

Board Meeting Minutes

May 12, 2021

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Rachel Little
Bob Pierce
Britt Fleck

Not Present

Jim Cole
Jeff Wigington, Secretary

Also attending the meeting were 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 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the April 14, 2021 Board meeting. Bob Pierce made a motion 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 all those attending the virtual meeting. The day before, the Executive team had its first in-person meeting since the pandemic began, and it was amazing. The Commissioner is looking forward to having the Board members attend the June meeting in person, and it will be held in a larger space for safety and to allow for social distancing.

The agency is close to returning to normal operations. Field Operations Director Kecia Bivins has asked team members to add chairs to the lobbies as they are back to full capacity. On April 12th, the DDS ended appointments for counter services. The Commissioner mentioned that customers are experiencing delays with receiving their final credentials. In addition to some internal challenges, the US Postal Service has encountered delivery delays. While customers normally receive a credential in two weeks, delivery currently is taking 30 to 45 days. Many are calling to inquire about the delay, which is increasing the call volume and number of complaints. As people begin to travel, they will need to plan to apply for their credentials sooner so that they do not experience those delays prior to their travel.

The Commissioner provided a few additional updates.

Vaccinations:

- The DDS hosted a vaccination event at headquarters this month. Commissioner Moore personally thanked Jessie Daggs from Regulatory Compliance for helping DDS secure a partnership with Reagan Home Care Pharmacy. DDS was very fortunate that the owners, Jeff and Lindi Reagan and Jordan Dimmel, were able to come out and vaccinate the DDS staff. He thanked manager Juenesse Holman and Malik Essex for allowing photographs of them receiving their vaccines. HR Director Deborah Moore and her team already have scheduled the second dose shots in May, as well as a few more first doses.

REAL ID:

- DHS has extended the REAL ID Full Enforcement deadline. Originally set for October 2020, the date was revised to October 2021 and then extended to May 3, 2023. This does not affect many Georgians because 99% of Georgia credential holders are REAL ID compliant.

Kiosks:

- The Kiosk project has been on the Commissioner's mind for several years, and it is not new in Georgia. Many Kroger stores contain kiosks that will allow customers to scan their driver's licenses and purchase a vehicle tag renewal. The Department of Revenue (DOR) has been offering this service since 2014.
- The Kiosk was used almost 600,000 times by customers for tag renewals last year. In 2021 that number is expected to increase to around 750,000. Kroger currently has these kiosks in the jurisdictions of some of DDS's busiest locations. This would be a great opportunity to serve customers remotely and be of great help to the Field Operations Team.
- DDS would incur no cost to implement this service, as the vendor's cost is recovered by a convenience fee that is charged to the customer. The convenience fee is \$4.95, plus 2.25% of the total for the credit card processing fee.
- PMO Director Brett Young indicated that the vendor is, Intellectual Technology Inc. (ITI). ITI currently offers this service in 37 jurisdictions, including Georgia. Since going live, the company has completed over \$3.3 billion through kiosk transactions. Their primary services are vehicle registration, tag plate renewals, and driver's license renewals. Renewing an existing credential would be a very simple transaction.
- The DOR transaction time is just under two minutes, and there is no cost to the state. The vendor installs, services, and supports the kiosks 24/7.
- DOR has 65 kiosk locations, and more are being added, even in the southern parts of the state. Savannah and Albany will be online by July.
- Five different models are available, and some take cash. They have the same features and security as an ATM, including PCI level 1, intrusion alert, door, light, and tilt sensors. The kiosks contain security cameras and can provide real-time auditing and reporting of kiosk activity.
- Board member Bob Pierce asked if DDS would receive any monetary benefit from the kiosk. The Commissioner explained the benefit would be indirect. Instead of using paid resources to serve kiosk customers, the resources would be derived in other ways such as team member resources to issue a credential. Board Member Jeff Markey said he would love to try the kiosk as he has an upcoming tag renewal, and Board member Britt Fleck said the kiosks sounded like a very effective method of managing cost and ensuring customer satisfaction. She wanted to know about any risk. The Commissioner mentioned any service outside of a center is a higher risk transaction, but assured her that all the protocols and security features are in place to combat the risk. Board member Rachel Little said that the feedback she has received about kiosk use has been positive but asked about the reliability of the machines. Brett responded that the machines are protected by a no-cost, service level agreement (SLA) through the vendor. If a machine malfunctions due to something that is not related to our IT infrastructure network, it will be repaired within a specified amount of time.
- The Commissioner reiterated that the agency is focused on security as a number 1 priority. Every transaction that customers conduct at the kiosks will not have to be performed in the center or through online services. The same transactions can be handled on a smartphone, so if this wasn't a no-cost opportunity for DDS, it would not make sense to do it.

The Commissioner informed the Board that May was Motorcycle Awareness Month. He was excited to introduce Holly Hegyesi as one of the best Motorcycle Safety Coordinators in the nation.

Holly Hegyesi gave an update on the Georgia Motorcycle Safety Program (GMSP):

GMSP Rider Education:

- Holly showed the progress of the number of courses offered for the last several fiscal years. Fiscal year 2020 took an abrupt dip during the pandemic, as the program took a big hit with restrictions in terms of gathering, customer willingness to venture out in public, and DDS's ability to serve groups of people safely. The program's goal for 2021 and subsequent years is to increase the number of course offerings, the number of certified Rider Coaches, and the number of training facilities across the state, as well as improve the quality of the motorcycle fleet.

GMSP Leadership:

- The GMSP advisory committee continues to be active and has five current members and one vacant seat. Half of the Board is up for renewal effective July 1st, and Holly is mailing letters this week.
- The GOHS task team is funded through the Governor's Office of Highway Safety (GOHS). Since DDS receives grant funding from GOHS, we serve on that task team, which conducts initiatives that ultimately aim to decrease the number of fatal motorcycle-related crashes on Georgia highways. The task team has 15 members, and DDS just completed the 2019 to 2021 Strategic Highway Safety Program (SHSP) cycle. Holly will be reviewing the agency's report card with the program evaluator appointed by GOHS tomorrow.

GMSP Outreach:

- Holly discussed the program's efforts to inform and educate the public, riders, and non-riders on motorcycle safety. These efforts include increasing the social media presence of GMSP and safety messages on Facebook, Twitter, and other platforms.
- GMSP posts safety messages on the DOT highway dynamic message signs, and DDS displays them on the MVN screens in the CSCs. GMSP participates in community events and currently has seven events scheduled for May/June 2021.

Bob Griffin, Chief Financial Officer, provided an update on Facilities:

- Once constructed, the Douglasville facility will take a lot of pressure off some of the busiest centers. Bob showed a sketch of a civil engineering plan. The boundary survey of the building site will be presented to the SPC Board for approval at its next Board meeting.
- The Dalton building will be started first. This project will be a major expansion. The contracts are in the final negotiation phase with GSFIC, and the groundbreaking is anticipated to occur in mid-June.
- The Southeast CDL site was a part of the FY 2022 budget, and DDS is evaluating options in South Georgia. The City of Hazlehurst is the primary location being considered, and the agency has several site visits planned.

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

- The Commissioner informed the Board of an interesting dynamic. Once DDS went back to no appointments on April 12th, volume started to drop. This is a trend the agency continues to see even up until this first Tuesday in May, which is normally a high-volume day. We will see how this impacts services in the near future and keep the Board updated.
- The Commissioner stated that DDS is consistently serving 3,000 to 4,000 customers a day remotely. Remote services create efficiencies as more and more customers use online services and the Mobile App. The agency has experienced a robust increase in the number of accounts being established online, and the number of people conducting transactions is impressive. The large increase in account creation primarily is due to the new security protocols, as all customers had to re-establish their online accounts.

- The CSCs experienced a slight dip in the service levels for serving customers in 30 minutes or less. Customers have been showing up at 7:30 to be first in line, which creates problems similar to rush hour. When everyone gets on the road at the same time, there are going to be problems, and we are seeing that inside the centers. The hope is that, through communication, we can inform customers of the best possible days and times for a smoother experience.

The Commissioner ended his report with an update on customer survey responses:

- The survey feedback option has been restored in the CSCs. Feedback from customers lets DDS know where the agency stands and how to improve. The numbers went from 462 in March to 3,833 in April. Renewals and lost licenses remain the top reasons for visiting a center. Customers are satisfied with the knowledge of DDS team members and the cleanliness of the facilities. Those numbers are getting back to where they need to be, and DDS is headed in the right direction. Hopefully, by the next couple of meetings, the agency will be back to normal operations 100%.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.35** Open Records Requests
- **375-3-1-.36** Fees for Driver's Licenses, Instruction Permits, Identification Cards, and Temporary Driving Permits

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

Rules for Final Approval

- **375-3-1-.19** Purged or Expired License (proposed amendment to Testing and MVR Requirements After Expiration of License)
- **375-7-4-.02** Scope (proposed amendment to Motorcycle Safety Program - Scope)
- **375-7-4-.03** Definitions (proposed amendment to Motorcycle Safety Program - Definitions)
- **375-7-4-.04** Advisory Committee Standards (proposed amendment to Motorcycle Safety Program - Advisory Committee Standards)
- **375-7-4-.05** Coach Trainer Qualifications (proposed amendment to Motorcycle Safety Program - Coach Trainer Qualifications)
- **375-7-4-.06** Coach Qualifications (proposed amendment to Motorcycle Safety Program – Coach Qualifications)
- **375-7-4-.07** MSP-Certified Private Sponsor Requirements (proposed amendment to Motorcycle Safety Program - Certified Private Sponsor Requirements)
- **375-7-4-.09** Acceptance of Documentation from Equivalent Military Programs (proposed amendment to Motorcycle Safety Program - Acceptance of Documentation from

Equivalent Military Programs)

Bob Pierce 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. Annie Lee Mann – She is seeking a Georgia driver's license in the name of Annie Lee Mann. She is 60-years old. She separated from her husband, Berry but was not legally divorced. She went back to using Mann as her last name. She submitted her birth certificate, children's birth certificates, marriage application (spouse – Robert Lee Berry), marriage license (spouse – Robert Lee Berry), Social Security Card (S/S), two S/S letters, utility bill, and Department of Family and Children Services (DFCS) letter.

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

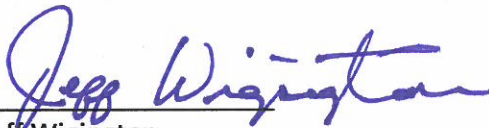
New or Old Business

The next Board meeting will be held on June 9, 2021, in person.

Adjournment

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

Respectfully Submitted,


Jeff Wigington