

Board Meeting Minutes

February 14, 2024

10:00 a.m.

Present

David Connell, Chairman
Britt Fleck, Secretary
Rachel Little
Bob Pierce
Kat Satterfield - Virtual
Tony Guisasola - Virtual
Christie Moore - Virtual
Frank Reynolds - Virtual

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting was Cristina Correia from the State Attorney General's Office, Owner Greg Dickerson of Dickerson Driving School, Manager Brandon Dickerson 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 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the January 10, 2024 Board meeting. Bob Pierre motioned 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 Board, members of the DDS staff, and others attending the meeting. The Commissioner gave the Board an update on American Association of Motor Vehicle Administrators (AAMVA) travel for him and General Counsel Angelique McClendon who is parliamentarian of the Board this year. He also mentioned how fast the legislative session is going as it relates to budget items. He told the Board about the first day of operations in the Forsyth CSC, which is a CDL site. The opening is set to occur on February 22nd with a Grand Opening soon to follow. The Commissioner informed the Board that services in the Jackson CSC will cease the Friday before the opening of the Forsyth CSC. The Chairman asked were customers notified in advance of the closing. The Commissioner informed the Board that it has been announced in the Jackson newspaper which is that county's legal organ, signs have been posted and we have reached out to local officials and legislators. The Commissioner welcomed Kristina Colbert who works with our regulatory compliance team. Kristina was previous a manager in the Gainesville Customer Service Center (CSC). He also welcomed Daniel Dewey-Mattia one of our newest hires. He is an epidemiologist by trade. He has worked many years with the CDC. He is helping the agency put data in a more understandable format and to help understand trends. He continued with updates.

Employee Spotlight:

- He acknowledged Records Management Manager Mimi Barron. Mimi has 20 years of combined service to the State of Georgia. Mimi began her career at the Georgia Department of Family and Children's Services in 1999. She has been in her current role as Manager, since 2007. Her role is responsible for the operation of the Records Management team which includes the Medical Review Unit, Validation team and the Mailroom. The Chairman asked what the biggest skill set is for what she does and does so well. Mimi said patience.

You must be a problem solver and really enjoy people because not only are you managing processes, but you also must manage the people who are performing the work.

- He acknowledged Dr. Reggie Smith who is our Human Resources Manager and leads our training team. The Commissioner said he calls Reggie the agency's therapist whether it be work or personal. He is the Zen master for the Expanded Managers meeting and gives topics on leadership. The Chairman asked Dr. Smith to explain why he is so successful. Dr. Smith said you learn by your errors. He said as your errors teach you, you become stronger and if you love what you do, it's not work, it's fun.

Legislative Session: State of the State

- There is a true recognition in the value of state workers. Governor Kemp challenges state agencies to obtain the right staff and reward those employees for great work.
- The Commissioner pointed out something he has never seen happen. The Governor and General Assembly gave raises before they voted on the budget. He talked about the Christmas bonus to all state employees.

Budget:

- In the amended fiscal year request, DDS requested an additional \$8,345,541. The agency has successfully talked to both the House and Senate about that request. So far there has been no opposition to that request as far as the Commissioner is aware.
- The three major items the agency is requesting is an RFP Consultant, resources to cover a postage rate increase, and Card production server migration to the cloud.
- There is an additional request of \$2,487,982 to be added to the base budget. This would include the additional cost needed to run a SAVE verification, Cloud solution and maintenance, the continued cost of postage, cost of living increase for state workers, and a salary increase for DDS law enforcement.

Government Affairs and Communications Director Shevondah Leslie gave an update on 2024 Legislation:

- She informed the Board that our agency legislation has been approved. This is HB 997 Drug and Alcohol Clearinghouse II (DACH). This is where the agency would downgrade the commercial driver's license (CDL) or commercial learning permit (CLP) of any driver who has a verified positive, adulterated, or substituted controlled substances test results; or refusal-to-test determination by the medical review officer (MRO) in accordance with federal guidelines.
- Shevondah briefly spoke about HB 1100 which is not our legislation but DOR's. DDS would join this bill which will allow customers to opt into electronic notifications for renewals.
- She went through a few other HB's that will have direct impact to DDS.

Payroll manager Vita Jordan gave an update on NextGen:

- NextGen is an enterprise digital transformation effort that will change the way Georgia conducts back office financial and human resource transactions.
- It's a modernized cloud-based ERP software solution to replace our 20-year-old Peoplesoft software.
- The push is to combine self-service and PeopleSoft into one platform. This would be a single enterprise platform for consistency, to streamline business processes and to support customer service for agency's as well as our citizens.
- The sponsors for the NextGen project are Department of Administrative Services (DOAS) as well as the State Accounting Office (SAO).
- The Chairman asked what her concern would be as it relates to DDS. She said just getting accustomed to a new system. We have been working in PeopleSoft for over 20 years and sometimes change is very uncomfortable.

Regulatory Compliance Director Brent Bennett gave an update on Modernized CDL Testing:

- DDS has launched an important enhancement to the Commercial Motor Vehicle skills testing process which updates and modernizes the testing procedure. The System was designed by AAMVA and approved by the Federal Motor Carrier Safety Administration (FMCSA), the result is a simpler and more effective skills testing process.
- While the Between CSC is the first location offering the modernized process, expansion to other locations statewide is ongoing.
- Commissioner Moore explained the commercial driver's test has been redesigned and streamlined with new national standards to make obtaining a CDL more efficient without lowering requirements and most importantly not compromising safety. Applicants are tested on real-world scenarios that all focus on safety critical items.
- DDS business partners, Third-Party Testers, also have the option to offer the modernized test to their students. The Modernized CDL Skills Test remains in three parts: The Vehicle Inspection (VI), the Basic Control Skills (BCS) Test, and Road Test. The VI and BCS were updated during the modernization process.

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

The agency saw an increase in the number of customers serviced in January as compared to last year. The service level goal has continued to increase, while wait-times have decreased. The Commissioner said he can't thank the team enough. He believes one of the things the team appreciates is the recognition of doing a good job and they are doing a tremendous job. It makes his job easy when he advocates for the agency in reference to the budget. The Chairman said one of the things he does and hopes the whole Board does, is make sure people are aware they are on the board. They won't offer feedback if they are unaware. He said the feedback is all most always positive and it makes him so proud to be a part of the agency.

The Commissioner went right into Customer Service Survey's. He shared with the Board that there has been a fifth question added to the list. The question is "How would you rate DDS on a scale of 1 to 5". This fits right into the culture of 5-star customer service. Deputy Commissioner Ricky Rich and Epidemiologist Daniel Dewey-Mattia have been working to document what is occurring with customer feedback. This is DDS's way of measuring 5-star customer service. In January the agency was at 4.65 and will do everything possible to get to that 5-star expectation.

Rule for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.02** Applications and Supporting Documentation

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

Waiver Petition

1. Deborah Marie Walden – She is seeking a Georgia (GA) driver's license in the name of Deborah Marie Waldren. She is 69 years old. She was born Deborah Marie James to Leonard and Edith James. After a few days old, the James's arranged to give her to John and Esther Finchum. The Finchums raised her. To her knowledge, there was no legal adoption. She used the last name Finchum her entire life until she married. She married Alvin Walden in 1970.

On the marriage certificate to Walden, her last name was Finchum. She submitted birth certificate (full maiden name of mother – Edith McDaniel, father – Leonard James), envelope, GA driver’s license record (name on last issuance in 2012 – Deborah Finchum Walden), marriage certificate (spouse – Alvin Cecil Walden, full maiden name of mother – Ester Elizabeth Butts, father – John Thomas Finchum), birth certificate search screen of child (father of child – Alvin Walden), valid Alabama driver’s license (not REAL ID compliant), USPS change of address letter, health insurance letter, Social Security letter (S/S) (mother – Esther E. Butts, father – John T. Finchum, prior names used – Deborah M. Walden/1971/2023), S/S card, and family history report (mother – Edith McDaniel James, father – Leonard Cail James, states Deborah went to live with John and Esther Finchum when she was a few days old.

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

Driving School Petition

2. Dickerson Driving School, INC – The school currently operates a Driver Training Program and a Driver Improvement Clinic at 1885 Hickory Flat Hwy, Unit A, Canton, GA 30115. The school is seeking to consolidate their Woodstock DUI school located at 10274 Main Street, to the Canton location. However, the Canton location is next to a convenience store that sells packaged beer and some wines. This is currently not allowed for DUI and Risk reduction programs under DDS rule 375-5-6-.18 which states “No program applying for certification shall share the same entrance with, or be immediately adjacent to, a facility where alcoholic beverages are sold or distributed”.

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

New or Old Business

Board Member Tony Guisasola suggested Board Members go out once a quarter to talk with staff and write a short response to the Commissioner. The Commissioner could then write a response to staff.

There would need to be an advance notice as to not make the team members uncomfortable.

The next Board meeting will be held on March 20, 2024.

Adjournment

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

READ AND APPROVED on 20 of March, 2024 by:

David Connell
David Connell, Chair

Jeff Markey
Jeff Markey, Vice-Chair

Britt Fleck
Britt Fleck, Secretary

Absent
Bob Pierce, Member

Rachel Little
Rachel Little, Member

Kat Satterfield
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Christie Moore
Christie Moore, Member

Frank Reynolds
Frank Reynolds, Member