

## Board Meeting Minutes

March 15, 2023

10:00 a.m.

Virtual Meeting

### **Present**

David Connell, Chairman

Britt Fleck, Secretary

Bob Pierce

Kat Satterfield

Tony Guisasola

Christie Moore

Frank Reynolds

### **Not Present**

Jeff Markey, Vice Chairman

Rachel Little

Also attending the meeting were Cris Correia from the State Attorney General's Office and DDS staff members.

### **Establish Quorum/Call to Order**

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:09 a.m.

### **Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the February 15, 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 thanked the Chairman and members of the Board for being available for today's virtual meeting. The Commissioner welcomed and acknowledged the DDS staff and thanked the Governor, the House, and Senate for their support in passing a \$2,000 cost of living raise for DDS team members. He continued with agency updates.

#### DDS Acts of Kindness Campaign:

- The HR division presented the DDS Acts of Kindness Campaign to the Commissioner. The campaign aligned with how the agency continues to give back to the community. There were several Teams and Individual acts of kindness displayed during the month of February.
- The IT team visited the Westbury Center of Conyers, a nursing home and healing center. They presented the residents with fresh flowers as an act of kindness.
- Records Management visited Rockdale Emergency Relief and took non-perishable food items.

#### AAMVA Workshop and Law Institute Conference:

- The agency had a number of members attend the event. The Commissioner, Deputy Commissioner, and Director Brent Bennett arrived early for a standing committee meeting. The Commissioner and the team are always happy to share across the AAMVA community to help make improvements.
- Commissioner Moore acknowledged the efforts of Deputy Director Pierre Miles. Pierre spoke about Georgia's Virtual Road Test (VRT) experience. VRT is one of the hottest topics in AAMVA at the moment. The agency has already had visits from jurisdictions in Canada, an upcoming visit from Virginia, and virtual visits from other states.

- General Counsel Angelique McClendon and Deputy General Counsel Crandall Heard gave presentations. The conference is geared toward attorneys, legal staff members, law enforcement, and those in regulatory capacities of DMVs. They spoke about timeliness in reporting from courts. The consequences of not reporting timely could mean an unsafe driver being on the road longer than they should. As a state, DDS has been working hard to ensure that the over 900 courts in Georgia report on time.

Deputy Commissioner Ricky Rich provided an update on Compliments & Complaints:

- Deputy Commissioner Rich reads every compliment and complaint. When a customer clicks on customer feedback on the DDS website, it generates an email. Ricky's Executive Assistant, Nish Fowlkes, filters those emails out to each department.
- The total compliments have reached 735, with 35 on CSCs and 139 on team members. The number of compliments received is fantastic.
- The biggest complaint is about online services. That accounts for 49% of complaints from February 20th to February 26th.

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

- HB 120
  - DUI Drugs
    - HB 120 is sponsored by Chairman John Corbett. This bill is a clean-up of HB 799 carried out by Representative Shaw Blackmon in the 2020 legislative session.
  - Child Support
    - The bill passed out of the House with bipartisan support. Senator Sam Watson will carry both bills in the Senate.

CSS Director Bob Griffin provided an update on Facilities:

- Douglas County – The site development subcontractor has been replaced with a local contractor. The sub-contractor is working closely with the new contractor to make the transition seamless. The tentative schedule has the building opening in February 2024.
- Oconee County - The RFQ for Oconee County closed on March 10th.
- Hazlehurst - We continue to work with the Design Professional on drawings and plans for the site. The goal is to release the RFP for construction after GSFIC completes the design review. We continue to work with the Architect and Engineers to develop a quality and affordable site for Hazlehurst.
- Monroe County – The site development continues for the Forsyth location with no updates at this moment. A drone video of the site was shown.
- Gainesville - Demolition and site redevelopment began at the Gainesville CSC as DDS continues to work with the Mar Jac corporation. The Community Service building behind the Center was demolished and hauled off. This new area will now be reconditioned to support a CDL carousel while new construction occurs.
- Newnan - We look forward to moving into the new County facility in Newnan. Coweta County projects completion of the buildout for DDS in mid-April, with a move-in day in May.

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

When looking at the customer volume, the numbers are way over projection. There should be fewer customers coming in based on the renewal schedule. The Commissioner has previously reported that the numbers appear to be new customers, not renewals. There are a lot of people moving to the state of Georgia. Based on renewal cycles, the numbers should show a downward trend of 120,000 to 130,000 thousand people each month. However, the agency maintains the levels seen in 2022 and January 2023, exceeding that. This trend is why it is so essential that the agency's technology projects are completed.

In future years, that volume will increase tremendously. On average, the agency sees roughly 10,000 to 11,000 customers daily on Tuesdays. Last week that was up to 14,000 and will get closer to 20,000 in the future. The volume is a challenge when establishing the service level workforce. DDS is working hard to get the technology in place to ensure the same level of achievement of a six-minute average statewide wait time and 98% of customers served in 30 minutes or less. Of the 67 locations, just a few centers in metro Atlanta aren't consistently meeting that service level. Those areas are experiencing high turnover, and Director Kecia Bivins and Deputy Director Pierre Miles are working hard to increase recruitment.

DDS continues to promote how customers can utilize our services without coming into a center. Roughly 70% of customers we know are eligible to perform their service online. The question is, how does DDS convince customers that it's an easy, secure way to perform their service online?

The agency continues to explore ways to expand customer service satisfaction surveys to get more feedback from in-person and online customers. When a customer comes into a center for a service, they get an email asking them to reply to a four-question survey. The agency will continue to do everything possible to expand that feedback.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.02** Proof of Financial Responsibility for Probationary License
- **375-3-4-.01** Uniform Traffic Citation Form

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

### **Rule for Final Approval**

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

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

### **Citizen Waivers**

1. Ulysses Borrás – He is seeking a Georgia ID card in the name of Ulysses Borrás. He is 58 years old. He only has a photocopy of his NYC birth certificate. The birth certificate does not have his first name, and his parents are deceased. He has Cerebral Palsy and intellectual disabilities. He lost his expired NY ID card. He submitted a copy of his birth certificate (no first name listed), two IRS 1099 forms, a Department of Community Health letter, a Social Security statement (S/S), bank statement (representative payee – Maria Melenez), S/S letter (mother – Ivette Cardoza, father – Victor Borrás, a prior name used – Ulysses Borrás/1976), S/S card, and healthcare letter.

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

2. Brenda Sue Edmondson – She is seeking a Georgia ID card in the name of Brenda Sue Edmondson. She is 67 years old. She was born in Oklahoma (OK). Her daughter has been trying to get Brenda’s birth certificate for several years, but OK has asked for documents they don’t have. The last letter from OK indicated that her birth certificate had her last name as Carter, which she never knew. The spelling of her last name changed from Edmundson to Edmondson during the 1990s, but she doesn’t remember why. She submitted a birth certificate of her child, an OK Department of Health letter (letter indicates that the birth certificate on record has her name as Brenda Sue Carter), an expired Georgia driver’s license, S/S letter (mother – Bobbie L. Brown, father – Lincoln Edmondson, prior names used – Brenda Sue Edmundson/1969/1991, Brenda Sue Edmondson/1994), S/S card, and church ID badge.

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

3. Doris Marie Green – She is seeking a Georgia ID card in the name of Doris Marie Green. She is 68 years old. She was born Doris Marie Jacobs. She cannot remember where or when she married, which is how her last name changed to Green. Her daughter has written to several states trying to obtain the marriage certificate without success. She submitted her birth certificate, her children’s birth certificates, expired Illinois ID card (not REAL ID complaint), health letter, S/S letters (mother – Idella Anderson, father – Willie Jacobs, prior names used - Doris Jacobs Green/1974, Doris M Green/1997/1999), and S/S card.

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

4. Carrie Lynn Jones – She is seeking a Georgia driver’s license in the name of Carrie Lynn Jones. She is 63 years old. She received a divorce in 1992. The divorce decree did not state she could go back to her maiden name of Jones. She kept using her married name Anvaripour for many years and decided to return to Jones. She has been an enrolled member of the United Cherokee Nation – Aniyvwiga tribe for several years. She went before the tribe’s court last year and received a tribal court name change. She changed her last name back to Jones with S/S. She submitted her birth certificate, divorce decree (spouse – Seyyed H. A. Anvaripour), US Passport, name change (from the United Cherokee Nation – Aniywuiya court, the name changed to Carrie Lynn Jones), and S/S card.

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

### **New or Old Business**

The next Board meeting will be held on April 12, 2023.


### **Adjournment**

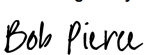
There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Britt Fleck and seconded by Kat Satterfield with unanimous approval by the Board.

READ AND APPROVED on 12 of April, 2023 by:

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David Connell, Chair


Absent  
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Jeff Markey, Vice-Chair

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Britt Fleck, Secretary

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Bob Pierce, Member

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Rachel Little, Member

Absent  
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Kat Satterfield, Member

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Tony Guisasola, Member

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Christie Moore, Member

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Frank Reynolds, Member

