

Board Meeting Minutes

April 9, 2025

10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Britt Fleck, Secretary
Rachel Little
Tony Guisasola
Frank Reynolds
Al Barber

Not Present

Bob Pierce
Kat Satterfield

Also attending the meeting was Elizabeth Crowder 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 10:03 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the March 19, 2025 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Rachel Little 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 Chairman announced the Commissioner's retirement on May 1, 2025, and the Commissioner followed with a few heartfelt words. He then reminded everyone of the May 7th deadline for REAL ID and answered a few questions from the Board before going right into the DDS spotlights.

Employee Spotlight:

- The first spotlight was Paul Lasorsa, an Information System Worker in IT. Paul started with the state in 1981 and retired in July 2012. He is now working for DDS on a part-time basis on a number of projects.
- The second spotlight was Navneet Singh, Senior Software Developer/AI Solutions in Innovation & Technology Division. He has been with the state for nine years and with DDS since 2016. Over the years, he has had the opportunity to work on several impactful projects that support our mission to provide secure and customer focused service.

Quarterly Meetings:

- Each Quarter, the Commissioner, Deputy Commissioner, and Executive Team travel across the state to communicate with managers in the field about what's happening around the agency.
- The meetings take place in different areas around the state. The agenda for these meetings are very comprehensive and covers things talked about from the DDS perspective.
- The Commissioner highlighted the events that took place in March and April across the state.

Non-Commercial Townhall Meeting:

- The first townhall for Non-Commercial driving schools and similar to what DDS has done with the CDL townhall took place in Macon on March 31, 2025. There were over 100 participants. The Commissioner thanked the team and everyone who participated.
- The Commissioner explained that driving these events, his desire is not just to listen but to learn and then do something.
- DDS had a table set up to issue mDL's during the townhall. The agency issued about 30 mDL's.
- Board Member Al Barber commented about the importance of new technology. He mentioned some like the old way while others have already made the shift. He said you can't slow down technology, you have to continue to find ways to make it better.

Government Affairs and Communications Director Shevondah Leslie gave an update on the 2025 Legislative Session:

- DDS did not have any legislation, but Shevondah was tracking several items that would have impact on the agency. Although House Bill 296 was not DDS's, Shevondah said it felt like it was an agency sponsored bill.
- House Bill (HB) 296 allows law enforcement to accept the Mobile Driver's License when they possess the proper equipment by July 1, 2027. This bill passed and was carried by Representatives Houston Gaines.
- Also passed, SB 121 carried by Senator Marty Harbin and would require minimum insurance for people convicted of DUI. This bill will require DDS to update our rule.
- Shevondah also followed several bills that did not pass: HB 82 carried by Representative Matt Reeves, HB 106 carried by Representative Imani Barnes, and HB 247 carried by Representative Alan Powell which was added to Senate Bill (SB) 160 carried by Senator Kay Kirkpatrick.

Strategy & Innovation Director Delmar Whittington gave an update on Innovation and Technology:

- He discussed the collaboration between DDS, National Institute of Standards and Technology (NIST), Apple and Google to advance the use of the mDL across the internet.
- DDS is partnering with Apple who is piloting the development of technology solutions to allow Law Enforcement officers (LEO) to accept the mDL during traffic stops.
- Mobile ID FAST Pass for Apple and Google will give customers a pre-populated DS-23 for a FAST Pass experience at the CSCs. There are also pilot efforts with other Georgia state agencies.
- Board member Tony Guisasola said if we could get the health system to adapt to technology that would be a win. The Commissioner has already been in talks about that.

Customer Service Support Director Bob Griffin gave an update on facilities:

- The agency has four on-going projects.
 - Hazlehurst is anticipated to open in July of 2025 and staff are being hired.
 - Rome will take seven months to build.
 - Oconee County – the agency is awaiting direction from GSFIC as the property will be shared with multiple state agencies.
 - Between Motorcycle (MC) shop has already been started with an anticipated date of December 2025.

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

The customer volume went up essentially to 42,000 customers in the month of March year over year. The Commissioner is always impressed to see the average state-wide wait time is six minutes and thirty-two seconds. This is from the time you get your ticket to the time you get to the counter. 98.53% of customers continue to be served in 30 minutes or less. Overall DDS is doing very well.

DDS continues to allow customer service opportunities outside of the centers. The Commissioner wanted to show the efforts of what the agency is doing beyond the centers. Over 108,000 customers were served online/mobile transactions. Kiosk and online numbers are continuing to rise. The call center is receiving fewer calls because of technology like chatbot, and the mobile driver's license is showing increases.

The Customer Satisfaction Surveys measure five things. The purpose of the visit was the staff courteous, the staff knowledgeable, was the facility clean/adequate and how the agency ranks on a scale from one to five, with five being the highest. We ranked this year at 4.69%.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.07** Reinstatement of Habitual Violator Revocation
- **375-3-3-.10** Limited Driving Permits

Rachel Little motioned to approve the initial rules for adoption; Tony Guisasola seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. Theresa Ann Murray - She was born Teresia Ann Hamilton. She vaguely remembers living with a man named Sammy Paige. She does not recall marrying him. In 1987 she married Larry Murray. On the marriage certificate her last name is Paige. Since then, she has used the last name Murray. She suffers from memory loss among other health issues. She submitted her birth certificate, birth certificate of child, marriage certificate (spouse-Larry McArthur Murray), Georgia Driver's License Record, Social Security Letter (S/S), (prior names used-Theresa Ann Jackson/1973, Theresa Ann Hamilton/1976, Theresa A Paige/1977, Theresa Murray/1985, Theresa Ann Murray/1996), and S/S card.

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

2. Jacquelyn Jeanne White - She was born Jacquelyn Jeanne Horton. Her parents divorced when she was 2. Her mother married Wallace Mulliken when she was 3. She used the last name Mulliken until she married Anthony White in 2009. On the marriage certificate her last name is Mulliken. Since then, she has used the last name White. There is no legal documentation of her name changing to Mulliken. She submitted her birth certificate, child's birth certificate, marriage certificate (spouse – Anthony Phillip White), valid Florida ID (REAL ID complaint), utility bill, SSNAP printout, Social Security Card (S/S), and S/S letter (prior names used – Jacquelyn Jeanne Mulliken/1976/1990/1999, Jacquelyn J. White/2010/2017/2022/2025).

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

New or Old Business

The next Board meeting will be held on May 14, 2025.

The Board voted to close the meeting and enter Executive Session. Frank Reynolds moved to close session; Rachel Little seconded the motion with unanimous approval by the remaining Board members. The affidavit supporting closing the public meeting is attached.

Al Barber moved to adjourn the Executive Session; Tony Guisasola seconded the motion. The Board members agreed to conclude the Executive Session. The Board went back into the public meeting.

The meeting was closed to deliberate on personnel matters.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Rachel Little and seconded by Frank Reynolds with unanimous approval by the Board.

READ AND APPROVED ON 21 of May, 2025 by:

David Connell

David Connell, Chair

Absent

Jeff Markey, Vice-Chair

Absent

Britt Fleck, Secretary

Absent

Bob Pierce, Member

Rachel Little

Rachel Little, Member

Kat Satterfield

Kat Satterfield, Member

Tony Guisasola

Tony Guisasola, Member

Al Barber

Al Barber, Member

Frank Reynolds

Frank Reynolds, Member

Special Called Virtual Board Meeting Minutes

April 16, 2025

3:00 p.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Britt Fleck, Secretary
Rachel Little
Tony Guisasola
Frank Reynolds
Al Barber

Not Present

Bob Pierce
Kat Satterfield

Also attending the meeting was Elizabeth Crowder from the State Attorney General's Office.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 3:03 p.m.

Chairman's Report

The Chairman welcomed the Board and thanked them for attending the meeting. The Chairman referenced the Commissioner's retirement as of May 1, 2025, and the purpose of the meeting. The Chairman was happy to share with the Board that the Governor's office had made a decision in the process of recommending a new Commissioner. He asked that members not share the information until the Commissioner has had an opportunity to share with the DDS Executive Team. The decision was made that Angelique McClendon will be replacing Commissioner Spencer R. Moore. The Board was excited and felt like this was the correct person to do the job. They discussed the salary and took a vote to approve.

Rachel Little motioned to approve the support of the appointment of Commissioner and the salary. Al Barber seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on May 21, 2025.

Board member Tony Guisasola asked if we have given notice about REAL ID. The Commissioner assured him we have and put out several press releases.

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 Jeff Markey with unanimous approval by the Board.

READ AND APPROVED ON 21 of May, 2025 by:

David Connell

David Connell, Chair

Absent

Jeff Markey, Vice-Chair

Absent

Britt Fleck, Secretary

Absent

Bob Pierce, Member

Rachel Little

Rachel Little, Member

Kat Satterfield

Kat Satterfield, Member

Tony Guisasola

Tony Guisasola, Member

Al Barber

Al Barber, Member

Frank Reynolds

Frank Reynolds, Member