Oregon Dealer Advisory Committee Meeting Minutes

July 23, 2026
9:00 AM to Noon
DMV HQ – Rm 382 and via TEAMS

Chair: Mike Wagner

Members Present:			**DMV Representatives Present:**
Mike	Wagner	Tow Company Representative	*Amy Joyce – DMV Administrator*
Scott	Short	Used Dealer Representative	*Linda Beuckens – Business Operations Administrator*
Mathew	Casebeer	New Dealer Representative	*Judith Ingram-Moore – Business Regulation and Oregon Dealer Services Section Manager*
Angela	Donley	General Public Representative	*Danny Lopez – Oregon Dealer Services Unit Manager*
Bryan	Steward	Used Dealer Representative	*Kelly Garcia – Compliance Specialist Lead*
Isabel	Cordova	General Public Representative.	*Josh Boatner – Compliance Specialist*
Gary	Sargent	Power Sports Representative	*John Corbin – Compliance Specialist*
Susan	Thayer	Office Management Representative	*Andy Kapileo – Compliance Specialist*
Eric	Winston	New Dealer Representative	*Katelyn Keefer – Policy Analyst*
Jeff	Mackie	Dismantler Representative	*Tasha Jansen – Administrative Specialist, DMV Confidential Records Desk*
Trevor	Lee	General Public Representative	*Anthony Barghini – Sr. Field Services Group Analyst*
			Chuck Hoffman – Business Licensing Program Specialist
			Torey McCullough – State Board of Towing Administrator

Members Absent:		
Kelly	Martin	At Large Representative
Lisa	Larkin	RV Representative
Lori	Gill	Auction Representative

Industry Association Representatives Present

Greg	*Remensperger*	*OADA*
Darrell	*Fuller*	*NATA*
Margaret	*Ragan*	*Northwest Automotive Trades Association (NATA)*

Call to Order /Roll Call **Mike**

Mike Wagner called the meeting to order. Roll was called with 9 members present at the time for a quorum.

Approval of April 23, 2026 Meeting Minutes **ODAC Members**

Gary Sargent motioned to approve the minutes, seconded by Scott Short. The minutes were approved unanimously.

DMV's Cost of Services Study **Amy Joyce – DMV Administrator**
Justin Hauschild – ODOT Government Relations

Most DMV fees, including Business Regulation's, are in statute which DMV cannot change on its own. The fees collected are allocated to various services in the transportation system. Amy Joyce referenced the 40-page Cost of Services Study during the discussion.

Last Biennium (2023-25), DMV collected about $1.2 billion in revenue but only one-quarter to one-third of that revenue was allocated to DMV operations. The Cost of Services Study looks at all of DMV's costs to determine if it is collecting enough money to cover those costs.

The study shows Business Regulation (Business Licensing and Compliance & Investigations), which is mostly supported by fees of regulated industries, is not covering costs and we need to look at significant fee increases because Business Regulation cannot use Highway Funds for most of its program.

A new dealer license (certificate) costs $1,188 but the price to process the application costs $3,176. The fee for a renewal application is $1,175 but it costs DMV $3,111 to process.

DMV's request to increase fees during the 2025 legislative session was not successful. DMV would like to collaborate with members of the industry on a way of solving our budget problem.

Eric Winston asked if Oregon DMV has benchmarked their services compared to other state DMV's. Amy said we have looked at some states and what they charge but not their costs. She added that Oregon DMV is unique in that it is funded very differently from other states. ODOT has the constitutionally dedicated State Highway Fund which does not include the costs to run Business Regulation which are derived from a Transportation Operating Fund (TOF).

Scott Short asked why the cost went from $2,010 in 2024 to $3,100 today. Linda Beuckens responded that many of DMV's costs have increased in the last couple of years such as personnel, forms, plates and fuel.

Gary Sargent shared his concern with the lack of law enforcement regarding expired registration. Scott said he did not think the deficits would add up to an increase in costs by one third. Justin Hauschild said they would review based on ODAC's comments and get back to ODAC with more information. Judith added that over the last two biennia DMV is more appropriately applying labor costs between the Highway Fund and the Transportation

Operating Fund (TOF) which made a big difference. They had not applied it accurately before.

Mike Wagner asked if DMV could charge merchant fees on credit card payments. Amy said statute allows DMV to adopt a rule to charge them. She said they are looking at it and will probably be part of the funding conversation in 2027. Amy said this was just the start of the conversation, and we will need to continue it.

Dealer Education Provider Application — Katelyn Keefer

There is a new education provider applicant for both pre-licensing and continuous education, the Automobile Dealer Training Association. ODAC previously received the applicant's packet to review.

Matthew Casebeer motioned to approve, and Eric Winston seconded. The approval passed with Gary Sargent and Scott Short abstaining.

Address Confidentially Program (ACP) — Tasha Jensen

There are two Protected Address Programs authorized in statute, the Address Confidentiality Program (ACP) and the Work-in-Lieu program.

The ACP is administered through the Oregon DOJ and protects the confidentiality of the actual address of a health care provider or a victim of domestic violence, stalking, trafficking, and similar offenses; and prevents assailants from finding them through the public record.

The substitute address designated by DOJ is:

PO Box 1108 ACP # 1234-45
Salem, OR 97308

This is the only PO Box allowed in DMV records as a residence address. Dealers should not override this address.

The Work-in-Lieu Program allows eligible employees and their household members to use their police or public agency address in lieu of their home address on their DMV record. There are about 23 agencies that qualify for the program, such as police officers, federal officers, judges and the like.

The work address is viewed as the customer's residence address in DMV's system. DMV requires a signed authorization form from the public agency submitted on behalf of the customer to update their DMV record with their agency's address.

Katelyn said if a customer has a problem with the lender accepting the address the lender or dealer can call DOJ.

For DEQ, county fees will follow the real address, but DEQ uses the Work-in-Lieu address.

Combined MPG Rating Rule Amendment — TY Yoder/Tracy Olander

DMV proposes to amend OAR 735-030-0115, the combined MPG rating rule. Tracy said it will not impact current dealer processes. It resulted from an ODOT audit. The rule gives DMV

authority to establish the correct MPG for a vehicle if it is not calculated by the VIN decoder or coming through in title and registration. It helps to ensure the accuracy of DMV records.

Electronic Signature Rulemaking **Judith**

The new administrative rule establishes requirements for the use of electronic signatures and standards when accepting e-signatures on DMV documents.

DMV held a Rules Advisory Committee on March 30th and shared the proposed rulemaking to ODAC members and partners which is what will be submitted to the Oregon Transportation Commission (OTC) on August 13th for their approval.

The rules are intended to reduce mailing delays and administrative burdens. For example, when there is a missing requirement letter for a document that needs a signature, dealers will no longer have to mail the incomplete form but instead can send forms electronically to be e-signed by their customers.

It is expected to be effective September 1, 2026.

VIN Inspections Rulemaking **Judith**

Another rulemaking proposal going to the OTC August 13th is for vehicle identification number (VIN) inspections. This primarily allows rental fleet companies and future third-party VIN verifiers to perform level 1 VIN inspections.

DMV has not created the VIN verification program yet and is working towards making it happen. Currently, dealers can only conduct VIN inspections on vehicles they sell but should be able to eventually conduct inspections on non-sales vehicles as well.

Eric Winston stated the VIN rule amendments are a game changer for multi-state dealers. Susan Thayer agreed, stating it is helpful for cross-border deals.

DMV Field Office Lobby FastQ System **Anthony Barghini**

There were questions at a previous ODAC meeting as to why some DMV field offices use one kind of system and others do not. He said there are two systems, the Lobby Management Station (LMS) and the Self-Check-in Kiosks.

The LMS is used in larger and often busier field offices such as those in the Portland area and along the I-5 corridor. It allows DMV to triage work before customers are at the counter which includes verifying documents and having customers fill out forms. This benefits DMV and customers with reduced processing times at the counter. If customers have not brought all they need, they can leave to retrieve the needed documents and return with a complete transaction. This allows DMV to organize and properly queue the customers.

DMV can also dedicate workers to REAL ID and funnel customers directly to the appropriate area for more efficient and timelier processing.

The offices without LMS use self-check-in kiosks. Customers check themselves in for their walk-in appointments. Every office has kiosks, but not all customers use them.

Angela Donley asked if they had to leave and then return would they still be able to be served the same day. Anthony said they will, if possible, but there may be cases where a customer would need to schedule for another day.

Eric Winston said too many customers do not use the systems, and DMV should direct the customers to the kiosks and require them to use them first. Anthony said they must base it on individual situations at each field office. Sometimes it is better for them to go to the LMS station before going to the counter.

Business Regulation and Oregon Dealer Services Section Kelly/Danny/Katelyn

Compliance and Investigations continues with their inspections and investigations and working with customers and dealers to resolve complaints. Many dealers are still not aware of the NMVTIS requirements that started at the beginning of the year. She asked ODAC members to remind dealers of it when they talk to other dealers.

Kelly mentioned Compliance Specialist Darlene Watson presented at the Credit Union CUDL Conference which is a nationwide credit union group. They help customers finance vehicles with dealers.

Kelly stated that even though the dismantler certificate increased to a 2-year cycle, they still must submit a Fire Inspection Report yearly.

She added that Dismantler Compliance Specialist Andy Kapileo developed a toolkit in case there are questions about how to handle vehicles that were impacted by wildfires.

Danny presented a slide showing results of a survey of dealers concerning Oregon Dealer Services' Wednesday counter closures. About 58% responded that there was minimal to no impact on their business operations with 24% saying it was a minor inconvenience but manageable and only 5% saying it was a significant disruption to them.

For processing times, 58% responded no impact on them while 24% of dealers said processing times had improved. 12% of respondents stated processing had slowed down. Danny felt the dealers may have misunderstood the question as his own data showed significant improvements in processing times.

From the start of the pilot on November 5th, 2025, to the day before the ODAC meeting there was a drop of 15 days in processing times from 44 days to 29. Processing dealer responses, where the dealer is sending documents as a response to a missing requirement letter, went from 30 days to 9. Since closing on Wednesdays, ODS has moved their training and meetings to that day, so they do not impact operations.

Danny also mentioned that there is going to be a new process for address changes. Currently, EVR (electronic vehicle registration) is the only channel outside of DMV where a dealer's customer can update their address. When a customer's address is updated with DMV, their voter registration is updated. Sometimes, an EVR dealer provides an incorrect address, and the customer does not receive DMV mail or voter mail. DMV will soon require dealers using EVR to ensure customer addresses are updated directly with DMV at the point of sale. A timeline has not been set but DMV is getting the word out that this change is coming.

Danny said it is up to the customer to update their address with DMV. If the address on the application does not match the one in the system DMV will contact the customer.

Susan Thayer said her deals will not be on time for lien perfection if they have to wait for the customer to confirm the address. Linda Beuckens said DMV will look at all the details and create a process that is efficient as possible for all stakeholders.

Judith mentioned that she would like ODAC to discuss the Lien Claimant process in a future meeting.

Also at a future meeting, Business Regulation wants to review qualifications for becoming a Vehicle Appraiser with ODAC. The application is simple and people from other states are obtaining Oregon Vehicle Appraiser certification, perhaps to receive reciprocity licensing in other jurisdictions even though other states' requirements for appraisers have more requirements like proof of liability insurance or passing an exam.

Katelyn updated ODAC on the Core 26 OLIVR upgrade over the July 4th weekend. She said it was successful as it has been positive for the majority of the work. Katelyn requested ODAC to provide feedback from their external user side so that DMV can take it into consideration for the next upgrade.

Announcements/Roundtable ODAC

Josh Smith from North Valley Towing & Recovery, a towing company, dismantler and vehicle dealer, requested time during roundtable. He said there needs to be a crackdown on junk car buyers. They come into his business trying to sell parts with no paperwork. Chapter P of the Vehicle Title & Registration Handbook states, "processing into scrap metal purposes only". John would like to have that phrase removed because it implies a junk car buyer can do it without having a dismantler license.

Josh said they have found piles of cut up tires where someone salvages the wheels to sell for scrap metal.

He also mentioned that unlicensed dismantlers can be issued a penalty of $2,500 in total whereas an unlicensed dealer can be issued a civil penalty of $2,500 per vehicle. He would like to see more consistency between dealers and dismantlers.

Josh said he has impounded and destroyed about 90 motor homes this year. He has people coming to him claiming to be the owner. He asked that DMV come up with a black and white definition for proof of ownership as different agencies have different requirements.

He suggested that anyone who wishes to do a possessory lien should be required to go to DMV and do a title transfer in their name before they retrieve the vehicle from a yard. This will absolve the previous owners of liability if the vehicle gets impounded again.

He said DMV should require non-motorized trailers to have title paperwork to be destroyed. Currently, title paperwork is required only for motorized vehicles.

Mathew Casebeer asked if there was a date set for the Clean Vehicle Rebate Program. Greg Remensperger said he was in contact with Erica Timm and would let everyone know as soon as he receives the answer.

Meeting adjourned at 12:00pm.