



LPA Advisory Committee Meeting Minutes

MEETING DATE: Tuesday, June 17, 2025 @ 10:00 a.m.
OBJECTIVE Quarterly Meeting
LOCATION Microsoft Teams Meeting
FACILITATOR: Judith Schmidinger
SCRIBE: Tammy Rundle

Present: Members: Paul Tine, Loretta Hall, Wanda Johnson, Jeanette Council, Lt. Col L. Crissman, Charles Coburn, Srinivasarao Kandimalla, Michael Thomas, James Brittingham, Renee Silver, Telisha Hunter, Kyle Donahue, Pamela Merritt, Elaine Neal, Rebecca Smith, Lindy Wease

Present Others: Tammy Rundle, Jennifer Keel, Rena Henry, William Marsh, Jonathan Evans, Judy Schmidinger, Jamey Wilkinson, Luke Harris, Todd Morgan, Audrea Dale, Jonathan Chandler, Patrick Anding, Anita Rush, Lori Stephenson, Angela Queenland, Subrahmanyam Vasa, Michael Ware, Manasa Cooper, Manish Chourey, Walker Swain, Danielle Curran-Haberkorn, 919-622-4685,

AGENDA ITEMS		
AGENDA ITEM DESCRIPTION	PRESENTER	DURATION
ROLL CALL: Meeting called to order Roll Call taken by Judith Schmidinger, and quorum established.	Judith Schmidinger	10:02am

REVIEW AND APPROVAL OF MINUTES	Judith Schmidinger	10:04 a.m.
<p>Motion to approve the minutes with changes to the date and addition of the vote count.</p> <ul style="list-style-type: none"> • Kyle Donohue motioned to approve. • Lt. Col Crissman seconded the motion. • None opposed 		
Commissioner's Greeting	Comm. Paul Tine	10:08 a.m.
<p>Judith Schmidinger introduced Commissioner Paul Tine to the LPA Advisory Committee. He is the owner of Vision Insurance Agency at Kitty Hawk, previously served 2 terms in the NC House of Representatives, Co-chaired the Transportation Appropriations Committee, and served on the Joint Transportation Oversight Committee. He has also served on the Board of Trustees of Elizabeth City State University and has hit the ground running.</p> <p>Commissioner Tine thanked everyone for having him and appreciated the time to say hello. He spoke on the work that DMV is doing to support those frontline team members, enhance the customer experience, and he thanked the LPAs recognizing that they are critical to the organization, and he recognizes the value that the LPAs have and let everyone know that he is here if they need him and to help make things better as we move forward.</p>		
FOLLOW-UP ON ACTION ITEMS		10:11 a.m.
<ul style="list-style-type: none"> • Sub-committee for LPAs interested in kiosk implementation <ul style="list-style-type: none"> ○ This is currently on hold. Senate bill 257 would allow for digital registration and would remove the requirement for duplicate registrations and stickers. • Establishing a print queue for instant titles <ul style="list-style-type: none"> ○ We will be meeting on this in the next week or two. Vasa was going to look at the programming. The print queue for the instant titles was for the duplicate instant titles where the customer has to come back 16 days later. There was a request at the last meeting to have a print queue instead of the LPAs having to print the titles and hold them for the 16 days for the customer to return to pick up the title. <p>Vasa stated that they are working on this. They are planning to make the changes so that the titles can be printed on the 16th day.</p> • Change to MVR-1 <ul style="list-style-type: none"> ○ Division has reviewed the request and no changes were recommended – VIN intelligence will populate the correct field codes on the phone. • Error Reports <ul style="list-style-type: none"> ○ Division has been very busy with state audits and legislative bills – a meeting has not been scheduled to discuss what needs to be approved. • Assumed Business Names <ul style="list-style-type: none"> ○ Meetings were held – we still do not have set guidelines. Director 	Judy Schmidinger	

Keel stated that we needed to meet again with the group and need to look at various scenarios and ensure that we have covered all possible scenarios. A meeting will be scheduled in the next two weeks to discuss this further.		
NEW BUSINESS: DMV		10:16 a.m.
<ul style="list-style-type: none"> LPA Openings and Closings Canton: Tiffany Rhodarmer; Snow Hill: Myranda Jeffrey-July; Plymouth: Anthony Manley-Rook-July; Clayton: Julio Rosa Jr.-September; Kitty Hawk: Joshua Bass & Denise Hall- September; Havelock: John Parker – TBD; Wilson – now accepting applications -closes June 24, 2025. LPA Contract Expirations – 8-year contract with ability to extend for 2 additional years if contractor is in good standing with the Division. <ul style="list-style-type: none"> Press release 6 months before the expiration of current contract to allow for transition Durham 179 – Christopher Wilson; Roxboro – James Nelson; Spindale – in Background phase; Brunswick Co. – In selection process; Indian Trail – closes June 20, 2025; McDowell Co, Polk Co., and Watauga Co. – closes June 27, 2025. 	Judith Schmidinger	
<ul style="list-style-type: none"> Dealer work processing discussion <ul style="list-style-type: none"> Accountability auditors are in the field notating that the LPAs are not processing the dealer folders within the adequate time frame. Currently, the two-day rule is not in the SOP – and it should be added to the SOP. He is proposing this addition to the LPA SOP. Once the title documents are completed – would be to process/mark the folder as complete which would trigger the next phase which is the 5-day payout. Judith Schmidinger asked if there was any discussion: Rebecca Smith stated she trains staff to not close the folder until the payment is received – James Brittingham clarified that the folder is not being closed it is being marked as completed to start the 5-day payment window. Elaine stated that they have dealers that bring in work at the last minute to add to the folder. James Brittingham stated that work should not be added when the folder has been completed. Elaine stated that the dealers only want to pay with one check – and now she will have to tell them that it is not allowed. Lindy Wease would like to second what Elaine said – the small dealers do not want to write multiple checks, and it is not supportive of the small car sales business. James Brittingham stated that if the dealer brings the work prior to it being completed then that is fine. Lindy asked if it could be changed to allow a dealer to pay for two folders with one check. It was stated that this would be a fiscal decision. A grace 	James Brittingham	10:22 a.m.

<p>period was requested – however James Brittingham stated that there should not be a grace period because the rule was implemented 6 years ago.</p> <ul style="list-style-type: none"> ○ Kyle Donohue asked what the reasoning was for not just a flat five days. James responded that the accounts receivable track the processing in payment and there is a 5-day late report that comes out, however only captures the data once the folder has been marked completed. ○ Rebecca asked where the text is that states that this rule has been in place for 6 years, where is that language. James responded with the language was put out in a broadcast message and training that was put out by Marvin Shelton. The problem is that the five days do not start until the folder is marked completed – versus the opening of the folder – what is happening is that the offices are adding work and the folder is in a limitless time frame. James agreed to that summary. <ul style="list-style-type: none"> ● Presentation: Turnpike Authority Toll Pilot Project <ul style="list-style-type: none"> ○ 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. ○ Lindy asked multiple times to get information and would like to sign up. Angela Queensland responded that during the pilot program they were only working with three LPAs. However, she will share the information for everyone interested and will post her email in the chat for others. Judy stated that Angela could send the information to her, and she would share the information with all of the LPAs. Kyle would also be interested. Rebecca asked what the projected date that it will shift from a pilot program was. Angela is looking at putting together additional resources to assist with managing the program and being able to implement it. 	Manish Chourey & Angela Queensland	10:37 a.m.
NEW BUSINESS: LPA		10:52
<ul style="list-style-type: none"> ● Customer address change: <ul style="list-style-type: none"> ○ Tabled the discussion until the next meeting <p>Rebecca Smith asked the question whether the process to be followed during the LPA Advisory Meeting was the parliamentary process. Judge Marsh stated for the public meeting it was safe to state that Robert Rules of Order should be followed.</p>	Kyle Donohue	
ADJOURNMENT		10:55
<p>Motion to adjourn</p> <ul style="list-style-type: none"> ● Kyle Donohue motioned to adjourn. 	Judith Schmidinger	

ACTION ITEMS

1. Instant titles – Print queue to be established so that titles can be printed out on the 16 th day as opposed to being held in the LPA office.	In Process	
2. Schedule a meeting to discuss error reporting	In Process	Judith Schmidinger
3. Schedule a meeting to discuss Assumed Business Names	Two weeks	Judith Schmidinger
4. Send Dealer folder broadcast message and training to LPAs	Immediately	James Brittingham
5. Customer address change discussion	Next meeting	Kyle Donohue