

## Board Meeting Minutes

May 21, 2025

10:00 a.m.

### **Present**

David Connell, Chairman  
Rachel Little  
Kat Satterfield  
Tony Guisasola  
Frank Reynolds  
Al Barber

### **Not Present**

Jeff Markey, Vice Chairman  
Britt Fleck, Secretary  
Bob Pierce

Also attending the meeting was Deborah Gore 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 10:10 a.m.

### **Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the April 9 & 16, 2025 Board meetings. Al Barber 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. Two AG office representatives were present, Deborah Gore and Elliot Dordick. Deborah noted this was not her first time attending a DDS board meeting. Elliot, a relatively new member at the AG's office, introduced himself, explaining that he currently handles numerous DDS cases and will continue to do so moving forward. The Chairman inquired about his previous role, to which Elliot responded that he had served as a prosecutor specializing in traffic violations, violent crimes, and DUIs in the DeKalb County Solicitor General's office, an institution that also marked the Commissioner's early career.

### **Employee Spotlight:**

- The first spotlight featured Sandra Williams, Criminal Investigator III with the Office of Investigative Services in the Legal & Regulatory Affairs Division. Over her 14-year tenure, Sandra has exemplified dedication, professionalism, and a commitment to growth, earning her current role as an Investigator III Supervisor. Outside of work, she is deeply family-oriented and enjoys decorating. When asked by the Chairman about the most challenging aspect of her job, Sandra highlighted the difficulty of assisting customers who appear to have duplicate identities.
- The second spotlight focused on Traci Thomas, Human Trafficking Outreach Coordinator in the CDL Programs Unit of the Operations & Customer Experience Division, who joined the agency in January 2025. Her primary mission is to increase public awareness of human trafficking within the commercial motor vehicle industry. In addition to her role, she is a certified Postpartum Doula and Placenta Encapsulation Specialist dedicated to supporting and empowering families. In response to the Chairman's request for insights into the severity of human trafficking, Traci shared that she consumed extensive information on the topic in her initial research. Through her findings, she discovered that many women are trafficked without realizing it, and that the average age of entry into trafficking is just 15 years old.

#### Swearing-in:

- On April 28th, Commissioner McClendon was officially sworn in at the state capital by Governor Kemp and First Lady Marty Kemp. The Commissioner was joined by her family, the DDS family, and the DDS Board of Directors.
- The Commissioner remarked that anyone who meets Governor Kemp and First Lady Marty Kemp will find them very personable, family-oriented, and welcoming regardless of party affiliation.
- Commissioner McClendon expressed her gratitude to the Board for their support and shared highlights of her life and career.

#### Welcoming the New Commissioner & Honoring the Former Commissioner:

- The Commissioner shared personal insights into her background and career, offering details not widely known.
- The Board and leadership team also reflected on former Commissioner Spencer R. Moore's tenure, accompanied by photos and well-wishes.

#### AAMVA and Region 2 Engagement:

- Commissioner McClendon highlighted DDS staff members actively involved with AAMVA. She detailed the Region 2 Conference attendees and their contributions:
  - Assistant Deputy Commissioner Kecia Bivins presented on Ignition Interlock and Workforce Retention.
  - Assistant Deputy Commissioner Brett Young showcased innovations in digital credentials and kiosks.
  - Director of Field Operations Pierre Miles served on the planning committee and facilitated multiple sessions.
- The DDS team earned two prestigious awards:
  - Community Service Recognition, accepted by Whitney Morton, Director of HQ Operations.
  - Innovative Use of Technology, accepted by Assistant Deputy Commissioner Brett Young and Director of Strategy and Innovation Delmar Whittington for advancements in Address Change and Password Reset solutions. Commissioner McClendon emphasized that DDS didn't just attend but took a leadership role in the event.
  - Commissioner McClendon was sworn in as a member of the Region 2 Board.

#### Motorcycle Safety Month:

- May marks Motorcycle Safety Month, leading to increased safety messaging from GMSP, DDS, GOHS, and NHTSA. Motorcyclists face a fatality rate nearly 28 times higher than motorists.
- DDS has intensified its social media engagement, sharing safety tips for riders and motorists. Additionally, all Georgia providers will increase rider education courses.
- There will be a more detailed presentation at next month's Board meeting.

#### CIO Renee Parker provided an IT update:

- Website Enhancements: A new chatbot, regulatory compliance pages & forms updates, and a redesigned landing page with improved navigation.
- Infrastructure Accomplishments: Successful completion of projects, including a CSC grand opening, CSC circuit upgrades, and deployment of T-Mobile bathroom sensors statewide.
- Patch Management Improvements: Strengthening security measures to minimize vulnerability exposure. Board Member Al Barber inquired about any history of security breaches or attempts. Renee stated there were none to her knowledge but there are always attempts and none have been successful due to the work of GTA & DDS. The Commissioner shared that DDS is a part of the GTA enterprise. This is in addition to our cyber security team.

- IT Helpdesk Functions: Resolving team member issues, tracking DDS and GETS ServiceNow incidents, and escalating system outages.

Assistant Deputy Commissioner Kecia Bivins provided an update on Operations & Customer Experience:

- Statewide Hiring Blitz (April 16th): Held across all 68 CSCs, promoted via hiring cards, flyers, MVN screens, and social media.
- mDL Enrollment Day (March 27th): A successful event with 291 total enrollments.
- Kecia also highlighted updates regarding the contact center and CDL program.

Office of Investigations Director Jared Smith gave an update on District 10 Chief's meeting:

- The DDS OIS team hosted the district 10 Chief's Meeting, featuring a comprehensive agenda of speakers and presentations.
- The event aimed to educate police chiefs on key topics such as legislation, mobile driver licenses (mDL), security features of driver's licenses and IDs, and REAL ID standards.
- A total of 35 attendees from District 10 and seven DDS team members participated.
- Board Member Al Barber asked whether OIS collaborates with local law enforcement when uncovering fraud in Rockdale County. Jared responded yes but when that engagement happens depends on the circumstances. Al then asked if OIS has arrest powers, and they do. Board Member Tony Guisasola inquired about OIS's role in fraud investigations, particularly identity theft. Jared affirmed OIS's expertise in this area, noting increased interest from local law enforcement due to DDS's cybersecurity investigations.
- Board Member Tony Guisasola asked about the mDL and the resistance from local law enforcement. The Commissioner explained that once the benefits of mDL are demonstrated and discussed, initial skepticism is often alleviated, but there is more outreach needed.

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

DDS has experienced a steady increase in volume, with numbers rising between 7% and 18% this year alone. Despite the growing demand, wait-times remain within service level, with over 90% of customers being served in 30 minutes or less. The Chairman shared community feedback, noting that people are consistently impressed by the speed and efficiency of DDS services. Board member Tony Guisasola echoed this sentiment, describing a recent visit to Toccoa, where he observed team members' enthusiasm and dedication.

Online and mobile transactions have greatly increased compared to last year. Kiosk usage has surged, with team members embracing a competitive spirit to encourage participation. The Voice bot technology has contributed to a reduction in call center inquiries, and Mobile driver license downloads continue to increase, with new enrollments each month.

Customer feedback indicates high satisfaction. The primary reasons for visits are license renewals and replacements for lost licenses—many of which could be handled remotely. However, some customers require in-person assistance for specific issues. Our staff remains courteous and knowledgeable, ensuring a positive experience. Regardless of facility size or modernization, maintaining cleanliness remains a priority. Service quality is approaching a perfect rating, though we haven't reached a five yet. Overall, the team continues to perform exceptionally well.

The Commissioner concluded her report by introducing General Counsel Crandall Heard, who has served with the agency since 2019. He is a Navy veteran, a distinguished "Double Dawg", a devoted husband, and a proud father of a son, also named Crandall.

### **Rules for Initial Approval**

Crandall Heard, General Counsel, reviewed the following rules:

- **375-3-3-.02** Proof of Financial Responsibility for Probationary License (amend to Proof of Financial Responsibility)
- **375-3-3-.24** Reinstatement Procedures for Suspensions Based on Convictions for Driving Under the Influence

Board Member Barber raised concerns about the potential impact of new insurance premium requirements on individuals unable to afford coverage, potentially leading to an increase in unlicensed and uninsured drivers. Crandall felt like there would be an increase in drivers driving without a license. Al asked if there had been any studies on that. There has not been. Legislative Liaison Shevondah Leslie chimed in that there were some discussions about the fees during the legislative session. The discussions were in support of the victims and families of drunk drivers who's loved ones were killed or injured. Board Member Guisasola asked if there were any talks about raising the penalty for driving without a license after a DUI and no insurance. No one was aware of any.

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

### **Rules for Final Approval**

- **375-3-3-.05** Acceptance of Clinic Certificates for Reinstatement (amend to Acceptance of Certificates for Reinstatement)
- **375-3-3-.07** Reinstatement of Habitual Violator Revocation
- **375-3-3-.10** Limited Driving Permits

Rachel Little motioned to approve the final rules for adoption; Tony Guisasola seconded the motion with unanimous approval by the remaining Board members.

### **Waiver Petitions**

1. Anna Marie Canode – She is seeking a Georgia ID card in the name of Anna Marie Canode. She is 69 years old. She was born Anna Marie Desnoyer. She had a common law marriage to Donald Ennis. There was no legal marriage ceremony. She took his last name when she became pregnant with their first child. She married her second husband, Paul Canode, in 1989. On the marriage certificate her last name is Ennis. Since then, she has used the last name Canode. She submitted her birth certificate, child's birth certificate (father of child – Donald R. Ennis), child's birth certificate (father of child – Donald Rudy Ennis, maiden name – Desnoyer), child's birth certificate (father of child – Donald Rudy Ennius), marriage application (spouse – Paul M. Canode), marriage certificate (spouse – Paul M. Canode), Social Security card (S/S), valid Florida ID card (not REAL ID complaint), death certificate (decedent-Paul Michael Canode), envelope, and S/S letter (prior names used – Anna Marie Desnoyer/1970, Anna Marie Ennis/1988, Anna Marie Canode/1990/2008).

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

2. Elizabeth Ferguson Henry – She is seeking a Georgia driver's license in the name of Elizabeth Ferguson Henry. She is 59 years old. She was born Elizabeth Maines. Her parents are Betty Ferguson and Charlie Maines. Growing up her last name was Ferguson. She married James Henry on May 17, 1984, in Meriwether County, Georgia. Since then, she has used the last name Henry. She cannot find her marriage certificate to Henry. Meriwether County Probate Court has searched for the marriage certificate and cannot find it. Georgia DDS has a record of her going back to 1992 in the name of 'Elizabeth Ferguson Henry'. She submitted her birth certificate (mother – Betty Jean Ferguson, father – Charlie Louis Maines, birth certificate of child (father of child – James Winford Henry), expired U.S. Passport, expired military sponsor card, divorce decree (spouse – James Winford Henry), GA driver's license record, two expired GA driver's licenses, GA voter ID card, S/S letter (mother – Betty J. Ferguson, father – Charlie L. Maines, prior names used – Elizabeth Ferguson/1972, Elizabeth Henry/1988, Elizabeth Ferguson Henry/2003), and no marriage record found letter (spouse – James W. Henry, date of marriage – May 17, 1984).

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

3. Carolyn LaVette Wormley – She is seeking a Georgia ID card in the name of Carolyn LaVette Wormley. She is 63 years old. She was born Carolyn LaVette Gaynor. She married Donald Wormley on June 18, 1983, in Plainfield, New Jersey. Since then, she has used the last name Wormley. She cannot find her marriage certificate to Wormley. New Jersey has searched for the marriage certificate and cannot find it. She submitted her birth certificate, birth certificate of child (father of child-Donald Ralph Wormley), complaint for Divorce (spouse-Donald R Wormley; date of marriage-June 18, 1983; place of marriage-Plainfield, New Jersey), divorce decree (spouse-Donald R Wormley; date of marriage-June 18, 1983), birth certificate of child (father of child-Wormley), expired Florida ID card (not REAL ID compliant), death certificate of child, NJ no marriage record found letter (spouse-Donald Wormley; date(s) searched-June 18, 1983), DFCS letter, and S/S letter (prior names used-Carolyn Lavette Gaynor/1975, Carolyn Wormley/1983).

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

### **New or Old Business**

The Chairman highlighted the REAL ID compliance deadline on May 7, 2025, inquiring about the number of remaining noncompliant customers. The Commissioner confirmed that Georgia has achieved 99% REAL ID compliance.

The next Board meeting will be held on June 11, 2025.

### **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 Tony Guisasola with unanimous approval by the Board.

READ AND APPROVED on 11 of June, 2025 by:

David Connell

David Connell, Chair

Absent

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

Al Barber

Al Barber, Member

Frank Reynolds

Frank Reynolds, Member