



LPA Advisory Committee Meeting Minutes

MEETING DATE: Tuesday, February 13, 2025 @ 10:00 a.m.

OBJECTIVE Quarterly Meeting

LOCATION Microsoft Teams Meeting

FACILITATOR: Robin Cunningham

SCRIBE: Tammy Rundle

Present: Members: Wayne Goodwin, Robin Cunningham, Loretta Hall, Wanda Johnson, Charles Coburn, Srinivasarao Kandimalla, Michael Thomas, James Brittingham, Telisha Hunter, Pamela Merritt, Marla Pearson, Lindy Wease, Elaine Neal.

Present Others: Tammy Rundle, Paula Windley, Rena Henry, William Marsh, Jonathan Evans, Judy Schmidinger, Jamey Wilkinson, Luke Harris, Todd Morgan, Marty Homan, John Brockwell, Leigh Jackson, Audrea Dale, Daniel Elmore, Jonathan Chandler, Stetson Thorpe, Patrick Anding, Stephen Smith, Samuel Howell, Michelle Barber-Nicholson, 919-218-6595, 919-469-1444

AGENDA ITEMS

AGENDA ITEM DESCRIPTION	PRESENTER	DURATION
ROLL CALL: Meeting called to order Roll Call taken by Robin Cunningham, and quorum established.	Robin Cunningham	10:00 am
REVIEW AND APPROVAL OF MINUTES <ul style="list-style-type: none"> Motion to approve the minutes as written was made by Loretta Hall Motion to approve seconded by Telisha Hunter None opposed, and minutes approved 	Robin Cunningham	10:14 a.m.
Commissioner's Greeting Commissioner Goodwin welcomed and thanked everyone who was able to join the call. He appreciates the opportunity to share information, opinions, and all work together. He expressed his appreciation of the hard work and service provided by the License Plate Agency contractors and the hard work and dedication provided to citizens of North Carolina. He spoke highly of the hard work and effort by all to	Comm. Wayne Goodwin	10:08 a.m.

<p>ensure the closed offices were not closed long, and that we are currently showing only 6 closed that have not reopened, yet they are in the process. We will continue to work hard and assess the needs of the North Carolinians to determine where LPA growth can occur, as was successfully completed in Clayton.</p> <p>As we continue to work towards modernization, opportunities for LPAs to partner with these efforts are presenting themselves, partnerships that can provide additional compensation opportunities, so that we can continue to benefit the public. Commissioner Goodwin concluded by thanking everyone and offering a Happy New Year.</p>		
FOLLOW-UP ON ACTION ITEMS		10:10 a.m.
<ul style="list-style-type: none"> Update on new error reports <ul style="list-style-type: none"> We are still working on the error reports. The goal of the report is to show the exact error that was processed, so that it can be used as a training tool to better educate staff. Also, rebalancing the error ratings is being looked at to provide a more succinct picture of rewards. We, at DMV, will be reaching out to some of you for your input and we will continue to move forward updating you of the progress along the way. Sub-committee for LPAs interested in kiosk implementation <ul style="list-style-type: none"> The Commissioner briefly hit on this, during his welcome. There will be a presentation today by ITIL, and then afterwards we plan to schedule a subcommittee meeting to discuss what was presented during the meeting today, and efforts moving forward. Establishing a print queue for instant titles <ul style="list-style-type: none"> This is still on the list, however due to other higher priority projects the print queue had to be paused. Once the mainframe has been moved, we get through a few other projects, it will be back at the top of the list again. 	<p>Robin Cunningham</p> <p>Judy Schmidinger</p>	
NEW BUSINESS: DMV		10:15 a.m.
<ul style="list-style-type: none"> Discussion & voting on changes to SOP section 20.2 & 35 <ul style="list-style-type: none"> Comments were received and displayed for review by the meeting attendees as it relates to daily deposits. Conversation by the LPAs regarding the language. The LPAs have concerns with the banks not processing work unless they are present. There are some concerns about the language being changed to the next business day and that not including the holidays that the branches are closed yet the banks are open could lead to issues. There was also discussion of federal holidays that impact certain LPA offices. It was requested by the LPA board to table this conversation to allow everyone more time to think through this process. Judy Schmidinger stated that there would be a vote today, either as written with revision or decline. <p>Motion was made by Robin Cunningham to vote on the amendment</p> <p>The motion was seconded by James Brittingham</p> <p>9 voted to accept the SOP changes with revision, 4 opposed (Pamela Merritt, Marla Pearson, Lindy Wease, Elaine Neal)</p> Discussion & voting on SOP Sec. 29.1 <p>Comments that were received were reviewed by the attendees. Conversations began with the meaning of family members and how it applies to significant others that live in the household with you. It was discussed that maybe it should be viewed</p> 	<p>Robin Cunningham</p>	<p>10:15</p> <p>10:45</p>

<p>as those that live at the same address. The question was posed about where this originated and why, as the response provided was that there have been instances of employees making minor changes to reduce the cost/fees that one may have received.</p> <p>Motion was made by Robin Cunningham to vote on the amendment to be an employee who may not use their RAC-F id to process vehicle transactions for their own vehicles, any immediate family member, or anyone living in their household.</p> <p>Motion was seconded by Loretta Hall</p> <p>Motion unanimously passed with recommended revisions.</p> <ul style="list-style-type: none"> Discussion & voting on technical change to SOP Sec. 18.8 <p>Motion was made by Robin Cunningham to add American Express to the SOP as accepted credit card payment types</p> <p>Motion was seconded by Pam Merritt</p> <p>The motion carried with none opposed.</p> <ul style="list-style-type: none"> LPA Openings and Closings 11:10 <p>South Charlotte: Tasonia Singletary; Eden: Alice Parrish, Sister Charlotte: Alice Parrish, Southport: James Mills, Mt. Olive: Jonathan Sutton, Hampstead: Jessica Straugh, Elizabethtown: Pam & Linda Merritt, Greene County Brandon Jeffrey, Washington County: Anthony Rook, Clayton: Julio Rosa Jr.</p> <p>Marshall should be reopened in late February.</p> <p>Dare County currently has not been awarded to a contractor.</p> <ul style="list-style-type: none"> Kiosk Presentation by ITI <p>The presentation focused on the current state of the kiosks and the success that they are having in the current locations.</p> <ul style="list-style-type: none"> Presentation on LPA Compensation Study - Venktesh Pandey <p>The presentation focused on efficiency of customer service and reviewing potential compensation models that provide the support needed by the LPAs allowing a customer focused model without negative impact to compensation.</p>		11:08
		11:10
		11:12
NEW BUSINESS: LPA		11:34 a.m.
<p>Assumed Business name: LPAs are receiving assumed business name paperwork however it is an individual's name. LPAs are refusing them – people are doing that to get around certain rules and that the Secretary of State needs to be made aware of it. People with the ABN do not have to provide verifications.</p> <p>Change to MVR-1 on DMV website – conversation began by providing an example on the MVR-1 form. The fuel types are not readily relatable when identifying what electric diesel or electric gas is, however, the recommendation is to review the form and update it to a more usable form.</p>	<p>Elaine Neal</p> <p>Lindy Wease</p>	
ADJOURNMENT		11:47. a.m.
<ul style="list-style-type: none"> Motion to adjourn: Lindy Wease Second by: Elaine Neal None opposed. <p>The meeting was adjourned by Robin Cunningham</p>	Meeting Adjourned	

ACTION ITEMS		
1. Schedule a meeting to discuss new error reports	Robin Cunningham	TBD
2. Establish a subcommittee comprised of DMV Subject matter experts and LPAs interested in furthering the kiosk implementation.	Judy Schmidinger	Immediately
3. Determine conflict – speak to STARS IT to see if establishing a print queue for instant titles is a possibility and report back next meeting.	Judy Schmidinger	Feb meeting – Pushed to a later time
4. Identify guidelines for Assumed Business names for LPAs by next quarter	Director's Office	
5. Update MVR-1 to be more efficient – especially the fuel type	Director's Office	