

Board Meeting Minutes

January 12, 2022

10:00 a.m.

Virtual Meeting

Present

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

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting were Cris 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 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the November 17, 2021 Board meeting. Bob Pierce made a motion 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 started the meeting by saying "Go Dawgs" and mentioned how happy he is to see the University of Georgia win the NCAA Football National Championship. Commissioner Moore informed the Board of the start of the legislative session. He mentioned DDS is not pursuing any agency legislation, but is tracking a lot of bills. Several criminal justice reform bills have been introduced, and DDS will have an opportunity to review those. The agency also is watching a proposal initiated by the Governor for state employees to receive a \$5,000 pay increase which he fully supports. The Commissioner continued by giving a few agency updates.

Annual Managers Meeting:

- On December 6th, DDS held the Annual Managers Meeting in Macon. AAMVA Vice President Ian Grossman was the keynote speaker. Ian works with DDS and other agencies throughout the country on a number of initiatives.
- This was the first in-person event with all managers in a couple of years, and it was extremely exciting to be back together in Macon. Many safety protocols, such as temperature checks and hand sanitizing stations, were put in place. HR did an excellent job of establishing the protocols so that the in-person meeting could be possible.

- A total of 173 managers attended, and the agency used a larger space than normal to allow for better social distancing, and reduced the number of team members at each table.

COVID Update:

- Since December, the agency has experienced a significant change in COVID numbers. DDS is still encouraging vaccinations and has hosted a number of vaccination events at headquarters and the CSCs. This gives the team members, as well as the public, a first-hand opportunity to get vaccinated. A large number of team members are vaccinated, and many also have received their boosters.
- After Christmas, the agency saw a spike in COVID cases. In December, forty-three (43) cases were reported, with many of those occurring the week after Christmas. For January, we already have 29 cases. Only two DDS team members had COVID in October 2021, and only one case was reported in November.

Supply Chain Issues:

- Governor Kemp has been aggressive with seeking solutions regarding this issue. DDS, other state agencies, and the private sector remain part of the solution. The Commissioner showed a press release from November in which the Governor spoke about meeting with leaders from various sectors to share ideas to help deal with the supply chain issues.
- The Commissioner had an opportunity to report on initiatives that the agency is pursuing and has done to address the issue. These included increasing third-party capacity, and administering the Troops to Trucks, and CDL Military Even Exchange program.
- The Governor issued an Executive Order on November 23rd, in which DDS is the lead agency and is charged with working with the public and private sector to address CDL shortages across the state.
- DDS recently met with Robins Air Force Base Personnel.
- The DDS team also met on December 15th to work toward this goal and is developing a comprehensive report.

Director Brett Young provided an update on the Amazon Cloud Migration (AWS):

- The CSCs closed to the public at 5 pm on Thursday, December 30, 2021, after all customers had been served.
- The Commissioner announced an agency-wide training day on December 31, 2021.
- Organizational Change Management Outreach (OCM)
 - Press releases (Joint communications with DOR)
 - Law enforcement notified
 - Interface partners notified
 - Airtime on the radio (WSB in the Mornings)
 - Social media posts
- All testing was completed on January 3, 2022, and the system went live on January 4, 2022.
- A few issues were discovered, with some being outside of our control. As of today, the agency is working on one issue and its root cause.

Director Bob Griffin provided an update on facilities:

- The agency has five active facility projects, all of which are CDL sites except one. Of the five, two are new sites and will give Georgia a total of twelve CDL sites.
- The remaining three sites are Dalton, Rome, and Warner Robins. These are renovations of existing sites or replacements.

- The two newest sites are Douglasville and Hazlehurst. The two additions will increase the number of centers in Georgia from 67 to 69.
- Douglasville is the agency's biggest project. The plans have been approved by the Design Review Group at GSFIC, and the specifications are included in the site development plan.

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

The performance numbers were very similar in 2020 and 2021. DDS served 2.4 million customers in both years. Volume declined from the summer months, going down to 176,000 in December. That decline should continue throughout calendar years 2022 and 2023. The statewide goal is to serve 95% of the customers in 30 minutes or less. In December, after Christmas, the service levels declined slightly based on some outages and COVID numbers. The Commissioner expects to see improvement after AWS and COVID numbers become under control.

Online services were utilized by more people in 2021 than in 2020. The number is high partially because DRIVES required everyone to reestablish his/her online account, which is a good security protocol.

The Commissioner ended his report with customer survey responses:

The agency is seeing fewer and fewer customer responses, but that primarily is due to the reduced volume in the centers. Surveys are computer-generated emails sent to customers after completing an in-person service.

The Chairman asked the Commissioner to talk about the voter ID card fact sheet. DDS offers a credential to vote if a customer does not have a state-issued credential. The Communications team has put together a fact sheet called "Preventing Identity Theft," but it is all about the safety and security of your state-issued credential. It will be available following a few updates.

Rules for Final Approval

- **375-3-1-.16** Eligibility for Veterans', Honorary or Distinctive Driver's License and Identification Cards
- **375-3-1-.23** Application for Personal Identification Cards
- **375-3-3-.01** Penalties for Violations of Uniform Rules of the Road
- **375-3-3-.10** Limited Driving Permits
- **375-3-3-.11** Limited Driving Permits for Teen Drivers (proposed repeal)
- **375-5-3-.17** Program of Instruction (proposed amendment to Commercial Driver Training School Program of Instruction)
- **375-5-6-.06** Qualifications of Program Instructors (proposed amendment to DUI Alcohol or Drug Use Risk Reduction Qualifications of Program Instructors)

Bob Pierce made a motion to approve the final rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Ellender Faye Stephens – She is seeking a Georgia driver's license in the name of Ellender Faye Stephens. She is 67 years old. She was born Ellender Parker and had a common-law marriage to her first husband, David Dowd. She divorced Dowd before her second marriage to Douglas Stephens. She is

seeking a waiver for missing legal documents in her trail of name changes. She submitted her birth certificate, child's birth certificate (father – David Arthur Dowd), Child's school record, divorce decree (spouse – David Dowd), marriage certificate (spouse – Douglas Lynn Stephens), a valid South Carolina driver's license, Envelope (Ellender Stephens), and Social Security Card (S/S).

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

New or Old Business

The next Board meeting will be held on February 9, 2022, virtually.

Board Member Tony Guisasola asked if DDS received any funds for the collection of the Super Speeder fee. The Commissioner informed the Board that the money goes into the general fund. Tony asked if the agency could provide how much it cost the agency to collect those funds. Commissioner Moore informed him that the agency would send him that information.

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 Frank Reynolds with unanimous approval by the Board.

Respectfully Submitted,

Britt Fleck
Britt Fleck, Secretary