

Minutes of Board Meeting
September 20, 2017
10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little
Hubert Parker
Wallace Coopwood
Jim Cole

Not Present

Britt Fleck
Bob Pierce

Also, attending the meeting from the State Attorney General's Office was Tina Piper, customer Mary Ann Brown and the DDS Executive Staff.

Establish Quorum/Call to Order

Chairman David Connell confirmed the presence of a quorum and called the meeting to order at 10:01 a.m.

Approval of Minutes

Chairman Connell called for a motion to approve the Minutes from the August 9, 2017, Board meeting. A motion was made by Wallace Coopwood to approve the meeting minutes as presented; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Moore talked about the devastation of Hurricane Irma and the impact on our customer service centers. He shared with the board information on facility closings and locations that sustained damage. He spoke of his message to the staff that we all be accountable for each other during the storm and that's what occurred. We had team members that came to work to access the damages in their centers as well as check on their teammates and families. We had team members that worked in less than ideal conditions to ensure customers received service. Commissioner Moore said this speaks to the character of DDS employees.

Commissioner Moore provided an update on the following:

- DDS Mobile Services App status:
 - Commissioner Moore was excited about this new and upcoming technology for DDS. The App will especially help three key customer markets, commercial motor vehicle drivers, problem drivers and Teen Drivers. The App is expected to be available in early 2018. The App will offer several key services such as the ability to renew your license, reinstate, check your driver status and receive push notifications on updates. We had a name the App contest and had 75 team members submit possible App names.

- AAMVA International Conference (AIC) 2017 Highlights:
 - This gave us an opportunity to discuss major topics that are common among the national driving licensing community.
 - Access to current and upcoming products and technology.
 - We got an opportunity to ask some direct questions to the Department of Homeland Security.
- Customer Service Support:
 - DDS submitted on time the agency's information to the State Accounting Office for the Comprehensive Annual Financial Report (CAFR).
- Governmental Affairs & Communications:
 - Created a poll to determine if customers would download our new App; 98% said Yes; poll reached 2,843 people.
- Human Resources:
 - Predictive Index is a very exciting tool that DDS will be using to hire employees who have the right fit for the jobs we do at DDS. It is the agency's hope that it will help with retention issues.
- Office of Investigative Services:
 - Hosted ICE Fraudulent Document Analysis Training; 50 officers attended representing 26 different agencies.
- PMO & Regulatory Compliance
 - Online Certificate Reporting Application (OCRA) enhanced to include Third Party Testing.
- "Blitz" to reduce the wait time for Regular and CDL road tests.
 - With the help of the Regulatory Compliance Division, IT Division, PMO Division, Help Desk Unit, the DDS Field Operations Division freed up 88 slots in our busiest CSC's.

Bob Griffin (CFO) gave an update on facilities:

- Alpharetta CSC – The CSC officially opened on September 19, 2017. The Alpharetta team members and customers were excited to be in the new facility. The Ribbon Cutting is October 6th and is co-located with the Fulton County tag office.
- Rome CSC – There is continuous progress by Floyd County to assist DDS to be operational in late Fall 2017.

Commissioner Moore concluded his report with Field Operations Performance:

DDS served 358,003 customers face-to-face with an average wait-time of 6:45 and 99% of them was served in 30 minutes or less. Our team continues to do a phenomenal job.

Rules for Initial Approval

Angelique McClendon, General Counsel, presented the following rules:

- **Title Review Board**
 - **375-1-2-.01** Administrative Hearings Regarding Certificates of Title
- **Overweight Assessment Citation**
 - **375-1-3-.01** Enforcement of Laws Relating to Overweight Vehicles and Permits
 - **375-1-3-.02** Procedures for Enforcement
 - **375-1-3-.03** Method of Collection of Monies Due Under Code Section 32-6-27
- **Organization**
 - **375-2-1-.01** Motor Vehicles Services Duties
- **Tag Agents**
 - **375-2-2-.01** Establishment of Local Tag Agents
 - **375-2-2-.02** Responsibilities of County Tag Agents
 - **375-2-2-.03** Bond of Agents
 - **375-2-2-.04** Application for License Plates and Renewal Decals
 - **375-2-2-.05** Issuance of License Plates and Renewal Decals
 - **375-2-2-.06** Inventory of License Plates and Renewal Decals Maintained by County
 - **375-2-2-.07** Upgrading of License Plates 375-2-2-.08-Questionable Applications
 - **375-2-2-.08** Questionable Applications
 - **375-2-2-.09** Application by One Other than the Vehicle Owner
 - **375-2-2-.10** Owner Defined
 - **375-2-2-.11** Thirty (30) Day Grace Period 375-2-2-.12-Intrastate Trucks
 - **375-2-2-.12** Intrastate Trucks
 - **375-2-2-.14** Applications for License Plates and Renewal Decals to be Numbered
 - **375-2-2-.15** Application to be Validated by the Agent
 - **375-2-2-.16** Agent's Responsibility as to Application
 - **375-2-2-.17** Tags and Renewal Decals to be Sold in Numerical Sequence
 - **375-2-2-.18** Extension of the Initial Registration Period When a Georgia Dealer has not
- **Issuance and Registrations of License Plates**
 - **375-2-3-.01** Application for Registration of a Vehicle not Eligible for a Certificate of Title
 - **375-2-3-.03** Affidavit of Need for the Issuance of a Special License Plate After Multiple Convictions for Driving Under the Influence
- **Certificate of Title Applications**
 - **375-2-12-.01** First Certificate of Title
 - **375-2-12-.02** Affidavit of Title Held for Lien or Security Interest
 - **375-2-12-.03** Tag Agents to Accept Title Applications

- **375-2-12-.04** Certified Transcript s of Title Records
- **375-2-12-.05** Return of Rejected Title Applications
- **375-2-12-.06** Application for a Certificate of Title for a Vehicle Last Previously Registered in a Non-Title State or Country
- **375-2-12-.07** Special Handling of Applications for Certificates of Title and Related Documents
- **375-2-12-.08** Certification of Inspection of Vehicle Identification Number
- **Wreckage or Salvage Vehicles**
 - **375-2-13-.02** Stolen Vehicles
 - **375-2-13-.04** Application of these Regulations
 - **375-2-13-.05** When Rebuilt Vehicles to be Tilted
 - **375-2-13-.06** An Owner who Scraps, Dismantles, or Destroys a Vehicle
- **Creation and Foreclosure of Liens on Removed or Stored Vehicles**
 - **375-2-31-.01** Abandoned Motor Vehicles
 - **375-2-31-.02** Notice to Owner. Lessor, Lessee, or Holder of a Security Interest or Lien
 - **375-2-31-.03** Notice of Lien to Be Submitted to Department
 - **375-2-31-.04** Foreclosure of Abandoned Vehicle Lien
- **Public School Bus Inspections**
 - **375-6-1-.01** Responsibility for Program
 - **375-6-1-.02** Definitions
 - **375-6-1-.03** Fees
 - **375-6-1-.04** Expiration Period of Inspection
 - **375-6-1-.05** Purchase of Bus
 - **375-6-1-.06** Inspection Sticker Location
 - **375-6-1-.07** Completion of Inspection Sticker
 - **375-6-1-.08** Inspection Reports
 - **375-6-1-.09** Minimum Requirements for Inspection
 - **375-6-1-.10** Body
 - **375-6-1-.11** Violation of Law and/or Rules: Penalty
 - **375-6-1-.12** Daily Inspections by Bus Operator
- **Georgia Electronic Insurance Compliance System**
 - **375-8-1-.01** Definitions
 - **375-8-1-.02** Insurer Reporting Requirements
 - **375-8-1-.03** Officer's Check of Insurance: Forms and Procedures
 - **375-8-1-.04** Insurance Status Indicators
 - **375-8-1-.05** Proof of Insurance by Owner and Operator
 - **375-8-1-.06** Civil Penalties for Uninsured

Jeff Wigington moved to approve the initial rules for adoption; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.35** Open Records Request

Wallace Coopwood moved to approve the final rules for adoption; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Linda Asbury – She is seeking a Georgia Driver's License in the name of Linda Smith Asbury. She is 73 years old. The name on her birth certificate is "baby" Smith. Her parents never went back to add her first name. She is working on obtaining an amended birth certificate, but it takes 2 months. She has documents dating back to 1954 connecting Linda Asbury to Linda Smith. She has two School Census reports from 1954 & 1962, Medicaid, Medicare card, insurance document, unexpired North Carolina driver's license, S/S card and SSA statement.

Wallace Coopwood moved to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

2. Mary Ann Brown – She is seeking a Georgia Driver's License in the name of Mary Ann Brown. She is 58 years old. She has a Georgia unexpired driver's license. She is missing her amended birth certificate. The current birth certificate shows Marcia and should be Mary. She has her child's birth certificate showing the name of Mary Ann Brown. She is working with Texas to amend her birth certificate.

Jeff Wigington moved to deny the waiver; Hubert Parker seconded the motion with a denial by most of the remaining Board members. Wallace Coopwood opposed the motion.

3. Mary Lilly Clark – She is seeking a Driver's License in the name of Mary Lilly Clark. She is 66 years old. She is missing an amended birth certificate. Her birth name changed from her mother's surname to father's name once she began school. She has her birth certificate, school records, marriage license (married to Felder; signed Mary Louise Saffold), death certificate (in the name of John Felder Sr.), unexpired Florida license, marriage certificate (Married to Clark) and S/S card.

Wallace Coopwood moved to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

4. Rochelle Aretha Daniel – She is seeking a Georgia License in the name of Rochelle Aretha Daniel. She is 48 years old. The first name on her birth certificate shows "female" Hamlett. She is trying to get an amended birth certificate from NY since February. She obtained her first Georgia License in 1989 with Rochelle. She has birth certificate, child's birth certificate, voter record, marriage application (married Anthony Daniel), certificate, GED, medical record, Georgia Driver's License, insurance, tax return, bank statement, and two S/S cards.

Jeff Wigington moved to approve the waiver; Rachell Little seconded the motion with unanimous approval by the remaining Board members.

5. Vivian Mathis – She is seeking a Georgia Driver’s License in the name of Vivian L. Mathis. She is 58 years old. She is missing her marriage certificate. She was common law married to Phillip Mathis, and his death certificate shows Vivian as his wife. Georgia recognized common law marriage up until January 1st, 1997. She has child’s birth certificate, death certificate (shows married to Phillip Alphonso Mathis), delayed birth certificate, valid Florida license, military SSI, S/S card and Florida license.

Wallace Coopwood moved to approve the waiver; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

6. Mary McDaniel – She is seeking a Georgia Driver’s License in the name of Mary Martha McDaniel. She is 68 years old. She is missing her marriage certificate. Georgia recognized common law marriage prior to 1997. Her common-law marriage began in 1969. She has her birth certificate, two of her children’s birth certificates listing her and James Leon McDaniel as parents, Numident (first Social Security name-Mary Martha Ghorley), unexpired Tennessee driver’s license, Bank statement and S/S card.

Jeff Markey moved to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

7. Felicia Sawyer – She is seeking a Georgia Driver’s License in the name of Felicia Kay Sawyer. She is 46 years old. She is missing her marriage certificate and has had two different searches conducted (not found but shows husband-Christopher Dean Sawyer). She has her birth certificate, wedding program (married to Christopher Sawyer), newspaper article, three of her children’s birth certificates (maiden name-Meadows; father-Sawyer), joint tax return (Christopher Sawyer shown), joint bank statement (Christopher Dean Sawyer), TX driver’s license, vehicle registration (Christopher Sawyer shown) and two S/S cards (Meadows and Sawyer).

Rachel Little moved to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

8. Kathy Stewart – She is seeking a driver’s license in the name of Kathy Lynn Stewart. She is 56 years old. She is missing an amended birth certificate showing adopted last name. Her adopted parents did not file for the amendment. She has her birth certificate, Immunization record (parent names-Barbara and Allen Okeson), school record (parent-Allen Okeson), two different marriage certificates (Grounds and Stewart), two of her children’s birth certificates, divorce record (divorced Grounds), Georgia driver’s license 2003, unexpired Kentucky license and S/S card.

Hubert Parker moved to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

9. Jeanette Teasley – She is seeking a driver's license in the name of Jeanette Ella Teasley. She is 54 years old. She is missing her birth certificate from Georgia. She had two different birth searches conducted (Probate Court and Birth Register). She has two of her children's birth certificates, expired Georgia driver's license, S/S statement, Numident and Insurance document.

Jeff Wigington moved to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

10. Karina Walters – She is seeking a Georgia driver's license in the name of Karina L. Walters. She is 40 years old. She is missing her marriage certificate from a common-law marriage. The state of Montana does recognize common law marriage. She has her birth certificate, she has two of her children's birth certificates (father-Jason Eugene Walters), GED, Treasury letter (letter states Jason & Karina Walters are considered married in the state of Montana), School records, unexpired Wisconsin driver's license, health insurance documents, W-2, employee record, professional license and gas bill (bill includes Jason Walters name).

Jeff Wigington moved to deny the waiver; Jeff Markey seconded the motion with unanimous denial by the remaining Board members.

New or Old Business

The next Board meeting will be held on October 11, 2017.

Adjournment

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Wallace Coopwood and seconded by Hubert Parker with unanimous approved by the Board.

Respectfully Submitted,

Jeff Wigington