



# 2022

ANNUAL REPORT

# Table of Contents

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Command Staff.....	1
License and Theft Bureau Districts Map .....	2
Mission Statement .....	3
Hiring Process.....	4
Training and Development Unit.....	5
Basic Inspector Academy .....	6
Notice and Storage Unit.....	8
Dealer Unit.....	9
Inspections Unit.....	10
ID Fraud Lab .....	11
Vehicle Examination Unit .....	12
Internal Affairs.....	13
Grievance Accounts .....	14
Field Operations	
Statewide Arrest Activity.....	15
Statewide Theft Recovery.....	15
Traffic Stop Reporting .....	16
Use of Force Analysis .....	17
Pursuit Driving Analysis.....	17
Community Enrichment.....	18
Honoring our Fallen Officers .....	20



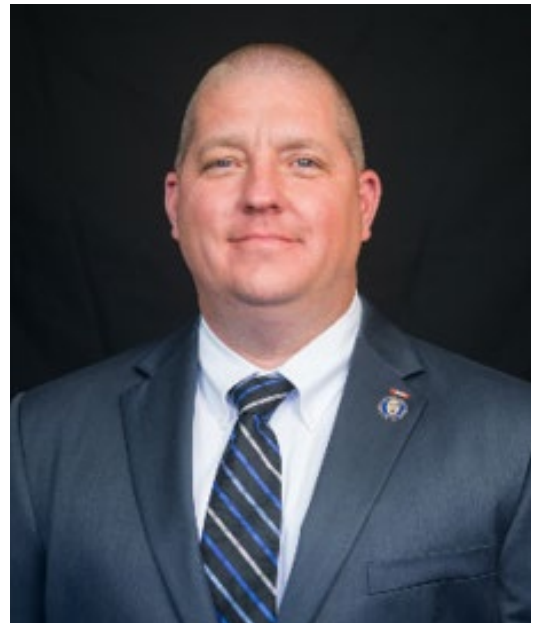
**Michael Oates**

Director/Colonel



**Robert Sawyer**

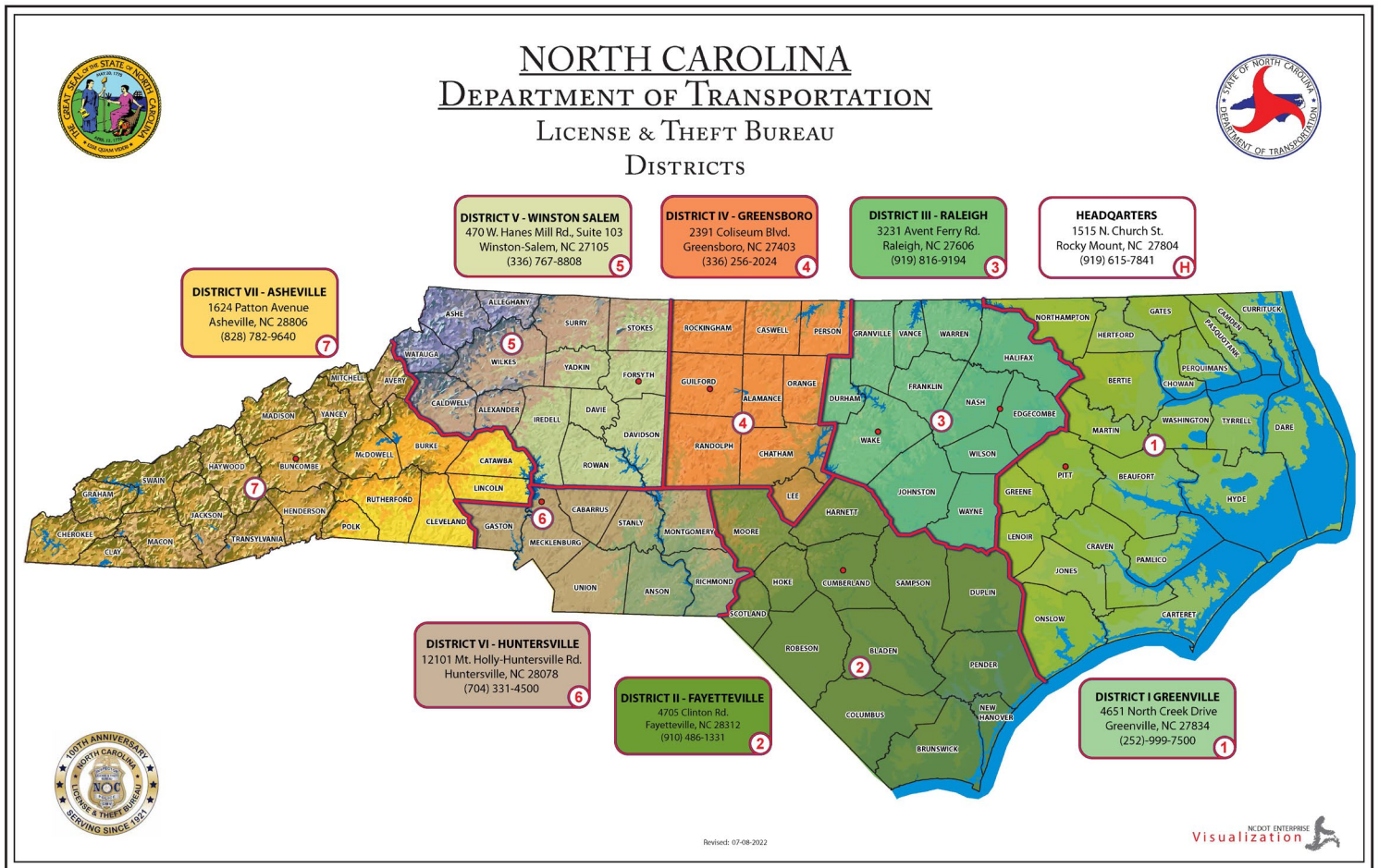
Program Services Major



**James Loyd  
Crissman**

Field Operations Major

# License and Theft Bureau Districts



## Headquarters

1515 N. Church Street  
 Rocky Mount, NC, 27804  
 919-615-7841

## District I – Greenville

4651 North Creek Drive  
 Greenville, NC, 27834  
 252-999-7500

## District II – Fayetteville

4705 Clinton Road  
 Fayetteville, NC, 28312  
 910-486-1331

## District III – Raleigh

3231 Avent Ferry Road  
 Raleigh, NC, 27606  
 984-920-8450

## District IV – Greensboro

2391 Coliseum Boulevard  
 Greensboro, NC, 27403  
 732-222-6000

## District V – Winston-Salem

470 W. Hanes Mill Road, Suite 103  
 Winston-Salem, NC, 27105  
 336-767-8808

## District VI – Huntersville

12101 Mt. Holly-Huntersville Road  
 Huntersville, NC, 28078  
 704-331-4500

## District VII – Asheville

1624 Patton Avenue  
 Asheville, NC, 28806  
 828-782-9640



## Mission Statement

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The mission of the N.C. Division of Motor Vehicles (NCDMV) License & Theft Bureau is to enforce all State and Federal laws which regulate motor vehicle operations, sales, inspection maintenance, auto theft, and conduct investigations that prevent fraud, impositions, and other abuses upon the citizens of North Carolina.

## Courtesy

The Bureau believes in the fair and equal treatment of each individual as we carry out the daily responsibilities of the Bureau. We make every effort to treat people with respect, dignity and courtesy.

## Service

We want our Law Enforcement and Civilian employees to understand and deploy what makes for an excellent customer service experience. The Bureau strives to create and maintain an environment that supports open communication, ensure consistent application of policy and procedure, and builds enduring relationships with our internal and external customers.

## Protection

The Bureau is dedicated to safeguarding the lives and property of the people we serve, to reduce the incidence of and fear of crime, and to enhance public safety while working with the diverse communities to improve their quality of life. Our mission is to do so with honor and integrity, while at all times conducting ourselves with the highest ethical standards to maintain public confidence.



# Hiring Process

Each year, the License and Theft Bureau works to hire the best recruits to become specialized inspectors. Many apply but only a handful make it through the hiring process. The hiring process includes referred candidates going through the pre-employment testing, a panel interview, polygraph screening, thorough background check and a medical and psychological evaluation. Recruitment officers attend numerous events throughout the year to locate the most diverse and qualified applicants.

## 2022 Recruitment

APPLICATIONS RECEIVED	APPLICANTS HIRED
1,129	37

## Pre-Employment Testing\*

	ADMINISTERED 2022	PASSED 2022
Standard (POST)** Tests	19	13

*\*\*The National Police Officer Selection Test (POST) is an entry-level basic skills test that aids law enforcement agencies in selecting the most qualified applicants by ensuring the candidates possess the basic cognitive skills necessary to successfully perform the job.*

## Polygraphs Conducted

PRE-EMPLOYMENT
8



Colonel Michael Oates and family at his Swearing In Ceremony May 18, 2022.

# Training and Development Unit

The Training and Development Unit is the liaison and training facilitation division for all sworn Bureau members across the state. The Training and Development Unit assists in several aspects of the hiring and application screening process to include recruiting efforts, written and physical assessment testing, interview panel screening, polygraph scheduling, and new hire orientation for all newly hired sworn employees. The Training and Development Unit is responsible for the creation, development, and scheduling of all Basic Inspector Academy's for all new sworn hires joining the Bureau. As a part of the agency's mission for continual and ongoing training endeavors, the Training and Development Unit is also responsible for the development of Mandatory In-Service Training for sworn personnel and Professional Development Training of its members hosted throughout various locations across the state.

## 2022 Mandatory In-Service Training for Sworn Officers

Bloodborne Pathogens

Communicating Skills with Persons  
in Crisis De-escalation Techniques

Creating a Safety Net

Domestic Violence: Psychology of  
Whether to Stay or Go

Ethics: Preempting Misconduct  
and Increasing Integrity

Hazardous Materials

Incorporating a Co-Response:  
Partnering with Community Professionals

Legal Update

Practicing Proactive Wellness

Subversive Groups: Maneuvering  
Encounters with Fringe Groups

## 2022 Mandatory Training for Sworn and Civilian Members

What's the Difference Between  
Bias and Instincts?

What Does Bias Look Like?

Update on COVID-19 & Face Covering  
Requirements (January 2022)

Cyber Security: Cybersecurity Toolkit

DMV Rocky Mount HQ Parking Guidance

Employment Interviewing: Before the Interview

Employment Interviewing: During the Interview

Employment Interviewing: After the Interview

Why Is It Hard To Talk About Bias?

2021-22 Legislative Updates – DMV LT

What is Unconscious Bias?

Cyber Security: Remote Work: Cyber and Physical  
Security

NCDMV Failure to Pay Settlement

The Science of Bias

How Does Bias Feel?

NCDMV Found Property Guide

Cyber Security: Phishing Foundations

What Types of Bias Exist?

National Incident-Based Reporting System

Key Triggers to Search for Unconscious Bias

Cyber Security: Creating Strong Passwords-Security  
Awareness Training

NCDOT Conflict Resolution

How Do I Identify my Biases?

Unconscious Bias Program

Title VI Basic Training

Cyber Security: Mobile Device Security 2022

NCDOT EEO and You!

Understanding Diversity in the Workplace

Cyber Security: Corporate Email Tips with Quiz

# 28th Basic Inspector Academy

Graduates of the 28th Basic Inspector Class underwent an intensive, eight-week course, held at DMV Headquarters in Rocky Mount, and joined the ranks of the N.C Division of Motor Vehicles' License and Theft Bureau on April 1, 2022.



*Pictured, from left to right, top to bottom row: Deputy Commissioner Scott Parker, Commissioner Wayne Goodwin, Lieutenant Colonel Brad Brantley, Lieutenant Brandon Potter, Director Timothy Hayworth, Lieutenant Colonel James Moore; (Inspectors) Brooks Yandle, Anthony Pensabene, Brandon Melvin, Tyler Johnson, Allen Hopkins, Tina Dunn, Landen Byrd and Justin Britt. Training Instructors Senior Inspector Matthew Wingo and Roger Hatfield.*





*Pictured: Inspector Brandon Melvin, of the 28th Basic Academy, giving a speech at NCDMV Headquarters in Rocky Mount.*

# Notice and Storage Unit

The Notice and Storage Unit handles unclaimed, abandoned and seized vehicle files, as well as processes required by General Statutes § 20-77(d) and § 44A. The unit also manages DWI and failure to elude seizures, along with Sheriff's Office writ of execution orders.

REPORT TYPE	2022
Unclaimed Vehicle Reports	78,080
DWI Seized Vehicle Reports Processed	3,898
Notices of Intent to Sell Reports Processed	32,165
20-Day Sale Notices Processed	1,420
Notices of Motor Vehicle Sales Processed	2,312







## Dealer Unit

The Dealer Unit serves a vital role in the regulation and oversight of motor vehicle dealerships and related entities across the state. Central to their responsibilities is the processing of various licenses mandated by General Statute § 20-287(a) and 20-288. This involves the thorough review and processing of license applications to ensure compliance with regulatory requirements outlined in state statutes. These licenses include those for motor vehicle dealers, motor vehicle sales representatives, manufacturers, factory branches, factory representatives, distributors, distributor branches, and distributor representatives.

Additionally, the Dealer Unit collaborates closely with the Special Programs/Confidential Unit, which holds a pivotal role in augmenting law enforcement capabilities. This unit oversees the issuance of confidential and fictitious license plates and driver licenses to all law enforcement agencies in North Carolina. These specialized credentials play a crucial role in supporting undercover operations, surveillance activities, and other law enforcement endeavors aimed at bolstering public safety and security on the state's roadways.

REPORT TYPE	2022*
Dealer License Renewals	2,956
Sales Representative License Renewals	14,127
Dealer Plate Renewals	30,198
New Dealers	225
Dealers Placed Out of Business	137
Active Dealer Licenses (All Types)	7,141
Active Dealer Sales Representatives (All Types)	33,019

*\*The Dealer Unit was moved under the License and Theft Bureau in 2022, resulting in, roughly, half a year of reporting for the Unit.*

# Inspections Unit

The Inspections Unit is tasked with the daily operation of the inspection program and handles licensing and evaluation of inspection stations and personnel. The Inspections Unit helps Bureau personnel, other division units, inspection stakeholders, and North Carolina citizens who are having problems with motor vehicle inspection procedures. In addition, this Unit is responsible for reviewing and notifying inspection stations, technicians and inspection customers when a penalty has been alleged against them due to a violation of criminal or civil law.

INSPECTION FIGURES		2022
Safety Stations Placed In Business		131
Safety Stations Placed Out of Business		87
Emissions Stations Placed In Business		276
Emissions Stations Placed Out of Business		283
Phone Call Inquiries		55,577
INSPECTION STATIONS FIGURES		
Inspection Stations Statewide		4,963
Safety Inspection Stations		2,007
Emissions Inspection Stations		2,956
Inspection Station Technicians		10,182







# ID Fraud Unit

The ID Fraud Unit supports federal, state and local law enforcement agencies in the forensic examination of state-issued documents and with the identification of unknown criminal suspects using the Division’s Facial Recognition System. The Unit also manages stolen vehicle files with the Division system by assisting Inspectors along with federal, state and local law enforcement agencies with recoveries and changes associated with the vehicle records.

DRIVER LICENSE/ID CARD FRAUD	2022
Driver License Cases Screened	262,129
Driver License Cases Reviewed	8,055
Driver License Cases Closed	1,519
Background Checks	1,001
Indemnity Bonds	5,314
ID Lab Recognition Requests	2,312
Phone Call Inquires	9,623
Recovery Reports Received	29,852



# Vehicle Examination Unit

The Vehicle Examination Unit, a subunit of the ID Fraud Unit, supports field inspectors with the proper identification and classification of motor vehicles that are manufactured in 1980 or older, which have not been previously registered in the state of North Carolina. This also includes vehicles that are specially constructed. The process ensures for the correct classification, either antique or custom built, of a vehicle while protecting North Carolina consumers against misrepresented vehicles entering the state. This procedure also provides a second level of detecting stolen vehicles and essential parts.

VEHICLE EXAMINATION UNIT / THEFT SECTION		2022
Contact Us Completed		732
Antique and Customs Completed		8,539
Stolen Vehicle Reports Received		44,230
Recovery Reports Received		30,297



# Internal Affairs

The Internal Affairs Unit ensures that the License and Theft Bureau exemplifies the highest level of integrity and competence by responding appropriately to complaints from employees and the general public, encompassing all one hundred counties within the State of North Carolina. As such, Internal Affairs contacts and interviews complainants, witnesses, and accused members to determine the facts of the case and conduct thorough investigations. Substandard conduct and performance of duty will occasionally occur and the corrective action to restore and maintain high standards must be promptly taken; thus, it is vital that members of the License and Theft Bureau be fully aware of corrective measures and penalties for misconduct and the procedures for enforcing them. Failure to follow policy consists of any violation of Administrative Rules, Directives, or Policies and Procedures committed by a License and Theft Bureau employee.

In 2022, there were three Internal Affairs Investigations, initiated by Driver Services and Vehicle Services, respectively, that were closed. There were no polygraphs completed for Internal Affairs in 2022. The COVID-19 pandemic and the resulting increase in teleworking, due to the pandemic, contributing to a decrease of overall number of Internal Affairs cases.



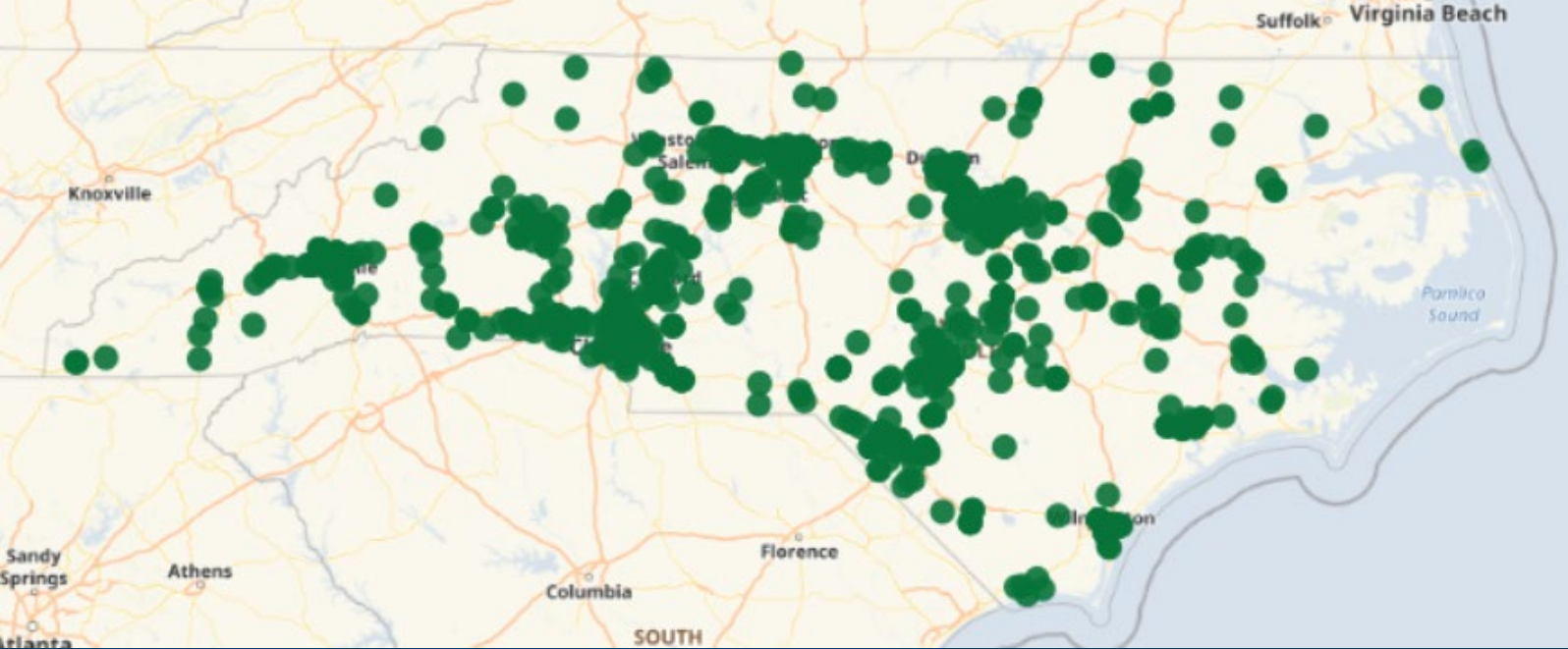
# Grievance Accounts

The License and Theft Bureau is an equal opportunity employer and offers its employees options to grieve disciplinary and personnel actions that arise out of or due to employment issues as outlined under N.C.G.S. § 126-34. Grievances filed through the NCDOT Office of State Human Resources are reviewed and a decision is made by the Office of Employee Relations and the Secretary of Transportation.

DISCIPLINARY ACTIONS	2022
Denial of Promotion	0
Disciplinary Action	0
Demotion (Non-disciplinary)	0
Transfer/ Mileage	0
Denial of Transfer	0
Job Performance	0
Discrimination	0
Alternate Pay Dispute	0
Retaliation	0

LOCATION OF FILING	2022
NCDOT Office of Employee Relations	0
Office of Administrative Hearings	0
Federal Court	0





# Field Operations:

## Statewide Arrest Activity

DISTRICTS	INFRACTIONS	MISDEMEANOR	FELONY	TOTAL ARREST ACTIVITY
I	14	21	156	191
II	73	40	182	295
III	66	31	92	189
IV	39	84	171	294
V	41	62	212	315
VI	164	73	875	1,112
VII	195	47	163	405
<b>Total</b>	<b>592</b>	<b>358</b>	<b>1,851</b>	<b>2,801</b>

SUPPLEMENTAL ARREST ACTIVITY	2022
Investigations Cleared as Unfounded	445
Investigations Cleared as Prosecution Declined	159
Investigations Cleared as Refuse to Cooperate	34
Investigations Cleared by Arrest	601
Investigations Cleared by another Agency	337
Investigations Cleared by Death of the Offender	2
Investigations Cleared by Leads Exhausted	451
<b>Total Number of Investigations Cleared</b>	<b>2,029</b>

DISTRICTS	VEHICLES RECOVERED	RECOVERY AMOUNT
I	94	\$475,988
II	228	\$2,624,781
III	236	\$2,496,085
IV	162	\$1,579,241
V	139	\$1,229,578
VI	364	\$4,911,109
VII	459	\$1,845,511
<b>Total</b>	<b>1,702</b>	<b>\$15,336,088</b>

# Field Operations:

## Traffic Stop Reporting 2022

ACTION	WHITE	BLACK	NATIVE AMERICAN	ASIAN	OTHER	TOTAL BY RACE	HISPANIC	NON-HISPANIC	TOTAL BY ETHNICITY
FEMALES									
Citation Issued	52	39	2	0	15	108	13	95	108
No Action Taken	2	1	0	0	0	3	0	3	3
On-view Arrest	0	0	0	0	0	0	0	0	0
Verbal Warning	85	30	2	1	8	126	8	118	126
Written Warning	5	2	0	0	1	8	1	7	8
MALES									
Citation Issued	109	49	1	2	49	210	41	169	210
No Action Taken	8	3	0	0	0	11	0	11	11
On-view Arrest	1	2	0	0	0	3	0	3	3
Verbal Warning	121	37	0	2	26	186	20	166	186
Written Warning	9	1	0	0	2	12	1	11	12
<b>FEMALE TOTAL</b>	<b>144</b>	<b>72</b>	<b>4</b>	<b>1</b>	<b>24</b>	<b>245</b>	<b>22</b>	<b>223</b>	<b>245</b>
<b>MALE TOTAL</b>	<b>248</b>	<b>92</b>	<b>1</b>	<b>4</b>	<b>77</b>	<b>422</b>	<b>62</b>	<b>360</b>	<b>422</b>
<b>TOTAL</b>	<b>392</b>	<b>164</b>	<b>5</b>	<b>5</b>	<b>101</b>	<b>667</b>	<b>84</b>	<b>583</b>	<b>667</b>



# Field Operations:

## Use of Force Analysis

DISCIPLINARY ACTIONS		2022
Display Weapon Only		4
Soft Hand Technique		3
OC Spray		0
Baton		0

# Field Operations:

## Pursuit Driving Analysis

		2022
Policy Compliant		6
Policy Non-Compliant		0
Accidents Resulting		0
REASON INITIATED:		
Traffic Offense		5
Felony		1
Other		0
CHARGES:		
Felony		11
Misdemeanor		0
Infraction		0





# Field Operations:

## Community Enrichment

The members of The License and Theft Bureau capitalize on every opportunity available to interact with the community. Aside from their normal duties, members prioritize providing support for community youth and leadership and building upon foundations to strengthen relationships in the state and beyond.

### District I

Inspectors from D1 oversaw the successful recovery of two submerged vehicles from Tranter's Creek in Beaufort County. Leading up to this operation, extensive coordination with stakeholders was completed and, in the preceding weeks, License and Theft Bureau members were in close contact with the Sidney Dive Team and Bunyan VFD, which facilitated an efficient recovery process while also minimizing any unnecessary inconvenience to citizens within the local area.

### District II

Inspectors from D2 participated in the "Resident Lenders of NC Conference," and assisted the conference by providing information and discussing fraud trends in North Carolina. The information provided is utilized to strengthen business processes to reduce fraud.

### District IV

Inspectors from D4 participated in the Burlington Sock Puppet Game, along with Burlington Police and Fire, Alamance County Sheriff's Office, Haw River Police Department, Graham Police Department, State Highway Patrol, Wildlife, Gibsonville Police Department and Alamance EMS. District IV Inspectors also participated in Operation Clear the Track, an integral part of Rail Safety week and the largest in-person railroad safety law enforcement operation in the State.

### District V

Lieutenant Kernodle and Senior Inspector Bollinger attended the Public Safety Job Fair, held at the Woodland Baptist Church in Rural Hall, NC.

### District VI

Lieutenant Kernodle and Inspector Byrd participated in Wilkes County Touch a Truck, which allows people to explore a variety of emergency vehicles.



*Major Sawyer and the North Carolina FBI National Associates First Annual Youth Leadership Program.*





*Colonel Oates with Lieutenant Colonel Brantley at the Board of Transportation Meeting on May 5, 2022. Lieutenant Colonel Brantley (retired) was awarded with the Robert Furrage Jr. Academic Excellence Award.*



*District II's Inspector Muth (left) and Lieutenant Carter at the Resident Lenders of NC Conference.*



*District II's Inspectors Dalton (left) and Thomas-Brown at the National Night Out event.*



*District II Lieutenants conducting the NC On-Board Diagnostics Vehicle Emission Inspection and Vehicle Safety Inspection Training at Wake Tech's Hendrick Center for Automotive Excellence.*



*District IV Lieutenant Nagro at the Burlington Sock Puppet Game.*





# Honoring our fallen officers

## Robert J. Furmage, Jr.

End of Watch  
January 2, 1970

A Navy veteran and a dedicated member, served the North Carolina Division of Motor Vehicles Enforcement Section for 16 years and previously served with the State Highway Patrol for 7 years.

## Jackie Daniel

End of Watch  
July 28, 1994

A dedicated member, served the North Carolina Division of Motor Vehicles Enforcement Section for 1 year.

## Franklin D. Perritte

End of Watch  
February 14, 1995

An Army veteran and a dedicated member, served the North Carolina Division of Motor Vehicles Enforcement Section for 6 years.



## Sabrina Bartley

A dedicated Bureau member, served the Division for 16 years and the License and Theft Bureau for 15 months, was lost in the line of service on February 9, 2006.

## Timothy Barnes

End of Watch  
July 28, 2010

A dedicated Bureau member, served the License and Theft Bureau for nine weeks and previously served the Nash County Sheriff's Office for 10 years.

## Robert Bowling

End of Watch  
May 21, 2015

A dedicated Bureau member, served the License and Theft Bureau for 24 years.









Please visit the License and Theft Bureau Portal to see how we can further serve our great State.

**[ncdot.gov/dmv/programs/fraud-theft/Pages/default.aspx](https://ncdot.gov/dmv/programs/fraud-theft/Pages/default.aspx)**

To search any openings and become a member of the License and Theft Bureau Team, please visit:

**[ncdot.gov/dmv/programs/fraud-theft/Pages/careers.aspx](https://ncdot.gov/dmv/programs/fraud-theft/Pages/careers.aspx)**