



July 25, 2024
 9:00 AM to Noon
 Hybrid Meeting

Oregon Dealer Advisory Committee

DRAFT Meeting Minutes

Chair: Mike Wagner

Members Present:			DMV Representatives Present:
Mike	Wagner	Tow Company Representative	Linda Beuckens- Program Services Manager
Dale	Geiger	General Public Representative	Judith Ingram Moore - Business Regulation and Oregon Dealer Services -Manager
Lori	Gill	Auction Representative	Larry Purdy – Chief of Investigations
Gary	Sargent	Power Sports Representative	Danny Lopez - Oregon Dealer Services Unit Manager
Bryan	Steward	Independent Dealer Representative	Katelyn Keefer – Business Regulation and Oregon Dealer Services Policy Analyst
Scott	Short	Independent Dealer Representative	John Corbin – Dealer Investigator
Peter	Van Houten	Dismantler Representative	Chuck Hoffman – Business Licensing Unit Program Specialist
Susan	Thayer	Office Management Representative	Chris Crabb – ODOT Public Affairs Specialist
Lisa	Larkin	RV Representative	

Members Absent:		
Isabel	Cordova	General Public Representative
Jeff	Helget	Dismantler Representative
Kelly	Martin	At Large Representative

Industry Association Representatives and Other Guests Present

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

Call to Order /Roll Call

Mike Wagner

When meeting was called to order, a majority of ODAC were not present. However, additional members joined later to form a quorum with 9 of 12 in attendance.

The update to ODAC Guidelines is proposed to ensure the committee is in compliance with HB 2985 (2021) which focuses on the values of equity and inclusion.

Some of the changes include:

- Vacancies will be considered an opportunity to improve diversity of the committee.
- DMV and ODAC will strive to recruit and recommend persons representing the community it serves, considering race, gender, economic status, age and other factors.
- New members will be provided virtual notebooks via email that will include relevant statutes, rules, ODAC contact, etc. Physical notebooks will be made available upon request.
- ODOT's Office of Equity and Civil Rights (OECR) will provide diversity, equity, and inclusion training for all members.
- Code of Conduct section for during meeting and outside of meeting conduct.
- Consideration of equity implications of all decisions and recommendations.

Judith reminded ODAC the meeting minutes are available on DMV's web site.

Mike Wagner asked for the definition of "Proper Political Involvement" in section five of the guidelines. Judith said she will review and propose language that will better clarify the intent. An updated proposal will be presented at the next ODAC meeting.

Project Demo – Remitting missing fees via DMV2U**Katelyn Keefer**

When a dealer owes money for a transaction submitted to DMV, they receive a Missing Requirement Letter (MRL) for additional payment. DMV is developing an online payment capability for these fees within the Oregon dealer's DMV2U account. This online payment capability can only be used when all other requirements have been met. Transactions submitted without fees will not be accepted and cannot be paid through DMV2U.

Katelyn demonstrated some of the capability being developed within the DMV2U dealer portal. She covered how a dealer can log in, add bank information and select an account for the withdrawal, make a payment, and view details about the money owed. She also demonstrated how the dealerships can manage access to their DMV2U accounts and control who can make payments.

She noted that the online payment system will only accept the exact amount owed and is only for missing fees. Plates and stickers for these transactions will be mailed out from DMV HQ.

When the capability goes live dealers will be able to see and pay missing fees online even before they receive a missing requirement letter. Dealers will be able to view their

transaction history beginning in 2019 when OLIVR went live. Credits will be visible but cannot be used to pay a debt on another transaction. DMV is required to refund overpayments.

DMV will inform ODAC and the dealer community before the programming goes live.

Greg Remensperger requested the original communication announcing the new system be sent to the dealer associations. Katelyn agreed to resend the email and mentioned that all emails from Dealer Services have a subscribe link at the bottom. Dealers can forward it to anyone interested in signing up for the Dealer Services email list. DMV will also include an article in Dealer Details.

Approval of April 25, 2024 Meeting Minutes

ODAC Members

Scott Short motioned to approve the April meeting minutes. Lisa Larkin seconded. The minutes were approved unanimously.

Business Regulation & Oregon Dealer Services Section

Larry Purdy/ Danny Lopez

Larry said Investigations remains very busy, and they are on track to complete annual inspections of all Oregon dismantlers as required by statute. The complaints received by Investigations are varied, and many are not within DMV's jurisdiction so the complainants are referred to the appropriate agency or other entity for assistance.

Larry mentioned that Radius Recycling (formerly Schnitzer Steel) had a fire on July 17, 2024, at their location in North Portland off Lombard St. Investigations has requested an appointment with the dismantler to review their response and determine if any adjustments are needed to the requirements in Fire Response Plans.

Chuck reviewed the April through June 2024 Business License statistics and noted the decrease in certified dismantlers. Larry said there was a trend in late renewals of dismantlers due to not getting their fire response plans and inspections in on time. Some dismantlers have started over and applied for a new license (Dismantler certificate). The larger dismantler businesses seem to be buying up the smaller ones. Since the legislative changes affecting dismantlers went into effect in 2020, the number of certified dismantlers has decreased by about 70.

Danny asked ODAC members to let him or Judith know if they would like to see any additional data or metrics from Oregon Dealer Services, and if possible, he would provide it at the next ODAC meeting. Mike Wagner suggested a top 10 list of mistakes dealers make.

Danny is working on developing a training program for dealer staff. It is still in the early stages of development.

The Beaverton Dealer Center has hired a new employee, and the plan is to open the location by November or December. DMV will soon be recruiting for the Springfield location and plans to open it at the same time.

The Dealer Service Centers at SE Portland and DMV Headquarters have expanded their window services from one expedite transaction per dealer per day to three transactions, including registration only and submission of items identified in missing requirement letters.

As part of the pending online payment process, Oregon Dealer Services (ODS) will send a communication to dealers on the importance of submitting complete transactions.

Danny said transaction volumes dropped in June 2024, compared to what was received in June 2023. The Medford Dealer Service Center saw a 35% drop, North Salem a 40% drop, and DMV Headquarters saw a 29% drop. This may have been partially caused by the CDK cyber-attack incident.

Lisa Larkin said her title clerk has seen an increase in errors by ODS. Danny said ODS has new employees and existing employees are being trained in new tasks. He is aware of issues with consistency in processing dealer transactions, and his team continues to work to improve.

Gary Sargent asked, on behalf of motorcycle manufacturers, for a list of motorcycle dealers. Judith explained that because OLIVR was programmed to gather information required by statute, the information is not readily available and would require employees to conduct an intensive hand search to gather the information and produce a report. Linda advised that the request should be submitted as a public records request.

Update on 04/25 Rules Advisory Committee (RAC) meeting

Linda Beuckens

DMV has reevaluated the acceptable error rate proposed and discussed at the April RAC meeting and has decided to remove the proposed rule changes related to error rate.

Since dealers are agents of DMV, it is their responsibility to submit accurate transactions. She asked ODAC for ideas on how to better communicate the importance of this responsibility to dealers.

DMV is considering providing dealers with access to select DMV Field Offices when dealers are located more than 100 miles from an existing Dealer Service Center. Such access, however, would be limited to expedited title transactions and payment of the required \$100 expedited title transaction fee. It would also limit the number of transactions a dealer could submit for this service, although the details have not yet been determined.

DMV is open for other suggestions from ODAC members.

Darrell Fuller suggested dealers going into the field office could pull a number for each transaction.

Susan Thayer asked if most new employees in Dealer Services are internal or external hires. Danny said the positions are not a promotion for most internal DMV employees and that most come from outside DMV.

Gary Sargent said dealers should be allowed only one expedited title transaction at the dealer services desk, and one expedited plate transaction at the regular counter at field offices. He said this would resolve past issues where dealers would pull numbers for each of their 5 transactions. Lori Gill said most dealers would rather pay \$100 for the expedited service than wait 2 hours to be called at the counter.

Danny clarified that the \$100 expedite title fee is for initial transactions involving a title. The expedite fee is not charged when a dealer submits what was requested in a missing a requirement letter to a Dealer Service Center or if they are processing a registration only transaction. As part of the expanded services, dealers will receive plates and stickers for registration transactions completed over the counter at a dealer service center.

Linda added that she was only addressing the topics that generated concern during the RAC meeting, and that DMV is moving forward with the other proposed rule changes discussed in the meeting.

Lori Gill mentioned that an out-of-state dealer was turned away at a field office. Judith said they would remind field office managers that field offices should serve out-of-state dealers. Linda said DMV is planning to expand EVR services to include out-of-state dealers. Katelyn added out-of-state dealers also have the option to mail their transactions to DMV headquarters for processing.

Gary Sargent said the DMV website information related to calculating fees should be simplified, as it can be very difficult to determine the amount of money owed. Linda said improving the fee calculator and identifying tools that will make fees easier to understand is something DMV is working on.

Announcements/Roundtable

ODAC

Gary Sargent asked that DMV consider providing titled off-road vehicles a proof of ownership document, similar to a registration card. It can be difficult to prove ownership to law enforcement and other government entities without one, and this is something DMV used to provide.

Danny said customers can request their vehicle record online for \$4.

Gary said DMV should issue an ownership document to the vehicle purchaser when the vehicle is titled. Linda said the ownership document goes to the security interest holder and added that DMV does not have the authority to issue a registration for an off-road vehicle.

Meeting adjourned at noon.