

Board Meeting Minutes

September 15, 2022

10:00 a.m.

Present

Jeff Markey, Vice Chairman
Rachel Little
Tony Guisasola - Virtual
Christie Moore - Virtual
Frank Reynolds - Virtual

Not Present

David Connell, Chairman
Britt Fleck, Secretary
Bob Pierce
Kat Satterfield

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

Vice Chairman Markey confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Vice Chairman Markey called for a motion regarding the minutes from the August 10, 2022 Board meeting. Christie Moore 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 mentioned the Mothers Against Drunk Driving (MADD) event held on Monday and attended by him and Board Member Bob Pierce. He thanked Board Secretary Britt Fleck and Georgia Power for their support as a premium sponsor for the event. The goal of MADD is to eliminate drunk driving, reduce injury and crashes, as well as support victim services. The Commissioner is on the Board of MADD and mentioned the Walk Like MADD event scheduled for October 29th at Mercedes Benz Stadium. Commissioner Moore continued with agency updates.

Soles for Souls:

- Everything DDS does is service based. The agency is always trying to focus on ways to improve and give back to the community. One of the agency's recent events was Soles for Soul's children's shoe drive, sponsored by the HR team, Director Deborah Moore, and Dr. Reggie Smith. They do an outstanding job finding ways the agency can give back. The event started right before the 2022-2023 school year began.
- The agency collected in all 67 locations and HQ. DDS collected 318 pairs of shoes that were gently used or brand new. The Commissioner was amazed at the number of new shoes staff purchased for this charitable effort.

Warner Robins Ribbon cutting:

- The event was held last month on August 22nd in Warner Robins. The Chairman was able to come and be a part of this event. This facility was not a new build but a complete renovation. The building was built in the 70s and had wood paneling throughout. The renovation included removing the paneling for a cleaner look and adding new flooring.

- The Commissioner recognized a few attendees; Houston County Commission Chair Tommy Stalnaker and State Representative Shaw Blackmon. The Chief of Police John Wagner posed for a picture with the Georgia license. Retired WRAFB veteran Rosa Dargan came out to support her community. The Commissioner and the CSC Manager, CC Collins, gave a few interviews for the local news station.

American Association of Motor Vehicle Administrators (AAMVA) Annual International Conference (AIC):

- The event took place in Baltimore, Maryland. The Commissioner, as well as a few members of the leadership team, attended. AAMVA is a huge organization that includes states, territories, and international jurisdictions.
- The Commissioner is now the 1st Vice Chair of the AAMVA International Board as of last Thursday. He was 2nd Vice-Chair previously. His appointment means that Georgia will be hosting AIC in Atlanta in 2024, which is very exciting.
- Maryland did an outstanding job of hosting the event this year. There were over 1000 attendees. He showed pictures with Anne Ferro, AAMVA President, and CEO. There were also pictures of the IDEC International Driver Examiner Certification winner Michael Thompson. As an IDEC winner, he got a chance to attend the conference. The Commissioner was honored to sit on a panel discussion with Chief John Baptiste of the Washington State Police and Betty Serian, former Deputy Secretary of Pennsylvania.

Field Operations Director Kecia Bivins provided an update on Commercial Driver's License (CDL):

- The CDL program is federally mandated and crosses all DDS divisions. The Regulatory Compliance division is headed by Director Brent Bennett and Deputy Director Juenesse Holman. They provide regulatory support and services for the program. That means they not only certify and train the examiners to be able to conduct the CDL test, but they conduct audits on those examiners and the CSCs as well. They also provide certification for the CDL schools, the CDL school instructors, and third-party testers.
- The Field Operations side provides services to the public. Our examiners assist customers with their knowledge exams to obtain their CDL permit (CLP) and administer the road test, allowing them to get their full Commercial license. There are daily meetings around CDL within every department of the agency.
- Last November the Governor issued an Executive Order. In this Order, he wanted DDS to collaborate with other state agencies to draft a report to address the CDL driver shortage in Georgia. In the report, DDS identified and made recommendations needed to have amendments to statute, rules, regulations, and policies to expand the CDL workforce.
- Of the 8.4 million valid drivers in the state, only 391,000 are CDL. That's a tiny percentage. Kecia shared a statistic from a conference that said a commercial driver transports 80% of things we touch and use daily.
- She ended with a few CDL Policy enhancements about new locations, a modernized CDL testing model, and the CDL Taskforce.
- Vice Chairman Jeff Markey thought the report was well done and commended the agency for taking the information with the seriousness it needed. Board member Christie Moore also mentioned how grateful she is for the report. She shared that her local Chamber has advocated at the federal level to change the minimal CDL age, and the report gives more ammunition for the cause. Board member Rachel Little said she had a chance to go down to the Georgia port, which was mind-blowing. She wanted to know if there was a Georgia Port Authority (GPA) contribution. The Commissioner said they have a different component than DDS, but all the agencies work together to make this work.

PMO Director Brett Young provided an update on the DRIVES upgrades:

- When DDS went with DRIVES, we went with the FAST methodology. The last time DDS did a major upgrade like this was to move off the old mainframe of 30 years.
- With the FAST methodology service packs, smaller incremental service packs are implemented in between larger software version updates. DDS will get these quarterly, and every two years will do a larger software update.
- There are tons of benefits. First, it's a lot easier on the staff because we don't have to shut down for days or do all the tests. DDS still tests everything we tested when going live in January of 2021, just as we did with AWS in 2022. Second, the staff is now familiar with the test cases. Many of them are the same test cases they ran, knowing what to look for and being familiar with the systems.
- When DDS went live with DRIVES two years ago, they released them quarterly. DDS chose not to implement them quarterly since it required shutting down the system. When going live with AWS, DDS implemented three service packs. This weekend there were two service packs implemented. Brett continued with the project timeline.

Facilities Director Bob Griffin provided an update on Facilities:

- We currently have seven ongoing projects and one big renovation. The renovation project in Newnan is being taken care of by the county. The counties are all different, and DDS approaches them that way.
- The RFP for Douglasville has been completed, and a contractor will be selected in October. A tentative schedule has the building opening in the late summer of 2023.
- Discussions with the Oconee County Development Authority have been promising. The agency has located property on Hwy 316 that includes the required acreage, and the location is suitable for a DDS Center. A concept drawing is in the works to cement our plans and move this project to the next phase.
- The Hazlehurst groundbreaking ceremony will take place on September 28th. Rusty McCall with McCall & Associates was selected to oversee the design of the building.
- The plans are being finalized for the building in Forsyth, Monroe County. DDS approved the 80% drawings, and the county is releasing an RFP for Construction. We anticipate a groundbreaking ceremony in late October.
- DDS continues to meet with the Mar Jac partners and design teams to move the Gainesville facility to a new location and relinquish the land adjacent to the Mar Jac plant promoting economic growth for Hall County and the State of Georgia.

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

The Commissioner informed the Board that volume is projected to go down over the last few months, but volume is up. The agency saw 223,000 people last month. Technically, DDS is probably in one of the lowest renewal cycles, and next month will be even lower. The increase is new drivers moving to Georgia or new drivers coming of age.

When the system went live with DRIVES, there were some adoption issues with examiners having to learn something new. Even with greater transaction volume, the average statewide wait time has gone down to 6:22. 98% of customers are being served in 30 minutes or less, and 97% of the centers are meeting service levels. Even with more volume service delivery is faster.

The number of new online accounts being added each month is not as high as it once was. However, online and mobile logins are increasing more than in prior years. So, we have fewer customers adding accounts, but more transactions occurring through online services.

Board member Tony Guisasola shared that he had some relatives move from Michigan and said they went to the Gainesville CSC and didn't even wait 5 minutes. They were in and out in 15 minutes and changed their driver's licenses. They said they have never had that experience with getting a driver's license in their lifetime. The Commissioner was glad to hear this and will share it with the staff.

The Commissioner ended with survey responses:

The Customer Survey response numbers are consistent in the number of surveys the agency receives. We always ask four questions, and the responses to those four questions and the percentages they represent are in that high 90 range. The agency would ultimately like to see all the numbers get as close to 100 as possible. The responses indicate that our staff was courteous and knowledgeable, this speaks to good HR training. If the customer must wait, at least the facility is clean and adequate. When customers respond to surveys, generally, something went wrong. These are cases where something good happened, and the customers were willing to share. DDS is always pleased about that.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.08** Knowledge Test and Endorsement Tests. Amended (proposed amendment to Knowledge Exam and Endorsement Tests)
- **1-1-.10** Skills Test Disqualifications. Amended (proposed amendment to Skills Test Disqualifications)
- **1-1-.11** Skills Test for Commercial Driver's License. Amended (proposed amendment to Skills Test for Commercial Driver's License)
- **1-1-.14** School Bus Endorsement; Waiver. Amended (proposed amendment to School Bus Endorsement)
- **1-1-.16** School Bus Endorsement; Waiver. Amended. (proposed repeal)

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

Citizen Waivers

1. Scharlene Marie Brackett - She is seeking a Georgia driver's license in the name of Scharlene Marie Brackett. She is 69 years old. She was born Scharlene Marie Wright. She has been married nine times but did not change her name for every marriage. She is missing two name change documents. She submitted her birth certificate (amended 8-11-22 from spelling of first name Sharlene to Scharlene), school record, marriage application & certificate (spouse – Tonnie Edward Shadron), divorce decree (spouse – Tonnie Edward Shadron), marriage application & certificate (spouse – Johnny Gerald Crosby), marriage certificate (spouse – Martin Duane House), marriage certificate (spouse – Marc Gaylen Stanfield), law office letter (states that enclosed is a certified copy of final decree of Nagel v. Nagel), divorce decree (spouse – Eric Henry Nagel III, date of marriage June 29, 1984, ordered that she resume use of maiden name Scharlene Marie Garrison, does not have judge's signature on this copy), bill of complaint (spouse – Michael Wade Evans, date of marriage October 25, 1985), custody/visitation order, marriage certificate (spouse – Mark Ellington Sauer), marriage certificate (spouse – David Allen Brackett), Medicare card, valid Virginia (VA) driver's license (REAL ID compliant), form SSA – 1099, Numident (prior name used – Scharlene Marie Wright/1968, Scharlene Mar Shadron/1972, Scharlene M. Crosby/1975, Scharlene Marie Garrison/1984, Scharlene Marie Evans/1990, Scharlene Marie Sauer/1992, Scharlene Marie Brackett/1999), and bank statement.

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

2. Susan Jean Fleming - She is seeking a Georgia driver's license in the name of Susan Jean Fleming. She is 61 years old. She has been married four times, missing her first marriage certificate to Albert Hansen. She has requested the marriage certificate but received a certification of no marriage record found from Riverside County, California. She has submitted her birth certificate, wedding announcement (spouse – Albert R. Hansen II), birth certificate of the child (father of the child – Albert Ralph Hansen), marriage certificate (spouse – David Pariso), marriage certificate (spouse – Raymond Edward Jacko, maiden name – McCluskey), marriage certificate (spouse – Andrew Russel Fleming, maiden name – McCluskey), S/S card, valid enhanced Washington driver's license, utility bill, and certification of no marriage record (spouse – Albert Ralph Hansen).

Tony Guisasola made a motion to approve the waiver; Frank Reynolds seconded the motion with unanimous approval by the remaining Board members.

3. Deborah Sauls Moore – She is seeking a Georgia driver's license in the name of Deborah Sauls Moore. She is 61 years old. She was born Debra Lynn Sauls and had a child and a common law marriage to her first husband, Donald Monday. Her marriage certificate to Frank Moore had her last name as Monday. The spelling of her first name changed from her birth certificate (Debra to Deborah). She has submitted her birth certificate, birth certificate of the child (father of child – Donald George Monday), marriage certificate (spouse – Frank Dudley Moore), expired Alabama driver's license (not REAL ID compliant), Health statement, S/S letter (prior name used – Debora Lynn Sauls/1973, Debra Lynn Sauls/1976, Deborah Sauls Monday/1985, Deborah Sauls Moore/2001, Deborah Sauls Moore/2018), S/S card, and IRS envelope.

Rachel Little made a motion to approve the waiver; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

4. Tracey Sue Siverly – She is seeking a Georgia driver's license in the name of Tracey Sue Siverly. She is 59 years old. She was born Tracey Sue Brownlee. Brownlee was her mother's maiden name. Her father, Tracey Forbes, was not on her birth certificate. She is missing her second marriage certificate to Timothy Cloyd. She has submitted her birth certificate (mother – Bertha Bernetta Brownlee), school yearbook, marriage certificate (spouse – Mark Henry Courtney), divorce decree (spouse – Timothy J. Cloyd, date of marriage – January 1, 1999), marriage certificate (spouse – Christopher Craig Siverly), valid Arizona driver's license (not REAL ID compliant), S/S card, Numident (mother – Bertha B. Brownlee, father – Tracy C. Forbes, prior names used – Tracey Sue Brownlee, Tracey Sue Forbes/1976, Tracey Sue Courtney/1987, Tracey Sue Cloyd/2000, Tracey Sue Siverly/2015/2022), and DFCS envelope

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

5. Tracey Lee Thornton – He is seeking a Georgia driver's license in the name of Tracey Lee Thornton. He is 48 years old. He was born Tracey Lee Brown. Larry Thornton became his stepfather at the age of three. There was no formal adoption paperwork filed. Since then, Tracey has always been known as Tracey Lee Thornton.

He has submitted his birth certificate (mother – Janet Robinette, father – Randall Lee Brown), kindergarten progress report, 1st and 5th-grade progress reports, high school yearbook, S/S statement, stepfather's Georgia driver's license (stepfather – Larry Gene Thornton), court case dismissal,

Michigan (MI) concealed pistol license, valid MI driver's license (not REAL ID compliant), MI vehicle registration, voter ID card, insurance letter, mother's Georgia driver's license (mother – Janet Robinette Thornton), and S/S card.

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

6. Mary Ann Walker – She is seeking a Georgia driver's license in the name of Mary Ann Walker. She is 67 years old. She was born Mary Ann Poyma. She had a common law marriage to her first husband, Michael Sydorko Jr. She has two children with Sydorko. Her marriage certificate to David Walker had her last name as Sydorko. She has submitted her birth certificate of the child (father of the child – Michael Sydorko Jr.), birth certificate of the child (father of the child – Michael Sydorko Jr., maiden surname – Poyma), marriage certificate (spouse – David Lee Walker), college transcript, office of governor letter, divorce decree (spouse – David Lee Walker), valid Florida driver's license (REAL ID compliant), envelope, S/S card (Mary A. Sydorko), and S/S card (Mary Ann Walker).

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

New or Old Business

The next Board meeting will be held on October 12, 2022 at the Cobb County Police Academy.

Adjournment

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

Respectfully Submitted,

Britt Fleck

Britt Fleck, Secretary