

Board Meeting Minutes

March 20, 2024

10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Britt Fleck, Secretary
Rachel Little
Kat Satterfield - Virtual
Tony Guisasola - Virtual
Christie Moore - Virtual
Frank Reynolds

Not Present

Bob Pierce

Also attending the meeting was Cristina Correia from the State Attorney General's Office, citizen Gail Lee, 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 14, 2024 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Rachel Little 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. The Commissioner reminded the Board that today is day 37 of the Georgia General Assembly. The session is expected to end next Thursday, which is Sine Die. DDS has completed all budget presentations, and everything went well. DDS has one agency bill, House Bill 997, the FMCSA Drug and Alcohol Clearinghouse bill. The agency is confident that we will secure that bill.

Tomorrow will conclude this series of quarterly meetings. These are meetings held every 3 or 4 months, in which the Commissioner, Deputy Commissioner, and Executive Team travel across the state to communicate with center managers about what's happening around the agency. He thanked board member Christie Moore for being available and coming out to support the team at the quarterly meeting held in Valdosta. Christie said she was glad to be a part of the meeting and to talk to the team. She said she is always impressed by how professional and welcoming the DDS team is. She encouraged other Board members to attend one if they could because it meant something to the team, and it meant a lot to her.

Employee Spotlight:

- Commissioner Moore acknowledged Wakeysha Hampson, who has been with the state of Georgia for over four years. She started with the Office of Investigative Services (OIS) and became a manager after only a year of transitioning to the Business Standards Unit (BSU). Wakeysha manages six business analysts. She previously worked for ten years with the government of Antigua & Barbuda, so she has had experience in government in multiple countries. The Chairman asked what she enjoyed most about her job. Wakeysha said it was starting a project from nothing, seeing it to completion, and knowing she was a part of that.

- The Commissioner acknowledged Isabel Jones, Investigator Assistant/Intel Analyst. However, Isabel was surprised to learn from the Commissioner that she had received the position she had recently applied for as office manager and supervisor for all non-sworn positions in OIS. Isabel was so happy and surprised that she could barely keep from crying. She received a standing ovation from the Board and her DDS team members. The Commissioner recalled coming into the department, and Isabel was always smiling and welcoming. She has been with DDS for 19 years. The Chairman decided to table his questions for Isabel since she was so overwhelmed with excitement.

Forsyth CSC Opening:

- The agency opened the new Forsyth CSC on February 27, 2024. The Commissioner showed a few photos. One was the 1st customer served, and the other was the 1st road test customer. There was also a photo to spotlight the Forsyth team. The facility is beautiful and has some of the latest technology. The Commissioner shared with the Board that there is a cornerstone with the names of all the Board members. The cornerstone is done with all facilities, and the names of all currently serving members will be listed. He highlighted the use of the facility to service commercial, non-commercial, and motorcycle road tests. The Commissioner shared the Governor's vision to get more CDL drivers on the road, and DDS is trying to help with that vision to expand commercial services. Board members were invited to attend the Ribbon Cutting on March 26, 2024 at 1:30 p.m.

5 Star Fastest Typist Contest:

- The Commissioner expressed his desire to always show appreciation for the DDS staff. They, in many cases, work a thankless job. This competition is just one way to show the Field Operations team appreciation. These are the best of the best from around the state. There are nine participants, one from each district. They served a little over 200 customers in a 2-hour time frame with an average wait time of a little more than 2 minutes. The team member who won and served the most customers in the fastest time was Lateresa Gladden from the Atlanta home team. The second-place winner was Zykererionia Bass, and 3rd place winner was Genesis Pyne. This event aims to boost morale and highlight our team members. The Commissioner also thanked Field Operations Director Kecia Bivins and her leadership team for making the event fun and rewarding.

OIS Director Jared Smith gave an update on the Active Shooter Tabletop:

- The Commissioner mentioned that potential active shooter situations keep him and the Chairman up at night. As an agency, we continue to train constantly. He shared with the Board a tabletop exercise done with the executive team.
- Director Jared Smith shared that these activities are designed to catch you off guard and put you under pressure. This training allows you to show how you would act in this situation without all the bullets flying. Jared said this was the first exercise and the response they had hoped for. The whole executive team rose to the occasion.
- Deputy Director Antonio White was the planner who put the activities together. He titled the exercise "boiling over." He showed pictures of the Lithonia CSC to show the logistics of where the CSC sits in DeKalb County. He said the location itself is a problem. It is in the most eastern position of the county, which gives limited access to fire, Police, and EMS. He showed a timeline of how the information would flow. The Commissioner said it was very impressive, and he is so thankful to Jared and Antonio. He said this is just the start of what we plan to do. Jared and Antonio have visited and prepared assessments for all locations.

- Board Member Frank Reynolds thought they hit the nail on the head by starting at the executive level. If you get those players on board at the executive level, then that importance will trickle down. He said well done.

CIO Renee Parker gave an update on the Cyber Security Tabletop:

- The Commissioner said the second thing that keeps him and the Chairman up at night is that our system has roughly 84 million records. DDS has information valuable to those who might want to commit crimes, so the goal is to always be in a posture that if a cyber-attack should occur, the agency is prepared and able to respond.
- Renee talked about a tabletop exercise conducted on the DRIVES system on February 22nd with DDS, the Department of Revenue (DOR), the Georgia Bureau of Investigation (GBI), and the DDS vendors (FAST, Georgia Technology Authority (GTA), Thales).
- The goal was to identify gaps in the response plan, improve communication and coordination among team members, and enhance overall cybersecurity.
- GTA provided DDS IT with a gap analysis report that comments on how the Tabletop Exercise went. DDS was scored on five pillars defined in the NIST (National Institute of Standards and Technology) Ransomware framework.
- The five pillars scored were identify, protect, detect, respond, and recover. The Chairman asked if the response plan could not be viewed electronically for some reason, was there a hard copy. The Commissioner chimed in and explained there was.

CSS Director Bob Griffin gave an update on Facilities:

- Douglasville is moving along. The county handed the property over to DDS on August 15th. He showed pictures of the slab being poured. Once the materials are delivered, they only have ten months to build the building.
- Gainesville will finish after Douglasville. The anticipated date of completion is in October of this year.
- Hazlehurst will be another significant help for the CDL industry in promoting that South Georgia area.
- The Oconee County site was donated to the agency. DDS meets with the builder, GSFIC, and the architect bi-weekly. One challenge is that they need water and sewer on that side of the road. We are working through that.
- Rome is the last one. We are working with the contractor and architect to begin civil work as soon as the review is complete.

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

The Commissioner always likes to talk about where we are as a state. He read in the newspaper that Georgia is the sixth-largest metropolitan area in the country and is growing. That means DDS will see customers first when they transition from other states. In his AAMVA role as Chair, the Commissioner pointed out that he has witnessed DMVs getting increasingly interconnected. Thirty-nine states are on State-To-State (S2S), and twenty of those states are on Driver History Record (DHR), which means a person is less and less able to outrun their record. Those records are now following the driver. The agency served 221,752 customers in February, 35,000 more than in February last year. Those customers were also served in less time than the average statewide wait time. All 67 centers served customers in less than 30 minutes. Even with the increased number of customers this year, every service level is enhanced.

The Commissioner ended with the Customer Satisfaction Surveys. The agency is seeing more customers offer feedback in four areas: why they came, whether our staff was courteous, whether our staff was knowledgeable, and whether our centers were clean and adequate. The priority this year and the theme is 5-star customer service. It's literally from our presentation in December when we had Publix come out and talk to our team. In every meeting, the goal is 5-star customer service. DDS is trying everything possible to be responsive to the customer and the state.

The Commissioner feels the agency has an obligation to the citizens of Georgia. As the Chairman says, we are the first point of contact when welcoming customers to Georgia. When customers visit a center, they expect there will be a wait. In most cases, they are in and out within 10 minutes. That's what DDS would like to continue to do.

Rule for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-2-.20** Qualifications of Driver Training Instructors

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

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

Waiver Petitions

1. Willie Ed Chandler – He is seeking a Georgia ID card in the name of Willie Ed Chandler. He is 68 years old. He was born at home and delivered by a midwife. His birth certificate does not have his first and middle names listed. During the time period his children were born, he was unsure of his year of birth. He has never had an ID card, driver's license, or permit. He submitted his birth certificate (mother – Bonnie Chandler, father – Jessie Chandler), school record (mother – Bonnie Chandler, father – James Chandler), birth certificate search screen of child, birth certificates of children, Social Security Card (S/S), envelope, verification of indigent status, S/S letter (mother – Bonnie Gresham, father – James J. Chandler, prior names used Willie Ed Chandler/1970/1987/2001/2024), and non-profit organization ID card.

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

2. Valerie Alfreda Hewitt – She is seeking a Georgia driver's license in the name of Valerie Alfreda Hewitt. She is 68 years old. She was born Valeria Alfreda Lovett. Her mother was Gert Lovett. When she was a child, her mother married Ronald Hewitt. The school changed her last name on all documents to Valerie Hewitt. To her knowledge, there was no legal adoption. She has used the name Valerie A Hewitt since she was a child. She submitted her birth certificate (mother – Gert L Lovett), valid Illinois driver's license (not REAL ID compliant), S/S benefit statement, S/S letter (mother – Gert L. Lovette, father – Ronald G. Hewitt, prior names used – Valerie A. Hewitt/1969, Valerie Alfreda Hewitt/1971).

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

New or Old Business

Gail Lee attended the board meeting as an interested member of the public to make a public comment in reference to her belief that local boards of elections receive multiple registrations to vote. The Commissioner explained that the Department of Driver Services does not register customers to vote. It was further explained that the information collected is sent to the Secretary of State and the voter registration question asked on the DDS application is stated according to state and federal law. Her comment was referred to the Elections Division of the Secretary of State.

The next Board meeting will be held on April 10, 2024.

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 Frank Reynolds with unanimous approval by the Board.

READ AND APPROVED on 10 of April, 2024 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

Kat Satterfield
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Christie Moore
Christie Moore, Member

Frank Reynolds
Frank Reynolds, Member