



**January 26, 2023**  
**9:00 AM to Noon**  
**Hybrid Meeting - via**  
**Teams & at DMV HQ**

# Oregon Dealer Advisory Committee Meeting Minutes

**Chair: Mike Wagner**

<b>Members Present:</b>			<i>DMV Representatives Present:</i>
Mike	Wagner	Tow Company Representative	<i>Amy Joyce – DMV Administrator</i>
Shannon	Nil	New Dealer Representative	<i>Linda Beuckens - Program Services Group Manager</i>
Kelly	Martin	At Large Representative	<i>Judith Moore - Business Regulation / Oregon Dealer Services Manager</i>
Jeff	Helget	Dismantler Representative	<i>Larry Purdy - Chief of Investigations</i>
Dale	Geiger	DOJ Representative	<i>Danny Lopez – Oregon Dealer Services Manager</i>
Scott	Short	Used Dealer Representative	<i>Tracy Olander - Senior Vehicle Policy Analyst</i>
Gary	Sargent	Power Sports Representative, Vice Chair	<i>Lisa Martinez – Stakeholder Engagement Manager</i>
Susan	Thayer	Office Management Representative	<i>David Fischer – Policy Analyst</i>
Bryan	Steward	Used Dealer Representative	<i>Chuck Hoffman - Business Licensing Program Specialist</i>

<b>Members Absent:</b>			
Lisa	Larkin	RV Representative	
Robert	Lanphere Jr	New Dealer Representative	
Brian	Hardy	Auction Representative	
Isabel	Cordova	General Public Representative	
Peter	Van Houten	Dismantler Representative	

### Industry Association Representatives Present

<i>Albert</i>	<i>Macon</i>	<i>Vitu</i>
<i>Darrell</i>	<i>Fuller</i>	<i>OVDA, ORVDA, OPSA AAO</i>
<i>Margaret</i>	<i>Ragan</i>	<i>Northwest Automotive Trades Association (NATA)</i>
<i>Tracy</i>	<i>Allison</i>	<i>Vitu</i>
<i>Jan</i>	<i>Mueller</i>	<i>Vitu</i>
<i>Terry</i>	<i>Medina</i>	<i>Vitu</i>

Roll was called with 8 of 14 members present for a quorum.

**Approval of October 2022 Meeting Minutes****ODAC Members**

Chair Mike Wagner called the meeting to order. Gary motioned to approve the minutes and Shannon seconded. The minutes were approved unanimously.

**Oregon Dealer Services Team – Section Realignment****Amy Joyce/Danny Lopez**

The Oregon Dealer Services team was created to handle Oregon dealer transactions exclusively. Amy Joyce stated DMV has fundamentally changed for the better the way it interacts with dealers and the way DMV processes dealer transactions. DMV listened to what dealers suggested over the past two years and has implemented some ideas such as a dedicated email account for dealer questions and missing requirements letters going first to the dealer only, to provide opportunity for the dealer to resolve the issue, before the customer is notified.

Amy stressed that moving forward, DMV still wants to hear input from dealers. She thanked the DMV team for their dedicated work in putting the Oregon Dealer Services Team together and singled out Danny Lopez, Judith Ingram Moore, and Linda Beuckens for their efforts.

Danny stated the new team is getting 80 to 150 emails per day and encouraged ODAC members to share the email address with dealers who may not know about the dedicated email account. He mentioned the team's turnaround time for dealer transactions is approximately 30 days which they have been able to maintain as the volumes increased.

Danny mentioned external and internal phone lines to the Oregon Dealer Services unit should be available in February. They are working on reopening the dealer boxes at the Beaverton dealer center as well as adding additional boxes and staff there.

Danny added they will implement a quality control process to review letters staff have written to verify policies and procedures have been applied correctly. The team will also review their emails for most commonly asked questions and staff are being trained to ensure consistency with responses.

Gary Sargent asked if dealers have a question about paperwork at a dealer center can they call the phone line for the Oregon Dealer Services Unit. Danny said he is the manager of the dealer center employees and dealers can call the unit when the phone lines are available, and the team at HQ will reach out to the appropriate dealer center. Danny added that eventually he would like to have certain times set aside at the dealer centers when dealers can walk in to ask questions of staff. Returned paperwork from dealers responding to missing requirements letters is their priority and will be worked by the 2<sup>nd</sup> day following receipt.

Gary stated incomplete paperwork at the dealer centers should be placed back in the dealer box rather than go down the line. Danny said they are working at smoothing out their current

processes before they take too much on. He added that he wants DMV to be consistent with their service at each location, including headquarters.

Darrell Fuller asked how they can be an active partner. Danny said they are welcome to email him or Oregon Dealer Services directly.

Amy reiterated Danny's points that they are striving for consistency and quality checking of their work and looking for ways to improve.

David Fischer, policy analyst for Business Regulation and Oregon Dealer Services, said he hoped to get to know the dealers and help with the transition and respond to any questions they have.

Scott Short asked if dealers will have input on who is assigned to process their transactions. Danny said the work is processed in order of date received and everyone on the team works to complete it. Specific dealer transactions are not assigned to specific DMV employees.

## **Vitu Update**

**Jen Mueller/Linda Beuckens**

*[Vitu is DMV's electronic vehicle registration (EVR) vendor who provides EVR services to Oregon dealers.]*

Jen Mueller, Operations Manager with Vitu, introduced herself and summarized vehicles that can be registered through Vitu. These include passenger vehicles, motorcycles, mopeds, motor homes, trailers, campers, trucks, and all-terrain vehicles (ATVs). Vitu also offers its Oregon dealer clients motor vehicle records with DAVE reports, NMVTIS lookups, replacement title transactions and fee quotes.

*[Prior to Vitu becoming DMV's EVR vendor, Oregon dealers maintained their own plate inventory, and issued plates to their customers.]* Since Vitu is now handling plates for its dealer clients it takes about 10 days post processing for the plates to be sent to dealer customers.

Vitu audits every bundle of dealer transactions they receive, and they notify dealers of any errors in the paperwork. Darrell asked if they had any data on their process they could share. Jen said they could. She added that their support is 24/7, 365 days of the year. Vitu has dedicated account executives, and they provide training for their dealer client's new title clerks.

Linda stated DMV needs to get more information out to dealers about EVR and the advantages of using Vitu's services. E-signatures will likely be implemented by the EVR providers before DMV is able to do the same.

Danny added that transactions submitted through EVR are auto processed and much quicker than mailing it in or dropping it off, assuming there are no errors in the transactions.

## **OReGo – Road Usage Charge Program**

**Scott Boardman**

Scott said his role in OreGo is to continue developing policy for road usage charges as vehicles become more efficient and electrified while fuel tax revenue decreases for ODOT.

A road usage charge bill is being considered for the current session. If the legislation passes, beginning July 1<sup>st</sup>, 2027, vehicles with model year 2028 and later, with 30 mpg or better, would be subject to mandatory enrollment in the road usage charge program or be subject to an opt out fee.

OreGo is working to create more awareness of the program among dealers but are also trying to not overburden dealers. OreGo is moving forward with the point-of-sale enrollment process described at previous ODAC meetings, and is in the process of hiring a consultant to work with dealerships and create a plan to develop a pilot project to roll out the point-of-sale program.

Obtaining the consultant is not contingent on the bill passing. Scott said the bill had not been introduced yet [as of 1/26/2023]. He said OreGo has seen an increase in the number of efficient vehicles in the current program.

Gary asked if motorcycles would be exempt in the proposed program. Scott said presently motorcycles are not in consideration. He would check into it, but he believes the legislation only covers four-wheeled vehicles.

Darrell asked why the proposed bill is mandatory. Scott said this would ensure those who are using efficient vehicles would be contributing their fair share to the system.

## **Plate Fee Increase**

**Judith Ingram Moore**

Effective February 1<sup>st</sup> DMV will collect \$25 for each pair of plates and \$12.50 for each single plate.

For non-dealers, mailed-in transactions with no missing requirements, but provided with the old fee, DMV will process the transaction to prevent any backlog.

If an in-state dealer submits 20 or fewer transactions with one check, and there are no missing requirements, DMV will process the transactions.

Gary asked why they didn't make the fee an even dollar amount. Tracy Olander said a bill is anticipated for the next session. Linda said current statute requires rounding up to 50 cents.

## **Secure Forms**

**Judith Ingram Moore**

The Secure Odometer form and the Secure Power of Attorney form now consist of a single page. There are four Secure Forms Sales Agents from which dealers and other stakeholders can purchase bulk secure forms. The four agents are OADA, OVDA, OIADA and American Solutions for Business. DMV's printing vendor shipped secure forms to the sales agents

during the week of January 16. They are packaged 2500 per box. Each agent determines how they will sell the forms.

There was a period in 2022 when secure forms were not available. ODOT adopted temporary rules that are now in place, so stakeholders could use other jurisdictions' secure forms. A Rules Advisory Committee (RAC) is being formed to review proposed permanent rules. Stakeholders and a few ODAC members indicated their interest in participating as a RAC member. Any individuals interested may contact Judith if they want to be involved with the RAC.

Gary asked if there was a way to save the secure form number with the transaction so no one can copy the form. Terry from Vitu said they can tell the difference because paper used for secure forms differs from regular paper.

## **Business Regulation Section / DMV Report**

**Larry/Judith**

Judith reviewed the year-to-date Business Licensing totals. She compared end of year 2022 to 2021. There was an increase in franchise and independent dealers in 2022. "DM" Motorcycle dealers decreased, as well as Transporters.

All Trip Permit Agent agreements expired at the end of 2022 and it is expected the number shown on the Business Licensing totals will increase as new agreements are received and executed.

Gary suggested all motorcycle dealers should get a "DA" or "DL" license as he believes most sell side by sides.

Larry reviewed the annual statistics for Investigations. Dealer inspections increased by about 200 from 2021. Dismantler inspections and lien claimant inspections were more consistent with last year.

Civil penalties and sanctions decreased over a five-year period.

Make Wagner asked if the lien claimant inspections are mostly complaint driven which Larry confirmed.

Larry added that unlicensed dealers can receive a penalty of \$2500 per violation and proposed penalties average \$25,000. Repeat offenders incur \$5000 per violation. DMV has limited power to enforce the penalties against unlicensed dealers. Unpaid penalties eventually go to the Department of Revenue for collection. Linda added that DOR can add additional pressure on the dealer.

Gary asked if they could suspend the driver's license of an unlicensed dealer. Linda said suspending their driver's license would create other hardships. Larry said many do not have valid driver's licenses anyway.

Darrell asked if they could elevate the penalties to a felony.

Larry said DMV is set up as an administrative agency and cannot pursue criminal enforcement. Linda said law enforcement is very busy and it would be difficult for them to pursue unlicensed dealer cases. Larry said he has not seen an increase in unlicensed activity, but it is also related to the economy and generally increases during an economic downturn. Overall, it has been fairly steady.

Darrell asked if they could penalize auctions for selling to unlicensed dealers. Linda said they could look into it.

## **Announcements /Roundtable**

**ALL**

Judith reviewed several bills that may affect dealers.

House Bill (HB) 2787 directs DMV to notify dealers when documentation or fees for registration or title are missing or incomplete. It directs DMV to conduct a study to assess the delays in processing of documentation and fees submitted by dealers and submit the findings to ODAC by September 15, 2025.

HB 2790 directs DMV to provide 2 days' notice before inspecting records unless they are responding to a complaint.

HB 2801, a DOJ bill, prohibits a seller from selling or leasing motor vehicles if it is contingent on the lenders agreement to purchase a retail installment contract or lease agreement.

HB 2818 expands the definitions of a consumer contract.

HB 2819 permits a dealer to issue a temporary permit for vehicles that do not have proof of compliance for pollution control equipment with DEQ requirements.

HB 3080 directs DMV to allow dealers who have sold more than 100 vehicles in the previous calendar year to keep certain documents electronically as well as submit some by the same method.

Senate Bill (SB) 256 prohibits someone from knowingly manufacturing, selling, installing and reinstalling counterfeit air bag systems.

Darrell said there is a legislative concept concerning disposal of abandoned RVs from private or government property. Mike said it has become a big enough problem to need a statewide solution.

SB 72 establishes a DMV Modernization Task Force to study the feasibility of sourcing some DMV services through private providers.

Senate Joint Resolution (SJR) 2 would amend the Oregon Constitution and allow use of the Highway Fund for things not related to the maintenance of the highways.

HB 2796 expands all-terrain vehicle access routes to include county roads.

HB 2658 Imposes registration fees based on a vehicle's carbon emissions.

Mike announced that Lisa Larkin has been appointed, and Scott Short has been reappointed to ODAC.

Gary Sargent was re-appointed as Vice-Chair.

Chuck will investigate why people who have signed up for Dealer Details have not received them.

Meeting adjourned at 12:00pm