

Board Meeting Minutes

March 10, 2021

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Britt Fleck

Not Present

Jim Cole

Also attending the meeting were 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 February 10, 2021 Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Jeff Wigington seconded the motion, with unanimous approval by the remaining Board members. The Chairman thanked everyone for their thoughts and prayers for Board Member Wallace Coopwood and his family. His passing was a great loss for his family and the agency.

Commissioner's Report

The Commissioner began his report with a budget update and reported that the Georgia General Assembly found funds in the amended FYI 2021 budget to give state employees who make less than \$80,000, a \$1,000 bonus. The bonus will affect more than 85% of the staff and is a tremendous accomplishment for service that has been outstanding, especially during the pandemic. The agency has served more than 2 million customers face-to-face since April 1st of last year. DDS has done everything possible to keep business going and serve the citizens of Georgia.

The agency is hopeful that there will be another package to show gratitude to the front-line workers, as well as help with retention and turnover. The possible increases were part of a discussion the Commissioner had with the Senate Appropriations Subcommittee that morning, as they were favorably voted on in the House and hopefully will pass the Senate. Commissioner Moore shared that DDS received funding in the amended budget for additional vehicles and to acquire voice bot technology. He touched on the two legislative proposals currently on their way to the Rules Committee and spoke about a few other projects for which the agency was able to receive unexpected funding. This demonstrates the team effort of the department to work together to accomplish the goals of the agency.

Mike Mitchell, Director of Regulatory Compliance, provided an update on the CDL Third-party Testing Pilot:

- The Third-party testing pilot started on January 1, 2021 and is a 6-month pilot. The first school to go online was TDI, which is a privately owned school. Since the beginning, TDI has administered a total of 56 CDL skills tests. Mike reminded everyone these 56 skills tests do not have to be administered by a DDS examiner.
- Georgia Driving Academy, located in Conyers, finally finished its skills range, and it was approved yesterday. They should begin administering third-party tests in the next week or so.
- Daly's in Gainesville is making small modifications to its skills course but is in the final stages of receiving full approval from DDS. We expect those changes to be made in the next week or so.
- The Southeast Lineman School is a trade school that trains linemen for utility companies and has expressed interest in starting a third-party program for some time. The school is pouring the concrete this month, and once it is cured and marked, DDS should approve the program.
- Mike finished by explaining the process to approve a new school. He thanked Legal for helping execute the agreements and the Commissioner and Deputy Commissioner for their support. He gave a special thanks to the CDL unit and thanked Deputy Director Kyle Cain and Brian Cox for working feverously to make this pilot a success.

Kecia Bivins, Director of Field Operations, provided an update on policy enhancements:

- Kecia showed some of the customer service improvements her division has been able to implement since last summer. She tries to implement two new policies per month. The Legal team has been very accommodating to ensure the policy improvements benefit customers as well. The recommendations were submitted by front-line team members.
 - Contact Center performance: While the service level is approximately 30%, the call volume has increased by 73%, which is an additional 850,000 calls per year. The Contact Center soon will have new technology to help meet customer demand.
 - Help Desk performance: The service level for Help Desk currently is 86%. On the same day as the DRIVES launch (January 18th), the Help Desk also launched a project sponsored by AAMVA called State-to-State (S2S). This process helps to ensure drivers do not hold multiple credentials in multiple states. Georgia was the 31st state to implement this program.
 - Central Issuance performance: The service level for that unit is 87%. This unit has several new responsibilities. It is helping customers aged 64 and older who, by statute, are required to take a vision exam and has processed over 22,000 remote issuances for senior drivers. DDS allows seniors to visit an hour before the official opening time, and over 250 seniors have taken advantage of the senior hour. The agency is working on an online solution.
 - Deputy Director Pierre Miles and the District Managers have been working on a training program for the CSC Managers, Assistant Managers, and team leads. The topics will include operations, leadership, DDS systems, and safety and security. Pierre will be the primary instructor and will be assisted by several adjunct instructors, Deputy Commissioner Ricky Rich, Dr. Reggie Smith from HR, and the District Managers.
 - CSCs – DDS has increased the maximum customer capacity in the lobby of some of the larger centers to 45 customers, but the change will continue to ensure social distancing guidelines are followed for the safety and protection of the customers and team members. The Centers are striving to return to the pre-DRIVES goal of serving customers within seven minutes or less once they receive their ticket.

Bob Griffin, CFO, provided an update on Facilities:

- Bob discussed the three biggest projects that currently are in progress.
 - The first project is a joint effort with the Butts County Development Authority and is for changes to an existing CDL site. The RFP was released on February 1st; the tentative groundbreaking is on June 1st, with a tentative opening on March 22nd.
 - The Dalton CSC is an existing CDL center that will be replaced on the same site. Two CDL pads will be resurfaced, and the new building will have twelve service counters. The RFP also was released on February 1st.
 - The Douglasville CSC is a new CDL site, and the construction will be guided by the State Properties Commission and the Georgia State Financing and Investment Commission. This site will have two CDL pads and approximately twelve service counters.

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

- DDS has been able to serve 350,000 customers since going live with DRIVES, which means a higher level of system adoption by team members. More customers have been using online services and the Mobile App, and the agency is happy to see that progress continue.
- In February, customer volume was just under 200,000. The lower volume has been expected and will continue to decrease, as mentioned at the last four board meetings. April 2020 was a high pandemic time and DDS only saw 32,000 customers. Higher volume was expected but probably will not be in the 200,000 + range in the next several months, unless a lot of new people move into the State.
- The Commissioner added a disclaimer for anyone looking at the service level data. The agency can measure only the time frame from when a customer gets a ticket to when he/she gets to the counter. Currently, only 45 customers are allowed in the building at a time in some locations; however, that maximum number exceeded 100 before the pandemic. If a customer must wait outside before entering the building, that time is not counted. The number of customers serviced in 30 minutes or less increased slightly by 2%, and the percentage is getting closer to the goal, as adoption continues to increase. An additional 19% of CSCs, or 40 of 67, met the overall 95% goal.
- The number of new online accounts being created has exploded, since the new DRIVES platform requires customers to create a new account, even if they formerly had an account. DDS is trying to ensure the highest level of security possible and now utilizes two-factor authentication to verify each person. This allows the customer to verify that he/she is the account holder, which creates additional security. Logins are anticipated to increase, Mobile App usage should remain around the same, and transaction performance should be slightly better than in the last year.

Commissioner Moore ended his report with customer survey responses:

- DDS is working hard to rectify not being able to receive customer satisfaction information. When the agency transitioned to the new system, it lost the automatic capability to send emails directly to the customer for feedback. A project is underway to return that feature to the system within the next few months.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-7-4-.02** Scope (proposed amendment to Motorcycle Safety Program - Scope)
- **375-7-4-.03** Definitions (proposed amendment to Motorcycle Safety Program - Definitions)
- **375-7-4-.04** Advisory Committee Standards (proposed amendment to Motorcycle Safety Program – Advisory Committee Standards)
- **375-7-4-.05** Coach Trainer Qualifications (proposed amendment to Motorcycle Safety program - Coach Trainer Qualifications)
- **375-7-4-.06** Coach Qualifications (proposed amendment to Motorcycle Safety Program – Coach Qualifications)
- **375-7-4-.07** MSP-Certified Private Sponsor Requirements (proposed amendment to Motorcycle Safety Program - Certified Private Sponsor Requirements)
- **375-7-4-.09** Acceptance of Documentation from Equivalent Military Programs (proposed amendment to Motorcycle Safety Program - Acceptance of Documentation from Equivalent Military Programs)
- **375-7-4-.10** Coach Preparation Course (proposed amendment to Motorcycle Safety Program - Coach Preparation Course)
- **375-7-4-.11** Minimum Student Enrollment Requirements (proposed amendment to Motorcycle Safety Program - Minimum Student Enrollment Requirements)
- **375-7-4-.13** Course Fees and Charges (proposed amendment to Motorcycle Safety Program - Course Fees and Charges)
- **375-7-4-.14** Curricula and Delivery Standards (proposed amendment to Motorcycle Safety Program - Curricula and Delivery Standards)
- **375-7-4-.15** Public Awareness and Promotion (proposed amendment to Motorcycle Safety Program – Public Awareness and Promotion)
- **375-7-4-.16** Motorcycle Licensing (proposed amendment to Motorcycle Safety Program - Motorcycle Licensing)

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

Rules for Final Approval

- **375-3-1-.18** New Resident Licensing Requirements (proposed amendment to National Driver Register)
- **375-3-1-.19** Purged or Expired License (proposed amendment to Testing and MVR Requirements After Expiration of License)

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

Citizen Waivers

1. Debra Anne Clark - She is seeking a Georgia driver's license in the name of Debra Anne Clark. She is 64 years old. She had a common-law marriage to her second husband, Clark. She has a complaint for divorce document that states they entered a common-law marriage. She is seeking a waiver for missing legal documents in her trail of name changes. She submitted her birth certificate, marriage certificate (spouse – Cary Rubin Eason), birth certificate of the child (father – Dale Eugene Clark), decree of divorce (spouse – Dale E. Clark), medical assistant certificate, guardianship and conservatorship, valid REAL-ID South Dakota driver's license, Iowa certificate of title to a vehicle, medical statement, renters insurance policy, water, and sewer bill, IRS form 1040, Social Security statement (S/S), and S/S card.

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

2. Anne Marie Green - She is seeking a Georgia ID in the name of Anna Marie Green. She is 61 years old. Ms. Green is legally blind and has a Birth Not Found letter from the Georgia State Office of Vital Records. She submitted marriage certificate of parents (spouses – H.A. Smith and Elease Painter), Birth Not Found letter (father – Hillard Smith, mother – Elease Painter), marriage application (spouse – David Jerrol Green, father – Hillard Smith, mother – Elease Painter), marriage certificate (spouse – David Jerrol Green), expired Georgia ID, S/S statement, life insurance policy, S/S card, ancestry.com printouts (father – Hillard Anderson Smith, mother – Elise Connie Painter), and family Bible.

Jeff Markey made a motion 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 April 14, 2021.

The Chairman mentioned the work to fill two vacant seats on the Board and the need for salary increases for the staff. The Commissioner talked about agency innovations.

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 Jeff Markey with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington

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