

Rotary  
Club of  
Charlotte



# THIS WEEK'S PROGRAM

June 7, 2022

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## Wayne Goodwin “Drive for Excellence”

By Rick Handford

**Luther Moore** introduced our speaker, Wayne Goodwin, Commissioner of the NC Division of Motor Vehicles. Wayne is a native of Hamlet, NC, and graduated from UNC-CH with honors as a Morehead Scholar and graduated from UNC Law in 1992.

Wayne was appointed DMV Commissioner in January 2022, by Governor Roy Cooper, which is to say that he is still learning his job. Before that, his experience in both the private and public sectors, all in North Carolina, included 30 years as an attorney, four years as president and CEO of Seaboard Strategic Consulting, eight years as a State Legislator, four years as Assistant Insurance Commissioner and General Counsel, and eight years as the State Insurance Commissioner. His division is part of the NC Transportation Department, headed by Eric Boyette, to whom he reports.

His goals for the DMV are to: equip and empower our employees to provide outstanding customer service; increase the use of technology to provide more services online and streamline processes; build relationships and improve communications with our stakeholders, and be the best DMV they can be. These goals are not without their challenges, however, which include the lingering effects of COVID-19 and its slowdown in mail delivery—quite a problem when you are the busiest mailer in the state and send out over a million pieces of mail each month. Other issues include a shortage of aluminum used to make license plates, computers/programs dating back to the early 1980s, and a significant labor shortage.

The labor shortage has a significant impact on the ability to provide services and includes 100 vacancies at DMV headquarters, 100 vacancies for driver's license examiners across the state, and 40 vacancies within License & Theft Bureau.

The division is divided into three main departments. Driver Services is the

largest of these and provides services to the state's 7.5 million licensed drivers. Last year they issued 2.4 million licenses, permits, and ID cards out of the 117 Driver License Offices across the state, of which 20 are in the Charlotte area district. Appointments are available for most services through SkipTheLine.NCDOT.gov. In an effort to improve services during the summer "Peak" season, they have 25 offices that are open for 12 hours per day, from 7 to 7 (6 in the Charlotte area); and 16 offices that are open from 8:00 to noon on Saturdays (4 in Charlotte area). They also provide walk-in services without appointments. License Offices provide driver's license or ID card renewals, duplicate orders, address changes, REAL ID issuances, and road tests. There are a number of services available to most drivers online (My NCDMV.gov), including Driver's license and ID renewals (without changes); ordering duplicate license or ID; changing address (within NC); renewing vehicle registration and paying property tax; order custom license plates, and voter registration.

Wayne noted that getting a REAL ID is optional and is not a requirement of NC. It will be required by the federal government for some purposes after May 23, 2023, but most if not all of these can be satisfied with a valid US Passport in lieu of a REAL ID. More information is available at NCREALID.gov, and Wayne asks that if you wish to get one, please wait until after Labor Day to schedule an appointment.

The next Department is Vehicle Services, which oversees 128 License Plate Agencies across the state. These offices are managed by private contractors, 19 of which are in the Charlotte area district. All offices are walk-in only. There are 9.7 million registered vehicles in North Carolina, and last year the state issued 10.2 million license plates and registration stickers and processed 2.5 million titles.

The License & Theft Bureau is the remaining department and is the oldest state law enforcement agency, celebrating its 100<sup>th</sup>-anniversary last year. Their duties include: preventing and investigating automobile theft; investigating driver's license, identity, and title fraud; overseeing automobile dealers and salvage businesses; and licensing and regulating state inspection stations.

Unlike many of our public servants, Wayne makes his contact information readily available and welcomes questions, constructive criticism, and suggestions for improvement.

Commissioner Wayne Goodwin  
Email: gwgoodwin1@ncdot.gov  
Phone: 919-615-7000  
Web: MyNCDMV.gov

\*A recording of the program is available here: <https://vimeo.com/718763466>  
The presentation begins at 19:55 minutes.