

Board Meeting Minutes

January 8, 2025

10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Britt Fleck, Secretary (virtual)
Kat Satterfield (virtual)
Tony Guisasola
Frank Reynolds
Al Barber

Not Present

Bob Pierce
Rachel Little

Also attending the meeting was Cristina Correia (virtual) 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 10:01 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the November 13, 2024 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Jeff Markey 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.

Employee Spotlight:

- The first spotlight was Yessenia (Yessi) Daggs, Administrative Assistant for Customer Service Support/Facilities. She has been with DDS for 13 years this coming April. She started as a temp in the Central Issuance unit and became a full-time employee a year later. She has worked in Regulatory Compliance as the ADAP Coordinator and, in December 2022, became the Administrative Assistant in Facilities. Yessi is a vital member of the Facilities team, managing leases and serving as the primary liaison with the State Properties Commission. She oversees purchase orders for repairs across all DDS-owned centers, ensuring maintenance tasks are handled efficiently and completed on time. One of Yessi's notable accomplishments is developing the HVAC preventative maintenance program for DDS-owned centers. She enjoys spending time with her family and friends, especially her two grandkids. She is also the proud parent of a Marine. The Chairman asked if she wanted to share a little about herself. She said she loves being a part of the team and fixing things. The position challenges her, and she likes seeing things from start to finish.
- The second spotlight was Public Information Officer Susan (Sue) Sports, who has 23+ years of experience working for the State of Georgia. Her dad is Joe Sports (Daddy Joe), who is loved by many. Susan joined DMVS/DDS as the Public Information Officer after serving 5 years in the Press Office of U.S. Senator Sam Nunn in Washington, D.C. Susan is responsible for the daily strategic marketing, public relations, internal communications, media relations, and statewide public dissemination of news and information about the agency. She produces an award-winning monthly electronic newsletter, The DDS Scoop. Sue plans and executes public events such as press conferences, groundbreakings, center grand openings, etc.

She produces the Annual Report and four Georgia Driver Manuals. She has two grown sons, and a 12-year-old Bassett Hound named Boone, who she loves. If she could become anyone else, it would be Stevie Nicks of Fleetwood Mac.

- The Commissioner also introduced the agency's permanent HR director, Brian Mock. Brian came to us from Pruitt Health. He served 16 years as a Senior Regional Partner Services Manager with that company, which covered four regions and 27 locations from Maryland to Florida. He then introduced the new Director of Regulatory Compliance, Michelle McLean, who came to DDS in June 2013 as a Center Manager in Savannah. She then became the District Manager in June 2016. Michelle had 15 years with Dillard's Incorporated as an area sales manager before coming to DDS. She has served the agency with distinction.

The Commissioner went on to report about the following:

Douglasville CSC Grand Opening:

- The Commissioner thanked the Board Members who attended the grand opening of the Douglasville location. These members were Chairman David Connell, Vice Chairman Jeff Markey, and Board Member Kat Satterfield.
- The ribbon cutting for the grand opening was long awaited and was an excellent event for all. Of the 15 most populated counties in the State of Georgia, Douglas County was the only one that did not have a CSC. The Douglasville CSC makes the 11th CDL center.
- The Chairman said he's been on the board for 17 years and has gone to many groundbreakings and ribbon cuttings; however, there has never been one that he's experienced so much excitement.

Clark's Christmas Kids:

- The agency had a chance to participate again in Clark's Christmas Kids. DDS collected unwrapped gifts and took them to Atlanta to be distributed in the North Georgia area.
- The DDS staff made donations to purchase these items. This is certainly not required of them, but they always step up. Hats off to the DDS staff. The Commissioner is pleased the agency is able to continue as a sponsor.

Annual Managers Meeting:

- DDS held its annual managers meeting on December 9th at the Marriott Macon City Center. There were 198 attendees, three vendors, and a guest speaker.
- The Commissioner enjoys this event because this is the one time we can get all DDS managers and leadership together. The accomplishments of 2024 and sharing the vision for 2025 was discussed at the meeting. The theme for 2025 is "Empowering People and Elevating the Standard in 2025."
- He went through a few of the highlights for 2024. One of the highlights was completing the Samsung implementation. Customers are now able to have a mobile credential on their Samsung devices. He again thanked the staff for their efforts. The agency saw 2.8 million customers face to face, and 98.21% of those customers were served in 30 minutes or less. The Commissioner is proud of the team and everything DDS has been able to accomplish in 2024.
- The Commissioner shared with the Board the video that Graphics & Visual Arts Specialist 2 Avery Fields put together for the event.
- The Chairman asked each Board Member to share some of the positive things they saw about DDS in 2024. Board Member Frank Reynolds said it's the teamwork. He said when he took his daughter in to get a learner's license, it was the level of professionalism, teamwork, and collaboration for a common goal. Vice Chairman Jeff Markey said Frank is spot on. He has been a part of many teams. He stated that to see the focus on the customer and the level of service has changed just in the time he has been on the board is amazing. He said that he is glad to be a part of it all, from customer service to teamwork.

Board member Tony Guisasola said, when you look at this organization and look around the room, you see how the team interact with each other and how they have fun and enjoy themselves. Then you go to a center or groundbreaking and see the same thing. Also, all the technology and having a digital credential it's amazing. Board member Al Barber talked about the hard times for driving schools when COVID hit. The Commissioner allowed the driving schools to do online classes. Al said that saved the industry. He said coming through those hard times and maintaining customer focus is nothing short of a miracle. The Chairman thanked everyone for their input.

- The Commissioner thanked Avery for the video and pictures produced for the annual meeting. He said one thing that stood out to him, and he emphasized at the meeting, is the saying, "this is not your grandmother's DMV." Avery said that was Public Information Officer Susan Sports's input.
- The Chairman asked when local authorities would accept the wallet driver's license. The Commissioner said he hopes that DDS would be the first to accept our own mDL and then challenge local businesses to accept it. The Chairman asked the Sheriff about their offices. He said they have 159 counties, county police, city police, and different law enforcement agencies. It will take time for Law enforcement to fully engage the solution.

2024 Georgia State Charitable Contribution Program (SCCP):

- The agency participated again in the state charitable contribution program from September 16th to November 16th. SCCP was in addition to Clarks Kids donations.
- DDS increased the number of donations made this year compared to last year. In 2023 DDS collected \$27,577.42 and increased that number in 2024 to \$28,992.76. However, the final numbers are not in for 2024. The Commissioner said hats off to the Lawrenceville CSC, Between CSC, HR, and PMO, who were the largest collectors of funds.

General Counsel Angelique McClendon gave an update on the 2024 Proposed Legislation:

- DDS proposed these legislative initiatives that are still under consideration. The first initiative would give DDS more authority to ensure the safety and security of persons who attend driver training schools by requiring them to be certified by DDS upon the training of one student. The second initiative would follow guidance provided by Federal Motor Carrier Safety Administration (FMCSA) regarding masking. The third initiative would allow DDS Law enforcement officers to the list of state law enforcement officers who are eligible to retire at age 55.

OIS Director Jared Smith and Certification Manager and Investigator Karen Brooks gave an update on cybercrime (online fraud):

- Jared shared some of the numbers of cybercrimes from 2019 to 2023 and talked about how, during COVID, criminals had plenty of time to sit back and think about how to defraud the public.
- He talked about types of DDS online fraud. Things like financial transaction card fraud, online account creation fraud, and online account address fraud.
- Karen talked about the cases in which the customer's information was compromised before interacting with DDS to use that fraudulent information.
- DDS must continue to audit the system with the aid of the IT teams to identify any possible issues within its operation and work diligently to ensure the protection of all information.

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

There were 464,116 more customers served in 2024 compared to 2023. With this volume increase the average time of service only increased four seconds to seven minutes and twenty-six seconds. The Commissioner said this is truly due to the whole team's efforts. If we are not working together, none of this is possible.

The Commissioner said the agency strives to efficiently serve the public. For him, there is no more important goal than staff courteousness. We will have to tell customers no, but how we do that matters. If we are not courteous, even if we help the customer, we still don't win in that situation.

Waiver Petitions

1. Valencia Gray Manning – She is seeking a driver's license in the name of Valencia Gray Manning. She is 52 years old. She was born Valencia La'Nell Rabon. Her mother married Edward Gray when she was a young child. She thinks she was legally adopted by Gray, but she and her mother have been unable to find the paperwork. Her last name changed to Gray at that point. She married David Manning Jr in 2005. Her last name on the marriage certificate was Gray. She submitted her birth certificate, mother's marriage certificate (spouse – Clara H. Rabon and Edward Eugene Gray), college transcript, marriage certificate (spouse – David Earl Manning Jr.), expired U.S. Passport, Social Security card (S/S), valid Virginia driver's license (not REAL ID compliant), mortgage statement, and expired military ID card.

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

2. Leila Jeanette Palmer – She is seeking a driver's license in the name of Leila Jeanette Palmer. She is 68 years old. She was born Leila Jeanette Delong. She had planned to marry Richard Cairo, her boyfriend, and father of her first child, but he left her after the baby was born. She was advised to get a divorce from Cairo due to their common-law marriage. After the divorce, she married Larry Palmer. On the marriage certificate, her last name is Cairo. Since then, she has used the last name, Palmer. She submitted her birth certificate, school certificate of age, divorce decree (spouse – Richard Eugene Cairo), marriage certificate (spouse – Larry Harold Palmer), child's birth certificate, final judgment of adoption (child's name changed from Richard Eugene Cairo Jr. to Richard Eugene Palmer), Georgia driver's license record, valid Florida driver's license, Medicare card, Social Security letter, S/S card, and military ID card

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

New or Old Business

The next Board meeting will be held on February 12, 2025.

Adjournment

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

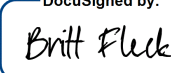
READ AND APPROVED on 12 of February, 2025 by:

Signed by:

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David Connell, Chair

Absent

Jeff Markey, Vice-Chair

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Britt Fleck, Secretary

Absent

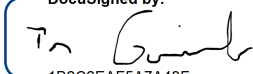
Bob Pierce, Member


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Rachel Little, Member

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Kat Satterfield, Member

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Tony Guisasola, Member

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Frank Reynolds, Member