

Board Meeting Minutes

May 15, 2024
10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman - Virtual
Rachel Little - Virtual
Bob Pierce - Virtual
Tony Guisasola
Christie Moore – Virtual
Frank Reynolds

Not Present

Britt Fleck, Secretary
Kat Satterfield

Also attending the meeting was Amy Radley from the State Attorney General's Office, Sarah Letson from the Office of Planning and Budget (OPB), and members of the DDS Staff. Gail Lee, Dr. Janice Johnston, and John Cristadoro were members of the public who attended.

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 April 10, 2024 Board meeting. Frank Reynolds motioned to approve the regular meeting minutes as presented; Tony Guisasola 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 acknowledged John Cristadoro a friend of the Chairman. He introduced Sarah Letson from (OPB). They have been instrumental in getting the agency the budget that it needs to operate and improve service delivery. The Chairman shared that he has been on the board for 17 years and is appreciative for everything Sarah's office has done to assist the agency. The Commissioner thanked other guests in the room for attending as well. The Commissioner went on to thank the Board for allowing the meeting to be pushed back a week, while he traveled for AAMVA. He shared his places of travel as the AAMVA Chair and the significance of the role. In the 90 years AAMVA has been in existence, this is the first time a Georgian has served as Board Chair. He thanked the DDS team for stepping up and making sure the agency runs efficiently in his absence.

Employee Spotlight:

- The Commissioner acknowledged Administrative Assistant Tamika Redding of the Field Operations Division. Tamika has been with the agency for 11 years. She manages and coordinates staffing for 67 customer service centers across the State of Georgia, Central Issuance, and the DDS Contact Center. She prepares personnel action request and assists with planning and implementation of special events, as well as other facets of Field Operations. The Chairman asked Tamika the hardest part of her job. She said, having the biggest division with over 700 employees and the highest turnover.
- The Commissioner recognized IT Developer Michael Osborne. Michael has been with DDS for 1 year and 9 months. He came to us from FAST. FAST is the company that runs our DRIVES System. Most of Michael's development work is in the DRIVES system. He helps with code reviews and answers technical questions. The Chairman asked how he got from California (CA) to Georgia (GA). He said it was a little bit of chance and luck that his job with FAST brought him here.

5-Star Service Testimonial:

- The Commissioner mentioned when something goes wrong, DDS immediately hears those complaints. It is so refreshing when we receive great feedback. The agency serves two to three million customers each year. This compliment speaks to what our front-line staff is doing every single day. The letter came from David Skinner who came in for a renewal and received 5-star customer service. The Commissioner shared the letter with the Board.
- The Chairman shared a few details of his visit to the Tifton CSC. He said the Assistant Manager and the Team did a great job explaining the process. It's always refreshing when the message you hear from leadership is the same message you hear from the Team. This is a sign of good communication throughout the agency. The Chairman said all five examiners were smiling constantly while interacting with the customers.
- Board member Tony Guisasola spoke about his visit to the Blue Ridge CSC. He said the Assistant Manager Thomas Stoker was very welcoming and greeted him upon arrival. He also felt like he learned a lot. He was hoping to see a virtual road test, but there was not anyone waiting at the time. Thomas was able to show him how it works and explain the process. Tony was impressed with how the team treated all customers like they were important.

Identity Management:

- AAMVA hosted an Identity Management Pop-up Classroom in San Antonio, TX. This is where groups of industry professionals get together to talk about a specific topic in very large detail. Last year it was about Call Centers.
- The topics covered were identity management concepts that included identity establishment, protection, and presentment as well as effective relying party outreach for mobile driver's license.
- The Commissioner, General Counsel Angelque McClendon, PMO Director Brett Young, CIO Renee Parker, and Deputy Director Delmar Whittington attended the event.

Samsung:

- One of the world's leading smartphone providers is Samsung. We recently had a kickoff meeting with Samsung and are looking forward to the same kind of seamless technology effort we had when we launched the digital ID with Apple and Google. We are looking for a go-live date in September 2024.

Oversight Responsibility and Audits:

- The entire agency is doing a lot of self-audits and working through procedures to ensure that the agency is achieving its goals. The agency wants to ensure that the data we hold, is held private and secure, and protected.
- The Commissioner talked a little bit at the beginning about Sarah and OPB's role. OPB helps the agency financially get the dollars that are needed, and the accountability of those dollars.
- There are four primary agencies that are involved in the financial oversight of DDS. They are, OPB, Office of the State Treasurer (OST), State Accounting Office (SAO) and Department of Audits and Accounts (DOAA).
- Director Kecia Bivins provided updates to the Board regarding the DOAA Audit for Customer Service related to the agency's contact center and other contact centers in state government. The final audit is scheduled to be complete in June 2024.
- Commissioner Moore provided updates to the Board regarding the DOAA Audit for Driver Education. The audit covers the Driver Education responsibilities of DDS and the Georgia Driver Education Commission. The final audit is scheduled to be complete in June 2024.

Human Resources Director Deborah Moore provided an update on HR:

- Deborah went through efforts that HR has implemented to improve efficiency. She shared with the Board documents accessible in DocuSign. The last time she spoke before the Board they had seven documents in DocuSign. They currently have nine documents in DocuSign.
- The most recent forms are the background packet and secondary employment. The background packet was essential to get in DocuSign because you literally had to write your name on several different forms. With all the information needed for the packet it was essential to have an electronic process. The secondary employment form was traditionally done only when team members had a second job. The secondary employment disclosure is signed by all team members and requires a yes or no for secondary employment. This will be an annual process.
- Board Member Frank Reynolds asked if a team member has a side business, do they need to fill this out annually and how do they initiate it? Deborah explained the form will be completed annually and is on the DDS intranet. The team member can fill it out and route it through the chain of command at any point that they accept secondary employment.

Regulatory Compliance Director Brent Bennett provided an update on CDL:

- Brent went through some of the grants offered for the Regulatory Compliance division. He named seven grants by the Federal Motor Carrier Safety Administration (FMCSA) for the purpose of administering the CDL program in Georgia.
- He focused on the two most recent grants. Which are the CDL Help Desk grant and the CDL Training Team grant. The training team grant gives the agency four training team members to focus on and expand training to the technical colleges and third-party examiners. The CDL help desk grant allows for 4 new analysts and will provide support for CDL only.
- The Chairman asked the pass and fail rate for CDL drivers. The pass rate has increased from the 40s to about 60% since the implementation of federally required Entry Level Driver Training (ELDT).

CSS Director Bob Griffin provided an update on Facilities:

- The agency currently has five ongoing facility projects. Of the five, two are new, Douglasville and Hazlehurst. This will increase the number of centers in Georgia from 67 to 69.
- Douglasville – We are seeing a lot of progress. The Contractors are working 10-hour days, 6 days a week to get this done. We are looking at an opening at the end of August.
- Gainesville – This facility is a replacement building being built by Carol Daniels. The walls are going up now and is moving just as fast as the Douglasville facility.
- Hazlehurst – The work on this building should begin within two weeks of signing the contract. GSFIC is working on the contract now. This will give the agency the first CDL in this part of Georgia.
- Oconee – This property may be shared with two other state agencies. We are currently waiting for the decision from GSFIC on funding for the other two agencies.
- Rome – We are looking at a late July groundbreaking.
- Atlanta – DDS currently have 8,000 sq ft on first floor to serve the public. We are expanding into that space that was used by the Credit Union and DDS will now have 12,000 sq ft. We will add 3 “Self-Service” kiosks for a total of 4. We plan to have this completed by September 1st.

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

April is the busiest month so far in 2024. DDS served 55,000 more customers In April of 2024 than in April of 2023 and we did it with the average wait time only going up by 4 seconds. So that is hats off to the team for ensuring that we continue to get that many more customers served with the same number of staff. Customer service within 30 minutes or less is still high at 98%. The goal is always 95%. That number is contingent on big centers like Marietta, Norcross, Atlanta, etc. meeting the service level goal.

If one or two of those centers perform below the 95% it will really impact the statewide number. The longest average state-wide wait time for any CSC was at 13 minutes which is a better number than the year prior.

The Commissioner ended with the Customer Satisfaction Surveys and reminded the Board that we added a fifth question to the list. The goal is to perform at a 5-star customer service level. We want to be the Ritz Carlton of DMVs. Of the 5,000 customers that responded to this survey and that's on a scale of one to five, DDS scored a 4.67%. We continue to strive to get to the 5.0% level.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.15** Reinstatement and Issuance of a Commercial Driver's License following a Lifetime Disqualification
- **375-5-6-.10** History of Compliance
- **375-5-6-.11** Program Employees
- **375-5-6-.12** General Program Owner Responsibilities
- **375-5-6-.13** General Program Instructor Responsibilities
- **375-5-6-.14** Assessment Component

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

Rule for Final Approval

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

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

Waiver Petitions

1. Kathleen Ann Kohler – She is seeking a Georgia driver's license in the name of Kathleen Ann Kohler. She is 67 years old. She was born Kathleen Ann Anderson. She married James Seitzinger in 1972, and they divorced in 1976. She has not been able to obtain the marriage certificate nor divorce decree for the marriage. She married Francis Lovetere in 1979. Her last name on the marriage certificate was Seitzinger. They divorced in 1982. She married David Kohler in 1982. Since then, she has used the last name Kohler. She has the marriage certificates to Lovetere and Kohler. She submitted her birth certificate, marriage certificate (spouse – Francis Louis Lovetere), divorce decree (spouse – Francis Lovetere), marriage certificate (spouse – David Wayne Kohler), birth certificate of child (father of child – David Wayne Kohler), petition for divorce (spouse – David W. Kohler, date of marriage – September 18, 1982), valid Illinois (IL) driver's license (not REAL ID compliant), utility proof of address letter, and Social Security letter (S/S) (prior names used – Kathleen Ann Anderson/1971, Kathleen Ann Seitzinger/1972, Kathy A. Loretere, Kathleen Ann Kohler/1995, Kathy Ann Kohler/2004, Kathy A. Kohler/2022).

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

2. Candy Lane Taylor – She is seeking a Georgia driver's license in the name of Candy Lane Taylor. She is 55 years old. She was born Candy Lane Welch. She married Wallace West in 2002. She does not have the marriage certificate to West. They divorced in 2011, and she has the divorce decree. She married Stoney Taylor in 2011. Her last name on the marriage certificate was West. Since then, she has used the last name Taylor. She submitted her birth certificate, high school Diploma, birth certificate of Child, associate Degree, divorce Decree (spouse-Wallace Bruce West; orders name change to Candy Lane Welch), marriage Certificate, (spouse-Stoney Lee Taylor), expired Texas driver's license, (not REAL ID compliant), S/S notice (states she needs a state ID to apply for a Social Security card), S/S letter, (prior names used-Candy L Welch/1974, Candy Lane Welch/1980, Candy Lane Taylor/2024), S/S card, health Insurance Card, and bank notice.

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

New or Old Business

Visitor Gail Lee had a concern about election integrity. She felt after research that DDS and the voter registration offices have a problem in common, which is the residential address. The Commissioner reminded Ms. Lee again that DDS is not responsible for generating voter rolls. DDS is responsible for providing information to the Secretary of States Office and local board of elections who are then responsible for voter integrity and rolls.

Dr. Janice Johnston was also visiting and stated that she is a member of the state election board and is looking for consistency in providing the residential address. The Commissioner explained that information is provided to the Secretary of States Office.

The next Board meeting will be held on June 12, 2024. There is no scheduled board meeting in July. The Chairman would like to have as many board members in person as possible for the August board meeting.

Adjournment

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

READ AND APPROVED on 12 of June, 2024 by:

David Connell

David Connell, Chair

Jeff Markey

Jeff Markey, Vice-Chair

Britt Fleck

Britt Fleck, Secretary

Bob Pierce

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