

Georgia Department of Driver Services' Board Meeting Minutes

August 13, 2025
10:00 a.m.

Board Members Present

David Connell, Chairman
Rachel Little
Kat Satterfield
Tony Guisasola - Virtual
Frank Reynolds
Al Barber - Virtual

Board Members Not Present

Bob Pierce
Jeff Markey, Chair
Britt Fleck, Secretary

Senior Assistant Attorney General Elizabeth Crowder with the State Attorney General's Office (AG) and members of the DDS Staff were in attendance. Also attending was Ron Jackson with American Property Casualty Insurance Association (APCIA), Elliot Dordick with the AG's office, Amanda Edwards with V.W. Whitfield Consulting and Patrick Longworth, Estate Insurance Division.

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 June 11, 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 other attendees to the meeting. She thanked the Board and everyone in the room, and virtually for all of the prayers, cards, and support during the funeral and repast.

Employee Spotlight:

- The spotlight featured Willie Heard, Warehouse Specialist in the Customer Support Services Division here at the DDS HQ office. Willie has been in state government for 21 years. He started his career with DDS as a driver examiner and later advanced to the role of warehouse specialist. Willie is a devoted family man and plays percussion in his church choir. The Chairman asked Willie what the best part of his job was? Willie said, taking care of people and making sure they have what they need.

Austroroads Visit:

- Paul Davies, General Manager Programs at Austroroads in Sydney, Australia, visited with DDS on June 6, 2025. His visit was to observe agency operations.
- During his visit, he toured the Conyers CSC and gained insight into the agency's issuance process.
- The visit was productive on both sides, as he also shared his experiences from Australia. The Chairman asked Pierre what Mr. Davies was most impressed by. He said it was how he could pull up and observe a live virtual road test from all over the state from one location.

Road Test Blitz – Norcross CSC:

- The field conducted road tests blitzes every Monday in July. These are always successful and help to catch up on any road tests backlogs.
- Director Pierre Miles explained that Norcross is one of the busiest centers in the state. Once they get to a four to five-week wait time for a road test, they will schedule a road test blitz.
- There were over 100 tests scheduled, and over 95% of those drivers showed up.

Mobil Driver's License (mDL) Relying Parties (an entity that will accept the mDL):

- The agency implemented the first digital driver's license in 2023 with the Apple wallet, followed by the Google wallet and then the Samsung wallet. We have reached a milestone with over 500,000 downloads for mDL in Georgia. We launched the DDS Fast Lane to speed up check-in time in our CSC lobbies. You can also use the mDL at TSA.
- DDS is connecting with relying parties to onboard them, so they can understand how they can accept the mDL and how it can impact and enhance their business practices.
- Following the passage of Georgia House Bill 296, which authorizes law enforcement officers to accept mDL during roadside verification, DDS issued an invitation for an exclusive product demonstration.
- The agency extended the invitation to law enforcement administrators, officers involved in traffic enforcement, IT personnel responsible for technology integration, and other relevant stakeholders. The meeting was very productive. Board member Frank Reynolds discussed potential technologies that could integrate with the body cam translation component already installed in the device.

Deputy Commissioner Bob Griffin provided an update on the US Postal Service Budget Impact:

- The cost of mail has increased six times since July 2022. The postage cost is 5% of our total budget and 44% of our regular operating expense (ROE) budget.
- These totals include mail sent and returned. We are working with our current vendor (Thales) to offer a mail tracking solution through a customer option, including UPS, FedEx, or USPS. The decision would rest entirely with the customer to select and pay during the licensing process.
- The Chairman asked about sending emails to inform customers of a returned license. The emails on file for customers are not verified, and the law requires DDS to send certain things by mail.

Assistant Deputy Commissioner of Operations & Customer Experience Kecia Bivins provided an update on the CDL Town Hall:

- DDS held two town halls. One was in Athens at the University of Georgia (UGA), and the second one was in Macon at the Central Georgia Technical College.
- We invited CDL school owners, CDL Instructors, third-party CDL examiners and providers, and school bus drivers.
- A Federal Motor Carrier Safety Administration (FMCSA) grant funds this event, and the agency is allowed two annually. Kecia informed the board that if they have a location and want to partner with us, she would love to hear their thoughts.
- Kecia talked about her attendance at the Governor's Office of Highway Safety (GOHS) Conference in Savannah. The goal is always to provide information on mDL. So, DDS was able to set up a booth to issue and educate attendees about mDL.

Director of Field Operations Pierre Miles provided an update on homebound issuance:

- The Commissioner introduced Pierre and explained that homebound issuance is just another way DDS is taking our services to the people.
- Customers will contact the Central Issuance (CI) unit, which will obtain all required documents for verification. Once approved, a visit is arranged to their home, nursing center, or sometimes in hospice care.
- A total of thirty Homebound Issuances has been completed in FY25, from all over the state. Pierre's team also conducts community outreach events for veterans, customers in retirement homes, hospitals, and other settings.
- The Chairman asked if there is any push to get our team out to the jails. The Commissioner explained that we do have a partnership with the Department of Corrections.

Assistant Deputy Commissioner of Strategy and Innovations Brett Young provided an Innovation update:

- The first innovation discussed was Kiosks. The agency has two different types of Kiosks. There is the Thales Kiosk that DDS owns. We have 30 of these in 23 different CSC locations with more on the way. Then there is the ITI Kiosks which are in select Kroger and Publix stores across the State of Georgia.
- Customers are more familiar with the ITI Kiosks in Kroger stores because they associate them with getting their vehicle tag. DDS is in 46 of its 104 stores, which gives us the potential to expand.
- The Kiosks have improved customer wait times and service efficiency without adding staff, despite an increase in population and rising demand. The Chairman asked what the marketing strategy is for the Kiosks in grocery stores. Director of Government Affairs and Communications Shevondah Leslie informed the Chairman that we post it on our social media. We're also working with the Georgia Association of Broadcasters (GAB) to help with commercials, and the information is shared at various conferences. He wanted to know if the Kiosks' locations were on our website, and they are. Board member Kat Satterfield stated she was told about the Kiosks while getting her emissions done.
- The other project is driver's license card production. Come July 1, 2029, the agency will need to have a new card production vendor selected.

Deputy Director of Investigative Services (OIS) Antonio White provided an update on Physical Security:

- Antonio showed a checklist titled Georgia DDS Center Threats & Physical Security inspection. With this list, an investigator should be able to walk into any center, go through the checklist from one to ten, and figure out where that facility is in reference to safety.
- The methodology is straightforward. We need to identify the needs of both our customers and team members.
- The Chairman asked if such topics are part of the new employee training. Antonio said it was. He asked how often they do inspections, and they are done once a month. Board Member Tony Guisasola suggested that the board lobby for more money for security after hearing about an incident at our Lithonia location.

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

The volume continues to increase. The team continues to maintain awesome wait times, which in turn improves service levels. The longest average wait-time for July last month was eighteen minutes and thirty-six seconds, which is great and down from twenty-seven minutes this time last year. The Commissioner is proud of the team for maintaining, and many times, improving service levels despite the increased volume.

Regarding online, mobile, and kiosk services, these are customer service efforts that are not in-person at a CSC (except for the Thales Kiosks), but we continue to increase remote service transactions. The agency has added a significant number of digital driver's licenses as opposed to last year. DDS would like to continue that effort because the more people who have it, the more people will want to use it in other settings.

The Customer Satisfaction Surveys showed fewer responses than this time last year. The agency continues to see positive responses, and the people are still pleased with how DDS operates. DDS is pleased with our perception in the eyes of the customer. The cleanliness, courtesy, demeanor, and knowledge of our team members along with our overall service is well received by our customers.

Rules for Final Approval

Tanis Miller, Deputy General Counsel, reviewed the following rules:

- 375-3-3-.02 Proof of Financial Responsibility for Probationary License (amend to Proof of Financial Responsibility)
- 375-3-3-.23 Pauper's Affidavit for Reinstatement or Restoration Fees
- 375-3-3-.24 Reinstatement Procedures for Suspensions Based on Convictions for Driving Under the Influence

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

Waiver Petitions

1. Robert Marselias Ingram – He is seeking a Georgia driver's license in the name of Robert Marselias Ingram. He is 69 years old. He was born in Monroe, Louisiana. At age 18 he discovered that Laura B Lemons was not his biological mother but his biological mother's best friend although she had been raising him since he was 6 years old. Does not know his biological mother or father's name. A social security card was issued to him at 15 years old at the request of his guardians. Used school records to enlist in the Navy. Name listed as Robert Ingram on child's birth certificate. Louisiana cannot locate his birth record after two attempts. He submitted his school record, certification of military service (Form NA 13038 is primarily used to replace a lost or destroyed DD Form 214 (or equivalent). This form serves as verification of military service and may be used for any official purpose. Additional cases when NA Form 13038 is used is when there is a poor-quality DD Form 214. The poor quality of a DD Form 214 would make the photocopy unreadable.), marriage certificate (mother-Laura Lemons; father-Bernard Ingram), birth certificate of child, no birth record found letter (mother-Laura Lemons; father-Ben Ingram), no birth record found letter (mother-Laura Lemons; no father listed), valid California driver's license (not REAL ID compliant), and Social Security letter (s/S).

Al Barber motioned to approve the waiver; Kat Satterfield seconded the motion with unanimous approval by the remaining Board members.

2. Ruby Mae Thompson – She is seeking a Georgia ID card in the name of Ruby Mae Thompson. She is 66 years old. Born in Villa Rica, Georgia. First child born in 1975; Mother listed as Ruby Mae Cousin -Second child was born in 1980; Mother listed as Ruby Mae Cousin and Father listed as Randy Thompson. Married Randy Thompson in 1984; Name changed from Ruby Mae Cousin to Ruby Mae Thompson. Georgia DDS has a record of her going back to 1978 currently under Ruby Mae Thompson. Has expired ID card from 2004 issued in the name Ruby Mae Thompson. S/S card issued in the name Ruby Mae Thompson. She submitted her school record (Mother-Mary Alice Cousin; Father-Minnie Lee Cousin), sibling delayed birth certificate (Mother-Mary Alice Billinger; Father-Minnie Lee Cousin), child's birth certificate (Name of child - Tacasa Laverne Cousin), Georgia driver's license record, child's birth certificate (Name of child: Atilla Sunay Thompson; Father of child-Randy Thompson), marriage application (spouse-Randy Thompson; maiden name of mother-Mary A Billinger; father-Minnie L Cousin), marriage certificate (Spouse- Randy Thompson), expired Georgia ID card, S/S letter (Parent's Names Mary A Billinger and Minnie L Cousin; Prior names used Ruby Mae Thompson/1987/2000/2005), family bible record (Children listed: Tacasa 'Leavern' Cousin and Atilla 'Senay' Thompson), and S/S card.

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

New or Old Business

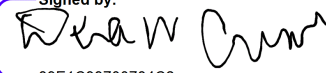
The September board meeting is moved to September 17, 2025.

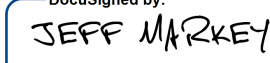
Two board vacancies with Secretary Britt Fleck and Board Member Bob Pierce retiring from the board.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Kat Satterfield and seconded by Tony Guisasola with unanimous approval by the remaining Board members.

READ AND APPROVED on 17 of September, 2025 by:

Signed by:

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David Connell, Chair

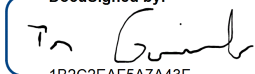
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Jeff Markey, Vice-Chair

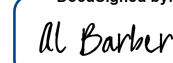
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Rachel Little, Member

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Kat Satterfield, Member

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Tony Guisasola, Member

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Al Barber, Member

Absent

Frank Reynolds, Member