LSVDA DRIVING FORWARD NEWSLETTER
Advancing Local Mobility
Low Speed Vehicle Dealer Association
BUILD A BETTER DEALERSHIP℠

# A More Professional Market Is Taking Shape

Our leadership team has been around this business long enough to know that markets rarely move in a straight line. What we are seeing now is no different. There is still plenty of opportunities in Local Mobility, but the business is becoming more competitive and, in many ways, more complicated.

Dealers are sorting through changing import conditions, used vehicle values, staffing and service capacity, new products, more sophisticated and AI informed customers and questions about what mods can and cannot be done with vehicles after they leave the factory. None of that is necessarily bad. In fact, we believe it is part of an industry growing up.

The dealers who understand their numbers, ask better questions, learn from one another (especially from the best practice group), and stay close to what is changing should have plenty of room to grow.

## AT A GLANCE

**Dealer Insights: What Dealers Are Telling Us.** Our Mid-Year Dealer Insights research shows a market where strong growth remains possible, but the difference between dealers is becoming more noticeable. The report is available for $2,500 and is included with all paid subscribing members.

**Imports, Compliance and the OEM Landscape.** Trade actions and federal compliance issues continue to reshape the competitive environment and raise the bar for manufacturers doing business in the United States. Rulings, injunctions, avoidance claims, recalls, investigations are the norm today.

**Speed Modified Golf Cars.** We are receiving more questions from dealers about golf cars originally designed for speeds of 20 mph or less that are later modified to operate above 20 mph. It is a topic worth understanding before making the modification or selling the vehicle. Know the rules.

**Used Vehicles: The Residual Reset.** Used fleet values have adjusted in most parts of the country, creating new questions around acquisition cost, refurbishment opportunities and retail pricing.

**Principal Matters.** Strong dealerships are being built around people, systems, service, financial discipline and local market leadership, not just vehicle sales. See the complete article in this issue.

**GolfCarting Expo 2026.** LSVDA heads to the Expo October 1–3. Visit Booth #117 and join us for “The Next 5 Years of Local Mobility”, Thursday, 11:30 AM in Room 5. Add it to your calendar.

**Member Advantage.** Exclusive opportunities and special offers for LSVDA Premium Members from companies supporting our dealer community. See the details toward the end of this newsletter.

**Support the Sponsors Who Support LSVDA.**

### THIS MONTH’S MEMBER INTELLIGENCE

LSVDA Dealer Insights: Mid-Year 2026 provides a deeper look at dealer performance, operations, market conditions and the decisions shaping the second half of the year.

Professional, Growth and Leadership Dealer Members receive the report as part of membership. Community Dealers can also earn a copy by completing LSVDA dealer surveys when offered.

 

# FROM OUR EXECUTIVE DIRECTOR

## A Few Things Worth Paying Attention To

**Mike Alexander, LSVDA Executive Director**

Fellow Dealers and Industry Partners:

This month's Driving Forward covers several subjects that I think deserve our attention, starting with what dealers themselves are telling us about the market. Some are having terrific years. Others are not. As we dig into the differences, the conversation quickly gets beyond brands and geography and into people, service capacity, inventory, financial discipline and how the dealership is being run.

We are also starting to receive more questions about golf car conversions, particularly vehicles originally designed for speeds of 20 mph or less that are modified to operate above 20 mph. This is not a new practice, but as more vehicles move onto public roads and regulators pay closer attention to vehicle classification and compliance, it is worth understanding what changes when speed capability changes. We touch on that question in this issue.

We've changed the newsletter design and focus this month. Not just a collection of association news, but a short publication that helps you notice something, think about it and perhaps **make one better decision in your business**. Our premium Dealer Briefs and research go deeper for members who want the details. Driving Forward will continue giving everyone a useful look at what we are seeing and hearing across the industry.

I hope you find something in this issue worth using. Feel free to reach out for a conversation.

**Driving Forward,** Mike Alexander Executive Director

**Remember: Professional Dealer Membership begins at $285 per location per year. Check it out HERE.**

# WHAT MATTERS THIS MONTH

## Dealer Performance Is Becoming More Dispersed

One of the more interesting findings in our Mid-Year Dealer Insights research was not whether the market was simply up or down. It was how differently dealers were performing inside the same general market environment.

Some dealers reported strong year-over-year growth while others experienced meaningful declines. Staffing, technician availability, service backlog, inventory discipline and management execution continued to surface in our research and dealer conversations.

That tells me there are still plenty of opportunities, but the market may no longer lift everyone equally. Better execution is becoming more important.

One of the easiest ways to improve execution is to quit trying to figure everything out by yourself. Dealer peer groups have been used successfully in automotive, powersports and other dealer-driven industries for years. George Keen and Wise Wolf Consulting work with dealers through Best Practice Groups designed to let owners compare results, learn from one another and work on the business instead of always working in it.

**Interested in joining a LSVDA Sponsored Best Practice Group? Contact George Keen at BestPractice@WiseWolfConsulting.com.**

## The Import Story Is Moving Into Its Next Phase

Imported vehicles have changed the consumer side of this industry. They expanded product choice, added features quickly and put pressure on established pricing. Domestic manufacturers responded, and the customer benefited from much of that competition.

Now the environment is changing again. Tariffs, antidumping and countervailing duty actions, customs enforcement, country-of-origin questions and federal vehicle compliance are becoming a larger part of doing business in the United States.

We would not assume that imports disappear. We would assume the standard for succeeding here becomes higher.

For dealers, the question is increasingly broader than product and margin. Parts availability, warranty support, financing, technical capability, compliance infrastructure and the financial strength to work through disruption should all be part of evaluating a supplier. Subscribing dealers received more information in our 42-page Dealer Insights Report which includes a due diligence list when considering taking on a new brand of vehicles. Valued at $2,500, Professional, Growth and Leadership Dealer members and Sponsors can get this report FREE. Not a member? Join HERE.

## Speed-Modified Golf Cars Deserve a Closer Look

We have recently received questions about a practice that has been around this business for a long time: taking a golf car or similar vehicle originally designed and manufactured for a maximum speed of 20 mph or less and modifying it so it is capable of operating above 20 mph.

**The key question asked:** What happens when a dealer modifies a vehicle originally designed and manufactured for 20 mph or less so that it becomes capable of more than 20 mph, but not more than 25 mph, and then sells that vehicle for on-road use?

Our view is that dealers should not assume the answer is simply, “it becomes an LSV.” Increasing a vehicle’s speed capability can change the federal regulatory analysis because an LSV is a motor vehicle category (FMVSS 500), with specific federal requirements. Adding lights, seat belts, a windshield or registration paperwork in States facilitating licensing does not by itself establish that the vehicle was manufactured and certified as a compliant LSV.

**The practical conclusion is straightforward:** before adding a speed upgrade or selling a speed-modified conversion for on-road use, understand your added responsibility and liability from the resulting vehicle, what Federal Motor Vehicle Safety Standards requirements may apply and what documentation supports its lawful classification. We found an interesting interpretation letter HERE.

***From that letter: “For purposes of compliance with NHTSA’s regulations, we would regard the modifier as the manufacturer. As a motor vehicle manufacturer, the modifier would be responsible for certifying that the vehicle conformed to all applicable safety standards. These would vary depending on whether the vehicle was an LSV or some other type of motor vehicle.”***

LSVDA does not provide legal advice or determine whether a particular vehicle or modification complies with applicable federal or state requirements.

We do receive questions from dealers, research the applicable information and offer practical opinions so dealers can conduct their own due diligence, consult qualified professionals when appropriate and make better-informed business decisions.

### Used Vehicle Economics Deserve Attention

Used golf cars remain an important part of the industry, but the economics have changed from the unusually strong conditions dealers experienced several years ago.

Recent market intelligence suggests that residual expectations established during stronger used-vehicle conditions exceed current market values in many areas. At the same time, professionally rebuilt and refurbished vehicles continue to create an attractive entry level customer price point compared to more expensive imports and domestic brands.

For dealers, the important numbers are straightforward: acquisition cost, refurbishment expense, days in inventory and realistic retail value. Yesterday's off-course lease residual values do not matter much if today's dealers will not pay it. We are hearing that prices have fallen substantially, making refurbishing a great opportunity again.

# DEALER INTELLIGENCE

## Listening to Dealers

### What America's Local Mobility Dealers Are Telling Us

LSVDA recently completed its most comprehensive dealer research effort to date. Rather than ask dealers to predict what might happen, we asked what they were experiencing inside their businesses right now.

The responses showed an industry with genuine opportunity, but also one moving toward a more demanding operating environment.

## Performance

Strong growth remains achievable, but results vary significantly by dealership. Some dealers are having excellent years while others are experiencing meaningful declines. That dispersion suggests market conditions alone do not explain performance.

## Operations

Staffing and technician availability remain meaningful constraints. As vehicles become more technically sophisticated, service capability matters even more. For many dealerships, service is also becoming an increasingly important source of recurring revenue, customer retention and overhead absorption.

## Partnerships

Dealer expectations of manufacturers and suppliers are changing. Product and price remain important, but dealers are also evaluating parts availability, warranty support, technical assistance, communication and the long-term stability of the companies they represent.

The bigger message is that our market is becoming more professional. That does not mean every dealership needs to become large. It means dealers increasingly need to know their market, know their numbers, understand where they make money and choose business partners that can support them.

## GO DEEPER

LSVDA Dealer Insights: Mid-Year 2026 examines dealer performance, operational challenges, used vehicles, service, Local Mobility growth, financing, insurance and the changing OEM environment.

Valued at $2,500, Professional, Growth and Leadership Dealer members and Sponsors can get this report FREE. Not a member? Join HERE. **Community Dealers can also score a copy by completing LSVDA dealer surveys when offered.**

# PRINCIPAL MATTERS: What top Operators Are Doing.

*Interviews are conducted by Mike Alexander, Executive Director, LSVDA.*

### Five Businesses. One Dealership – Principal Matters No. 04

*Dave Warren's operating model for turning a growing dealership into a disciplined, scalable business.*

This month's Principal Matters conversation with Dave Warren, Principal of Dave Warren Motors, focused on what happens when an experienced automotive operator applies 30-plus years of process discipline to Local Mobility. Warren sees an industry with strong growth potential, but also one where many dealers are still building the operating tools, systems, and profit centers that mature dealership businesses take for granted. His central lesson is straightforward: stop managing the dealership as one business. New vehicles, used vehicles, F&I, parts, and service each need their own strategy, measurement, and accountability.

**Look at the Dealership as Five Businesses**

Warren's view of dealership economics starts with a simple operating model.

**"You have new sales, you have used sales, you have F&I, you have parts and service, and they're all profit centers."** If each area is treated as a separate business, management can ask better questions. What is each department producing? What should its margins look like? Where is cash tied up? Are compensation levels appropriate? Which processes are working, and which are simply habits?

Warren strongly favors a dealership management system over relying only on basic accounting software. His reason is not technology for technology's sake. It is visibility. He wants to see gross profit, sales history, inventory movement, parts turns, compensation percentages, warranty and policy expense, and financial performance by department.


The longer-term objective comes directly from automotive retailing: build fixed operations to the point where parts and service cover as much of the dealership's operating expense as possible. That reduces pressure on vehicle sales and creates a more durable earnings model.

**Build the Process When the Tool Does Not Exist**

One of Warren's frustrations with Local Mobility is also one of the opportunities he finds most exciting. Many of the tools he expects from automotive retailing do not yet exist in a form that fits the business.

Trade-ins are a good example. A car buyer usually drives the trade to the dealership. A golf car or powersports customer often does not. The dealer may be evaluating a vehicle from a few customer supplied photos, with limited information about batteries, service history, upgrades, warranty coverage, or condition.

Rather than accept the limitation, Warren built a process around it. His Trade Capture Pro tool walks a customer through the vehicle, required photos, battery type and age, upgrades, expected value, and whether the customer wants to trade or sell. The information gives management a more consistent basis for evaluation.

It also creates something else: a searchable pool of previously evaluated vehicles. If a customer later wants a used vehicle the dealership does not have, the sales team can search earlier trade opportunities and potentially create two transactions from one connection.

The broader lesson is bigger than the app. When an important process is weak, Warren does not simply work around it. He tries to systemize it.

### Invest in Convenience, People, and Recurring Relationships

Warren's first investment priority is people. As the business grows, he believes the dealership has to move beyond asking a small team to wear multiple hats. He recently added a full-time parts manager so responsibilities could become more specialized and accountable.

His next investments are aimed at making the dealership more useful to the customer over the entire ownership cycle.

Rentals are one example. They create revenue, but Warren also sees them as product exposure and lead generation. A vacation customer who rents a street-legal vehicle may discover a use case that eventually leads to ownership.

He is also evaluating a service and storage facility where the dealership could pick up a customer's vehicle, detail it, service it, store it, and return it ready to use. That convenience can create recurring storage revenue while generating service, parts, accessory, and customer-retention opportunities.

**"I want them to come to us for everything."**

That is the operating idea. The transaction should not end when the vehicle leaves the dealership.

### Measure It, or Stop Doing It

Warren is equally willing to challenge activities that no longer produce a return.

***"The numbers never lie. You've got to take the emotion out of it."***

His example is advertising. A dealer may have supported the same newspaper or vendor for years because the relationship is comfortable. But if the dealership cannot track results, Warren questions whether the spending still deserves a place in the budget.

His phrase for the mindset is memorable: "I want to be rich. I don't want to be right."

The same standard applies to new technology and vendors. Warren is constantly testing new ideas, but adoption is not the finish line. The dealership has to measure the result, hold the vendor and team accountable, and be willing to move on when the return is not there.

That combination matters. Never stop learning, but never confuse trying something new with proving that it works.

**Processes and Accountability**

Asked for one practical habit another dealer could implement immediately, Warren came back to two words: processes and accountability.

Put the process in place. Train people on it. Measure it. Hold people accountable. Then listen when the team identifies a better way to do the work.

Warren includes the owner in that accountability.

***"The person you get to hold most accountable is yourself."***

That may be the most important point in the conversation. Growth can hide weak processes for a while. A disciplined operator keeps asking what can be improved before a competitor forces the answer.

**Next Steps: Start / Stop / Keep**

**Start:** Manage new sales, used sales, F&I, parts, and service as distinct profit centers with their own measurements and accountability.

**Stop:** Funding legacy advertising, vendors, or processes because they are familiar when you cannot measure a return.

**Keep:** Learning, testing new ideas, measuring the results, and changing when the numbers say something is not working.

**How This Impacts the Value of Your Company**

Warren's operating model has a direct connection to enterprise value because it pushes a dealership away from owner-driven transactions and toward a measurable business system.

A dealership with multiple healthy profit centers is less dependent on new-unit gross alone. Stronger parts and service performance can improve earnings durability. F&I, service contracts, storage, rentals, and other ownership-cycle revenue can deepen customer relationships and create additional margin opportunities. Better trade capture can improve used inventory sourcing and reduce guesswork.

Just as important, a DMS, defined processes, departmental reporting, trained managers, and clear accountability make performance easier to understand and repeat. That reduces dependence on the owner personally knowing every deal, customer, part, and problem.

For a lender, investor, or future buyer, that distinction matters. A business that can show where its profits come from, how each department performs, and how customers are retained is easier to evaluate than one built primarily around the instincts of the principal.

Growth creates opportunity. Process turns that opportunity into a company that can scale.

# MARKET DEVELOPMENT

## Become THE Local Mobility Leader

Most dealers naturally think about their market in terms of customers who already want a vehicle. There is another way to look at it.

Pay attention when an HOA begins talking about neighborhood transportation, when a municipality reviews roadway access or when residents are trying to make short trips between homes, restaurants, marinas, parks, shopping areas and community facilities. Those conversations can eventually become markets.

The best starting question is not, “How do I sell more golf cars?” It is, “Where are people already making short trips that could safely and practically be made in a Local Mobility vehicle?”

That changes the discussion from selling a product to helping solve a transportation need.

Community leaders also need good information. They need to understand the differences between golf cars, PTVs and federally compliant LSVs, along with roadway access, operating speeds and responsible implementation. A dealer who can explain those issues accurately becomes useful to the community, and useful businesses tend to get invited back into the conversation.

Once access is approved, stay involved. Help communicate the rules. Support safe-driving education. Work with local officials and law enforcement. Consider events such as Safety Saturday or Carts & Coffee. Then document what worked.

One professionally developed community can help open the door to the next.

# SPONSOR EDUCATION

## A Windshield Is Part of the Driving Experience

### Understanding Airflow, Visibility and LSV Windshield Requirements

*Educational contribution developed with Evolution Windshields, an LSVDA Supplier Sponsor Member*

Windshields on golf cars and low-speed vehicles have traditionally been viewed primarily as protection from wind, weather and debris. As vehicles become faster, more refined and more frequently used for everyday transportation, windshield design becomes part of the overall driving experience.

Traditional fold-down designs provide flexibility, but airflow changes significantly depending on windshield position and vehicle speed. Newer fixed designs are approaching the issue differently.

Evolution Windshields has developed a patented airflow-focused design intended to provide facial protection while directing air into the passenger compartment. The goal is to balance protection and ventilation without requiring the upper section of the windshield to be folded down.

For dealers, the broader lesson is to match accessories to the way the customer will actually use the vehicle. A vehicle used primarily around a golf course may have different needs than one routinely operated at LSV speeds. Ask where the customer drives, how often the vehicle will operate at higher speeds and whether weather protection, ventilation or visibility matters most.

Dealers should also understand the regulatory requirements associated with the vehicle being sold and confirm that equipment used on an LSV is appropriate for that application.

As Local Mobility vehicles become more automotive in appearance and everyday use, customers will increasingly evaluate the complete driving experience. That creates an opportunity for dealers who understand the difference between adding accessories and properly configuring a vehicle for its intended use.

## What Is a DMS? A Plain-English Guide for Golf Car Dealers

*Educational contribution developed with Phil Cain, Sales Representative, Golf Industry, Lightspeed DMS, an LSVDA Platinum Sponsor Member*

If your dealership relies on spreadsheets, disconnected apps, sticky notes, and employees who know where everything is, you may have a systems problem rather than a people problem.

A Dealer Management System, or DMS, is designed to connect the major functions of a dealership in one operating platform. That can include sales, inventory, service, parts, rentals, customer records, and accounting. Why does that matter?

Many dealerships use separate point-of-sale, accounting, CRM, rental, and service tools. Each may work well independently, but disconnected systems can create duplicate data entry, information gaps, slower reporting, and limited visibility across the business.

A dealership-focused DMS brings those activities together. Sales can see inventory. Service can connect repair orders with technicians and parts. Rental units can be tracked for utilization and maintenance. Customer purchases and service history remain connected. Transaction data can flow into accounting.

The potential advantage is not simply fewer software systems. It is better operational visibility.

Managers can identify inventory needs, service delays, technician workload, parts requirements, rental utilization, and customer activity without assembling information from multiple sources. That can support faster decisions and reduce administrative work.

As dealerships grow, connected systems can also make processes easier to standardize and scale.

Lightspeed has developed dealer management systems for the outdoor recreation industry for more than 40 years and reports serving more than 4,500 dealers.

## Used Vehicles: The Gateway to Affordable Local Mobility

*Educational contribution developed with Tony Altieri, Vice President of Business Development, National Powersport Auctions, an LSVDA Platinum Sponsor Member*

Affordability in mobility is a hot topic as OEMs, dealers, and lenders search for ways to deliver value to cost-conscious consumers. Pre-owned vehicles offer varied price points and utility while creating a pathway to increased new-unit sales. They give first-time buyers an affordable entry point, establish dealer relationships, and enable future trade-ups.

Dealers with pre-owned expertise can accurately evaluate trades, monitor online pricing, explain condition and battery health, and provide credible valuations that build consumer confidence. This knowledge reduces uncertainty, improves acquisition decisions, and protects margins.

Online golf-car marketplaces contain thousands of used units, demonstrating consumer interest and supply, while NPA wholesale data can educate dealers about market trends and pricing dynamics.

By combining market intelligence, standardized inspections, transparent appraisals, refurbishment, financing, and service support, dealers can convert private-party buyers and sellers into dealership customers, offer multiple affordability options, and create a long-term path for consumers to trade-in and trade up.

# LSVDA UPDATE

## See Us at Golf Carting Expo 2026


LSVDA will be at GolfCarting Expo 2026, October 1–3. Visit us at Booth #117 to talk about dealer membership, market intelligence, policy and safety, Local Mobility development and the resources we are building for dealers.

Our executive director, Mike Alexander will be presenting "**The Next 5 Years of Local Mobility".** Mike will identify the "five forces" driving the market, the changing OEM landscape, community market development and what dealers may need to do differently during the next five years. The short presentation will be followed by open Q&A with LSVDA leadership engaging with the audience. You can save a seat HERE for the Thursday, October 1 session at 11:30 am. Room 5.

Several LSVDA Sponsor Members will also be exhibiting, making the Expo a good opportunity to meet companies supporting the dealer community.

# THE LSVDA DEALER GROWTH PATH

Not every dealership is at the same point in its journey, so we built four membership levels designed to reflect where dealers are today and where they want to go. Employee counts are guidelines and refer to employees dedicated to the dealership's Local Mobility business.

### COMMUNITY | COMPLIMENTARY

New businesses exploring the market or dealerships with fewer than two employees.

**You'll get this newsletter so you can stay connected to LSVDA and the broader Local Mobility industry. Complete LSVDA surveys to score a copy of reports.**

### PROFESSIONAL | $285 PER LOCATION

This level is recommended for established dealerships with approximately 2–7 employees dedicated to Local Mobility.

Designed for dealers serious about building a well-run, respected dealership and improving customer service, operations and long-term performance. This level is for leaders of satellite locations for Growth and Leadership level

### GROWTH | $1,295 PER LOCATION

Typical members are established dealerships with approximately 8–24 employees dedicated to Local Mobility.

Designed for dealers focused on expansion, stronger management, team development, better systems and long-term profitability.

### LEADERSHIP | $2,495 PER LOCATION

This level is recommended for larger dealer organizations and multi-store locations with approximately 25 or more employees at the main location dedicated to Local Mobility.

Designed for larger organizations that want deeper involvement in panels, pilots, committees, Principal Matters and other opportunities to help shape the direction of the industry.

**The question is not simply where your dealership is today. It is where you want to take it.**

# SPONSOR NEWS

## News From the Companies Supporting LSVDA

LSVDA Sponsor Members help make our dealer research, education, market development and industry work possible. This section highlights news, products, programs and other developments from companies investing in LSVDA and the dealer community.

## Kawasaki to Unveil New Personal Transportation Vehicle at Golf Carting Expo and Dealer Summit

Kawasaki will unveil a new Personal Transportation Vehicle at the Golf Carting Expo & Dealer Summit, October 1–3, 2026. Dealers attending the event will get the first look at the new model at Kawasaki booth 806, where it will be displayed alongside the current Kawasaki NAV® 4e.

The introduction comes roughly a year after Kawasaki entered the electric four-wheel Personal Transportation Vehicle market with the NAV® lineup. The new model represents another step in Kawasaki's investment in the category and its effort to expand its dealer network.

Kawasaki's NAV® vehicles are designed and manufactured in Lincoln, Nebraska. The facility, opened in 1974, has grown from 286,000 square feet to nearly 1.3 million square feet of manufacturing, office and warehouse space on 335 acres. Kawasaki also operates U.S. engine production facilities in Maryville and Boonville, Missouri.

**Why it matters:** A second Kawasaki PTV introduction signals continued commitment from an established global manufacturer to the U.S. Personal Transportation Vehicle market and gives dealers another indication of how the competitive landscape is developing.

Kawasaki, a LSVDA Platinum Sponsor, is encouraging dealers to visit booth 806 to see the new vehicle and meet its team. To learn more or begin the dealer application process, visit HERE.

## Lester Electrical Launches Ascendrix™ Charging Platform

Lester Electrical has introduced **Ascendrix™**, a new U.S.-engineered and assembled charging platform designed for golf cars, personal transportation vehicles and low-speed vehicles. The initial 650-watt models support 24-, 36- and 48-volt systems and multiple battery chemistries, including flooded lead-acid, AGM, gel and lithium.

For dealers and service organizations, the more significant story may be what happens after the vehicle is sold. Ascendrix incorporates CAN communication, battery management system integration and BMS wake functionality. An integrated USB Type-C port allows technicians to perform diagnostics and install charger software updates in the field. The platform is also designed to give OEMs a common charging architecture that can be used across multiple vehicle and battery configurations.

***"Manufacturers are supporting more battery options and more electronics, while dealers and fleets expect equipment to be easier to service," said Spencer Stock, president and CEO of Lester Electrical.***

The platform includes expansion options, EVSE compatibility and a 48-month warranty backed by Lester Electrical's Nebraska-based engineering and support teams.

**Why it matters:** As vehicles incorporate more electronics and battery options, common platforms and field-service capabilities could help reduce complexity for manufacturers, dealers and fleet technicians. Initial Ascendrix models are now available to OEMs for evaluation.

## LSVDA Completes First Dealer Best Practice Benchmark

The Low Speed Vehicle Dealers Association has completed its first **Best Practice Benchmark Survey**, focused on service department labor pricing, field service, diagnostics, repair orders and technician productivity.

The initiative was commissioned by the **LSVDA Best Practice Committee**, led by Ben Sverdlow, and conducted by LSVDA Education Members **Sea Anchor Group** and **Wise Wolf Consulting**.

Forty-two golf car and LSV dealerships participated in the August survey, providing data from 17 states. The research establishes an initial industry benchmark across five service measures and identifies several opportunities for dealers to better understand service department performance.

Among the early findings, 43% of participating dealerships could not provide a technician productivity figure, while only four of the 42 reported productivity of 85% or higher. The research also examines labor rates, diagnostic practices, field-service pricing and average repair-order values.

The complete **LSVDA Best Practice Benchmark No. 1: Service Department** report is scheduled for publication at the end of September. It will be available to subscribing LSVDA dealers and participating dealerships that requested a copy.

The benchmark is part of LSVDA's broader effort to provide dealers with practical operating intelligence they can use to compare performance, identify opportunities and build stronger dealerships.

# MEMBER ADVANTAGE

*Exclusive opportunities for LSVDA Premium Members*

LSVDA is expanding how we deliver measurable value to dealer members. Beyond education and advocacy, we are working with select sponsors to create targeted opportunities that improve dealership performance and employee retention, reduce cost, and strengthen operations.

This section highlights curated offers designed specifically for professional dealers. These are not generic discounts. They are practical tools to help you operate more effectively and protect margin in a more competitive market.

**Lightspeed DMS (Platinum Sponsor)**

**You're Leaving Money on Every Deal. Here's the Fix.**

Disconnected systems drain revenue from every sale. Lightspeed DMS [dealer management software] gives LSVDA members one connected system to maximize accessories, service, parts, and margins on every deal built for how golf car dealers actually operate.

Get started for $0 upfront + up to 6 months FREE.

Claim Your LSVDA Exclusive Offer →

**National Powersport Auctions (Platinum Sponsor)**

**Inventory Access + Buyer Fee Credit**

LSVDA Members receive a complimentary one-year NPA membership along with up to $300 in buyer fee credits on their first purchase.

**Why this matters:**
As pre-owned inventory stabilizes, access to transparent, well-documented units becomes a margin lever. NPA helps dealers source efficiently while reducing acquisition risk.

**Dealer takeaway:**
If you are rebuilding your pre-owned strategy in 2026, this is a low-risk way to expand sourcing options.

**Action:** To get started contact NPA Dealer Registration at 888.292.5339 x923302 | visit npauctions.com/Register-golfcar.aspx or email | dealer-reg@npauctions.com

**Christensen Group (Platinum Sponsor)**

**Free Insurance Profile Review + Risk Consultation**

LSVDA Members can access a complimentary Insurance Profile Review and consultation through Christensen Group's LSV Shield™ platform, designed specifically for LSV and golf car dealers and fleet operators.

**Why this matters:**
As dealers expand into street-legal rental fleet, and commercial applications, insurance complexity and exposure are increasing. Most policies were not built for how this industry operates, creating gaps in coverage, cost inefficiencies and limits revenue growth opportunities.

**Dealer takeaway:**
If you have not reviewed your coverage in the past 12–18 months, you are likely carrying risk or overpaying for misaligned protection.

**Action:** Learn more or request your review HERE or contact Brandon Schuh at BSchuh@christensengroup.com

**Daybright Financial (Supplier Sponsor)**

**Free Workforce Assessment + Benefits Review**

LSVDA Members can access a complimentary workforce assessment and employee benefits review through Daybright Financial, focused on **improving team stability, employee retention**, and internal operations.

**Why this matters:**
As dealerships grow, performance is increasingly tied to workforce consistency. LSVDA's **Q1 report lists Staffing Issues as the number three cause limiting growth.** Confusion around benefits, administrative friction, and unclear employee value can lead to turnover, lost productivity, and hidden costs that impact profitability.

**Dealer takeaway:**
If you are experiencing turnover, hiring challenges, or spending too much time on HR-related issues, there is opportunity to strengthen your operation and reduce friction.

**Action:** Review Daybright Financials WEBSITE and contact Murat Tokat at mtokat@usenrollments.com or (813) 610-1336 to request your assessment

**Looking Ahead**

We will continue expanding Member Advantage with additional sponsor-supported programs focused on:

- Service profitability and absorption
- Inventory and sourcing efficiency
- Digital retailing and lead conversion
- Compliance, safety, and risk reduction
- Executive coaching and team dynamics

When you have a choice, we encourage you to consider the companies that support LSVDA and our work on behalf of dealers.

**Support the Sponsors Who Support LSVDA.**

# DRIVING FORWARD

## Better Information. Better Decisions. Stronger Dealerships.

There is plenty of opportunities ahead in Local Mobility, but opportunity alone does not build a strong dealership. The quality of the decisions we make does.

Which inventory should you carry? Which suppliers should you trust? Where should you invest? How much service capacity do you need? What is changing in your local market? What risks should you understand before they become expensive?

Those are the kinds of questions we want LSVDA to help dealers answer.

Driving Forward will remain free because the entire industry benefits when dealers are better informed. Our Dealer Briefs, research, Best Practice programs and member intelligence go deeper for dealers who want more.

### ONE GOOD DECISION CAN PAY FOR MEMBERSHIP

Professional Dealer Membership begins at $285 per location annually, or less than $24 per month.

One better inventory decision, one useful idea from another dealer, one regulatory issue caught early or one improvement in service can easily be worth more than the annual cost of membership.

That is the value proposition.

### BUILD A BETTER DEALERSHIP.

**Professional | $285**
**Growth | $1,295**
**Leadership | $2,495**

**LSVDA.com**

**Driving Forward. Advancing Local Mobility.**

## Sponsor Advertising


Kawasaki
Let the Good Times Roll
NAV 4e
BECOME A DEALER
MARKETING TOOLS
· Co-op programs
· Parts & accessories support
· Lead management systems
BUILT TO LAST
· Assembled in the USA
· 2-year limited factory warranty
· 6-year Li-ion battery coverage on select models
EXPERT SUPPORT
· District managers
· Service advisors
· Tech hotline
· Dealer training
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LSVDA MEMBER EXCLUSIVE BENEFIT

# Stop Making Every Hard Decision *Alone.*

WISE WOLF CONSULTING

**EXCLUSIVELY FOR LSVDA MEMBERS**
SUBSCRIBING MEMBERS ONLY

Join a confidential peer group of high-performing golf car dealers — benchmark your numbers, exchange proven strategies, and build the informal board of directors your dealership deserves.

The **Dealer Best Practices Groups for LSVDA Members**, facilitated by **Wise Wolf Consulting**, bring together 10–12 non-competing dealers in a structured, NDA-protected environment built around the three operating engines that determine dealership profitability. Most members report receiving at least **10× the value** of their monthly investment — often from a single idea shared at one meeting.

### THE THREE OPERATING ENGINES

- **Sales Management** — Higher close rates, improved margin discipline, predictable pipeline health
- **Service Management** — Stronger labor margins, better technician retention, increased fixed-ops absorption
- **Rental & Fleet Management** — Smoother cash flow, higher utilization, increased customer lifetime value

> *"Joining a best practice group has been the single most value-added decision of my career. The members have become my informal board of directors, my sounding board, and my friends. They provide perspective, accountability, and moral support — giving me greater confidence in the day-to-day decisions business leaders are typically expected to make on their own."*
>
> — CEO, Jeffrey Allen Inc. | Best Practices Group Member

**10×** REPORTED VALUE RETURN

**10–12** NON-COMPETING DEALERS PER GROUP

**3** OPERATING ENGINES

### CHOOSE YOUR FORMAT

**📍 IN-PERSON GROUP**
Full-two-day meetings each year (Spring & Fall) at rotating locations — dealer updates, financial reviews, gap analysis, and accountability commitments. Ideal for deep, face-to-face collaboration.

**💻 ONLINE ZOOM GROUP**
Two-hour sessions every month — same benchmarking, structure, and peer collaboration without the travel. Ideal for dealers who want consistent monthly engagement.

INVESTMENT
**$335**
per month · 1-year commitment

Includes all facilitated meetings, regular financial composites, gap analysis, and all group tools & templates

All groups are geographically protected — no two members share a trading area. Financial data shared under NDA. Groups launch once 5–6 dealers confirm. Priority given by sign-up order. **Spots are limited.**

**Ready to Join?**
***Contact George Keen at Wise Wolf Consulting to verify eligibility and schedule your introductory call.***

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FACILITATED BY WISE WOLF CONSULTING

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