



LPA Advisory Committee Meeting Minutes

MEETING DATE Wednesday, June 17, 2026 @ 1:00 p.m.

OBJECTIVE Quarterly Meeting

LOCATION Microsoft Teams Meeting

FACILITATOR Robin Cunningham

SCRIBE Megan Cratt

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

Other Attendees: Angela Gailliard, Jennifer Keel, Judy Schmidinger, Penny Ellington, Megan Cratt, William Lewis, Tonya Horton, Rena Henry, Jonathan Evans, Jamey Wilkinson, Luke Harris, John Brockwell, Subrahmanyam Vasa, Yulia Gorelik, Audrea Dale, Lori Stephenson, Daria Dale

Members Absent: Jeanette Council

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.
		1:03 p.m.
REVIEW AND APPROVAL OF MINUTES Robin Cunningham motioned to approve. Kyle Donohue seconded the motion None opposed		1:06 p.m.
FOLLOW-UP ON ACTION ITEMS MVR-2 Usage by Out-of-State Dealers Issue has been reviewed and recommendation is to move forward with creating a new process with defining and writing rules to prohibit the use of the MVR-2 without notarization being fixed from the state it originated. This will be discussed in the next working group meeting		1:07 p.m.

and then get approved by Director Keel. Following with a broadcast to explain those rules and how it will be used in the future.		
NMVTIS Hold Code Issues In March we switch to real-time NMVTIS to happen automatically in the system; we are starting a re-drive process to work on the older titles within the system; instructions for working with the instant titles within NMVTIS will be provided once they are complete – in the meantime any instant titles being complete send an email to the service account with the subject – print title for top priority release.	Penny Ellington	
Develop Training for Fraudulent Titles Paul Dlouhy and Officer Crissman are working on this project, in the process of developing training and will continue to keep LPAs updated.	Paul Dlouhy & Lt. Crissman	
Vote on Proposed SOP Changes - Section 37 – Incentive for top performance. Was presented for 30-day comment from May 12 – June 12, 2026, to switch from yearly bonuses to quarterly bonuses. Proposing changes will make it more competitive by dividing the LPAs into top 5 percentile groups and give quarterly cash bonuses. - Vote carried unanimously with one abstaining - Effective date for the change is 07/01/2026	Robin Cunningham	
NEW BUSINESS – DMV LPA Updates - Openings - Rocky Mount #19 – Harvey Godwin Jr –March 17, 2026 - Lenoir #73 – Lori Patton – April 2, 2026 - Hope Mills #91 – Jim Trogon – June 1, 2026 - Opening Soon - Harrisburg #67 – Ellie Grubbs – TBD - Havelock #113 – Anthony Manley-Rook – June 22, 2026 - Retirements/New Contractors - Kinston – Gairy Canady – New Contractor - September 14, 2026 - Aberdeen – Harvey Godwin – New Contractor – October 14, 2026 - Contract Finalized - Rockingham – Tammy Bass, Waynesville – Melissa Gladden, Concord – Robin Matthews, Wallace – Jessica Straughn, Yadkin County – Yadkin County Government, Kernersville – John Albert - Seeking Applications - Winston Salem and Lenoir due June 29, 2026.	Robin Cunningham	1:20

- Interviews Complete/Background/Under Review
Sanford and Greensboro
- LPA Sell Business under HB 199
Wake Forest sold to Joseph Palumbo – Dealer Services Network, LLC
– transfer date – August 24, 2026

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.

MVR-621 Waiver of Fees

- This affidavit is used to establish the reason for a lapse in motor vehicle registration under N.C.G.S 20-88.03(a1), which may cause a gap in taxation when registration expires or lapses and is subsequently renewed. Changing the expiration date can only be done when the individual has been in the military and the vehicle has been stored – this is to be used at the time of renewal with a cover sheet provided – a broadcast message will be provided as we plan to implement at the end of July 2026

NEW BUSINESS – LPA

Renewal Notice Issues

- We are aware that customers are not receiving renewals, this is a Xerox issue – LPAs are to email Penny Ellington, Tammy Rundle, and Robin Cunningham the details (name, plate & VIN) for any customer that state they did not receive their renewals. STARS is not allowing inspection information to be input into the system and causing delays in renewals. For 10-day plate issuances can we add a date of operation line to STARS so that it maintains the current renewal date and doesn't restart the 12-month time frame.

Google Reviews

- Google reviews are being monitored to weed out the negative comments that are irrelevant versus those that continue to occur for the same LPA, those with consistent negative reviews for the same thing or have low ratings will be under review for an underlying cause. Reviews are not used to remove points but to bring about training and suggestions on ways to improve any repetitive negativity that is reviewed.

ADJOURNMENT

Lt. Crissman motioned to adjourn.

Robin Cunningham

Telisha Hunter

Rebecca Smith/ Kyle
Donohue

2:11 p.m.

Robin Cunningham

2:30 p.m.

ACTION ITEMS		
Expanding Instant Title Services	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	
MVR-621 Waiver of Fees – plan to implement 07/01/2026	Telisha Hunter	
Look into NMVTIS Hold code resolutions for LPAs to reduce customer time	Penny Ellington	