

Georgia Department of Driver Services' Board Meeting Minutes

March 11, 2026

10:00 a.m.

Board Members Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Rachel Little
Tony Guisasola
Al Barber
Jay Herzog Jr.

Board Members Not Present

Kat Satterfield
Melissa Free
Frank Reynolds

Senior Assistant Attorney General Elizabeth Crowder with the State Attorney General's Office, DDS Staff, and guests were also in attendance.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:08 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the February 18, 2026, Board meeting. Rachel Little moved to approve the regular meeting minutes as presented; Tony Guisasola seconded the motion with unanimous approval from the remaining Board members.

Commissioner's Report

The Commissioner and Board recognized retired school owner Brad Barber of Georgia Driving Academy for 31 years of service to the State of Georgia.

Customer Service Center (CSC) Spotlight:

- This month's spotlight is on the Dalton CSC and the Trenton CSC. They are together because Trenton is a part-time location, and the staff works primarily at the Dalton CSC. In attendance were District Manager Casey Smith, Center Manager Adonia Jaramillo, and Assistant Manager Michael Hayes.
- The Commissioner also shared with the Board her visit to Trenton CSC. While there, she also visited the Southeast Lineman Training Center. They have an intensive program with students from all over the United States.

Rome CSC:

- President Trump traveled directly past the Rome CSC at two separate times on February 19, 2026. The CSC had to adjust its hours after being informed by the Georgia State Patrol that no customers or team members would be allowed to enter or leave the CSC during certain times.
- The Rome Ribbon-cutting took place on February 23, 2026. In attendance were several DDS leadership, Board members, the Mayor of Rome, and other leaders from the Rome community.

Operations and Customer Experience (O.C.E.) Platinum Awards Breakfast:

- This event took the place of the fastest typist contest. Assistant Deputy Commissioner Kecia Bivins, Director Pierre Miles, and their Team came up with O.C.E. Platinum Awards. So, this was the first year of the Platinum Awards Breakfast. It allowed the agency to broaden the reach of team members by recognizing them in a few different categories.

Women's History Month:

- This month is Women's History Month, and we proudly recognize the incredible women of DDS. The Commissioner is the first woman to be appointed Commissioner of the Department of Driver Services. At DDS, 79% of the workforce is women.

Records Management Assistant Manager Michelle Jester provided an update on Records Management:

- This team is a part of the Regulatory Compliance Division. The Department consists of 1 Manager and 3 units: Mail and Archive, Medical Review, and Validation.

Team members Semeka Daniels and Elena Cassie provided an update on Central Issuance:

- There are a few operations that fall under the central issuance umbrella. Semeka talked about photo comparison. Elena went over Systematic Alien Verification for Entitlements (S.A.V.E) and its function. Semeka shared the training conducted to improve the error rate of SAVE document processing.
- They finished talking about home-bound visits, the partnership with Georgia Department of Corrections, and returned mail.

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

We've seen a dip in volume last month due to the weather. Also, based on renewal predictions, the volume should be trending lower. The average statewide wait-times in February of this year are lower than they were this time last year. The agency is still serving most customers in 30 minutes or less, with 100% of CSCs meeting that goal.

The Commissioner shared the top 10 CSCs for the month of January:

The center with the highest customer volume was Norcross (10,901), and the center with the fastest transactions time was Kingsland (03:42).

We are seeing fewer online transactions, so the goal is to improve those numbers. Kiosk transactions continue to grow and have been very successful. There has been a significant decrease in the number of new online accounts and calls answered. We continue to add mobile driver's licenses every month, which is great.

The Commissioner went over the Customer Satisfaction Surveys:

The agency is seeing significantly fewer responses, but the responses we receive are good. We have yet to hit the five-star customer service number Commissioner Moore was seeking, but we are still good overall.

The Commissioner provided a high-level recap of services for calendar year 2025 versus 2026. She finished with the top 10 CSCs in customer compliments, with Dublin being number one and Greensboro again at number two.

Rules for Initial Approval

Crandall Heard, General Counsel, reviewed the following rules:

- **375-3-1-.07** Knowledge Tests

Tony Guisasola moved to approve the initial rules for adoption; Jeff Markey seconded the motion with unanimous approval from the remaining Board members.

Waiver Petitions

1. Lisa Ann Fuller - She is seeking a Georgia ID in the name of Lisa Ann Fuller. She is 60 years old. She submitted her high school transcript, criminal history (history spans from 1992-1995 and 1996-2000), notarized affidavit, Georgia Department of Community Health ID, non-REAL ID New York City ID card, Medicaid eligibility letter, vital statistics- no record found letter, Social Security (S/S) SSI payment letter, discharge paperwork, authorization of medical transport (submitted by the Department of Behavioral Health), trident care report (DOB error), prescription letter (provided by Department of Community Health), S/S benefit letter, S/S card, and uncertified affidavit of lawful presence.

Rachel Little motioned to approve the waiver; Jeff Markey seconded the motion with unanimous approval from the remaining Board members.

New or Old Business

The next Board meeting will be held on April 1, 2026.

The Chairman shared going forward for the Board, it would be a little different with more engagement from the board and will be discussed at maybe next month's board meeting.

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 Jay Herzog Jr. with unanimous approval from the remaining Board members.

READ AND APPROVED on 13 of May, 2026 by:

Signed by:

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David Connell, Chair

Absent

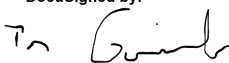
Jeff Markey, Vice-Chair

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Rachel Little, Member


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Kat Satterfield, Member

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Tony Guisasola, Member

Absent

Frank Reynolds, Member

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Melissa Free, Secretary

Absent

Jay Herzog Jr., Member