

Board Meeting Minutes

February 10, 2021

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Jim Cole
Britt Fleck

Not Present

Wallace Coopwood

Also attending the meeting were 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 10:02 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the January 13, 2021 Board meeting. Bob Pierce made a motion to approve the regular meeting Minutes as presented; Britt Fleck seconded the motion, with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman and members of the Board to the virtual meeting. He continued by mentioning longtime DDS team member Joe Courchaine, who passed the week before. Joe was instrumental in many DDS innovations as leader of the Web Team in our Information Technology Division. He also honored Board member Wallace Coopwood who passed away on Monday, February 1, 2021. The Commissioner acknowledged Mr. Coopwood's service to the Board, as well as his immeasurable years of service to the citizens of Georgia. Commissioner Moore then gave a few updates.

DDS Overview:

- The last two weeks have been extremely busy for DDS. Since the General Assembly is in session, the Commissioner has been asked to provide performance updates to the legislators, and he has been sharing the overview chart with various members.
- A total of 8,213,622 out of 8,296,085 valid drivers (99%) have been enrolled in REAL-ID, and Georgia leads the entire nation for compliant citizens. The Commissioner and the Board are extremely proud of this accomplishment, and it should be noted that the Board enacted the rules to help the agency meet this achievement.
- The Commissioner also reminds the General Assembly that DDS was able to serve 2,437,420 customers face-to-face during calendar year 2020 and the COVID-19 pandemic.

- A little over 1.7 million customers were served after the Governor declared the State of Emergency regarding the COVID-19 pandemic. The Commissioner is not aware of another agency that served that many face-to-face customers during the same period.
- The Commissioner is thankful to the DDS staff for implementing protocols that continue to allow the agency to serve the citizens of Georgia through in-person transactions. Many other agencies did not open their doors to customers and/or found alternative ways to serve them. In addition to face-to-face transactions, the agency again is thankful to Joe Courchaine and the IT team for all the efforts put into serving customers online and through the DDS2GO App.
- A total of 1,186,443 people was served online or through the DDS2GO App. One million of those customers were served after the pandemic began.
- The agency sees about 14,000 transactions on peak days (Tuesdays) and 10,000-11,000 on other days.

Legislative Session 2021:

- Since the beginning of the Session, Director Shevondah Leslie has been able to speak about two pieces of legislation requested by the agency, which are HB 169 and HB 246. Both have passed out of committee. DDS currently is tracking 56 additional pieces of legislation, although additional bills are being added daily.
- HB 169 was filed on 1-28-21 and places DDS in compliance with FMCSA rules. The bill is sponsored by Chairman John Corbett (House) and Chairman John Albers (Senate). This legislation will change the expiration date for CDL permits from 180 days to 365 days, as well as require customers to complete an entry-level driver training course before DDS will administer behind the wheel road tests.
- HB 246 was filed on 2-2-21 and permits DDS to increase customer fees. This bill is sponsored by Chairman Sam Watson (House) and Chairman John Albers (Senate). The fees for an initial limited permit would increase from \$25 to \$32, renewal of that limited license would increase from \$5 to \$10, and lost license fees would increase from \$5 to \$10.

Budget:

- The Governor's recommendation for the amended fiscal year 2021 budget included \$415,000 to replace some missing, old, and very high mileage vehicles. It also includes an opportunity to acquire voice bot technology for the Contact Center. The Commissioner is presenting this information to the House and Senate Appropriations Committee to show the need for both items.
- The Contact Center has experienced an increase of 870,000 calls, or 73%, from 2019 to 2020. Answering 200 million calls with 55 agents is impossible; therefore, DDS must meet the needs of Georgia's citizens through technology. \$600,000 has been recommended and approved to purchase this technology.

Brett Young (PMO Director) provided an update on DRIVES:

- Brett started by recognizing the Contact Center, Regulatory Compliance, and the Field Operations Teams for taking a giant leap into this new platform and interface with patience. He acknowledged that nothing is perfect, but the project implementation went as well as possible.
- Brett then showed the rollout timeline, which retained a green project health rating. At the time of the last Board meeting, DDS was beginning the conversion process, which is the riskiest aspect of the cutover timeline. The conversion was completed on time at 5:30 am on Saturday, January 16th. DDS conducted control testing on Saturday while awaiting AAMVA's approval,

which was received at 5:30 pm on Sunday, January 17th. Once AAMVA approved the conversion and DDS accepted it, the system went live.

- DDS conducted a soft launch on Monday, and the centers were open from 8am until 2pm. DDS served 486 customers that day and provided the opportunity to test the equipment. One of the biggest problems encountered dealt with the Clover devices, which are part of the point of sale system, but the agency was able to make adjustments to the devices and user rights in order to be in full production by Tuesday morning.

Melisa Mims (Human Trafficking Coordinator) provided an update on Human Trafficking Efforts:

- Melisa acknowledged the Chairman, Commissioner, and the Board for giving her an opportunity to share her efforts to spread awareness. Human Trafficking is the 2nd largest growing criminal enterprise in the world.
- January is Human Trafficking month, and she was proud to share that DDS was re-appointed as a partner in the State Task Force, which allows her to network and create other partnerships.
- On January 11th, the agency partnered with Homeland Security in the “We Wear Blue” campaign. All DDS team members were asked to wear blue and post pictures with #wewearblueddsendedthemovement. In addition to Executive Leadership, over 40 people supported the campaign. Throughout the month, DDS also posted statistics and other information via social media, and Director Shevondah Leslie and her team created a Podcast to promote awareness throughout the agency.
- On January 26th, DDS co-sponsored a community event with the Covington area alumni Chapter of Delta Sigma Theta Sorority Inc. for a Facebook Live seminar to help spread the word. Commissioner Moore, Melisa Mims, and four speakers from the Human Trafficking Task Force, was part of the seminar, and the workshop has been viewed over 2,800 times. Additional projects, such as adding a transportation component, are scheduled for the future, and all was made possible through a grant received by DDS to educate the commercial transportation community.

The Commissioner provided an update of the agency’s performance:

DRIVES Update:

- Commissioner Moore started with a snapshot of how DRIVES is impacting agency performance. The agency served 486 customers during the soft launch on the 18th. While approximately 13,000 customers are served on peak days, DDS was able to serve 8,999 during the first full day of implementation. Despite falling short of a traditional day, the Commissioner was happy that the system worked as designed.
- Despite a few occasional glitches, the transaction numbers are increasing, and DDS continues to do better each day. The agency soon will be back to the 20-30 minute wait-time that customers expect, especially as the pandemic subsides.
- In addition to transitioning to new processes in the centers, online services and DDS2GO App also experienced changes. The results were similar, the numbers continue to improve, and DDS plans to enhance online services as much as possible.
- Customer volume continues to be less than it was this time last year due to a change in the license term that was implemented in late FY 2016. Renewal volume will continue to be low for the next three years, and volumes will continue to be lower, unless a large number of new residents move to the state.

Performance Update:

- For January, the number of customers served within 30 minutes or less is much lower than previous months. This partly is due to DRIVES and partly due to COVID. The Commissioner has spoken about this to the General Assembly. For face-to-face operations, DDS is about 250 team members short from ideal, and roughly 100 of those vacancies are due to COVID. Most of the centers are operating at a workforce capacity that is much less than ideal. Unfortunately, the number of CSCs meeting the 95% goal is down to 40% from 98.48%. The service level has not been that low since 2012, but the percentage is expected to increase considerably in February and be closer to 95% in March. Implementing the new system is the primary cause.
- Online services are exploding, and the online presence for new online accounts has been much higher this year as compared to last year. The new DRIVES system will require customers to recreate their accounts, and the Commissioner encouraged the Board to re-establish theirs as well. This requirement provides the agency with a fresh opportunity to mitigate fraud by allowing for two-factor authentication. When Customers register their accounts, they will receive an email and a text, if that option is selected. The text allows customers to receive immediate notification when something changes with their accounts.

The Commissioner ended his report with customer survey responses:

- This number will continue to decrease until the functionality in the new DRIVES system is achieved. In the past, CSC customers automatically were sent an email that allowed them to provide a response to DDS about their experience, but that capability was lost with the DRIVES implementation. The agency is pursuing options to restore the functionality so that it can receive immediate feedback about the staff and facilities.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.21** Distinctive Driver's License for Persons Under Age 21 (amended to Distinctive Driver's License, Permit, and Identification Card for Persons Under Age 21)
- **375-3-1-.29** Replacement of Lost, Stolen, or Destroyed Cards

Jeff Wigington made a motion to approve the initial rules for adoption; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Nancy Jean Haynes – She is seeking a Georgia ID in the name of Nancy Jean Hayes. She is 63 years old. She was common-law married to Haynes before their official marriage. The marriage certificate has his last name as her name. She has submitted her birth certificate, child's birth certificate (father – Paul Lee Haynes, Jr.), child's birth certificate (father – Paul Lee Haynes, Jr. – maiden name of King), college ID card, marriage certificate (spouse – Paul Lee Haynes, Jr.), IRS tax return, medical center statement, property tax statement, voter registration precinct card, and Social Security card (S/S).

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

2. Lauri Ann Murray – She is seeking a Georgia Driver’s License in the name of Lauri Ann Murray. She is 68 years old. She is missing her marriage certificate to Murray. The certificate was destroyed in a government building fire in 1981. She has submitted her birth certificate, child’s birth certificate (father – Michael Patrick Murray), divorce decree (spouse – Michael Patrick Murray), power of attorney, New York driver’s license, IRS form 1099-R, IRS form W-2, North Carolina driver’s license, property seller’s statement, background check consent form, lease agreement, USPS change of address, US Army visitor card and S/S.

Bob Pierce made a motion to approve the waiver; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on March 10, 2021.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Jim Cole and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington
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