



LPA Advisory Committee Meeting Minutes

MEETING DATE: Wednesday, November 19, 2025 @ 1:00 p.m.

OBJECTIVE Quarterly Meeting

LOCATION Microsoft Teams Meeting

FACILITATOR: Robin Cunningham

SCRIBE: Tammy Rundle

Present: Members: Paul Tine, Wanda Johnson, Jeanette Council, 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, Linda Jordan, Rebecca Smith

Present Others: Tammy Rundle, Angela Gailliard, Rena Henry, Kathyne Hathcock, Judy Schmidinger, Luke Harris, Todd Morgan, John Brockwell, Leigh Jackson, Anita Rush, Carl Pickney, Audrea Dale, Yulia Gorelik, Lori Stephenson, Daniel Elmore, Dennis Hughes, Jamie Ellis, Srinivas Vasireddy, Tina Stone, Travis Isaacs

AGENDA ITEMS		
AGENDA ITEM DESCRIPTION	PRESENTER	DURATION
ROLL CALL: Meeting called to order	Robin Cunningham	1:01 p.m.
Roll Call taken by Robin Cunningham, and quorum established.		1:06 p.m.
REVIEW AND APPROVAL OF MINUTES	Robin Cunningham	1:10 p.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"> • Robin Cunningham motioned to approve. • Lindy Wease seconded the motion. • None opposed 		
<p>Commissioner's Greeting</p>	<p>COO Angela Gailliard</p>	<p>1:03 p.m.</p>
<p>Robin Cunningham introduced Chief Operating Officer (COO) Angela Gailliard. She welcomed everyone and spoke about the season of great and significant change. It has been seen in leadership, and it will soon be seen in operations of the organization. She highlighted the focus on process improvement and the new strategic plan that would be rolled out in a couple of weeks. She is very excited about the work that has been happening prior to her coming on board and since she has been here.</p> <p>COO Gailliard is excited about the work that we all will be doing together over the coming weeks, months, and years. She thanked everyone for everything that they do and in their dealings with the public.</p>		
<p>FOLLOW-UP ON ACTION ITEMS</p>		<p>10:11 a.m.</p>
<ul style="list-style-type: none"> • Establishing a print queue for instant titles <ul style="list-style-type: none"> The print queue for the instant titles is completed and implemented on October 1st. • Error Reports <ul style="list-style-type: none"> ○ There has been some great feedback on how the report would be most useful, such as the ability to quickly access the errors for the specific branch. Additionally, there are conversations on how the error calculations should be determined to prevent skewing the data or allowing a misrepresentation of the error percentages that LPAs are charged with. We will be sending the information out as soon as the approach has been finalized. • Assumed Business Names <ul style="list-style-type: none"> ○ We are having ongoing meetings concerning the assumed business names. We have already received the input from the LPAs and are currently in the process of scheduling a meeting with the dealer association. The goal is to have this topic addressed and information provided to you by the end of the year. The LPAs have a concern with confirming the assumed business names, however it was stated that the rules that DMV will be putting in place should address any concerns that the LPAs are currently facing. • Expired Plate Turn-Ins <ul style="list-style-type: none"> ○ The code that will be used for the expired plate turn-ins will be PE21, and this will generate an FS21. Additional testing is being conducted due to the extensive quantity of tables that need to be touched to ensure the records are properly updated. The release is scheduled for Dec. 5 	<p>Telisha Hunter</p> <p>Robin Cunningham</p>	

<p>instructions would be provided. Lindy mentioned that we should take into consideration allowing others to also sign this form as they allow for plate turn-ins. Another concern posed was issuance of 10-day tags, the system automatically issues a plate when the customer comes back in and there is no allowance to change the date. Travis stated this situation would have to be reviewed.</p>		
<p>NEW BUSINESS: LPA</p>		<p>2:02 p.m.</p>
<ul style="list-style-type: none"> • Updates on changes to SHP Inspections & Portal Crissman provided an update on the transition from L&T to SHP. They are currently at a reduced staff capacity and are working through all of the requests for inspections that are coming in. He stated that duplicating the same report is adding to the back log and slowing the process. They have gotten a fax line up and functioning and have requested that all agents only fax in requests once. It was requested that a new QR code be created that could be posted in LPA offices. DMV still currently hosts the domain for the inspections however it will be updated. • Treasury No Longer Minting Pennies DMV already rounds to the nearest nickel; however, the taxes are not rounded to the nearest nickel. Customers will have to provide exact change or use credit cards for payments. If they pay cash, then we would need to explain to the customer that we have to round up or down to the nearest nickel. DMV would need to send a broadcast message out • Discuss Instant Titles for Previously Branded Antiques Unable to issue instant titles on antique vehicles. Help desk stated that in their procedures that LPAs cannot issue an instant title for antique vehicles. Appears to be DMV issue that will need to be corrected in the guidelines. Instant Titles should be allowed for non-branded vehicles. • Online Dealers Dealers have the option to bring their work into an LPA or scan the work into the agency. Robin confirmed that this was not a DMV mandated requirement; however, if the dealer has signed up and is contracted with us, they are required to use the system and scan the work to us. James added that during audits of online dealers, they have to look at issuance and inactivity, however there was never mandated a specific number. • Update – LPAs Collecting Toll Stops The Turnpike Authority will be reaching out when they are at the point of adding additional LPAs for this project. • ONC Brand for Modified Utility Vehicles Registering of side by sides – they bring in certificate of origins for new ones and the field for ONC is not open on the second page when you are doing the make, model, etc. They would like the field open since 	<p>Rebecca Smith & Kyle Donohue</p>	

<p>the side by side is changing hands and they only have the MCO. They do not have the seller authentication of mileage. It is occurring in both re-assignments that there is an issue. They need the ability to ONC the mileage when the dealer is not available or customer. The customer is signing off on the 59, and they should be able to provide the odometer. The ability is not open to ONC it. Robin stated we will get with programming to see what can be done as it relates to the side-by-sides.</p> <ul style="list-style-type: none"> • Other They are having NMVTIS codes today. Daniel reported that this has bene resolved as of this morning. Elaine brought up that they are receiving bogus titles. They are on real paper, however the numbers are not correct, misspelled names, etc. Titles have been sent to the helpdesk. Robin advised that they reach out to the helpdesk and provide the documents. Will follow up on this discussion. 		
ADJOURNMENT		2:58 p.m.
<p>Motion to adjourn</p> <ul style="list-style-type: none"> • Kyle Donohue 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.	Completed	
2. Schedule a meeting to discuss error reporting	In Process	
3. Schedule a meeting to discuss Assumed Business Names with Dealers Association	Two weeks	Robin Cunningham
4. Send Dealer folder broadcast message and training to LPAs	Immediately	
5. Customer address change discussion	Next meeting	