

Georgia Department of Driver Services' Board Meeting Minutes

February 18, 2026

10:00 a.m.

Board Members Present

David Connell, Chairman
Rachel Little - Virtual
Tony Guisasola
Frank Reynolds
Melissa Free - Virtual

Board Members Not Present

Jeff Markey, Vice Chairman
Kat Satterfield
Jay Herzog Jr.
Al Barber

Assistant Attorney General Elliott Dordick with the State Attorney General's Office (AG) and members of the DDS Staff were also in attendance.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:03 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the January 21, 2026, Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Tony Guisasola seconded the motion with unanimous approval from the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Board and the DDS staff to the meeting. Director Shevondah Leslie introduced Government and Communications Intern Kennedy Carrington, a member of Alpha Kappa Alpha Sorority, Incorporated, from Clark Atlanta University.

Customer Service Center (CSC) Spotlight:

- This month's spotlight is on the Alpharetta CSC. In attendance were District 3 Manager Perry Flowers, Center Manager Kim Johnson, Assistant Managers Ricardo Reinado and Keyra Morris, and Team Lead Sheela Block.
- The Alpharetta CSC continues to lead by example in utilizing the agency's cutting-edge technology. They lead the state in mobile driver's license (mDL) enrollments, in-center kiosk use, and App Clip transactions.

Winter Storms:

- The Trenton CSC and Headquarters were closed on January 26th due to weather conditions. We delayed openings at six locations on January 27th and closed twenty-nine locations on January 31st.
- The Rome Ribbon Cutting and the CDL State Examiner Certification Class had to be rescheduled.

Team Morale Booster:

- The Commissioner shared how the agency is still doing things to celebrate and promote the agency's 20th anniversary.
- Public Information Officer Susan Sports suggested Wacky Wednesdays to have something fun for the Team. She talked about each Wednesday in February having a different theme.

Hiring Blitz:

- Brunswick CSC hosted a hiring blitz on February 12th at the CSC. Four candidates were interviewed, and two moved on to processing to hire.

Japanese Delegation:

- DDS hosted three members from Panasonic on a tour to see mDL use cases. They were able to see the mDL in action at the TSA checkpoint at the Atlanta Hartsfield-Jackson International Airport, State Farm Arena and the Atlanta CSC.
- They were also able to visit the Georgia Institute of Technology to get an idea of how they use their Buzz Card for future mDL use.

Director of Human Resources Division Brian Mock gave an update on retention and turnover:

- Brian said retention and turnover boil down to two things: data and factors. He went over agency trends, separation types, programming, and key identifiers.

Chief Financial Officer Travis Kennedy gave an update on the Finance division:

- The Finance division is responsible for securing, managing, and reporting on the department's financial resources. Travis also discussed the budget and shared a breakdown of how funds are allocated.

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

We are at the beginning of the year, so there is only one month of data. Customer volume is lower than last year's. That can be attributed to several factors, such as closures and delays. The wait times are still on track and are actually faster than last year. We are still serving most of our customers within 30 minutes or less. In terms of customer volume, Norcross is always at the top; it is the busiest location. The center with the fastest transaction time was Kingsland.

The agency's remote transactions include online, mobile, and Kiosks. With the outages, there are fewer transactions online and on the mobile app. Kiosk transactions were higher last month than the previous month. Sometimes, even during outages, the Kiosks will still work because they are in a separate environment. Fewer calls were answered in the call center, which helped handle the volume. The mobile driver's licenses have surpassed 600,000, so DDS is trending in the right direction. She went over some of the high-level services for calendar year 2025 versus 2026.

The Commissioner went over the Customer Satisfaction Surveys:

The agency is seeing fewer numbers in this category. This process has been done the same way for years, so some changes may be needed. In customer compliments, it shows Greensboro, which is normally at the top, is now in second place. The Dublin CSC is now number one in compliments. The Chairman shared a question asked by a lady who had lost her driver's license and was scheduled to travel. She was concerned about getting a paper license and having a mobile driver's license. Her concern was that if she updated her license online, the mobile driver's license would not be updated as well. The Chairman reached out to Executive Assistant Shea Carter, who said it would be updated, and Chief Information Officer Delmar Whittington confirmed that information.

She ended with a question from Team Lead Sheela Block. Sheela asked why the agency only issues paper licenses at issuance, not hard copies. The Commissioner explained that quality checks are conducted behind the scenes before the permanent card is issued.

Rules for Initial Approval

Crandall Heard, General Counsel, reviewed the following rules:

- **375-3-1-.05** Reciprocity for Valid Licenses Issued by other Jurisdictions
- **375-3-1-.23** Application for Personal Identification Cards

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

Waiver Petitions

1. Hattie Johnson Simon – She is seeking a Georgia ID in the name of Hattie Johnson Simon. She is 62 years old. She submitted a birth certificate, child's birth certificate, marriage certificate (spouse: Jerome Mickens, birth name of mother – Jean C. Jones, Father – Jimmy Lee Johnson), marriage certificate (spouse: Roger Simon, birth name of mother – Jean Jones, father – Jimmy Lee Johnson), Medicaid card, Social Security (S/S) benefit letter, Motor Vehicle Report, and S/S letter.

Frank Reynolds motioned to approve the waiver; Tony Guisasola seconded the motion with unanimous approval from the remaining Board members.

New or Old Business

There was a vote to elect Melissa Free as Board Secretary.

Tony Guisasola motioned to approve the vote for Secretary; Frank Reynolds seconded the motion with unanimous approval from the remaining Board members.

The next Board meeting will be held on March 11, 2026.

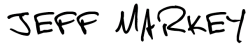
Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Tony Guisasola and seconded by Frank Reynolds with unanimous approval from the remaining Board members.

READ AND APPROVED on 11 of March, 2026 by:

Signed by:

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David Connell, Chair

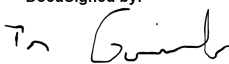
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Jeff Markey, Vice-Chair

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Rachel Little, Member


Absent

Kat Satterfield, Member

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Tony Guisasola, Member

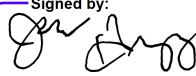
Absent

Frank Reynolds, Member

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Al Barber, Member

Absent

Melissa Free, Secretary

Signed by:

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Jay Herzog Jr., Member