



Town of  
**MINERAL**  
VIRGINIA

**Town Council Meeting**  
**June 2025**

Agenda Item: Monthly Report - Mineral DMV Select 361

Date: June 2025

Report Prepared By: Kendra Ellis

- May 2025 monthly revenue totals:
  - Total monthly revenue: \$728,697.46
  - Town monthly revenue: \$35,922.73
- The Mineral DMV Select office has continued to operate without interruption, in providing exceptional customer service and titling transactions, etc. to the customers of this community and surrounding communities. This also includes our title vendors that visit our office daily. Many thanks to the DMV Select Team for their hard work and dedication.
- A DMV Select Compliance Audit/Site Review was performed on our Mineral DMV Select office on April 22, 2025 by the DMV Select HQ Team. Our office overall received a good report. There were a few action items from previous years (2022-2023) that were addressed and are being corrected moving forward.
  - Motor Voter report retention - now sending out on a weekly basis
  - Voided Items - addressed the reason for the large number of voided items. Details are in the voided transactions report printed at the end of the day.
  - A follow-up visit was held with Barry Browning on May 13, 2025 to discuss details from the initial Site Review visit. We discussed the previous findings and new processes that would be implemented for the remainder of this year and going forward.
    - CY & FY Inventory/Reports - Mineral DMV Select FY Inventory will be completed on June 25, 2025
      - CY Inventory will not be required in December
    - QRT Reports (Quality Review Tracking) - new process being implemented

*The employees of Mineral, Virginia are committed to providing the highest quality service to the community as directed by the Town Council within the constraints of the town's resources and will do so without regard to personal gain or privilege.*



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- In addition to the Site Review, our office was commended on our professionalism and organized structure. Kudos to the DMV Select Team!
- The DMV Select Contract for 2025-2026 will be coming soon for review to sign and return, July 1, 2025.