

Minutes of Board Meeting  
August 8, 2017  
10:00 a.m.

**Present**

David Connell, Chairman  
Jeff Wigington, Secretary  
Rachel Little - By Phone  
Wallace Coopwood  
Bob Pierce - By Phone  
Britt Fleck

**Not Present**

Jeff Markey, Vice Chairman  
Hubert Parker  
Jim Cole

Also attending the meeting from the State Attorney General's Office was Amy Radley, Ora Dabney from 1st Path 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 10:00 a.m.

**Approval of Minutes**

Chairman Connell called for a motion regarding the Minutes from the July 18, 2018 Board meeting. A motion was made by Bob Pierce to approve the regular meeting minutes as presented; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

**Commissioner's Report**

Commissioner Moore greeted the Chairman and Members of the Board. He acknowledged and thanked Trellis Watts - Manager of the Macon CSC, Aretha Wright - District 4 Manager, Donna James - District 8 Manager, Michael Ishola – Safety and Compliance Specialist and Heidi McClusky – Business Analyst 3 for the excellent job they do in their perspective roles. These staff members do not normally attend board meetings. The Commissioner thanked Board Member Britt Fleck for being kind enough to host us at the Braves game for our team building outing. Commissioner Moore gave a few updates on: Card Production, Nemo-Q & MVN, and Facilities. The Commissioner first thanked Brett Young, George Theobald and their teams for all their work on the CPS Project.

**Card Production Services (CPS) Color Approval Process:**

- We continue to progress with the CPS project; Artwork Design, Security Features and Printed Color are all finalized. These are major milestones.
- During 2nd quarter of 2019 we will roll out the new card design to the public.
- Commissioner Moore mentioned how proud he is of our team and all their hard work.
- The security of the new card will be a major improvement and will reduce fraud.

Nemo-Q & MVN update:

- As of 07/27/18, all 67 Customer Service Centers (CSC) have been successfully converted to the Nemo-Q system.
- The conversion started on 04/11/18 and was completed as of 07/27/18. The Nemo-Q conversion took a total of 3½ months to complete.
- The primary benefit of the new NEMO-Q conversion is the new decentralized server deployment used to minimize state-wide outages.
- The Motor Vehicle Network (MVN) successfully completed the installation of their service in all 67 DDS offices to support the new Nemo-Q Lobby Management system. Previously this service was only in 36 centers.
- MVN moved their service off the DDS network and provided their own internet connection to improve our Information Security position with no financial burden to DDS.

Facilities update:

- White Boards are being installed in all the centers to accommodate the new license requirements with a tremendous cost savings. The boards have a matt finish to reduce reflection from the flash and have been tested in the Conyers and Forest Park centers.
- The remodel of the Gainesville CSC will provide one new CDL carousels for a total of three. Ground breaking is expected to occur after selection of the design/vendor.
- The parking expansion at the Atlanta CSC is moving forward and a tentative agreement on price for at least one of the lots has been reached.

Deborah Moore (Office of Human Resources (HR) Director) & Reggie Smith (Training/Staff Development Supervisor) gave an update on Change Management Efforts:

- Columbus Technical College along with the DDS Training Team will deliver Instructor Led seminars to Managers and Team Members focusing on change and leadership. The seminars will provide a proven method to guide, inspire, and sustain change that will be people-centered.

Travis Kennedy (Accounting Director) gave an update on Fiscal Year Closeout:

- The fiscal year ending 6/30/18 closed on 7/20/18.
- We are currently preparing reports for the State Accounting Office (SAO) that reconciles/converts the statutory basis of accounting to the General Accepted Accounting Principles (GAAP) basis.
- The reports are used to prepare the combined annual Financial Report, which is used by the credit reporting agencies to determine the state's bond rating. Georgia is one of a few states with a AAA bond rating.

Commissioner Moore provided an update on the Agency's performance. Our year over year volume was down 14,000 transactions but we did expect this number to be down. However, we did serve 326,495 customers face to face. 99.28% of customers in July were served at an average statewide wait time of 13 minutes, which remains well below the agency goal of 30 minutes.

Commissioner Moore concluded his report with an update on the customer satisfaction surveys. This lets us know how we serve the customer each month. We received 7,791 responses from people giving feedback for the month of July. The feedback is amazing. The Survey results continue to be overwhelmingly positive.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

**375-3-1-.29** Replacement of Lost, Stolen or Destroyed Cards

**375-1-1-.03** General Definitions

Wallace Coopwood moved to approve the Initial rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

### **Citizen Waivers**

1. Jeffrey Lyn Carter - He is seeking a Georgia ID card in the name of Jeffrey Lyn Carter. He is 51 years old. He is missing his birth certificate. His parents never filed for his birth certificate. He has a birth Not Found document, certificate of birth (keep sake birth certificate from Floyd Hospital – Rome Georgia), Immunization record, school record, expired Georgia ID card and Social Security card (S/S).

Jeff Wigington moved to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Ophelia Johnson Cleveland - She is seeking a Georgia ID card in the name of Ophelia Johnson Cleveland. She is 73 years old. She is missing name change document. She never married legally. She has her birth certificate, her child's birth certificate (mother's maiden name – Ophelia Johnson; father's name – James Edward Cleveland), her child's hospital birth certificate (parents – Mr. /Mrs. James Edward Cleveland, mother's maidens name – Ophelia Johnson), Medicare card, valid Florida ID, S/S statement and S/S Card.

Wallace Coopwood moved to approve the waiver; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

3. Curtis Paige - He is seeking a Georgia ID card in the name of Curtis Paige. He is 36 years old. He is missing his birth certificate. The group home could not track down his place of birth. The documents submitted only showed his date of birth and name. A Numident has been ordered. He has his physical exam, Medical card, Department of Human Resources (DHR) document, nursing assessment, social worker assessment, DHR document and supplement income document.

Wallace Coopwood moved to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

4. Dawn Michelle Skipper - She is seeking a Georgia driver's license in the name of Dawn Michelle Skipper. She is 46 years old. She is missing name change document. Her biological father's last name is not on her birth certificate; she was given her mother's last name at birth. Her name was changed to her stepfather's last name before the age of five. She has her birth certificate, school records, baptismal letter, child's birth certificate (mother's maiden name – Dawn Michelle Matti), tax return, W-2 form, Immunization record, medical report, custody document, son's school record (parent/guardian shows Dawn Matti) and valid Florida driver's license.

Britt Fleck moved to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

#### **New or Old Business**

The next Board meeting will be held on September 12, 2018.

#### **Adjournment**

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Wallace Coopwood and seconded by Britt Fleck with unanimous approved by the Board.

Respectfully Submitted,

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**Jeff Wigington**