

Board Meeting Minutes

August 10, 2022

10:00 a.m.

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 and the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the June 8, 2022 Board meeting. Bob Pierce made a motion 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. He acknowledged new Headquarters staff members: Regulatory Compliance Director Brent Bennett, Assistant General Counsel Stephenie Dufford, Deputy Commissioner Ricky Rich's new Executive Assistant Tanisha Fowlkes, and Graphics and Visual Art Specialist Aleeshia Carr.

The agency continues to be busy. In July, there were 18,506 non-commercial road tests and 909 CDL road tests conducted. That is about 5000 road test per week. This is a daunting task, but the DDS team is doing well. Field Operations Director Kecia Bivins and Deputy Director Pierre Miles are talking to people all over the country about the new virtual road test technology and what it's doing to give Examiners a little relief. One thing it does is give the road test applicant a little more confidence by having the person they have been training with sitting in the front seat with them. The second thing it does is keep the agency out of worker compensation claims. The agency is conducting 80% of road tests virtually.

DDS has closed the books on FY 2022. The Commissioner thanked CFO Travis Kennedy, Budget Manager Stacy Cheek, Accounting Director Vita Jordan and the finance team. There have been so many great things the agency has been able to accomplish last year. The General Assembly and the Governor has been extremely generous to DDS in helping to move the agency forward. Commissioner Moore continued with agency updates.

Leadership Training:

- The Chair challenged the Commissioner to provide leadership training for all DDS leaders. The Communications team has done an outstanding job to get this accomplished. They are working on a leadership video that is about 45 to 50 minutes long that will be used for ongoing training by the HR team. The Commissioner showed the Board a short preview that will be expanded for the Training Team's usage that featured Chairman Connell, Brian Jordan (Pro Athlete) and John Loud (owner Security Firm).

Quarterly Meetings:

- Each Quarter the Commissioner and Deputy Commissioner travel across the state to communicate with managers in the field about what's happening around the agency. It's even more important for the Commissioner's to receive feedback from the managers. Through these meetings, the agency has been able to make and or update policies to resolve identified issues.

Public Information Officer Susan Sports gave an update on the Voter ID Publicity:

- The agency was appropriated \$250,000 by the General Assembly and the Governor to make the public aware of the fact that DDS offers a free voter ID. The agency launched a multi-faceted approach to get the word out to citizens regarding the availability of obtaining a FREE Georgia Identification Card for Voting Purposes.
- DDS partnered with Focus Advertising to provide Billboards in 8 market areas of the state that ran for a little over six months.
- There were 10,000 post cards distributed to the CSCs to help customers understand the voter ID requirements.

Field Operations Deputy Director Pierre Miles provided an update on Virtual Road Tests (VRT):

- Current Status:
 - DDS is conducting Virtual Road tests in 64 of the 67 CSCs. Team Members are excited about the virtual road tests because it keeps them safe. 80% of all customers will have their road test conducted via virtual.
 - All the centers have at least two VRT camera's and we are trying to add a third. This will help with volume. Some of the CSC's are doing anywhere between 40 to 60 road test per day.
 - The Chairman asked, what are the biggest challenges? Pierre indicated the time it takes to get the equipment set up. "Chairman Connell asked if customers have any problems with being videoed? Pierre stated, no but some customers have said the camera can be distracting. Board member Tony Guisasola asked if a customer does not pass, does the VRT provide feedback or are they able to see the video? Pierre explained the video is not accessed by the customer, but it is explained to the customer and the parent what was missed.
 - The Chairman asked if the agency has received calls from other states pursuing this technology. Pierre responded that they had just made a presentation to Arizona a few days earlier and other states are calling.

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

- The Dalton CSC ribbon cutting held on July 25th was a success. Warner Robins ribbon cutting is scheduled for August 22nd. This was an old building that was made to look like new. Lithonia is a renovation scheduled to be completed by September 19th.
- Other projects currently in the works include Douglasville, Oconee County, Hazlehurst, Monroe County, Rome, Gainesville, Covington, and Newnan. The Douglasville CSC is the biggest project of them all.

- Bob told the Board to mark their calendars for the Hazlehurst groundbreaking scheduled for September 28th.

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

The summer months are always busy. Looking at June, July, and August of every year, the numbers increase. The agency is in an interesting spot as it relates to renewal cycles. What we expect to see over the next several months is that the numbers will go down. There were over 214,000 customers that came into the CSC in July. The average statewide wait time was around 8 minutes. This is lower than last year and slightly lower than the previous month. 97% of customers are served in 30 minutes or less. The agency measures the number of CSC's meeting that service level. It's only 3 or 4 CSC's that are a challenge and it's because of staff shortages. The Chairman asked as it pertains to COVID, is the agency doing anything? The Commissioner explained the agency continues to educate the staff. The agency still has its partnership with the Department of Public Health. They come to one of the CSCs to provide vaccinations not only for the DDS Team Members, but the community as well.

There have been thousands of online mobile accounts created since every customer had to re-establish a new account as a security protocol with the DRIVES implementation. DDS sends postcards, when it gets close to your birthday reminding that it's time to renew. The Commissioner has challenged CIO Jeff Smith, Deputy Director Renee Alonso, and the IT team with giving customers the option to opt into receiving an email verse's a postcard. This will save the agency a lot of money in the future. Therefore, DDS really wants to continue to encourage customers to establish an online account. The agency has not had as many mobile transactions and online transactions as in the past. This is a combination of volume going down and this will continue for the next year. The agency is trying to implement things like the Kiosk and other services, so customers don't have to visit a CSC. These are things to push through social media as well as through press releases to let customers know once they establish the account. It will enhance security. The Office of Investigative Services (OIS) has seen an increase in Cyber Fraud. One way to guard against that is by having an online account. If something happens with your account, you will receive a notification from DDS.

The Commissioner ended his report with customer survey responses:

The agency sends out computer-generated emails to customers after completing an in-person service. The survey asks four simple questions: What was the purpose of your visit, was our staff courteous, were they knowledgeable, and was the facility clean and adequate? This information helps guide the agency. Almost 4,400 responses were received in July.

Rules for Final Approval

- 1-1-.01 Applications. Amended. (proposed amendment to Applications)
- 1-1-.02 Commercial Driver's License Exemptions. Amended. (proposed amendment to Commercial Driver's License Exemptions)
- 1-1-.03 Affidavit for Changes on Commercial Driver's License. Amended. (proposed amendment to Affidavit for Changes on Commercial Driver's License)
- 1-1-.04 Minimum Physical Requirements Required to Obtain a Commercial Driver's License. Amended. (proposed amendment to Minimum Physical Requirements Required to Obtain a Commercial Driver's License)
- 1-1-.05 Exemptions from Medical Requirements. (proposed amendment to Exemptions from Medical Requirements)
- 1-1-.06 Driver Qualifications. Amended. (proposed amendment to Driver Qualifications)
- 1-1-.07 Failures of Written or Skills Test(s)

- 1-1-.13 Disqualification from Driving a Commercial Motor Vehicle. Amended (proposed amendment to Disqualification from Driving a Commercial Motor Vehicle)
- 1-1-.15 Disqualification from Driving a Commercial Motor Vehicle. Amended. (proposed repeal)
- 1-1-.17 Issuance of a Commercial Driver's License following a Lifetime Disqualification (proposed amendment to Reinstatement and Issuance of a Commercial Driver's License following a Lifetime Disqualification)
- 375-3-4-.01 Uniform Traffic Citation Form

Bob Pierce made a motion to approve the final rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Charles Michael Lindsey – He is seeking a Georgia driver's license in the name of Charles Michael Lindsey. He is 66 years old. He was born on September 28, 1955, by a midwife. He believes he was born in Newark, New Jersey but has never seen his birth certificate. His mother gave birth to 12 children and suffered from a mental disability throughout her life. A church in Atlanta tried to help order his birth certificate, but NJ told them there is no record of his birth (he does not have the letter). One of his brothers thinks he might have been born in North Carolina. He submitted his DD214, NC driver's license, expired Georgia driver's license, two Social Security letters (mother – Annie Ruth Robinson; father- Charlie Lee Lindsey; prior names used-Charles Richard Lindsey/1968, Charles Michael Lindsey/1989, Charles Michael Lindsey/1990, Charles Michael Lindsey/1991, Charles M Lindsey/1991, Charles Michael Lindsey/1992, Charles Michael Lindsey/1994, Charles Michael Lindsey/1995, Charles Michael Lindsey/1999, Charles Michael Lindsey/2021).

Christie Moore made a motion 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 September 21, 2022. The Chairman asked the Commissioner to document the performance of the agency as it relates to the virtual road test process.

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.

Respectfully Submitted,

Britt Fleck

Britt Fleck, Secretary