

## Board Meeting Minutes

October 12, 2022

10:00 a.m.

### **Present**

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

### **Not Present**

Britt Fleck, Secretary

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 10:01 a.m.

### **Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the September 15, 2022 Board meeting. Rachel Little motioned 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 thanked Board Member Bob Pierce for hosting the meeting at the Cobb County Police Academy. He introduced Interim District 2 Manager Mike Thompson. The Commissioner continued with agency updates.

### **Voting:**

- The Commissioner mentioned that yesterday was the last day to register to vote. Voting season is a busy time for DDS, and it was no different yesterday. DDS does not register customers to vote, but the agency does send the information to the Secretary of State and the local Board of Elections. Commissioner Moore thanked the team for their dedication. The day is often a challenge for the team for several reasons and they normally stay late to assist customers.
- The agency has set up a war room in preparation for the November 8th voting day. The war room is to ensure that if the local Boards of Elections runs into any issues related to identity, DDS is there to support and make sure customers registered to vote can do so.
- The Chairman asked if the agency provided team members to assist into the night. The Commissioner informed him that we have team members available from when the polls open until they close.
- Board member Rachel Little asked if there were a lot of issues. The Commissioner shared a few examples such as problems reading the bar code on the back of the license, but overall, there are not many problems concerning our agency.

Groundbreakings:

- The Commissioner thanked Board Member Christie Moore for attending the most recent groundbreaking held on September 28th in Hazlehurst.
- Commissioner Moore shared a picture of the invitation and the property plat showing where the building will be located. The community is small, but has two billion-dollar logging companies. Hazlehurst Mayor Bayne Stone is very passionate about his community, and the agency thanks him for his work and efforts to make this happen.
- The Commissioner showed pictures with Board Member Christie Moore, State Senator Blake Tillery, and his son. There were also pictures of the DDS team and other local officials. Hazlehurst will be complete and ready to open sometime in 2023.
- The Chairman thanked Christie for representing the Board and doing an outstanding job. Christie said Hazlehurst was awesome and would be a game-changer for economic development for that area of the state.
- Commissioner Moore announced the groundbreaking in Monroe County on October 18th. The agency has been working with former Board Member Jim Cole. The Commissioner informed the Board that he would not be able to be in attendance because he would be in Minnesota for pre-planned AAMVA meetings. The Chairman will be there to represent the agency along with Communications and other DDS staff.

CIO Travis Kennedy provided an update on Finance/Budget:

- The agency submitted a flat base budget for FY2023 (Amended) and FY2024, which was approximately \$10 million for Administration, \$64 million for License Issuance, and \$1 million for Regulatory Compliance. The totals equal the current FY2023 budget.
- He spoke to several "offline" one-time items, including upcoming costs tied to equipment replacement associated with card production, DRIVES, and Thales, including computers, eye test machines, and card readers. DDS is following the industry standard of 5 years for replacing computer equipment. These items are not part of the ongoing budget. DDS requested additional funds to cover these costs.
- Another high-dollar request is for driver test pad safety. The funds will cover the cost of providing a safe barrier between the Motorcycle and the Driving test pads.
- Funds were requested for new facility operating funds, staffing needs, and the SAVE multi-year fee increase. The agency will need additional funds to cover the operational and staffing costs for the new facilities. These funds will be ongoing.
- Board Member Tony Guisasola asked how a flat budget would impact the agency. The Commissioner said he couldn't say that it is ever going to be a year DDS won't need more resources since Georgia is a growing state, so the agency is asking for more staff and recruiters.
- Board member Frank Reynolds asked if the agency could present a budget amendment for unexpected costs. The Commissioner said the agency can but only once, which occurs in the first part of the session when the General Assembly discusses the amended budget.

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

HR Director Deborah Moore provided an update on HR:

- Deborah shared with the Board the newly updated hiring business cards. They were updated with a QR code so that a potential employee could scan them and be directed to the state's job site. The cards will be distributed to the CSCs, managers, and HQ staff.

- She re-shared with the Board the salary history of DDS Examiners from 2016 to current. She also gave a snapshot of the Manager's and District Manager's salaries over the years.
- Deborah spoke about the hiring trends for examiners from 2018 to 2022. The numbers have continued to increase over the years, with 2022 being the highest for new hires, rehires, and transfers into the department. There has also been an increase in separations, but the agency has maintained the increases in hiring. The agency has done several hiring blitzes, with interviews on the spot.
- The Chairman asked what the approximate turnover rate is for team members. Deborah explained there is a 70% turnover rate. He spoke about an approach used while he was with Georgia Power. They had a company come in and show employees all the fringe benefits for being with the company beyond salary. Deborah said she and the Commissioner have spoken about providing that information to current and future staff.
- Vice Chair Jeff Markey asked if the manager levels are tiered. Deborah explained that the centers only have a set number of managers and assistant managers, so those positions are not tiered. Board Member Tony Guisasola asked what the Board could do to help and how aware the people are making the decisions about how significant DDS's role is. The Commissioner shared that not everyone understands the magnitude of what the agency does. This is where the Board could help in their communications with different leaders.

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

The agency saw more people in September than in September last year. The Commissioner informed the Board for the previous few months that customer volume would go down, but volume is up. More than a million new people have moved to Georgia in the last four years and received DDS credentials. In September, the agency saw 201,966 customers in person. The statewide average wait time went down four months in a row. The average statewide wait time is 5 minutes and 25 seconds. The number of people served in 30 minutes or less is 99.24%, the highest since COVID. The numbers are going in the right direction, thanks to Director Kecia Bivins, Deputy Director Pierre Miles, District Managers, Team Members, and all the support staff. The Commissioner shared the service numbers from yesterday. DDS served 13,673 customers in the centers, which was the agency's busiest day since August 15<sup>th</sup>. There were 3,000 online transactions. The numbers show that 16,600 customers were served in a single day.

The Online Services numbers are decreasing since every customer had to re-establish a new account as a security protocol with the DRIVES implementation. The numbers went down slightly in September but are expected to increase in October, based on customers needing a valid credential for voter registration. The Commissioner always states that staff can be kind even if we have to say no based-on rules. At the end of the day, every interaction is important. The Commissioner thanked the team and said he was proud to be Commissioner of such a great staff.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.01** Commercial Driver's License Definitions and Acronyms (new rule)
- **1-1-.02** Commercial Driver's License Restrictions (new rule)
- **1-1-.09** Vehicle Requirements-Commercial Driver's License Skills Test. Amended (proposed amendment to 1-1-.11 Vehicle Requirements for Commercial Driver's License Skills Test)
- **1-1-.12** Third Party Tester Program. Amended (proposed amendment to 1-1-.13 Third Party Tester Program)

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

### **Citizen Waivers**

1. Judy Ann Moss - She is seeking a Georgia ID in the name of Judy Ann Moss. She is 62 years old. She was born Judy Ann Clark. She does not recall where the last name "Ray" came from, but it might have been her husband's mother's maiden name. She married Floyd Wayne Moss and thought they were married between 1995 – 1998, but she cannot remember more details. She has not been able to obtain the marriage certificate. She has several mental health disabilities and was taken out of grade school very early. She has submitted her birth certificate (mother – Lovine Engram, father – Jack Clark), death certificate (spouse – Floyd Wayne Moss, maiden name – Judy Ann Clark, spouse's mother's maiden name – Marilyn Virginia Ray), Social Security benefits letter (S/S), S/S receipt for a card, S/S card, and S/S letter (mother – Lovine Mandy Ingram, father – Jack Clark, prior names used – Judy Ann Ray/1974, Judy Ann Moss/1998/1999/2007/2022).

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

2. Darlene West - She is seeking a Georgia driver's license in the name of Darlene West. She is 52 years old. She has been married twice. She was informed of the divorce from her second husband after the divorce was finalized. She could not ask for the divorce decree to include restoring her maiden name, West. She began using her maiden name, West, after discovering the divorce. She has submitted her birth certificate, birth certificate of the child (father of the child - Lucius Taylor III), marriage certificate (spouse - Lucius Taylor III), divorce decree (spouse - Lucius Taylor III, the name is restored to Darlene West), marriage certificate (spouse - John Henry Didley Jr.), Social Security card (S/S), divorce decree (spouse - John Henry Didley), DFCS letter, valid Missouri driver's license (not REAL ID compliant), bank letter, HUD settlement statement, Missouri bill of sale, S/S letter (prior names used - Darlene West 1981/1988/1989/1991/1993/1994/1995/1999, Darlene W Taylor 2000/2002, Darlene W Didley 2006, Darlene West Didley 2006, 2007, 2009).

Bob Pierce motioned to conditionally approve the waiver; Frank Reynolds seconded the motion with unanimous conditional approval by the remaining Board members.

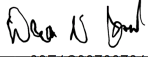
### **New or Old Business**

The next Board meeting will be held on November 9, 2022.

### **Adjournment**

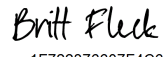
There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Rachel Little and seconded by Jeff Markey with unanimous approval by the Board.

READ AND APPROVED on 9 of November, 2022 by:

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David Connell, Chair

Absent

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Britt Fleck, Secretary


Absent

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Bob Pierce, Member

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Christie Moore, Member

Absent

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Frank Reynolds, Member