

Board Meeting Minutes

November 17, 2021

10:00 a.m.

Present

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

Not Present

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 10:09 a.m.

Oath of Office

Chairman Connell gave the Oath of Office to Board member Rachel Little. Ms. Little was reappointed by Governor Kemp.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the October 20, 2021 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 Commissioner welcomed the Board, members of the DDS staff, and others attending the meeting. He informed the Board of his recent opportunity to present the upcoming budget to the Governor. Chief Financial Officer (CFO) Michele Granger will provide an update to the Board during her upcoming presentation. He then explained the many exchanges he has had with the Governor's Office and the community related to commercial drivers. Commissioner Moore recognized Brad Barber who operates the Georgia Driving Academy. The Commissioner gave a few updates on what the agency is doing as it relates to CDL.

CDL Update:

- Since the last Board meeting, the Commissioner had an opportunity to meet with the Governor and other leaders in a roundtable discussion about CDL. CDL drivers currently are in high demand because of the supply chain issues facing this country.

Our CDL team works with the Regulatory Compliance team led by Director Mike Mitchell and Deputy Director Juenesse Holman. The team has worked really hard, not just through the pandemic, but beyond. As a team, DDS has been extremely committed to serving and growing the community. Georgia has 386,661 CDL drivers, and about 11,000 of those are CDL permit holders. Looking at year over year, DDS conducted more CDL road tests in 2020 during the pandemic than in 2019. The State of Georgia has a little over 80 CDL license examiners, which is a fairly low number. The desire is that third-party examiners will expand what we can do as a state.

- The Commissioner allowed Brad Barber to address the Board. Brad thanked all DDS employees for their hard work. He recognized the Commissioner for always being there for the CDL community. He talked about the high demand for CDL drivers and the constant need. The Chairman asked how many students Brad trained per year. Brad said currently about 500 students, but he is hoping to add 200 more in the Conyers location. He currently has two locations and is looking to expand to a third.

CFO Michele Granger provided an update on AFY22/FY23 Budget Submission:

- Base Budget Submission:
 - The base budget is the cash operating budget for the agency that funds all salaries and regular operating expenses.
 - Both budget submissions were flat, and the agency was not able to ask for any new items but also did not have to reduce the budget.
- Bond Package:
 - The agency received a \$2.1 million planning amount. Every year DDS tries to focus on technology, and this year was no different. The package includes a request for expansion of the voice bot project, self-service kiosks for the CSCs and Kroger sites, and the Dalton CDL carousel paving. The total bond request is \$2,065,000.
- Board Member Frank Reynolds asked if the agency was getting what was needed and offered assistance. The Commissioner stated that Georgia is a growing state in need of investment because it is serving more people. Over the years, the agency has tried to put more technology into the process to help mitigate some of the operating costs. Board member Britt Fleck said she understood flat budgets, but she wanted to know if that meant that team members would not receive merit increases or if the agency could shift dollars around to do that. Commissioner Moore explained that agency personnel did not receive merit increases; they receive performance increases within a limited capacity, at times. Team members making less than \$50,000 were able to get a base budget increase last year. Britt said that she felt it was important to have dollars to do that. The Chairman said the Governor's Office is aware of the problem. Board member Rachel Little said cash is sitting in the amended budget and wanted to know if DDS can use those funds. The Commissioner said the amended budget is generally used to purchase "things" and not fund salary increases because the money is a one-time allocation.
- Board member Frank Reynolds said he appreciates the Commissioner and the team. He said we don't get paid enough and need more money. The Board agreed.

Director Brett Young provided an update on the Amazon Cloud Migration:

- The Amazon Cloud Web Services (AWS) project is green in health as judged by IV&V. This is a \$6.9 million project. He showed a high-level timeline of DRIVES to AWS.
- He discussed the cut-over timeframes and showed the mock timeline progression. The team has identified the longest-running data migration jobs and focused on improving those. Mock timings include transactional data since all static databases will be migrated before cut-over. We go live on January 3rd.

- Board member Rachel Little asked if we were on track with the digital license. The Commissioner said DDS is hoping to implement that in 2022, but we do not have a definitive timeframe yet.

Deputy Commissioner Ricky Rich provided an update on road test technology:

- The customer liability waiver is complete, and we have finalized the Standard Operating Procedures (SOP) for team members.
- Cameras have been disseminated to customer service centers (CSCs) and are awaiting software updates from the vendor and AT&T.
- CSCs will begin by conducting 20% of non-commercial road tests virtually and increase to 100% over ten weeks.
- The tentative deployment date is December 1st.

Director Bob Griffin provided an update on facilities:

- The agency has five active projects, which are all CDL sites. Of the five, two are new which gives Georgia a total of twelve CDL sites.
- The remaining three are Dalton, Rome, and Central Georgia. These are renovations of existing sites or replacements.
- The two newest sites are Douglasville and Hazlehurst. The two additions will increase the number of centers in Georgia from 67 to 69.

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

Based on volume, Tuesdays continue to be the busiest days. In October 2020 (during the height of the pandemic), the agency saw 250,000 customers. Only 197,000 customers were served in October 2021. This decrease is in line with the renewal cycle for the next few years, and it allows the agency to implement innovative technology projects that keep DDS in position when it goes back up in 2023 to 2024. This keeps the agency efficient and less reliant on having to dramatically increase the number of people to be successful.

The Commissioner was happy to see customers served in 30 minutes or less and that the agency returned to the service level expectation of 95.19%. DDS achieved service level in October for the first time since implementing DRIVES. When implementing technology, it's not about the technology's ability to perform, it's about whether or not the technology is adopted.

Online and Mobile App services continue to enhance as more people go online. A total of 1.183 million customers have established new online accounts or conducted an online/app transaction with DDS. The number is high partially because DRIVES required everyone to reestablish his/her online account, which is a good security protocol.

The Commissioner ended his report with customer satisfaction. The agency still is receiving 4,000 or more surveys but not as many as once received. These are computer-generated emails customers receive after completing a service. The system will send out an email asking four simple questions: What was the purpose of your visit, was our staff courteous, were they knowable, and was the facility clean and adequate? Deputy Commissioner Ricky Rich and his Executive Assistant Liping Jackson have a very good system that evaluates customer feedback and allows DDS to respond to customers quickly when a service did not go as expected. The agency can try to turn a customer's negative experience into a positive one.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.01** Penalties for Violations of Uniform Rules of the Road

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

Citizen Waivers

1. Barbara Jean Butler – She is seeking a Georgia driver’s license in the name of Barbara Jean Butler. She is 69 years of age. She has used the name of several common-law marriages throughout her life. Since she has not lived with anyone for more than seven years, she never got a legal separation. She will be 70 years of age in five months (would then be allowed to use Social Security Administration (SSA) document for proof of current name without the need for a waiver). She submitted her birth certificate (mother’s maiden name – Gracie Dean Cox – father – Frederick Joseph Kirby), an expired Kentucky driver’s license, SSA letter (previous names – Kirby to Madeske to Butler), Numident (mother – Gracie D. Cox, father – Frederick J. Kirby, previous last names – Baskin, Kirby, Urbank, Buchmann, Cunningham, Madetzke), Social Security Card Request (S/S), and SSNAP report (mother’s maiden name – Gracie D. Cox, father – Frederick J. Kirby, name on last S/S card – Bobbie Jean Butler).

Frank Reynolds made a motion to deny the waiver; Christie Moore seconded the motion with unanimous denial by the remaining Board members.

2. Debra Crump Smart – She is seeking a Georgia ID in the name of Debra Crump Smart. She is 65 years of age. She was never legally married to Joseph Santana but used his last name so her son would have his father’s last name. She is missing the legal name change document from Price to Santana. She submitted her birth certificate, marriage certificate (spouse – Ray Edward Price), child's birth certificate (child's father – Joseph Patrick Santana), marriage certificate (spouse – Gilmer Lee Tedder, Jr.), marriage certificate (spouse – Donald Hugh Smart, maiden name – Crump, third marriage), expired South Carolina driver's license, earnings statement, medicare card, death certificate of spouse (spouse – Donald Hugh Smart), utility bill, a rental bill, passport fees receipt, S/S card, and SSA envelope.

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

New or Old Business

The Board voted to close the meeting and enter Executive Session. Rachel Little moved to close session; Christie Moore seconded the motion with unanimous approval by the remaining Board members. The affidavit supporting closing the public meeting is attached.

Frank Reynolds moved to adjourn the Executive Session; The Board members agreed to conclude the Executive Session. The Board went back into the public meeting.

The meeting was closed to deliberate upon the compensation and evaluation of the Commissioner.

Rachel Little moved to approve the increase; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

The December board meeting is canceled.

The next Board meeting will be held on January 12, 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 Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Britt Fleck
Britt Fleck, Secretary