

Minutes of Board Meeting

August 14, 2019

10:00 a.m.

Present

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

Not Present

Also attending the meeting were Kimberly Daniel from the State Attorney General's Office 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 10:12a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the June 12, 2019, Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman and Members of the Board. He gave a special thanks to Vice Chairman Jeff Markey for hosting our Board meeting at the Coca-Cola Headquarters (HQ), which was an amazing venue. A larger than normal group attended and enjoyed learning the history of Coke. The Commissioner mentioned the larger turnout allowed the agency to showcase the Card Production Services (CPS) superstars. Commissioner Moore welcomed the team members around the room and acknowledged those who have never attended a Board meeting: Anthony Liquori (IT), Marcia Brooks (IT), Johnny Manning (IT), Kayrn Smith (Help Desk), Ahnna Jackson (PMO), Lorraine Krampfl (Regulatory Compliance) and Marcie Gardner (HR). The Commissioner continued with a few updates:

CPS Highlights

- Commissioner Moore mentioned Friday's press release in which he and the Governor talked about how wonderful this project is for the state. Governor Kemp commended the agency for the work that has been put into the project.
- The Commissioner mentioned the importance of remaining on time and on budget when leading a project of this size and scope.
- The project ended with a CPS cookout to celebrate a larger group of contributors. The Commissioner congratulated the team and thanked them for a job well done.

Agency Challenges:

- The Commissioner informed the Board that Courts are required by Georgia law to submit citations that have been adjudicated to DDS within 10 days. When courts don't comply, several things may occur which could result in a customer getting pulled over and going to jail. Timeliness and accuracy in reporting is very critical to the agency.
- When a disposition is received, the agency is required, by law, to record it on the driving history, regardless of the date of the offense.
- The agency has been very proactive in communicating with the courts regarding the requirement to submit within that 10 day period. The Commissioner sends a letter to the Chief Judges of non-compliant jurisdictions when those incidents occur. Untimely reporting negatively impacts the courts as well as our agency.
- Another story that received a lot of attention was a case that involved a customer who came into the DDS office in Hinesville in 2017. The customer was referred to the Office of Investigative Services (OIS) for further review. DDS is very serious about the integrity of the agency's issuance processes.
- The Commissioner informed the Board that he has requested the GBI conduct an internal investigation concerning matters involving the case from Hinesville.

George Theobald (PMO) provided an update on CPS:

- Card Production Services Project Status:
 - Converted the last group of CSCs on July 1, 2019
 - Completed training for all CSC team members
 - Georgia Bureau of Investigation (GBI) photo image interface converted on July 24, 2019
 - Converted On-Line services and DDS 2 Go on July 25, 2019
 - Completed system security plans
 - Began decommissioning of the Idemia system
 - Gemalto produced and mailed:
 - 5,691 cards during pilot
 - 69,269 in June
 - 224,244 in July
- Card Production Services Future Milestones:
 - Convert the Emergency Issuance Trailer, complete final incremental Legacy Data import, and stand up SCCM management platform on August 30, 2019.
 - Resolve outstanding defects, add boater education indicator, stand up reports and BI server, and transition to support on September 2, 2019
 - UAT of Mobile Issuance solution on September 6, 2019
 - Final system acceptance on October 4, 2019
- Card Production Services notable highlights:
 - Project was completed on schedule and within one year of Judge Russell's order dated July 2, 2018.
 - Project was completed within original budget; current expenses are at \$8.135 million of a total project budget of \$8.5 million.
 - The project experienced great team member adoption, with no adverse impact to average transaction time.

- The team's flexibility allowed us to quickly overcome transaction data integrity and card production management issues.
- Current challenges are point of sale (POS) interoperability and transition to an efficient operational support and maintenance model.

Brett Young (PMO Director) provided an update on DRIVES:

- DRIVES timeline and activities:
 - The preparation for DRIVES started on July 1, 2019. The project kick-off is scheduled for October 21, 2019 with a rollout date of November 16, 2020. The agency will go live on January 18, 2021.
 - Project health has moved from Yellow to Green
 - Identification of FAST project teams and DDS Subject Matter Experts (SMEs)
 - Creation of project Documentation, project charter and revised project schedule
 - Discussions of Definitions
 - Review of Current DDS Operations by FAST
 - Review of FAST DS Capabilities, DVACC Conference on August 19, 2019
 - Comparison with RFP Requirements and Statement of Work
 - Organizational Change Management (OCM) efforts to resume on September 1, 2019
 - DRIVES 2201 buildout is complete

Commissioner Moore gave an update on the Governor's budget directive:

- DDS is working to determine agency budget reductions.
- Board member Rachel Little asked if the Governor's budget request could impact the DRIVES project. The Commissioner said there should not be; however, the 2.8 million to cut in the current fiscal year will impact the overall agency.
- He indicated that the agency will make cuts with hopefully little impact to our service levels.

The Commissioner gave an update on agency security:

- The Commissioner said what keeps him up at night are the potential threats of Cyber-attacks. In the news we have seen five state agencies get cyber attacked, which has had impact to their operations. A cyber-attack would be devastating to our agency and customers.
- Board Chairman, David Connell, asked if the Governor has a dedicated Cyber Security team? The Commissioner said the short answer is yes, and that the Cyber Security team is with the Georgia Technology Authority (GTA).
- DDS pays a premium to be included in the Georgia Enterprise Technology Systems (GETS).
- David Connell also asked if DDS is going to report on the consequences with respect to these budget cuts. The Commissioner said yes. The agency has budget instructions to submit a plan to the Office of Planning and Budget (OPB) by September 6th, and that will be a part of that plan.
- The Commissioner said the agency made technological improvements over the last year or so not knowing this was going to occur; however, the improvements will put the agency in position to evolve and start to serve customers in different ways.

Commissioner Moore provided an update on the agency's performance. The number of customers coming into the centers annually continues to be high. The desire is for customers to utilize our online services and the mobile app (DDS 2 GO). DDS is growing those avenues each month. In July Kecia's team saw almost 302,000 people in the centers. The average statewide wait-time (0:12:56) is just under what it was the previous year (0:13:13). Last summer, the agency was implementing another large project to replace all of its lobby management equipment. As a result, some of the agency data tracking was impacted regarding service level.

This year the number of customers served within 30 minutes or less was impacted by the CPS project, as well as staff shortages. DDS saw a shift in being able to hire staff because of the good economy, which offers more choices for potential employees. The Commissioner said he is very confident in Kecia, Deborah and their teams to hire the staff needed to make sure DDS meets service level goals.

Commissioner Moore said the agency continues to improve by encouraging new online accounts. DDS launched the mobile app (DDS 2 GO) in September of last year and now the agency is starting to see more people create those accounts and conduct business online. The agency deferred almost 1.3 million people from having to come into a center to get a transaction done in 2018 and 2019, and the potential exists to encourage even more people to do more services in other places than centers. If DDS can drive more customer's to online services and the mobile app, the agency would not have to fill some vacancies, which would help meet the required budget request.

Commissioner Moore ended his report with surveys results. He said it absolutely amazes him that the agency continues to get 8,319 people to volunteer their feedback. In every instance more than 95% of respondents have positive feedback. Shevondah sent the Commissioner a tweet that stated, "No one likes to visit the DDS/DMV, but I'll hand it to Georgia DDS, they are the quickest DDS/DMV I've ever dealt with. They got it together." It would be great for the agency to have more people communicating positive messages. Vice Chairman offered a quick comment and stated that the agency's data slides were seen by a member of his Coke team and he used that exact language. He was very impressed and did not realize how DDS was tracking its performance.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-2-.20** Qualifications of Driver Training Instructors
- **375-5-3-.20** Qualifications of Commercial Driver Training Instructors Amended

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

Citizen Waivers

1. Barbara Bruce – She is seeking a Georgia ID in the name of Barbara Bruce. She is 70 years old. She is missing a certified birth certificate. Her adoption paperwork was not submitted by parents for an amended birth certificate. She submitted a copy of her birth certificate, certified adoption paperwork (paperwork states name changed from Barbara Ann Reading to Barbara Couch), paperwork from Trenton Board of Education, marriage application (married James Jacobs), certified marriage certificate (married Larry Bruce), Numident request ordered, application to amend birth certificate (applied to change birth name Barbara Ann Reading to adopted name Barbara Couch), and expired Virginia driver's license.

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

Driving School Waivers

1. Barber Driving School, Inc. – He is requesting a waiver of rule 375-5-2-.20, which prohibits instructor applicants with previous administrative driver license suspensions, which are non-traffic violation related from obtaining a Georgia driver Instructor's licenses. The specific waiver request involves a certain applicant, Samuel R. Choice, Jr. who was recently denied a license because he has a previous non-payment of child support suspension.

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

New or Old Business

There was a vote to re-elect Jeff Markey as Vice Chairman.

Hubert Parker motioned to approve the vote for Vice Chairman; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

There was a vote to Re-elect Jeff Wigington as Secretary.

Jeff Markey motioned to approve the vote for Secretary; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on September 11, 2019.

Adjournment

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Rachel Little and seconded by Jeff Wigington with unanimous approval by the Board.

Respectfully Submitted,


Jeff Wigington

