

Exhibit 3: Registration and Titling Fees and LPA Compensation



Customer goes to license plate agency (LPA) contractor or state office for registration and titling services

There are 101 private LPA contractors and 17 local public entity LPA contractors

N.C. LICENSE PLATE AGENCY
TAGS, TITLES AND NOTARY

There are 2 state offices



Customer pays fees for registration and titling services

Certificate of title	\$40
Duplicate or corrected certificate of title	\$15
Repossessor certificate of title	\$15
Transfer of registration	\$15
Replacement registration plates	\$15
Duplicate registration card	\$15
Recording supplementary lien	\$15
Removing a lien from a certificate of title	\$15
Manufacturer or dealer certificate of title	\$15
Salvage certificate of title	\$15
Replacement stock car racing theme plates	\$25

Titling, highway use tax, and other vehicle-related fees go to



Registration and handicap placard fees go to



Penalty fees go to



Customer pays fees for notary services

LPA contractors	
1 signature	\$5
2 signatures	\$6
3 or more signatures	\$7

Notary fees go to

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State offices	
1 signature	\$2
2 signatures	\$3
3 or more signatures	\$4

Notary fees go to



DMV pays LPA contractors on a per-transaction basis

\$1.43 for any combination of the transactions listed in N.C. Gen. Stat. § 20-63(h)

An additional **\$1.00** if any of the following transactions were performed:

- Certificate of title
- Duplicate or corrected certificate of title
- Repossessor certificate of title
- Recording supplementary lien
- Removing a lien from a certificate of title
- Manufacturer or dealer certificate of title

An additional **\$1.27** for collection of the highway use tax

Per-transaction compensation goes to

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Exhibit 9: Program Logic Model for the Overall LPA Program and Individual LPA Operations

LPA Program Goal

To deliver quality registration and titling services; furnish timely, accurate information; provide excellent customer service; and maintain the integrity of official vehicle registration records

Overall Program Performance: DMV Oversight

Inputs <i>Resources to operate program</i>	Activities <i>How goals are achieved</i>	Outputs <i>Direct products of activities</i>	Outcomes <i>Direct program benefits</i>
<ol style="list-style-type: none"> 1. General Fund 2. Central DMV staff 3. State Titling and Registration System infrastructure 	<ol style="list-style-type: none"> 1. Issue, monitor LPA contracts 2. Provide training 3. Update Standard Operating Procedures Manual, Title Manual 4. Communicate with LPAs 5. Operate Help Desk 6. Monitor transaction quality (errors) 7. Conduct site audits 8. Monitor customer satisfaction (complaints, surveys) 	<ol style="list-style-type: none"> 1. Number of initial and remedial training sessions provided, number of participants 2. Log of updates and communications with LPAs 3. Number of transactions monitored 4. Transaction error rate 5. Number and frequency of audits conducted 6. Number of customer complaints 	<ol style="list-style-type: none"> 1. Tests of employee knowledge pre- and post-training demonstrate training effectiveness 2. Error rates among employees who attended remedial training demonstrate training effectiveness 3. LPA surveys report improved communications between LPAs and DMV 4. Trend in error rate improves over time across LPAs 5. Customer satisfaction survey results improve over time 6. Trend in customer complaints per transaction improves across LPAs

Individual LPA Performance: LPA Operations

Inputs <i>Resources to operate LPAs</i>	Activities <i>How goals are achieved</i>	Outputs <i>Direct products of LPA activities</i>	Outcomes <i>Direct benefits from LPA activities</i>
<ol style="list-style-type: none"> 1. State compensation 2. Notary fee revenue 3. Revenue from other sources 	<ol style="list-style-type: none"> 1. Follow contract terms 2. Attend training 3. Provide registration and titling services 4. Provide timely, courteous service 	<ol style="list-style-type: none"> 1. Number of employee training sessions attended 2. Number of transactions per LPA 3. Transaction error rate per LPA 4. Number of site audit findings, count of damaged/missing inventory per LPA 5. Number of customer complaints per LPA 	<ol style="list-style-type: none"> 1. LPA employee training is current 2. LPA error rate does not exceed threshold 3. LPA site audit finding frequency is below threshold 4. Customer satisfaction survey results per LPA improve over time 5. Trend of customer complaints per transaction at each LPA improves over time

Source: Program Evaluation Division based on data from the Division of Motor Vehicles.