

Dealer Details

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Newsletter of the DMV Business Regulation & Oregon Dealer Services Section

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Photo of snow-covered landscape near Keno by Arturo Briones (CCD Klamath Falls)

Updates from the ODAC January 2024 Meeting

Connect Oregon: John Boren, Policy & Proposed Projects Analyst, Freight Program Manager, ODOT

John Boren provided information on Connect Oregon, which is a competitive grant program for non-highway modes of transportation such as aviation, marine and rail projects. There have been seven competitive cycles, the last of which was from 2021-2022 where \$46 million in funds were awarded out of the \$130 million requested.

HB 2017 (2017 Legislative session) created dedicated funding from vehicle dealers that pay Privilege taxes to make Connect Oregon a permanent program. When a minimum of \$45 to \$50 million is built up in the fund, Connect Oregon can then run a competitive grant program. In the 2021-22 cycle, 21 projects were selected with an allocation of \$1 million to \$1.5 million for each project. Most projects are on schedule for completion.

There is a competitive grant cycle in process for fiscal year 2023-2024, with \$46 million in available funding. Applications are due by late February 2024. To be considered for grant

funding, the applicants must show the proposal's economic benefit to the state and how it will lower transportation costs.

Past projects included adding a new grain bin at the Port of Morrow which allowed more grain to be transported by barge, relieving rail congestion. Another project expanded Terminal 6 at the Port of Portland to increase container shipping capacity.

OReGO - Oregon's Road Usage Charge Program: Scott Boardman, Innovative Programs Policy Advisor, Office of Innovate Funding

With ODOT revenue decreasing from the gas tax and maintenance costs increasing, Oregon needs to find other sources of funds. OReGO is Oregon's Road Usage Charge (RUC) Program where enrolled vehicles pay per mile rather than through the fuel sales tax. Electric vehicles and vehicles that have 40 MPG or greater can have their enhanced registration surcharges waived if they enroll in the program.

As fleets become more efficient, the program expects enrollment to grow. The RUC Program is working on broadening dealer awareness of the program and making it easier for dealers to enroll their customers, as well as making the dealers' customers aware of OReGO.

The RUC program hired a Portland-based consultant to facilitate broadening dealer awareness of the program, DHM Research, which has been around for about 40 years. It is a non-partisan, public opinion research firm that has worked with several states on similar types of programs. DHM Research will begin working on expanding dealer and customer awareness of the program and to recruit dealers for surveys, focus groups, and pilot projects.



Smart Lockers for Dealer Transactions Status Update

In November 2023, Manager of Oregon Dealer Services, Danny Lopez, conducted training for dealers at the SE Portland Dealer Service Center on how to use the new dealer boxes (smart lockers). The smart lockers replaced the old dealer boxes that required keys and had specific lockers assigned to dealers. The smart lockers use secure codes and an on-demand locker assignment. They automatically notify Dealer Service Center and DMV Salem Headquarters (HQ) staff when a dealer has dropped off paperwork.

For dealers using the smart lockers in SE Portland, we would really appreciate your feedback. Dealers who want to use the smart lockers at either DMV HQ or SE Portland will need to sign up for an account and a brief, in-person training.

If you are interested, contact DMVDealerServices@odot.oregon.gov.

Dealer Details

Improving DMV Customer Service

In 2023, DMV rolled out some technological improvements for our customers. People can now take the knowledge test online. DMV is finalizing the installation of self-service kiosks at retail locations other than DMV Field Offices. The kiosks will be available by the end of 2024. Initially, the kiosks are not for vehicle dealers and only for simple transactions to provide an alternative to visiting a field office. These improvements help reduce wait times at the field offices.

DMV is working on allowing dealers to use an automated clearing house (ACH) system to make payments online for other owed fees to minimize the time it takes DMV to complete dealer transactions. This would expand dealers' current use of ACH through their DMV2U dealer account that currently only allows paying for trip permits.

The Customer Perspective - Plate transfers

Dealers and DMV know that when dealing with customers, what makes one customer happy may not make the next customer happy at all. DMV sees that play out with plate transfers. While some customers may be thrilled to get to keep their plate, whether because they lucked out and it has their initials, or a special background, or just has some time left on the registration they would like to use, not every customer is happy when their plates come due for renewal.

There are two common scenarios when the customer is not happy after a plate transfer. The first scenario is when they buy a brand-new car and transfer a plate they have, and then it is time to renew. Many customers believe they are going to renew for 4 years since their car was brand new, but that is not possible. The DMV TITLE AND REGISTRATION HANDBOOK, Chapter K: Registration at page 14 states: "After the initial four-year registration period, the renewal reverts to a two-year registration period." The plate transfer counts as the "initial registration" even though it wasn't for four years. What this means for the customer is that they must renew their tags twice rather than once during the same timeframe.

The other scenario is where transferred plates expire right after their initial paperwork is processed. Because of the timing, they often don't get a renewal notice and may be surprised that they immediately must renew their plates and registration. The customer may express frustration as to why the renewal wasn't taken care of when the rest of their paperwork was processed.

Communication is key to making happy customers for everyone, and dealers can help keep their customers happy by making sure their customers know what they are getting.

- o MCO/MSO submitted for passenger vehicles and light trailers with registration and plate fees = 4-year registration

- o Any ownership document (including MCO/MSO) submitted with a plate transfer and no registration or renewal fees will expire on the date assigned to the plate being transferred (unless the plate being transferred is not associated with the person transferring it) and upon renewal will only be eligible to renew for 2 years.

Please remember to use your resources if you or your customers have questions: Vehicle Title & Registration Handbook at the DMV website:

[Oregon Department of Transportation : Vehicle Title & Registration Handbook : Oregon Driver & Motor Vehicle Services : State of Oregon](#)

Oregon Dealer Services via email at DMVDealerServices@odot.oregon.gov; and via phone at 503-945-5479.

Dealer Transactions - Weekly Status Report

Oregon Dealer Services sends out a weekly status email which has the dates that the unit is working on mailed-in transactions and dealer responses to missing requirement letters.

If you are interested in receiving this weekly email, contact:

DMVDealerServices@odot.oregon.gov

Mailing Documents to DMV

BUSINESS LICENSING:

If you are renewing or applying for a dealer certificate, changing your dealer business location or adding a supplemental location, purchasing dealer plates and trip permits, or to exchange temporary registration permit (temp) books, mail the documents to:

DMV - Business Licensing
1905 Lana Ave NE
Salem OR 97314

OREGON DEALER SERVICES

If you are sending dealer transactions like title and/or vehicle registration applications for processing, mail the transactions to:

DMV - Oregon Dealer Services
1905 Lana Ave NE
Salem OR 97314

DO NOT send Business Licensing and Oregon Dealer Services documents together. Avoid delays and keep the documents separate.



Sanctions

<u>Unlicensed Dealer/Dismantler</u>	<u>City</u>	<u>Violations Found</u>	<u>Offense</u>	<u>Count</u>	<u>Amount</u>
David Floyd Lee	Klamath Falls	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
Nicholas Mark Russo	Cottage Grove	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
William Joseph Konichek	Portland	Acting as a vehicle dealer without a current dealer certificate	1	11	\$27,500
Travis Dale O'Connor	Portland	Acting as a vehicle dealer without a current dealer certificate	1	11	\$27,500
Joshua Scotty Tinnis	Salem	Acting as a vehicle dealer without a current dealer certificate	1	8	\$20,000
Kenny G. Uanno	Portland	Acting as a vehicle dealer without a current dealer certificate	1	9	\$22,500
****	*****	*****	****	****	*****
<u>Dealer / Dismantler</u>	<u>City</u>	<u>Violations Found</u>	<u>Offense</u>	<u>Count</u>	<u>Amount</u>
Autos of Portland LLC	Gresham	Failure to maintain records at dealers' main location	2	5	\$2,500
		Failure to maintain proper records	2	2	\$500
		Failure to furnish title to purchaser within 90 days	1	1	\$1,000
		Failure to maintain records of title delivery/submission	2	3	\$750
		Failure to display permanently affixed exterior sign visible to major avenue of traffic	2	1	\$250
MLK Auto Sales LLC	Portland	Failure to submit all fees and documents to DMV within 30 days	2	2	\$500
		Failure to submit all fees and documents to DMV within 90 days	1	2	\$2,000
		Failure to provide written delay to SIH and purchaser within 25 days	2	4	\$1,000
CM Auto Sales LLC	Hillsboro	Failure to submit all fees and documents to DMV within 90 days	1	2	\$2,000
Luxury Motorsportz LLC (1-Year Probation)	Hillsboro	Failure to submit all fees and documents to DMV within 90 days	2	3	\$3,000
Power Motors Inc dba Power FRD CHY DGE RM JP CHEV GMC	Newport	<u>Failure to submit all fees and documents to DMV within 90 days</u>	<u>1</u>	<u>1</u>	<u>\$1,000</u>
		<u>Failure to submit all fees and documents to DMV within 30 days</u>	<u>2</u>	<u>5</u>	<u>\$1,250</u>
		Failure to maintain records of the dealer's good faith efforts to comply with title submission/delivery requirements	2	6	\$1,500

Note: Civil penalty amounts may not reflect settlements or judgments

Sanctions

Lamont Nipper dba Mercury Logistics LLC	Portland	Failure to maintain records vehicle was result of possessory lien including notice to owner of possessory lien	1	10	\$10,000
Abel Sanchez dba A & A Auto Sales	Salem	Failure to submit all fees and documents to DMV within 90 days	1	6	\$6,000
		Failure to satisfy interest in a vehicle within 15 days	1	1	\$1,000
Family Size Motors LLC	Gladstone	Failure to submit all fees and documents to DMV within 90 days	1	1	\$1,000
		Failure to satisfy interest in a vehicle within 15 days	1	1	\$1,000
		Failure to notify DMV of vehicle transferred to dealer within 7 days	2	1	\$50
Adam Ephrem dba PNW Classic Trucks (3 YR Suspension)	Boring	Knowingly making a false statement of material fact in a DMV document	1	1	\$500
		Failure to allow an administrative inspection	1	1	\$1,000
Autobound LLC (3 YR Suspension)	Portland	Failure to maintain records at dealers' main location	2	4	\$2,000
		Failure to allow an administrative inspection	1	1	\$1,000
		Failure to furnish title to purchaser within 90 days	2	2	\$2,000
		Failure to maintain records of the dealer's good faith efforts to comply with title submission/delivery requirements	2	2	\$500
		Knowingly making a false statement of material fact in a DMV document	1	12	\$12,000

Note: Civil penalty amounts may not reflect settlements or judgments