



DDS Update: Virtual Road Test and Policy Enhancements

Kecia Bivins
Director of Operations



Virtual RT

Zenduit: Web based technology designed to enhance the Contactless Road Test experience for customers and team members (TM).

2 Way Camera (no audio): Driver-facing and Road-facing Camera Technology mounted to customer's windshield that allows a TM to monitor the **on the road** portion from CSC. **GPS** allows track their route as well as speed.

Pilot: March- December 2021

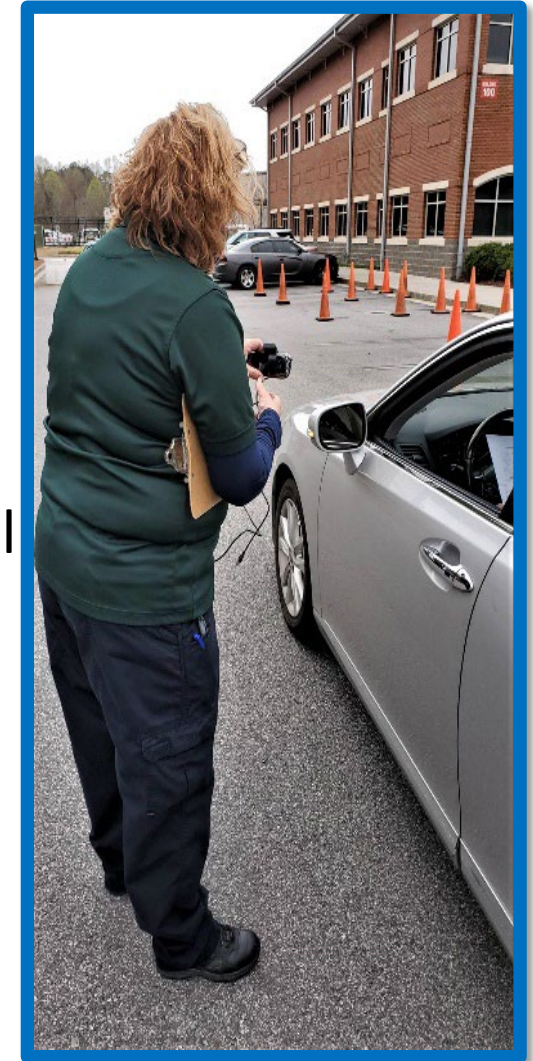
Go Live: January 1, 2022

Preparation:

- Amended DDS Rules
- Developed SOPs and Script
- Customer Liability Waiver
- Updated website and email confirmations

Challenges:

- Unprepared Customers
- Camera Flickering
- Internet Reception



DDS Policy Enhancements



*GEORGIA DEPARTMENT
OF DRIVER SERVICES*

Policy Enhancements



- DD-214 Accepted for Veteran Licenses
- Accept Military Income Taxes as Proof of Residence
- For Lost Licenses we accept:
 - Veterans Affairs ID Cards
 - Non-Certified Birth Certificates
 - Check Stubs w last 4 of SSN
- Accept Child's BC in lieu of Amended BC to add Sr to DL
- Accept Virtual Insurance Cards as Proof of Vehicle Insurance
- Accept Non-Certified MVRs
- Extended term from 30 to 60 days for:
 - Out Of State MVRs
 - DS23 Application and Affidavits
 - Responsible Adult Form

DDS *Contact Information*

WEBSITE: www.dds.georgia.gov

DDS Contact Center: **678-413-8400**

LICENSE STATUS CHECK: **404-657-9400**

<https://online.dds.Georgia.gov/DLStatus>

*VALID ONLY FOR LICENSES ISSUED BY THE STATE OF GEORGIA



DDS Update: Legislative Updates

Shevondah Leslie

Director of Governmental Affairs and Communications



2022 Legislative Updates

- Fee changes for limited permits and replacement licenses
 - O.C.G.A. §§ 40-5-31 and 40-5-64
 - Increases fees for non-ignition interlock limited permits from:
 - \$25 to \$32 for issuance
 - \$5 to \$10 for renewal
 - Increases fees from \$5 to \$10 for replacement of lost or destroyed licenses or permits
 - Effective July 1, 2022



2022 Legislative Updates



Court Discretion for Failure to Appear (FTA) Suspensions

- O.C.G.A. §§ 40-5-56 and 17-6-11
 - Provides for court discretion as to whether to send FTA to DDS and if the FTA is sent to DDS, whether the reinstatement fee is waived.
 - Driver no longer has to wait until the “final adjudication” of the offense to be eligible for reinstatement of the related FTA suspension; the court can now order reinstatement of the related FTA prior to final adjudication of the offense.

2022 Legislative Updates

- Court Discretion for Failure to Appear (FTA) Suspensions
 - O.C.G.A. §§ 40-5-56 and 17-6-11
 - Provides for changes to Uniform Traffic Citation to indicate that “failure to appear and respond to such citation may result in the suspension of the violator's driver's license or nonresident driving privilege”



2022 Legislative Updates



- Court Discretion for Failure to Appear (FTA) Suspensions
 - O.C.G.A. §§ 40-5-56 and 17-6-11
 - DDS form 912 (release) will be amended to include option for the court waiver of the reinstatement fee
 - GECPS courts will need to make system changes to indicate whether the reinstatement fee is waived by the court.
 - Effective July 1, 2022

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DDS Update: Regulatory Compliance Procedure Enhancements

Juenesse W. Holman

Deputy Director of Regulatory Compliance



***GEORGIA DEPARTMENT
OF DRIVER SERVICES***



WHAT: DocuSign provides e-signature technology to help organizations connect and automate how they prepare, sign, act on, and manage agreements.

WHEN: 3rd Quarter FY 2022

WHO: 1st Driver Training
All Driver Safety Certification
Applicants

HOW: Online applications

Overview:

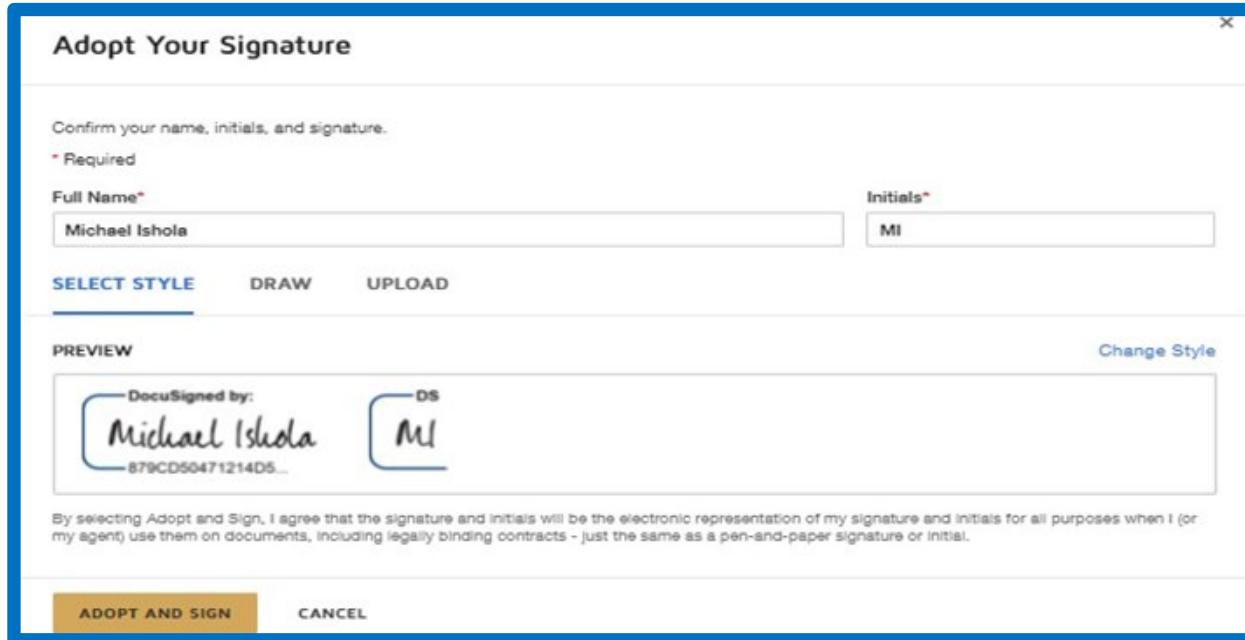
- 1,661 certification applications through 3rd Quarter FY2022
- Processing Time Goal: 95% within 30 days or less
- Actual Processing Time: 69%

Challenges:

- Paper processing
- Staffing
- Responsiveness

Reg Comp pilot began May 23, 2022

DocuSign Benefits



The screenshot shows the 'Adopt Your Signature' window in DocuSign. It includes a title bar with a close button. The main content area has a heading 'Adopt Your Signature' and a sub-heading 'Confirm your name, initials, and signature.' Below this, there are two input fields: 'Full Name*' with the value 'Michael Ishola' and 'Initials*' with the value 'MI'. There are three tabs: 'SELECT STYLE' (active), 'DRAW', and 'UPLOAD'. Below the tabs is a 'PREVIEW' section showing a sample signature and initials, with a 'Change Style' link. At the bottom, there is a legal disclaimer and two buttons: 'ADOPT AND SIGN' and 'CANCEL'.

Adopt Your Signature

Confirm your name, initials, and signature.

* Required

Full Name* Michael Ishola Initials* MI

[SELECT STYLE](#) [DRAW](#) [UPLOAD](#)

PREVIEW [Change Style](#)

DocuSigned by: Michael Ishola 879CD50471214D5... DS MI

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

[ADOPT AND SIGN](#) [CANCEL](#)

- Sign and “notarize” electronically
- Minimizes printing of application
- Eliminates postage costs
- Pay online using credit card or ACH
- Reduces processing delays
- Allows for collaboration electronically
- Application stored electronically for future reference
- Available for download to your local computer



A large, stylized handwritten signature in blue ink that reads 'John Hancock'.

DocuSign Benefits

- Revised, simplified application
- Streamlined to align more with Rules and Regulations
- Attestation satisfies permission to review GAPS
- Required uploads of related documents



DUI Alcohol or Drug Use Risk Reduction Program Application

Complete ALL requirements listed below and click each checkbox to indicate completion:

- ☐ Step 1: Review [DUI Alcohol or Drug Use Risk Reduction Program Rules & Regulations](#)
- ☐ Step 2: Register with [Georgia Applicant Processing System \(GAPS\)](#) for fingerprinting requirement
****NOTE: Register only; application must be received by DDS before fingerprinting can be completed. Required for all members, owners, and/or corporate officers.**
- ☐ Step 3: Select one of the following and complete the requirement:
 - ☐ **Corporations and LLCs:** Register business with Georgia Secretary of State
 - ☐ **Sole Proprietorships and Partnerships:** Register trade name with County Clerk and attach the form
- ☐ Step 4: Complete this application and attach all the following:
 - ☐ **\$10,000 Continuous Surety Bond** from a company authorized to operate in GA
 - ☐ **Fire Code Inspection Report** from county/city fire marshal or inspector, dated within 90 days of application
 - ☐ **Business License** unexpired and from local jurisdiction (county or city)
 - ☐ **Completed Instructor Letter of Intent Form for each certified DUI instructor**
 - ☐ **Certified Out-of-State Motor Vehicle Report** – required only if licensed in another state in the last 5 years

DocuSign Benefits


- Pay online using credit card or ACH
- Payment credited to your application immediately
- No delay in processing check or money order payments
- Improves accounting


Payment

Pay Now

Total \$30.00 USD

Payment Method


CREDIT / DEBIT


ACH TRANSFER

First Name


Last Name







First Name

Last Name

Debit/Credit Card

XXXX XXXX XXXX XXXX






Expiration Date

Security Code

MM

YYYY

CVV



NEXT

DocuSign Benefits

Documents Included

- New, Recertification, Relocation, Transfer, Additional, and Name Change applications for all programs
 - Driver Training
 - DUI Risk Reduction
 - Driver Improvement
 - Third Party Provider
 - Ignition Interlock
- Vehicle Registration Certifications
- Audit and monitoring acknowledgements
- And **MORE**

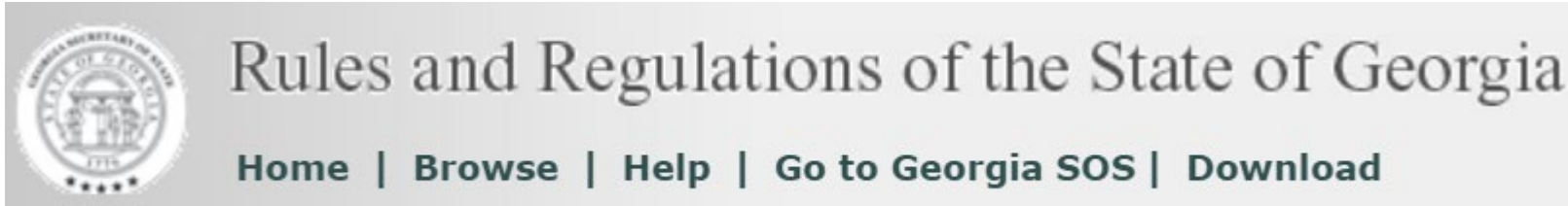


Other Process Improvements



- Provisional certifications for New Driver Training Instructors
- Reduced application processing time
- Elimination of Consent for Background *FORM*
- Virtual instruction

Virtual Instruction



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- GA Rules and Regulations 375-5-6
 - (20) (a) Allows for remote classroom instruction in the event of a public health state of emergency, natural disaster, or man-made disaster.
 - (20) (b) Delivery may via web services. Instruction must be synchronous instruction allowing for **real-time instruction and interaction** in a specific virtual place, through a specific online medium, at a specific time.
 - (20) (c) Schools must notify and obtain prior approval and keep rosters and required documents pursuant to existing rules and regulations. Programs shall continue to be monitored, trained, and audited pursuant to existing rules and regulations.

Contact Information

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