

## **Board Meeting Minutes**

January 18, 2023

10:00 a.m.

### **Present**

Jeff Markey, Vice Chairman

Britt Fleck, Secretary

Rachel Little

Bob Pierce

Kat Satterfield

Christie Moore

Frank Reynolds

### **Not Present**

David Connell, Chairman

Tony Guisasola

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**

Vice Chairman Markey confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

### **Approval of Minutes**

Vice Chairman Markey called for a motion regarding the minutes from the November 9, 2022 Board meeting. Rachel Little made a motion 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. The Commissioner continued with agency updates.

### **Agency Outlook:**

- The agency had an exciting start to 2023. The Commissioner mentioned seeing Board Member Christie Moore last week at Governor Kemp's Inaugural Gala. He said the agency couldn't be prouder of the Governor we serve and his commitment to Georgians. Commissioner Moore started with his thoughts of the absolutely wonderful staff and the tremendous job they do. The meeting kicked off with a video created for the Annual Managers Meeting by Graphics & Visual Arts Specialist 2 Aleisha Carr. She did an awesome job along with Director Shevondah Leslie and Public Information Officer Susan Sports and the communications team. This was a great way for DDS to express all the things the agency is doing, and the services offered. The Communications Team creative genius always shows in the work they do.

### **Annual Managers Meeting:**

- DDS has an Annual Managers meeting every December with all the managers from around the state. The most recent one was held on December 5th in Macon.
- At the meeting, there were 183 team members, including leaders from across the state. The focus was on the culture of the agency and moving the agency forward with all the things we are trying to accomplish.

- The keynote motivational speaker was Dr. Earl Suttle. Dr. Suttle has been a part of DDS training on several different occasions. He was brought in by DDS Training Coordinator Dr. Reggie Smith. Dr. Suttle is a published author who has written many books about leadership and defining ways teams can improve. He has proven that you can assemble a great team like the one we have at DDS. HR sent out a survey after the event, and the agency received an overwhelming positive response.
- The meeting highlighted the things done in 2022, but more importantly, what the agency will accomplish in 2023. The Commissioner always says the status quo won't work. DDS must find new ways to deliver business and help customers achieve their needs. Commissioner Moore challenges the team every month, and they respond.

#### Achievements 2022:

- The agency saw 37,000 fewer customers in 2022 (2,385,832) than in 2021 (2,423,177) but had a four-minute improvement in statewide average wait times. There was a 6% increase in customers served in 30 minutes or less and a 24% increase in centers meeting service level goals.
- The Commissioner sent the Board Members a copy of the agency's Annual Report at the beginning of the year. He thought Public Information Officer Susan Sports and the Communications team did a great job putting it together. The information included is a collaborative effort from all divisions. The publication was well put together and showcased all the agency's accomplishments. The Commissioner heard from a few of the Board Members who thought it was a great document and gave a good outlook of the agency. The Vice Chairman showed the publication to his family. They were impressed with the information. The other board members agreed.
- The Contact Center is an area the agency has some challenges, as all contact centers do. In August, the number of reservations requiring human interaction due to the implementation of voice bot (Bot) technology went down tremendously. That decrease directly impacted an increase the service level in the Call Center. DDS was able to move those calls to the Bot. The Bot answered more than two million calls. The Bot is intelligent enough to decipher what you are saying, answer your questions, and help customers resolve their issues. The agency is seeing service level improvements with team members. They can handle the more complex calls a lot more efficiently. The Commissioner is very excited about the technology. The agency was fortunate enough to get funding from the General Assembly to make it happen. It's a success story that the Commissioner will share with legislators as he talks to them in the upcoming hearings.
- The agency established a Call Center within the IT unit back in 2021. Selena Norris is one of our IT managers who heads that unit. The goal to establish the unit was in preparation for the Mobile Driver's License (MDL). This will allow the agency to have a more technical Call Center to answer questions about the mobile credential. They are helping DDS achieve that service level goal that the Commissioner mentioned in the regular call center, so he is excited about them as well.
- The Records Management division handles a tremendous amount of mail from around the state, including citations. Manager Mimi Barron and her team ensure that these items get processed and that citations are added to the record. In most cases, the agency is at 99% and 100% with getting those documents submitted within the service level goal.
- If the Finance division is not working, everyone knows it. They get evaluated twice a month when checks are distributed. Director Travis Kennedy, Budget Manager Stacy Cheek, Accounting Director Vita Jordan, and their team do a good job. People drive the budget. That's why it's essential that DDS get the dollars needed to serve customers efficiently.

- The agency will have 900 plus team members in a typical year, but the last two years has been less. There was an increase to 844 in 2022. There are team members who have transitioned over to other state agencies. Some agencies could hire at higher pay levels, so some employees transitioned to those agencies. The \$5,000 raises did help. The highest turnover has been in Field Operations. Headquarters positions typically have a lot less. Vice Chairman mentioned that during his time at Coca Cola, they saw some unhealthy movement based on salary and shared how they mitigated the change. Deborah shared that they have informed team members of the promotional opportunities to help alleviate the problem. HR does all the training for the agency. The agency does is a lot of training. The highest driver of training is Cyber Security Awareness, which is the Governor's initiative. The staff has completed over 25,000 training modules.

Legislative Liaison Shevondah Leslie provided an update on the 2023 Legislation:

- Several DDS staff members attended the 2nd swearing-in of Governor Kemp and the swearing-in of Lieutenant Governor Burt Jones. The agency is fortunate that many of the newly elected officials have worked with DDS, and they support our agency.
- The Legislative Session started on January 9th. Crossover day is March 6th, and Sine Die is March 29th. The Commissioner and Shevondah, in the off-season, go out and speak with a lot of the legislators to see how DDS can help and give them the pulse of the agency.
- This year, the agency's legislation is to provide a Limited Driving Permit to customers whose licenses are suspended due to Child support and DUI Drugs. The child support legislation will allow that person to get a limited driving permit to go to school or work. DUI Drugs is a clean-up to House Bill 799. The Bill did not say that DDS was prohibited from issuing a permit, but it did not give the agency express permission to do so. This legislation would codify our current process.
- Board Member Christie Moore asked if the DUI drivers receiving the limited driving permit must have a device in their cars. Legal Counsel Angelique McClendon explained that since this is for DUI Drugs, no device is required at this moment.

CIO Jeff Smith provided an IT update:

- Jeff will retire effective 1-31-23, and Renee Alonso will be interim CIO effective 2-1-23.
- He introduced some of the new IT Leadership.
  - Delmar Whittington is the Application Development Manager.
  - Michael Sublett is the Infrastructure Manager.
  - A candidate has been chosen, and an offer/acceptance is pending to replace Kym Vrooman, the Information Security Officer.
- Jeff went through some IT Security Initiatives and discussed their functions and benefits. A few things mentioned were the Amazon Web Services migration, Network access control, Platform 28 migration (Call Center phone system), and E-Services.

CSS Director Bob Griffin provided an update on Facilities:

- Douglas County – The RFP has been completed, and the agency is negotiating with the contractor. The tentative schedule has the building opening in the fall of 2023.
- Oconee County – On October 20th, the SPC Board voted to approve the donation of land to the state from the Oconee Development Authority Board. DDS is working to close on the property.
- Hazlehurst - The original architect couldn't meet the timeline to finish the project, so the agency moved to the next firm in the selection process. They have agreed to the timeline and is working on the design of the building. The hope is to issue a RFP for construction soon.
- Monroe County - DDS continues working with the architectural firm to design the building in Monroe County. The RFP has closed, and a contractor is selected.

- Gainesville - The agency continues to meet with Mar-Jac partners and design teams to move the Gainesville facility to a new location.
- Board Member Rachel Little asked during the sign-and-build process if there was anything to address sustainability in the build. Commissioner Moore said the agency traditionally does not, but DDS will utilize MMR Bonds to plan for future upgrades. Bob said the hope is to get to a stage where we can add funds for future improvements.
- When customers go to a center for renewal or to complete an application, Board Member Frank Reynolds asked how often they get flagged for suspended registration or warrants. The Commissioner explained that DDS only looks at the driving record.

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

The Volume trend remains consistent. There was supposed to be a dramatic drop in renewal customers last year, and we know this because we can measure the renewals. Many of the customers visiting DDS are new to Georgia customers.

With the Online Services and DD2GO mobile app performance, the Commissioner focuses more on the total logins than the downloads. Logins are customers going into the system to complete a service. That number is increasing. Customers are also seeing more push notifications, which is the App's purpose. In the future, the desire is to allow customers to sign up for online services rather than receive a letter. That's a dollar savings initiative that the Commissioner would like for the agency to push.

The agency is seeing more responses submitted for the Customer Service Satisfaction Surveys. They give the agency good feedback. The Commissioner is hoping that as the agency develops ways to improve internally, we can develop ways to measure some of those online touch points as well. Regarding the four questions asked when a customer visits a center, the agency wants to expand that to interacting with online customers. The Commissioner is hoping to measure that success in 2023. Overall, the agency is on the right track.

### **Rule for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.02** Applications and Supporting Documentation

Frank Reynolds made a motion to approve the initial rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

### **Citizen Waivers**

1. Gwendolyn Goodson - She is seeking a Georgia ID in the name of Gwendolyn Goodson. She is 66 years old. Her mother named her Gwendolyn after she was discharged from the hospital. The birth certificate only had her last name, Johnson. She lost her birth certificate when she was young. In recent years she has attempted numerous times to order her birth certificate, but she was rejected for not knowing all the correct information. She has also tried to amend the birth certificate to add her first name Gwendolyn but was rejected because her school record needed her date of birth. She submitted her school transcript (mother's maiden name – Jennie Anderson, father – George), Junior high school Diploma and high school Diploma, marriage certificate (spouse – Johnny David Goodson, mother – Janie Anderson, father – George Johnson), birth certificate of her children (father of children – John David Goodson), voter precinct card, baptism certificate (parents – George and Janie Johnson), expired Georgia learner's permit (not REAL ID compliant), birth certificate correction form (name on original birth certificate – baby girl Johnson, mother maiden name – Jannie Johnson), insurance declarations page, real estate tax statement, NYC Dept. of Social Services ID, and Social Security Card (S/S).

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

2. Roger Tyrone Moore - He is seeking a Georgia ID in the name of Roger Tyrone Moore. He is 58 years old. He was asked for his birth certificate to renew his Georgia driver's license in 2015, and since he did not have it, he was issued a 120-day temporary license (and a second one in 2016). After multiple attempts to order his birth certificate in 2022, New York sent him a no birth record found letter. He submitted a no birth record letter, high school transcript (parent – Shirley Moore), DD form 214, marriage certificate, birth certificate of the child, S/S card, and S/S letter (mother – Shirley T. Hairston, father – Leon Moore, prior names used – Roger T. Moore 1980/2010).

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

### **New or Old Business**

The next Board meeting will be held on February 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 Bob Pierce and seconded by Christie Moore with unanimous approval by the Board.

READ AND APPROVED on 15 of February, 2023 by:

Absent

David Connell, Chair

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Jeff Markey

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Jeff Markey, Vice-Chair

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Britt Fleck

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Britt Fleck, Secretary

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Bob Pierce

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Bob Pierce, Member

Absent

Rachel Little, Member

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Kat Satterfield

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Kat Satterfield, Member

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Tony Guisasa

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Christie Moore

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Frank Reynolds

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Frank Reynolds, Member