

Board Meeting Minutes

September 20, 2023

10:00 a.m.

Present

David Connell, Chairman
Rachel Little – Virtual
Secretary
Bob Pierce - Virtual
Tony Guisasola - Virtual
Christie Moore - Virtual
Frank Reynolds

Not Present

Jeff Markey, Vice Chairman
Britt Fleck,

Kat Satterfield

Also attending the meeting was Deborah Gore from the State Attorney General's Office, DDS staff members and Cherinda Spicer who attended the meeting virtually. Ms. Spicer is the sister of Waiver requestor Laska Charlene Reeves.

Establish Quorum/Call to Order

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

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the August 9, 2023 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 thanked the Chairman and Board Member Bob Pierce for hosting last month's board meeting in Cobb County. The Commissioner started with employee spotlights, a recommendation from the Chairman. He acknowledged Accounting Director Vita Jordan and Secure ID Specialist Lorraine Krampf with the Legal Division. The Chairman took pictures with both team members.

Hurricane Idalia:

- The Commissioner thanked Board Member Christie Moore for offering to assist DDS staff in the Valdosta area that may have been affected by the storm.
- The storm did impact services in several locations. The agency was proactive in closing those locations ahead of the storms.
- DDS is very grateful; only a few team members experienced personal damage to their property.
- Board Member Chirstie Moore shared how bad the storm was in Valdosta. The news talked about Florida, but Valdosta received just as much damage.

Field Operations Director Kecia Bivins provided an update on Community Outreach Issuance:

- Over the last fiscal year, the agency performed and participated in over 190 outreach events. Kecia highlighted a few recent events.
- Last year, DDS raised over \$19k for charity in two months during SCCP.
- Kecia shared a demo of DDS's home-bound issuance process with the Board. The Chairman asked if we have received requests from assisted living facilities. Kecia mentioned a few trips the team has made to Georgia War Veterans Nursing Home. Pierre shared his experience with the visits.

Regulatory Compliance Director Brent Bennett provided an update on customer service improvements:

- The Commissioner has challenged Reg. Comp. to make as many improvements as possible to the program. With those improvements, the CDL Advisory Committee was born.
- The Chairman asked what percentage of people who do testing in DDS have a CDL license. The Commissioner stated that the number is low.
- Brent mentioned that not only have there been improvements in CDL, but program administration improvements as well. He discussed the reduced days to notify DDS before testing, combined applications, and issued a 30-day temporary certification.

CSS Director Bob Griffin provided an update on Facilities:

- Douglasville CSC – The agency took over this project on August 15th of this year, and many improvements have already been made. The paving and framing will begin very soon.
- Forsyth CSC – The Grand opening in Forsyth is to be decided. The Center will be opening after the Thanksgiving holiday.
- Oconee County CSC – Albion Construction has been selected in the RFP process. We are currently in the design phase, working with the Design Review Group (DRG) Georgia State Finance and Investment Commission (GSFIC) to finalize architectural plans. The construction team will then have ten months to finish construction.
- Hazlehurst CSC – The Construction RFP bid process is set to end on September 14. Six (6) Contractors are submitting bids on the project. The winning bidder will have eight months to complete the building after receiving the notice to proceed.
- Rome CSC – Headley Construction was selected in the RFP process. We are currently in the design phase and will work with the DRG (GSFIC) to finalize architectural plans. The construction team will then have eight months to finish construction.

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

To date, the agency has 1,635,835 in-person transactions. We are at a pace to exceed the 2.3 million people we served face-to-face in 2022. The average statewide wait time in 2022 was 8:19 seconds as far as the customer getting a ticket and to the counter. These times are phenomenal. In September the average statewide wait time was 6:45 seconds. The Commissioner is happy with the way the team is performing.

The agency is seeing the online services and Mobile App performance go down. We are not concerned at the moment. The change is due to the transition from ScopeIT to the DDS IT team. The Commissioner was excited to talk about a new effort that DDS is about to pilot, which will help the agency ensure the customer we are interacting with online is the correct customer. One of the biggest opportunities for fraud is in the online services space. The agency hopes to implement a biometric for online services in the next couple of months.

The Customer Service Satisfaction Survey participation numbers have gone up. The agency will continue to do everything possible to capture customer feedback. DDS will use that feedback to make the experience better for the customer.

Waiver Petitions

1. Mamie Terry Johnson – She is seeking a Georgia (GA) ID in the name of Mamie Terry Johnson. She is 67 years old. She married Joseph Johnson in North Carolina (NC) in 1978. She does not remember where in NC they were married. Her children have not been able to locate the marriage certificate. She was forced to move out of her apartment due to a fire and needs an ID card to apply for assistance. She submitted her birth certificate, birth certificate of the child (father of the child – Joseph Johnson), birth certificate of the child (father of child Joseph Johnson, signed – Mammie Terry Johnson), death certificate of husband (decedent – Joseph Johnson), GA ID record, Social Security Card (S/S), medical bill, medical statement, and S/S letter (prior names used – Mammie Terry/1973/1975, Mammie Terry Johnson/1980, Mamie Terry Johnson/1982, Mammie Terry Johnson/1990/2004/2020).

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

2. Laska Charlene Reeves – She is seeking a GA ID in the name of Laska Charlene Reeves. She is 63 years old. She had a common-law marriage to her children's father, James Michael Brown. She later took the last name Reeves but does not remember how or where it came from. She has used the last name Reeves since 1990. She has intellectual disabilities and dementia. She submitted her birth certificate, birth certificate of her children (one with Maiden last name – Williams & one signed – Laska Charlene Brown), GA ID record, expired GA ID (not REAL ID compliant), S/S card, resident verification letter, rental lease agreement, medical record, and S/S letter (prior names used – Laska Charlene Williams/1973, Laska Brown/1981, Laska Charlene Reeves/1989/1994/1999/2004/2018).

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

3. Winnie Whittington – She is seeking a GA driver's license in the name of Winnie Whittington. She is 68 years old. She married Larry Green when she was 16 years old. She does not have the marriage certificate nor the divorce decree from that marriage. She has requested the marriage certificate to Green. She lived with and had a baby with Robert Whittington but never officially married. She started using his last name. They separated a few years later. She kept using the last name Whittington since it was her son's last name, but there was no divorce. She submitted her birth certificate, birth certificate of the child (father of the child – Robert Whittington, maiden last name – Hall), certificate of vehicle title, valid Florida (FL) driver's license (not REAL ID complaint), S/S card, W-2, Employee earnings statement, utility bill, marriage certificate order form (requesting 1970 marriage certificate of first marriage to Larry Wayne Green), S/S Letter (prior names used – Winnie Marlene Hall/1969, Winnie Mar Green/1972, Winnie Marlene Whittington/1989/2018, Voter information card, and Medicare card.

Bob Pierce motioned to approve the waiver; Christie Moore seconded the motion with unanimous approval by the remaining Board members.

4. Desiree Michele Williams – She is seeking a GA driver's license in the name of Desiree Michele Williams. She is 42 years old. She was born Desiree Michele Shedarowich. Her maternal grandparents were granted guardianship of her when she was 10 years old. They changed her last name to Rosenberger. The court

documents she has do not show the legal name change. When she married Jonathan Williams, her last name on the marriage certificate was Rosenberger. She submitted her birth certificate (maiden name of mother – Teri Marie Rosenberger, signed - Teri M. Shedarowich), petition & letter of guardianship (mother – Teri M. Shedarowich, father – Darryl Shedarowich, petitioners – David M & Irene J. Rosenberger), school progress report, expired U.S. Passport, report card (addressed to Mr./Mrs. David Rosenberger), high school diploma, marriage certificate (spouse – Jonathan Wayne Williams II, mother – Teri M. Rosenberger, father – Darryl C. Shedarowich), birth certificate of children, valid California (CA) driver's license (not REAL ID compliant), and S/S letter (mother – Teri M. Rosenberg, father – Darryl C. Shedarowich, prior names used – Desiree Michelle Shedarowich/1981, Desiree Rosenberger/1993, Desiree Michele Rosenberger/2000, Desiree Michele Williams/2010).

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

New or Old Business

The next Board meeting will be held on October 11, 2023.

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 Christie Moore with unanimous approval by the Board.

READ AND APPROVED on 11 of October, 2023 by:

David Connell

David Connell, Chair

Jeff Markey

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

Christie Moore

Christie Moore, Member

Frank Reynolds

Frank Reynolds, Member