regularly with the public to continuously offer services during the ongoing COVID-19 pandemic.

PBN PHOTO/RUPERT WHITELEY

AAA NORTHEAST CEO AND PRESIDENT JOHN GALVIN joined the Providence-based company in 2015 and was drawn to it because of its values.

“My personal value structure is consistent with the organization,” Galvin said. “It’s to help and serve as a way of life, and treat everyone with dignity and respect.”

He said this values-based management makes decision-making fairly straightforward. Galvin said he thinks of business simplistically in three ways: people, process and technology.

“I am focused on discipline around getting the right people on the team,” Galvin said, “making sure we have the right technology and making sure business processes are effective and efficient. The member is at the center of everything we do.”

Galvin initially perceived that AAA was mostly roadside service. However, he was impressed after learning about all the work it does regarding traffic safety, drinking and drugged driving, and even legislative initiatives for safe driving.

“It makes you feel good about what you do and that it matters,

and helps save lives, and makes a difference in people’s lives,” Galvin said.

Galvin also said he is proud of AAA’s work in increasing and upgrading digital capabilities. That work not only resulted in substantial growth in the business lines and membership but has added a lot of value for AAA customers, he said.

What has stood Galvin apart in his leadership is his handling of the ongoing COVID-19 pandemic. He said the team regularly communicates with the public and continuously offers services to help customers through the crisis.

“Some of the people we interact with are sick but they are still broken down and need service, and we need to be able to provide that level of service in difficult circumstances,” Galvin said. “The team has reacted really well to the safety protocols we put in place. Their commitment to others and willingness to serve is an inspiration when I see what they are doing. These are difficult times for any business, and we will get through this together.” ■

JENNIFER L. GRYBOWSKI
Contributing writer

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