

## Board Meeting Minutes

August 11, 2021

10:00 a.m.

### **Present**

David Connell, Chairman  
Jeff Markey, Vice Chairman  
Britt Fleck, Secretary  
Rachel Little  
Kat Satterfield (Phone)  
Tony Guisasola  
Christie Moore  
Frank Reynolds

### **Not Present**

Bob Pierce

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 10:03 a.m.

### **Oath of Office**

Chairman Connell gave the Oath of Office to our newest DDS Board members, Christie Moore, Frank Reynolds, and Tony Guisasola. Mrs. Moore and Mr. Reynolds were appointed by Lieutenant Governor Geoff Duncan on June 11, 2021, and Mr. Guisasola was appointed by Speaker David Ralston on June 7, 2021.

### **Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the June 9, 2021 Board meeting. Britt Fleck made a motion 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. He introduced Marjani Haughton, the new Communications intern. Commissioner Moore presented agency updates.

### **COVID:**

The agency is experiencing a few more positive exposures than in the past few months. In May and June, there was one employee who tested positive each month. In July, the agency saw six positive cases which is a different direction than in the last several months. The Commissioner wanted to confirm that DDS is committed to the protocols in place to keep the staff safe. The agency is encouraging vaccinations and has even had an opportunity to have vaccination opportunities on-site.

#### Workforce:

The Commissioner shared an outline of the agency's workforce. The agency has three appropriated programs which are Administration, License and Issuance, and Regulatory Compliance. The Commissioner pointed out that the concern is vacancies and the ability to attract new staff. The Chairman challenged the Board to share what their companies are doing to hire and retain workers. The Commissioner advised that Director Kecia Bivins, Deputy Director Pierre Miles, the District Managers, and HR have worked really hard to make sure DDS has sufficient staff to keep centers open.

Mike Mitchell, Director of Regulatory Compliance, provided an update on Regulatory programs:

- Regulatory Compliance is the second-largest division in the agency. They are responsible for certifications and audits of several programs such as Driver Training Schools, ADAP, GMSP, and they also have Records Management and the Medical Review Unit under their umbrella.

Kyle Cain, Deputy Director of Regulatory Compliance, provided an update on strategic initiatives:

- The Third-party testing (TPT) pilot program for Commercial Drivers started on January 1, 2021, and has completed 785 tests since go live.
  - Truck Driver Institute (Forsyth), 251 tests
  - Georgia Driving Academy (Conyers), 284 tests
  - Daly's (Gainesville), 47 tests
  - Southeastern Lineman School (Trenton), 203 tests
- Non-commercial Train-the-Trainer for new Third-Party Examiners launched July 1, 2021.
  - Enables third-party testers to train their Examiners.
  - DDS will train the trainers.
  - DDS will continue to offer training as an option.
- Partnership with Columbus Tech for virtual new instructor training
  - Completely virtual, including the final exam.
  - Intended to expedite the certification process and will free up DDS resources.
- DocuSign
  - DocuSign will enable Regulatory Compliance to move the application process to entirely digital. This will include all schools regulated by DDS as well as other programs that would require an application process.
  - The current process is all paper and has to be processed by a team member. This process can be long and time-consuming as you often have to go back and forth to obtain the required documents. DocuSign will provide a checklist of the required documents and will restrict incomplete submittals.

The Chairman asked that DDS keep the Board updated on the DocuSign project. The Commissioner informed the Board of other areas in the agency that are also engaged with DocuSign.

Jeff Smith, CIO, provided an IT update:

- Jeff gave a high-level overview of the structure of IT and its succession planning.
- IT and the Commissioner are very concerned about cyber security. The desire is for customers to get their license securely and as conveniently as possible. Security and convenience is a tough balancing act.
- He talked about Security Awareness training for the DDS staff. IT sends out phishing exercises to the team members; if they fall for it, then they are required to take a class within 30 days.

- IT is very involved in every business operation. They have implemented multi-factor authentication. Team members are currently able to answer a security question to authenticate, but that feature is going away. DDS has already transitioned to using a YubiKey that plugs into your laptop or Okta Verify, which is a push notification on your cell phone. This gives a second layer of protection before letting someone onto the network.
- Jeff shared with the Board the Commissioner's goal of having a conversational AI Chatbot. The interactive voice response system will help citizens get their most common inquiries answered quickly. This will help take some of the load off the Contact Center agents. IT created its own Call Center as another solution to supplement the Contact Center, which is now live.

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

Traditionally we focus on front-line measures. Since February, DDS is serving more than 50,000 customers per week inside centers. Tuesdays continue to be the highest volume day. Internet services are seeing a consistent amount of customers getting their services online with more than 17,000 on average each week. As the pandemic started to subside a little before this new variant, more people were utilizing online services instead of coming into a center. As things start to open back up, customers are more comfortable coming in. Most customers can use online services for renewals if they are REAL-ID compliant. With technology, the agency can process the over 64 drivers who may need an eye exam online with the submission of appropriate documents. The pandemic drove customers to do things online and the agency is hopeful this will continue.

DDS saw 223,040 customers in the centers in July. This was an increase from June. The Commissioner focused on the goal of 95% of customers served in 30 minutes or less. That time is measured from the time a customer gets a ticket to the time they get to a window. 60 of the 67 centers are meeting the goal consistently without hesitation. The locations that are having challenges are understaffed.

Board member Christie Moore asked if DDS has a way to track how many in-person visits could have been accomplished online and is it possible for the chatbot to push customers online? The Commissioner explained there is a matrix that is tracked. IT Director Jeff Smith chimed in and said the number is about 50/50. Customers are just more comfortable coming in.

The Commissioner ended his report with an update on customer survey responses:

DDS is hearing back from the customers about, Was our staff courteous?; Are they knowledgeable?; Was the facility clean and adequate? As a state agency, we represent the State of Georgia. Every building owned is the citizens building, and at the end of the day, we have a responsibility to ensure that it's clean and able to receive them professionally. We continue to measure those things and are excited about receiving the results. One thing the agency is seeing is more irate customers. Customers are more frustrated than usual. The stress of COVID has caused customers to be a little bit more impatient in limited circumstances. As a result, it has caused Director Jared Smith and the Investigative Services team to be engaged and ensure the safety of our staff.

### **Rule for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.16** Eligibility for Veterans', Honorary or Distinctive Driver's License and Identification Cards

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

### **Citizen Waivers**

1. Roxanne Karen Blocker - She is seeking a Georgia ID in the name of Roxanne Karen Blocker. She is 67 years old. The state of Michigan has no record of her birth. She has applied for delayed registration of birth many times but has been denied due to insufficient documentation. She has held a Georgia driver's license from 1997 to 2001 in the name of Roxanne K. Blocker. She submitted her birth record not found, birth certificate of children, Medicare card, death certificate of mother (mother – Louise Shropshire Blocker), bankruptcy court final decree, death certificate of father (father – Robert Sloan Blocker), Alaska driver's license, Social Security Card (S/S), life insurance application, credit header, S/S statement, and S/S letter (mother – Louse Shropshire; father – Robert Blocker).

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

### **New or Old Business**

There was a vote to elect Britt Fleck as Secretary.  
There was a vote to re-elect Jeff Markey as Vice Chairman.

Christie Moore motioned to approve the vote for Secretary and Vice Chairman; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on September 15, 2021.  
The October Board meeting will be held on October 20, 2021.

### **Adjournment**

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

Respectfully Submitted,

**Britt Fleck**  
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**Britt Fleck**