

Board Meeting Minutes

April 12, 2023

10:00 a.m.

Present

David Connell, Chairman
Britt Fleck, Secretary
Rachel Little
Bob Pierce
Tony Guisasola
Christie Moore - Virtual
Frank Reynolds

Not Present

Jeff Markey, Vice Chairman
Kat Satterfield

Also attending the meeting was Cristina Correia from the State Attorney General's Office 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 10:02 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the March 15, 2023 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Board, members of the DDS staff, and others attending the meeting. The Commissioner was happy to share with the Board that HB 120 which was the agency's bill for a limited driving permit for DUI drugs and Child Support, did pass. The agency has watched Senate Bill 218 which was not the agency's bill but codifies what DDS currently does in practice with the Department of Corrections. This bill helps offenders to obtain a credential prior to their release, which helps them assimilate into society more efficiently. He talked about the Governor's recommendation to the House and the Senate to approve a \$2,000 cost of living raise for all state employees. This is monumental to have a \$7,000 increase from the General Assembly in a 2-year span, including the \$5,000 received last year.

The CSCs have been extremely busy. This past Tuesday there were 14,992 customers served face-to-face. That is the highest volume since January 12, 2021, which is the day DDS closed for several days for the implementation of DRIVES. This shows a trend of more and more people coming into the centers for DDS services. The Commissioner has said in the past that there should be a decrease in volume of fewer than 1,000 people coming in based on the renewal schedule, but we are exceeding 1,000 consistently. The agency is breaking records as far as the number of customers served in a single day. This is why technology enhancements are so important.

The Commissioner highlighted the Contact Center's achievement of a 90% service level. That's answering in the course of a month 75,000 service calls within a four-minute time frame. That is exceptional. The agency has been able to hire additional staff as well as implement processes to help with the service level. He continued with agency updates.

Emergency Preparedness:

- DDS has documented Emergency Response Plans (ERP) for these types of emergencies at Headquarters:
 - Fire
 - Severe weather/Tornado
 - Active Shooter
- There are forty-three safety captains at HQ and six emergency operations center (EOC) staff. All safety captains and EOC staff are trained in AED-CPR and can handle all emergency responses. The agency uses Nixle/email service for emergency notifications to HQ team members.
- We are creating ERP plans to be implemented in each of our Customer Service Centers during 2023. Locust Grove CSC will be the pilot and used as the model for all CSCs.
- The Chairman would like to keep this topic on the agenda for a while. He is very concerned about the well-being of the staff.
- Board member Tony Guisasola shared his experience from his time in the school system. He said one of the things they realized is, they may not be able to stop active shooters, so they trained teachers to stop the bleeding in a 'stop the bleed' course.
- Board member Bob Pierce explained the job of local law enforcement is to stop the shooter. They will have to walk past anyone hurt or bleeding to subdue the threat. Board member Frank Reynolds said his recommendation is to have monthly objectives and an annual refresher. He offered to help with any assistance needed.

Assistant General Counsel and Title VI Coordinator Stephenie Dufford provided an update on Title VI highlights and efforts:

- She informed the Board that the Title VI Program is a component of the Civil Rights Act of 1964 and related nondiscrimination authorities, which protects individuals from discrimination based on race, color, national origin, sex, age, disability, low-income and limited English proficiency (LEP) in programs that receive Federal financial assistance.
- The Program provides a formalized method for customers to raise concerns regarding the accessibility of DDS services and make requests for accommodations based on the customer's individual needs. DDS offers the knowledge exam in the following languages: Arabic, Chinese, Dari, English, Farsi, French, German, Hindi, Japanese, Korean, Russian, Spanish, Turkish, and Vietnamese. Team members have trained annually regarding the requirements of the Title VI Program.
- The agency is conducting a Pocket Talk trial at the Norcross and Marietta CSCs. Pocket Talk allows the staff to have general communication with customers with limited English proficiency (LEP). The device is also able to scan and translate documents into English. Pierre Miles, Deputy Director of Field Ops, and Assistant Manager Jazzmeen Brewer assisted Attorney Dufford with a demonstration to the Board.

Help Desk Manager Whitney Morton provided an update on State-to-State (S2S):

- S2S Verification Service is a means for a state to electronically check with all other participating states to determine if an applicant currently holds a driver's license or identification card in another state.
- This will limit a customer to one credential and allows participating states to send a request to another participating state to surrender or invalidate that credential. This is now a REAL ID requirement.
- Thirty-eight states are participating. Florida is the latest state to go live with over 100,000 records affected. The agency has done extensive publicity to get the word out.

- Public Information Officer Susan Sports provided an overview of the marketing plan for S2S, which included Press Releases, Radio Ads, and TV Ads. She also mentioned posts on various DDS Social Media outlets (Facebook, Instagram, Twitter, and YouTube).

CSS Director Bob Griffin provided an update on Facilities:

- Douglasville (Douglas County) – The site development subcontractor has been replaced with a local contractor. The sub-contractor is working closely with the new contractor to make the transition seamless. The tentative schedule has the building opening in February 2024.
- Forsyth (Monroe County) – The site development continues for the Forsyth location with no updates at this moment. Current photos of the site were shown.
- Newnan (Coweta County) - We look forward to moving into the new County facility in Newnan. Coweta County projects completion of the buildout for DDS in mid-April, with a move-in day in May.

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

The agency is doing well when looking at the average statewide wait times year over year for customers served in 30 minutes or less. The goal is always 95% of customers served in 30 minutes or less, and we are at 97.82% in the month of March. The agency has seen customers that are not able to be served becoming increasingly upset. Deputy Commissioner Ricky Rich tracks those complaints so we can find ways to mitigate those quickly. However, many of those issues can't be resolved due to state laws or regulations. There is no resolution for someone wanting their record and all charges expunged.

Mobile App and Online Services are both areas in which the agency is hoping to see traction and momentum. The Commissioner will talk more in-depth about that next month with the efforts with Apple OIS and Google. The agency is very close to launching this project.

The agency continues to explore ways to expand customer service satisfaction surveys to get more feedback from in-person and online customers. This is extremely important to the Commissioner. The agency is trying to engage in any way possible to receive more feedback. The goal is to know in real time what's occurring and how to make situations customers encounter, like ADA issues, more efficient and streamlined.

Rule for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.01** Penalties for Violations of Uniform Rules of the Road

Bob Pierce motioned to approve the initial rules for adoption; Frank Reynolds seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Horace Timothy Dennis - He is seeking a Georgia ID card in the name of Horace Timothy Dennis. He is 62 years old. He was born at home by a midwife. The state of Georgia cannot find his birth record. In the past, there has been a discrepancy with his date of birth. The discrepancy has made it very difficult for him to get a delayed birth certificate created. He submitted his no birth record found letter (mother – Annie Ruth Traylor, father – Rosco Dennis), school records, Georgia driver's license record, child support services notice, Social Security benefits letter (S/S), county health department envelope, and S/S letter (mother – Annie Ruth Traylor, father – Roscoe Dennis, prior names used – Horace Timothy Dennis/1974/1990/1992/1994/1997/2004/2011/2019).

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

2. Tamara Ellen Grace - She is seeking a Georgia driver's license in the name of Tamara Ellen Grace. She is 62 years old. When she was a young child, her mother married Rene Mestas. Her mother changed Tamara's last name to Mestas but not legally. When she married, her last name on the marriage certificate was Mestas. She submitted her birth certificate (mother's maiden name – Heidi Maria Nimetz, father – Robert Henry Siemiesz), marriage certificate (spouse – Patrick R. Grace, name at birth – Siemiesz, mother – Heidi Myer, father – Robert Siemiesz), expired US Passport, birth certificate of the child (maiden name – Siemiesz), high school equivalency diploma, college diploma, expired New Hampshire (NH) driver's license (not REAL ID complaint), two utility bills, S/S letter (mother – Heidi M. Nimetz, father – Robert H. Siemiesz, prior names used – Tamara Ellen Mestas/1971/1980, Tamara Ellen Grace/1983/1995/1999), and S/S card.

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

3. Deborah Marie Valentino - She is seeking a Georgia driver's license in the name of Deborah Marie Valentino. She is 61 years old. She was born Deborah Marie Pollock. Her father died of Cancer when she was 10 years old, and her mother remarried Louis Migliorini. Her mother changed Deborah's last name to Migliorini. There was no adoption paperwork, court order name change, or amended birth certificate. When she married Wayne Valentino, her last name on the marriage certificate was Migliorini. She submitted her birth certificate (mother – Elizabeth Claire Bressanelli, father – John Richard Pollock), attorney letter (written to school superintendent advising of the use of the last name Migliorini instead of Pollock), school record (parent – Louise Migliorini), high school diploma, marriage certificate (spouse – Wayne Angelo Valentino), birth certificate of children, S/S card, expired US Passport, valid Pennsylvania (PA) driver's license (REAL ID compliant), insurance statement, benefits invoice, S/S Letter (mother – Elizabeth C. Bressanelli, father – John R. Pollock, prior names used – Deborah Marie Pollock/1973, Deborah M. Migliorini/1979, Deborah M. Valentino/2010), and two S/S cards.

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

New or Old Business

The next Board meeting will be held on May 10, 2023.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Bob Pierce and seconded by Christie Moore with unanimous approval by the Board.

READ AND APPROVED on 10 of May, 2023 by:

David Connell

David Connell, Chair

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Britt Fleck
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Britt Fleck, Secretary

Absent

Rachel Little, Member

DocuSigned by:
Tony Guisasa
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Tony Guisasola, Member

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Frank Reynolds
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Frank Reynolds, Member

Absent

Jeff Markey, Vice-Chair

DocuSigned by:
Bob Pierce
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Bob Pierce, Member

DocuSigned by:
Kat Satterfield
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Kat Satterfield, Member

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Christie Moore
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Christie Moore, Member