

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

Pursuant to legislation enacted by the Virginia General Assembly of Virginia, the Motor Vehicle Dealer Board submits this report of its progress in addressing the impact of the aging of Virginia's population

A handwritten signature in black ink that reads "Bruce Gould". The signature is written in a cursive style with a large, prominent initial "B".

Bruce Gould, Executive Director  
November 15, 2007

## Executive Summary

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

- The Motor Vehicle Dealer Board (MVDB) does not have a practical means to determine the age groupings of its constituents.
- 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.
- The MVDB's WEB site and Newsletter are designed in a clear and easy to read style.
- Cross Training and advanced notification of anticipated retirements have and will continue to allow the MVDB to smoothly transition new employees into positions being vacated by retirees.
- 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

## **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**

*To the extent such data is available, the number of persons who received services from the Motor Vehicle Dealer Board in the past fiscal year who fell into each of the following age ranges: 65-74; 75-84; and 85 and older.*

The Motor Vehicle Dealer Board (MVDB) does not have a practical means to determine the age groupings of its constituents.

## **Reporting Requirement #2**

*Identify the agency services that are utilized by senior citizens 65 and older in significant numbers.*

The Motor Vehicle Dealer Board does not have a practical means to determine what if any services are being utilized in significant numbers by citizens 65 and older. We have no evidence or indications that we are not able to service all senior citizens who are interested in receiving services for the MVDB.

## **Reporting Requirement #3**

*Identify current agency programs, specifically designed to serve seniors 65 and older, that fall into any of the following six categories: Health Care/Wellness; Education; Public Safety; Recreation; Financial Security (including Housing); and Transportation.*

The Motor Vehicle Dealer Board does not have any agency programs that fall into the above categories.

## **Reporting Requirement #4**

*Identify the extent to which your agency provides "consumer-oriented" publications and websites online that are designed to be "senior-friendly."*

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 #5**

*Describe the effect that the aging of the agency's own workforce will have on its ability to deliver services.*

The Motor Vehicle Dealer Board is divided into Headquarters and Field Staff. One of the five MVDB's licensing technicians will be retiring in December, 2007. The expected retirement of the remaining four technicians at Headquarters is significantly wide enough to have no impact on customer service delivery for the next several years.

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. From a field perspective, MVDB does not anticipate a significant reduction from our current teleworkers comprised of 11 field representatives. Like Headquarters, field representatives can be easily cross-trained into other jurisdictions across the Commonwealth, allowing for a smooth transition of services to represent customers, including senior citizens.

Additionally communications to staff about workforce retirements have proved to be a benefit for this agency's workforce plan and optimal customer service delivery. Recently, two new employees were able to be trained before retirement took effect on outgoing staff. Obviously, this allowed for little gap in services while new staff could gain institutional knowledge during their "rookie" period.

## **Reporting Requirement #6**

*Describe any other services or programs that the agency has implemented or 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