



LPA Advisory Committee Meeting Minutes

MEETING DATE Wednesday, February 18, 2026 @ 1:00 p.m.

OBJECTIVE Quarterly Meeting

LOCATION Microsoft Teams Meeting

FACILITATOR Robin Cunningham

SCRIBE Tammy Rundle

Members Present: Wanda Johnson, Jeanette Council, Lt. Col L. Crissman, Charles Coburn, Michael Thomas, James Brittingham, Renee Silver, Telisha Hunter, Laurie Cole, Kyle Donahue, Pamela Merritt, Lindy Wease, James Trogdon III, Rebecca Smith, Elaine Neal (reported late was not present during voting).

Other Attendees: Angela Gailliard, William Lewis, Judy Schmidinger, Penny Ellington, Tammy Rundle, Megan Cratt, Rena Henry, Kathryne Hathcock, Jonathan Evans, Steven Wilson, Patrick Anding, Todd Morgan, John Brockwell, Anita Rush, Carl Pickney, Audrea Dale, Yulia Gorelik, Lori Stephenson, Subrahmanyam Vasa, Paul Dlouhy, William Hess

Members Absent: Srinivasarao Kandimalla

AGENDA ITEMS		
AGENDA ITEM DESCRIPTION	PRESENTER	TIME
ROLL CALL: Meeting called to order Roll call was taken and quorum established.	Robin Cunningham	1:01 p.m.
		1:06 p.m.
REVIEW AND APPROVAL OF MINUTES Kyle Donohue motioned to approve. Pam Merritt seconded the motion None opposed		1:09 p.m.
Commissioner's Greeting Robin Cunningham introduced Chief Operating Officer (COO) Angela Gailliard. She welcomed everyone and spoke about the Strategic Plan and asked if the LPAs had seen it. Stressed the desire to deliver excellent customer service which aligns with the strategic plan. Briefly discussed that DMV is	COO Angela Gailliard	1:02 p.m.

now a fast-moving organization, and is focused on modernization, and that we are in the process of selecting a vendor for the system modernization effort.

FOLLOW-UP ON ACTION ITEMS

Assumed Business Names

- Recommendation is to move forward with the individual with the assumed business name. Currently there are potential issues with a corporation having an assumed business name. The individual assumed business name recommendations will be sent out to the board for review. The dealer associations will be meeting with the Secretary of State to discuss corporations. A meeting will be scheduled with the LPA working group to discuss the directive for the individual assumed business and obtain additional feedback. The information will be provided within the next few days for review.

SOP Change – Vote on Modification

- Section 37 – Incentive for top performance. Was presented for 30-day comment from October 8 – November 8. We received a few comments which were discussed. The change that was proposed was to remove the extension of the LPA contract as part of the incentive due to it not being supported by the General Statute. Modify the effective date to 03/2026. The two-year extension as an incentive will be removed.
- Vote carried unanimously
- Effective date for the change is 3/1/2026

NEW BUSINESS – DMV

LPA Updates

- Openings
Durham #176 – moved and reopened on November 24, 2025
Rocky Mount – Harvey Godwin Jr – will be opened March 17, 2026
Harrisburg – Ellie Grubbs – currently working on location and opening date
- Contract Finalized
Mocksville – Dylan Brooks; Morehead City – Sandra Cannon; Monroe – Crystal Jordan; Troy – Trey Lincoln; Maysville – Town of Maysville, Farmville – Town of Farmville
- Seeking Applications
Newland due March 13; Kernersville due March 3; Yadkin County due March 3.
- Interviews Complete/Background/Under Review
Rockingham; Waynesville; Concord; Wallace
- LPA Sell Business under HB 199

Judy Schmidinger

Robin Cunningham

1:11 p.m.

1:26

Lenoir sold to Lori Patton, Morganton LPA, Inc transfer scheduled – March 2026; Hope Mills sold to James Trogdon III, Motor Vehicle Services of Hope Mills, LLC transfer scheduled – June 2026; Wake Forest sold to Joseph Palumbo – Dealer Services Network, LLC – transfer date - TBD Scan at Site Project • The documents would be scanned at the location and digitally transmitted to Headquarters. The proof of concept was completed last year and will now be piloted at the four state offices – in an effort to eliminate mail time. The project team will evaluate the process at the four offices. Looking for two volunteer LPAs to pilot the project also. No determined end date as of current. Pame, Rebbecca, and Lindy volunteered their LPAs for the pilot. There is limited number of LPA offices being chosen due to hardware availability. Instant Title Offices • Expand to additional LPAs the ability to offer the instant title services. Being rolled out in waves across each district. First wave has 10 offices. Space needed is minimal, it would be the addition of 1 printer dedicated to the service. NEW BUSINESS – LPA Request for Training on Fraudulent Titles • LPAs would like training on how to determine if a title is fraudulent. SHP has a division looking into the titles, issues that are somewhat obvious, they are requesting an understanding to assist with LPAs spotting fraudulent documents. Robin Cunningham stated that she had a brief discussion with Officer Crissman regarding this topic. Officer Crissman stated that they do not concentrate on this, they bring together all types of documents and identify the issues. They can provide a training course, however they would need a little time to create it, for the LPAs. Paul from Training & Development stated that they are working with information from AAMVA and would like to work with SHP to develop training. They will need to look at the best avenue for pushing the training out, possibly through LMS. Suggestion was made by providing a written description of the look and feel components of fraudulent titles. Use of MVR-2's by out-of-state dealers • In title manual page 109 – an out of state dealer can use our MVR-2's to reassign a vehicle. The out-of-state dealer should be using their state's dealer reassignment form. They are currently required to use the form the way the form is written, which includes notarization. It is too convenient for dealers to use and they are not authorized NC dealers and are having to accept the dealer's work without verification fo the	Rebecca Smith/ Kyle Donohue	1:37 p.m.
--	------------------------------------	------------------

dealer. Officer Crissman has seen clerical errors that have become a problem, however, has no opinion on the use. Vehicle Services will discuss internally, and then Robin will add this to the working group meeting topics.

Access to Inspector's Reports

- Frustration for customers for getting inspectors reports is extremely high and due to length of time to get this completed. The LPAs would like to clear out-of-state inspections. Can they get a copy or access a copy of it, as being on the front line is a big problem for customers. Jonathan Evans from the Attorney General's office (AG) stated that the reports could include information that cannot be disclosed. Crissman stated that they are currently understaffed, which is causing the delay in the responses. Regarding the exemption question there was a discrepancy between the two websites (DMV & SHP). On the SHP website it states please allow up to 5 days. Division is working to align these. SHP would have to limit access to the database, and so they would have to look into what can be accomplished if at all. Officer Crissman has stated that if a customer has received two exemptions, they will be denied the third exemption, which brings them into compliance with the federal law. Jonathan mentioned that the AG's office can work with DMV regarding disclosure of certain information.

Access to NMVTIS

- The LPAs wanted to have access to NMVTIS due to hold codes being placed on titles. Judy Schmidinger mentioned that we would have to look into LPAs having access due to some constraints with NMVTIS requirements.
- Hold Codes – there is a known issue that the IT team is currently working on a fix, and currently DMV is running nightly batches to identify the flagged vehicles and verifying them so that they can be released for print. Kyle Donohue mentioned that on one of the blocks, users are able to force their way through the error, and he wanted to have more information on the change. VT04 screen – title mismatch, press PF3 to correct, when we get the flag, we have to call STARS – is this what is being addressed, it will allow the LPAs to refuse it or call the help desk. The LPAs want to know how to process the work and not have to call the help desk. This is causing significant delays. Penny Ellington will follow up with the LPAs to identify a better process.

ADJOURNEMENT

Telisha Hunter motioned to adjourn.

Robin Cunningham

2:34 p.m.

ACTION ITEMS

Assumed Business Name information to be emailed and meeting scheduled

Robin Cunningham

Develop Training for LPAs on Fraudulent title identification

Officer Crissman SHP
/Paul Dloughy

Discuss MVR-2 usage by out-of-state dealers at working group meeting

Robin Cunningham

AG's office to work with DMV to identify what can be done to assist with providing limited inspector report information to LPAs

Officer Crissman SHP

Look into NMVTIS Hold code resolutions for LPAs to reduce customer time

Penny Ellington