

Board Meeting Minutes

June 8, 2022

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
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 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the May 11, 2022 Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Frank Reynolds 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 thanked the Board members who were able to participate in the Douglasville Ground Breaking. He talked about Employee Appreciation Week (PERW). The agency typically does a cookout in May for PERW, but this year's cookout was pushed back until June. The Commissioner invited the Board to attend. Commissioner Moore presented agency updates.

Leadership Training:

- On Monday and Tuesday of this week, 23 DDS leaders attended leadership training facilitated by the University of Georgia Carl Vinson Institute and Dr. Reggie Smith. It was a very successful event. The leadership also worked on the DDS Strategic Plan for OPB next month.
- The Chairman thought it would be an excellent idea to use the video from the May Board meeting of John Loud and Brian Jordan as a training tool for new leaders. He thought it would help show them how to build strong teams. The Commissioner agreed and shared with the Chairman his intentions of making it available to the staff.
- Commissioner Moore shared two new leaders he would introduce in August since the July board meeting was canceled. Brent Bennett will join the agency on June 16th and replace Regulatory Compliance Director Mike Mitchell. Brent is currently the Director of the Department of Motor Vehicles for the Department of Revenue. The agency will also welcome Stephanie Dufford to the legal department. Stephanie has been with the Fulton County Solicitors office for several years and has also worked in the Clayton County Solicitors office.

Election Day Text Scam:

- The Commissioner informed the Board that every election day, the agency has staff dedicated to interacting with the Secretary of State's office and local boards of election to ensure a smooth process regarding the agency's involvement concerning identity.
- Commissioner Moore was happy to report very few cases from local poll officials that the barcode did not show the correct person. Several companies use that barcode and acquire scanning devices to scan, but if the software is inaccurate or outdated, it will often give incorrect information.
- On the morning of the election, one of the most significant issues concerning DDS was that people started receiving text messages asking them to update their information with the Department of Driver Services and, in some cases, submit their information through a fraudulent website. Public Information Officer Susan Sports was able to put out a press release that morning and update social media to inform the public that this was a scam.

Chief Information Officer (CIO) Jeff Smith gave an IT update:

- One of the significant changes in IT is restructuring how jobs are assigned within the divisions. Over the years, the security posture in IT has been changing and becoming more and more critical. Jeff felt like it was time to isolate that group. The restructure would give IT the staff and the tools necessary to ensure that citizens' data is secured.
- IT created a new infrastructure group and hired a new manager. Michael Sublett joined DDS a couple of weeks ago, and he came to us from College Park where he was interim IT Director. That new group will handle all the Firewalls, Cloud Services, Architecture Networking, and a lot of the hardware support that the agency has taken on over the last few years with the implementation of Chrome Boxes, Kiosks, Nemo Q, and now the new camera's used on the road test.
- Jeff talked about the IT service desk in past board meetings. In July of last year, IT assisted the contact center staff with existing IT staff to create a support mechanism for technical issues customers were having and to position IT to be ready for the rollout of the mobile driver's license.
- In April of this year, they completed the hiring and trained six dedicated staff members. After training, IT began taking 100% of the technical calls from the contact center. The role of this group is to get the customer served. The next thing is to work on a callback feature, web chat, and Omnichannel.

Director Brett Young gave an update on the U.S. Passport verification update:

- Now that we have implemented DRIVES, it's our goal to make it just a little incrementally safer and more secure for our customers.
- One of the items used to obtain a credential per REAL ID is a passport. He spoke about a case of a man in Battersea who was arrested for making false documents.
- There are two types of passports accepted by DDS, foreign and the US. The foreign passports are accompanied by immigration documents issued by the Department of Homeland Security (DHS). The agency does electronically verify those documents.

Human Trafficking Coordinator Kayla Peeples gave an update on the CDL Human Trafficking Education & Outreach Program:

- The primary purpose of the Human Trafficking Program is training, education, public awareness, outreach, and assessability.
- Training and education include a general understanding of how human trafficking may present in the United States and the specific transportation industry.

- Kayla is working on collaborating with DDS's Office of Investigative Services to put together training for the DDS staff. She hopes to add Georgia to the Truckers Against Trafficking "Highway Heroes Campaign;" this would give Georgia a presence on a much broader scale.
- She does several public speaking events and is always open to going wherever needed to educate and train on such an essential topic.

The Commissioner is excited about where the agency is today considering the impact of COVID on staffing levels. DDS is working hard to get those numbers back up. He appreciates the Governor and the General Assembly for staff raises. HR Director Deborah Moore, the District Managers, and team members from the field feel the raises have helped retain staff.

In May, the agency saw 195,582 customers face to face. There was an average wait time of 8:16 minutes from when customers pulled a ticket to when they were seen at a customer service center window. The centers served 97% of those customers in 30 minutes or less. The agency is excited about progressing and returning to its accustomed service levels. DDS will continue to monitor the three centers of concern.

The Online services numbers are decreasing since every customer had to re-establish a new account as a security protocol with DRIVES implementation. The agency is seeing 70,000 new accounts being created each month. Those new accounts will go through the two-step authentication process, which helps the agency ensure a safe transaction. Logins are continuing to increase as well.

All complaints come into a central location to Deputy Commissioner Ricky Rich and Executive Assistant Liping Jackson, who will be leaving the agency this month. The Complaints recently have been less than 20. This is a small number considering the 195,00 customers served face to face and the over 70,000 online. However, one complaint is too many, so the agency is working to mitigate them all.

Rule for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-4-.01** Uniform Traffic Citation Form

Christie Moore made a motion to approve the initial rules for adoption; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Lavada Kay Bolton - She is seeking a Georgia driver's license in the name of Lavada Kay Bolton. She is 66 years old. She was born Lavada Kay Ledford. Her parents (Martha Silver and Howard Buchanan) were not married at the time of her birth. Martha Silver was married to another man, Tony Ledford, but they were separated at the time of Lavada's birth. Not knowing they were separated, the doctor put Ledford as Lavada's father on her birth certificate, which was never corrected. She was enrolled in school under her mother's maiden name, Silver. At 17, Lavada married George Hollars and later annulled the marriage, although she does not have the papers. After the annulment, she started using Buchanan as her last name. She married Larry Joseph Bolton in 1993.

She submitted her birth certificate (mother-Martha Jane Silvers, father-Tony John Ledford), child's birth certificate (father of the child-George Herman Hollars), marriage certificate (spouse-Larry Joseph Bolton), voting precinct card, land sale settlement, valid Missouri driver's license, concealed carry permit, Social Security Letter (mother-Martha J. Silver, father-Howard Buchanan, last names used-Lavada Kay Silver/1972, Lavada Kay Ledford/1972, Lavada Kay Hollars/1975, Lavada Kay Buchanan/1992, Lavada Kay Bolton/1994), Social Security Card (S/S), and Medicare card.

Christie Moore made a motion to approve the initial rules for adoption; Tony Guisasola seconded the motion with unanimous approval by the remaining Board members.

2. Marilyn Parks Davis - She is seeking a Georgia driver's license in the name of Marilyn Parks Davis. She is 65 years old. Her birth was not recorded in Massachusetts, and she is unsure of her correct date of birth. She only found out she was adopted as an adult and did not know the name of her biological parents. She submitted her school record (parent-Willie James Parks), school record (parents-Willie & Maxine Parks), Children's birth certificate, marriage application (spouse-Charles Johnson Davis, father-Willie James Parks, mother-Maxine Gay), Numident (mother-Maxine Gay, father-Willie J. Parks), GA Vocational Rehabilitation Agency, certificate of no birth record found (search conducted for the years 1951 through 1960), vital records letter, Georgia interim driver's license, valid Georgia driver's license and S/S letter (mother-Maxine Gay, father-Willie J. Parks, prior names used-Marilyn Eurbane Parks/1971, Marilyn Eurbane Parks/1988, Marilyn Parks Davis/2000),

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.

3. Rashida Sherie Williams – She is seeking a Georgia driver's license in the name of Rashida Sherie Williams. She is 60 years old. Her father's legal birth name is Warren Lang Williams, but he took on the alias of Tarik Ali Bey. Her name growing up was Rashida Sherie Williams, but her birth certificate has her name as Baby girl Bey. She married Darrell Jones in 1985. Although her divorce decree did not state a name change, she returned to her maiden name after the divorce. She has mailed the form to correct her birth certificate to Pennsylvania Vital Records, but receiving the amended birth certificate will take 33 weeks. She submitted her birth certificate, high school diploma, federal tax return, child's birth certificate (father of child-Darrell Tyrone Jones), marriage certificate (spouse-Darrell T. Jones), report of birth abroad of the child (evidence of US Citizenship-US Passport issued in 1986), children's birth certificates, divorce decree (spouse-Darrell Jones), nurse aide training program, certificate of adoption, order acknowledgment, Pennsylvania drivers license, associate degree, vehicle insurance card, vision insurance card, bith amendment request letter (requesting her birth certificate corrected to Rashida Sherie Williams, father's legal birth name-Warren Lang Williams), temporary PA driver license, S/S letter (mother-Mae Adams, father-Warren Williams, last names used-Rashida Williams/1976, Rasheta Williams/1978, Rashida Sherie Williams/1981, Rashida Sharie Jonas/1985, Rashida S. Jones/1986, Rashida Sherie Jones/2019), and S/S card.

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

New or Old Business

The July Board meeting is canceled, and the next Board meeting will be held on August 10, 2022.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Tony Guisasola and seconded by Rachel Little with unanimous approval by the Board.

Respectfully Submitted,

Britt Fleck

Britt Fleck, Secretary