

Board Meeting Minutes

November 8, 2023

10:00 a.m.

Present

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

Not Present

Jeff Markey, Vice Chairman
Bob Pierce

Also attending the meeting was 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 10:03 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the October 11, 2023 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 mentioned a great opportunity last week for him and General Counsel Angelique McClendon to attend a Gwinnett Chamber meeting with Board member Rachel Little. They were able to share a little of what DDS is doing. Then on Saturday, he and Director Shevondah Leslie were able to talk to the local DeKalb County Legislative Delegation and share some of the same things shared with the Gwinnett Chamber. The Commissioner is always happy to share and talk about the things the agency is doing. He shared with the Board a temporary solution for online address changes. He also shared a little information on the outage the agency experienced yesterday before giving additional updates.

Employee Spotlight:

- Commissioner Moore acknowledged Field Operations Unit Manager Tunnizia (T) Weston Burns in the Regulatory Compliance Division. T has been with the State of Georgia for almost 30 years. She started her service in 1994 with the Georgia State Patrol as a Radio Operators. T has worked in a number of areas over the years. In Regulatory Compliance, her team regulates more than 800 businesses. The Chairman asked her why she likes DDS. She said she loves to look back on all the progress and the impact the agency has made.
- He continued by welcoming Assistant Project Manager Shannon Trudo Love in the information Technology Division (IT). The Commissioner shared that if you ever see Shannon, she is always smiling or causing a smile. Shannon has been with DDS 16 years. She started with the agency as a Data Entry Operator in Records Management. He reminded the board before the electronic process for citations, handwritten citations had to be keyed in. Shannon was on that team. She has been in a number of areas as well and just last year transitioned over to the IT Division. The Chairman asked what the most difficult part of her job was. She said it has been the legal codes submitted incorrect on the citations and training in the unit.
- He also acknowledged Dallas Norfleet who is an intern and graduate of Clayton State University. He is a videographer in our communications division.

- The Commissioner welcomed John Cristadoro with Alliance Activation. Mr. Cristadoro was a guest of Chairman Connell.

Google Roll-out:

- DDS launched its digital credential with Apple IOS devices back in May and just launched Google Android devices on October 17th. The agency is collaborating with TSA to pilot the use of digital IDs at select checkpoints.
- The digital credential is conveniently stored in a customer's Apple or Google wallet. This process streamlines security checks and make for a smoother travel experience for users to keep up with their important Identity credentials.

Human Resource Director Deborah Moore gave an update on New Hire Packages using DocuSign:

- Human Resources has an ongoing initiative to identify improvement opportunities in all intra-departmental functions to create seamless, efficient, and secure processes.
- DocuSign power forms automate the employee signing process by generating and embedding self-service forms, capture signatures and data from anyone through any device and reduce document preparation time.
- Consistent templates and automated processes reduce errors, ensure employees complete required actions, sign necessary forms, and help maintain compliance.
- Electronic signatures use encryption technology to protect sensitive data from unauthorized access or tampering. All documents signed digitally are stored securely in one place, making documents easy to access when needed.

Communication and Governmental Affairs Director Shevondah Leslie gave an update on 2024 Legislation of Drug and Alcohol Clearinghouse II (DACH):

- Federal rule requires state driver's licensing agencies (SDLAs) to downgrade the commercial driver's license (CDL) or commercial learning permit (CLP) of any driver who has a verified positive, adulterated, or substituted controlled substances test result; or refusal-to-test determination by the medical review officer (MRO) in accordance with federal guidelines.
- The credential is downgraded upon notification from DACH and remains in effect until notification is received from DACH that the driver has cleared all requirements.
- Compliance with the final rule is required by November 18, 2024.

Budget Director Stacy Cheek gave an update on the budget:

- FY2024
 - This year the Governor has asked all the agencies to focus on improving and/or innovating processes and procedures to enhance overall customer service. DDS was given a 3% overall budget increase. In the same request, the agency was asked to identify a 1% decrease as well.
 - The budget request consisted of a one-time request for the following items: DRIVES CDL required service integration, card production server migration to the cloud, postage rate increase, identity verification for GA DDS online services and card production RFP development consultation.
- FY2025
 - Stacy went over the 2025 budget appropriated request. The appropriated items would consist of: SAVE multi-year fee increase, Cloud solution and maintenance, postage rate increase and credentials security update.

Frank Reynolds motioned to approve the Budget; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

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

The agency is doing very well. One thing the Commissioner always looks at is what are the numbers showing year over year as it relates to customers coming in. The expectation is the numbers will continue to reflect positive accomplishments. The agency will eventually reach the 2.5 million mark of customers coming in face to face. The Commissioner is always pleased when he looks at the number of customers served in 30 minutes or less. However, he also looks at the ones not served in that time to strategize on ways to improve the customer experience. Board member Frank Reynolds asked when was the last time there was a staffing increase. The Commissioner explained anytime a new center is added, which there were two just recently added. It was Douglasville and Hazlehurst, so staff was added only for those two locations. DDS has provided technology such as online services and self-service kiosk to serve the customers beyond the center. The Chairman shared with the Board the history of the agency. The state continues to grow, and DDS has grown as an agency. It's now about the technology doing what it can to lessen the burden of full-time team members. The agency is always looking at ways to serve customers outside of the centers. The reports show roughly 65 to 70% of customers who come into the centers could have done their transaction online.

The agency continues to see more and more responses from the Customer Service Satisfaction Surveys. The numbers are still not where the Commissioner would like for them to be. The surveys help the agency improve the customer experience. The Commissioner bragged on the dedicated staff for making sure the customers get served.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.11** Vehicle Requirements for Commercial Driver's License Skills Test

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

- **1-1-.13** Third Party Tester Program

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

Waiver Petitions

1. **Violette Cunningham** – She is seeking a Georgia (GA) ID in the name of Violette Cunningham. She is 60 years old. She born at home in Floyd County. She has never seen her birth certificate. The state of Georgia cannot find her birth record. Georgia DDS has a record of her going back to 1990 in the name of Violette Cunningham. She submitted her school records (mother – Doris Cunningham), GA drivers record, correctional release ID card, GA Dept. of Community Health card, no birth record found letter (mother - Doris Johnson, father – Milton Cunningham), housing voucher program notice, rent statement, Social Security (S/S) income letter, utility bill, S/S letter (mother – Doris Johnson, father – Milton Cunningham, prior names used – Violet Cunningham/1977, Violette Cunningham/1983/1984/1991/1995/1996/2000/2001/2005), and S/S card.

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

2. Debra Elaine Ferrell – She is seeking a GA driver's license in the name of Debra Elaine Ferrell. She is 66 years old. She was born Debora Elaine Gillion. Her birth certificate has her last name as her mother's maiden name, Gillion. Shortly after she was born, her parents (Mattie Gillion and Eston Hargrett) were married. She has always used Hargrett as her maiden name. When she married Robert Ferrell Jr., her last name on the marriage certificate was Hargrett. She submitted a birth certificate (mother – Mattie Bell Gillion), parent's marriage certificate (spouse – Mattie Bell Gillion and Eston Hargrett), school record, birth certificates of her children, marriage certificate (spouse – Robert Ferrell Jr.), valid Florida (FL) driver's license (REAL ID compliant), envelope, S/S letter (mother – Mattie B. Gillion, father – Eston J. Hargrett, prior names used – Debra Elaine Hargrett/1969, Debra Elaine Ferrell/1985/1998/2001, Debra E. Ferrell/2008, Debra Elaine Ferrell/2019), and S/S card.

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

3. Karen Lynn Lake – She is seeking a GA driver's license in the name of Karen Lynn Lake. She is 64 years old. She was born Karen Lynn McGarity. She was common law married to Richard Davis. She started using his last name, Davis. They divorced a few years later. She used the last name Davis until she married Van Lake. She submitted her birth certificate, GA driver's license record (name on last issuance in 2005 – Karen Lynn Lake), complaint for divorce (spouse – Richard K. Davis, states they were married in common law from around March 1, 1979), divorce decree (spouse – Richard K. Davis), marriage certificate (spouse – Van Rodney Lake), valid FL driver's license (REAL ID compliant), S/S card and S/S record (prior names used – Karen Lynn McGarity/1973, Karen Lynn Davis/1993, Karen Lynn Lake/1996).

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

4. Lorraine Washington – She is seeking a GA ID in the name of Lorraine Washington. She is 62 years old. She was born at home by a midwife in Louisiana (LA). She attempted many times to obtain her birth certificate. The state of LA cannot find her birth record. Discrepancies of her first and last name on a document (husband's death certificate), being born by a midwife at home, and records destruction from Hurricane Katrina have made it difficult to get her delayed birth certificate created. She submitted birth certificates of her children, marriage license and certificate (spouse – Johnny Washington Jr., mother – Mary Tureaud), death certificate of spouse (decedent – Johnny Washington Jr.), obituary of sister (states deceased sister was born in LA and parent's names were Mary Tureaud and Henry Shorty), health insurance statement, GA Dept. of Human Services notice, no birth record found letter (mother – Mary Tureaud, name at birth – Lorraine Tureaud), S/S letter (mother – Mary Tureaud, father – Henry Shorty, prior names used – Lorraine Tureaud/1977, Lorraine Washington/1982/1997/2003), S/S card, and Disabled ID card.

Tony Guisasola motioned to approve the waiver; Britt Fleck 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. Tony Guisasola moved to close session; Christe Moore seconded the motion with unanimous approval by the remaining Board members. The affidavit supporting closing the public meeting is attached.

Tony Guisasola moved to adjourn the Executive Session; Frank Reynolds seconded the motion. 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.

Tony Guisasola moved to approve the increase; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

The December board meeting is cancelled.

The next Board meeting will be held on January 10, 2024.

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 Christie Moore with unanimous approval by the Board.

STATE OF GEORGIA

COUNTY OF Rockdale

**AFFIDAVIT SUPPORTING CLOSING
OF PUBLIC MEETING**

The Georgia Open Meetings Act, O.C.G.A. § 50-14-1 et seq., requires that all meetings of an entity covered by the statute must be open to the public unless there is some specific statutory exception which permits the closing of the meeting. If such a meeting is to be closed, the law requires that the presiding person execute a sworn affidavit stating that the subject matter of the meeting or the closed portion thereof was devoted to matters within the statutory exceptions and identifying those specific exceptions relied upon in O.C.G.A. § 50-14-3. A copy of this affidavit must be filed with the minutes of the meeting in question.

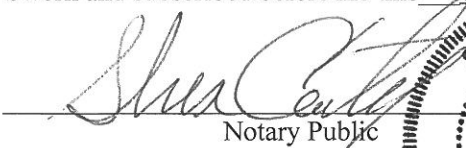
Comes now David Connell, the presiding officer identified below and, before an official duly authorized to administer oaths, makes this affidavit in satisfaction of the statutory requirements outlined above.

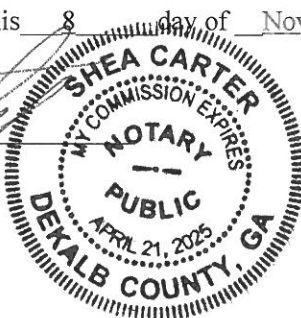
1. I am the chairman and presiding officer of the Georgia Department of Driver Services Board of Directors.
2. I am over the age of 18 and in all other aspects competent to make this sworn statement. I acknowledge that I am giving this statement under oath and penalty of perjury and that I have read the contents of this affidavit prior to signing it.
3. On November 8, 2023, this entity, which is subject to the Open Meetings Act, met.
A majority of the quorum of the members present voted to close the meeting or a portion thereof for the following indicated reason(s). I hereby certify that during the closed portion of the meeting, only those subjects indicated below were discussed. I also certify that I have reviewed the exceptions provided under the Open Meetings Act and that may permit the closing of a meeting and that, to the best of my knowledge, the reasons I have described in detail below meet the requirements for closing this public meeting.
4. The legal authority for the closure of this meeting was O.C.G.A. § 50-14-3.
5. The subject(s) discussed and the underlying facts supporting the closing of the meeting: The meeting was closed to deliberate upon the compensation and evaluation of the Commissioner.

FURTHER THE AFFIANT SAYETH NOT.


PRESIDING OFFICER

Sworn and subscribed before me this 8 day of November, 2023.


Notary Public



READ AND APPROVED on 10 of January, 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