November 13, 2026

The Honorable Josh Stein
North Carolina Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699

Dear Governor Stein,

On behalf of the Regional Transportation Alliance, the voice of the regional business community on transportation in the Research Triangle region, we are writing to applaud the outstanding improvement efforts by N.C. Division of Motor Vehicles, led by Commissioner Paul Tine.

As you noted in your Substack post earlier this week, DMV is the front door of North Carolina government. The changes made in the past 12 months have renewed confidence in DMV and increased support for both NCDOT and public sector delivery of critical services.

The business community appreciates the purposeful, customer-focused, and data-driven approach to improving the overall experience at DMV. The use of improved technology, increased and targeted staffing, and ongoing performance metrics, have delivered for North Carolinians. A 93% reduction in wait times, to less than 12 minutes, represents clear evidence that the plan is working.

You concluded your Substack post with these words: *"Those are lessons we can apply across state government. Whether we are improving a licensing process, making a public service easier to access, or modernizing outdated systems, the principles remain the same: establish a clear goal, empower leaders and teams, track the data, and hold ourselves accountable for results."*
We fully agree, and we commend your leadership, and that of the Department and Division.

We are grateful for the continued partnership with you and NCDOT, in our shared efforts to accelerate transportation and mobility improvements that will move our region and state forward.

Let's get moving,

Sarah Gaskill
FUJILM Biotechnologies
RTA chair

John Boylan
Lincoln Property Group
RTA chair-elect

Joe Milazzo II
RTA executive director

cc Daniel Johnson, Secretary of Transportation