



October 23, 2025
9:00 a.m. to Noon
Hybrid Meeting - DMV HQ
Room 382 &
Telephone/TEAMS Mtg.

Oregon Dealer Advisory Committee Meeting Minutes

Presiding: Chair Mike Wagner

| Members Present: | | | <i>DMV Representatives Present:</i> |
|-------------------------|------------|--|---|
| Mike | Wagner | Tow Company Representative | <i>Linda Beuckens - Program Services Manager</i> |
| Lisa | Larkin | RV Representative | <i>Judith Moore -Business Regulation and Oregon Dealer Services Section Manager</i> |
| Isabel | Cordova | Dismantler Representative | <i>Danny Lopez – Oregon Dealer Services Manager</i> |
| Peter | Van Houten | Dismantler Representative | <i>Katelyn Keefer – Operations and Policy Analyst</i> |
| Kelly | Martin | At-Large Representative | <i>Kelly Garcia – Compliance and Investigations Lead</i> |
| Lori | Gill | Auction Representative | <i>John Corbin – Compliance Specialist</i> |
| Gary | Sargent | Power Sports Representative (Vice Chair) | <i>Torey McCullough – State Board of Towing Administrator</i> |
| Susan | Thayer | Office Management Representative | |
| Eric | Winston | New Dealer Representative | |
| Jeff | Mackie | Dismantler Representative | |
| Angela | Donley | General Public Administrator | |
| Bryan | Steward | Used Dealer Representative | |
| Scott | Short | Used Dealer Representative | |

Members Absent:

| | | | |
|--------|----------|---------------------------|--|
| | | | |
| Mathew | Casebeer | New Dealer Representative | |
| | | | |

Industry Association Representatives Present

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|----------------|----------------|---|
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| <i>Darrell</i> | <i>Fuller</i> | <i>OVDA, ORVDA, OPSA AAO, NATA</i> |
| <i>Jen</i> | <i>Mueller</i> | <i>VITU</i> |
| <i>Janet</i> | <i>Chaney</i> | <i>Northwest Automotive Trades Association (NATA)</i> |

Call to Order /Roll Call

Mike Wagner

Roll was called with 9 of 14 members present for a quorum. Four additional members arrived after roll call.

Approval of July 2025 Meeting Minutes

ODAC Members

Mike called the meeting to order. Peter Van Houten motioned to approve the minutes and another seconded. The minutes were approved unanimously.

ODAC's Advisory Role – Summary / Information

Judith Moore

Judith reviewed ODAC's advisory role as set forth in the ODAC Guidelines and Oregon Administrative Rules (OAR) 735-150-0005 .

ORS 802.370 states DMV must consult with ODAC before adopting any rules or taking any disciplinary action against a dealer to sanction or levy a civil penalty. OAR 735-150-0005 adds that DMV will consult with ODAC when taking disciplinary action against or levying a civil penalty against a dismantler or levying a civil penalty to dealers.

Judith provided a brief summary of the Oregon Public Meeting Law, ethics and standards. Everyone on ODAC is considered a public official whether or not they are compensated for their services. An ethics guide for public officials is available to download on the Oregon Government Ethics Commission (OGEC) web page, .

In 2023, the Public Meeting Law was amended, and changes became effective October 2024. The changes allow meetings to be convened in person, via video, phone, or electronically as an email chain, or using an intermediary to communicate among participants.

Another amendment to the Public Meeting Law in ORS 192.685 requires a complainant against an advisory committee to first notify the public body. The complainant must allow the public body a specified time to respond before filing a complaint with OGEC.

Gary Sargent said that DMV has not been informing ODAC when a dealer receives a sanction or civil penalty. Judith replied that the Program Specialist emails notices to the ODAC members and allows a week for them to reply before action is taken. Gary asked that the results be sent to ODAC members instead of relying on Dealer Details. Judith agreed.

Darrell suggested the emails sent to ODAC should make the subject clear in the subject line. Susan Thayer suggested using ODAC in the subject line.

Compliance & Investigations – Process Presentation

Kelly Garcia

Kelly Garcia presented an overview of the work conducted by the Compliance & Investigations Unit.

She showed on a state map the area in which each Compliance Specialist conducts compliance visits. They are assigned investigation cases primarily based on their assigned geographic area.

Compliance Specialist Robb McCracken covers unlicensed dealers for the entire state, and Andy Kapileo covers dismantlers for most of Oregon while Kelly conducts dismantler compliance visits in her area.

There are three types of Inspections:

1. Educational New Dealer/Dismantler Visit
 - Requirements for compliance are discussed, and a Basic Record Keeping Checklist is provided.
2. Routine Compliance Inspections
 - A moment-in-time look at the dealer or dismantler's records and location.
 - Violations discussed (if any), and an Inspection/Correction Notice provided
3. Complaint-Driven Inspections (Requests for Investigation)
 - Looks backward at a specific event
 - Often includes reviewing other records to determine prevalence

Kelly said their goal is to visit new dealers within 30 days of certification. They inspect dealers every three years and dismantlers every year as statutorily required.

Other types of cases include unlicensed dealer and unlicensed dismantler investigations as well as lien claimant investigations where a lien claimant who offers vehicles to sell must maintain sufficient records. Lien claimants are only investigated if there is a complaint from the public or a processing unit finds an issue with their paperwork.

The majority of violations are found in Oregon Revised Statutes (ORS) Chapter 822 and Oregon Administrative Rule (OAR) chapters 735-150 for dealers and lien claimants and 735-152 for dismantlers. Kelly encouraged ODAC members to ask the Compliance Specialist where a violation is located in law if they have questions about it.

Once an investigation is complete the Compliance Specialist issues the dealer/dismantler an inspection report regardless of whether there was a violation or not.

A civil penalty or sanction is imposed depending on the severity of the violation and its impact on the public and whether it was intentional or not. Also, whether it was a repeated violation is taken into consideration.

If the Compliance Specialist determines a civil penalty or sanction is needed, they draft and submit an investigative report proposing civil penalties and/or sanctions. The report is sent to the Team Lead or the Manager for review. If approved, it is sent to ODAC for consultation, per OAR 735-150-0005(7). The notice of proposed civil penalty or sanction is mailed to the alleged violator via certified letter informing them of the findings of fact.

There are three options for response that must be submitted within 20 days of DMV mailing the legal notice:

- Admit to the violations and waive the right to hearing.
- Request a hearing
- Request an informal meeting with DMV to discuss the matter while still maintaining the right to a hearing

Kelly added that most settlement meetings result in decreased civil penalties.

Gary Sargent asked if they prioritized cases based on the severity of the violations. Kelly said most are processed in order, but she has moved some forward based on either an active law enforcement case or consumer harm.

Gary asked if there was anything that can be done when a Compliance Specialist goes to perform an inspection and the dealer has not shown up. Kelly said there are things they can do but they also try to be accommodating to a dealer's situation.

Gary asked if investigations receive complaints from lenders. Kelly said that several Compliance Specialists maintain relationships with lenders and will hear from them about an issue for them to investigate.

Susan Thayer said the back of the title should allow for more odometer disclosures and DMV should no longer allow multiple private sales to occur before titling.

Scott Short asked ODAC if they were aware of the VIN swapping that is occurring. People are able to steal cars by swapping or cloning the VIN and it is becoming a big problem. Lori Gill said most of the VINs are coming from Canada. They are putting Canadian VINs on stolen American vehicles. NMVTIS (National Motor Vehicle Title Information System) does not capture Canadian cars. Vehicle Programs Analyst Dave Adams said DMV is aware and the VINs are also coming from other states. He said to avoid this, dealers should conduct a full VIN inspection that includes looking at the vehicle's frame. He said they could also run the VIN through the NHTSA (National Highway Transportation Safety Administration) VIN decoder or recall site.

Oregon Dealer Services – Program Overview

Danny Lopez

Danny Lopez gave an overview of Oregon Dealer Services (ODS) showing where they started, where they are now and where they hope to be in the future.

Prior to the creation of ODS, DMV assisted dealers by providing dealer boxes at 24 field offices and 6 dealer centers. DMV headquarters processing units consisted of mailed-in dealer transactions, dealer expedites, phone support and email support.

Some of the challenges included a lack of statewide consistency in procedures and communications with dealers, a limited scope of services, turnaround times and limited reports, data and other resources available to dealers.

During the pandemic, customers were encouraged to mail in their transactions, resulting in a huge shift in volume.

DMV began conversations with the Dealer Community to gather feedback and established a team to evaluate the existing practices and determine ways to improve. An action plan was put together to implement necessary changes.

This resulted in Oregon dealer processing being consolidated into one unit, and a dedicated processing team for dealer transactions was established – Oregon Dealer Services.

Other improvements include establishing a dedicated email and phone line, reopening & establishing additional dealer centers and generating additional reports and data.

Additionally, operational changes were made such as sending missing requirement letters to

the dealer first, launching an ODS webpage at DMV's website, and processing expedited titles at Dealer Centers.

Moving forward, ODS wants to provide better reporting and communication, expand window services at Dealer Centers and expand the functionality of the dealer portals among other things.

Danny added ODS is working to streamline policies and procedures, expand EVR services and continue to partner with ODAC to build an even better relationship.

Eric Winston whose company has dealerships in Oregon and Washington said Southwest Washington dealers have Oregon customers who they have to send to Oregon Field Offices for a VIN inspection which can take a long time, inconveniencing the customer. Susan Thayer asked why an out-of-state dealer cannot have one of their Oregon dealerships do a VIN inspection for them. Currently, it is not allowed. Judith said there is a draft rule change in process that will allow for it.

Darrell Fuller asked when would dealers be able to pay off debts online through ACH. Danny said the DMV computer system is being updated and it will need to wait until it is finished sometime in summer of 2026. Linda Beuckens added that the ACH project may be re-evaluated to decide if they could achieve more efficiency by doing something else.

Darrell's other concern was that some missing requirement letters were going out to the customers instead of the dealers. Danny responded that DMV's title review units send letters, a further layer for quality control before vehicle titles are issued.

Susan asked if ODS could add a way for DMV's system show that paperwork has been received and if a missing requirement letter can be expected. Danny said that is something we hope to be able to provide as resources become available.

2025 Legislative Session – Proposed (OAR) Rules Discussion Ty Yoder

Ty Yoder stated that Judith sent to ODAC members draft rules related to House Bill (HB) 2660 and Senate Bill (SB) 840 for review on September 26th. He said he received an email with comments from Scott Short but emailed him back asking to clarify which section they pertained to.

Ty said Lisa Larkin was the only ODAC member he received comments from, for sections 20 through 24 of SB 840. She pointed out that it says a dealer is required to keep a copy of the NMVTIS vehicle report with the records for used or secondhand vehicles or campers. Lisa pointed out that campers are not motorized vehicles and should not be included. As a result, Ty amended the draft rules to clarify which vehicles are subject to the requirement.

Judith said sections 51 and 52 of SB 840 allow dealers to issue temporary registration permits for vehicles sold without proof they comply with DEQ vehicle emissions requirements. The purpose of the permit is for dealers outside of the DEQ areas who sell to customers who need to register their vehicles inside a DEQ area. Dealers are required to submit the Title and Registration paperwork within 30 days of the date of sale. Dealers cannot hold the transaction for longer than 30 days while awaiting DEQ certification.

Darrell said his clients needed more than 2 weeks to review proposed rule changes. Ty said he would keep it in mind for the future.

HB 3991 – Title and Registration Fee Increase effective 12/31/2025 **Judith Moore**

Judith briefly reviewed HB 3991 pertaining to title and registration fee increases. A handout was provided to ODAC showing the current fees compared with the increased fees. Business Regulation and ODS policy analyst Katelyn Keefer mentioned the new fees will be put in chapter M of the Title and Registration Handbook, and revisions will be completed before the change takes effect. .

Gary said the price increase will result in more people not transferring their titles or renewing their plates because it is too expensive.

[Post meeting note: On 11/25/2025, petitioners announced they gathered enough signatures to delay the implementation of HB 3991, pending approval by voters in an upcoming election. Some portions of the bill are not part of the referral, including a new road usage charge program and changes to the weight-mile tax among others.]

Dealer Education Provider Renewal **Katelyn Keefer**

Katelyn said DMV sent ODAC application materials for 3 of the current education providers for review. DMV did not receive an application from Fifth Gear.

The three providers who submitted were the Oregon Independent Automobile Dealers Association (OIADA), the Oregon Vehicle Dealers Association (OVDA) and At Your Pace Online (AYPO). ODAC approved all three education providers for pre-licensing and continuing dealer education with Gary Sargeant abstaining.

Business Regulation and Oregon Dealer Services **Judith/Danny**

Judith reviewed the Business Licensing statistics and said DMV will give ODAC a 5-year look at the statistics at the January 22, 2026 meeting.

Announcements/Roundtable **ODAC**

Susan asked for clarification on a new rule that dealers can sell cars without the customer coming to the physical dealership. Katelyn said it was for dealers who conduct online sales without having to get a supplemental location. Mike Wagner said the rules are trying to catch up with what is going on in the marketplace.

Gary asked if the long processing times at headquarters were because employees were still working from home. Danny said ODS does not have anyone working from home. Judith said there was an upsurge in sales as people were purchasing pre-tariff vehicles. Darrell asked if ODS was understaffed. Danny said he had 2 vacancies which he should be able to fill soon but a bigger reason for the current processing times is more dealers are mailing in their transactions. Mailed in paperwork may require a missing requirement letter which adds to the

processing time, where at the Dealer Service Center counter they may be able to fix a problem with the dealer present.

Meeting adjourned at 12:15 pm.