

Georgia Department of Driver Services' Board Meeting Minutes

September 17, 2025

10:00 a.m.

Board Members Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Rachel Little (Virtual)
Kat Satterfield (Virtual)
Tony Guisasola
Al Barber

Board Members Not Present

Frank Reynolds

Assistant Attorney General Elliott Dordick with the State Attorney General's Office (AG) and members of the 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 10:10 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the August 13, 2025, Board meeting. Tony Guisasola moved to approve the regular meeting minutes as presented; Al Barber 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 other attendees to the meeting.

Employee Spotlight:

- The spotlight featured GECPS Program Manager, Kila Johnson. Kila began her career with DDS in June 2007. She has worked in several areas within the agency. In her current role, she leads trainings and works closely with Georgia's clerks, courts, and third-party vendors to ensure compliance with both state law and DDS regulations. The Commissioner praised Kila for her leadership in advancing the program and for suggesting its transition to a legal framework. Over her career, Kila has conducted training for hundreds of judges and court clerks. Beyond her professional achievements, Kila is known for her excellent party planning skills and values time spent with friends. The Board expressed their gratitude for her dedication to DDS.

American Association of Motor Vehicle Administrator's (AAMVA) Visit:

- Patrice Aasmo, AAMVA's Director of Member Services for Regions 1 and 2, visited DDS and the Georgia Department of Revenue's Motor Vehicle Division (MVD) in July. The meeting theme was "AAMVA, Yeah We Do That," which covered a broad range of topics.
- With DDS, discussions included organizational realignments, mobile driver licenses, kiosks, online services, education and training, mail handling, and office safety and security. With MVD, topics included recruitment and retention, license plates, e-titling groundwork, title fraud, NMVTIS, system modernization, and contact centers.
- Assistant Deputy Commissioner Kecia Bivins provided further insights into the visit, noting that Patrice toured the Conyers Customer Service Center (CSC) and engaged in valuable discussions with DDS leadership. Patrice will relay some of DDS's suggestions to AAMVA. The Chairman shared that, during a recent meeting with Governor's office representatives; DDS was recognized as one of the best agencies in the country.

Dallas CSC Car Crash:

- The Commissioner updated the Board on a recent incident at the Dallas CSC where a customer collided with a DDS vehicle before crashing into a column located at the front of the building.
- DDS is unsure of what led to the accident. Fortunately, there were no injuries to the customer or DDS staff. The incident took place after hours.
- Board member Al Barber inquired about the driver's age and the Commissioner thought that was a great question. They were not a teenage driver as most would have thought. The Commissioner and Al agreed that it's not the age of the driver, but rather the driver's education. The Chairman asked Al what percent of his customers are older. Al said 10 or 20% would be over 21.

Warner Robins and Hazlehurst CSCs' on-site hiring event:

- On August 27th and 28th, Warner Robins and Hazlehurst CSCs hosted successful on-site hiring events.
- The team managed event logistics while maintaining regular license issuance operations.
- The Commissioner asked Director Pierre Miles about the process, and Pierre described the coordination between managers and the communications team to publicize the events on social media. Vice Chairman Jeff Markey asked about staffing needs; Pierre clarified that Hazlehurst was hiring one manager and one team member while Warner Robins sought a manager, an assistant manager, and a team member.

Card Production Services (CPS) Kick-off with Consulting firm BerryDunn:

- The CPS contract is set to end in 2029. Although this is several years away, we want to be prepared since this is such a huge undertaking.
- The agency is already in the initial fact-finding phase for developing the next Request for Proposal (RFP). Rather than repeating the existing RFP, the goal is to enhance it. To support this effort, DDS has engaged BerryDunn.
- Board Member Tony Guisasola asked if the contract could be amended and if the agency's revenues could cover card costs. The Commissioner confirmed amendments have been made in the past and that current revenues are sufficient. The Chairman questioned if physical licenses might be phased out in favor of mobile driver licenses (mDLs), and the Commissioner noted that, while the process is still new, such a shift is possible in the future.

Driver and Vehicle Agency Customer Conference (DVACC):

- DVACC is an annual event hosted by FAST Enterprises just before AIC. This is a customer conference where they reveal their new products. They have speakers from different jurisdictions.
- This year, Assistant Deputy Commissioner Brett Young served as Chair, playing a significant role in organizing and promoting the event.
- Brett shared key takeaways with the Board and briefly discussed one of DDS's ongoing projects.

AIC:

- The 2025 AIC was held in Phoenix, Arizona, with the Commissioner and several DDS leaders in attendance. DDS was represented in several panel discussions and sessions.
- Kecia Bivins spoke about First Amendment Auditors and how DDS handles those situations. The information was well received, and other jurisdictions around the country will be using the information as best practice.

- DDS was honored with the Trailblazer Award for its technological advancements, such as the Incode biometric solution, the Kiosk, and the AppClip. This award is not given annually; it is reserved for jurisdictions that meet specific criteria for innovation.
- The Commissioner expressed pride in the team, highlighting the collaborative effort required for such achievements.

Obtaining a Commercial Driver's License (CDL):

- The Commissioner referenced a recent fatal accident in Florida involving a non-citizen driver who had obtained a CDL in California, emphasizing the nationwide impact of such incidents.
- CDL Program Director Juenesse Holman presented the Board with an overview of the CDL issuance process, covering lawful presence verification, age requirements, and mandatory training.
- She also explained that federal regulations require all CDL applicants to pass a drug screening. The system will check the Drug and Alcohol Clearinghouse at every issue and change to a CDL.
- Al Barber shared a personal experience from his time operating a driving training school to underscore the importance of these checks.

Department of Audit and Accounts (DOAA) update:

- DDS does not directly register customers to vote. Instead, in compliance with the National Voter Registration Act (NVRA), DDS securely transmits necessary customer information to the Georgia Secretary of State's Office (SOS), including for customers moving into the state.
- DDS remains committed to facilitating this process efficiently and in accordance with the law, maintaining ongoing communication with SOS to ensure secure and prompt data transfers.

Director of Facilities Derek Prosser provided a facilities update:

- Derek reported that construction at the Hazlehurst CSC is complete, with a soft opening scheduled for September 22, 2025.
- Construction in Rome is progressing quickly, with completion expected in October.
- Due to a change in construction firms decided by Georgia State Financing and Investment Commissioner (GSFIC), the Oconee project experienced a brief delay for repricing. The goal is to have the project completed in mid-2026.

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

The Commissioner noted a decrease in customer volume, contributing to reduced wait times. The agency continues to meet or exceed its service goal, with 98% of customers being served within 30 minutes or less.

While online services volumes have dipped, Kiosk usage remains strong, surpassing 100,000 transactions, meaning these customers did not need in-person service. Additionally, 60,000 new online accounts were created, and call volumes to the contact center have dropped. The mDL adoption rate is increasing monthly, and the agency aims to expand use cases as more entities show interest, contingent on growing customer adoption. Tony Guisasola asked about license renewal using mDLs, and the Commissioner explained that mDL users can utilize the fast lane for renewals.

The Customer Satisfaction Surveys showed fewer responses. However, we are still around a 4.6 service rating. The agency is doing well but would still like to see more responses. We will look at how we can improve on more customer engagement.

Rules for Initial Approval

Crandall Heard, General Counsel, reviewed the following rules:

- **375-3-1-.22** Disposition of DUI Citation

Al Barber moved to approve the initial rules for adoption; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. **Alberta Elizabeth North** – She is seeking a Georgia driver’s license in the name of Alberta Elizabeth North. She is 59 Years old. She was born in Chicago, Illinois as Alberta Elizabeth Curd on July 22, 1966, at a house and not a hospital. She has never seen her birth certificate. Cook County, Illinois cannot find a birth certificate for her. She has been married four times. In 1988 she married for the first time to Barry West and used the name Alberta Elizabeth West. They divorced in 1993. In 1999 she married a second time to Abraham, but we do not have a marriage certificate documenting the name change. However, Social Security (S/S) has a name change documented with a year of 2002 which reflected a name change from Alberta Elizabeth West to the name Alberta Elizabeth Abraham. They divorced in 2005. In 2006 she was married a third time to Marcus Williams and used the name Alberta Elizabeth Williams. In 2009 she divorced Marcus Williams and restored her name to Alberta Elizabeth West. In 2010, she married a fourth time to Bernard North and used the name Alberta Elizabeth North which is her current name. She submitted her school record (parent – Lafaye M. Russell), birth certificate of child, Marriage Certificate (spouse – Marcus Williams, Birth name of mother – Fannie M. Hatcher, father – Carlos Facey), divorce decree (spouse - Marcus Williams; former name restored to Alberta E West), marriage certificate (spouse-Bernard North; birth name of mother-Fannie Mae Hatcher; father-Carlos Facey), marriage certificate of child, S/S card, no birth record found letter (mother-Fannie Mae Hatcher; father-Unknown; years searched-1965 through 1967), expired California driver’s license (not REAL ID compliant), certificate of title, vehicle registration, and S/S letter (mother-Fannie M Hatcher; father-Carlos Facey; prior names used-Alberta Elizabeth Curd/1975, Alberta Elizabeth West/1989/1991/1994, Alberta Elizabeth Abraham/2002, Alberta Elizabeth Williams/2007/2008, Alberta Elizabeth North/2012).

Jeff Markey moved 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 8, 2025.

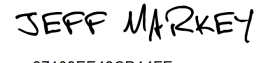
Adjournment

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

READ AND APPROVED on 8 of October, 2025 by:

Signed by:

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David Connell, Chair

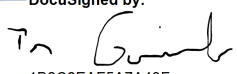
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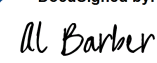
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