

Board Meeting Minutes

March 19, 2025

10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Britt Fleck, Secretary
Rachel Little - Virtual
Kat Satterfield - Virtual
Tony Guisasola - Virtual
Al Barber

Not Present

Bob Pierce
Frank Reynolds

Also attending the meeting was Elizabeth Crowder 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 10:03 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the February 12, 2025 Board meeting. Jeff Markey 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. Before introducing the DDS Employee Spotlights, the Commissioner introduced CDL Director Juenesse Holman to announce the finding of Teen Leaders from Jack and Jill of America, Inc.

The Jack and Jill of America, Inc. teen leadership spoke on key findings from their Joshua's Law Focus Group:

- Teen President Eli Richey, a junior at Rockdale County High School, explained that the focus group was conducted by the East Suburban Atlanta Chapter of Jack and Jill, a mothers' organization geared towards preparing youth to be the next generation of African American leaders.
 - Project Purpose:
 - To be a voice to help enact and change laws that directly affect youth.
 - To improve the training that allows youth to be safe drivers
 - Project Scope:
 - There were 141 initial responses from Jack and Jill members in Georgia.
 - The team will request that the survey and focus group be extended to all teen drivers in Georgia.
- Eli was accompanied by Legislative Chair Tristen Rudolph, a junior at Southwest DeKalb High School, and Protocol Chair Mariah Brown, a graduating senior at Heritage High School. Chapter President Sha'Ronda McRae and Lead Team Advisor Jenea Kennedy also joined him. The Commissioner introduced the National President, Darlene Whittington. Darlene thanked the agency for their support and for allowing the teens to come in and present their findings.

Employee Spotlight:

- The first spotlight was Margaret Miller, Human Resource (HR) Generalist 1. As an HR Generalist, she is the point of contact for leave policies, absence management, workers' compensation, and employee benefits. Her exceptional knowledge, analytical skills, and reliability make her the go-to person for employees and managers. Margaret retired from the Air Force as a Chief Master Sergeant with 23 years of service. She enjoys fishing, bird watching, and spending time with her son and two grandchildren. The Chairman asked Margaret what the biggest challenge of her job was. She said finding ways to give the employees and managers what they need regarding their goals.
- The second spotlight was Milton Martinez, Central Issuance/Special Issuance Representative. As a Special Issuance Rep, Milton's role is to assist diplomats from foreign embassies to obtain their U.S. Department of State Driver's License, process military mail-in renewals, temporarily locate out-of-state, and assist senior drivers on how to renew their licenses online. Milton plays an integral role in helping Spanish-speaking customers. Milton enjoys outdoor activities and playing tennis. Milton plays in ALTA, T2 Tennis, Ultimate Tennis, and USTA Tennis Leagues. The Chairman asked Milton the same question, biggest challenge. Milton indicated that his biggest challenge is to not be able to assist customers when their Systematic Alien Verification for Entitlements (SAVE) case is denied.
- The Chairman shared an experience from his visit to the Kennesaw Customer Service Center. He took two of his neighbors and his wife. He said Sherri Palmer helped them and made it a very special experience.

Fastest Typist Championship:

- These are the best of the best Identity and Driving Credential Specialists from around the state. There are nine participants in the contest, one from each district. The team member who won and served the most customers in the fastest amount of time was A'Kasia Jourdan from the Gainesville CSC. The second-place winner was Gabrielle Stephenson from the Conyers CSC, and the third-place winner was Ashley Wallace from the Carrollton CSC. The purpose of this event, as well as others, is to boost morale.
- The Commissioner thanked Assistant Deputy Commissioner Kecia Bivins, Director Pierre Miles, the District Managers, and all who contributed to making this event a success.

Law Enforcement State Certification:

- The Commissioner is very proud of Director Jared Smith, Deputy Director Antonio White, Certification Manager Karen Brooks, and the whole OIS team for reacquiring Law Enforcement State Certification.
- This is an elite certification in the State of Georgia. Only two agencies in the State Government have it: DDS and the Georgia Bureau of Investigations (GBI).

Non-Commercial Townhall: The Commissioner offered the opportunity for Board Members to attend the upcoming non-commercial Townhall.

- This event will be modeled similarly to what the agency did with the CDL townhall a couple of years ago.
- The event will take place on March 31st at Central Georgia Technical College in Macon. Over 100 attendees have registered.
- The event will cover driver training and improvement in the digital age.

HR Director Brian Mock gave an HR update:

- Brian reviewed three of HR's significant accomplishments and shared his goals to empower, elevate, and lead.

- Management Leadership Training Plan is a 12-month program led by Anna - Marie Favors.
- Executive Leadership Training led by Dr. Reggie Smith on February 27th and 28th for DDS Leaders.
- Division Strategic Goals that listed some of the process improvements like onboarding, succession planning, and talent acquisition.

CFO Travis Kennedy gave an update on NextGen:

- NextGen is a project to convert the State's Human Capital Management, Finance, and Procurement systems from Teamworks to GA@Work, an enterprise-wide system provided by Workday.
- The system goes live in October.

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

The agency is in a period where the volume is going up. We served more customers in February of 2025 than in February of 2024. The Commissioner said the agency would struggle on a Tuesday in the past, but all the new platforms, like online services and Kiosks, have helped tremendously. He shared the online, mobile, and Kiosk transaction numbers with the Board. He thanked Board Member Kat Satterfield for helping a customer at one of the ITI Kiosks. Her interactions with that customer led the agency to create another report to track some of the problems customers may experience with the Kiosk.

The agency is receiving more and more Customer Satisfaction Surveys. We receive more than 5,000 a month. It gives the agency a look into whether our staff was courteous, whether our staff was knowledgeable and whether our centers were clean and adequate. We must tell customers no, but how we do that matters. DDS continues to track how the agency ranks on a 5-star rating.

Rule for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.05** Acceptance of Clinic Certificates for Reinstatement

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

Waiver Petition

1. Cynthia Yvonne Archer – She is seeking a Georgia (GA) driver's license in the name of Cynthia Yvonne Archer. She is 67 years old. She was born Cynthia Yvonne Roberts. Her mother was not married at the time of her birth. Her grandfather, Arthur Roberts, signed her birth certificate. Roberts is her mother's maiden name. Her mother later married Willie James Lyde. She used the last name Lyde until she married Maurice Archer in 1983. On the marriage certificate, her last name is Lyde. Since then, she has used the last name Archer. She cannot find any legal documentation for her name change to Lyde. She submitted her birth certificate, marriage certificate (spouse-Maurice R. Archer), birth certificate of child, court order (full name-Cynthia Lyde Archer), death certificate of mother (decedent-Idella Lyde; decedent's father - Arthur Roberts), death certificate of child, valid Maryland driver's license (REAL ID compliant), Social Security Card (S/S), utility bill, and S/S letter (mother-Idella Roberts; father-Willie Lyde; prior names used-Cynthia Yvonne Lyde/1974, Cynthia Yvonne Archer/1984/2024).

Jeff Markey motioned 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 9, 2025.

Adjournment

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

READ AND APPROVED on 9 of April , 2025 by:

David Connell
David Connell, Chair

Jeff Markey
Jeff Markey, Vice Chair

Britt Fleck
Britt Fleck, Secretary

Absent
Bob Pierce, Member

Rachel Little
Rachel Little, Member

Absent
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Al Barber
Al Barber, Member

Frank Reynolds
Frank Reynolds, Member