

Georgia Department of Driver Services' Board Meeting Minutes

October 8, 2025

10:00 a.m.

Board Members Present

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

Board Members Not Present

Senior Assistant Attorney General Deborah Gore with the State Attorney General's Office (AG) and members of the Department of Driver Services (DDS) Staff were also in attendance.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:21 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the September 17, 2025, board meeting. Frank Reynolds moved to approve the regular meeting minutes as presented; Jeff Markey seconded the motion with unanimous approval from the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Board, members of the DDS staff, and other attendees to the meeting. She thanked Board Member Frank Reynolds for hosting the meeting and the staff for their attendance. She also thanked Public Information Officer Susan Sports, Special Projects Ross Potts, Executive Assistant Shea Carter and Executive Assistant Lorraine Krampf for their behind-the-scenes work to make the board meeting a success.

Employee Spotlight:

- The spotlight featured Director of Field Operations, Pierre Miles. Pierre oversees 68 customer service centers (CSCs) and over 600 employees. After serving on active duty in the United States Air Force for 28 years, Pierre joined the Department of Driver Services and has been with the agency for 13 years. Pierre is a true believer in Customer Service and hard work. It's not uncommon to visit one of the CSCs on a Saturday and find Pierre at a workstation issuing driver's licenses or identification cards to customers. He is an avid motorcycle rider and a sneaker head with an extensive collection of over 100 tennis shoes. He is proud of his two daughters and loves spending time with them. The Chairman asked Pierre what inspired him about the people and DDS. Pierre said he really enjoys helping customers, but it's really not about him; it's about his Team. Those are the people he works for. The Chairman says he would describe Pierre, based on what he has heard, as a servant leader.

Lieutenant (Lt) Governor Burt Jones Book Drive:

- All District Managers collaborated with the collection efforts across the state, with District 5 Manager, Katuska Hall, and District 2 Manager, Sheri Palmer, coordinating the efforts. This was the second year that DDS has participated in the Book Drive.

- Last year, only District 2 participated, and they collected 400 books. They were really proud of that accomplishment. This year, Pierre recommended that the whole state get involved, so all the districts collected books.
- District 6 collected the most books. District 6 Manager, O’Retha Pollard, explained how she got all her managers to accomplish the goal. They posted the information on the MVN Screens in the CSCs. Her Team reached out to their home libraries, families, and churches. So, in the end, the district collected 2,195 books.
- Katuska and Sheri attended the book drive event at the Twin Towers in Atlanta. The event included representatives from other state agencies and local government partners. Katuska stated it was a good networking event, and they were able to sign people up for the mDL.
- Sheri shared how, of the 5,000 books collected across all state agencies, DDS collected 3,800 of them. District 6 alone collected over 2,000 of those books.

State Charitable Contributions Program (SCCP):

- Each division plans activities to raise money for its favorite charity. HR Business Partner Lajuana Bryant shared some of the SCCP events.
- SCCP runs from September 15th to November 14th with the theme “Be the Reason Someone Smiles Today”. This campaign is where DDS shines and reminds everyone that even small acts of generosity can change lives.
- DDS raised \$29,012.00 last year for various charities and causes like education, health, public safety, environmental protection, and more.

Georgia Technology Authority (GTA) Technology Award winner:

- On October 2nd, Assistant Deputy Commissioner of Operations and Customer Experience, Kecia Bivins, and Assistant Deputy Commissioner of Innovation and Technology, Brett Young, along with Director of Strategy and Innovations, Delmar Whittington, accepted the technology award at the GTA showcase.
- DDS received an award for the agency’s innovative ideas in customer service for the use of the Kiosk. DDS has a number of Kiosks strategically located in grocery stores and a number of DDS CSCs.
- The agency has more than doubled the Kiosk transactions since last year. DDS expects to continue to see that growth. This is another effort that is successful because of teamwork.

DDS 20th Anniversary Celebration:

- HR Director Brian Mock talked about the 20-year theme for the upcoming annual managers’ meeting in Macon in December. There are expected to be about 250 participants from all over the state.
- The agency celebrated 20 years with themed Wednesdays from July to August 2025. From August 2025 to June 2026, we implemented “Fun Facts” centered around the history of the agency.
- These are things and ideas to keep the Team motivated and engaged, as well as learning more about the agency for some and remembering some of the agency’s achievements for others.

CDL Updates:

- The Commissioner informed the Board that, for the last few weeks, the agency has been undergoing an annual routine Federal Motor Carrier Safety Administration (FMCSA) performance review. The focus this year is on non-citizen commercial drivers. This is due to the crash in Florida, where five people lost their lives. The crash was caused by a commercial driver who was not a US citizen.

- Commissioner McClendon gave kudos to CDL Program Director Juenesse Holman and her Team for being very compliant and timely with requests from FMCSA for information.
- There have been some changes to federal regulations and states will have to issue differently. Non-citizens can be issued Commercial licenses. However, “non-domicile” must be placed on the front of the card for all non-citizen commercial drivers. This is a new requirement for every state to receive federal funds.
- The Chairman asked if Georgia has everything in its system to send a notification regarding the expiration of a customer’s CDL, and we do.
- Board member Tony Guisasola mentioned this will apply to not just semi-trucks but also boxed trucks that require CDLs as well and will affect deliveries from stores like Lowe’s and other places.

Government Affairs and Communications Director, Shevondah Leslie, provided an update on 2026 Proposed Legislation:

- Proposed # 1
 - The purpose of this legislation is to ensure that anyone engaging in the business of giving instruction for hire complies with rules and regulations as approved by the DDS Board, regardless of the number of students they have enrolled.
 - Currently, persons/companies that fall within this category and have less than 10 customers/students per calendar year do not have to register with DDS.
- Proposed # 2
 - This legislation is to ensure that all GA license holders suspected of DUI who refuse the chemical test, or who consent to the test and are administratively sanctioned for DUI, would have to serve the whole period of ALS regardless of the outcome of the underlying DUI criminal case. FMCSA considers masking as a downgrade of someone with a DUI who has an administrative hearing, and they are allowed to take that off their record if there is no conviction for the DUI.
 - From a CDL perspective, FMCSA considers the administrative suspension and the results of the underlying DUI to be separate and distinct.
 - The Chairman asked how much interest there has been in implementing this, and the agency has seen very little interest. Board member Guisasola wondered if there were enhanced penalties for CDL violations in terms of the point system? The Commissioner said not necessarily the points, but the penalty is more sensitive.
 - Board member Al Barber mentioned no reputable company will hire a CDL driver with a DUI on their record. Lawyers have made an enormous amount of money off masking. Changing this won’t be easy, but it must be done.

Field Operations Director Pierre Miles provided an update on Commercial and Non-Commercial Testing Routes for the new Hazlehurst CSC.

- On one of the Commissioner’s visits to Hazlehurst, the Examiners were out designing and mapping out a testing route for regular and CDL road tests. This reminded the Commissioner of all the work that goes into opening a new CSC and the responsibility of the examiners at that facility.
- The Commissioner took time to really share her appreciation for the Team Members who have traveled up from the other end of the state to be at the meeting and address the Board. The District Managers were O’Retha Pollard, Katuska Hall, Sheri Palmer, and Chazmen King. Also, the new CDL Manager, Tracy McSwain, was in attendance.

- This meeting gives them a chance to showcase what they do every day because it's really not easy. They manage locations, customers, and they also have to know the local streets. For example, what streets are one-way, and what streets are too small for a truck. There are a lot of little nuances and intricacies they have to consider when they are making these testing routes.
- Pierre introduced District 9 Manager, Chazmen King, and Assistant Manager of Brunswick, Crystal Howard. Chazmen went over the FMCSA requirements for road test routes, such as turns, stop signs, etc. With all the requirements for CDL, she relies on Crystal, who is a subject matter expert.

Strategy and Innovation Director Delmar Whittington provided an update on Mobile Driver's License (mDL) Relying Party Efforts:

- Delmar went through some of the relying parties the agency is currently working with. A relying party is anyone who uses the mDL to verify identity.
- For the public to use mDL, you have to find relying parties. Shevondah shared one of the ways DDS is doing just that. On November 17th, DDS is hosting a Digital License Training for business partners. This meeting will allow business partners and vendors to work together and gain knowledge.
- Board Member Rachel Little asked if we had spoken to the Georgia World Congress Center. DDS has not. Rachel sits on their board and will make the connection for the agency to reach out.
- Board Member Tony Guisasola shared again how he thought reaching out to someone in the medical profession would be a great idea. He said they could be the largest user and suggested someone like Emory.
- Board Member Frank Reynolds explained that one of the duties of the Sheriff's Office is to provide courthouse security. They have certain officials they give an access pass and asked what it would take for them to implement that as a method of ID verification at the courthouse. The Commissioner said to find out who the access card provider is, because many vendors can integrate the technology into their existing hardware.
- Board Member Al Barber wanted to know if the agency was offering an incentive at the CSC service desk to encourage customers to get the mDL. The Commissioner explained that it is something DDS is considering, but there are a few things to consider. Each CSC is different, and they would need to have the required space needed to enroll on the spot. The concern is also the effect on wait times. We are looking at running a pilot to see how this could be implemented. We can do it at some locations but not others, depending on how they are set up.

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

The volume is coming down a little from the summer, but it's still up from this time last year. We are still handling that higher volume, with a statewide average wait time of 15 minutes for the year, with 13 minutes from last month, which is excellent. Things like the kiosk help with those numbers and the Team Members with their enthusiasm. The Commissioner thanked the Team Members because they make this happen time and time again.

Online services:

We are seeing more and more e-services transactions. We would like to see more accounts. We see online accounts are trending lower. With some of our new initiatives, we should see online accounts increase. About two weeks ago, we went live with Incode for account creation. To create an account, you have to use biometrics, like you do for your address change, which will prevent an unauthorized person from taking over your account. This should make it easy and by the end of the year, we should have mDL as a way to log into your account. That should push online services.

The Customer Satisfaction Surveys showed that Customers still seem to be satisfied. The Commissioner talks to customers when she visits different CSCs, and since the last board meeting, she has been to over five CSCs. We see fewer responses and will continue to try to figure out more engagement to increase the responses. However, the responses we do see are positive. The staff is still considered knowledgeable, and our facilities continue to be clean and adequate with a service ranking of five.

Rules for Initial Approval

Crandall Heard, General Counsel, reviewed the following rules:

- 375-3-1-.11 Test Vehicle
- 375-5-1-.02 Definitions
- 375-5-1-.03 Exclusions

Tony Guisasola moved to approve the initial rules for adoption; Kat Satterfield seconded the motion with unanimous approval by the remaining Board members.

Waiver Petition

1. Linda Ann Dowell - She is seeking a Georgia driver's license in the name of Linda Ann Dowell. She is 66 years old. She was born on August 12, 1959, as James Annie Justice. Her name was changed from James to Linda when her aunt and uncle informally adopted her. She enlisted in the Army in 1986 using the name of Linda Ann Dowell. In 1988, she got married and used the name Linda Ann Dowell. She last held a non-REAL ID compliant Texas identification card in 2022 in the name of Linda Ann Dowell. She registered to vote in Georgia on August 27, 2025, using the name of Linda Justice Dowell; Georgia voter registration application allows you to register to vote without a photo ID by providing the last 4 of your Social Security number (SSN) and a copy of proof of residence. She has two children; however, the name listed on one of her children's birth certificates is James Annie Justice. She submitted an expired Texas ID, her daughter's Texas birth certificate, voter registration precinct card, S/S card, and DD 214 (military discharge papers).

Frank Reynolds moved to deny the waiver; Rachel Little seconded the motion with unanimous denial by the remaining Board members.

New or Old Business

The next Board meeting will be held on November 12, 2025.

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 Jeff Markey with unanimous approval by the remaining Board members.

READ AND APPROVED on 12 of November , 2025 by:

David Connell
David Connell, Chair

Absent
Jeff Markey, Vice-Chair

Absent
Rachel Little, Member

Kat Satterfield
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Al Barber
Al Barber, Member

Frank Reynolds
Frank Reynolds, Member