

Board Meeting Minutes

May 11, 2022

10:00 a.m.

Georgia Power

241 Ralph McGill Blvd, Atlanta, GA 30308

Present

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

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting were Amy Radley 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 9:59 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the April 13, 2022 Board meeting. Frank Reynolds made a motion to approve the regular meeting minutes as presented; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Chairman thanked Board Secretary Britt Fleck for hosting the board meeting at Georgia Power. He mentioned the hard work she and her staff did in preparation for the meeting. Secretary Britt Fleck thanked Lisa Santos for pulling the whole event together. Britt went over some of the safety procedures in case of an emergency.

The Commissioner thanked Britt and Lisa for hosting DDS at such an incredible facility. He thanked the Chairman for always challenging the agency to develop new ways to do things as a Board. He recognized Chairman Connell's wife, Pam Connell, and thanked our leadership team for being in attendance. Secretary Britt Fleck acknowledged her boss Lisa Smith, Senior Vice President of Region External Affairs and Community Engagement for Georgia Power. In her previous role in Economic Development, Lisa mentioned that she had been involved in workforce development. She said what DDS does is critical to the state's continued success. She was happy to be attending the Board meeting.

Commissioner Moore then gave a few updates on recent events involving the American Association of Motor Vehicle Administrators (AAMVA):
AAMVA Board Meeting

- The AAMVA International Board of Directors held their annual spring meeting in Arlington, Virginia. The Board received operational updates on key initiatives, including member support, financial transparency, and the new Digital Trust Service to support mobile driver license (mDL) interoperability.
- The Commissioner is happy to serve as 2nd Vice-Chair on the AAMVA International Board. This means Georgia will be hosting the International Conference (AIC) in Atlanta in 2024, which is very exciting. The AAMVA board meeting covered a few initiatives the Commissioner wanted to share.
 - Financial Transparency – This is important to any organization in the public sector. The Board discussed this in detail as AAMVA is a huge organization that includes states, territories, and international jurisdictions.
 - They discussed the new Digital Trust Service – Georgia will soon be introducing a new mobile driver's license (mDL). Today if you have a mobile credential, it can only be used in your state. AAMVA is working hard as a Board to ensure that when Georgia starts mDL, it's useable in Georgia and other states.
 - The Board also approved a policy related to their support as a DMV community to Highway Safety. The Commissioner worked for the Georgia Governor's Office of Highway Safety for almost 15 years, so their mission is near and dear to his heart.

AAMVA Region 2 Conference:

- The conference took place in Mobile, Alabama. The Commissioner was pleased that there was not a single jurisdiction that had more presentations than the state of Georgia. Director Brett Young was a session Lead and made sure Georgia had a lot of participation.
- There were sessions led by Director Kecia Bivins, General Counsel Angelique McClendon, Deputy General Counsel Crandall Heard, and Deputy Director Pierre Miles, who led two sessions.
- DDS was represented in several areas. Human Trafficking Outreach Coordinator Kayla Peebles talked during round table discussions about human trafficking and how Atlanta is a hub for human trafficking. The agency does its best to educate in Atlanta and throughout the state on human trafficking awareness.
- The Commissioner had the honor of helping open the event and talking about some of the great things Georgia is doing. There were about 365 attendees at the conference from all over the southeast region.
- Commissioner Moore recognized Michael Thompson, who was Examiner of the Year and won the IDEC Award. The agency received three regional awards for a radio commercial or PSA, community service, and fraud prevention and detection motor vehicle individual, awarded to Criminal Investigator II James Woo.

Deputy Director Pierre Miles gave an update on State 2 State:

- The Commissioner talked about some of the things implemented last year when DRIVES went live in January 2021. The entire AAMVA community has been trying to combat a customer living in one state and getting a credential in another state for years. DDS became one of 36 states who are State-to-State compliant.
- Pierre talked about how the State Pointer Exchange System (SPEXS) provides the functionality many states have wanted for many years. SPEXS will improve Driver License compact compliance and automate the manual surrender and driver record process.

- Pierre went over the preparation for modernization. The agency utilized a product purchased from Experian (Pandora), which allowed the agency to cleanse over 2 million records and eliminate duplicate records.
- He gave some lessons learned from the project and the pros and cons.

Commissioner Moore gave an update on facilities:

- The time has come to do a groundbreaking ceremony for a CSC in Douglas County. It will take place tomorrow near the Sheriff's office at 10 am. Senator Mike Dugan, Sheriff Tim Pounds, and many Douglas County officials will attend. Looking at the 15 most populated counties in the state, Douglas County is the only location that did not have a center. Those customers had to drive to Paulding or Cobb counties. The center will also be a CDL site. DDS is trying to do everything as an agency to assist economic development. The supply chain relies on commercial drivers to move products across the state. Douglas County will be our 68th location.
- The agency is in the final stretch to complete the new building in Dalton. The HVAC has arrived, and the final touches are being applied. The Center will open in mid-June, and the Grand Opening will be held shortly after that.
- Warner Robins renovations continue. The demolition has been completed, and the new HVAC and ductwork has been installed. We anticipate a construction completion date in the first week of August.
- DDS is currently working with Monroe County and State Properties to develop a letter of intent to the county so they can move forward with site development and construction. The Monroe County board will meet in June to officially approve the project. This will be a CDL site.
- Hazlehurst will be another CDL site. The agency is making significant progress in that the Georgia State Financing and Investment Commission (GSFIC) has agreed to take over the building project out of their Savannah office. DDS will transfer the 1.2 million dollars to GSFIC for the construction of the facility.

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

The Commissioner praised the DDS team for doing an excellent job. The agency is finally at a point with the new salary where there is a little more stability in the workforce. Having a frontline salary above \$30,000, with benefits, and 13 paid holidays, helps. The salary has increased from \$20,000 a year since the Commissioner's arrival. The performance numbers are back to what the agency is used to seeing. In April, DDS saw 192,260 customers face to face. Of those customers, 97% were served in 30 minutes or less.

The agency continues to see a number of customers utilizing online services and the DDS 2 GO mobile app. The numbers show over 72,000 customers used one of those services last month. That number is not as high as in past years and will continue to decline based on the renewal cycle. The volume is expected to increase around 2024.

The Commissioner ended his report with customer survey responses:

The Commissioner was happy to receive 4,200 survey responses last month that were satisfactory. In any business, feedback helps to determine ways to improve. The system will send out an email asking four simple 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

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.01** Applications. Amended. (proposed amendment to Applications)
- **1-1-.02** Commercial Driver's License Exemptions. Amended. (proposed amendment to Commercial Driver's License Exemptions)
- **1-1-.03** Affidavit for Changes on Commercial Driver's License. Amended. (proposed amendment to Affidavit for Changes on Commercial Driver's License)
- **1-1-.04** Minimum Physical Requirements Required to Obtain a Commercial Driver's License. Amended. (proposed amendment to Minimum Physical Requirements Required to Obtain a Commercial Driver's License)
- **1-1-.05** Exemptions from Medical Requirements. (proposed amendment to Exemptions from Medical Requirements)
- **1-1-.06** Driver Qualifications. Amended. (proposed amendment to Driver Qualifications)
- **1-1-.07** Failures of Written or Skills Test(s)
- **1-1-.13** Disqualification from Driving a Commercial Motor Vehicle. Amended (proposed amendment to Disqualification from Driving a Commercial Motor Vehicle)
- **1-1-.15** Disqualification From Driving A Commercial Motor Vehicle. Amended. (proposed repeal)
- **1-1-.17** Issuance of a Commercial Driver's License following a Lifetime Disqualification (proposed amendment to Reinstatement and Issuance of a Commercial Driver's License following a Lifetime Disqualification)

Bob Pierce made a motion to approve the initial rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Rules for Final 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)

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

Citizen Waivers

1. Tammy Ann Lynette Espinoza – She is seeking a Georgia driver's license in the name of Tammy Ann Lynette Espinoza. She is 59 years old. She was born Tammy Ann Lynette Wates. The father listed on her birth certificate is Tommy Wates. When she was two weeks old, her mother met Gerard Espinoza, who became her father. She has used his last name since then. There was no official adoption or name change through the court. She submitted her birth certificate (mother-Faith Ann Eskelson, Father-Tommy Hugh Wates), certificate of baptism (mother-Faith Ann Eskelson, father-Gerard Espinoza), school records (parents-Gerard Espinoza and Faith Espinoza), valid California driver's license (CA), Avon notice, CA certificate of Title, parent's death certificate (father-Gerard Espinoza, mother-Faith Ann Eskelson), health insurance bill, car insurance statement, social security letter (S/S) (father-Gerard J. Espinoza, mother-Faith A. Eskelson, prior name used-Tammie Ann Lynette Espinoza/1979, Tammie A. Espinoza/1989, and Tammie Ann Espinoza/1992), and S/S card.

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

2. Nora Lee Perkins – She is seeking a Georgia ID card in the name of Nora Lee Perkins. She is 58 years old. She was born Nora Lee Perkins in Carroll county. She has different dates of birth on her documents and is unsure of her actual date of delivery. She has requested her birth certificate at least twice using other dates of birth and received letters stating it cannot be found. She submitted school records (father-Billy W. Perkins, mother-Geneva J. Perkins), school records (father-Billy Perkins, mother-Geneva Perkins), Children's birth certificates, Georgia Medicaid card, medical report, certificate of birth not on file (father-Billy Wayne Perkins, mother-Geneva Boston, years searched-1962-1964), letter of no birth record found (father-Bobby Perkins, mother-Geneva J. Boston, years searched – 1961-1963), S/S letter (father-Billy Wayne Perkins, mother-Geneva Boston, prior names used-Nora Lee Perkins/1976, Nora L. Perkins/1999, Nora L. Perkins/2022), S/S card, and SSNAP printout (father-Billy W. Perkins, mother-Geneva Boston).

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

3. Praise Vanderhouwen – She is seeking a Georgia driver's license in the name of Praise Vanderhouwen. She is 46 years old. All her siblings had birth certificates, but her's was not recorded in Apache Junction, Arizona. She has used her baptism certificate most of her life in place of a birth certificate. She submitted her sibling's birth certificates (father-Kenneth Lawrence Fernald, mother-Linda Darlene Fernald, maiden-Baird), certificate of baptism (father-Kenneth Larence Fernald, mother-Linda Darlene Baird Fernald), high school record, marriage certificate (father-Kenneth Fernald, mother's maiden name-Linda Darlene Baird, spouse-Shawn Alan Vanderhouwen), W-2 form, US Passport, Texas driver's license, certificate of no birth record (mother-Linda Darlene Baird), Navy record of emergency data (citizenship-US, mother-Linda Darlene Baird Bridge), Washington driver's license, utility bill, S/S letter (father-Kenneth L. Fernald, mother-Linda D. Baird, prior names used-Praise Fernald/1977, Praise Vander Houwen/1996 and Praise F. Vander Houwen/1999), S/S card, and Military ID card

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

New or Old Business

Bond Resolution

- Oconee County

Rachel Little motioned to approve the Resolution; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on June 8, 2022.

Adjournment

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

Respectfully Submitted,

Britt Fleck
Britt Fleck, Secretary