

**Board Meeting Minutes**  
Cobb County Police Academy  
2435 East-West Connector, Austell, GA 30106  
August 9, 2023  
10:00 a.m.

**Present**

David Connell, Chairman  
Jeff Markey, Vice Chairman  
Britt Fleck, Secretary - Virtual  
Bob Pierce  
Kat Satterfield  
Tony Guisasola  
Christie Moore - Virtual  
Frank Reynolds

**Not Present**

Rachel Little

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 10:00 a.m.

**Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the June 14, 2023 Board meeting. Bob Pierce motioned to approve the regular meeting minutes as presented; Tony Guisasola 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 Assistant General Counsel Tanis Miller, a new addition to the legal team. The Commissioner talked about the increase in customer volume and how the numbers are going back up. In the first week of August, the agency served combined online and in-person over 72,000 customers. The agency has not seen these numbers since April 2021. The Commissioner also shared with the Board that the American Association of Motor Vehicle Administrators (AAMVA) has a new President and CEO. His name is Ian Grossman, and he has been with AAMVA since 2009. The Commissioner was part of the search committee formed to fill the position. He continued with updates.

**Employee Spotlight:**

- The Commissioner wants to start every board meeting recognizing outstanding team members in the agency at the suggestion of the Chairman. These will be team members who are excellent in their work and represent DDS well.
- He began by recognizing Facilities Manager Derek Prosser, who works alongside Facilities Director Bob Griffin. Derek has 22 years in state government. Derek started in Washington County with the Georgia Department of Transportation (DOT) and transferred to DDS in IT. The Commissioner called him a unicorn because he is a person who can do a lot of different things such as IT networking, electrical and many other things. The Chairman asked what the most difficult part of his job was. Derek said his job changes daily, and he enjoys that, but it can also be a difficult part of the job. The Chairman thanked him on behalf of the Board for what he does.

- He continued by recognizing Oneida Fullenweider with the HR Division. She has fewer years of service but no less diligence in the things she does. The Commissioner shared her hobbies because he thought it was fascinating. She has collected foreign currency from 32 countries. He named a few countries she has personally visited, like Canada, Mexico, Italy, Netherlands, Belgium, and France. The Commissioner thought it was important that the Board see the faces of the people doing the work. The Chairman thanked Oneida for attending and asked her why she enjoyed her job so much. She said she enjoys the daily interaction with her colleagues.

#### CDL Townhall:

- The event was the second CDL town hall held by the Regulatory Compliance Division. It was held at the Georgia Technical College in Macon and was a success. In November 2022, the Governor challenged several agencies to develop ways to help increase the number of CDL drivers in the state. DDS's role in CDL is testing. The state of Georgia has about 400,000 CDL drivers, but more are needed. The Commissioner received positive comments from the attendees for the DDS staff being very responsive. The community is responding well and getting a clear vision of what the agency is trying to accomplish. DDS has established a CDL advisory board to help give clear direction on what is needed for increased testing capacity. During the first town hall, the agency requested feedback from the attendees and was able to put many of those suggestions in place. The Commissioner shared his motto from the first CDL town hall: "Listen, Learn, and Do something". We have the capacity to do something to change outcomes to improve the number of CDL drivers in the state, and we are committed to doing that.

#### Deputy Commissioner Ricky Rich gave an update on Emergency Response:

- The Deputy Commissioner shared that DDS already had an emergency plan in place at Headquarters. However, there was not a unique plan for each CSC. Each center has a different layout, and it could not be a generic plan. He was happy to inform the Board that the agency now has an emergency plan in place for all 67 centers. The plan includes tornado, fire, and active shooter. When a new team member is hired, they have 30 days to be trained on that plan.
- Zello radio communications is now a part of DDS emergency operations. Zello is an app on your phone for radio communications. Emergency Manager Eric Mitchell and the Deputy Commissioner are on a Georgia inner opt channel account, which involves Law Enforcement, EMS, and several entities, including Civil Air Control. It is run by amateur radio operators and amateur emergency services. These guys are weather experts. Whenever there is a severe weather situation, they set up a net and have eyes and ears all over the state. There is also now a separate operations channel for our field operations division, so centers in the affected area can immediately be notified.
- The agency is implementing "Stop the Bleed Training" with other CPR-AED training. The "Stop the Bleed Training" was a great suggestion from Board Member Tony Guisasola. Certification Manager Karen Brooks in OIS is a certified Stop-the-Bleed Trainer. Eric is getting ready to go to instructor training soon. The first training is scheduled for August/September when the regular CPR-AED training is done.
- The thing that keeps the Chairman, Commissioner, and Deputy Commissioner up at night is the thought of an active shooter. The Deputy Commissioner feels the agency is more vulnerable to an active shooter situation because of our public access. The agency will continue to do physical assessments and training to be better prepared in this situation. Since the last board meeting, all staff has done the run, hide, fight training. The training is an annual requirement.

- The Chairman stated the training is worth it if one life is saved. He commended the agency for all the things being done. He asked Board Member Frank Reynolds for feedback on the topic. Sheriff Frank Reynolds said a ballistic laminate is one of the things they have done in the Cherokee County school system and the courthouse. This keeps the integrity of the glass to buy a little time and is used wherever you could have glass that can be compromised. Vice Chairman Jeff Markey mentioned that the tricky part will be the customers. The DDS staff is trained, but the customers are not and may be unpredictable.

PMO Director Brett Young gave an update on Kiosks:

- The state will use two types of self service kiosks from two different vendors. The ITI kiosk is like an ATM and will be in select grocery stores in partnership with the Department of Revenue (DOR). It is built to ATM standards and is very secure. The other kiosk is from Thales, our license issuance vendor. These will be in high volume CSCs and directly tied into our network.
- ITI benefits – there are no agency fees. The user funds the machines through modest convenience fees. Customers can also renew their tags at these locations. DDS does not have to provide any technical support. If there is a problem, the customer has 24/7 phone support by calling ITI. They will also maintain the machines.
- Thales benefits - The photos taken with the Thales machine are REAL ID compliant. Customers are required to retake their photo every 16 years. These are vendor-maintained as well. The Thales kiosk supports 13 different languages.
- The ITI rollout will be a phased rollout starting in 4 counties. Each phase will have additional services added. The kiosk goes live in September. Board Member Kat Bakhaus asked if the kiosk will appear on Google Maps. The Commissioner responded that it absolutely should. The ITI kiosk will be in 53 Kroger's and 5 Publix locations.
- All of Thales's services will go live at the same time later in 2023. These kiosks will be in 28 centers.

CIO Renee Alonso gave an update on the video chat feature:

- IT is thrilled to pilot the video chat feature in the IT online help desk. Renee reviewed some use cases to show the benefit of the video chat feature. An example is if a customer seeks to change their address but does not have sufficient knowledge to verify their account, the video chat feature can be used. The video chat allows the agency to verify that the person is who they say they are.
- The benefits for the customer are that it enables them to complete their transactions online versus having to go into the CSC, and it reduces fees when using online services, it helps DDS because we can validate the identity of the person we are speaking with, reduces fraud, and Increases customer satisfaction.

The Commissioner informed the Chair and members of the Board that the agency is doing great in nearly all areas related to performance.

#### Rules for Final Approval

- **375-3-3-.17** Reinstatement Procedures for Suspensions Based on Second or Subsequent Convictions for No Proof of Insurance
- **375-7-4-.06** Motorcycle Safety Program - Coach Qualifications
- **375-7-4-.07** Motorcycle Safety Program - Certified Private Sponsor Requirements

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

### **Waiver Petitions**

1. Estella Lee Brown – She is seeking a Georgia (GA) ID in the name of Estella Lee Brown. She is 63 years old. She was born Stella Bryant. Her father's last name and her last name were incorrectly put as Bryant on her birth certificate. His correct last name was Brown. Her older sibling's birth certificate had the last name of Bryant, but it was corrected to Brown. She has used the last name Brown her entire life. She has submitted a birth certificate of sibling (sibling – James Brown, father of sibling – James Brown, Bryant was originally the last name for both), birth certificate (mother – Mattie Lee Mills, father – James Bryant), birth certificate of sibling (sibling – Annie Lee Brown, father of sibling – James Brown), delayed birth certificate of sibling (sibling – Eddie Lee Brown, father of sibling – James Brown), school yearbooks, GA driver's license record of father (father – James Brown), GA driver's license record, memorial service program for sister, Immunization record, payment receipt, Social Security letter (S/S) (mother – Mandie L Millie, father – James Brown, prior names used – Stella Lee Brown/1974, Estella Lee Brown/1978/1993/1995/1997/1998), and S/S card.

Christie Moore motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Dolores Dorsey Hill – She is seeking a GA driver's license in the name of Dolores Dorsey Hill. She is 66 years old. She was born Dolores Lampkin. Soon after she was born, her mother left John Lampkin. Her mother then married Canaberry Dorsey, who became her stepfather. She has used the last name Dorsey all her life. When she married, her last name on the marriage certificate was Dorsey. She has submitted her birth certificate (mother – Mary Lee McGuire, father – John Lampkin), birth certificate of the child, marriage certificate (spouse – Essie James Hill), GA driver's license record, S/S card, valid Florida (FL) driver's license (REAL ID compliant) FL vehicle registration, envelope, passport receipt, and S/S letter (mother – Mary L McGuire, father – Eddie Lampkins, prior names used – Dolores Dorsey/1972/1976/1995, Dolores Dorsey Hill/1999/2017).

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

3. James Clayton Williams – He is seeking a GA ID card in the name of James Clayton Williams. He is 62 years old. He was born at home. He has never had a birth certificate. The state of Georgia cannot find his birth record. All possible name options have been searched in Vital Records. Because of discrepancies in his middle name, date of birth, and parent's names on his documents, it is challenging for him to get a delayed birth certificate created. He has previously been issued in Georgia as James Clayton Williams. He has submitted school records (mother – Ruby M. Williams, father – deceased), birth certificate of the child, GA voter ID card, S/S letter, no birth record found letter (mother – Ruby Williams, father – Linbug Little), envelope, and S/S letter (mother – Ruby Moye, father – Willie R. Warthen, prior names used – James L. Williams/1976, James Clayton Williams/1997).

Tony Guisasola motioned 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 20, 2023.

**Adjournment**

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Kat Bakhaus and seconded by Bob Pierce with unanimous approval by the Board.

READ AND APPROVED on 20 of September, 2023 by:

*David Connell*

David Connell, Chair

Absent

Jeff Markey, Vice-Chair

Absent

Britt Fleck, Secretary

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*Bob Pierce*

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Bob Pierce, Member

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*Rachel Little*

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Rachel Little, Member

Absent

Kat Satterfield, Member

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*Tony Guisasa*

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Tony Guisasola, Member

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*Christie Moore*

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Christie Moore, Member

DocuSigned by:

*Frank Reynolds*

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Frank Reynolds, Member