



October 26, 2023
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>Judith Moore -Business Regulation and Oregon Dealer Service Section Manager</i>
Lisa	Larkin	RV Representative	<i>Larry Purdy - Chief of Investigations</i>
Isabel	Cordova	Dismantler Representative	<i>Danny Lopez – Oregon Dealer Services Manager</i>
Jeff	Helget	Dismantler Representative	<i>Lisa Martinez – Stakeholder Engagement Manager</i>
			<i>Katelyn Keefer-Policy Analyst</i>
Scott	Short	Independent Dealer Representative	<i>Kelly Garcia – Investigator</i>
Gary	Sargent	Power Sports Representative	<i>John Corbin – Investigator</i>
Susan	Thayer	Office Management Representative	<i>Shari Dougherty – Investigator</i>
Brian	Hardy	Auction Representative	<i>Torey McCullough – Tow Board Administrator</i>
Peter	Van Houton	Dismantler Representative	<i>Chuck Hoffman – Business Licensing Program Specialist</i>
Robert	Lanphere Jr	New Dealer Representative (Emeritus)	<i>Jennifer Ricketts – Vehicle Services Section Manager</i>
			<i>David McKay – Field Services Manager</i>
Members Absent:			
Kelly	Martin	At-Large Representative	
Bryan	Steward	Independent Dealer Representative	
Dale	Geiger	General Public Representative	
Industry Association Representatives Present			
Greg	Remensperger	OADA	
Darrell	Fuller	OVDA, ORVDA, OPSA AAO, NATA	
Terry	Medina	VITU	
Margaret	Ragan	Northwest Automotive Trades Association (NATA)	

Call to Order /Roll Call

Mike/Larry

Roll was called with 8 of 13 members present for a quorum with another joining later.

Approval of July 2023 Meeting Minutes

ODAC Members

Mike called the meeting to order. Gary Sargeant motioned to approve the minutes with Lisa Larkin seconding. The minutes were approved unanimously.

State Board of Towing - Introduction

Torey McCullough

Torey McCullough is the Administrator of the State Board of Towing (Board). She was appointed to the position on July 6, 2023. SB 300 was passed during the 2021 Legislative session and created the Board. It is a semi-independent entity established within ODOT. The nine members are appointed by the governor and the administrator is hired by the Board. See ORS 822.250.

Members include towers, law enforcement, a general public representative and a consumer advocate.

A \$100 fee will be applied starting January 1, 2024, to all applications for a tow/recovery vehicle business certificate. This fee funds the Board.

The Board is currently determining who they need to work with, and establishing partnerships which will include law enforcement as well as dealers and dismantlers. Their next meeting is November 14, 2023.

Mike Wagner added that the tow industry promoted the creation of the board to help drive the regulation of the industry.

Torey said the Board will focus on education, making sure towers are properly trained in the processes. They are still determining ways to address and process complaints. She is open to suggestions.

Gary asked if guidelines and/or penalties will be used to enforce tow rules and statutes. Torey said the Board's authority in statute includes issuing civil penalties. They now have to determine how to structure it.

Torey added that their website is www.oregon.gov/sbot, where people or groups can add their email addresses to the Board's mailing list.

Diversity Training – ODOT Office of Equity & Civil Rights

Erika McCalpine

Erika McCalpine began with an overview of HB 2985 passed by the 2021 Oregon Legislature. The bill directed ODOT to diversify its advisory committees to reflect Oregon's racial, ethnic, and ability composition, as determined by the most recent American Community Survey (US Census).

It is important because it considers the viewpoints of all people who reside in the communities that ODOT serves and prioritizes diversity, equity and inclusion by identifying and addressing systemic barriers to ensure all Oregonians benefit from transportation services.

Erika shared a video on similarity bias where we unconsciously favor people who are more similar to us and explained ways to overcome it. Erika emphasized that we need to broaden our scope when determining a pool of candidates to fill a position on a committee. Some of the challenges facing Equity include:

- How to determine the diversity within the “communities we serve”.
- How to do equitable engagement.
- Who to reach out to when committees have an opening.
- How to ensure tokenism does not occur.
- How to ensure diverse members are valued and voices are honored.

Lisa Brown shared her experience with member recruitment for the rail advisory committee. They came up with questions to gather demographic data for applicants to include race and ethnicity. They also asked questions to assess genuine interest in the committee’s work to avoid tokenism when selecting members.

Erika explained that equity:

1. Acknowledges that not all people, or communities, are starting from the same place.
2. Is the effort to provide different levels of support based on an individual’s or group’s needs in order to achieve fairness in outcomes.
3. Actionably empowers communities most impacted by systemic oppression and requires redistribution of resources, power, and opportunity to those communities.

Erika then opened a dialogue with ODAC to discuss the challenges and ways to effectively recruit diverse individuals to committees.

Oregon Dealer Services

Danny Lopez

Installation of new dealer boxes at the SE Portland Dealer Service Center is scheduled for November 8th -16th. Starting on the 16th dealers will be invited to come and learn how to use the boxes.

Dealer Services plans to allow appointments for dealers at dealer service centers to get support for questions they may have concerning missing requirements letters received or to have paperwork reviewed before it is submitted. Oregon Dealer Services will start offering training in early 2024 for interested dealerships either online, at the dealer’s location or at DMV.

Danny said the most common errors received are incorrect odometer information and incomplete information provided on the 226 (Title & Registration Application).

Danny showed an example of the new yellow dealer expedite envelope which has a check box for dealer-out-of-business paperwork and another for dealer expedite paperwork. The envelopes are available to order from the ODOT Storeroom.

Gary Sargent asked if it would be better for DMV to call the dealer when there is a problem with a transaction rather than send a letter. Danny said they do call or email in some situations. He added he is open to suggestions.

Susan said that she would like to receive an email if there is a problem rather than a letter. It would result in a much timelier turn around. She mentioned DMV has an email list already. Danny said the emails on the list were not tied to any specific dealer. Larry said not all emails lead to the correct person at the dealership. Danny added that because of their processes, an email may not result in a swifter turnaround.

Gary suggested Dealer Services add dedicated phone staff to call dealers when an issue arises.

Bob Lanphere Jr asked if DMV tracks who the offenders are. Danny said they notice which dealers have issues and reach out to the investigators for help educating them. ODS is working to better identify repeat offenders in order to help resolve their issues. He added most of the issues are due to incomplete paperwork.

DMV Field Services Staffing Update

David McKay

DMV has reopened 5 of the 6 field offices that were closed. They are still working on getting the Sandy office reopened.

DMV staffing at field offices is “skeletal” with minimum staffing available. Each day managers need to shift staff to fill offices as staffing fluctuates.

Since the pandemic, there has been a rise in threats against staff at field offices. A threat assessment team was created to help solve that problem.

A new lobby queuing system has been implemented which automates the customer flow and has definitely been an improvement.

Dave added that online knowledge testing has become a reality and in the first three weeks more than 2000 tests have been taken.

Business Regulation

Judith/Larry

Larry introduced the new investigator, Shari Dougherty, who is replacing Dennis Keena who retired last month. He also introduced the new Operations & Policy Analyst Katelyn Keefer who has joined the section on a developmental rotation, replacing David Fischer.

The investigators have been doing a good job keeping up with incoming complaints, and Larry has multiple civil penalty/sanction reports to review.

On the dismantler side, the investigators are on track to have all dismantler businesses inspected by the end of the year. It appears there has been an uptick in the number of unlicensed dismantler investigations this year.

Gary asked how they determine if a complaint is valid. Larry said he or the investigator makes the determination after reviewing the information received.

Judith reviewed the Business Licensing statistics. Reciprocity agreements for transporters will end December 31, 2023, and transporters will be limited to a maximum of ten plates.

ODAC approved AYPO’s dealer education program and agreed to vote on OIADA’s and OVDA’s programs at the January meeting, after they have submitted their educational materials for review. Business Regulation will remind the dealer education providers that their programs will need to be submitted by December 14, 2023.

Announcements/Roundtable

ODAC

Gary asked for a compiled list of motorcycle dealers from DMV. Business Regulation will look into the feasibility of creating one.