

FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



**Annual Report
2023**



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Table of Contents

Letter of Transmittal..... 3

Automobile Dealers Industry Advisory Board Membership..... 4

Introduction..... 5

June 1, 2023: Board Meeting Agenda..... 7

June 1, 2023: Board Meeting Minutes and Exhibits..... 9

November 9, 2023: Board Meeting Agenda..... 27

November 9, 2023: Board Meeting Minutes and Exhibits..... 28



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500



Automobile Dealers Industry Advisory Board
2900 Apalachee Parkway, Tallahassee, Florida 32399-0500



April 30, 2024

Mr. Dave Kerner
Executive Director
Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway
Tallahassee, FL 32301

Dear Executive Director Kerner:

Section 320.275, Florida Statutes, created the Automobile Dealers Industry Advisory Board (Board) to: make recommendations on proposed legislation, rules and procedures; present motor vehicle industry issues to the Department of Highway Safety and Motor Vehicles (Department) for its consideration; consider any matters relating to the motor vehicle dealer industry presented to it by the Department and submit an annual report to the Executive Director of the Department and file copies with the Governor, the President of the Senate, and the Speaker of the House of Representatives.

The Board has met twice since its last Annual Report to consider matters put forth by the Board and the Department. The minutes of these meetings are part of this report and fully explain the discussions and recommendations of the Board.

The Board recommends that the Department seek legislation, or modify internal procedures, to curtail the misuse of transporter license plates and prevent the reentry of former licensed dealers who previously owned a majority interest in, or acted as a control person of, a motor vehicle dealer that within the past ten years has been the subject of any decision, finding, injunction, suspension, revocation, denial, judgment, or administrative order by any court of competent jurisdiction, administrative law judge, or any state agency that resulted in a finding of violation of any federal or state law relating to unlicensed activity, or fraud in connection with the sale of a motor vehicle.

If you have any questions regarding this report, please contact Brett Saunders at brettsaunders@flhsmv.gov or (850) 617-3171.

Sincerely,

Jonathan Chariff, Chairman
Automobile Dealers Industry Advisory Board

JC/hnr

BOARD: Jonathan Chariff, Chair, FADA | Thomas "Dino" Mercurio, Vice Chair, FIADA | Richard Kimsey, DACS | Glenna Bishop, NAAA | Kevin O'Connor, FAIA | Robert Kynoch, FLHSMV | Ron Collier, DOR | Scott Lunsford, FTCA | Jason March, FIADA | Tellis Assimenios, FADA | Ben Winkler, NAAA



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Automobile Dealers Industry Advisory Board Membership

Member

Jonathan Chariff, Chair

South Motors/Vista Motors
4401 W. Sample Road
Coconut Creek, FL 33073

Thomas “Dino” Mercurio, Vice Chair

Prime Autos
P.O. Box 16127
West Palm Beach, FL 33416

Jeremy Cunningham

Tallahassee Auto Auction
5249 Capital Circle SW
Tallahassee, FL 32305

Robert Kynoch

Department of Highway Safety &
Motors Vehicles
Director, Division of Motorist Services
2900 Apalachee Parkway
Tallahassee, FL 32399

Scott Lunsford

Escambia County Tax Collector
P.O. Box 1312
Pensacola, FL 32591

Jason March

Marbais Enterprises, Inc.
1207 North Lakewood Avenue
Ocoee, FL 34761

Member

Kevin O’Connor

Vehicle Dealer Insurance
Division of ISCF
2910 Maguire Road, Suite 2004
Ocoee, FL 34761

Ron Collier

Department of Revenue
2450 Shumard Oak Boulevard
Room 1-2830
Tallahassee, FL 32399

Ted Serbousek, CPA

Southeast Automotive Management
Chief Operating Officer
932 North Nova Road
Daytona Beach, FL 32117

Richard Kimsey

Department of Agriculture & Consumer
Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Toni Hanshaw

Manheim Central Florida
9800 Bachman Road
Orlando, FL 32824-8005

Telis Assimenios

Tom Bush Volkswagen
9850 Atlantic Blvd
Jacksonville, FL 32225



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Introduction

Statutory Authority and Brief Description of Board Duties and Responsibilities

320.275 Automobile Dealers Industry Advisory Board.—

(1) AUTOMOBILE DEALERS INDUSTRY ADVISORY BOARD.—The Automobile Dealers Industry Advisory Board is created within the Department of Highway Safety and Motor Vehicles. The board shall make recommendations on proposed legislation, make recommendations on proposed rules and procedures, present licensed motor vehicle dealer industry issues to the Department for its consideration, consider any matters relating to the motor vehicle dealer industry presented to it by the department and submit an annual report to the executive director of the department and file copies with the Governor, the President of the Senate, and the Speaker of the House of Representatives.

(2) MEMBERSHIP, TERMS, MEETINGS.—

(a) The board shall be composed of 12 members. The executive director of the Department of Highway Safety and Motor Vehicles shall appoint the members from names submitted by the entities for the designated categories the member will represent. The executive director shall appoint one representative of the Department of Highway Safety and Motor Vehicles; two representatives of the independent motor vehicle industry as recommended by the Florida Independent Automobile Dealers Association; two representatives of the franchise motor vehicle industry as recommended by the Florida Automobile Dealers Association; one representative of the auction motor vehicle industry who is from an auction chain and is recommended by a group affiliated with the National Auto Auction Association; one representative of the auction motor vehicle industry who is from an independent auction and is recommended by a group affiliated with the National Auto Auction Association; one representative from the Department of Revenue; a Florida tax collector representative recommended by the Florida Tax Collectors Association; one representative from the Better Business Bureau; one representative from the Department of Agriculture and Consumer Services, who must represent the Division of Consumer Services; and one representative of the insurance industry who writes motor vehicle dealer surety bonds.

(b)1. The executive director shall appoint the following initial members to 1-year terms: one representative from the motor vehicle auction industry who represents an auction chain, one representative from the independent motor vehicle industry, one representative from the franchise motor vehicle industry, one representative from the Department of Revenue, one Florida tax collector, and one representative from the Better Business Bureau.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

2. The executive director shall appoint the following initial members to 2-year terms: one representative from the motor vehicle auction industry who represents an independent auction, one representative from the independent motor vehicle industry, one representative from the franchise motor vehicle industry, one representative from the Division of Consumer Services, one representative from the insurance industry, and one representative from the department.
 3. As the initial terms expire, the executive director shall appoint successors from the same designated category for terms of 2 years. If renominated, a member may succeed himself or herself.
 4. The board shall appoint a chair and vice chair at its initial meeting and every 2 years thereafter.
- (c) The board shall meet at least two times per year. Meetings may be called by the chair of the board or by the executive director of the department. One meeting shall be held in the fall of the year to review legislative proposals. The board shall conduct all meetings in accordance with applicable Florida Statutes and shall keep minutes of all meetings. Meetings may be held in locations around the state in department facilities or in other appropriate locations.
- (3) **PER DIEM, TRAVEL, AND STAFFING.**—Members of the board from the private sector are not entitled to per diem or reimbursement for travel expenses. However, members of the board from the public sector are entitled to reimbursement, if any, from their respective agency. Members of the board may request assistance from the Department of Highway Safety and Motor Vehicles as necessary.

History.—s. 27, Ch. 2001-196; s. 19, Ch. 2011-66



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Board Meeting Agenda June 1, 2023 10:00 A.M. to 11:30 A.M.

- Item 1:** Call to Order/ Roll Call at 10:00 A.M.
- Item 2:** Introductions – Brett Saunders
- Item 3:** Welcome – Director TBD
- Item 4:** Bureau of Dealer Services Reports – Brett Saunders
- a) License Trends.
 - b) Title Transfer Discussion. What’s new?
 - c) Consumer Complaints. What’s trending? 5-Year Trend.
 - d) Bond/GLI Issues.
- Item 5:** Regional Office Workload Discussion
- a) Staffing
 - b) Curbstoning
 - c) Operational Workload
- Item 6:** Rebuilt Inspections
- a) What’s the 5-year trend?
 - b) PRVIP Expansion - New locations.
 - c) What are the new rules in place?
- Item 7:** Florida Smart ID – Elise Batchelor
- Item 8:** Administrative Actions – Daniel Biggins
- a) What’s trending? Why?



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

- Item 9:** Open Forum
- Item 10:** Q & A
- Item 11:** Closing Remarks; Schedule next meeting.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Board Meeting Minutes June 2023

Agenda Item 1: Call to Order/Roll Call

The meeting was called to order at 10:00 a.m. by Bureau of Dealer Services, Bureau Chief, Brett Saunders

Mr. Saunders started with roll call and board members participating in the meeting were Vice-Chairman, Dino Mercurio, Robert Kynoch, Scott Lunsford, Toni Hanshaw, Kevin O'Connor, Jason March, Ron Collier. Other participants were Jennifer Finlay, Andrew Bell, Chuck Bonanno, Bob Priselac, Eric Link, Joe Palumbo.

Department participants were Richie Frederick, Deputy Director Program Operations; Brett Saunders, Bureau Chief of Dealer Services; Sharon Watson, Program Manager, Operations Support, Dealer Services; Kyle Cockream, South District Program Manager, Dealer Services; Palmer Brand, North District Program Manager, Dealer Services; Dan Biggins, Chief Legal Counsel for Dealer Services; Elise Batchelor, Business Relationship Consultant; Luz Collins, South District Business Consultant, and Heather Roberson, Administrative Assistant, Dealer Services.

Mr. Saunders and the group congratulated Deputy Executive Director Kynoch on his recent promotion. Deputy Executive Director Kynoch welcomed everyone and thanked them for participating in the meeting. He then provided information related to the new Executive Director for the department.

Mr. Saunders provided a brief overview of the agenda and thanked Toni Hanshaw from Manheim Auctions for making the meeting room available.

Agenda Item 2: License Trends – Brett Saunders

Mr. Saunders reviewed the total number of licensed dealers statewide, which is currently 16,607. This number is up from over 15,000 in November of 2022. Franchise Dealers are at 1,615 and the Independent Dealers who always lead are at 11,462. The total represents all dealer license types (franchised, independent, salvage, mobile home, manufacturers, wholesale, auction, and installers), everything we license. Miami-Dade leads the way with the most dealers, followed by Hillsborough, Orange, then Broward and so on. The only county that does not currently have a dealer licensed there



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

is Liberty County.

Agenda Item 3: Title Transfers - Brett Saunders

During Covid everything was delayed. Titles were delayed and the media picked up on this which turned into a flood of consumer complaints for us. That number has now normalized to the seventeen percent that it normally hovers around. The number can be misleading because there are title transactions that may not have occurred because it was sold out of state and shows an initial transfer so we could give them a title to get a tag out of state. It also includes deals that may have been canceled that were not properly backed out, which could make the seventeen percent a little bit high.

When we look at consumer complaints the number one complaints are titles and registration not applied for, even though there has been a drop when you compare year to year. We are seeing improvement in the numbers. Mr. Saunders reviewed the top ten Consumer Complaint/Violation codes. Ironically, number three is no violation found. Talked about the remaining codes. Vice Chairman Mercurio asked about records inspections and the process was discussed among the group.

The question was asked if we are seeing a trend in dealers closing business? Mr. Saunders shared we are dealing with a lot of abandoned locations at this time. We don't know if they have actually abandoned their location or went out of business and didn't let us know. The applications have not slowed down. Subject was brought up that a lot of dealers do not know what they need to do if they are going out of business. Mr. Saunders agreed to review the process and what we have to assist them with the process. That information will be shared at the next meeting.

Mr. Saunders discussed the 5-year trend for consumer complaint stats and the fact the number of consumer complaints we receive is down from 2021-2022 to 2022-2023. Some of it can be blamed on the pandemic. Consumer Complaints are now hovering around .04-.06%, which is back to normal.

Agenda Item 4: Bond and GLI Compliance

Mr. Saunders shared we have been spending a lot of time lately on bond and GLI compliance. We are currently a little low on GLI compliance. Bond compliance is doing okay at 95%, but GLI concerns us. We have discovered a lot of dealers are submitting fraudulent GLI forms, they may look legitimate, but are not. Our Miami office seems to be finding most of them and had one dealer bold enough to tell us they had been doing it for 10 years. Mr. Saunders will contact Kevin O'Connor to see if there is anything we can do. Dealer Services is going to start monitoring dealer plates the way we do transporter plates, which has been pretty successful. We will start looking at dealers with a



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

certain number of dealer plates or more and verifying their GLI. My question for the group is what should that number be, what should be our baseline. Deputy Executive Director Kynoch added with transporter plates we changed policy if they wanted more than a certain number of plates, they must visit our regional office to obtain them. We thought we would see a lot more business in our regional offices because of this but we are not, so we hope that it is deterring the transporter plate issue. Open discussion with the dealer and insurance industry on the subject and ideas for the process. A suggestion was made maybe we could look at the dealer tag ratio and start with more than 5. Mr. Saunders shared how we are going to manage the process which is evolving with the department. It was shared auditing this process will also help us catch the dealers who have let their coverage lapse. Scott Lunsford suggested having a way the tax collector offices could pull up a dealer license number on our website to see how many plates they are insured for. Deputy Executive Director Kynoch discussed using a Tableau dashboard to provide whatever is public information as a tool. Mr. Saunders reviewed the draft letter for GLI renewals to inquire about dealer plates. Suggestions were offered as to the phases in the process and when we send out the renewal reminders.

Agenda Item 5: Staffing

Mr. Saunders discussed staffing for the Bureau of Dealer Services. There are currently 184 approved positions. We are currently in a hiring pause with 28 vacancies in the bureau with the South District having significantly more vacancies than the North District. We have 12 vacancies in the Compliance Examiner positions which are the guys the dealers would see. Eight of these are in the South and four are in the North. These vacancies are putting a strain on our ability to do what we do, so we have made some changes in some of them. One change which no one in this room will see much of is for the golf cart conversions to LSV. We used to have the applicant bring the golf cart to us for inspection and now we allow them to bring us photographs and paperwork for review. If it all passes inspection and that regional office does registrations and titles, we will complete it for them if workload permits. If not, we will package it up for the consumer so they can take it to their local tax collector to have it done. We are hoping that will save us some time.

We have the Private Rebuilt Inspection Program and once we get out all the MOUs we will have 25 private rebuilders. We are trying to push more of the rebuilt work to the private rebuilders. We have gone from 14 to the 25 we now have. Some of them are not quite up and running yet but are close. The question was asked if we have expanded into any other counties. Mr. Saunders stated we had expanded the program statewide in any county where we have a regional office located. We now have some in Hillsborough, Orange, and Duval. They are coming online but the bulk of them are still in the south.

Mr. Saunders explained in the last 90 days we have hired one Compliance Examiner and lost six, so



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

we are currently struggling. Some offices are extremely short and reminded the group the north is not experiencing the same level of discomfort they are in the south.

Vice Chairman Mercurio mentioned a subject he brought up many years ago is that he believes our dealer licensing fees are very cheap. He previously suggested we increase our licensing fees and some of that money be earmarked for compliance. Although he is not sure of the climate for this right now, he feels their licensing fees need to be increased. This is a huge industry, one of the largest in the state and not to be able to keep it in compliance because the department doesn't have the ability to do so, their hands are tied they are handcuffed. He thinks we could generate a lot of the revenue we need by increasing the licensing fees. He would pay more, but not for the same service. At the end of the day, it is a consumer protection issue.

Mr. Saunders shared the breakdown of our staffing statewide and expressed he hopes it will improve soon. He was asked if the hiring pause was self-inflicted or simply, we can't find valid candidates. We advised it was a mix.

Agenda Item 6: Curbstoning Enforcement

Mr. Saunders shared we have restarted this program and gotten all the instructions out to everyone. We are now tracking it by region, and we know who is doing what. This year we have had 130 investigations to date and 14 unlicensed dealers. We have updated the procedures and gotten the citations out to the field. We have uncovered a few, but as we keep losing people everything is shifting and unfortunately, most of his staff shortage is in Vice Chairman Mercurio's area where he sees it. Mr. Saunders asked if they could call us when they see what they believe to be curbstoning. Right now it is hard to be proactive, but we can be reactive. Vice Chairman Mercurio expressed he realized that his local contact was in a bad spot right now due to staff shortages and hasn't contacted him lately regarding curbstoning. Mr. Saunders shared that office currently has one Compliance Examiner.

Curbstoning numbers are better than they were. Mr. Saunders shared and discussed a chart breaking down the numbers for curbstoning for the year. Remember if you see it, we would like a phone call.

Agenda Item 7: Operational Workload

Mr. Saunders shared the breakdown of operational workload and reminded everyone since we do bi-annual renewals you will not see the total number of licenses on this breakdown. We have done 7,257



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

renewals, 207 manufacturers, importers, and distributors, 1,519 mobile home and recreational vehicle dealer licenses issued/renewed.

So far this year, we have done 1,217 record inspections, which is low due to staffing issues, with 644 failing for a 52% failure rate. We have performed 31,240 rebuilt, assembled from parts, VIN, or odometer inspections from July 2022 to April 2023. The five-year trend was shared for rebuilt inspections which continues to go up. The industry said they would like to know what is causing the record inspection failures. Mr. Saunders shared the top three reasons for failing a records inspection are tag and title, the number one consumer complaint; failure to maintain proper records; and failure to maintain temp tag log. The insurance industry asked if GLI could be added to the checklist for records inspections and Mr. Saunders shared we do check for this during the inspection. Vice Chairman Mercurio asked about the temp tag log mentioning being confused about the temp tag log because he thought print-on-demand eliminated the need for the log. Mr. Saunders explained it is the pre-printed temp tag log they are not maintaining. Deputy Executive Director Kynoch asked do we keep up with what are the most common items missing to help educate the dealers or is it different from time to time. Mr. Saunders said we don't track but could ask the offices to maybe keep up with it for a month. We did reach out to all the regions and asked them what the top three reasons were and these are the three that came back. Maybe we could add something to the monthly report to say what was the top reason for record inspection failures that month.

Industry brought up it appears from the chart it looks like the department has narrowed down the ratio and we are being very specific with who we inspect. Mr. Frederick explained we are doing risk-based inspections using data on the back end to look at where the issues are, where before we would just go randomly. This tells us where the issues are based on the data, which obviously we must confirm at the dealership. Now we are targeting where we think the problems are and you are seeing a higher failure rate. He stated anything we can do to have more granular information as to why dealers are failing helps us educate them with compliance.

Eric Link asked if Compliance Examiners from around the state get together and talk. Mr. Saunders explained they do not get together, but they talk, and the managers get together as a group once or twice a year. A suggestion was made that maybe when they get together someone from the association could attend.

FIADA expressed they would be interested in knowing the trends that are seen by our regions so they could put education programs in place to try and lower the record inspection failure rate. Probably FADA would like to know as well. A question was asked about the short notice a particular dealer received related to a record inspection and that their office manager was going to be out of the office when it was scheduled. They were able to reschedule but wondered if that was the way we scheduled them. Discussed how we schedule setting up record inspections.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Rebuilt inspections continue to grow. The department recently adopted rules for rebuilders and has a new Memorandum of Understanding we will be getting out to them. In five years, the private rebuilders have done almost 260,000 and our regional offices almost 244,000. The numbers do continue to increase, down a little right now, but that is because we are not done with this year yet. Still a growing industry. A list of authorized PRVIP facilities was shared with the group. Currently, with the pending MOU's we have 25.

Mr. Saunders shared another change we have made. We no longer go out to do VIN verifications on mobile homes and mobile homes in parks as we did in the past. Sometimes, it can take days to complete these, so we are now sending them to a notary to have this done.

Mr. Saunders highlighted the recently adopted rules and our requirements.

Agenda Item 8: Florida Smart ID

Elise Batchelor with the department's Motorist Modernization team discussed Smart ID with the group. Mobile driver licenses are not just a Florida project, it is an international effort that is here or evolving and the department is happy to be at the forefront. It is an application-based version of your driver license; it is not just a picture of it but must work with the app. It meets AAMVA and ISO standards, which is extremely important. You can't just hold it up and show it which is referred to in the industry as a flash and Florida does not do this. It must work with another app, which is already out there in the app store and google play which you can use on the iPhone and tablet. There are many benefits, but it is an option and you do not have to have this. If you do use the app, you need to know you must also have your actual driver license. The status is updated by the department, and you don't have to look it up. The information that you present is consent based, so you only show what you need to know which is known as data minimalization in the industry. Ms. Batchelor gave a detailed overview to the group on how it works and how you get Florida Smart ID. Smart ID was discussed at length by the group. On July 1st, Florida Smart ID will include vehicle registration and insurance which can be presented to law enforcement with a QR code to verify. You would be notified through Florida Smart ID as soon as there is a lapse in your insurance coverage and if you remove or add a vehicle to or from your policy. You will also be notified if there is a cancellation on your license and you can go into the portal to update your insurance, clear that sanction, and pay for the cancellation to be cleared. Florida is working with TSA and will be testing soon using Florida Smart ID for verification. Thales, the department's vendor who is a huge identity and IT defense company internationally has signed an agreement with them. After the meeting if you would like to see the verifier and Florida Smart ID in action, Ms. Batchelor will show them to you and provide her contact information if you would like a presentation made for your organization.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Agenda Item 9: Legal

Dan Biggins, Chief Legal Counsel for Dealer Services talked with the group about what we are seeing. Last year we had a lot of late titles, and we collected a lot of fines. This year we are more into abandoned locations. A lot of them seem to be in certain areas of the state. Rents are going up and a lot of the time they are just trying to hold onto their license while finding a new location. Sometimes the regional offices can work with them, but we are trying to make sure they are not selling cars out of their homes. We are revoking a lot of licenses this year through that process. We still have the late titles, but we don't usually collect fines until they are 90 days late and it is up to \$1,000.00 per count for the late title charges. The average case ends up being between \$5,000.00 and \$10,000.00, which will be offered in a settlement. Sometimes we have a hearing and sometimes we can have a full-blown trial in front of a judge, but most of these are settlements. Some dealerships are large, and some are small but most of the reasons we are hearing for the late titles is employee shortages, selling the cars before they have the title, and there being a problem with the title which holds up the process. These are the things we see the most.

Mr. Saunders brought up a change in statute he wanted to bring to the group's attention. If you lease a vehicle and decide to buy the vehicle, you may not be here, but you must go back to the dealer and that dealer is required to submit the emissions statement that the emission system has not been altered. The legislature changed the statute effective October 1st, if you are the original lessee of that vehicle and want to buy out the lease, the dealer is no longer required to submit the emissions form. This will stop some of the record inspection failures we were seeing for the absence of the emissions control form.

Agenda Item 10: Q & A

Vice Chairman Mercurio brought up he owns two properties in Palm Beach County that he leases to other dealerships. While in the process of redoing the lease for one of them, it was close to renewal time, and the dealer said they have never been asked for a lease since applying for his initial license. He reached out to his local Motorist Services contact to ask and he acknowledged we don't and there are dealers no longer at the address on the lease. Mr. Saunders shared If a dealer is no longer at that location we should be processing a change in location for them. Vice Chairman Mercurio asked how much trouble it would be for us to ask for the lease when renewing. The group discussed the possibility of asking for the lease and possible impact.

The group discussed the GLI expiration date and renewal dates for licensing not matching. Mr.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Saunders shared if it is valid at the time of renewal, we should be accepting it even if it is only good for another month.

The question was asked about being able to issue plates with a valid passport. Deputy Executive Director Kynoch stated to issue a title you have to have a valid state driver license or a valid passport and none of that legislation was changed this year. He hasn't heard you have to have a Real ID Compliant credential to issue a title.

He also shared that he read a news article about the state of Texas doing away with the paper temporary tag because they see so much fraud. The senate in Texas passed a bill not to issue paper temp tags. Our agency runs a report twice a day to look at the temp tag ratio and monitor activity. The industry brought up that the dealer licensing process in Texas is very smooth and wondered if the department would want to take a look. Deputy Executive Director Kynoch shared we are currently modernizing our system with driver license being first, motor vehicles second, and phase three will focus on dealers. We will be able to process electronically and upload documents. When we get to that place and time, we will visit other states and reach out to this group to try to build something more online and automated.

Agenda Item 11: Next Meeting – Date, Time, and Place:

The tentative date for the next meeting is Thursday, November 9, 2024.

The meeting was adjourned at 12:00 p.m.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4A Bureau of Dealer Services License Trend by Type

Dealers by Type

LICENSE GROUP TYPE DESC	LICENSE TYPE DESC	Dealers
Grand Total		16,607
FRANCHISED MOTOR VEHICLES	Total	1,615
	DEALER IN FRANCHISED MOTOR VEHICLES	1,615
INSTALLERS	Total	396
	INDIVIDUAL INSTALLER IN MOBILE HOMES	396
MANUFACTURERS	Total	440
	DISTRIBUTOR OF MOTOR VEHICLES	78
	DISTRIBUTOR OF RECREATIONAL VEHICLES	3
	IMPORTER OF MOTOR VEHICLES	23
	IMPORTER OF RECREATIONAL VEHICLES	1
	MANUFACTURER OF MOBILE HOMES	54
	MANUFACTURER OF MOTOR VEHICLES	142
	MANUFACTURER OF RECREATIONAL VEHICLES	139
MOBILE HOMES	Total	1,829
	BROKER IN MOBILE HOMES	223
	DEALER IN MOBILE HOMES	1,149
	DEALER IN RECREATIONAL VEHICLES	150
	DEALER OF USED RECREATIONAL VEHICLES	307
MOTOR VEHICLES	Total	12,327
	DEALER OF SALVAGED OR WRECKED MOTOR VEHICLES	606
	INDEPENDENT DEALER IN MOTOR VEHICLES	11,462
	MOTOR VEHICLE AUCTIONS	70
	WHOLESALE MOTOR VEHICLE DEALERS	189



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4B Bureau of Dealer Services Title Transfer

DEALER TITLE TRANSACTION SUMMARY DASHBOARD



Dealer type: (All)

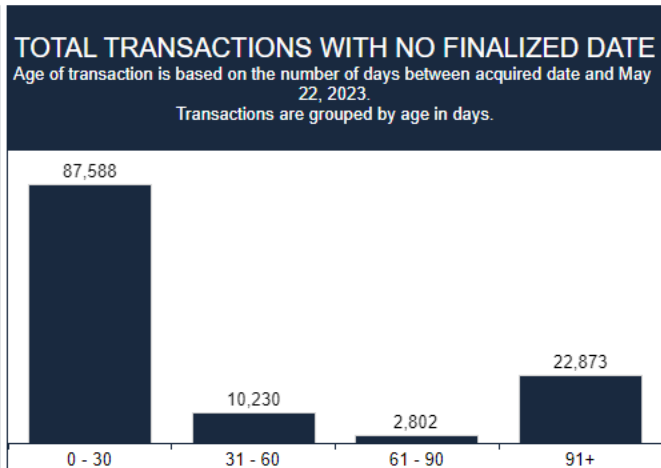
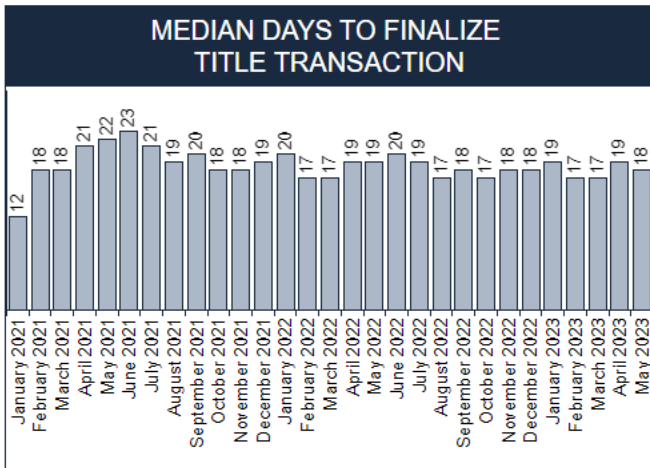
Region: (All)

Days to finalize title transaction variable: 30

Dealer name:

The data in this view is updated weekly. Late transactions are calculated using the "Days to finalize title transaction variable" and is based on the number of days between acquired date and the date the title transaction is finalized. The variable is currently set to 30 days.

DEALER TITLE SUMMARY					
Transactions	Median Days from acquired date to date finalized	Transactions with no finalized date	Percent of transactions with no finalized date	Late transactions based on variable	Percent of late transactions based on variable
7,175,804	19	123,493	1.72%	1,244,739	17.35%



DATA IN THIS DASHBOARD IS AS OF 5/19/2023



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4C Bureau of Dealer Services Consumer Complaints 5-yr Trend

5-Year Trend	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23*
Number of Consumer Complaints Received	4,982	5,222	4,024	3,789	3,002
Number of Title Transactions (All types; New, Used, Transfers, Miscellaneous)	8,906,973	8,601,246	9,605,402	6,762,524	7,175,804
Complaints Received as % of Title Transaction	0.06%	0.06%	0.04%	0.06%	0.04%

*FY 22/23 reports only July 2022 through April 2023

AGENDA ITEM 4C Bureau of Dealer Services Consumer Complaints Cont.

Closure Code	Complaint Closure Descripti..	21/22	22/23
NC	SENT LETTER OF NON-COMP..	1,129	554
BI	BOND INFORMATION GIVEN ..	537	499
OB	OUT OF BUSINESS AFFIDAVI..	374	427
NG	DISMISSED - NO GROUNDS F..	329	215
AA	REFERRED FOR ADMINISTR..	311	197
DO	DEALER OUT OF BUSINESS	280	257
DS	DEALER/MANUFACTURER/I..	277	145
NE	NEGOTIATED WITH DEALER ..	160	99
OE	OPENED IN ERROR	67	45
CO	COURT ORDER REQUIRED	48	38

Violation Code	Violation Description	21/22	22/23
70	TTL NOT APP 30-DAYS	1,092	485
91	REG NOT APPLIED FOR	573	276
98	NO VIOLATION FOUND	518	315
23	FAIL COMPLY RULE	352	237
22	FAIL LICENSE LAW	300	252
13	ABIDE BY CONTRACT	186	119
113	PRODUCE RECORDS (MV)	175	84
24	FAIL DEALER RECORDS	151	60
75	INDICIA OF OWNERSHIP	116	63
88	TTL FEE NOT RETURNED	102	32



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4D Bureau of Dealer Services GLI/Surety

Overall GLI Compliance for the Reporting Month of March 2023	
Total Active Dealers Required to have GLI	14,377
Total Dealers with Expired GLI	3,933
Dealers in Compliance	10,444
Percentage of Compliant Dealers	72.64

Two-Year Surety Bond Compliance	
Expiration Year	Dealers, Manufacturers with expired SB
2022	734
2023	0
Total	734

Overall Surety Bond Compliance as of March 2023	
Total number of Dealers, Manufacturers with Expired SB	16,390
Total number of Dealers, Manufactures required to have SB	734
Number of Dealers, Manufactures in Compliance	15,656
Total Percentage of Compliant Dealers	95.52%



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4D
Bureau of Dealer Services
Notice to Dealer

NOTICE TO DEALERS WITH NO GARAGE LIABILITY INSURANCE
ON FILE

IMPORTANT: DO NOT REPLY TO THIS EMAIL
Reply to dealerlicensesection@flhsmv.gov

To comply you must submit your current garage liability insurance certificate to dealerlicensesection@flhsmv.gov immediately.

Our records indicate that you do not show current garage liability insurance (GLI) in our system.

Pursuant to sections 320.27(3), 320.771(3)(j), and 320.771(8), Florida Statutes, a licensed dealer must maintain good and sufficient garage liability insurance coverage for the duration of the licensing period.

Each dealer is required to provide an updated GLI policy within ten calendar days of any renewal, continuation, or change in the policy. Failure to do so, will result in dealer plates being cancelled and may result in administrative action.

To avoid the cancellation of dealer plates please provide a current certificate of garage liability insurance immediately to dealerlicensesection@flhsmv.gov within 30 days of the date of this email. Failure to receive will result in the cancellation of your dealer plates.

If you have any questions, please contact the Dealer License Section at 850-617-3003, option 1. We look forward to receiving a copy of your GLI policy.

Dealer License Section
Bureau of Dealer Services
Division of Motorist Services



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 5A Regional Office Workload Discussion Staffing

POSITION TITLE	HQ	1	2	3	4	5	6	7	8	9	10	DL	MH	TOTAL
Bureau Chief	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MS Analyst II	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Administrative Assistant II	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Program Manager	2	0	0	0	0	0	1	0	0	0	0	0	0	3
MS Business Consultant I	1	0	0	0	0	0	0	0	0	1	0	0	0	2
Senior MV Investigator	1	0	0	0	0	0	1	0	0	0	0	0	0	2
Operations Service Manager	0	0	0	0	0	0	0	0	0	0	0	1	1	2
HSMV Section Supervisor	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Regional Administrator	0	1	1	1	0	1	1	1	1	1	1	0	0	9
MV Supervisor	0	1	1	1	1	1	2	1	1	1	2	0	2	14
Senior MV Compliance Examiner	0	1	1	1	1	2	1	3	1	1	1	0	0	13
Senior Compliance Analyst	0	2	1	1	1	2	2	2	1	2	2	0	0	16
MV Compliance Examiner	0	5	5	5	5	6	12	7	7	5	10	0	7	74
Dealer Assistance Specialist	0	3	2	2	2	2	4	3	2	2	4	0	0	26
MS Compliance Officer I	0	0	0	0	0	0	0	0	0	0	0	3	2	5
MS Compliance Officer III	0	0	0	0	0	0	0	0	0	0	0	0	4	4
Motorist Services Specialist	0	0	0	0	0	1	0	0	0	0	0	3	5	9
MS Business Consultant II	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Field Total		13	11	11	10	15	24	17	13	13	20	7	23	177
Bureau Total	7	13	11	11	10	15	24	17	13	13	20	7	23	184
POSITION TITLE	HQ	1	2	3	4	5	6	7	8	9	10	DL	MH	TOTAL
OPS	0	1	0	0	0	1	1	1	1	1	1	3	2	12
OPS LOANED	0	0	0	0	0	0	0	0	0	0	0	0	1	1
													TOTAL	13
VACANT POSITIONS BY REGION	HQ	1	2	3	4	5	6	7	8	9	10	DL	MH	TOTAL
	1	1	0	1	1	1	7	3	1	4	4	3	1	28



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 5B Regional Office Workload Discussion Curbstoning

FY 22/23	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Yearly Totals
Curbstoning Investigations	36	14	80		130
Unlicensed Dealer Investigations	2	2	10		14

FY 21/22	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Yearly Totals
Curbstoning Investigations	168	33	80	35	316
Unlicensed Dealer Investigations	9	2	72	6	89

FY 20/21	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Yearly Totals
Curbstoning Investigations	75	98	120	88	381
Unlicensed Dealer Investigations	30	46	17	24	117



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 5C Regional Office Workload Discussion Operational Workload

	FY 20/21	FY 21/22	FY 22/23
Number of Motor Vehicle Dealers (independent, salvage, auction, wholesale, service, and franchise) Licenses Issued	9,200	10,169	7,257
Number of Manufacturers, Importers & Distributors Licenses Issued	182	333	207
Number of Mobile Home/Recreational Vehicle Dealers Licenses Issued	1,531	1,568	1,519
Total Licenses Issued	10,913	12,070	8,983
Number of Motor Vehicle Dealer Inspections	2,929	1,884	1,217
Number of Failed Motor Vehicle Dealer Inspections	952	636	644
Percentage of Failed MV Dealer Records Inspections to Total Inspections	32.50%	33.76%	52.92%
Number of Consumer Complaints Received	4,024	3,789	3,002
Total Rebuilt, ASPT, VIN and Odometer Inspections	31,068	34,345	31,240

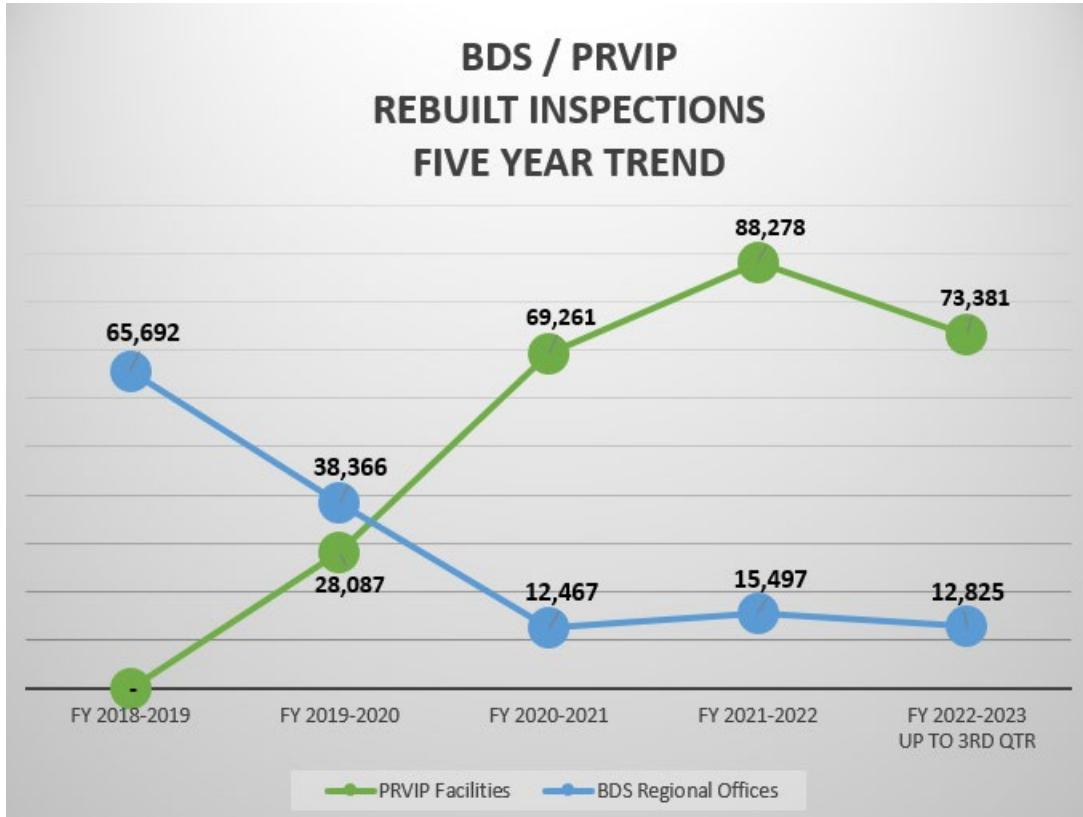
** FY 22/23 reports July 2022 through April 2023



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 6A Rebuilt Inspections 5-YR Trend



BDS Regional Offices & PRVIP Facilities	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023 Up to 3rd Qtr	Totals - 5 Yrs
1 - Margate	7,612	4,465	600	435	339	13,451
2 - Ocala	988	881	639	1,065	1,120	4,693
3 - Jacksonville	2,485	1,594	833	1,153	1,071	7,136
4 - Orange City	1,849	1,448	1,078	1,441	1,445	7,261
5 - Orlando	2,710	2,039	1,088	1,331	936	8,104
6 - Tampa	5,652	3,880	3,270	4,574	3,345	20,721
7 - Tallahassee; Panama City; Pensacola	3,819	2,944	2,192	2,662	1,978	13,595
8 - Palmetto	2,110	1,819	1,370	1,644	1,758	8,701
9 - West Palm Beach	2,461	1,489	654	711	506	5,821
10 - Opa Locka	36,006	17,807	743	481	327	55,364
BDS REGIONAL OFFICES - TOTALS	65,692	38,366	12,467	15,497	12,825	144,847
PRVIP Facilities	-	28,087	69,261	88,278	73,381	259,007



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 6B Rebuilt Inspections PRVIP Expansion

Region	Before Expansion	After Expansion	Pending
Region 1 – Margate	0	0	1
Region 2 – Ocala	0	0	0
Region 3 – Jacksonville	0	0	2
Region 4 – Deland	0	0	0
Region 5 – Orlando	0	3	0
Region 6 – Tampa	0	2	2
Region 7, 7(1), 7(2) – Tallahassee	0	0	0
Region 8 – Palmetto	0	0	0
Region 9 – West Palm Beach	0	0	0
Region 10 – Opa Locka	14	15	0
		Total:	20 with 5 pending



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Board Meeting Agenda November 9, 2023 10:00 A.M. to 11:30 A.M.

- Item 1:** Call to Order/ Roll Call at 10:00 A.M.
- Item 2:** Introductions – Brett Saunders
- Item 3:** Welcome – Deputy ED Robert Kynoch & Chairman Johnathan Chariff
- Item 4:** Bureau of Dealer Services Reports – Brett Saunders
 - e) Total License Types
 - f) Dealer Plate Dashboard
 - g) Bond/GLI
 - h) Voluntary Relinquishment of License
- Item 5:** Regional Office Workload Discussion
 - d) Staffing
 - e) Curbstoning
 - f) Operational Workload
- Item 6:** Consumer Complaints – Brett Saunders
- Item 7:** Failed Records Inspections – Raigan Alianell
- Item 8:** Fraudulent Identification – Maria Lockwood
- Item 9:** Open Forum
- Item 10:** Q & A
- Item 11:** Closing Remarks; Schedule next meeting.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Board Meeting Minutes November 9, 2023

Agenda Item 1: Call to Order/Roll Call

The meeting was called to order at 10:00 a.m. by Chairman Jonathan Chariff, South Motors Group and Mr. Saunders proceeded with roll call.

Board members participating in the meeting were Chairman Jonathan Chariff, Vice Chairman Dino Mercurio, Telis Assimenios, Scott, Lunsford, Kevin O'Connor, Ron Collier. Other participants were Calvin Hill, Fabiola Barnes, Andrew Bell, Jennifer Finlay, Toni Hanshaw, Ted Smith, Marney George, Pat Bradley, Robert Leggiero, Chuck Bonano, Erik Link, Ron Collier, Chuck Bonnano, Ted Smith, and James Ward.

Department participants were Terry Stepp, Deputy Director of Customer Service Delivery; Brett Saunders, Chief, Bureau of Dealer Services; Sharon Watson, Program Manager, Bureau of Dealer Services; Palmer Brand, North District Program Manager, Bureau of Dealer Services; Dan Biggins, Chief Counsel for Motor Vehicles; Heather Roberson, Bureau of Dealer Services; Kathy Hill, Bureau of Dealer Services; and Raigan Alianell, Bureau of Dealer Services, Kyle Cockream, South District Program Manager, Bureau of Dealer Services; Maria Lockwood, Program Manager, Bureau of Motorist Services Support.

Deputy Executive Director Kynoch and Chairman Chariff thanked everyone for their attendance and participation. The meeting was then turned over to Brett Saunders.

Agenda Item 2: Introductions – Brett Saunders

Mr. Saunders introduced other members of the department participating in the meeting. Mr. Robert Kynoch, Deputy Executive Director; and Terry Stepp, Deputy Director, Customer Service Delivery who is interim replacement for Richie Frederick.

Introduced department employees Maria Lockwood, Bureau of Motorist Services Support, Fraud Section who will discuss fraudulent documents; and Raigan Alianell, Dealer Services Orlando Field Office who will talk about dealer records inspections.

Mr. Saunders introduced Deputy Executive Director Kynoch and thanked Manheim for providing space for the meeting.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Agenda Item 3: Bureau of Dealer Services Reports Brett Saunders

Mr. Saunders explained we have worked on making the charts more interesting, easier to read, and easier to understand. There were some questions about consumer complaints at the last meeting we will go over and we will take you a couple of layers lower with our charts as the group requested at our last meeting. Failed records inspections will be presented by Raigan and Maria will talk about fraudulent identification, of course, we will have the open forum for any concerns that we may not be aware of. Some of the things brought up at the last meeting we have addressed and put changes in place. At the last meeting questions were raised about what a dealer needs to do when going out of business. There has been procedure in place all along and we are working on getting that information out to the dealers.

- a) Total License Types - Mr. Saunders provided an overview of dealer license types and their trends over the last several years. The total has not changed much, but the types have changed a little. We had a total of 16,424 dealers as of September 30, 2023. We went back a couple of years to see what it looks like and instead of creating lines and trends on everything we will share with you in 2021 there were fewer total license types. There were more independent dealers in 2021 and there were more franchise dealers in 2021. So, the numbers are changing a little bit, but not a lot. You're talking 30 to 40 dealers different in each category. Distributors are down. We had 88 in 2021 and 84 in 2023. We have made a pie chart for the data because it is easier to read. Across the state, Miami-Dade leads the way with 2,144 dealerships and you can see the top five counties almost go right along with the populations of the state. There are a couple of counties that don't have any dealers.
- b) Dealer Plate Dashboard - At the last meeting we talked about dealer plates and the insurance board members wanted a way they could see how many a dealer has versus insurance. Our folks back at headquarters who do this kind of thing came up with the dealer plate dashboard which tells you how many dealer license plates a dealer is insured for and how many they currently have assigned to them. Mr. Saunders presented a step-by-step overview of how to get to the dashboard on our website and how to search the information. He explained the dashboard is searchable by using the dealer license number or dealer name and that you can search any dealership we license and it will show you how many dealer plates we show the dealer currently has. Mr. Saunders shared he had talked with Erik Link who stated there is some value in it; although he hasn't caught any, he believes one of the underwriters may have. The question asked how the industry knows to use and Mr. Saunders indicated he had requested the departments' industry contacts Kevin O'Connor and Erik Link share with everyone in their industry and we will share with FADA and FIADA as well.

Ted Smith requested an updated copy of the letter FLHSMV has provided in the past for



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

dealers to put in the glove box of cars that have dealer plates in the event drivers of a vehicle with a dealer plate are pulled over by law enforcement. Deputy Executive Director Kynoch also discussed providing an updated copy of the letter to law enforcement agencies, possibly through the Sheriffs and Police Chiefs Associations. Jonathan Chariff shared an incident where someone had been driving one of their cars with a dealer plate in Miami Beach and law enforcement contemplated taking the person driving the car to jail. He also indicated he spoke with the crimes unit in this area, who expressed the don't understand who is authorized to drive the vehicle. Mr. Saunders agreed the department would update the letter and get it out to everyone.

- c) Bond/GLI – Dealer License has started sending out the letter we discussed at the last meeting. We picked a very small sample of twenty dealers with expired garage liability and sent them the letter with the language you see here telling them if they don't let us know they have insurance we are going to cancel their dealer plates. Six of the twenty responded. Some of them had insurance and some did not. Six of the twenty cleared it out so we are moving forward with cancelling dealer plates for the remaining fourteen. Eventually, law enforcement will become involved when they run the plate and see it is canceled. We are finding a lot of these dealers are abandoned and one of the things we are trying to really focus on is the real consumer harm issues. Mr. Chariff asked if this was the independent dealers or do we see on the franchise dealer side. Mr. Saunders confirmed we did, but they are very quick to send their information to us.
- d) Voluntary Relinquishment of License – There is a procedure in place (DLR 10) for a dealer who wants to go out of business. There are a lot of forms to be completed, but we can pretty much help you cease doing business with one form. A dealer can't have any open consumer complaints and must return all dealer plates to voluntarily go out of business. We have cleaned it up to make it easier to read and our regional office staff will walk you through the process. There is a difference in a voluntary relinquishment and a voluntary revocation. With a revocation it is hard to come back. A revocation usually means you had complaints and decided you wanted to go out of business and can't get your complaints resolved.

Agenda Item 4: Regional Office Workload Discussion

- a) Staffing – Mr. Saunders reviewed the workload chart showing the number of authorized FTE's and the 46 vacancies Dealer Services currently has. He also shared the CE (Compliance Examiner) to dealer ratio for each of the field offices, pointing out the offices where the ratio is high compared to others.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

Deputy Executive Director Kynoch discussed the department had made a significant budget error last year and we have had to slow down hiring to increase vacancies, so we don't run out of budget this fiscal year. Executive Director Kerner has been working with staff to discuss and work through how we got here and what we can do to resolve the issue. The department will need additional legislative authority and it will most likely be early next year before the department sees relief and will have to continue to maintain a large amount of vacancies agency wide for the remainder of this fiscal year.

- b) Operational Workload – Mr. Saunders discussed the operational workload and activity stats. Dealer Services currently has 46 vacancies, and it is negatively impacting on our ability to maintain the level of service that we have established. So, we have made some changes along the way and some things we don't do anymore. A simple change we made is no longer requiring the golf carts converted to low-speed vehicles be brought to our office for inspection. Customers can now mail in a packet with photographs, and we complete the inspection using the photographs. Once we have completed, we will mail them what they need to operate them as low speed vehicles. We hope to get some of the hiring back and get back to what we were doing by the middle of next year.

Rebuilt Inspections have gone way up. We have expanded the PRVIP Inspection Program for any county where we have a regional office located and currently have 36 facilities operating around the state. The expansion has significantly decreased our number of rebuilt inspections. There are no PRVIP facilities in the panhandle of Florida and one just opened another one in Marion County which brought us to 36 PRVIP facilities. Program is growing and we are seeing a reduction in workload in our offices.

- c) Curbstoning - Mr. Saunders shared a telephone call he recently received from a consumer that had a dealer on each side of her home selling cars. One had been revoked and is still using his dealer plates, the other was active, but we had turned off his services in our systems and we are working with him. We met with the dealer who has a sales tax issue and is working to make things right. The HOA and code enforcement are involved but not really getting anywhere. We don't understand why local code enforcement is not doing anything because most of these areas are starving and they have the authority and ability to tow the vehicles. It was discussed we went through the process, and it seems our procedures and processes do not mesh. Dino Mercurio said he didn't understand local agencies not becoming more involved.

Curbstoning enforcement is up for the fourth quarter. We have had five and this will change as we are currently working on two at this time.



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

The industry discussed possibly getting information to local enforcement as a dealer association.

Agenda Item 5: Consumer Complaints

Mr. Saunders discussed consumer complaint stats and shared the number of consumer complaints we receive are down from 2021-2022 to 2022-2023.

We receive a lot of complaints from the Attorney General and every one of them gets forwarded to Heather Roberson who tracks and assigns them. Mr. Saunders shared that he reads all of them and started making notes to come up with common themes. They are advertised one price but when I got there that car was gone and it was another price or car was still there and it was another price; they ran my credit excessively, one consumer said they received 22 credit inquiries; warranty add ons, I didn't realize I bought all of these extra warranties when I left the dealer; there was prior accident or damage, again there is no statutory requirement that you advise someone that a car has been in a wreck, only if there is a brand associated with it; they told me I was approved, let me leave with the car and a week later they repossessed my car and won't give me my downpayment back; last but not least, no title. So far this year Dealer Services has taken in about 913 Attorney General complaints. We average about 1,300 a year so with a couple of months left in this year we will probably be on track.

Ted Smith asked if there was any breakdown as to what we receive as a complaint and what is followed up on. Brett shared the top 10 consumer complaint closure and violation codes for both Franchised and Independent dealers.

Ted Smith also mentioned how we are always very quick to respond to any inquiries they bring to us on behalf of their dealers and investigate and shared some scenarios dealers experience with receiving ACs for them to sign. Mr. Saunders went through the process and Deputy Director Kynoch asked if we could take a look at the process.

Agenda Item 6: Failed Records Inspections

Raigan Alianell, Senior Compliance Analyst from the Orlando Regional office made a presentation for Failed Record Inspections. Ms. Alianell presented and provided a copy of the Dealer Records Inspection Report giving a detailed overview of what the inspection includes and the exact items/documents our members are looking for during the inspection and why, stressing everything is in statute and rule. She covered the items/documents that are commonly missed/misunderstood. Dino Mercurio asked if there is a way to mark in the system when a dealer tried to complete the title



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

work, but it was rejected and has a letter from the tax collector as such, stressing it would save everyone a lot of time with follow-up and investigation of complaints if there was a way to do so. Mr. Saunders stated it should still be an EFS pending transaction, but the group brought up not all dealers are EFS providers. Mr. Saunders stressed for auditing purposes we do not start counting until they are 90 days late. Deputy Executive Director Kynoch asked Scott Lunsford if he knew of a way to mark title work rejected and Mr. Lunsford did not but agreed he would put it on his list for the next tax collector meeting to come up with some way to make sure the dealer gets a rejection. Mr. Saunders stated we would follow up with the June meeting.

Agenda Item 7: Fraudulent Identification

Maria Lockwood, Program Manager for the Quality Assurance Program in the Bureau of Motorist Services Support made a presentation on fraudulent documents. Her members review driver license and motor vehicle transactions for compliance, each year reviewing over 500,000 transactions. Ms. Lockwood presented examples of fraudulent identity documents they often encounter when issuing credentials, what makes them fraudulent, explaining in detail what to look for when accepting identification when selling vehicles. Handouts of fraudulent documents were shared with the group, explaining people pay a lot of money for some of them.

Ted Smith asked what they should do when they suspect a fraudulent document, do they confiscate or attempt to confiscate? Deputy Executive Director Kynoch suggested maybe keeping a copy of it and asking some questions. Yes, the department would want to know. Scott Lunsford asked her to talk about temporary employment and how their cards are different from their regular card once we issue the driver license. Many are interested to know especially from a buy here/pay here standpoint how that card is marked and what it really means on their driver license and ID card. Ms. Lockwood went over the process used when we find fraudulent documents. Ted Smtih asked if we could we provide a webinar for the dealers as this is valuable information. Mr. Kynoch agreed we could maybe have some by regions as Teams is limited to the number of people who can participate.

Agenda Item 8: Open Forum

Dino Mercurio brought up dealers not having a valid lease when they apply for renewal. Could that be part of the submission when they apply for renewal just like they do when they apply for a new license? Can you make them do whatever they did when they received their initial license upon renewal that they are a licensed location and allowed to be there? Brett will discuss at the regional level. Also discussed they can have a two-year license, but we don't require anything else to be two years, so a dealer could have a one-year lease with a two-year license.

Jonathan Chariff brought up we had a lot of items to go over, but very these interesting topics. A lot



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

of good discussion and today has been a great meeting.

Agenda Item 9: Q & A

Ted Smith is getting a lot of input related to auctions requiring a lot of paperwork, there are a lot of cars coming in from other states. It wouldn't hurt at some point in time for us to have some dealership titling clerks with all our stakeholders in the room to talk about how our system is functioning. Mr. Smith is hearing a lot about paper versus electronic and how it works in Florida. There is an idea out there with a company talking to some of the other states currently building their platform all with the idea their mission would be for many states to be operating with similar standards. Could we put together something where we have lenders, dealers, auctions, and others to see if there is something we could do to streamline the process. Deputy Director Kynoch shared AAMVA is working on a concept of what this could look like. Considering building something similar to what Ted Smith is talking about.

Agenda Item 10: Next Meeting – Date, Time, and Place:

The meeting will be held on one of following dates:

June 6, 2024

June 13, 2024

We are currently waiting for responses from the auction facility before finalizing.

The meeting was adjourned at 12:19 p.m.



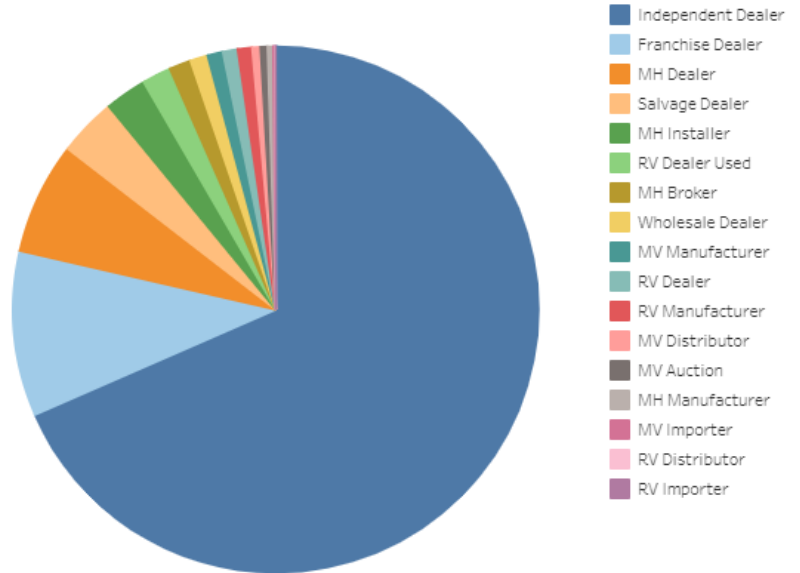
Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4A Bureau of Dealer Services License Trends

All License Types

Total All License Types	16,424
Independent Dealer	11,243
Franchise Dealer	1,665
MH Dealer	1,128
Salvage Dealer	588
MH Installer	422
RV Dealer Used	293
MH Broker	220
Wholesale Dealer	178
MV Manufacturer	155
RV Dealer	151
RV Manufacturer	144
MV Distributor	84
MH Manufacturer	56
MV Importer	23
RV Distributor	3
RV Importer	1





Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 4D Bureau of Dealer Services Voluntary Relinquishment of License

Motor Vehicle Dealer VRL / VRR Check List

The following items must be completed and submitted when a dealer requests a Voluntarily Relinquishment of License (VRL)

- Completed VRL / VRR Document and a copy of the signing owner, partner or corporate officer's drivers license, or ID card must be submitted.
- 1) Original License (if lost, an affidavit / police report stating the license was lost / misplaced, specify Original License and License Year ex. 2017-2018) must be turned in.
- 2) Current year Pin Number Sheet (if lost, complete an affidavit stating lost)
- 3) All Dealer License Plates and all Pre-printed Temporary Tags (or an affidavit / police report stating that the dealership does not have any Pre-printed Temporary Tags) must be turned in.

Once the above-listed documents have been gathered, they should be submitted to the regional office for review. To submit a VRL, all pending transactions and issues shall be resolved. This includes no inventory, EFS transactions, consumer complaints, lien satisfactions, or pending sales transactions. If a dealer has pending issues, a VRL form will not be accepted. When the dealer has pending issues, HSMV 86060, "Statement of Intent to Voluntarily Relinquish a Dealer's License" should be completed, which will provide thirty (30) days for the dealer to resolve the pending issues.

Reference: DRL-10
11/2023



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 5B Regional Office Workload Discussion Curbstoning

FY 22/23	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Yearly Totals
Curbstoning Investigations	36	14	80	51	181
Unlicensed Dealer Investigations	2	2	10	5	19

FY 21/22	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Yearly Totals
Curbstoning Investigations	168	33	80	35	316
Unlicensed Dealer Investigations	9	2	72	6	89

FY 20/21	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Yearly Totals
Curbstoning Investigations	75	98	120	88	381
Unlicensed Dealer Investigations	30	46	17	24	117



Automobile Dealers Industry Advisory Board

2900 Apalachee Parkway, Tallahassee, Florida 32399-0500

AGENDA ITEM 5C Regional Office Workload Discussion Operational Workload

	FY 20/21	FY 21/22	FY 22/23
Number of Motor Vehicle Dealers (independent, salvage, auction, wholesale, service, and franchise) Licenses Issued	9,200	10,169	8,814
Number of Manufacturers, Importers & Distributors Licenses Issued	182	333	214
Number of Mobile Home/Recreational Vehicle Dealers Licenses Issued	1,531	1,568	1,540
Total Licenses Issued	10,913	12,070	10,568
Number of Motor Vehicle Dealer Records Inspections	2,929	1,884	1,344
Number of Failed Motor Vehicle Dealer Records Inspections	952	636	680
Percentage of Failed MV Dealer Records Inspections to Total Inspections	32.50%	33.76%	50.60%
Number of Consumer Complaints Received	4,024	3,789	3,626
Number of Rebuilt Inspections (PRVIP)	69,261	88,278	101,146
Number of Rebuilt Inspections (Regional Offices)	15,789	15,185	17,333
Total Rebuilt Inspections	85,050	103,463	118,479
Total Rebuilt, ASPT, VIN and Odometer Inspections	31,068	34,345	37,039