

Board Meeting Minutes

November 9, 2022

10:00 a.m.

Present

David Connell, Chairman
Britt Fleck, Secretary
Kat Satterfield
Tony Guisasola
Christie Moore - Virtual

Not Present

Jeff Markey, Vice Chairman
Rachel Little
Bob Pierce
Frank Reynolds

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 12, 2022 Board meeting. Britt Fleck 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. The Commissioner continued with agency updates.

Voting:

- The agency plays a support role in voting. When customers complete a service with DDS, they have the option to register to vote. The agency then shares that information with the Secretary of State's Office and the local Board of Elections to process the request. During an election, DDS has team members on standby in case any identity issues arise during the voting process. Team members are in place from the start of voting until the polls close, responding to any issues. The Commissioner shared with the Board how precincts pull the data on the back of the card.
- Britt asked if that process was what all precincts use. The Commissioner said it's his understanding that it's the procedure across the state.
- Board Member Christie Moore asked if there have been discussions with The Secretary of State's Office to change the identifier to match DDS. The agency has been in contact with the Secretary of State's Office. However, DDS has no authority over the Secretary of State's Office or its processes. We can continue providing them with as much information as possible on the best way to scan the barcode.
- David mentioned the importance of protecting the license's integrity by ensuring all the information on the card is correct. The implementation of the REAL ID Act makes this process secure. The Governor's Office is pleased about the State of Georgia being 99.8% compliant. This is one of the highest compliance rates in the country.

Groundbreaking:

- The groundbreaking for Monroe County was on October 18th. The Commissioner thanked the Chairman for stepping in for him and Deputy Commissioner Ricky Rich while they were away for a prescheduled meeting in Minnesota.

Director Brett Young provided an update on DocuSign:

- Commissioner Moore talked about the investment in DocuSign and how it will help increase efficiencies. He also mentioned how the board will start receiving the board meeting packets in DocuSign and how the agency will capture their signatures using the platform. He is very thankful to the team members for embracing DocuSign.
- The agency has added a few divisions to DocuSign, with 18 documents added within the last 16 months. In June, DDS started negotiating with DocuSign to see how to become more efficient with getting more forms submitted quicker. The agency received a commitment from DocuSign to put ten forms in within 90 days and another 10 in 180 days.
- The agency reviewed 182 DDS forms to vet which ones we would use. DDS focused on security, financial, operational efficiency, and employee performance documents.
- The Commissioner showed a few sample forms. He and Public Information Officer Susan Sports walked through the manual ordering process before and after DocuSign.
- Board member Tony Guisasola mentioned how easy it is to read the forms and complete the process with DocuSign.

Deputy Commissioner Ricky Rich provided an update on State to State (S2S):

- S2S is an automated process through AAMVA to help with making sure every driver only has one credential. It is operational in 36 states, and AAMVA is working on getting all states and territories on board.
- When a driver in any of those 36 states is issued, that latest issuance will be the issuance of record. The new issuance will cancel any previous issuances in participating S2S jurisdictions. S2S will help reduce fraud.
- State to State is managed by a Governance Committee, which answers directly to the AAMVA board. The Deputy Commissioner is the Vice Chair of that committee.
- Board member Kat Satterfield asked if someone did update their license and had a Florida vehicle registration, would that invalidate their registration? The Deputy Commissioner explained that if they updated here, Georgia would be the credential of record for the license. He went on to show a timeline of some of the upcoming updates for future joining states.

Regulatory Compliance Director Brent Bennett provided an update on CDL updates:

- Brent gave an overview of all the areas of oversight that DDS handles. He mentioned for-hire drivers like Lyft, Uber, and Limousines. These are just a few areas most drivers don't know the department regulates.
- The Regulatory Compliance division certifies and audits many programs. Some are more familiar to drivers than others. We certify and audit the DUI/DDC/CDL driving schools, instructors, and curriculum, CDL and non-CDL third-party testers/examiners, ignition interlock manufacturers, and provider centers. This list is just a snapshot of all the things they touch.
- The agency will conduct its 1st CDL Town Hall meeting on November 14, 2022. This event will take place at Central Georgia Technical College. Brent invited the Board and gave an overview of what's to be expected.

CSS Director Bob Griffin provided an update on Facilities:

- Douglas County - Douglasville should be the next project to come up. DDS is in a transition period with the county. The RFP has been completed, with a tentative opening in the fall of 2023.
- Oconee County - The agency is working to close on the property in Oconee County. On October 20th, the SPC board voted to approve the donation of land to the state from the Oconee Development Authority Board.
- Hazlehurst - The original architect in Hazlehurst could not meet the timeline to finish the project, so the agency moved to the next firm in the selection process. They have agreed to the timeline and working on the design of the building. The hope is to issue an RFP for construction before the year's end.
- Monroe County - DDS continues working with the architectural firm to design the building in Monroe County. The RFP is scheduled to close on November 17th.
- Gainesville - The agency continues to meet with Mar-Jac partners and design teams to move the Gainesville facility to a new location.

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

The agency had a 9,252 customer reduction this month compared to the same month last year. This is a downward trend of customers coming in for renewals. As the Commissioner indicated in previous meetings, volume has maintained at two hundred thousand plus customer level over the last several months because many of those customers are new to Georgia. The renewal numbers are projected to start going down. DDS maintains an average statewide wait time of 98.54% of customers served in 30 minutes or less. Of the 67 centers in the state, 97% of them are meeting service levels. The agency has already served 2 million customers through October, and DDS served those customers with an average wait time of 8:49 minutes. This is a phenomenal outcome from our field operations team and all the supporting departments. HR is working hard to ensure the agency has the team members needed and sufficient staff helps promote the trend.

The Online Services and Mobile APP (DDS2GO) performance thrives on getting customers to do business outside the centers. DDS will continue to promote this technology. In the 1st quarter of next year, the hope is to start seeing the Kiosk technology in some of the Kroger stores and centers. There will be even more self-service components. It would be great to enhance service rather than budget, and technology is the way to do that. If more customers complete services online and through the self-service Kiosk, this would allow DDS to be more efficient. In 2023, the Commissioner will talk to the Board more about where the agency is as it relates to the mobile driver's license. Tony Guisasola asked what kind of reciprocity there would be with other states. Suppose he was, for instance, to get pulled over in Utah and had his driver's license on his phone. The law in Georgia is that you must have the physical credential on your person, so you will always have the physical license. The Chairman chimed in and explained that it's always a good idea if you are traveling to check and see what states honor the mobile driver's license.

There were 3,759 customers who responded to our survey. DDS is always happy to get this information to see how the agency is improving. The survey asks if a customer is renewing or replacing a lost license. Renewal customers are not coming in; it's new customers. The team is now developing surveys for online visits so we can start measuring how customers find out about online services. This will help determine how to market it and get more customers to use it.

Rules for Final Approval

- **1-1-.01** *Commercial Driver's License Definitions and Acronyms (new rule)*
- **1-1-.02** *Commercial Driver's License Restrictions (new rule)*
- **1-1-.03** *Commercial Driver's License Applications*
- **1-1-.04** *Commercial Driver's License Exemptions*
- **1-1-.05** *Application for Changes on Commercial Driver's License*
- **1-1-.06** *Minimum Physical Requirements Required to Obtain a Commercial Driver's License*
- **1-1-.07** *Exemptions from Medical Requirements*
- **1-1-.08** *Driver Qualifications*
- **1-1-.09** *Failures of Written or Skills Test(s)*
- **1-1-.10** *Knowledge Exam and Endorsement Tests*
- **1-1-.11** *Vehicle Requirements for Commercial Driver's License Skills Test*
- **1-1-.11** *Skills Test for Commercial Driver's License. Amended (proposed repeal)*
- **1-1-.12** *Skills Test Disqualifications*
- **1-1-.13** *Third Party Tester Program*
- **1-1-.14** *Disqualification from Driving a Commercial Motor Vehicle*
- **1-1-.15** *Reinstatement and Issuance of a Commercial Driver's License following a Lifetime Disqualification*
- **1-1-.15** *Disqualification From Driving A Commercial Motor Vehicle. Amended. (proposed repeal)*
- **1-1-.16** *School Bus Endorsement*
- **1-1-.16** *School Bus Endorsement; Waiver. Amended. (proposed repeal)*

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

Citizen Waivers

1. Tami Michelle Bradley – She is seeking a Georgia driver's license in the name of Tami Michelle Bradley. She is 65 years old. She was born Tami Patterson and had a common-law marriage to her first husband, Kenneth Maxwell. Her marriage certificate to Kenneth Bradley had her last name as Maxwell. She submitted her hospital birth certificate, certified birth certificate, divorce decree (spouse – Kenneth Micheal Maxwell), marriage certificate (spouse – Kenneth Aaron Bradley), birth certificate of the child (father of the child – Kenneth Aaron Bradley; signed – Tami Michele Bradley), divorce decree (spouse – Kenneth Aaron Bradley), expired Georgia driver's license (not REAL ID compliant), property tax statement, W-2 form, Medicare card, property tax statement, Social Security letter (prior name used – Tami Michelle Patterson/1974/1975, Tami Michelle Bradley 1990/1995), and Social Security Card (S/S).

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

2. Carla Marsha Figaro – She is seeking a Georgia driver’s license in the name of Carla Marsha Figaro. She is 54 years old. She was born Carla Marsha (no last name) in Trinidad. She was adopted and naturalized, and her name changed to Carla Marsha Lewis. Her divorce decree from her first husband states she may resume using her birth surname, Carla Marsha Lewis. Due to her abusive relationship with her adoptive father, she used her mother's maiden name, Figaro. She has consistently used Figaro as her last name. She submitted her hospital birth certificate (mother – Janice Figaro), birth certificate (mother – Janice Cecelia Figaro, father – Randolph Peter Falturi), adoption certificate (mother – Janice Cecilia Figaro, father Randolph Peter Faltine, foster father – Victor L. Lewis), naturalization certificate, marriage certificate (spouse – Burt Fumio Nishimura), DD 214 form, divorce decree (spouse – Burt F. Nishimura, ordered that she may resume use of name Carla Marsha Lewis), grand jury subpoena, divorce decree (spouse – McCorney Severin), S/S card, expired California driver’s license (not REAL ID compliant), articles of organization, passport money order receipt, S/S letter (mother – Janice Figaro, father – Randolph P. Faltine, prior names used Carla Marsha Faltine 1977, Carla Marsha Lewis 1984, Carla Marsha Nishimura 1992, Carla Marsha Figaro 2003, 2005, 2008, 2012, 2013), and veterans affairs card.

Kat Satterfield motioned to Deny the waiver; Tony Guisasola seconded the motion with a unanimous Denial by the remaining Board members.

3. Albert Jerome Rogers - He is seeking a Georgia driver's license in the name of Albert Jerome Rogers. He is 34 years old. He was born Albert Jerome Rogers. He has a photocopy of his birth certificate issued in 1988 with his name as Albert Jerome Rogers, his mother's maiden name. In 2021 he ordered a certified copy of his birth certificate and found out the last name on the certificate is Campbell. That is his father's last name. He doesn't know who amended his birth certificate or when it was amended. He has used Rogers his entire life. He submitted a copy of his birth certificate (mother – Cheryl Ann Rogers, issued in 1988), birth certificate (mother – Cheryl Ann Rogers, father – Albert James Campbell, issued in 2021), vaccination record, high school transcript, birth certificates of children, marriage certificate (mother – Cheryl Rogers, father – Albert Campbell), valid Indiana Commercial driver’s license (not REAL ID complaint), vehicle title certificate, S/S card, medical examiner's certificate, warranty deed, and S/S letter.

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

New or Old Business

The next Board meeting will be held on January 18, 2023.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Kat Satterfield and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Britt Fleck, Secretary

READ AND APPROVED on 18 of January, 2023 by:

Absent

David Connell, Chair

DocuSigned by:

Jeff Markey

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Jeff Markey, Vice-Chair

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Britt Fleck

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Britt Fleck, Secretary

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Bob Pierce

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Bob Pierce, Member

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Rachel Little

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Rachel Little, Member

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Kat Satterfield

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Kat Satterfield, Member

Absent

Tony Guisasola, Member

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S. Christie Moore

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Christie Moore, Member

DocuSigned by:

Frank Reynolds

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Frank Reynolds, Member