

Board Meeting Minutes

January 10, 2023

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman – In-person
Britt Fleck, Secretary
Rachel Little
Bob Pierce
Kat Satterfield
Tony Guisasola
Christie Moore
Frank Reynolds

Not Present

Also attending the meeting was 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 10:00 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the November 8, 2023 Board meeting. Frank Reynolds 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. He informed the Board of some of the weather conditions the agency has experienced and its impact. The Albany center was down for nearly a day, but is finally back up due to a transformer going down. The Bainbridge center was on lockdown for a tornado, and the Cordele center experienced power loss. He continued with updates.

Oconee County Groundbreaking:

- The groundbreaking was on November 17th. The current center is located right outside of Athens in Clarke County.
- The agency hopes to transition to the new building and have services up and running later this year.
- This site was one of the most scenic ground breaking locations in the state with dirt roads and giant oak trees. The Commissioner thanked the DDS staff, with a special thank you to Deputy Commissioner Ricky Rick, CSS Director Bob Griffin, and Facilities Manager Derek Prosser. The Commissioner also thanked the Chairman for being present and for his remarks. The Chairman agreed this was one of the most enjoyable groundbreakings and a great site.

Annual Managers meeting:

- On the first Monday in December, the agency has an all-hands-on-deck managers' meeting. During the meeting, the accomplishments of the agency over the last year are highlighted, and the vision for the agency going forward is discussed.

- The meeting consists of great leaders from the public sector who come in and talk to the DDS team about initiatives they are working on.
- The Commissioner acknowledged the HR team for such a jam-packed event. Publix, a Fortune 500 company, was there to give a customer service presentation. Danielle Templeton with the Employee Retirement System of Georgia (ERSGA) was also in attendance. They both shared presentations for the benefit of DDS leaders.
- There were 178 attendees. The Commissioner shared a video and pictures of the event with the Board as well as scenes from some of the team-building exercises.

DDS Volume At A Glance:

- The Commissioner covered the annual performance numbers. These show what the agency has accomplished in calendar year 2023 in comparison to 2022.
- There are 9,342,445 REAL ID compliant DL/ID holders in Georgia. This represents 99.876% of Georgians who are REAL ID compliant. This is a huge accomplishment and DDS leads the country in compliance with this federal initiative.
- The agency is always looking for ways to serve customers outside of the centers. We serve more than 80,000 persons online and through the mobile app.

Accomplishments in 2023:

- There were 336 new hires in 24 NEO classes in calendar year 2023. So, every month, the agency trains new employees.
- The Commissioner expressed pride that the agency can turn over a third of its staff yearly and produce the service levels that DDS produces. He said the leaders and team members are doing an outstanding job.
- There have been 149 promotions with over 20,000 training modules completed.
- The Commissioner touched on "Five-Star Customer Service". This is his desire and vision to see going forward. This aligns with the agency's vision for 2024: "Exceptional Customer Service is our Culture."

PMO Director Brett Young gave an update on future enhancements to online services:

- The agency is starting a pilot project to verify customers through a liveness assessment biometrically.
- This function only applies to an address change in eServices in the pilot phase. Currently, customers start their transactions in eServices and then are prompted to contact the DDS contact center so they can do a live video feed so DDS can verify that the person is who they say they are. This process is labor intensive, and it increases customer transaction time. However it is required to mitigate fraud.
- The goal is to streamline the process. Inserting biometric checks within the existing process flow will secure remote identity proofing, a contactless experience, and help curtail fraud.

CSS Director Bob Griffin provided an update on Facilities:

- The agency currently has six ongoing facility projects. Of the six, two are new, Douglasville and Hazlehurst. This will increase the number of centers in Georgia from 67 to 69.
- Forsyth CSC - The construction part of Forsyth will end in January. The building will be handed over to DDS and will open in February.
- Douglasville CSC – In Douglasville, DDS is still waiting for the pre-engineered building. We were given a six-month lead time in August.
- Hazlehurst CSC - There are some complications in Hazlehurst, and the RFP has been reissued.
- Gainesville CSC - Gainesville is a replacement building with a deadline of late October.
- Oconee County CSC - We are looking at a November date to open.

- Rome CSC - The Rome CSC should be done in December.
- DDS is negotiating for two future sites, Waycross, and Covington. They are not on our project list yet, but the agency looks forward to continued talks.

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

The volume of customers who visit in person is almost identical between 2022 and 2023. In every category, the numbers are only different by a few thousand. DDS improved on wait times by 2 minutes. The number of customers served in 30 minutes or less has also improved as well the percentage of CSCs that met the service level goals. 100% of our CSCs had a statewide wait time of less than 30 minutes. The wait time average continues to go down.

DDS received more customer service survey responses this past year than we did the previous year. The numbers were almost the same at 95% when asked was our staff courteous. We would like to improve that number with our 5-star customer service effort. We do all we can to ensure the public knows we are focused on delivering a service to them in the best possible way.

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.11** Vehicle Requirements for Commercial Driver's License Skills Test

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

- **1-1-.13** Third Party Tester Program

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

Waiver Petitions

1. Yamil Omar Alicea Wade – He is seeking a Georgia (GA) ID card in the name of Yamil Omar Alicea Wade. He is 19 years old. He was born Yamil Omar Alicea in Puerto Rico in 2004. He entered foster care and came to live with Caffie Wade in 2009. She adopted him in 2014. His name became Yamil Omar Alicea Wade. In 2022 they suffered a devastating house fire which destroyed all their personal documents. His certified birth certificate was destroyed. He now only has a copy of it. Puerto Rico will not give him his certified birth certificate without a valid ID. The only other option Puerto Rico has given him is to hire an attorney to request his birth certificate. They cannot afford to do that. He submitted a copy of his birth certificate, affidavit of consent to adoption (adoptive mother – Caffie Wade), decree of adoption (adoptive parent – Caffie Wade, ordered name change to Yamil Omar Alicea Wade), certificate of adoption (name after adoption – Yamil Omar Alicea Wade), Social Security card (S/S), IEP progress report, pay statement, and S/S letter (mother – Caffie Wade, prior names used – Yamil Omar Alicea/2004/2008/2007, Yamil Omar Alicea Wade/2015/2023).

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

2. Katie Lynn Jacobsen – She is a GA driver's license in the name of Katie Lynn Jacobsen. She is 39 years old. She was born Katie Lynn Couch. She married James Scott Crenshaw in 2006. She does not have the marriage certificate. She requested it from Los Angeles County, California, but they could not find it. She divorced Crenshaw in 2013. She married Christopher Coles Jacobsen in 2015. On the marriage certificate to Jacobsen, her last name was Crenshaw. Her REAL ID compliant Idaho driver's license expired less than two years ago. She submitted her birth certificate, federal tax return (spouse – James S. Crenshaw), divorce decree (spouse – James Scott Crenshaw), marriage certificate (spouse – Christopher Coles Jacobsen, maiden name – Couch, previous marital status – divorced), S/S card, expired Idaho driver's license (REAL ID compliant), and certificate of search (Los Angeles County, CA could not find her marriage certificate for Katie Lynn Couch and James Scott Crenshaw in 2006).

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

New or Old Business

The next Board meeting will be held on February 14, 2024.

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 Britt Fleck with unanimous approval by the Board.

READ AND APPROVED on 14 of February , 2024 by:

David Connell
David Connell, Chair

Absent
Jeff Markey, Vice-Chair

Britt Fleck
Britt Fleck, Secretary

Bob Pierce
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