

Board Meeting Minutes

September 18, 2024

10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Bob Pierce (Virtual)
Kat Satterfield
Al Barber
Frank Reynolds (Virtual)

Not Present

Britt Fleck, Secretary
Rachel Little
Tony Guisasola

Also attending the meeting was Cristina Correia from the State Attorney General's Office, members of the public, 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 10:00 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the August 14, 2024 Board meeting. Kat Satterfield motioned to approve the regular meeting minutes as presented; Frank Reynolds seconded the motion with unanimous approval by the remaining Board members.

Oath of Office

Chairman Connell gave the Oath of Office to our newest DDS Board member, Al Barber. Al was appointed by the Lieutenant Governor on August 20, 2024.

Commissioner's Report

Employee Spotlight:

- The Commissioner spotlighted Tina Jenkins, an HR Generalist in Human Resources. Tina has been with DDS for 1 year and 2 months. She and her team focus on recruiting and representing DDS at job fairs across the state. They set the tone for organizational expectations and prepare new hires to be successful. She enjoys a quiet beach, riding on the back of a Harley with her husband, and spending time with friends and family. The Chairman asked what her biggest recent challenges have been. Tina said it is the change in culture mixed with retention. The marrying of different generations and trying to communicate the same message effectively in a way that is received among all generations.
- The next team member spotlighted was Ashley Owens from the Program Management Office (PMO). Ashley has been with the agency since 2016. She has progressed through the agency as first a driver examiner and then PMO as a business support analyst 1. Ashley was promoted to business analyst II in 2023. Ashley is reliable and a go-to person on her team. She enjoys hiking and walking. The Chairman asked if she were talking to someone interested in working for DDS and what she would tell them about the agency. She said she would say that DDS is a great place to work. In her current position, she has learned how much every division contributes and has to work together to be successful. So, she would say, be prepared to be a part of a great team.

Governors Highway Safety Association (GHSA):

- The Commissioner was a part of GHSA for 14 years before becoming a member of the American Association of Motor Vehicle Administrators (AAMVA). He said it was sort of like a homecoming. He got to see a lot of people he has worked with for many years at the Governor's Office of Highway Safety (GOHS).
- One of the topics they talked about was the safe system approach. They were getting every single facet of transportation involved in the problem solving. The panel consisted of the Georgia State Patrol, the Department of Transportation (DOT), the Department of Driver Services (DDS), the Department of Motor Vehicles (DMV), the Emergency Management System (EMS), and others.
- The Commissioner said most people don't realize that if you don't live within the vicinity of a level 1 trauma center, that may contribute to you not surviving a motor vehicle crash or any serious injury. The General Assembly has discussed this, and Georgia has been working hard to create level 1 trauma centers in areas of the state where needed.

Identity Week:

- The Commissioner said everything the agency does is around identity. DDS is the creator of identity in many cases. He talked about the secure document process and how it has grown over the last 20 years.
- There was a time when your Social Security (S/S) number was your driver's license number. That was the process back then. The agency has since transitioned from that process to a more secure method of using random numbers.
- The Department of Homeland Security and other officials came out to talk about how fraudulent licenses and passports are being made. This type of event is always an opportunity to learn innovative ideas and helps the agency improve. The Chairman mentioned the REAL ID Act, which Georgia leads the country at 99.98% compliance.
- The Commissioner also mentioned that General Counsel Angelique McClendon participated in the event and spoke about mobile driver licenses.

Regulatory Compliance (Reg Comp) Deputy Director Juenesse Holman provided an update on the CDL Coordinators meeting:

- Juenesse and her team attended the meeting in May in Denver, Colorado. This CDL Coordinators meeting is an annual meeting that AAMVA organizes through a grant from the Federal Motor Carrier Safety Administration (FMCSA). The purpose of the meeting is to bring all state driver's license agencies together to discuss and coordinate any changes or recommendations in regard to CDL.
- There is also a segment of the meeting that covers IT requirements related to the mandates from FMCSA. So, we had two members of our IT team attend as well.
- Juenesse went over some of the significant things discussed at the meeting. She discussed things like the Commercial Skills Test Information Management System (CSTIMS) used by third-party providers. She touched on Commercial Driver's License Program Implementation (CDLPI) grants and some of the FMCSA mandates.

Budget Director Stacy Cheek provided an update on the budget request:

- The expectation this year was for the budget to be flat. However, if an agency had a need, there was an opportunity to talk about it. The agency had four for the amended fiscal year and for the 2026 budgets.
- Stacy showed what was submitted for the base budget for FY2026. The total submission was \$86,117,996, with \$10,909,031 for administration, \$74,201,197 for license issuance, and \$1,007,768 for regulatory compliance.

- She shared FY25 and the one-time offline budget request for things like chatbot, Investigation case management system, optical character recognition, and lobby management system. She also shared the FY26 offline budget request for the System Alien Verification for Entitlements (SAVE) multi-year fee increase, self-service kiosk annual maintenance, FAST contract reallocation & fee increase, and contact center resources.

Director of Customer Service Support (CSS) Bob Griffin provided an update on facilities:

- DDS finally has the certificate of occupancy for Douglasville. This certificate allows the agency to move in at any date once everything is complete. We are looking to open in early October.
- The agency still needs to get a certificate of occupancy for Gainesville, but we are looking at a late October opening.
- The contract has been signed for Hazlehurst. There is an eight month build time with an anticipated opening in April of 2025.
- GSFIC is seeking a campus type layout with DPS and GBI for Oconee. We anticipate over \$1M in costs related to shared services.
- The Rome facility had one issue with the easement. We needed to tap into the sewage line, so that mobilization would happen in late September.
- The agency met with the architect in mid-June for the Atlanta CSC to develop a renovation and expansion plan. DDS will take over the space the credit union used and add 4000 square feet of space. This expansion will not just add space but changing the flow of services. Board Member Al Barber asked how many additional CDL testing slots will be available for each new facility when they come online. The Commissioner will email him that information.

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

The agency served 43,000 more customers in August 2024 (274,106) than in August 2023 (231,027). Even with the increase in volume, the average wait time was a minute less. We served 43,000 more customers but were able to do it more efficiently and in less time. The CSC served 98.68% of our customers within 30 minutes, up from 96% last year. The Commissioner can't say enough positive things about the entire team. All staff are working very hard to meet the performance goals of the agency.

The Commissioner went over the Customer Satisfaction Surveys. The agency is trying everything possible to get survey responses. Responses are always good because feedback allows DDS to make corrections. DDS has seen high ratings in staff courteousness, knowledgeable staff, and clean facilities. Deputy Commissioner Ricky Rich and his Executive Assistant Nish Fowlkes pay a lot of attention to how the agency ranks on a scale of one to five, with five being the best. That's the five-star customer service the agency has been pushing.

The Commissioner ended his report by introducing Avery Fields, who is a Graphic and Visual Arts Specialist on the Communications team.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.36** Fees for Driver's Licenses, Instruction Permits, Identification Cards, and Temporary Driving Permits
- **375-5-6-.25** Program Advertising and Solicitation
- **375-5-6-.26** Fees
- **375-5-6-.28** Inspection, Investigations, and Program Monitoring

- **375-5-6-.29** Enforcement of Program Requirements
- **375-5-6-.30** Alternative Resources for Background Investigations
- **375-5-6-.31** Pending Charges Against Owners and Instructors
- **375-5-6-.32** DUI Gratuities

Jeff Markey motioned to approve the initial rules for adoption; Kat Satterfield seconded the motion with unanimous approval by the remaining Board members.

Waiver Petitions

1. Edward Breedlove – He is seeking a Georgia Identification (ID) card in the name of Edward Breedlove. He is 69 years old. He was born at home by a midwife. He does not know who his birth parents are. Hattie Mae and Eddie Breedlove adopted him. The State of Georgia cannot find his birth record. Georgia DDS has a record of him going back to 1985 in the name of Edward Breedlove. He submitted Georgia Department of Corrections record, Georgia driver's license record, medical report, utility bills, and Social Security letter (S/S) (mother - Hattie M Jenkins; father-Eddie Breedlove; prior names used-Edward Breedlove/1969/1988/1990/2002/2011/2023).

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

2. Meri Diane Dixon – She is seeking a Georgia driver's license in the name of Meri Diane Dixon. She is 63 years old. She was born Meri Diane Hayes. Her mother divorced her father when she was a still a baby. In 1972, her mother married Paul Carey. Her last name changed to Carey, but there was no legal name change. When she was 16, she started going by her middle name (Diane) and stopped using the name Meri. She submitted her birth certificate (mother - Sharon Kay Briear; father-George Edward Hayes), parents' marriage certificate (parents-Sharon Kay Russell and Paul Theodore Carey), school record (legal last name - Hayes; mother - Sharon Kay (Brier) Carey; father - Paul Carey), Georgia driver's license record, expired passport, marriage certificate (spouse – Gregory Calvin Owens), birth certificate of the child, expired Tennessee driver's license (not REAL ID compliant), marriage certificate (spouse – Robert Nicholas Dixon II), S/S statement, Envelope, and S/S letter.

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

3. James William Elrod – He is seeking a Georgia driver's license in the name of James William Elrod. He is 67 years old. He was born at home by a midwife. His mother died when he was 12. He then went to live at a children's home in Florida. He has never seen his birth certificate. The State of Georgia cannot find his birth record. He submitted his high school transcript, DD Form 214, honorable discharge certificate, truck training certificate, marriage certificate, birth certificate of Child, no birth record found letter (mother - Hellen Elizabeth Richmond; father - Billy Henery Elrod), concealed weapon license, expired Florida driver's license (not REAL ID compliant), valid North Carolina driver's license (REAL ID compliant), S/S letter (mother - Helen E Richmond; father - Billy H Elrod; prior names used-James William Elrod/1972/2012), S/S card, and veterans affairs card.

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

4. Earl Jerome Hodges – He is seeking a Georgia ID card in the name of Earl Jerome Hodges. He is 54 years old. He was born by a midwife. He never knew his father. He has never seen his birth certificate. The State of Georgia cannot find his birth record. He went through a similar approval process to get his REAL ID compliant Florida ID card. He has an intellectual disability. He submitted his school records (parent - Geneva Daniels), Medicare card, S/S card, valid Florida ID card (REAL ID compliant), S/S letter, birth certificate order form (mother - Helen Washington), no birth record found letter (mother - Helen Washington), medical statement, and S/S letter (mother - Helen J Washington; father - Earl Hodges; prior names used-Earl Hodges/1975/1983, Earl Jerome Hodges/1988/2011).

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

5. Jacqueline Randolph Jones – She is seeking a Georgia ID card in the name of Jacqueline Randolph Jones. She is 62 years old. She was born in poverty in 1961. She was unofficially adopted later that year by Willie Mae and Jeff Jones. She has never seen her birth certificate. The State of Georgia has been unable to find her birth certificate. She submitted her school record (mother - Willie Mae Crowley; father-Jeff Jones), school certificate, high school diploma, birth certificate of child, marriage application (mother - Willie Mae Coley; father - Jeff Jones), marriage certificate (spouse - Gabriel Gordon), birth certificate of Child, copy of expired North Carolina ID, health insurance card, medical bill, S/S Statement, (mother - Willie M Crowley; father - Jeff J Jones), S/S Letter (mother - Willie M Crowldy; father - Jeff J Jones; prior names used - Jacqueline Randolph Jones/1977, Jacqueline Randolif Jones/1987, Jacqueline R Jones/1995, Jacqueline Randolph Jones/2004), and S/S Card.

Al Barber motioned to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

6. Tanya Jeanne Wheeler – She is seeking a Georgia driver's license in the name of Tanya Jeanne Wheeler. She is 42 years old. She was born Tanya Jeanne Davis. She was given her mother's last name (Davis) on her birth certificate. Her mother married Kenneth Richardson when she was a couple of years old. Her last name changed to Richardson at that point. She has been unable to obtain the legal document showing her name change from Davis to Richardson. She married Timothy Wheeler in 2006. Her last name on the marriage certificate was Richardson. she submitted her birth certificate (mother - Lorri Jeanne Davis; father - Joseph Lapointe Lepointe Jr), school records (parents - Mr. & Mrs. Kenneth Richardson), high school transcript (parents - Ken and Lorri Richardson), marriage certificate (spouse - Timothy J Wheeler; mother - Lorri J Davis; father - Joseph A Lapointe), valid New Hampshire driver's license (not REAL ID compliant), DFCS letter, S/S letter, and S/S card.

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

New or Old Business

The next Board meeting will be held on October 9, 2024.

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 Kat Satterfield with unanimous approval by the Board.

READ AND APPROVED on 9 of October , 2024 by:

David Connell
David Connell, Chair

Absent
Jeff Markey, Vice-Chair

Britt Fleck
Britt Fleck, Secretary

Bob Pierce
Bob Pierce, Member

Rachel Little
Rachel Little, Member

Kat Satterfield
Kat Satterfield, Member

Tony Guisasola
Tony Guisasola, Member

Al Barber
Al Barber, Member

Frank Reynolds
Frank Reynolds, Member