



**NORTH CAROLINA**  
Department of Transportation

# License Plate Agency Status Update

Jennifer Keel, Director

May 30, 2024

Connecting people, products and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina

## **License Plate Agency (LPA) Commission Contractors**

- ❑ 129 Commission Contract LPA locations throughout NC
- ❑ There are currently 121 of those locations open
- ❑ We have 8 LPAs that are closed and in different phases opening
- ❑ We have three contractors that just submitted their retirement notices. Those offices are noted on the following slide.

## LPA Contracts Terminating in 2024 due to Retirement

	LPA	Date Closing	Reason for Termination	Period of Operation
1	Lincolnton #30	09/15/2024	Contractor retiring	Since 12/01/2020
2	Charlotte #158	07/31/2024	Contractor retiring	Since 10/22/2007
3	Charlotte #122	11/15/2024	Contractor retiring	Since 07/01/1992

## **New Contractors LPAs Opened in 2024 to date**

- ☐ Spring Lake
- ☐ Greenville in NCDOT building
- ☐ Jackson County/Sylva
- ☐ Lexington
- ☐ Wilmington
- ☐ Jacksonville
- ☐ Shallotte

## **New Contractor Selected: Early Phase Paperwork, Lease, Building Prep, Training**

- ❑ Greenville (July 2024)
- ❑ Newton (July 2024)
- ❑ Robbins (July 2024)
- ❑ Mooresville (August 2024)
- ❑ Southport (August 2024)
- ❑ Hampstead (Fall 2024)
- ❑ Plymouth (TBD)

## Seeking New Contractor Application Phase

### ☐ Charlotte(Arrowood Rd.)

Applications due June 22nd

### ☐ Charlotte(Independence Blvd.)

Applications due June 21

### ☐ Eden

Applications due May 31

### ☐ Lincolnton

Applications due June 23

## **NCDOT Research Project LPA Compensation, Enhanced Efficiency and Service Quality**

The goal is to enhance customer service quality and optimize efficiency within LPAs and design **innovative tiered compensation models**.

- Enhance customer service, and ensure the financial sustainability of LPAs
- Align with the evolving technology services while preserving the crucial role of LPAs.
  - They will review compensation models
  - Assess stakeholder needs through data collection and conducting data-driven analyses of current LPA operations
  - Develop innovative compensation models with contract terms and incentives and performing detailed cost-benefit analysis

# Contact Us

---

**Jennifer Keel, Director**

jkeel@ncdot.gov

919.615.8351

**Judy Schmidinger, Program Analyst II**

jschmidinger@ncdot.gov

919.615.8105

 **ncdot.gov**

 @NCDOT

 ncdotcom

 NCDOTcommunications

 ncdotcom

 @NCDOT

 NCDOT

 NCDOTcommunications

 View All Channels



**Thank you!**

---