Report on the Response of the Motor Vehicle Dealer Board to the Impact of the Aging of Virginia's Population

Pursuant to Code of Virginia §§ 2.2-5510 and 51.5-136, the Motor Vehicle Dealer Board submits this report of its progress in addressing the impact of the aging of Virginia's population.

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Executive Summary
Impact of the Aging of Virginia's Population on the Virginia Motor Vehicle Dealer Board

- The MVDB does not have a practical means to determine what if any of its services are being utilized in significant numbers by citizens 65 and older.

- The Motor Vehicle Dealer Board does not have any agency programs that are specifically designed for citizens 65 and older.

- We do not use automated telephone techniques to provide information. A "live" person responds to all telephone calls we receive. In addition, consumers are not required to fill out forms, etc to file a complaint. Complaints are taken over the telephone as well as the internet and by traditional mail and in person.

- The MVDB's WEB site and Newsletter are designed in a clear and easy to read style.

- With fewer than 30 employees, there is not enough data to determine if we are experiencing an increase in employees retiring later in life. It has been a standard work practice of this Agency to cross-train staff allowing optimal utilization of knowledge and resources both at the staff and Supervisory level

- The MVDB will continue to evaluate services and programs as it impacts the aging of Virginia's population and aligned with primary responsibilities and functions

- The MVDB does not have a practical means to determine the age groupings of its constituents. We have no evidence that would tell us if we are serving more or fewer older Virginians.

- Many car dealerships are family owned and as one generation moves on, the next generation takes over. For a small, independently run dealership we oftentimes observe a slow "winding down" of the business. Older dealers oftentimes reduce their hours as they need to. We work one-on-one with owners in their transition.

Mission

The Motor Vehicle Dealer Board will administer sections of the Commonwealth's Motor Vehicle Dealer Laws and regulations as charged; while providing a high level of customer service for the automotive consumer and dealer community.

Agency Overview

The primary focus of the Motor Vehicle Dealer Board, as mandated by Virginia statute (Chapter 15 of Title 46.2), is to regulate new and used car dealers including certifying and licensing dealers and salespersons. Additionally, the MVDB administers the Motor Vehicle Transaction Recovery Fund (MVTRF), handles consumer complaints regarding motor vehicle dealers, monitors dealer advertising, and schedules hearings.

Reporting Requirement #1

Any actions to respond to the current and future impact of an aging population, such as needs assessments, strategic planning, or use of best practices, please briefly describe those actions. Please indicate what assistance from DARS could help your agency as it prepares to serve an aging Virginia population.

The Motor Vehicle Dealer Board has not engaged in any formal needs assessment or strategic planning to respond to the current and future impacts of an aging population. Our WEB site is designed for easy navigation. We do not use automated telephone techniques to provide information. A "live" person responds to all telephone calls we receive. In addition, consumers are not required to fill out forms, etc to file a complaint. Complaints are taken over the telephone as well as the internet and by traditional mail and in person.

Dealer operators may re-certify by completing an internet based course; completing a test at any DMV customer Service Center or in a traditional classroom setting.

Reporting Requirement #2

Briefly describe your agency's services that are used primarily by older Virginians and the funding streams (types and amounts) that support those services. If these particular services or funding streams are provided in conjunction with other state or local agencies or other for profit or non-profit organizations, please list them.

Not Applicable to the Motor Vehicle Dealer Board.

Reporting Requirement #3

Identify current agency programs specifically designed to serve older Virginians that fall into any of the following eight categories:

- Health Care/Wellness
- Education
- Public Safety (including Adult Abuse Prevention)
- Recreation
- Housing
- Accessibility (including Livable Communities http://www.vadrs.org/vblc/)
- Financial Security
- Transportation

Not Applicable to the Motor Vehicle Dealer Board.

Reporting Requirement #4

Is your agency able to meet all of the service demands of older Virginians for the services listed above? If there are any instances where the demand for services exceeds your agency's ability to meet the demand, please indicate the service and the extent of the unmet demand. Also, if your agency maintains waiting lists for services, please provide this information, including the waiting list numbers for each service.

Not Applicable to the Motor Vehicle Dealer Board.

Reporting Requirement #5

Provide the number of persons, by gender if available, who received services from the agency in each of the past five state fiscal years (FY 2010 through FY2014) who fell into the following age ranges: 60-64; 65-74; 75-84; and 85 and older. If your agency lacks specific information about the numbers of older Virginians it serves but has other evidence indicating that it is serving more or fewer older Virginians than it has in the past, please describe the basis for that estimation.

The Motor Vehicle Dealer Board (MVDB) does not have a practical means to determine the age groupings of its constituents. We have no evidence that would tell us if we are serving more or fewer older Virginians.

Reporting Requirement #6

Referring to the services or funding you described in item two, describe any services or funding provided to older Virginians for which the accessibility or availability varies considerably in different parts of the Commonwealth.

Not Applicable to the Motor Vehicle Dealer Board.

Reporting Requirement #7

Over the next five to 10 years, in what ways do you anticipate that an aging population will impact your agency's services, funding streams, or policies? Consider the impact from an increase in the number of older Virginians and whether the needs of older Virginians will differ from those of today's older adults. Please include any anticipated impacts upon the cost of services, changes in type of services or the manner of service delivery, or modifications to agency policies, staffing needs, or procedures.

We do not anticipate any significant impacts. Many car dealerships are family owned and as one generation moves on, the next generation takes over. We see many smooth transitions of ownership from one generation to another. We also see dealers retiring and selling their business. For a small, independently run dealership we oftentimes observe a slow "winding down" of the business. Older dealers oftentimes reduce their hours as they need to. We work one-on-one with owners in their transition.

Reporting Requirement #8

Please describe the primary steps that should be taken at the federal, state, or local levels to meet the future demands of older Virginians and to make services delivery more effective and efficient.

I have no comment.

Reporting Requirement #9

Identify the extent to which your agency provides "customer-oriented" publications and websites that are designed to be "senior-friendly." If the information you currently provide is not readily accessible to older Virginians, please identify any steps your agency is taking to improve their access to this information.

The Motor Vehicle Dealer Board's WEB site is in compliance with all state and federal accessibility guidelines. Forms and the MVDB newsletter, *Dealer Talk* are designed in a clear and easy to read style.

Reporting Requirement #10

Describe any other services or programs that your agency plans to implement in the future to address the impact of the aging of Virginia's population.

This Agency will continue to evaluate services and programs as it impacts the aging of Virginia's population and aligned with our primary responsibilities and functions. Our website, publications and other media formats will continue to be reviewed and updated accordingly for allowing clear, concise communication of laws, regulations, and practices as it relates to the dealer community. We believe this will best serve all of Virginia's population, including the aging, by providing useful and educational programs and services

Reporting Requirement #11

Please indicate if your agency is experiencing an increase in employees retiring later and describe any actions your agency is taking or plans to take to accommodate its aging workforce with innovative practices.

With fewer than 30 employees, there is not enough data to determine if we are experiencing an increase in employees retiring later in life. It has been a standard work practice of this Agency to cross-train staff allowing optimal utilization of knowledge and resources both at the staff and Supervisory level