

Board Meeting Minutes

October 9, 2024

10:00 a.m.

Present

David Connell, Chairman
Britt Fleck, Secretary
Rachel Little
Bob Pierce - Virtual
Kat Satterfield
Tony Guisasola - Virtual
Frank Reynolds
Al Barber

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting was Elizabeth Crowder 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 10:04 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the September 11, 2024 Board meeting. Frank Reynolds 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 acknowledged the impact on the agency and others with the air quality from the BIO Lab fire and the devastation from storm Hurricane Helene. The storm continues to have a significant effect on the agency and members of the staff. DDS closed several centers on September 26th and 27th and continued to close those that did not have power. All centers are open today except one, but not due to the storm. We have at least 95 team members who were personally impacted, and DDS is working to get them the needed items. The agency is preparing for Hurricane Milton next.

Chairman Connell asked Board Secretary Britt Fleck to share her expertise about Georgia Power and what they went through or are likely to go through. Britt said this storm was incredibly unique in that not a single area of the state was not impacted. She went on to share the logistics involved in a storm of this magnitude and some statistics.

Employee Spotlight:

- The first spotlight was on Field Operations Division Central Issuance Manager Erica Williams. Erica has transitioned her way through the department in various roles and currently leads a team of 12. Erica plays an integral role in identifying customer service issues, recommending mitigation strategies, removing barriers for timely service delivery, and reporting trends. She is also responsible for overseeing the validation process of the Georgia Digital License/ID and Kiosk photos. She enjoys creating event décor, party favors, and more in her spare time. The Chairman asked how she does it all. She said it takes a lot of coordination and planning. Her great-aunt gave her the foundation that you always give back.

- The next team member spotlighted was Office of Investigative Services Certification Manager Karen Brooks. Karen has been with the department for 22 years and is a P.O.S.T Certified Investigator. Karen has worked as a Paralegal in the Legal Services Division before transitioning to a few other areas then becoming a Certification Manager in 2022. She coordinates classes and instructors to deliver the CPR-AED and Stop the Bleed training for DDS Safety Captains throughout the State. Karen is currently a Cyber Digital Fraud Working Group member with the American Association of Motor Vehicle Administrators (AAMVA). The Chairman asked what her biggest challenge was in cyber fraud. Karen said it is dealing with IP addresses and being able to obtain the needed information for their cases.
- The Chairman shared with the Board the donate-life calendar featuring Executive Assistant Shea Carter, who donated a kidney to her mother. The Chairman asked her to share how that came about. She explained that her mom was on dialysis, and she couldn't watch her go through that process anymore. The Commissioner also shared with the board that Shea is a Breast Cancer Survivor who donates to other Cancer Survivors with the money she raises selling T-shirts in October, which is Breast Cancer Awareness Month.

AAMVA International Conference (AIC):

- The AIC was held in Georgia for the first time in AAMVA's 91 year history.
- There were over a thousand attendees with fifty-eight jurisdictions registered. This is the highest number for an AIC event. The Commissioner was able to donate over twenty-five thousand dollars to the Shepherd Center Foundation during this event due to a successful fundraising auction and donations.
- The Commissioner gave highlights of the opening ceremony and other pivotal moments throughout the conference. He shared that the conference has positive reviews as one of the best ever and the hospitality of the DDS staff was wonderful.
- This conference marked the end of the Commissioner's term as AAMVA chair. He now serves as immediate past chair on the AAMVA Board.
- The Chairman thanked Board members Britt Fleck, Rachel Little, and Kat Satterfield for attending the opening ceremony.
- The Commissioner went right into his trip to Madrid, Spain, to speak at a Thales event.

CIO Renee Parker provided an update on Information Technology (IT):

- Renee shared information about the Drug & Alcohol Clearinghouse (DACH). This program requires the agency 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 results; or a refusal-to-test determination by the medical review officer (MRO) in accordance with federal guidelines.
- Board member Rachel Little asked how a company can determine if an employee has violations. The Commissioner explained that many companies use the Bulk MVR process. Board member Al Barber also recommended a DAC (Drive-A-Check) report which will provide national information.
- CIO Parker talked about the move from the Microsoft Access Database to Caspio for Regulatory Compliance Division. The Access database lacked robustness and high availability. It experienced some crashes, and the recovery process was lengthy and challenging, often requiring substantial effort to restore functionality. Caspio is stable and scalable.
- October is cybersecurity awareness month, which raises awareness about the importance of cybersecurity. It aims to educate individuals and organizations on how to protect themselves from cyber threats and promote a culture of security. To keep things fun and engaging, the IT division is offering some incentives to promote enhanced awareness about cyber security threats.

HR Deputy Director Nikita Hawk provided an update on Human Resources highlights:

- DDS has started the Georgia State Charitable Contributions Program (SCCP). This is an annual fundraising effort that allows state and university system employees to donate to their favorite charitable organizations. The Theme for 2024 is "Your Change CAN Make a Change."
- This is an important but fun event for the agency. Several divisions hold events, such as selling food, snacks, or casual day coupons.
- Nikita went over the state's tenure outlook and hiring/separation numbers. There are several challenges and considerations when looking at these numbers, and Nikita talked about each area.
- The Chairman asked Nikita her guess of what percentage of the turnover is due to pay. She said it was hard to say because they don't always say why they are leaving, but if she had to guess, she would say 20%. He encouraged the Board to let the Commissioner know if they had any suggestions to improve turnover.

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

The agency served more customers in September 2024 (225,065) than in September 2023 (200,416). The Commissioner was happy to share that customers are still being served efficiently. The average statewide wait time was 6.59 minutes, with 98% of those customers being served within 30 minutes or less. All CSCs are meeting the goal of serving 95% of customers in 30 minutes or less.

The Commissioner went over the Customer Satisfaction Surveys. There are a few less responses this month possibly due to the agency having a few more closings than usual due to Hurricane Helene. The main purpose for customer survey responses remains predominately for renewals and lost licenses. The agency sees a lot of lost licenses on Tuesdays, which remains the busiest day. DDS continues to track how the agency ranks on our 5-star rating.

Rules for Final Approval

- 375-5-5-.04 Qualifications for Issuance of a For-hire License Endorsement

Rachel Little motioned to approve the final rule for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

- 375-5-6-.15 Intervention Component
- 375-5-6-.16 Program Records
- 375-5-6-.18 DUI Alcohol or Drug Use Risk Reduction Program Location and Facilities (amend to Program Location and Hours of Operation)
- 375-5-6-.19 Program Hours of Operation (repeal)
- 375-5-6-.20 Change of Program Location (repeal)
- 375-5-6-.21 Program Closure (repeal and replace)
- 375-5-6-.22 Student Contracts (repeal)
- 375-5-6-.23 Certificates of Completion
- 375-5-6-.24 Confidentiality of Records

Frank Reynolds motioned to approve the final rules for adoption; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. Eddie Milton Nash Jr. – He is seeking a Georgia ID card in the name of Eddie Milton Nash Jr. He is 65 years old. He was born in Chicago, Illinois (IL). He does not have a copy of his birth certificate. His daughter ordered his birth certificate. IL Vital Records informed them that his birth record listed his name as "Baby Boy Nash."

They must amend the birth record before IL will give them the certificate. They are unable to get a school record IL will accept to amend the birth record. He submitted the certificate of baptism (mother-Audrey Patterson; father-Edward Nash), birth certificate of his children, marriage certificate, expired IL ID card (not REAL ID compliant), Social Security letter (S/S), USPS change of address, IL vital records letter, S/S letter (mother-Audrey Patterson; father-Eddie M Nash; prior names used-Eddie Milton Nash Jr/1971/1987/1990), and S/S card.

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

2. Brianna Shanise Sinclair – She is seeking a Georgia ID card in the name of Brianna Shanise Sinclair. She is 18 years old. She was born in South Carolina. She only has a photocopy of her birth certificate. Her mother is deceased. It is not safe for her to contact her father. She has never been issued an ID card, permit, or driver's license. South Carolina is very restrictive regarding what they accept for IDs and who can request someone's birth certificate. She has exhausted all available options to request her birth certificate.

She submitted a copy of her birth certificate (mother-Teleshia Lynnette Washington; father-Melvin Rondell Sinclair), Immunization certificate, high school transcript, mother's obituary (deceased – Teleshia Lynette Bridges), health insurance card, university personal information sheet, and S/S letter (mother-Teleshia Lynnette Washington; father-Melvin Rondell Sinclair; previous names used-Brianna Shanise Sinclair/2006/2013/2015/2016/2024).

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

New or Old Business

Old Business – The Chairman reminded the Board that they may receive questions about voting. He asked the Board to please forward those to the Commissioner.

Board member Frank Reynolds asked if there are things DDS may be looking at in the future as far as fingerprinting or facial recognition to strengthen security. The Commissioner explained right now the AAMVA community feels the biometric of the face is the best and the technology is strong right now.

New Business – The Commissioner introduced Anna-Marie Favors who is the new Training and Development Supervisor in HR.

The Chairman reminded the Board that Christie Moore has moved off the board and he will go down to Valdosta to formally thank her on behalf of the Board.

Board member Bob Pierce thanked Shea, the Commissioner, and the Board for their support during his recovery. He also thanked Shea and Deputy Director Pierre Miles for their assistance with a customer.

Board member Al Barber shared with the Board his role as driving school owner, Chairman of a driving school association and now a new board member. He understands there may be perceived or actual conflicts of interest at times and wanted the Board to know he is aware when it happens, and he will recuse himself from the vote.

The next Board meeting will be held on November 13, 2024.

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.

READ AND APPROVED on 13 of November, 2024 by:

David Connell
David Connell, Chair

Jeff Markey
Jeff Markey, Vice-Chair

Britt Fleck
Britt Fleck, Secretary

Absent
Bob Pierce, Member

Absent
Rachel Little, Member

Kat Satterfield
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Al Barber
Al Barber, Member

Frank Reynolds
Frank Reynolds, Member