

Board Meeting Minutes

April 13, 2022

10:00 a.m.

Virtual Meeting

Present

Jeff Markey, Vice Chairman
Britt Fleck, Secretary
Rachel Little
Bob Pierce
Kat Satterfield
Tony Guisasola
Christie Moore
Frank Reynolds

Not Present

David Connell, Chairman

Also attending the meeting virtually was Cris Correia from the State Attorney General's Office, DDS staff members, and Reporter Mark Niese from The Atlanta Journal-Constitution (AJC), who attended the meeting from the DDS boardroom.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:00 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the March 9, 2022 Board meeting. Christie Moore made a motion to approve the regular meeting minutes as presented; Bob Pierce 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. He mentioned his visit to the Cobb Chamber for Marquee Monday, which Governor Brian Kemp headlined. He was invited by Board Secretary Britt Fleck, also Chair of the Cobb Chamber Board. The Commissioner thanked Britt for the invite and thought it was a great event. Commissioner Moore mentioned how happy he is with the support from Governor Kemp and the DDS Board. The Commissioner continued by giving a budget update.

Budget:

- The agency received \$125,000 to maintain the Voice Bot technology, launched in November. The utilization of technology will hopefully help handle more call volume and improve efficiency.
- DDS Received \$1.267 million to implement self-service Kiosks in the highest volume locations around the state. They will be located in 12 to 15 of the agency's busiest customer service centers and some grocery stores.
- We received \$4 million in bond funding to complete a new center in Oconee County near Athens. This center is very old and sits in a flood zone. The agency has had some challenges with flooding, and the expense is too high to maintain the building. The Commissioner is thankful to the Governor and the General Assembly for the funding to move that project forward.
- The hope is to have a grand opening in the next 60 days for the new CDL site in Dalton. DDS received \$300,000 in bond funding for a new building and to replace the asphalt and the pavement around the building.

Legislative Liaison Shevondah Leslie provided an update on the 2022 Legislation:

Passed:

- HB 246 – An agency bill to increase fees for a lost license from \$5 to \$10 and some Limited Driving permits from \$25 to \$32.
- HB 1335 – Creates 13 state holidays a year instead of 12.
- SB 10 – Gives the court the option to waive the reinstatement fee or not submit a failure to appear (FTA).

Failed:

- SB 408 – Provides a waiver of the required fees for reinstatement and restoration of a driver's license for suspensions based upon an FTA for non-moving traffic violations.
- SB 510 – A teen driver with a Class D license can not have anyone in the vehicle other than a family member under 21 in the first 12 months instead of 6 months.
- SB 556 – Provides currently employed and retired peace officers with a free credential.
- HB 439 – Requires installation of Ignition Interlock device (IID) as a condition of probation for a conviction of 1st offense of DUI.

IT Deputy Director Renee Alonso and Information Security Officer Kym Vroomman provided an IT update:

- The Information Technology Division (IT) comprises 32 employees and 13 contractors. They serve internal and external customers.
- The IT Service Desk is now fully staffed and will assist customers using online services.
- Renee talked about a few of the Cyber security initiatives. She mentioned Governor Kemp's Security and Awareness Training and his Phishing campaign. She also provided an update on the GTA initiatives and DDS security reorganization.
- Kym Vroom gave a few Cyber security updates and a few things they are doing behind the scenes. She pointed out a few things, such as Audits, Bitlocker, Crowd Strike, and 2 Factor Authentication.
- She gave some insight on Cyber Security in the news, along with the experiences companies face and how sophisticated hackers continue to become.

HR Director Deborah Moore provided an update on retention, recruitment, and salary progression:

- The agency has seen progress in salary increases over the last several years. In 2017 and 2019, the General Assembly approved a 2% performance increase.
- One of the Commissioner's goals has been to increase the salaries of Driver Examiners. Driver Examiners perform a highly complex job that is important to the state but has been some of the lowest-paid state employees. An Examiner is hired as an Examiner 1 and in 18 months promoted to Examiner 2 with a 10% increase. In 2020, DDS worked with HRA and OPB to get the rise sooner. The agency has broken the 10% increase up over a year and a half. The percentage didn't change, but Team Members would receive an increase earlier. This was to try and help with recruitment and retention.
- In 2021, the decision was made to convert all part-time positions to full-time for the team members who wanted to come on full-time. This has been a voluntary process. However, once a part-time team member leaves, that position is then filled with a full-time team member.
- In July 2021, employees making \$50k or less received a \$2,000 permanent increase. Another one of the Commissioner's initiatives was not to have any Team Member making less than \$25,000 a year. This across-the-board increase also bumped up those Team Members that received the \$2,000 boost, depending on their salary.

- In December 2021, Governor Kemp approved a \$1,000 COVID supplement for law enforcement. This year the General Assembly approved a \$5,000 increase for all full-time team members, which has been very good for DDS. The hope is the increases will help retention and recruitment efforts. Secretary Britt Fleck thanked Deborah and the Commissioner for their actions. Deborah thanked the Commissioner for always advocating for the staff.

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

The agency measures performance by the percentage of customers served in 30 minutes or less and the total amount of customers served. When the pandemic started in 2020, DDS only closed its doors for ten days to obtain PPE and take protective measures for the staff. In that year, DDS served around 2.4 million customers face to face, in the heart of COVID, and with excellent customer service. In March 2022, DDS served 225,293 customers, which is a little less than March of the previous year. Month over month, there has been a decline, which is to be expected. The agency has met the service level goal of 95% of customers served in 30 minutes or less in the last two months. DDS continues to strive to meet the service level goal despite workforce shortages.

In March 2022, 82,000 customers established an online account. Every transaction performed online is one that doesn't have to be performed at a CSC.

The Commissioner ended his report with customer survey responses:

Surveys are computer-generated emails sent to customers after completing an in-person service. The system will send out an email asking four simple questions: What was the purpose of your visit, was our staff courteous, were they knowledgeable, and was the facility clean and adequate?

Rules for Final Approval

- **375-3-3-.03** Recertification of Driving Ability under Georgia Assigned Risk Plan (proposed repeal)

Frank Reynolds made a motion to approve the final rules for adoption; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Othello Bonaparte Dunson – He is seeking a Georgia driver's license in the name of Othello Bonaparte Dunson. He is 67 years old. He was born Othello Bonaparte McAlister. He was legally adopted at age five by Arthur Dunson. His birth certificate was not amended. He submitted his birth certificate, DD 214, honorable discharge certificate, Medicare card, divorce decree, court document, bank letter, fishing license, REAL ID valid Nebraska driver's license, veterans affairs letter, Social Security letter (since first application in 1963 has only been known as Othello Bonaparte Dunson), Social Security card (S/S), and military ID card.

Britt Fleck made a motion to approve the waiver; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

2. Brian Austin Ghysels – He is seeking a Georgia driver's license in the name of Brian Austin Ghysels. He is 45 years old. He was born Brian Austin Miller. His mother married Darrell Ghysels when he was six, and he has used the last name of Ghysels since then. There was no adoption conducted or name change through the court. He submitted his birth certificate, DD 214, high school diploma, S/S card, an affidavit regarding name change (former name Brian Austin Miller, signed by step-father, Darrell W. Ghysels), valid Arizona driver's license, S/S letter (Prior names used – Brian Austin Miller/1975, Brian Austin Ghysels/1994), and an envelope.

Frank Reynolds made a motion to approve the waiver; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held at Georgia Power on May 11, 2022.

Adjournment

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

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Britt Fleck", written over a horizontal line.

Britt Fleck, Secretary