



July 24, 2025
9:00 AM to Noon
Hybrid Meeting

Oregon Dealer Advisory Committee Meeting Minutes

Chair: Mike Wagner

Members Present:			<i>DMV Representatives Present:</i>		
Mike	Wagner	Tow Company Representative	<i>Linda Beuckens- Program Services Manager</i>		
Eric	Winston	New Dealer Representative	<i>Larry Purdy –Investigations Unit Manager</i>		
Matthew	Casebeer	New Dealer Representative	<i>Danny Lopez - Oregon Dealer Services Unit Manager</i>		
Gary	Sargent	Power Sports Representative	<i>Katelyn Keefer – Business Regulation and Oregon Dealer Services Policy Analyst</i>		
Bryan	Steward	Independent Dealer Representative	<i>John Corbin – Compliance and Investigations Specialist</i>		
Jeff	Mackie	Dismantler Representative	<i>Josh Boatner – Compliance and Investigations Specialist</i>		
Peter	Van Houten	Dismantler Representative	<i>Kelly Garcia – Lead Compliance and Investigations Specialist</i>		
Susan	Thayer	Office Management Representative	<i>Andy Kapileo – Compliance and Investigations Specialist</i>		
Lisa	Larkin	RV Representative	<i>Chuck Hoffman – Business Licensing Unit Program Specialist</i>		

Members Absent:					
Isabel	Cordova	General Public Representative	Lori	Gill	Auction Representative
Angela	Donley	General Public Representative	Scott	Short	Used Car Representative
Kelly	Martin	At Large Representative			

Industry Association Representatives

Greg	Remensperger	OADA
Darrell	Fuller	OVDA, ORVDA, OPSA, AAO, NATA
Teri	Yeoward	VITU
Torey	McCullough	Oregon Tow Board Administrator

Call to Order /Roll Call

Mike Wagner

The meeting was called to order with 8 of 14 present to form a quorum.

Peter Van Houton motioned to approve the minutes and Eric Winston seconded. The minutes passed unanimously.

Oregon Zoo Plate Available 11/01/2025

Katelyn Keefer

Katelynn Keefer introduced DMV's new Oregon Zoo Plate. The plate which has a picture of an elephant on it launches November 3, 2025. They are configured with the prefix "OZ".

In addition to the title and registration fees, there is a surcharge of \$40 which will go to the Oregon Zoo Foundation.

The plates will be available through EVR, Oregon Dealer Service Centers, Field Offices, DMV Headquarters and through online customer purchases.

Addressing Financial Challenges at DMV

Linda Beuckens

DMV's cost of services exceeds DMV's revenue. DMV proposed an increase in Business Licensing application fees during the 2025 Legislative session as part of HB 2025. HB 2025 did not pass and so DMV is looking at ways to minimize its costs and remain self-sustaining.

Cost saving measures include:

As of August 1, 2025, Business Regulation will move to DMV Headquarters building from its East Annex location so that ODOT can lease its former location to another state agency.

As of August 1, one-and-the-same letters are required for every transaction where the name on the paperwork does not match the business name. Board members requested a sample letter, which Oregon Dealer Services agreed to provide.

To save on paper and mailing costs, Dealer and Dismantler forms will no longer be available from the ODOT Storeroom. Forms are available online.

Business Licensing will no longer mail renewal reminders but upon request will email calculation sheets and plate lists. Board members suggested emailing reminders, which DMV agreed to consider.

Trip Permits books will be reduced in availability. Dealers can purchase trip permits via their DMV2U dealer accounts.

Several board members expressed support for the shift away from paper and increased use of online forms and tools.

While DMV did not experience any layoffs, 50% of the ODOT staff that support system development are on the layoff list, which will have a significant impact on DMV. There is also

an ODOT-wide hiring freeze which means DMV cannot hire to fill position vacancies, which will impact services.

Board members suggested some additional efficiency and revenue generating measures for DMV to consider. Suggestions included a 3% service fee on all transactions, email missing requirements to resolve issues more quickly, examine Washington state business practices, consult with business experts and ODAC, and shift to operating more like a business.

Linda noted that DMV is considering charging merchant fees for credit card payments and that DMV is always open to suggestions and ideas.

ODAC can send ideas and suggestions to Judith Ingram-Moore and Linda for review.

Electronic Vehicle Registration (EVR) Expansion

Katelyn Keefer

DMV recently announced an intent to award a new contract to Vitu that will expand EVR services to out-of-state dealers and financial institutions. Greg Remensperger asked if the expansion would allow Oregon dealers to title and register vehicles in California. Katelyn clarified that Oregon's EVR program is for vehicles that will be titled in Oregon.

DMV is still in negotiations to determine the services to be provided under the expanded EVR program, which may be opened to large-volume customers (e.g. Amazon, UPS) in the future. The expansion may start out small but will map out future expansion possibilities as DMV identifies prioritized business needs and has resources to implement.

DMV Administrator's Message

Amy Joyce

ODOT's funding package was not approved at the end of the Legislative session, and that resulted in layoffs where almost 500 ODOT staff are to be let go. DMV only lost 5 temporary workers.

Amy added that DMV's Information Technology (IT) support is heavily impacted including the Help Desk since they are ODOT employees. ODOT's Procurement and Human Resources sections also have many layoffs, which will have an adverse effect on DMV.

Amy stressed that even if the layoffs are reversed through a special Legislative session the negative impacts would still be felt as people will leave the agency for more stable work.

2025 Legislative Session

Amy Joyce

The 2025 session began January 21 and ended 157 days later on June 27. A total of 3,304 bills were introduced and 640 of those passed out of the Legislature. 115 bills were tracked as a potential impact to DMV. The Governor has vetoed 3 bills so far.

SB 840 was amended quite a bit before its final form. Amy highlighted some key components of the bill related to dealers and dismantlers, to include:

- Dealers can issue temporary registration without DEQ Certification.
- Abandoned vehicle appraised value limit increased from \$500 to \$1000.
- Dealers must maintain a copy of a National Motor Vehicle Title Information System (NMVTIS) vehicle record report in their records.
- Dealers may conduct internet sales and deliver vehicles to customers.
- DMV can cancel dismantler certificates when local zoning officials revoke a location approval.
- Businesses that are not selling vehicles may have their dealer certificate suspended.

Mike Wagner asked Amy if she thought dealer fees would remain the same until the next session. Amy said she believed any new proposed funding would be to “stop the bleeding” and any fee increases would be for things such as the gas tax, title fees, registration fees and weight mile tax.

Greg Remensperger read through a new proposal that did not include dealer fees but thought that more discussion could happen before it is finalized.

Gary asked how Oregon could justify a proposed title fee of \$170 when Washington charges \$10. Amy noted that direct fee comparisons don’t tell the whole story and that the overall cost to own a car in Oregon is less than in other surrounding states. A link to an ODOT presentation was shared that provides a comparison of light vehicle-related taxes across seven western states.

(<https://olis.oregonlegislature.gov/liz/2025R1/Downloads/CommitteeMeetingDocument/309106>)

Other bills Amy highlighted include:

- HB 2706 changed dismantler certificate from 1 year to 2 years. The fee goes from \$500 to \$1000.
- SB 159 provides veteran plates for motorcycles and mopeds.
- HB 2660 creates a new 30-day Trip Permit for RV’s purchased by out of state customers.
- HB 2341 allows DMV agents to collect email addresses of veterans and active-duty service members for the Oregon Department of Veteran Affairs (ODVA).
- HB2559 allows state agencies to use a United States Department of Veteran Affairs (USDVA) Summary of Benefits letter for benefits eligibility determination.

The following bills of interest have no DMV impact:

- HB 2232: Transfers off-road ATV equipment rules to the Oregon Parks and Recreation Department (OPRD).
- HB 3178: Amended Oregon DOJ statutes concerning dealer requirements for a retail or lease agreement.
- HB 2127: Amends provisions of Oregon motor vehicle dealer franchise laws.

Danny said the one-in-the-same requirement discussed earlier is effective August 1, 2025.

Oregon Dealer Services (ODS) has revised the way they communicate changes to dealers. They now send out messages through egov-delivery to email addresses provided by dealerships. ODS will also communicate changes when they talk to dealers on the phone, by posting information at dealer service centers and by putting flyers in the dealer boxes.

Due to an uptick in transaction volume at all dealer service center locations, ODS may be shifting some work from the headquarters to other dealer centers to better manage the increased volume.

ODS has experienced an increase in phone calls and emails received. They used to get 30 to 40 phone calls a day and now get 80 to 100 calls per day. Many of the calls and emails are status checks on transactions in process. ODS requests that dealers refer to the weekly report on processing times for updates rather than contact DMV for a status check.

Gary asked if Dealer Services keeps track of dealers that keep calling. Danny said they partner with the investigators and Vitu when they identify training issues with particular dealers.

Vitu representatives suggested a possible increase in calls may be related to a recent change enforcing the authorized use of vehicle record queries. Susan Thayer explained the business need may be related to lenders rejecting a DMV screenshot as "proof of lien".

ODS plans to expand their VIN inspection services at SE Portland and Headquarters because dealers are unable to conduct VIN inspections on salvaged or damaged vehicles.

The DMV headquarters lobby has been remodeled and ODAC members were encouraged to take a look as they pass through.

Larry said the investigators conduct about 1600 investigations a year. Of that number, around 170 end up with a civil penalty or a sanction. He added the bulk of the investigator's time is trying to educate dealers to keep them from getting a penalty.

Currently, there are four cases pending a contested case hearing. Over the past several years there has been an average of 5 cases a year.

Mike asked if a dealer paid off a trade and DMV rejects the title because they need a one-and-the-same letter, would the delay be considered beyond their control? John Corbin said the statute lays out the dealer's responsibility if they are unable to meet the timeline. Providing a delay letter and notes in their records can cover dealers for up to 89 days and most issues can be resolved within 90 days.

Teri Yeoward from VITU said to meet the DMV timelines they submit the title even if they do not have all the necessary paperwork. Kelly Garcia noted that the statute and rule require all

necessary paperwork be submitted within the timeline. Teri pointed out that is not consistent with the public-facing handbook [Oregon DMV Title & Registration Manual]. Katelyn said she would review chapter R and provide clarification.

In the meeting chat, Katy Baker asked if DMV would consider emailing missing requirement letters rather than mailing them. Danny noted some timing concerns related to document imaging that would create confusion when dealers present missing requirements to staff before the files are uploaded into the system for review. (After a transaction is entered into the system, the documents are sent to imaging which can take a few days before they are available for staff to review. Missing requirements cannot be verified and resolved until staff can view the files. This emphasizes the importance of submitting complete transactions.) Danny also shared that DMV is considering an expansion of the dealer portal that would allow ODS to post letters on the dealer's DMV2U account. Due to IT resource availability there is no timeline available for this expanded capability.

Gary said every dealer business should have a contact person with whom DMV can communicate. Danny said dealerships do this but the information is not always kept up to date and the volume of transactions DMV processes means it is not always realistic to email a dealer and hold the paperwork for a response.

Chuck Hoffman reviewed the licensing statistics. There was an increase in original applications from the previous quarter.

Announcements/Roundtable

ODAC

Susan said they were receiving yellow envelopes with their missing requirements letters to submit documents to DMV. She wanted to know if the yellow envelopes indicate anything. Danny said the envelopes are for internal routing and help DMV's mailroom deliver the documents to Dealer Services. Mail addressed to Oregon Dealer Services (ODS) will also be routed appropriately without the yellow envelope.

Mike mentioned that due to reduced USPS service in rural communities, businesses are commonly using alternative mail delivery services like FedEx or UPS.

Eric asked if there was any fallout from the DEQToo data breach discussed from the previous meeting. Tracy Olander noted that DMV has not received any information that anything was negatively impacted.

Eric also asked about any follow up on the Portland Bureau of Transportation's (PBOT) initiative to crack down on unregistered vehicles. DMV had no updates. Lisa Martinez shared that DMV registration data did not indicate any trend changes or anomalies for Portland-area registration.

Gary asked if a dealer receives a missing requirement letter, should they bring it to a Dealer Center or mail it to Salem? Danny said they could do either. He recommended the dealer wait four to five days before they bring it to a Dealer Services counter to allow images of the

paperwork / transactions to be available for viewing by DMV. If dealers mail missing documents to DMV HQ, they do not need to wait a few days because the images would be available by the time DMV receives the missing documents.

Meeting Adjourned at 11:29 a.m.