

Board Meeting Minutes

August 14, 2024

10:00 a.m.

Present

David Connell, Chairman - Virtual
Secretary
Jeff Markey, Vice Chairman
Rachel Little
Kat Satterfield - Virtual
Tony Guisasola - Virtual
Frank Reynolds

Not Present

Britt Fleck,

Bob Pierce
Christie Moore

Also attending the meeting was Cristina Correia from the State Attorney General's Office, members of the public and the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:07 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the June 12, 2024 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 Commissioner mentioned that he missed the July meeting. He thanked Deputy Commissioner Ricky Rich for facilitating that meeting in his absence. The Commissioner also thanked Deputy General Counsel Crandall Heard for stepping in for General Counsel Angelique McClendon in her absence. He mentioned July was the start of a new fiscal year. He thanked Governor Kemp and the legislative body for the raises given to state employees. Commissioner Moore shared with the Board that on July 1st, the agency officially changed the name of our driver examiner positions. The agency felt the previous name needed to better represent the job function. The new name is Identity and Driver Credential Specialist. He also thanked Board member Christie Moore for inviting him and General Counsel Angelique McClendon to participate in the Georgia Chamber Congressional Luncheon in Athens on August 7th.

Employee Spotlight:

- The Commissioner spotlighted Mary Roland, who works in our finance division. She has worked with DDS for almost 19 years. Mary started as a driver examiner in 2005 and transitioned into finance in 2014. The Commissioner loves seeing this progression through the agency, as many team members have done. Mary provides excellent customer service to internal and external customers. The Chairman asked Mary what she liked most about her job. Mary enjoys working with people, so it's the employees and the customers for her.
- The next team member spotlighted was Bart Williams. He is the logistics supervisor of the Georgia Motorcycle Safety Program (GMSP). Bart, a long-time motorcyclist and safety champion, has been with us since 2008, transitioning to full-time in 2020. His dedication to safety, despite his struggle with MBS ("multiple bike syndrome"), is truly commendable. The Chairman and the Commissioner expressed their gratitude to Bart and Mary for their unwavering service to the state.

Tropical Storm Debby:

- The Commissioner reported that Tropical Storm Debby swept through South Georgia, it caused significant flooding and damage, challenging our operations and the resilience of our team.

- On Tuesday, August 6th, we had to close Valdosta, Thomasville, Reidsville, Waycross, Rincon, Hinesville, Savannah, Brunswick, and Kingsland for the entire day.
- These closures helped to keep the staff safe and not have to travel through difficult driving conditions. The Communications Team got the message to the public, so customers knew why we were not operating in those areas. The Commissioner thanked the team members in other areas who were able to serve the customers from those areas affected by the storm. All centers were back open and in full operation on the very next day.
- The Commissioner reassured the Board that we are closely monitoring storm Ernesto and are fully prepared to mitigate any potential issues. Our proactive approach ensures that we are always ready to face such challenges head-on, instilling confidence in our ability to handle unforeseen circumstances.

Quarterly Meetings:

- The Commissioner and the leadership team travel the state to ensure team members know the agency's priorities. The agenda at these meetings are very robust.
- These meetings allow communication across the state to discuss everything from new technology to the latest managers' bulletins. The Commissioner is very focused on explaining the why. This will allow for a complete understanding among all employees about what the agency is doing.

AAMVA:

- The Commissioner's role as Chair of the AAMVA board has been a significant honor. Notably, Georgia has never had a person serve as Chair in the 90-year history of AAMVA, a testament to the Commissioner's leadership. As Chair, one of the privileges is that Georgia gets to host the prestigious AAMVA International Conference (AIC), recognizing our state's contribution to the association.
- Commissioner Moore shared with the board some remarks he made at the Region II conference in New Orleans. The Commissioner has visited about 20 locations so far and thanked the DDS team for stepping in during his absence.
- He showed pictures of some of the leadership receiving awards for Community service, customer service for the digital driver's license, and mobile DL issuance.

Field Operations Director Kecia Bivins provided an update on the self-service Kiosk:

- We currently have Kiosks located in 22 of our highest-volume customer service centers. They are used for renewals, replacements, non-certified MVRs, and address changes.
- The Kiosk was designed with our customers in mind, allowing them to bypass the ticket system and complete their transactions quickly and efficiently. In the last five months, 11,000 transactions were processed on the Kiosk, saving our customers the need to interact with a driver identity credential specialist. As a token of our appreciation for their use of the service, customers also receive a \$5 discount. This commitment to customer service is at the core of everything we do.
- Kecia went over some of the challenges they have worked through and some of the added service options to using the Kiosk. She mentioned things like where to stand to take the photo, having multiple credentials, and prequalification questions. These are all things to help customers have a smooth experience using the system. The Chairman asked if this information was on the AAMVA International Conference (AIC) agenda. Kecia said absolutely. Board member Frank Reynolds asked what provisions are in the Kiosk to ensure we have the right person. Kecia explains the photo taken at the Kiosk is compared to the photo on file to provide a match. These are all customers DDS already has on file.

PMO Director Brett Young provided an update on special technology for mDL use:

- Brett reviewed some benefits of becoming a relying party with mDL, which is to improve the customer experience. When a customer goes up to a TSA agent at the airport and presents their mDL, they are giving consent to share their information. This consent allows the customer not to have to dig in their wallet or, if there is a disability, to try and pull out their ID.
- These are the goals the agency is achieving with the mDL.
 - Reduce the check in transaction time in the center.
 - Enhance customer's comfort level using the technology.

- Increase the accuracy of customer-submitted data.
- Reduce the check in workstation's footprint & reallocate floorspace.
- Promote mDL usage with "Expedited service" workflow.
- Brett ended by discussing some of the special technology for mDL use and some of the companies the agency has partnered with.

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

If you were to look at our customer volume in July, 266,922 customers were served face-to-face. That exceeds any in person volume since January 2020. We are seeing those volumes again because of the renewal cycles. In July 2023, we served 204,969 in 8 minutes and 17 seconds. In July 2024, we served 266,922 in 7 minutes and 26 seconds. Down almost a minute after serving more than 60,000 more customers. The Commissioner couldn't be prouder of the staff and the work they do every single day to try and serve customers in the best way possible.

DDS wants to hear from customers about their service, such as on Yelp and Google reviews. We know 5-star customer service is what we want. The agency received 6,196 responses and received a 4.65 out of 5 rating. We are serving more customers and not just more efficiently, but our staff is courteous and knowledgeable at a 4.65 rate.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-5-.04** Qualifications for Issuance of a For-hire License Endorsement
- **375-5-6-.15** Intervention Component
- **375-5-6-.16** Program Records
- **375-5-6-.18** DUI Alcohol or Drug Use Risk Reduction Program Location and Facilities (amend to Program Location and Hours of Operation)
- **375-5-6-.19** Program Hours of Operation (repeal)
- **375-5-6-.20** Change of Program Location (repeal)
- **375-5-6-.21** Program Closure (repeal and replace)
- **375-5-6-.22** Student Contracts (repeal)
- **375-5-6-.23** Certificates of Completion
- **375-5-6-.24** Confidentiality of Records

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

Rules for Final Approval

- **1-1-.15** Reinstatement and Issuance of a Commercial Driver's License following A Lifetime Disqualification
- **375-5-6-.10** History of Compliance
- **375-5-6-.11** Program Employees
- **375-5-6-.12** General Program Owner Responsibilities
- **375-5-6-.13** General Program Instructor Responsibilities
- **375-5-6-.14** Assessment Component

Tony Guisasola motioned to approve the final rules for adoption; Frank Reynolds seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. Brenda Jean Miller – She is seeking a Georgia driver's license in the name of Brenda Jean Miller. She is 69 years old. She was born Brenda Jean McBride. McBride was her mother's maiden name. Her parents married a month after she was born. Her last name then changed to her father's last name, Gibert. There was no legal name change done. She married Kenneth Miller in 1991. Her last name on the marriage certificate was Gibert. She submitted her birth certificate, school record (parent – Lindberg Gilbert), marriage certificate (spouse – Kenneth A. Miller), obituary of the mother (states Brenda's parents' names are Bernadine Elizabeth McBride and Lindberg Gibert, and they were married on April 30, 1955), valid Illinois driver's license (not REAL ID compliant), Social Security letter (S/S) (mother-Bernadine E McBride; father-Lindberg Gibert; prior names used-Brenda Jean Gibert/1970, Brenda Jean Miller/1992/2004), and S/S card.

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

2. Karen Zoraida Stanton – She is seeking a Georgia ID card in the name of Karen Zoraida Stanton. She is 62 years old. She was born Karen Zoraida Stanton Du Bois in Puerto Rico. She only has a photocopy of her birth certificate. Her parents are deceased. Puerto Rico will not give her a certified birth certificate without a valid ID. The only other option Puerto Rico allows is for her to hire an attorney to request her birth certificate. She cannot afford to do that. Georgia DDS has a record of her going back to 2000. She submitted a copy of her Birth Certificate (mother - Hazel Du Bois Stanton; father - Howard R Stanton), high school record (parent-Dr. H. Dubois), college transcript, Medicare card, Georgia ID Record, medical letter, form SSA-1099, health insurance notice, and S/S letter (mother-Hazel Dubois; father-Howard R Stanton; prior names used-Karen Dubois/1975/1983, Karen Stanton Dubois/1995, Karen Zoraida Stanton/1996).

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

3. Kimberly Nicole Whitehead – She is seeking a Georgia driver's license in the name of Kimberly Nicole Whitehead. She is 56 years old. She was born Kimberly Nicole James. When Kimberly was born, her mother was married to someone with the last name of James, but she does not know if that was her biological father. Her mother married Walter Whitehead when Kimberly was six years old. Her mother then changed her last name to Whitehead. There was no legal name change done. She has used the last name Whitehead consistently since she was six years old. She is homeless and cannot afford a court order name change. She submitted a Birth Certificate (mother-Roxye Ware), school records (parent-Mrs. Tiney Grant), birth certificate of Child, S/S Card, expired North Carolina DL (not REAL ID compliant), form W-2, County Voter ID Card, and S/S Letter (mother-Roxye L Ware; father-Walter Whitehead; prior names used-Kimberly Nicole Whitehead/1974/1975/1977/2004/2018).

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

New or Old Business

The Board heard public comments from Gail Lee, Victor Tripp and other members of the public. They expressed concerns surrounding voter registration. The Department of Driver Services does not register customers to vote.

The next Board meeting will be held on September 18, 2024.

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 Kat Satterfield with unanimous approval by the Board.

READ AND APPROVED on 14 of August, 2024 by:

David Connell
David Connell, Chair

Jeff Markey
Jeff Markey, Vice-Chair

Absent
Britt Fleck, Secretary

Absent
Bob Pierce, Member

Absent
Rachel Little, Member

Kat Satterfield
Kat Satterfield, Member

Absent
Tony Guisasola, Member

Al Barber
Al Barber, Member

Frank Reynolds
Frank Reynolds, Member