



LPA Advisory Committee Meeting Minutes

MEETING DATE: Thursday, August 21, 2025 @ 10:00 a.m.
OBJECTIVE Quarterly Meeting
LOCATION Microsoft Teams Meeting
FACILITATOR: Robin Cunningham
SCRIBE: Tammy Rundle

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

Present Others: Angela Gailliard, Tammy Rundle, Jennifer Keel, Rena Henry, Jonathan Evans, Judy Schmidinger, Patrick Anding, Jamey Wilkinson, Luke Harris, Todd Morgan, Anita Rush, Audrea Dale, Jonathan Chandler, Laurie Cole, Stetson Thorpe, Yulia Gorelik, Kenyatta Davis, Daniel Elmore, 919-622-4685.

AGENDA ITEMS		
AGENDA ITEM DESCRIPTION	PRESENTER	DURATION
ROLL CALL: Meeting called to order Roll Call taken by Robin Cunningham, and quorum established.	Robin Cunningham	10:02 a.m.
REVIEW AND APPROVAL OF MINUTES Motion to approve the minutes with changes to the date and addition of the vote	Robin Cunningham	10:05 a.m.

count.		
<ul style="list-style-type: none"> • Kyle Donohue motioned to approve. • Charles Coburn seconded the motion. • None opposed 		
Commissioner's Greeting	Comm. Paul Tine	10:06 a.m.
<p>Commissioner Tine thanked everyone for the work that they do for the people of North Carolina and our businesses in North Carolina. He additionally introduced the new Chief Operating Officer (COO) Angela Gailliard. She is joining us from the Golden Leaf Foundation, MBA and engineering degree from Duke. We are looking forward to her bringing her process improvement mindset to the organization.</p> <p>Angela Gailliard is thrilled to be a part of the DMV organization. This is the second week on the job, however, is on vacation today, but I wanted to jump on the call as she is ramping up and getting up to speed. She looks forward to working with everyone.</p>		
FOLLOW-UP ON ACTION ITEMS		10:10 a.m.
<ul style="list-style-type: none"> • Establish print queue for Instant Titles at LPAs <ul style="list-style-type: none"> ○ In process: working through logistics to allow for printing to occur on the 16th day, due to the current legislation requiring duplicate titles to be held for 15 days. Completion date has not been determined as of current. • Schedule a Meeting to discuss error reports <ul style="list-style-type: none"> ○ Tabled to next meeting – no meetings have been scheduled as of current • Schedule a meeting to discuss assumed business names <ul style="list-style-type: none"> ○ Internal meetings are currently being held and procedures are being established to address this. An update will be available soon. • Send dealer folder Broadcast Message, and Training <ul style="list-style-type: none"> ○ This has been completed. 	Robin Cunningham	
NEW BUSINESS: DMV		10:14 a.m.

<ul style="list-style-type: none"> • LPA Openings and Closings Snow Hill: Myranda Jeffrey- opened July 14th; Plymouth: Anthony Manley-Rook- opened July 15th; Havelock will remain open – the LPA rescinded her retirement Clayton: Julio Rosa Jr.-October -progress ongoing; Kitty Hawk: Joshua Bass & Denise Hall- opens September 4th; Wilson – Harvey Godwin – opens October 7th. Robbinsville – application closes Sept 28th; Anson County -closes August 28, Rocky Mount – closed August 19th, Mt. Airy - Closed July 25th Contracts awarded: McDowell County – awarded to the county; Watauga – awarded to county; Brunswick – awarded to county; Polk County – awarded to county; Spindale – awarded to Sharon Causby; Indian Trail – awarded to Kimberly Love. • Expired Plate Turn In: <ul style="list-style-type: none"> ○ A CR has been written, and programmers are working on the project, with a projected implementation date of November 20255. There will be a new expired plate code that will allow LPAs the ability to turn in expired plates. 	Robin Cunningham	10:14
NEW BUSINESS: LPA		10:20 a.m.
<ul style="list-style-type: none"> • Changes to License & Theft – Lt. Col. Lloyd Crissman There will not be much of a difference in field operations as to what you have been used to receiving. Currently all supervisors and managers are going through training. During the period through January there may be challenges to get in contact with the officers. Some of the offices that were currently manned are being looked at and may be closed to consolidate locations. Office hours have changed due to personnel changes – a lot of personnel were lost when merging with State Highway Patrol. With that being said, there are troopers that are ready and waiting to transfer into investigative services. They will be fairly prepared to take on that role. There will be a little influx of new members around September through November. They are in different uniforms. Are there any questions? Lindy Wease commented that they have lost a lot of the officers in the Western part of the state – and it is taking two months to get an inspectors report completed. Is there a way to help customers – there have been some errors on the title caused by the other state – and the customers are getting frustrated at having to wait until the staff is built 	Rebecca Smith	

<p>back up. There is a way for LPAs to go into the system to update the inspections/ missing inspections, it is Crissman's recommendation to make contact with the Division or the Inspections Unit and provide the information.</p> <p>Lindy asked Robin if there is a way to correct these errors of incorrect VIN numbers being recorded on out of state titles. What is your suggestion? Director Keel suggested we take this offline and brainstorm about this. We will schedule a meeting and work on this. We will loop Highway Patrol into this as well. Judy stated to add this to the working group meeting and get it scheduled in the next two weeks.</p>		
ADJOURNMENT		10:36
<p>Motion to adjourn</p> <ul style="list-style-type: none"> Lt. Col Lloyd Crissman motioned to adjourn. 	Robin Cunningham	
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. Developing Procedures for Assumed Business Names	Two Weeks	Robin Cunningham
4. Add Out of State Title errors to Working Group Meeting	Two Weeks	Robin Cunningham
5. Expired Plate Turn-In	In Process	Telisha Hunter