

Board Meeting Minutes

June 14, 2023

10:00 a.m.

Present

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

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 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the May 10, 2023 Board meeting. Bob Pierce 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 acknowledged District Manager O'Retha Pollard and thanked her for 35 years of faithful service to DDS and the citizens of Georgia. He also recognized Operations Analyst Anthony Liquori for his significant contributions to the agency's digital credentials. The Chairman asked them what has been the highlight of working for the agency. They both mentioned some of the same things, with innovation at the top. Chairman Connell talked about how issuing a driver's license literally changes lives. Board member Tony Guisasola shared a personal story of how he was told how customers used to dread going to get a license, and now it's no big deal. The lines are down, and the service is so streamlined. Commissioner Moore gave a quick update on the success of the Identity & Security Workshop hosted at DDS on May 18th. There were 50-plus attendees, including the DDS team and outside guests. The Commissioner touched on active shooter awareness and training before giving agency updates.

Fastest Typist Championship:

- The championship was held at the Atlanta CSC on May 16th. This is where nine of the fastest license examiners from around the state (one from each district) compete to see who has the fastest transaction time. The theme was a Sneaker-thon.
- The championship aims to highlight the strengths of top-performing Team Members and recognize them for their hard work.

- The three winners were Tamaria Patterson, who came in 1st place from the Statesboro CSC with an average transaction time of 1:56 minutes, 2nd place winner was DeeMeshia Dukes from the Columbus CSC with a 3:09 average transaction time, and the 3rd place winner Brittany Thompson from the Forest Park CSC with a 3:22 average transaction time. DDS congratulates all the Team Members who participated.

Apple Digital DL/ID Launch:

- The Apple digital credential (mDL) was launched successfully on May 17th. There are now over 150,000 customers who have digital credentials. Arizona, Maryland, and Colorado were the states that launched before Georgia, and on average, about 30,000 customers were provisioned in each of those states in the first week. Georgia had 113,000 customers provisioned in the first week.
- The Commissioner mentioned the DDS social media postings created by Graphics and Visual Art Specialist 2 Aleisha Carr. The post, which addressed wearing clothes when taking selfies for the digital driver's license and IDs, was covered by several media outlets.
- Brett Young and Anthony Liquori spoke of some of the stats associated with the launch. Anthony specifically talked about additional customer verification. Similar to how DDS compares a customer's photo to ensure it's the right person, there is a verification process with mDL. He explained that once the customer goes through the process on their phone and if there is any concern about the photo on file and the selfie submitted, DDS will send the customer a letter to their physical address for additional verification. This ensures the correct address and is another verification step.
- Board Member Rachel Little shared an experience she had because her information did not match. She thanked the Commissioner and Team for figuring out the problem quickly, which allowed her to receive her digital credential. Board member Tony Guisasola also shared how he needed additional verification and received a letter to his address.

Field Operations Director Kecia Bivins provided an update on the Customer Experience Project:

- The agency partnered with Collective Insights to study 10 of the highest-volume CSCs to observe timing and flow. The goal was to understand the customer experience and gain insight into how long the process takes from their perspective. This allows DDS to develop recommendations for improvement.
- Collective Insights interviewed forty-one customers and fifteen team members. The recommendations were to focus on clarity, prioritize sub-journeys, and moving through the center. They provided insight into each area.
- The overall customer experience was great. The number one challenge team members observe is customers not having the correct documents when they come into the CSC.
- The Chairman asked if there would be a follow-up report as the agency decides what it wants to implement now versus later. The Commissioner said it is the desire to have Collective Insights come back out and reassess to see if the improvements have worked.

Director Bob Griffin provided an update on facilities:

- Newnan (Coweta County) – We look forward to moving into the new County facility in Newnan. Coweta County projects completion of the buildout for DDS is mid-April, with a move-in day in July.
- Forsyth (Monroe County) – The site development continues for the Forsyth location with no updates at this moment. Current photos of the site were shown.

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

Every metric the agency measures, whether in Field Operations, Regulatory Compliance, or even in the Legal Division as it relates to court reporting, is meeting or exceeding expectations. The Commissioner was very excited to share that news with the Board. There were times when the Call Center struggled and was in the range of 20% of calls answered within the 4-minute service level. That is now above 90%. The Commissioner shared with the Board a new video chat session the agency can conduct with customers as another security measure. The feature will allow our agents to send a link to customers to ensure they are who they say they are if there is any doubt.

DDS is expecting the customer volume numbers to go up over the summer. General renewal cycles will increase, so where we saw 195,000 customers in May of last year, we are at 202,000 this year. The agency expects June, July, August, and even the later months of the year to be higher than in the past. The new technology advances, like introducing Kiosks throughout the state, will make those experiences even faster. The idea is to serve customers where they want to be served.

The team presented a few weeks ago about new features and things the agency is doing related to the DDS2GO mobile app. The agency utilized a third-party vendor, but the process will now be handled internally by the DDS IT team, who is doing a phenomenal job.

The Customer Service Satisfaction Surveys continue to get high marks. The agency is on track when you look at the results for "Was the staff courteous." Sometimes we will have to say no as an organization, but the Commissioner expects that when we say no, we do it courteously and respectfully.

Rule for Final Approval

- **375-3-3-.01** Penalties for Violations of Uniform Rules of the Road

Tony Guisasola motioned to approve the final rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. **Modero Fox Crutchfield** – He is seeking a Georgia (GA) driver's license in the name of Modero Fox Crutchfield. He is 54 years old. He was born Modero Francis Snayzzarl, IV. He only has a copy of his NYC birth certificate. Soon after he was born, his mother married Karl Van Crutchfield. He has used the last name Crutchfield all his life. He recently received a court order name change to Crutchfield. He has requested that his birth certificate be amended. It will take 12-14 weeks to get this birth certificate. He has previously been issued in Georgia as Modero F. Crutchfield. He submitted a copy of his birth certificate (mother's maiden name – Ursel Terwelp, father – Modero Francis Snayzzarl, Jr.), certificate of baptism (mother – Ursel Terwelp, father – Modero Francis Snayzzarl Jr.), parents marriage certificate (biological mother Ursel Terwelp married Karl V. Crutchfield), certificate of confirmation, school record, Georgia driver's license record, utility bill, court order name change (name changed to Modero Fox Crutchfield, directs NYC Department of Health to issue new birth certificate), and letter & form to amend the birth certificate.

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

2. Stanley Lamar Garrett – He is seeking a GA driver's license in the name of Stanley Lamar Garrett. He is 59 years old. His parents were killed when he was six months old. He was raised by relatives. The state of Georgia cannot find his birth record. He has been told different names for his birth parents. All possible name options have been searched in vital records. The discrepancy has made it very difficult for him to get a delayed birth certificate created. He has previously been issued in Georgia as Stanley Lamar Garrett. He submitted a no birth record found letter (mother- Tommy Lou Jones, father – Cliff Strickland), Immunization record (relatives – Tommy Lou Sales & Macon Garrett), school record (Uncle - Sam Nesby, aunt – Fannie Nesby), Georgia driver's license record, Georgia driving history/MVR, delayed birth certificate form (mother – Tommy Lou Sales, father – Macon Garrett), S/S letter (mother – Tommie Sale, father – Gay Strickland, prior names used - Lamar Garrett/1976, Stanley Lamar Garrett/1980/1990/2006/2012), S/S card, and envelope.

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

3. Annette Lutrissia Jenkins – She is seeking a GA driver's license in the name of Annette Lutrissia Jenkins. She is 61 years old. She married Kenneth Jenkins in 1984 while stationed in Panama. In 2002 all her marriage documents were lost in a fire. The military no longer has a copy of the marriage record. She has been told she must retain a lawyer in Panama to obtain a copy of her marriage certificate. She submitted her birth certificate, school record, high school diploma, birth certificate of the child (father of the child – Kenneth Leroy Jenkins), birth certificate of the child (father of the child -Kenneth Leroy Jenkins), S/S card, valid Tennessee driver's license (not REAL ID compliant), and S/S letter (prior names used – Annette Luetresse Simpson/1963, Annette Lutrissa Simpson/1975, Annette Lutrissia Jenkins/1987/2007).

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

4. Deborah Laverne Prichard – She is seeking a GA ID card in the name of Deborah Laverne Prichard. She is 61 years old. She married Ricky Leon Prichard in 1976. She does not have the marriage certificate to Prichard. After they divorced, she lived with Morgan Storey. They never married. She used his last name on her last driver's license (issued in 1998). Currently, all her documents are in the last name of Prichard. She submitted her birth certificate, Georgia driver's license record (name on last issuance in 1998 – Deborah L. Storey), birth certificate of the child (father of the child – Ricky Leon Prichard, maiden name – Singleton), birth certificate of the child (father of the child – Rick LKeon Prichard, signed – Deborah L. Prichard), separation agreement (spouse - Ricky Leon Prichard, date of marriage – January 10, 1976, place of marriage – Alabama), divorce decree (spouse - Ricky Leon Prichard), GA Department of Human Services Notice, health record, S/S letter, and SSNAP printout.

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

5. Tammie Lynn Rymer – She is seeking a GA driver's license in the name of Tammie Lynn Rymer. She is 55 years old. She was born Tammy Lynn Ponders. When she was born, her mother was not yet married to her father, Buman Cox. Her mother's second husband, Bobby Ponders, was listed as her father on her birth certificate and last name. Her parents were married soon after. She used the last name Cox as a child. She married Douglas Rymer when she was 16. Her last name on the marriage certificate was Cox.

She has previously been issued in Georgia as Tammy Lynn Rymer. She submitted her birth certificate (mother's maiden name – Catherine Jane Hughes, father - Bobby Earl Ponders), certificate of Immunization, marriage certificate (spouse – Douglas Arnold Rymer), birth certificate of the child (father of the child -Douglas Arnold Rymer), Georgia driver's license record, birth certificate of the child (father of the child -Douglas Arnold Rymer), obituary of the mother (mother's name – Catherine Jane Huges Cox), Valid Alabama driver's license (not REAL ID compliant), vehicle insurance bill, and S/S card.

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

New or Old Business

The July 12, 2023 board meeting has been canceled. The next Board meeting will be held on August 9, 2023.

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 Britt Fleck with unanimous approval by the Board.

READ AND APPROVED on 9 of August, 2023 by:

David Connell
David Connell, Chair

DocuSigned by:
Britt Fleck
1F722376607F4C6...
Britt Fleck, Secretary

Absent
Rachel Little, Member

DocuSigned by:
Tn Guisasa
1B2C2EAE5A7A43F...
Tony Guisasola, Member

DocuSigned by:
Frank Reynolds
47618234F851466...
Frank Reynolds, Member

DocuSigned by:
Jeff Markey
37109EE48CD14FE...
Jeff Markey, Vice-Chair

DocuSigned by:
Bob Pierce
8F7CB2034B104B6...
Bob Pierce, Member

DocuSigned by:
Kat Satterfield
6F2441E6779141C...
Kat Satterfield, Member

DocuSigned by:
S. Christie Moore
B47CDE0602914B9...
Christie Moore, Member