

Board Meeting Minutes

March 9, 2022

10:00 a.m.

Present

David Connell, Chairman
Britt Fleck, Secretary - Virtual
Rachel Little
Bob Pierce - Virtual
Kat Satterfield - Virtual
Tony Guisasola - Virtual
Christie Moore - Virtual
Frank Reynolds

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting was 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 9, 2022 Board meeting. Frank Reynolds made a motion 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. He introduced the new Accounting Director Vita Jordan and mentioned the new Budget Director, starting soon. Commissioner Moore presented agency updates.

COVID Update:

- The numbers are improving from what the agency saw in December and January. In December, there were over 40 COVID cases and over 60 in January. DDS saw a decrease in February with only 6 cases. This is good considering the amount of public interaction in the centers.

Fastest Typist Championship:

- The championship was held at the Lawrenceville CSC on March 16th. This is where nine of the fastest typists from around the state (one from each district) compete to see who has the fastest transaction time.
- The purpose of the championship is to assess the strengths of top-performing Team Members and recognize them for their hard work.
- The three winners were Nylah Pruitt, who came in 1st place from the Covington CSC, the 2nd place winner was Shekoya Conley from the Dallas CSC, and the 3rd place winner was Tanesha Crain from the Douglas CSC. We congratulate all the DDS Team Members who participated.

Legislative Session:

- SB 408 Provide for a waiver of required fees for reinstatement and restoration of a driver's license for suspensions based upon a failure to appear for nonmoving traffic violations.
- SB 510, a teenage driver with a Class D license can not have anyone other than a family member over 21 years old in the car in the first 12 months instead of 6 months.
- SB 556 Provides currently employed and retired Peace Officers with a free credential.
- HB 439 requires the installation of an ignition interlock device as a condition of probation for a conviction of 1st offense DUI.

Mobile Driver's License (mDL) Pop-up classroom:

- The Commissioner shared with the Board his trip to San Diego, California on March 1st to attend the AAMVA mDL pop-up classroom. He was accompanied by Director Brett Young and General Counsel Angelique McClendon.
- The AAMVA community has not, until this last week, had a collective community discussion about mDL. Interoperability was the biggest component of that discussion.
- There were several demonstrations and discussions on interoperability standards, implementation guidelines, use cases, and TSA mDL pilot updates, to name a few.
- Brett shared that the pop-up classroom is a brand new forum for AAMVA and was very well executed.
- Angelique mention how privacy was a huge discussion. There is a need even outside of mDL for more federal and state statutes related to privacy.

Director Bob Griffin provided an update on facilities:

- Douglasville is the agency's biggest project. The county Board accepted the bid for site development, and a groundbreaking ceremony will be scheduled soon.
- The Dalton CSC is waiting on the HVAC unit and should be turned back over to DDS in mid-April, with a grand opening scheduled for mid-May.
- The Hazlehurst CSC has experienced some title issues, which have caused delays. The Savannah GSFIC office will manage this project.
- Other projects currently in the works include Jackson, Rome, Athens, Newnan, Warner Robins, Between, and Gainesville.

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

As customer volume decreases, the desire is that team members will adapt to more technology improvements. The volume will increase around late 2024 going into 2025, which we have seen from previous trends. During those high volume times, the agency was very fortunate to have reached 99% REAL ID compliance, making the volume manageable. The Field Ops Team has done a good job moving customers through the center smoothly. With the new system, the transaction time is going up, but there should be a decrease by the time volume increases. The Kiosk machines, mDL, and other technology improvements will help handle the increased volume.

In February, the agency made it back to its 95% service level, which is awesome. DDS served 95.56% of customers served within 30 minutes or less, which meets the service level goal. Field Ops currently has 129 vacancies. When you don't have the staff, it's tough to perform at that expected 95% service level.

The Online services numbers are going down. When customers signed-in in January 2021, those 151,000 customers were signing into a brand new DRIVES system. The new system required every customer to re-establish a new account with DDS.

The Commissioner ended his report with customer survey responses:

The number of survey responses has increased and as usual, contained responses to the following questions: What was the purpose of your visit, was our staff courteous, were they knowledgeable, and was the facility clean and adequate?

Rules for Initial Approval

- **375-3-1-.16** Eligibility for Veterans', Honorary or Distinctive Driver's License and Identification Cards (proposed amendment to Eligibility for Veterans' or Honorary Driver's License and Identification Card)
- **375-3-1-.32** Eligibility for Veteran Designation with American Flag Symbol on Driver's License and Identification Card (proposed amendment to Eligibility for Active-Duty National Guard Driver's License and Identification Card)
- **375-5-2-.18** Insurance and Safety Requirements (proposed amendment to Driver Training and Limited Driver Training School Insurance and Safety Requirements)

Frank Reynolds made a motion to approve the final rules for adoption; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Virginia Faison Davis – She is seeking a Georgia driver's license in the name of Virginia Faison Davis. She is 67 years old. She was born Virginia Faison. Her mother later had a common-law marriage to John Henry Young. Virginia was raised with the last name Young. She married Larry McCormick in 1975. When she divorced, she went back to her maiden name of Young. She married Jephthan Davis in 1986, and the marriage certificate showed the name Young. She submitted her birth certificate (mother – Fostine Faison), 3 years of school records (parent – Fostine Young), vocational education certificate, birth certificate of the child, marriage certificate (spouse – Larry McCormick), marriage certificate (spouse – Jephthan Davis), valid REAL ID Florida driver's license, settlement statement, insurance bill, Social Security Card (S/S), and S/S letter (prior names used – Virginia Faison Young/1971, Virginia F. McCormick/1976, Virginia F. Young/1980, and Virginia Faison Davis/1987).

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

2. Tara Marie Rose – She is seeking a Georgia driver's license in the name of Tara Marie Rose. She is 40 years old. She was born Tara Marie Olsen. Her mother later married Robert Danico. Tara was raised with the last name Danico. She married Nathan Rose in 2006. On the marriage certificate, her last name was Danico. She submitted her birth certificate (mother – Lisa Ann Olsen), high school transcript (parents – Robert and Lisa Danico), Birth certificate of the child, marriage certificate (spouse – Nathan Rose, father – Robert Danico, mother's maiden name – Lisa Olsen), valid North Carolina driver's license, federal tax return, IRS letter, W-2 form, S/S letter (prior names used – Tara Marie Olsen/1981, Tara M. Danico/1988, and Tara Marie Rose/2006), S/S card (Tara M. Danico), and S/S card (Tara Marie Rose).

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

New or Old Business

The next Board meeting will be held on April 13, 2022.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Frank Reynolds and seconded by Rachel Little with unanimous approval by the Board.

Respectfully Submitted,

Britt Fleck
Britt Fleck, Secretary