



Sylva License Plate Agency (LPA)

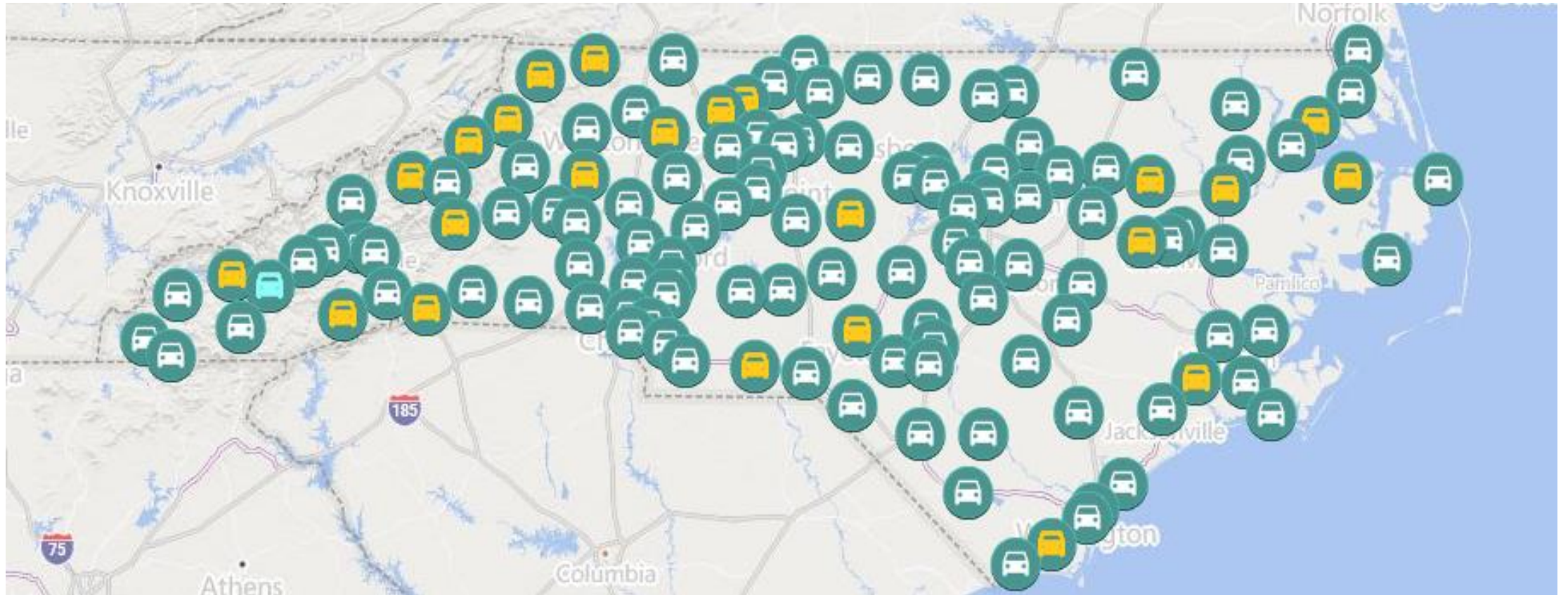
Introduction

- The Sylvania LPA/Tag Office plays a critical role in the community, offering a variety of motor vehicle registration and titling services.
- The Sylvania office will cease operations on December 15, 2023, after being operated by the Painter family since 1971.
- The North Carolina Division of Motor Vehicles advertised to solicit application for a new operator on August 22, 2023.
- After receiving and reviewing applications the contract was re-advertised on October 9, 2023.
- The application deadline is November 10, 2023.

Introduction

- There are currently 126 LPAs in North Carolina.
- Since 1961 LPAs have been operated by independent contractors, i.e. private businesses or local governments.
- The first local government operated LPA dates back to 1995.
- There are currently 23 local government operated LPAs.
 - 16 county
 - 7 municipality

Introduction



Local Government LPA



Sylva LPA

LPA Tiers

- The Sylvania LPA is considered a Tier II facility, with 67,000-69,000 transactions per year.
 - 275 transactions a day on average, 34 transactions an hour.
- Tier II is 50,001-100,000 transactions.
- Tier based on the average transaction range for the five most recent fiscal years.
- Tier II allows up to three personnel.
- If approved, requesting to add three new county positions (a manager and two clerks). *Job descriptions attached as an agenda item.

LPA Tiers

- An LPA office that is a Tier II or higher must be open to the public for at least eight (8) consecutive hours each business day.
- If approved, would request hours of operation to be 8:00 am – 5:00 pm. Staff would fluctuate lunch hours to ensure operations were open.
- LPA office must observe all state holidays for which the Raleigh DMV office is closed. *Observe same holidays as county.

NC DMV Requirements

- **General**

- Comply with all federal, state, and local laws and regulations, including the federal Americans with Disabilities Act.
- Be cleaned regularly, presenting a professional environment.
- Be maintained regularly, ensuring a safe environment for staff and public.
- Be adequately heated and air conditioned.
- Be smoke-free.
- Provide an ADA compliant on-site restroom.

*License Plate Agency Standard Operating Procedures attached as an agenda item.

NC DMV Requirements

- **Location**

- Be convenient to the public.
- Be accessible and safe and not a personal residence.
- Be owned, leased, or rented by the contractor.
- Provide access through either a front or back entrance for delivery of inventory by a semi-trailer or other large truck.
- Have parking for customers within the immediate proximity of the office that includes a minimum of one (1) disability accessible parking space for every twenty-five (25) parking spaces.
- DMV must review and approve the space.
- Have sidewalks and entryways that are cleared and maintained prior to the start of each business day or, in the case of snow or ice accumulation, as soon as possible.

NC DMV Requirements

- **Location Cont.**
 - Keep inventory it receives from DMV in a secure place to which the public does not have access.
 - Required to display the signs provided or specified by DMV in a conspicuous place in the office at all times.
 - Have one or more security cameras in its office so that the LPA has or has access to a recording of those who enter the office and their interactions with the employees of the LPA. All recordings must be maintained for a minimum of 30 days.
 - DMV will allocate the cost of the group insurance for theft or damage of DMV property or state monies, and errors and omissions insurance to all LPAs based on their tier (\$200-\$500 annually per Transylvania County).

Proposed Location – Skyland Services Center



Proposed Location – Skyland Services Center



Proposed Location – Skyland Services Center



Proposed Location – Skyland Services Center

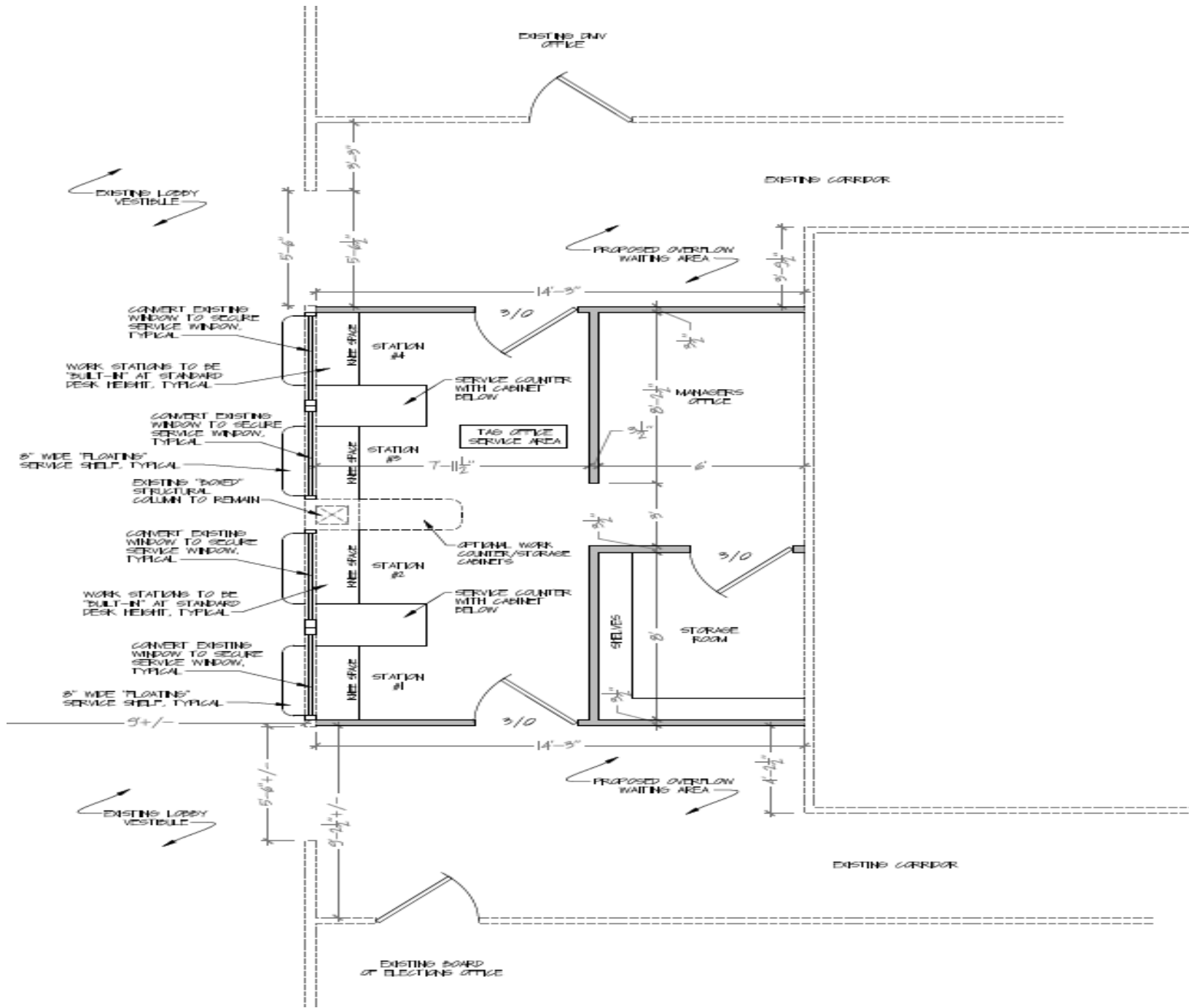


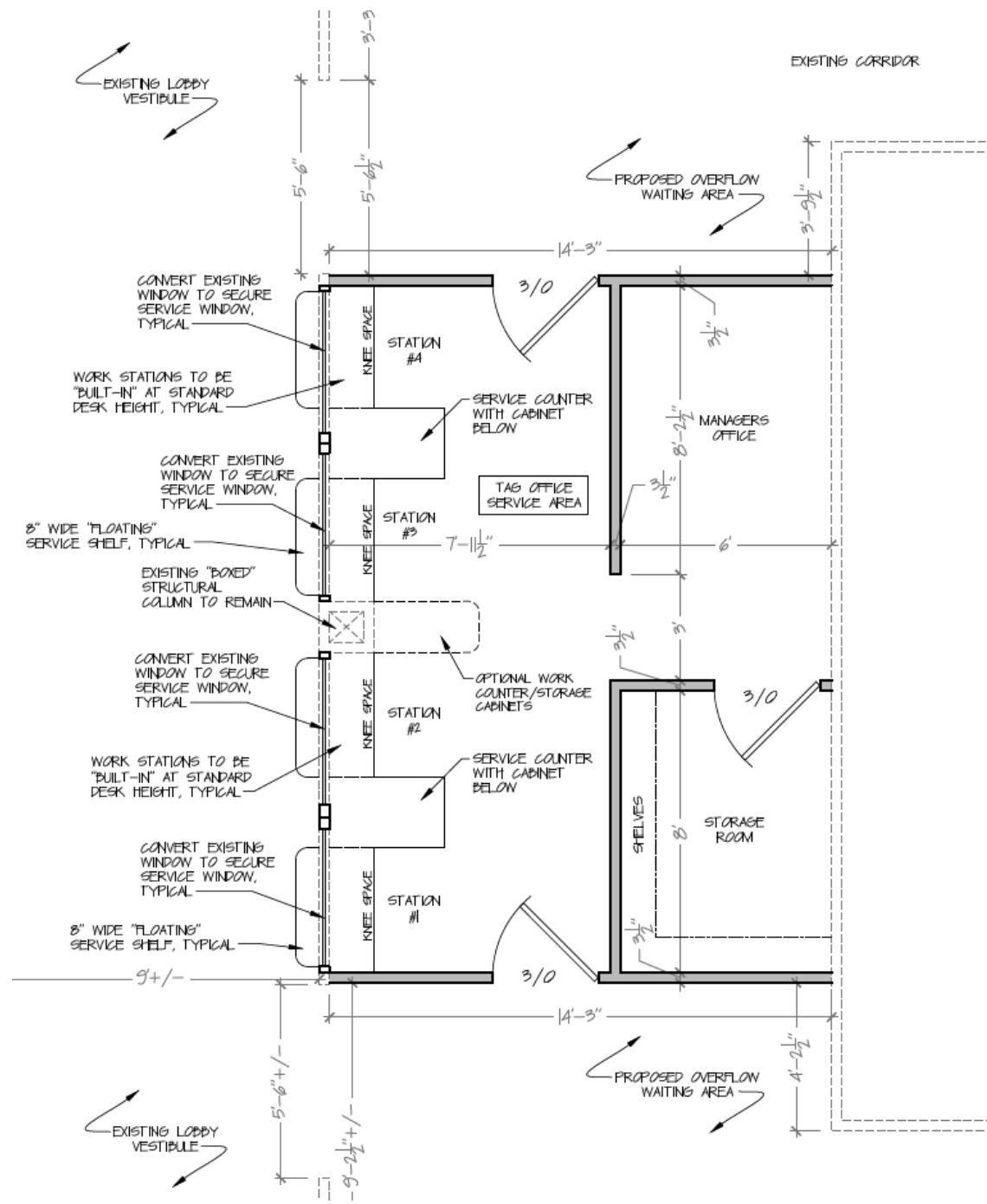
Proposed Location – Skyland Services Center



Proposed Location – Skyland Services Center







Proposed Location – Skyland Services Center

- **NC DMV Requirements**

- ✓ General

- ✓ Location

- ✓ ADA compliant

- ✓ 72 parking spaces, 4 of those are handicap

- ✓ Both DMV services in same location

- ✓ One-Stop Shop for motor vehicle services

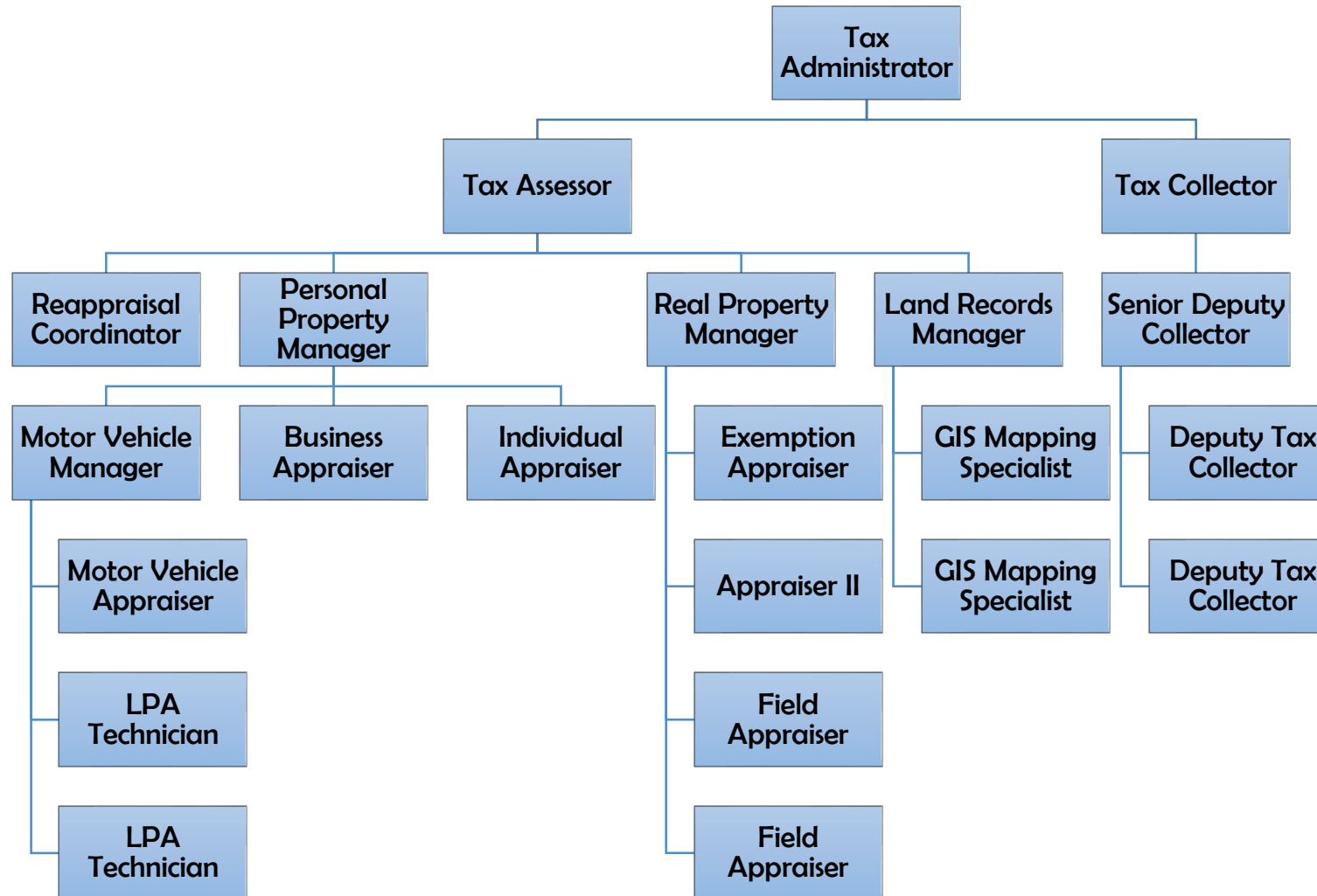
- ? DMV approved

- ✗ Added customers will reduce parking and increase visitors during early voting, and primary and general election days. 39 days (if runoff is needed), 26 days (if runoff is not needed) out of 248 business days.

NC DMV Training

- **New LPA – before LPA opens for business, all personnel of the LPA must receive training provided by DMV.**
- **Required training is three (3) consecutive weeks, Monday-Friday 7:30 am-4:30pm, in Rocky Mount, NC.**

Tax Administration Organizational Structure



NC DMV Items Provided

- Computer terminals, printers, and other equipment needed to process titles and registration transactions in the State Titling and Registration System and to accept payments for these transactions. DMV must provide equipment for the number of work stations requested, not to exceed the number of the LPA's employees plus one.
- Supplies, such as toner cartridges and computer paper, required to operate the equipment provided.
- Two (2) canvas lock-drop deposit bags to be used by the LPA to make deposits, if the depository does not provide them.

*DMV is responsible for maintaining, repairing, and/or replacing the equipment, and software or hardware upgrades.

Anticipated Upfront Cost to County

- Construction Costs – \$17,000
- Furniture & Equipment – \$20,000
- Training Travel – \$6,000
- Office Supplies – \$2,500
- Total – \$45,500

Anticipated Timeline

- November 10, 2023 – Application due to DMV.
- November 17, 2023 – DMV reviews applications (7-day grace period).
- Late Nov.–Early Dec. – County interview with DMV.
- Mid-Dec. – DMV vetting process for applicants & proposed locations.
- Late Dec.-Early Jan. – DMV informs County if application was approved.
- Mid-Jan. – Board is notified that application was approved and approval requested for new positions and allocation of costs.

Anticipated Timeline Cont.

- Late Jan. – Public Works Department begins construction and new positions are advertised.
- Late Feb. – Public Works Department completes construction.
- Early Mar. – new positions are hired.
- Mid-Mar. – 3-week training is completed and IT installs equipment.
- Late Mar. – public outreach and inventory delivered.
- Early Apr. – LPA opens to the public.

Rates and Fees

| Compensation Rates - NCGS 20-63(h) | |
|------------------------------------|--------|
| Highway Use Tax | \$1.68 |
| "T" Sticker | \$1.40 |
| Property Taxes | \$1.16 |
| Regular | \$1.89 |
| Title | \$1.00 |
| Removal of Inspection Stop | \$1.68 |

| LPA Notary Fee Schedule | |
|------------------------------|--------|
| One (1) Signature | \$7.00 |
| Two (2) Signatures | \$8.00 |
| Three (3) or More Signatures | \$9.00 |

County Operated LPA Financials

| Ashe County | |
|-------------|------------|
| Revenues | \$116,000 |
| Expenses | \$123,352* |
| Profit/Loss | (\$7,352) |

| Swain County | |
|--------------|------------|
| Revenues | \$65,000 |
| Expenses | \$104,857 |
| Profit/Loss | (\$39,857) |

| Transylvania County | |
|---------------------|-----------|
| Revenues | \$142,800 |
| Expenses | \$143,593 |
| Profit/Loss | (\$793) |

| Watauga County | |
|----------------|-------------|
| Revenues | \$142,000 |
| Expenses | \$299,017 |
| Profit/Loss | (\$157,017) |

Annual Financial Estimates

| Jackson County | |
|----------------|------------|
| Revenues | \$153,500 |
| Expenses | \$170,914 |
| Profit/Loss | (\$17,414) |

- Expenses above includes minimum base salaries for three (3) positions, plus \$2,500 in office supplies.
- County will retain fee for property tax collections.
- The salaries could increase if the applicants have experience. The County Pay Policy permits new hires to receive direct experience in certain situations.

Base Salary Calculation

| Position | Grade | Step | FTE | Annual Wage | FICA% | FICA \$ | Medi % | Medi \$ | UI \$ | Retirement % | Retirement \$\$ | Hospitalization \$\$ | Total Employer Fringe % | Total Annual Employer \$\$ | Total Annual Employer Cost |
|---------------------------------|-------|------|------|--------------|-------|-------------|--------|-----------|-----------|--------------|-----------------|----------------------|-------------------------|----------------------------|----------------------------|
| Motor Vehicle Manager | 21 | 1 | 100% | \$ 38,756.29 | 6.20% | \$ 2,402.89 | 1.45% | \$ 561.97 | \$ 296.00 | 12.91% | \$ 5,003.44 | \$ 14,640.00 | 34% | \$ 22,904.29 | \$ 61,660.58 |
| License Plate Agency Technician | 17 | 1 | 100% | \$ 31,884.90 | 6.20% | \$ 1,976.86 | 1.45% | \$ 462.33 | \$ 296.00 | 12.91% | \$ 4,116.34 | \$ 14,640.00 | 37% | \$ 21,491.54 | \$ 53,376.44 |
| License Plate Agency Technician | 17 | 1 | 100% | \$ 31,884.90 | 6.20% | \$ 1,976.86 | 1.45% | \$ 462.33 | \$ 296.00 | 12.91% | \$ 4,116.34 | \$ 14,640.00 | 37% | \$ 21,491.54 | \$ 53,376.44 |

\$ 65,887.36 \$ 168,413.45

- Requested grades based on current grade structure for Collections staff.

Salary Calculation with 10 Years Experience

| Position | Grade | Step | FTE | Annual Wage | FICA% | FICA \$ | Medi % | Medi \$ | UI \$ | Retirement % | Retirement \$\$ | Hospitalization \$\$ | Total Employer Fringe % | Total Annual Employer \$\$ | Total Annual Employer Cost |
|---------------------------------|-------|------|------|--------------|-------|-------------|--------|-----------|-----------|--------------|-----------------|----------------------|-------------------------|----------------------------|----------------------------|
| Motor Vehicle Manager | 21 | 10 | 100% | \$ 51,160.32 | 6.20% | \$ 3,171.94 | 1.45% | \$ 741.82 | \$ 296.00 | 12.91% | \$ 6,604.80 | \$ 14,640.00 | 29% | \$ 25,454.56 | \$ 76,614.88 |
| License Plate Agency Technician | 17 | 10 | 100% | \$ 42,089.72 | 6.20% | \$ 2,609.56 | 1.45% | \$ 610.30 | \$ 296.00 | 12.91% | \$ 5,433.78 | \$ 14,640.00 | 32% | \$ 23,589.65 | \$ 65,679.37 |
| License Plate Agency Technician | 17 | 10 | 100% | \$ 42,089.72 | 6.20% | \$ 2,609.56 | 1.45% | \$ 610.30 | \$ 296.00 | 12.91% | \$ 5,433.78 | \$ 14,640.00 | 32% | \$ 23,589.65 | \$ 65,679.37 |

\$ 72,633.85 \$ 207,973.61

Annual Financial Estimates with Experience

| Jackson County | |
|----------------|------------|
| Transactions | 68,000 |
| Revenues | \$153,500 |
| Expenses | \$210,474 |
| Profit/Loss | (\$56,974) |

- This is a much needed service and like most other county supported services, the revenues may not offset the expenses.

Application Advertisement

Contract Applications Sought to Operate Jackson County License Plate Agency

ROCKY MOUNT –The N.C. Division of Motor Vehicles is seeking applicants to operate a license plate agency (LPA) in Jackson County.

The agency, at 454 E. Main St., Suite 3, in Sylva, will close on Dec. 15 after the current contractors announced their retirement. The agency has been operated by Barry and Debra Woods since 2021.

The division's policy is to open applications to operate a license plate agency after the expiration or end of a contract, or when the need arises for a new or additional agency in a certain county.

Completed applications must be returned to NCDMV no later than Nov. 10. The applications (Form MVR-93I, Form MVR-93B, or Form MVR-93M) can be found on the [Connect NCDOT website](#). Interested applicants may call 919-615-8521 with questions. Previous applicants do not need to reapply.

LPAs offer vehicle registration services and title transactions, as well as vehicle license plate renewals, replacement tags and duplicate registrations. Currently, 126 license plate agencies operate in North Carolina.

People are reminded that many vehicle services can be completed online, including property tax payments and registration renewals. To get started, please visit [MyNCDMV.gov](#).

Published Date:

10/9/2023

Share this page:

 [Facebook](#)  [X \(Twitter\)](#)

Application

MVR-93M(6/23)

North Carolina Department of Transportation
DIVISION OF MOTOR VEHICLES
DRIVER & VEHICLE SERVICES
Raleigh, North Carolina 27697-0001

APPLICATION FOR: MOTOR VEHICLE LICENSE PLATE AGENCY

County Chamber of Commerce Town/Municipality

1. Office Location: 876 Skyland Drive, Sylva, NC 28779 Date: _____

2. County Manager
Board Chairperson
Town Clerk Adams Don _____

3. Mailing Address: 401 Grindstaff Cove Road Sylva Jackson NC 28779
(STREET & NUMBER OR RFD) (CITY) (COUNTY) (STATE) (ZIP CODE)

4. Tax ID#: 56-6000310 Business Telephone: 828-631-2207

5. Have you had any experience in motor vehicle title work? Yes No

6. Do you plan to operate agency in conjunction with another business? Yes No If "Yes," explain other business:
The LPA will be operated under the Tax Administration Department. The Tax Administrator has prior experience working with NC DMV during her time with the NC DOR Local Government Division.

7. Give proposed office location with a description of the facility and available parking:
The proposed office is located in a County owned building. The building occupants are NC DMV Drivers License Office, Board of Elections, Public Works, NC Cooperative Extension, and Soil & Water Conservation. The building was originally constructed in 1999 and underwent a major renovation in 2017. The facility has 72 parking spaces, 4 of which are handicap.

8. FINANCIAL STATEMENT OR ATTACH FINANCIAL STATEMENT:
ASSETS:
Please see attached.

LIABILITIES:
Please see attached.

CERTIFICATION BY APPLICANT

I hereby certify that all answers and statements in this application are true. I am aware that should any investigation disclose misrepresentation or falsification, I shall be disqualified for consideration for the position of Commission Contractor and/or Manager.

Date _____ Applicant's Signature _____

Questions

