

Minutes of Board Meeting  
April 10, 2019  
10:00 a.m.

**Present**

Jeff Markey, Vice Chairman  
Jeff Wigington, Secretary (Phone)  
Bob Pierce  
Rachel Little  
Hubert Parker  
Jim Cole (Phone)  
Britt Fleck

**Not Present**

David Connell, Chairman  
Wallace Coopwood

Also attending the meeting from the State Attorney General's Office was Kimberly Daniel 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 10:03 a.m.

**Approval of Minutes**

Vice Chairman Markey called for a motion regarding the Minutes from the March 13, 2019 Board meeting. A motion was made by Rachel Little 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 Vice Chairman and members of the Board to our April Meeting. Commissioner Moore was very proud to present the agency's Annual Report for 2018. He thanked Shevondah Leslie, Director of Governmental Affairs & Communications, Susan Sports, Ross Potts, Robert Clark, Quincy Nunnally, and the entire communications team for making sure the agency had a very well put together document that summarizes some of the things DDS was able to accomplish in 2018. The report looks at goals the agency wanted to accomplish, most of which were exceeded. The Commissioner thanked everyone in the agency and said he is proud to be in a leadership role to help guide the agency forward. The Commissioner recognized the guest in the room: Robin Hill is the outreach coordinator for the Motor Cycle Safety Program, Crandall Heard is the agency's new Deputy General Counsel, and Kenya Leatham is a Business Analyst (BA) with PMO.

The Commissioner updated the Board on an outage that occurred on March 26, 2019 which was a Tuesday. The inability to issue driver's licenses is noticed across the state, particularly by the media when the outage lasts beyond an hour. The outage was caused by a network change that was made incorrectly by a third-party vendor. DDS is very reliant on technology and can be impacted significantly by changes outside of our control. The staff continued to administer the road test and a few other things that were able to be done. The change was rolled back about noon, and we were able to issue the last half of the day. The agency got back on track and finished strong.

The Commissioner provided an update on the Norcross location from an incident that occurred on March 27, 2019. A customer lost control of his vehicle hit the gas instead of the brake and drove completely inside the building. Norcross is one of our busiest locations. The center typically serves a thousand people a day and normally has 50 to 100 customers in the building. As the vehicle entered the building, it hit a person in the lobby area that had to be taken to the hospital. That person was treated and released. The driver had some rib injuries and suffered a concussion. Another person in the testing area also was struck. She was released from the hospital, but we don't know the extent of her injuries. Fortunately, none of the injuries were life threatening based on information received. Unfortunately, the driver did not get cited because it occurred on private property and he was driving legally. He held a permit (not a full license) but had a person over 21 in the front seat with him. The Norcross center has had incidents in the past, and the agency is working with the landlord to put barriers in the front of the building. The Commissioner was thankful that no team members were hit and there were no life threatening injuries to our customers. The incident could have been much worse.

George Theobald (PMO) provided an update on Card Production Services:

- Card Production Services Project Status:
  - DDS User Acceptance Testing (UAT) has started
  - Began Testing of Motor Voter Interface
  - Began Testing of GBI's GCIC Photo Interface
  - Importing of legacy data and images continues
  - Georgia Perso Center build-out is complete
  - Development of the training curriculum continues
  - Development of Implementation Plan continues
  - Development of System Security Plans continues (includes Application Security, System Security, Incident Response Plan and Disaster Recovery-Business Continuity Plan)
- Card Production Services Legacy Data Import Results:
  - 61,427,814 Transactions from 1997 to December 31, 2018 received
  - 1,093 Transactions had a date of birth that pre-dated 1900
  - 223 Transactions had an address that was malformed
  - Total of 1,316 could not be imported
  - Percentage of Transactions successfully imported is 99.99785765%
  - Workgroup to perform statistical sampling of no less than 664 Transactions needed to obtain 99% confidence rating.
- Card Production Services Perso Center Build Out Completed:
  - DDS Delegation inspected the Georgia Perso Center on March 14th
  - Observed actual Georgia DL/ID cards produced on the production equipment
  - Approved the DL/ID Card Catalog
  - Perso Center obtained NASPO Certification
- Card Production Services Future Milestones:
  - User Acceptance Testing (UAT) – through April 30, 2019
  - CSC Pilot\* – May 8, 2019 to May 29, 2019
    - Conyers, Kennesaw, Dublin, Macon, Helena, Gainesville, Norcross, Fayetteville, Reidsville, Warner Robins, Swainsboro, and Sandersville
  - Statewide Rollout – May 30, 2019 to June 26, 2019
  - On Line Services – Weekend of July 27/28

- Card Production Services Limited Services Rollout:
  - Install team installing half of the CSC's counters in the morning
  - CSC is switched over to Gemalto at 12:00 pm
  - Remaining counters are installed
  - During the transition period, CSC staff will provide assistance for:
    - Non-Commercial Road Skills Test
    - Motorcycle Riders Skills test
    - Assistance with On-Line Services
    - DDS 2 GO Mobile App Services
  - CSC to resume normal issuance once counters installed that morning are tested.

Shevondah Leslie (Governmental Affairs and Communications Director) provided an update on the Legislative Session:

- HB 459 passed. It requires that, twice per year, local school boards to submit the names and driver's license numbers of all school bus drivers or anyone who has the potential of driving a school bus to the Department of Public Safety.
- HB 471 passed and revised implied consent notices pertaining Drug and Alcohol testing by someone that is stopped and suspected to be driving under the influence.
- SB 212 passed. SB 212 authorizes certain licensed driver training schools to administer on-the-road driving skills test to customers.

Commissioner Moore gave an update on the budget impact: FY 19 and FY 20 Budgets (as passed)

#### FY 2019 Budget

• Adjustment to premiums for DOAS insurance	\$89,992
• Increase funds for DRIVES implementation	906,083
• Increase bandwidth for the Card Production System at CSCs	542,468
• Increase funds to provide security at high volume CSCs	<u>82,412</u>
	\$1,620,955

#### FY 2020 Budget

• Provide for merit-based pay adjustments & recruitment/retention	\$714,364
• Increase funds for DRIVES implementation	99,500
• Statewide adjustments for Insurance, TeamWorks, SHBP, etc.	(237,523)
• Increase funds for Jackson CSC rental expenses	147,270
• Increase funds for additional security at high volume CSCs	<u>527,000</u>
	\$1,250,611

#### FY 2020 Bond Package

• Dalton CSC planning amount	\$100,000
• Building maintenance fund	1,695,000
• Replace 15 vehicles	345,000
• Replace Rome CSC Building	<u>720,000</u>
	\$2,860,000

Jeff Smith (CIO) gave an update on Pandora Data Cleansing Update:

- Pandora is a data cleansing software application purchased by the DDS to aid in the identification, analysis and correction of customer data to ensure a smooth transition to DRIVES. Pandora allows a systematic querying of our mainframe data to generate a list of records with data quality issues and the ability to validate the data once corrected.
- DDS Mainframe data elements and tables were loaded into Pandora and our Subject Matter Expert (SME) team members identified use cases by work unit and queried the database to identify data quality issues.
- The workgroup became productive in August 2018, and the projected end date for this phase of cleansing is June 1, 2019. Additional cleansing may be required under DRIVES.

Commissioner Moore provided an update on the agency's performance. DDS continues to see great progress. The Commissioner is so proud of the DDS team. He thanked Director Kecia Bivins, Deputy Director Pierre Miles, district managers, the managers, and assistant managers for doing a fabulous job. This is truly a team effort. If Finance, HR, and others do not support the agency, none of this works. Field Operations processed 313,007 customers with a wait-time of 8:46 minutes. Most of the customers were served in 30 minutes or less. The agency does look at the customers that are not represented in that 98%, which is a small 1.7%, and usually the delay is due to something beyond the agency's control.

The Commissioner stated he continually thinks about what DDS will look like in the future. The agency served 313,007 customers in the centers and 218,974 online and through the Mobil App. The hope is that the numbers for online services, new accounts, and new Mobile App users will continue to increase. In less than two years, more than a million transactions have been performed outside of a center, at the customers' convenience, and that is significant. The agency will eventually increase Contact Center and Headquarters staff because customers will be calling for support verses going to a center to be served.

The Commissioner is very happy with where we are with the Mobile App. The download is great. The agency has zero paid marketing for DDS2GO, as the Communications Department does an amazing job getting customers to use the App.

The Commissioner ended his report with surveys. His desire to fill out surveys has changed over the years because he understands their value. The DDS survey response continues to increase, and nearly 9,000 people responded in March. They are rating us in four key areas, and the feedback continues to be positive. The agency measures renewals and lost license because they are the agency's most requested service. Were we courteous? The Commissioner tells the team that the enemy of perfection is good or great. We want to be perfect, but we are not, so let's be great.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.04** Appeals of Withdrawals

Britt Fleck moved to approve the initial rules for adoption; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

## **Citizen Waivers**

1. Agnes Donald – She is seeking a Georgia driver's license in the name of Agnes Donald. She is 63 years old. She has always used her father's last name of Benjamin. She submitted her birth certificate (mother's name – Annie Green), school record (parent name – Wilbur Benjamin), children's birth certificate, school badge, marriage registration (married Allan Shaw Donald), marriage application (father's name – Wilbur Benjamin; mother's name – Annie Green), death certificate (husband – Allan Donald), expired New York (NY) driver's license, and Social Security Card (S/S).

Hubert Parker motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Melvis Antionette Rivers – She is seeking a Georgia driver's license in the name of Melvis Antionette Rivers. She is 64 years old. She has never used her first and middle name of Mary Bell, as shown on her birth certificate. Her first name was changed to her uncle's name from Melvin to Melvis, and her middle name was changed to her aunt's name of Antionette. She submitted her birth certificate, school records, marriage registration (married Walter Rivers, Jr.), marriage certificate, S/S cards, VA benefits verification, medical records, valid North Carolina (NC) driver's license, and S/S statement

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

3. Rebecca Elaine Smith – She is seeking a Georgia driver's license in the name of Rebecca Elaine Smith. She is 52 years old. Her divorce decree from Billy O'Neal Carroll returned her to her maiden name of Stines. She continued to use Carroll after the divorce from 1992 – 1997 for her children. She submitted a birth certificate, application for a Georgia driver's license, divorce decree (last name returned to Stines), expired Georgia driver's license, citation letter, marriage certificate (married Ronnie J. Britt), marriage certificate (married Bobby Wayne Smith), and Department of Human Services (DHS) letter.

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

## **New or Old Business**

### **Resolution**

Agency Resolution to sell the property in McDuffie County

Hubert Parker motioned to approve the Resolution; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on May 8, 2019.

### Adjournment

There was no further business to discuss; Vice Chairman Jeff Markey called a motion to adjourn. A motion was made by Bob Pierce and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Jeff Wigington", is written over a horizontal line.

Jeff Wigington