

Board Meeting Minutes

February 15, 2023

10:00 a.m.

Present

Jeff Markey, Vice Chairman

Britt Fleck, Secretary

Bob Pierce

Kat Satterfield

Tony Guisasola

Christie Moore

Frank Reynolds

Not Present

Rachel Little

David Connell, Chairman

Also attending the meeting was Cristina Correia from the State Attorney General's Office and DDS staff members.

Establish Quorum/Call to Order

Vice Chairman Markey confirmed the presence of a quorum and called the meeting to order at 10:04 a.m.

Approval of Minutes

Vice Chairman Markey called for a motion regarding the minutes from the January 18, 2023 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Bob Pierce 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 Director Shevondah Leslie, who was at the state capitol representing the state's interests. The Commissioner thanked Deputy Commissioner Ricky Rich, who provided legislators with an update on the agency's amended FY2023 budget on his behalf. The Commissioner was out of the country for a DMV Global Summit as an AAMVA delegate and could not attend. He continued with an update on his trip.

DMV Global Summit:

- The Commissioner attended a Global Summit in Belgium as a part of a delegation from the United States. The event was an exchange of information between the United States, Europe, Canada, and Australia. It was probably one of the most eye-opening experiences of very similar processes in some cases and different in others.
- Georgia is well known in the AAMVA community by the Association of European Vehicle and Driver Registration Authorities (EReg), the 28 countries that make up the European Union.
- The agenda was packed with experiences beyond the classroom. The Brussels team was at the European parliament less than 24 hours before President Volodymyr Zelenskyy of Ukraine was due to arrive. As the city prepared for his arrival, security was heightened. Seeing how they do business and learn from those experiences was fascinating.
- The Commissioner shared information from the agenda, such as the discussion about mobile driver's licenses (mDL).

General Counsel Angelique McClendon gave an update on the Global Mobile Driver's License (mDL) Summit in Brisbane, Australia:

- The summit was a six-day event in December 2022, with the AAMVA delegation representing the AAMVA subcommittees and Georgia DDS.
- The summit included policy discussions regarding mDL implementation, a testing event for mDL solutions, and a standards group meeting.
- Other attendees were licensing issuers and private sector mDL providers from North America, Europe, Asia, and Australia. Queensland, Australia officials hosted the event.
- Board member Frank Reynolds asked about mDL. How will an officer authenticate a driver without taking their phone? The Commissioner explained that current Georgia law still requires a physical credential to be presented for purposes such as law enforcement stops.

PMO Director Brett Young gave an update on Mobile Driver's License (mDL):

- mDL is a driver's license provisioned to a mobile device and can be updated in real-time. The data elements can be transmitted electronically to a reader device and authenticated by DDS.
- The mDL is more secure than a physical card. It's a touchless transaction with the release of selective information and biometrically protected.
- There will be several security features. The information will be encrypted on the device, remote management for lost/stolen devices, and face or touch ID required to access.
- DDS hopes to provision an mDL in 2023 in a pilot phase.

Budget Manager Stacy Cheek provided an update on the budget:

- FY2023
 - HB 18 - 123.1 will utilize existing funds for onboarding and training management personnel at new customer service centers.
 - HB 18 - 123.2 will increase funds for the construction of the Douglasville CSC.
- FY 2024 OPB Budget Recommendation
 - Provides a \$2,000 cost of living adjustment for all full-time, benefit-eligible state employees, effective July 1, 2023. This will address agency recruitment and retention needs.
 - Leverage \$1.2 million in existing funds in HB 81 (2021 Session) and provide additional funds for positions and ongoing operating and technology expenses at the Douglasville, Forsyth, and Hazlehurst customer service centers.
 - Increase funds for two CDL analyst positions to improve the auditing and certification operations for commercial driver's license testing programs and other items.
- FY 2024 Bond Recommendation
 - Design and construction for facility entrances and accessibility upgrades – statewide.
 - Design for safety and security recommendations for CDL, commercial, and motorcycle testing pads – statewide.
 - Equipment for lighting replacement – statewide. There will also be some design & equipment for the Atlanta CSC and significant repairs and renovations of the Between CSC.

Field Operations Director Kecia Bivins provided an update on the Georgia Department of Corrections (GDC) Offender Credentialing Program:

- The agency partnered with GDC in August 2016. This partnership allows us to provide credentials to offenders who are nearing release. The agency has issued over 29k credentials.

- The Central Issuance Unit primarily handles this function. The applications and supporting documents are electronically sent through a batch process. GDC picks up the credential, and it's provided to the offender upon release.
- Offenders with credentials upon release are more prepared to enter the workforce, which leads to less recidivism.
- Board Member Frank Reynolds asked what photo is being used and is that carrying over to the address change. If the agency has a secure compliant picture on file that is less than 16 years old, that photo can be used.

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

The agency continues to perform well. In January 2022, the agency issued over 177,000 licenses. This year almost 20, 000 more licenses were issued (195,174). They were issued with a lower average statewide wait time and more customers served within 30 minutes or less. The number of centers achieving that goal also increased. They are doing a great job. The numbers are better this year because of more team members and many new systems.

DDS is down in the total number of DDS2GO app downloads. This is not a concern because mDL will drive the numbers up. The plan is to shift some platforms related to mDL and not rely on the Mobile App as heavily as currently. The agency is working with vendors to create ways to utilize the verification ability to help speed up transactions.

There are fewer customers showing interest in completing a customer satisfaction survey. IT and PMO have been working to design ways to engage customers more as they interact with the agency. The current process is that customers will only receive a survey if they complete a service in the center. DDS is working to promote that over to online services, which the agency hopes will increase the number of customers who provide survey information. The survey information will help provide enhancement opportunities.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rule:

- **375-3-1-.37** Video Recording and Solicitation at DDS Facilities

Britt Fleck motioned to approve the initial rules for adoption; Tony Guisasola seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Natasha Connell - She is seeking a Georgia driver's license in the name of Natasha Connell. She is 49 years old. She was born in Russia. They moved to Venezuela when she was 6. She moved to the U.S. when she was 21 as a student. She is missing her first marriage certificate. After her second marriage, the judge granted her a name change of her first and last names in an amendment to the divorce decree. She became a Naturalized citizen in 2003 but lost all her documents. She submitted a divorce decree (spouse – Dane Lee Bowers, former maiden name of Irina Hidalgo is restored), marriage certificate (spouse – Kevin Brian Anderson), amended order of divorce decree (spouse – Kevin B. Anderson, the name is amended to reflect Natasha Kroft), copy of the certificate of naturalization

(country of former nationality – Venezuela), marriage certificate (spouse – William Christopher Connell, number of this marriage – Third), Social Security Card (S/S), DD form 214, Master's diploma, university transcript, valid Florida driver's license (REAL ID compliant), a military record of spouse (her birthplace/citizenship U.S.), USCIS I-797C receipt notice (submitted an application for replacement Naturalization/Citizenship document), and S/S letter (mother – Irina Mirochnitche, father – Jose R. Hidalgo, citizenship status updated to US citizen-2010, prior names used – Irina Bowers/1994, Irina Anderson/1996, Natasha Kroft/2001/2010, Natasha Connell/2013).

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

2. Terry Loretta Londy - She is seeking a Georgia ID in the name of Terry Loretta Londy. She is 56 years old. Her mother named her Terry after she was discharged from the hospital. Her birth certificate only had her last name Londy on it. In school, her first name was spelled Terri, but because spelling it Terry was more common in Georgia, she started spelling it Terry after she finished school. She submitted her birth certificate (mother – Mary Elizabeth Glover, father – Henry B. Londy), birth certificate of her children, identification wristband, S/S letter, school district letter (enrolled in Bibb County school district in 1972), and S/S letter (mother – Mary E. Cain, father – Henry B. Londy, prior names used – Terry Loretta Londy/1972, Terry L. Londy/2000).

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

3. Jacky Leroy Wilson - He is seeking a Georgia ID in the name of Jacky Leroy Wilson. He is 59 years old. His parents were not married when he was born. His mother had his last name be her maiden name on his birth certificate (Birdsong); he has never used the last name of Birdsong. He has only used his father's last name Wilson his whole life. He submitted a birth certificate (mother's maiden name – Shirley Ann Birdsong), Air Force report of casualty (service member/father – Marvin Wilson, mother – Shirley A. Wilson), school record (father – Marvin Wilson/deceased, mother – Shirley Wilson), school record (father – deceased, mother – Shirley), school record (father – deceased, mother – Mrs. Shirley Wilson), expired Georgia ID card (not REAL ID compliant), utility bill, certified birth certificate receipt, SSA benefit verification letter, S/S letter (mother – Shirley A. Birdsong, father – Marvin L. Wilson, prior names used – Jacky Wilson/1973/1982/1984, Jacky Leroy Wilson/1995, Jacky Wilson/2001), and S/S card.

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

4. Chyezaha Kendasia Wimberly – She is seeking a Georgia ID in the name of Chyezaha Kendasia Wimberly. She is 19 years old. She was born in Blakely, Georgia, in 2003. Her mother has been trying to obtain her birth certificate since she was three. Georgia’s vital records cannot locate her birth certificate, and they gave her a no birth record found letter. She has requested her SSA Numident twice and is waiting to receive it. She will request her delayed birth certificate once she gets the Numident. The delayed birth certificate will take six months to receive. She has a no birth record found letter (mother – Lactetia Wimberly), Immunization record (parent – Lactetia Wimberly), school record (mother – Lactetia Wimberly), patient record (mother – Lactetia Wimberly), school record, S/S letter (mother – Lactetia Shereese Wimberly, prior names used – Chyezaha Kendasia Wimberly/2004), S/S card, and an Envelope.

Bob Pierce motioned to deny the waiver; Tony Guisasola seconded the motion with a unanimous denial by the remaining Board members.

New or Old Business

The next Board meeting will be held on March 15, 2023.

Adjournment

There was no further business to discuss; Vice Chairman Jeff Markey called for a motion to adjourn. A motion was made by Frank Reynolds and seconded by Britt Fleck with unanimous approval by the Board.

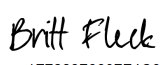
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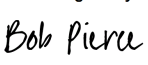
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David Connell, Chair

Absent

Jeff Markey, Vice-Chair

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Britt Fleck, Secretary


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Bob Pierce, Member

Absent

Rachel Little, Member


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Kat Satterfield, Member

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Frank Reynolds, Member

