

Board Meeting Minutes

April 10, 2024

10:00 a.m.

Virtual

Present

David Connell, Chairman

Britt Fleck, Secretary

Bob Pierce

Kat Satterfield

Tony Guisasola

Christie Moore

Frank Reynolds

Not Present

Jeff Markey, Vice Chairman

Rachel Little

Also attending the meeting was Cristina Correia from the State Attorney General's Office, citizen Gail Lee (in-person), and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:03 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the March 20, 2024 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner greeted the Chairman and informed the Board that he was in Virginia. He thanked the Chairman and members of the Board for allowing the virtual format to accommodate his travels. The Commissioner was in Virginia attending the AAMVA Leadership Academy. He was the first leadership academy class Participant to attend and be Chair of the AAMVA Board. The Commissioner is very proud of that and to get a chance to talk about his experiences in leadership.

Ribbon Cutting in Forsyth:

- The Commissioner thanked the Chairman and Board Member Tony Guisasola for attending the ribbon cutting, an important event for the agency. Deputy Commissioner Ricky Rich and Director Bob Griffin worked with local contractors, former board member Jim Cole, and the Economic Development Authority to help deliver the project on schedule.
- It takes many people for a project to come to fruition. He thanked the Director of Field Operations, Kecia Bivins, and the team. He also recognized Director of Communications Shevondah Leslie, Public Information Officer Susan Sports, and Graphics & Visual Art Specialist Aleeshia Carr for setting up the event.
- The Chairman thought it went exceptionally well. He enjoyed talking to the staff and thanked them for everything they do. Board Member Tony Guisasola thought the building was beautiful. He shared how, during the building process, people thought it would be a restaurant. The building does not look like the typical DDS building. Tony thanked everyone involved in the process.

Legislative Session:

- The Commissioner briefly discussed the 40-day legislative session that turns into a few months. The agency feels like this was a very successful session for DDS. The Commissioner was proud to share that DDS staff and law enforcement members would receive a raise this year. Under his leadership, the starting salary of an examiner has gone from \$20,000 to \$32,000 a year. The salary is vital for the agency to attract the right people.
- Shevondah Leslie highlighted House Bill (HB) 997 DDS Agency legislation for the Drug and Alcohol Clearing House. It streamlines the downgrade and reinstatement process between FMCSA, the commercial license holder, the trucking company, and DDS. This bill will become effective July 1st if signed by Governor Kemp.
- HB 1100 is Department of Revenue (DOR)/DDS legislation that allows DDS to offer customers the ability to "opt-in" to receive license renewal notifications electronically. If Governor Kemp signs this bill, it will become effective on July 1st.
- HB 926 is for the Pauper's Affidavits, in which fees for license reinstatement are waived at 100% instead of 50%. It allows the Commissioner to establish rules to implement this new law. Added to that bill was clarification on driving Recreational Vehicles (RVs). A class C license holder can operate an RV regardless of its weight. These are effective upon Governor Kemp's signature.
- Shevondah ended with Senate Bill (SB) 387, which allows IDs for Children and Youth who are in Department of Family and Childrens Services (DFACS) custody, receiving extended care, and homeless. It becomes effective July 1st if signed by Governor Kemp.

Field Operations Director Kecia Bivins gave an update on LifeLink of Georgia:

- April is National Donate Life Month, and Governor Kemp has officially declared April as Donate Life Month in Georgia. Kecia is the first non-medical professional to serve as Vice Chair of the LifeLink of Georgia Advisory Board.
- Each year, more than 33,000 people receive the gift of a life-saving organ transplant. There are 4700 Georgians on the waiting list, and each day, 17 men, women, and children die waiting for a transplant. One donor can save eight lives and positively improve dozens more through tissue donation.
- Board Member Christie Moore shared a personal experience of having to answer for a loved one who was a donor. She inquired if there was a way to provide more information about the process. Kecia will inquire about a better way to distribute information to the public from LifeLink. Board member Tony Guisasola asked what the total percentage of license holders who are organ donors was. The agency will follow up with that information.
- The agency is doing its part to raise awareness and support the cause. The Commissioner has posted this information on his blog, giving all team members permission to wear their Organ Donor t-shirts every Tuesday in April. The communications team have posted information about LifeLink on the agency's MVN screens and social media.

PMO Director Brett Young provided an update on Kiosks:

- Brett shared with the Board that the agency has two vendors for self-service kiosk transactions. The first one is Intellectual Technology, Inc. (ITI). DDS is the first jurisdiction with them to have a photo verification option. It captures the photo and performs a liveness assessment. This photo is for verification and does not go on the license. DDS is currently in a pilot phase with ITI. The ITI Kiosks are located in a number of grocery stores across the state.
- The ITI kiosk is free to the state. There is a convenience fee that the customer pays. The fee with the self-service discount is about the same as an in person visit. If a customer has a problem with the device, they call ITI directly. The vendor completely maintains the kiosks.
- Select DDS customer service centers have Thales kiosks. The photos captured at these kiosks are high-quality and used in our system of record.

- DDS is the first jurisdiction deployment in North America with Thales. The kiosk supports 14 languages and is maintained by the vendor. The Chairman asked how we would communicate this availability to customers in the long term beyond what we had already done. Brett explained that we would leverage some of the means we already use to communicate with customers.

Commissioner Moore provided an update on the agency's performance:

The volume in March was very consistent, but what is not consistent is the improvements we see throughout the statewide wait times, customers served within 30 minutes, and the percentage of our CSC meeting the 95% service level goal. The numbers went down where they should have gone down, almost a minute and ten seconds. The average statewide wait time went down. The percentage of customers served in 30 minutes or less increased this year versus last year. The agency is positioned to exceed last year's number of customers served. In the first quarter of 2024, the expectation was that volume would increase. The agency is preparing for the increase in our overall operations by enhancing, online services, and self-service kiosks. Board Member Tony Guisasola shared a story of his son thinking 45 minutes wouldn't be enough time to renew his license, and he was in and out in 10 minutes. DDS continues to hear these stories, and the Commissioner is thankful to the team.

The Commissioner ended with the Customer Satisfaction Surveys and shared with the Board that we added a fifth question to the list. The question is, "How would you rate DDS on a scale of 1 to 5?". This past month's rating was 4.67. We are including a measurement of our Five Star Goal. You can't meet a goal if you're not measuring for it. This is similar to the experience we might give on Yelp when you're visiting a restaurant. We want to show our customers that Georgia is a different place to do business, and we want every facet of our business to show exceptional customer service. The focus for 2024 continues to be 5-star customer service. The Commissioner thanked the Chairman and the Board for their continued support.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-6-.02** Definitions
- **375-5-6-.03** Exclusions
- **375-5-6-.04** Qualifications of Program Owners
- **375-5-6-.05** Qualifications of Program Directors
- **375-5-6-.06** DUI Alcohol or Drug Use Risk Reduction Qualifications of Program Instructors (amend to Qualifications of Program Instructors)
- **375-5-6-.07** Program Owner Application, Certification, and Recertification Requirements (amend to Program Application, Certification, and Recertification Requirements)
- **375-5-6-.08** Program Director Application, Certification, and Recertification Requirements (repeal)
- **375-5-6-.09** Program Instructor Application, Certification, and Recertification Requirements

Christie Moore motioned to approve the initial rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. Derhonda Lynn Colter -

She is seeking a Georgia ID in the name of Derhonda Lynn Colter. She is 57 years old. She was born Derhonda Lynn Hancock. She married Douglas Mills as a teenager but does not have the marriage certificate. They divorced, and she has the divorce decree. She was in a common law marriage with Franklin Holland. She

started using his last name when she gave birth to their daughter. After they divorced, she married Rickey Colter. Her last name on the marriage certificate was Holland. She submitted the birth certificate, Georgia driver's license Record (name on last issuance in 2011-Derhonda Lynn Colter; previous name-Derhonda Lynn Holland), divorce decree (spouse-Douglas Keith Mills), birth certificate of Child (father of child-Franklin Jay Holland), birth certificate of Child (maiden name-Hancock), divorce decree (spouse-Frank Holland), marriage certificate (spouse-Rickey Lee Colter), Social Security Card (S/S), Envelope, S/S Letter (prior names used-Derhonda Lynn Hancock/1982/1985, Derhonda Lynn Holland/1989/1998, Derhonda Lynn Colter/2007), and Probate Court Letter (she requested her marriage certificate to Douglas Mills; the office did not have access to the record that day)

Frank Reynolds motioned to approve the waiver; Tony Guisasola seconded the motion with unanimous approval by the remaining Board members.

2. Shawn Redish -

He is seeking a Georgia ID in the name of Shawn Redish. He is 49 years old. He was born in New York City. He only has a copy of his birth certificate. The birth certificate does not have his first name listed. His parents are deceased. If he were to obtain his certified birth certificate, it would likely not have his first name listed. He has an intellectual disability. Georgia DDS has a record of him going back to 1996 in the name of 'Shawn Redish.' He submitted a copy of his birth certificate (mother's full maiden name-Lenora Hudson; father-Wilbert Redish), school record (father-Wilbur Redish Jr; mother-Lenora Hudson Redish), school certificate of Immunization (mother-Lenora Redish), Georgia driver's license Record, birth certificate of Child, lease agreement Letter, Indigent services letter, S/S Letter (mother-Lenora Hudson; father-Wilbert Redish; prior names used-Shawn Redish/1976/2007), and S/S Card.

Christie Moore motioned to approve the waiver; Frank Reynolds seconded the motion with unanimous approval by the remaining Board members.

3. Crystal Jeanne Sackett -

She is seeking a Georgia driver's license in the name of Crystal Jeanne Sackett. She is 34 years old. She was born Crystal Jeanne Stai. Her biological father, Richard Kirchheiner, got custody of her in 1995. Her birth certificate was amended in 2001 to the name Crystal Jeanne Kirchheiner. Her name with S/S was never changed to Kirchheiner. She got married in 2008 to Robert Sackett Jr. Wisconsin required her name on the marriage certificate to be the name on her S/S card, which was still Stai. She submitted her birth certificate (parents-Mr. & Mrs. Paul Michael Stai), custody/visitation orders (father- Richard E Kirchheiner; mother-Victoria Lynn Stai; step-father-Paul Michael Stai), expired U.S. Passport, marriage certificate (spouse-Robert John Sackett Jr.; father-Paul Michael Stai; mother name at birth-Victoria Lynn Niman), S/S Card, valid Washington driver's license (not REAL ID compliant), amended birth certificate (maiden name of mother-Victoria Niman; father- Richard E'miel Kirchheiner), military spouse ID Card, medical invoice, and S/S letter (mother-Victoria Lynn Niman; father-Paul Michael Stai; prior names used-Crystal Jeanne Stai/1990, Crystal Jeanne Sackett/2008)

Britt Fleck motioned to approve the waiver; Tony Guisasola seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The Chair discussed the protocol sent out to the Board for going out to visit customer service centers based on a recommendation from Board Member Tony Guisasola at a previous meeting. The protocol is to remind the Board of the purpose of the visit, so it doesn't feel like an audit. It will also be helpful for future Board members to understand what to do. The purpose of the visit is to talk to the team members and learn what they do, offer encouragement, and see if board members can offer assistance. Christie expressed concern about the ability to visit different centers because of distance between them. She didn't want to appear to have favorites if all centers couldn't be visited. The Chairman explained that current board members leave, and new ones come on the Board. The goal of the protocol is to create an expectation, but not a requirement. A Board member can visit a customer service center, to gain understanding of how the business operates and thank the team members for all they do. The Chairman and the Commissioner explained that the protocol is just so the Board has guidance. Tony explained that his reason was to learn more about what DDS does and if the team members needed anything. Tony also mentioned that if the board members had a name badge, it would help staff identify them. The Chairman and Commissioner have discussed this and will order name badges for each board member.

The next Board meeting will be held on May 8, 2024.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Tony Guisasola and seconded by Britt Fleck with unanimous approval by the Board.

READ AND APPROVED on 15 of May, 2024 by:

David Connell
David Connell, Chair

Jeff Markey
Jeff Markey, Vice-Chair

Absent
Britt Fleck, Secretary

Bob Pierce
Bob Pierce, Member

Rachel Little
Rachel Little, Member

Absent
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Christie Moore
Christie Moore, Member

Frank Reynolds
Frank Reynolds, Member