

Driving Forward. Advancing Local Mobility.

Low Speed Vehicle Dealer Association (LSVDA) Newsletter



Executive Director's Message Professionalism Becomes the Advantage

Mike Alexander

Fellow LSVDA Members: As we move deeper into 2026, we are finding the Local Mobility industry is entering a more disciplined and professional phase of growth. That shift is visible throughout this month's issue.

Dealers are focusing more intently on operational excellence, profitability, service capability, inventory discipline, and long-term customer retention. Across our recent All Network Meeting, one theme surfaced repeatedly. Success today depends less on simply having inventory and more on how professionally the business is operated.

At the same time, communities continue expanding interest in neighborhood-scale transportation. Municipalities are reviewing roadway access, lowering speed limits in targeted districts, and evaluating how golf cars, PTVs, LSVs and lt. duty UTVs fit into broader local mobility planning. As this evolves, dealers who engage early, educate responsibly, and support safe adoption will help shape the future of their local markets.

This issue also highlights an important reality for dealers. Market growth is no longer just about selling vehicles. It increasingly involves service infrastructure, operational systems, navigation, compliance awareness, customer onboarding, and community engagement.

Inside this edition, you'll find updates on Federal, State and local policy activity, dealer operational trends, best practices, pre-owned market strategy, emerging navigation technologies, and the growing role of local transportation planning in shaping our future demand.

You'll also see continued momentum inside LSVDA itself. Sponsors continue stepping forward with dealer-focused solutions, and peer discussion programs are expanding.

Thank you for your leadership, professionalism, and commitment to helping advance responsible local mobility across the country.

Driving Forward., Mike



Public Policy & Safety

Overview

Occasionally we get questions on our participation and role in this important area. LSVDA's role in Policy & Safety is NOT to create new regulations or vehicle standards, but to represent dealer concerns, support professionalism, improve communication and help dealers navigate evolving compliance and operational challenges.

Federal Update

Federal activity impacting the Local Mobility industry intensified in May around FMVSS 500 compliance, import enforcement, and trade compliance. While there is no anticipated new LSV rulemaking we have confirmed increased enforcement focus on existing Federal requirements, especially speed compliance and vehicle certification.

At the same time, customs and tariff enforcement continued tightening around imported vehicles, component sourcing, declared country of origin, and assembly practices. Dealers and importers are being reminded that certification integrity, VIN compliance, and customs documentation are receiving greater Federal scrutiny.

Industry attention also remained focused on a new customs enforcement matter involving one importer, while a separate Federal court injunction temporarily favored another importer challenging trade-related actions. This activity highlights the legal and financial stakes surrounding import compliance, tariff exposure, and proper vehicle certification under FMVSS 500.

State Update

State-level activity affecting "Local Mobility" vehicles including low-speed vehicles, neighborhood electric vehicles, and golf cars remained relatively quiet during May as many state legislatures concluded or neared the end of their 2026 legislative sessions.

LSVDA's review of state legislative and regulatory activity did not identify any major enactments, DMV rule changes, or statewide policy actions during May that materially altered the operation, registration, classification, or sale of LSVs and golf cars.

This slowdown is typical following the peak legislative period earlier in the year. As state sessions adjourn, attention often shifts from new legislation to implementation, enforcement, and planning for future legislative cycles.

LSVDA continues monitoring state legislatures, motor vehicle agencies, and regulatory developments nationwide and will report any significant actions affecting dealers, manufacturers, and consumers as they emerge. We will also continue working with



Florida and Connecticut dealers to advance work initiated during the 2026 legislative session. If you have a market growth opportunity in your state, please reach out to LSVDA executive director Michael Alexander at michael@lsvda.com.

Local Ordinance and Market Access Update

Municipal activity involving golf carts and Low-Speed Vehicles (LSVs) remained active throughout May, with local governments increasingly focused on balancing expanded neighborhood mobility access with improved safety oversight.

Several municipalities continued evaluating or implementing lower posted speed limits, traffic-calming initiatives, and expanded connected roadway access that may increase LSV usability on roads posted 35 MPH or less. Coastal, resort, downtown, and master-planned communities remain among the most active areas exploring these mobility strategies.

At the same time, local governments are placing greater emphasis on enforcement and operational safety. Communities in Florida, Connecticut, and California markets continued discussions involving roadway eligibility, crossing access, signage, registration compliance, parking controls, operator behavior, and education initiatives designed to reduce unsafe operation and improve interaction with pedestrians, bicyclists, and conventional vehicles.

The overall trend remains constructive. More municipalities are viewing golf carts and LSVs as practical short-distance transportation tools that can support local mobility, reduce congestion, and complement slower-speed community transportation planning when paired with responsible operation and appropriate safety practices.

Early engagement remains the single best way to support safe access and responsible market growth.

Safety Snapshot

Many safety incidents can be prevented before a customer ever leaves the dealership. LSVDA recommends that dealers conduct a thorough pre-delivery inspection, perform a complete vehicle walk-around, review all safety labels and warnings, explain local operating rules, and verify licensing, registration, and insurance requirements. Dealers should also provide hands-on instruction covering seat belt use, roadway limitations, charging procedures, battery maintenance, and routine service intervals.



Low Speed Vehicle Dealer Recommended Practices

Low Speed Vehicle (LSV) dealers play a critical role in ensuring customer satisfaction, vehicle reliability, and safe operation. These recommended practices support consistent standards for vehicle preparation, delivery, and education across the LSV industry.

LSV Dealer Recommended Practices

- 1. Conduct a Comprehensive Pre-Delivery Inspection (PDI).**
Before delivery, verify that each LSV is properly assembled, fully charged, and in safe operating condition. Inspect tires, brakes, steering, lights, mirrors, seat belts, and all safety equipment. Record completion of the inspection and retain documentation.
- 2. Perform a Vehicle Walk-Around with the Customer.**
Review the vehicle's key features and controls. Demonstrate operation of headlights, turn signals, parking brake, seat belts, and charging port. Highlight any special equipment or accessories installed on the vehicle.
- 3. Provide Basic Operating Instruction.**
Explain starting, driving, and parking procedures. Review speed limits, right-of-way expectations, and any unique handling characteristics of LSVs compared to passenger cars or golf carts.



The LSVDA Safety Center also includes downloadable dealer and consumer safety resources, including Manufacturer & Dealer Recommended Practices, LSV Safety Rules, charging and operational guidance, and customer-focused educational materials designed to support safer ownership and operation.

Professional delivery practices improve customer confidence, reduce risk, and promote safer operation throughout the vehicle's life. Download the safety documents and resources [HERE](#)

We are also continuing our Safety Saturday social posts, sharing reminders and updates for members, sponsors, and local stakeholders on LinkedIn and Facebook.

Dealer Performance and Profitability

Best Practices: The Six Month Gut Check:

How to Read Your Numbers and Course-Correct Before It's Too Late



WISE WOLF CONSULTING
PRODUCTIVITY, PERFORMANCE & PROFITABILITY

By George Keen, Founding Education Member

June is a good month to feel good about yourself. The spring rush is behind you, the summer season is rolling, and the sales board has some numbers on it. But here's the question worth sitting with: do you really know how your first half performed, department by department, against what you planned in January?

Not a gut feel. The actual numbers. Most dealers I talk to in June can tell me their total revenue and their best-selling unit. Very few can tell me their gross profit by department; wholegoods, service, parts, rental compared to budget. That gap between what you feel happened and what the P&L says is where dealerships quietly bleed profit while the phones are still ringing.

Mid-Year Reforecast: Five Questions to Answer This Week

By department: How is actual gross profit tracking against your January budget? Where is the gap largest?

In service: What is your technician productivity rate and effective billing rate for the first half? If you are below 70%, what are the top two causes?

In inventory: Which units have been on the lot more than 75 days? What is the specific action plan for each — not the hope?

In sales: Are your rep forecasts for Q3 and Q4 built from real pipeline, or from last year's results plus a percentage?

In strategy: Are you tracking against the growth priorities you set in January? What does real activity against those priorities look like in the back half?

In this month's *High Performance Dealerships* deep dive, we walk through a structured mid-year review: how to read your departmental P&L, what your labor productivity



numbers reveal about service margin leakage, and how to reforecast the back half of the year while you still have time to act. We also connect the reforecast back to the growth priorities you set in January because June is exactly when the gap between strategy and reality tends to show up.

If your team is seeing more opportunities but still losing too many of them, this article is where you'll find the framework to fix it. This isn't about complexity. It's about spending two focused hours with the right numbers so the next six months are better than the last six.

Full article can be found [HERE](#).

To inquire about joining a Dealer Best Practices Group, click this [LINK](#). You can also email BestPractice@WiseWolfConsulting.com and review the one-page ad toward the end of this newsletter. Take the next step in transforming your dealership's performance today. You can contact George directly at 508-579-4131 or george@wisewolfconsulting.com

If you want to sharpen your skills at your own pace, explore a collection of practical, easy-to-read books on dealership management covering critical topics.

Visit <https://wisewolf-consulting.com/books> to learn more. Be sure to choose the "Wise Wolf Special" purchase option for the best price.

Mastering Pre-Owned Performance



*By: Tony Altieri, Vice President of Business Development,
National Powersport Auctions (Founding Platinum Sponsor).*

Success in pre-owned starts before the unit ever hits your lot. The buy sets the margin, the turn, and the opportunity. Top-performing dealers treat pre-owned as a true profit center, not an afterthought. They apply OEM-level rigor while leveraging greater control over sourcing, pricing, and positioning. That control works best when it's clearly visible across your team, your customers, and your online presence.

Pre-owned is not just inventory, it's a strategy. From high-demand certified units to value-driven fleet vehicles, every unit should have a purpose tied to your local market. When that alignment is clear, pre-owned drives both revenue and customer growth.

As Tony Altieri, Vice President of Business Development at [National Powersport Auctions](#), puts it: "The best operators apply these fundamentals to every unit in their store."





10 Strategic Moves to Drive Results

1. Buy right to maximize margin and turn
2. Position pre-owned as a core business driver
3. Communicate to customers and staff
4. Merchandise in-store and online
5. Commit to a consistent strategy
6. Assign clear ownership of pre-owned units
7. Know your local market to stock the right product
8. Manage service and reconditioning costs
9. Track performance with market data
10. Promote value-added programs like CPO, Service and Finance

Execution is what separates average from top-tier performance. Take a moment to consider which of these areas may be underutilized in your operation today. Learn more about [Trends, Values, and Dealer Strategies for 2026](#).

The Case for Purpose-Built Navigation in the LSV Category



By Bill Clark, Founder & CEO, WaddleNav LLC (Founding Supplier Sponsor).

For two decades, the low-speed vehicle market has relied on consumer GPS apps designed for highway-speed automobiles. The result is a routing mismatch our industry knows well: customers directed onto 45 mph corridors, cart paths ignored, and “shortest route” logic that fails the basic safety profile of a sub-35 mph vehicle.

Purpose-built LSV navigation is designed around how these vehicles are used, not around highway-speed automobile assumptions. It prioritizes lower-speed roads, cart paths, safer crossings, and the local operating realities that directly affect the ownership experience,



the difference between a customer feeling confident on day one and a customer second-guessing their purchase the first time an app puts them on a four-lane road.

That distinction matters for dealers. When a customer's first ride home routes them safely through cart-legal corridors, the vehicle delivers on its promise. When it doesn't, the dealer absorbs the service calls, the safety complaints, and the long-tail brand erosion that follows.

For many buyers, the first few days of ownership shape their perception of both the vehicle and the dealership. Safe, intuitive routing builds confidence, reduces support calls, and reinforces the practical value of neighborhood mobility. As LSV adoption expands into communities where roadway access and local ordinances vary significantly, navigation and local-route guidance are likely to become part of how professional dealers differentiate themselves beyond vehicle price alone.

There is also a practical dealer-side opportunity here. Localized routing tools can become part of vehicle delivery, customer onboarding, and community education — a tangible service the dealer provides alongside the vehicle itself. Helping buyers understand where they can safely and legally operate strengthens customer confidence at the moment it matters most, and it converts what is too often a confusing first week into a smoother, more professional ownership experience.

WaddleNav was built to close that gap. A pilot is underway in Peachtree City, GA, with founding dealer ambassador Golf Rider Inc. For LSVDA members, the broader takeaway is independent of any single product: navigation is becoming an extension of the vehicle itself, and dealer involvement in mapping local service areas will increasingly differentiate the buying experience.

For more information contact Bill at bill@waddlenav.com or (984) 392-9407.

Used Vehicles, New Opportunity



*By Chris Herndon, Business Line Leader - Golf, Red Hawk LLC
(Founding Supplier Sponsor).*

Refurbishment and Customization Continue to Gain Momentum

As the golf car and low-speed vehicle market continues to grow, many dealers are seeing renewed momentum in the refurbished and pre-owned vehicle segment. At the same time, pricing pressure tied to imported vehicles and components has increased retail pricing across portions of the market, creating fresh opportunity for dealers focused on refurbishment, customization, and service-driven sales.

For many consumers, refurbished vehicles now represent an attractive entry point into the lifestyle transportation category. Well-executed upgrades can deliver strong visual



appeal, improved functionality, and meaningful value while allowing dealers to create additional margin opportunities beyond new vehicle sales.

That trend is increasing demand for dependable repair and replacement parts, body systems, seating, suspension upgrades, lighting, wheels, utility accessories, and street-ready enhancements.

Red Hawk, celebrating its 25th anniversary in 2026, has long supported dealers through this segment with its extensive lineup of replacement parts and accessories, including the Red Hawk®, RHOX®, and DoubleTake® product families. The company’s focus on dependable fit, availability, and responsive dealer support has helped dealers efficiently refresh inventory and extend vehicle lifecycle value.

The opportunity today extends well beyond simple repair work. Dealers who strategically merchandise refurbishment programs and customization packages can create recurring revenue opportunities while differentiating themselves in increasingly competitive local markets.

According to new Red Hawk Business Line Leader – Golf, Chris Herndon, the used and refurbished segment continues to evolve into an important part of the dealer business model.

“A strong refurbishment program allows dealers to create value at multiple levels, improving inventory turn, expanding customer access, and helping consumers personalize vehicles around the way they actually live and use them.”

As the market matures, dealers who combine refurbishment capability, aftermarket upgrades, and customer experience may be especially well positioned for long-term growth.

For more information visit [Red Hawk](#) or email [Chris Herndon](#)

Industry Insights: Dealers Shift Focus Toward Operational Discipline and Professionalism

A clear theme emerged from LSVDA’s recent All Network Meeting: the “Local Mobility” industry is entering a more disciplined and operationally focused phase. While dealers remain optimistic about the long-term future, many reported that 2026 market conditions are requiring sharper focus on profitability, inventory management, service operations, and customer retention.

Dealers across multiple regions described a market that is becoming increasingly fragmented. Some operators continue to see healthy growth opportunities tied to local mobility expansion, commercial applications, and rental demand, while others reported softer consumer traffic and increasing pressure on margins. Several participants noted that unlike the rapid inventory-turn environment of 2021–2022, today’s market rewards



disciplined operators who carefully manage cash flow, inventory levels, and operational efficiency.

One of the strongest recurring themes involved service operations. Dealers discussed growing investment in technician development, electrical diagnostics, lithium battery expertise, and mobile service capabilities as vehicles become more advanced. Several participants emphasized that service departments are increasingly acting as stabilizers during slower retail periods.

Rental and fleet operations were also highlighted as important profit and cash-flow contributors. Dealers noted that rental businesses can help smooth seasonality while also creating downstream sales and service opportunities.

Another major topic involved the resurgence of rebuilt domestic golf carts. Multiple industry participants observed that professionally rebuilt vehicles are regaining momentum as pricing gaps between rebuilt domestic units and lower-cost imports narrow. Dealers reported that customers increasingly value trusted domestic platforms, long-term parts availability, and dealer-backed service support. In many markets, rebuilt carts are becoming a strong “middle option” between premium new domestic vehicles and price-driven imports.



The discussion also reflected growing attention to compliance, titling processes, and professionalism. Dealers expressed frustration with inconsistent state and local enforcement practices, particularly around vehicle registration and documentation procedures. Several participants emphasized that professional dealers who properly process paperwork, support customers after the sale, and invest in long-term service capability will increasingly differentiate themselves from short-term operators.

Industry leaders participating in the meeting reinforced the idea that the future of the industry will be shaped less by simple vehicle availability and more by operational excellence. Topics including technician productivity, inventory discipline, expense management, fixed-operations absorption, and leadership cadence were repeatedly discussed as critical success factors moving forward.

The overall tone of the meeting remained constructive and forward-looking. While dealers acknowledged ongoing uncertainty around supply chains, imports, and regulatory activity, many also pointed to continued long-term growth opportunities tied to local transportation trends, community mobility, and expanded everyday use cases for low-speed vehicles.



LSVDA indicated that future All Network Meetings will continue focusing on peer-driven discussion, dealer best practices, operational benchmarking, and responsible industry growth.

Market Growth

TRACTION: How May Turned Action into Adoption



Prepared by Founding Education Member Sea Anchor Group.

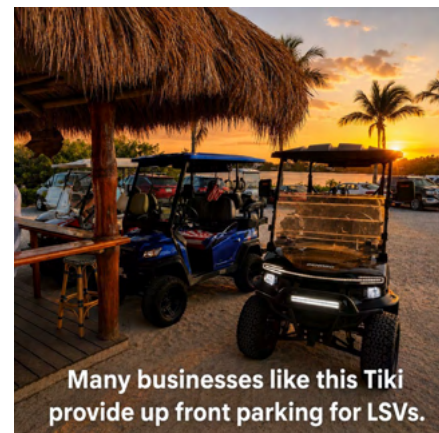
May was about helping that action become visible, repeatable, and real.

Across the country, dealers participating in the TRACTION framework focused on one key shift: moving from isolated activity to early adoption. This is where market growth begins to take shape in a meaningful way.

One of the clearest lessons from May was the importance of visibility. Communities respond differently when they see neighborhood mobility in use. A cart traveling a familiar route, a resident choosing a short trip over a car, or a consistent presence in a neighborhood creates a level of comfort that conversation alone cannot achieve.

May also reinforced the role of behavior. Markets do not grow simply because awareness exists. They grow when behavior changes. Dealers who encouraged repeat usage and highlighted practical, everyday applications helped move communities from curiosity to participation.

Another important development was the influence of early adopters. The first group of residents using LSVs often become the most credible voices in the community. Dealers who supported these early users strengthened both confidence and momentum.



Consistency remained critical. Dealers who reinforced safety, service readiness, and clear expectations helped ensure that early activity translated into sustainable progress.

May demonstrated that adoption is not a single moment. It is a pattern. June will build on this progress by focusing on how adoption begins influencing local policy, infrastructure, and long-term planning.

If you want to help shape the future of neighborhood mobility, join LSVDA and connect with the dealers, manufacturers, and suppliers building responsible local markets across the country.



June's TRACTION series will focus on Working the Process: Helping communities move from interest to local government approval.

Join [LSVDA](#) and be part of the growing network building responsible neighborhood mobility across the country.

LSVDA Note: Follow our [LinkedIn](#) and [Facebook](#) Pages for weekly Pro Tips on how to grow your local markets. And, look for the full article in [Golf Car Options Magazine](#).

We anticipate producing a "how to" book at the end of the series. If your business would like to sponsor this book reach out to our executive director at michael@lsvda.com.

There Are Two Ways to Grow a Market

Most dealers think market growth starts inside the showroom. The best long-term growth often starts outside it.

As LSVDA continues developing the TRACTION market growth initiative, we see two very different ways communities adopt golf cars, PTVs and LSVs for local transportation.

Track 1 is neighborhoods and HOAs. This is where many successful markets begin. A neighborhood, marina community, resort area or master-planned development works with local officials to allow safe and legal operation on local roads. These projects are usually smaller, faster moving and easier to organize. The Southbay Yacht and Racquet Club effort in Sarasota County is one example of how a dealer-supported process can help legitimize and improve safety for transportation already happening inside a community.

Track 2 is entire towns, districts and connected local transportation systems. What started in campus like commercial markets, dealers often have the base experience to grow into where the future is headed.

Across the country, communities are studying trail connections, downtown mobility, slower-speed corridors, parking density, neighborhood connectivity and practical alternatives for short local trips. In many areas, transportation planners are beginning to recognize that golf cars, PTVs and LSVs are not simply recreational vehicles, but part of a broader local mobility ecosystem.

To help explore this opportunity, LSVDA recently began discussions with transportation planner Katie Kam, a civil engineer with a PhD focused on low-speed vehicle transportation systems and urban mobility planning. Her doctoral research examined how communities could reduce congestion and improve local travel efficiency through properly planned low-speed transportation networks.



Katie’s perspective is not purely academic. She personally owns and operates low-speed vehicles, has experienced the real-world challenges of service and battery support, and has even purchased additional GEM vehicles to help encourage adoption in Austin, TX. She has also worked in municipal transportation planning roles, where she helped advance discussions around incorporating space for golf cars and low-speed vehicles into future transportation planning efforts.

Importantly for dealers, Katie’s experience reinforces a growing reality. Market growth requires more than selling vehicles. It also requires service infrastructure, maintenance support, public education, safe operating environments and constructive collaboration with local officials.

For dealers willing to think beyond market share and focus instead on **market creation**, the opportunity may be substantial.

Start with Where People Already Want to Go

How to identify towns where short local trips already fit LSV transportation. Based on interviews with and source materials from LSVDA Strategic Advisor Katie Kam.

Successful local mobility markets often begin in places where people already make short, repeatable trips every day. That includes downtown districts, marinas, beach towns, master-planned communities, parks, restaurants, shopping centers, schools and trail-connected neighborhoods.

The question is not simply, “Can people drive golf cars here?”

The better question is: “Where are people already making short local trips that could safely shift to low-speed transportation?” Transportation planner Katie Kam, a civil engineer whose doctoral research focused on low-speed transportation systems, points to connected local trips as one of the strongest indicators of future market growth. Her work and recent planning discussions in Texas reinforce that communities increasingly value shorter trips, lower speeds, easier parking and alternative transportation options in the right operating environments.



Communities across the country are already moving in this direction, whether they fully realize it yet or not. Trail systems are expanding. Downtowns are becoming more walkable. Speed limits are being lowered in certain districts. Mixed-use developments are creating environments where residents want easier and more enjoyable ways to move locally.

Dealers should pay close attention to communities already investing in trails, downtown redevelopment, traffic calming, golf cart crossings, marina districts, entertainment areas



and lower-speed corridors. Those investments often create ideal conditions for golf cars, PTVs and LSVs.

The Southbay Yacht and Racquet Club community in Sarasota County, FL offers one example. Residents can now reach restaurants, shopping areas, parks, marinas and beaches through short local trips that increasingly replace traditional automobile use. Similar patterns are beginning to emerge in parts of Texas, Florida and other growing Sunbelt communities where local mobility is becoming part of the lifestyle.

For dealers looking to help create market traction, three simple strategies can make a difference:

- First, map the destinations people already visit every day within a five-to-ten-minute drive.
- Second, identify roads and neighborhoods where lower-speed local transportation already feels natural and safe.
- Third, support early adopters by helping normalize usage through education, visibility, service support and community engagement.

Market growth often begins when people realize: “I don’t need my full-size vehicle for this trip.”

That realization can change an entire community.

Membership and Communications

Supplier Sponsor Highlight



LSVDA is pleased to welcome Evolution Windshields as a new Supplier Sponsor supporting professional dealers and the continued advancement of the local mobility industry. Headquartered in Charlottesville, Virginia, Evolution Windshields is a family-founded company focused on rethinking one of the most overlooked components on a golf car or low-speed vehicle, the windshield itself.

Built around a portfolio of patented innovations, Evolution has developed a premium windshield system designed to increase safety, improve airflow, upgrade UV protection, and enhance the overall rider experience.



Unlike traditional fold-down windshields that have remained largely unchanged for decades, Evolution’s patented design features a unique bottom-up ventilation system, UV-blocking technology, and a patent-pending MagMount™ tool-free mounting system.

The company’s DOT-stamped windshields are manufactured in the USA and incorporate advanced windshield protection film technology that blocks more than 99% of harmful UV A and UVB rays while maintaining optical clarity and durability.

The *only* two-piece golf cart windshield that’s DOT-Stamped & Dermatologist Endorsed
Endorsed by Dr. Deborah Elder, FAAD, board-certified dermatologist



Blocks 99% of harmful UV. Made in USA.



EVOLUTION
WINDSHIELDS



Scan to learn more

Evolution’s mission is simple: deliver a better solution for owners, fleets, and dealers who want a premium alternative to conventional windshield designs. As the company expands dealer relationships nationwide, it remains committed to innovation, product quality, and helping dealers differentiate through higher-value accessory offerings.

We appreciate Evolution Windshields joining LSVDA and supporting initiatives focused on Policy & Safety, Dealer Performance & Profitability, and responsible Market Growth. Please join us in welcoming Evolution Windshields to LSVDA.

For more information visit Evolution Windshields or contact Fitz Woodrow IV at (434) 249-3672 or fitziv@evolutionwindshields.com

Principal Matters

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

Small Things. BIG Money – Principal Matters No. 02

What experienced operators know about profit that most dealers overlook.

This month’s Principal Matters conversation with [Ben King](#), President of [Metro Golf Cars](#) and Vice Chairman of LSVDA, moved quickly away from market headlines and into something dealers rarely talk about openly. The small operational decisions that drive profitability without notice or customer pushback.

Ben’s point was simple. Most dealerships leave money on the table every day, not because they lack opportunity, but because they fail to operationalize the little things that add up over time.

“We’re going to collect \$50,000 to \$70,000 a year in fuel return charges. It becomes a profit center.”



The bigger lesson was not the fee itself. It was the mindset behind it. Strong operators constantly look for overlooked operational gaps where process, consistency, and customer behavior create incremental profit without materially increasing workload. Ben shared another example around damage waivers in rental operations.

**“The customer just spent \$24,000 on the rental.
We don’t want to create friction over a \$400 repair.”**

Instead of fighting small damage claims one at a time, Metro structured a damage waiver system that reduced conflict, protected customer relationships, and created a recurring revenue stream that more than offset typical repair exposure.

That is a very different way of thinking about the business.

Throughout the conversation, Ben kept returning to one underlying theme: disciplined operational detail creates leverage. Not flashy ideas or gimmicks. Better process.



He also stressed that many of the most valuable improvements dealers can make are not expensive or complicated. Often, they involve clearer paperwork, stronger communication, tighter procedures, and anticipating where liability or confusion can occur before it becomes a problem.

One example involved rental return procedures and the importance of clearly documenting responsibility.

“The car only comes back when the paperwork says it came back.”

That mindset may sound simple, but it reflects something larger. The strongest dealerships are not just selling vehicles. They are building systems that reduce friction, improve accountability, protect margins, and make the business easier to scale.

Ben also believes strongly in the **value of dealer best practice groups¹** and operational benchmarking. His view is that comparing performance against others inside the industry helps validate assumptions, sharpen decision making, and expose improvement opportunities that may otherwise go unnoticed.

He noted that benchmarking against adjacent industries like powersports, marine, tractor, or lift truck dealers can still provide useful perspective. But according to Ben, comparing operations against serious dealers inside the local mobility space often reveals where the next operational advantage really exists.

¹ LSVDA promoted best practice groups are facilitated by George Keen at [Wise Wolf Consulting](#)



“Benchmarking outside the industry has value. Benchmarking against serious dealers inside it is where real opportunities show up.”

As this industry becomes more competitive, operators who consistently tighten the operational side of the business will likely outperform dealers who rely only on volume or pricing.

That is not just operational discipline. That is enterprise value creation.

Next Steps: Start / Stop / Keep

Start: Looking for small operational gaps that quietly create margin leakage or unnecessary friction.

Stop: Assuming profitability only comes from selling more vehicles.

Keep: Building systems, paperwork, and procedures that make the business easier to operate and easier to scale.

How This Impacts the Value of Your Company

From an equity value creation perspective, Ben’s examples highlight something many dealers underestimate: buyers and investors value businesses higher that are structured, repeatable, and operationally disciplined.

Small recurring revenue improvements, cleaner rental procedures, better documentation, and stronger process consistency can materially improve margins over time. More importantly, they reduce operational missteps and owner dependency. Remember, price drops all the way to the bottom line.

That matters because businesses with stronger systems and more predictable execution tend to produce growing and more durable EBITDA and command greater confidence from lenders, investors, and future buyers.

Over time, the little things often become the big things.

If you would like to offer your take on the industry, best practices or anything you believe will help other dealers, send an email to [Mike](#) to start the conversation.

Want to See How Serious Dealers Are Improving Faster?

For information on dealer best practice participation and operational benchmarking opportunities, contact [Wise Wolf Consulting](#), LSVDA’s recognized [Best Practice Leadership](#) and Education Sponsor.



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 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. Offer valid May 1 – July 31.

[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. LSDVA'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 Financial's [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

Not a Premium Dealer Member yet?

Upgrade your membership to unlock full access to these and future Member Advantage opportunities. Join or upgrade [HERE](#).

If you are a sponsor with a dealer-first solution, or a dealer with a need we should solve, [BOOK](#) 15 minutes with our executive director to explore the possibilities.

What Would One Good Idea Be Worth This Year?

What you don't know can get expensive.

Most dealers don't lose ground because of one big mistake. It's usually smaller things:

- A regulation you didn't hear about early enough.
- A safety issue that could have been avoided.
- A margin leak in sales or service.
- A local opportunity someone else acted on first.

That's where better information changes outcomes. Because in this industry, sometimes:

- one tip from the newsletter
- one takeaway from a member-only briefing
- one benchmark from a best practices group

...can pay for your membership many times over.

That's the role LSVDA is built to play. Not more noise. Not more clutter. Just better information, better awareness, and better decisions.

Dealers who stay ahead of policy, safety, and market trends will make better decisions than those forced to react later.



Know more. Miss less. Lead better. Driving Forward.

If you've been watching from the sidelines, now is a good time to get involved.

Join [LSVDA](#)

Please Welcome Our New Members

Since October 2025, we have grown to over 400 dealer members and 24 Sponsors. We would like to welcome our newest members.

Sponsor Members, [Evolution Windshields](#)

Dealer Members: Gold/Growth Dealer: [Golf Cars of Arizona](#), Electric Golf Car Company, IOP Golf Cart Rentals, X Golf Cars, Golf Cars of Canton

Strategic Advisor Member: [Katie Kam](#), President of Wheels & Water, LLC, A civil engineering and research firm, with expertise in transportation and land development (site plans, subdivisions). Research Professor UT-Arlington.

New Faces: [Chris Herndon](#), Business Line Leader – Golf, [Red Hawk, LLC](#)

Events and Education Opportunities

Webinars and All Network Meetings

New: Block your calendar for the second LSVDA All-Network Briefing & Open Forum August 21 at 4:00 PM ET. This is a dealer-first conversation, **open to members and sponsors**. Registration information will be provided next month.

The first LSVDA All-Network Briefing on May 28 generated strong early feedback from participating dealers and sponsors, with survey responses showing that attendees found the discussion both practical and relevant to current market conditions.

More than 80% of respondents rated the meeting as either “Valuable” or “Extremely Valuable,” while nearly all indicated they would likely or definitely attend future quarterly sessions.

The strongest areas of interest centered around market outlook, operations and best practices, peer dealer insights, and open discussion among experienced operators.

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Survey responses also showed meaningful interest in future quarterly meetings, dealer best practice groups, peer roundtables, and benchmarking initiatives reinforcing that dealers are looking for ongoing opportunities to exchange practical operational knowledge and discuss the evolving local mobility market with other professionals in the industry.

Trade Shows

We will be represented at and have a display at the following trade shows.

- October 1 – 3, 2026, Charleston, SC: [GolfCarting Expo 2026](#)
- January 26 – 29, 2026, Orlando, FL: [PGA Show](#)

Our executive director will be presenting at GolfCarting Expo 2026 and we are working out details for a sponsored premium member event.

Closing Thoughts – Looking Ahead

This month’s issue reinforces a simple but important reality: the Local Mobility industry is becoming more professional, more operationally disciplined, and more strategically important inside many communities across the country.

The dealers who will outperform over the next several years are unlikely to be the ones simply chasing volume. They will be the operators who tighten processes, strengthen



service capability, improve customer experience, manage inventory intelligently, and engage constructively inside their local markets.

Several contributors this month reinforced that theme clearly.

Ben King reminded us that small operational disciplines often create the biggest long-term profit improvements. George Keen emphasized the importance of understanding your numbers before problems compound. Tony Altieri highlighted how disciplined inventory management and realistic valuation strategies are becoming critical as the market normalizes.

Three simple reminders worth carrying into the second half of 2026:

- Watch the small leaks. Small process improvements often create the biggest margin gains over time.
- Treat pre-owned strategically. Used inventory, reconditioning, service, and rentals continue becoming important profit stabilizers.
- Invest in professionalism. Customers, communities, and regulators increasingly notice the difference between serious operators and short-term sellers.

At LSVDA, we remain focused on helping dealers stay ahead of policy, safety, operational, and market-growth trends while strengthening the long-term credibility of the industry itself.

If you are not yet actively participating, now is a good time to join, upgrade your membership, attend an All Network Meeting, or become involved in one of our committees and educational initiatives.

The Local Mobility movement is continuing to grow. Together, we have an opportunity to help shape it responsibly, professionally, and profitably.

Warm Regards, The LSVDA Leadership Team

LSVDA: Know more. Miss less. Lead better. Keep Driving.



Kawasaki
Let the Good Times Roll™

NAV 4e

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MARKETING TOOLS

- Co-op programs
- Parts & accessories support
- Lead management systems

BUILT TO LAST

- Assembled in the USA
- 2-year limited factory warranty
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EXPERT SUPPORT

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- Service advisors
- Tech hotline
- Dealer training

Become a Dealer

Explore NAV 4e



LSVDA MEMBER EXCLUSIVE BENEFIT

Stop Making Every Hard Decision *Alone.*



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 **10x 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
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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.

BestPractice@WiseWolfConsulting.com
www.WiseWolfConsulting.com

FACILITATED BY WISE WOLF CONSULTING



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