

Minutes of Board Meeting  
February 13, 2019  
10:00 a.m.

**Present**

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

**Not Present**

Rachel Little  
Bob Pierce

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

**Approval of Minutes**

Chairman Connell called for a motion regarding the Minutes from the January 16, 2019, Board meeting. A motion was made by Jeff Markey to approve the regular meeting minutes as presented; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

**Commissioner's Report**

Commissioner Moore greeted the Chairman and Members of the Board. He stated he would like to start the meeting talking about the Department of Driver Services (DDS) going forward in 2019. The Commissioner's goal is to have a theme each year. In 2017, the theme was #OneTeamOneMission, and in 2018, it was #SuccessTogether. For 2019, the theme will be #AchievingNewHeights. Commissioner Moore thanked the communications team for their creative design of the cover of our newsletter which is distributed to all DDS employees and contains information regarding the agency's upcoming projects. DDS is currently implementing a new Card Production Systems (CPS) and will be entering its phase of the DRIVES project in May.

Our agency also is moving to new heights. Field Operations achieved its 95% service level for the last two years consecutively, which was not the norm since the Commissioner joined DDS in 2012. He stated that he is very proud of the team and wants the service level to continue to get even better in 2019. He acknowledged a few people in the room that the Board has not met previously. Jana Drinkard is with the finance team, and the Commissioner joked that, at some point in many years when he allows Michele Granger to retire, that Jana would be here. The Commissioner also said he was excited to have Clyde Mitchell, the Newnan Customer Service Center (CSC) manager, in the room for the first time. In addition to his CSC Manager duties, Clyde does a lot of things for the department. DDS has called upon his expertise many times and appreciates his presence.

Commissioner Moore asked Michele to give the Board a briefing on the budget and the appropriations process. He said he has had many conversations with legislators during the last two weeks, as his goal is to keep key leadership informed.

Michele Granger (Budget Director) gave an update on Appropriations:

- We are rapidly moving in the appropriations process and already have had three of our four budget hearings. The Governor's recommended budget for FY 2019 included several of state-wide additions and a few agency-specific items:
  - Increased funds for DOAS-administered self-Insurance programs – This includes worker's compensation, unemployment, and property/vehicle insurance.
  - Increase funds for our DRIVES implementation – DDS will begin implementation in May and should be fully operational by January 2021.
  - Increased funds for additional circuitry and bandwidth in all our centers to operate the new Card Production System.
  - Increased funds to provide additional security measures at high volume centers.
- The FY 2020 budget includes a recommendation for a 2% salary increase that will go into effect on July 1st for all team members who meet their performance criteria. Three agency-specific items include:
  - Increase funding for the property lease at the Jackson Customer Service Center.
  - Increased funding to provide armed security guards at the remaining 8 of 10 busiest CSCs that currently do not have them.
  - Increased funding to implement a vault program for some centers, which will allow team members to deposit cash/checks on site, thereby becoming immediate property of the bank and eliminating the need for team members to drive to the bank to make deposits.
- The bond package is very similar to what was reported back in November:
  - Funding to design construction plans for a new CSC in Dalton.
  - Funding for a list of facility maintenance and renovation projects that are ready to go at State-owned buildings.
  - Funding to replace 15 vehicles.

Susan Sports (Public Information Officer) gave an update on CPS Communications Plan:

- DDS is using a combination of strategies - one of which is paid advertisement through Chemistry Advertising, consisting of radio and social media.
- DDS has a small marketing budget, so the agency is spreading the word through business partners, law enforcement, schools, universities, and state/county/city government. DDS conducted its first focus group on 2-11-19, which consisted of the GA Hospital Association, Enterprise Rent a Car, SunTrust Bank, and the Social Security Administration. Overall, the feedback was very positive. The next focus group is scheduled for today and consists of Law Enforcement business partners.
- The "Don't Renew Until It's Due Campaign" is a slogan that was shared with us by Washington D.C. DDS will put its own unique touches on the program and alert the public that existing licenses will remain valid until expiration.

Kecia Bivins (Director of Field Operations) gave an update on a new process change affecting the return of credentials to customers:

- In July 2018, the department began marking (hole punching) certain expired credentials before returning them to customers.
- Because several non-DDS documents were accidentally hole-punched and created customer hardships; effective February 4, 2019, the DDS will no longer hole-punch credentials.
- Team members will begin marking credentials using a permanent black marker and returning them to customers.

Bob Griffin (CFO) gave an update on Facilities:

- DDS will be relocating the Jackson CSC on March 5, 2019 to the campus of Southern Crescent Technical College, which will allow us to maintain a presence in Butts County. DDS currently serves 3 different CDL driving schools in that area, and we have been in constant communication with them during the process.
- Alternative strategies have been put in place to assist the CDL driving schools.

Jeff Smith (COO) gave an update on DLDV:

- The Driver License Data Verification (DLDV) was created by AAMVA years ago to partner with the business community in an attempt to validate licenses to protect against fraud.
- The DLDV Service allows an organization that is presented with a license or ID card to verify that the data on the card matches the data held by the jurisdiction that issued the document.
- On February 9th, DDS went live with DLDV. We currently are receiving approximately three checks per day, but that will increase over time.

Commissioner Moore provided an update on the agency's performance. He stated that the agency served more customers in January 2019 than in January 2018, although we are supposed to be in a downward trend for transactions. He said that he was happy that the team continues to perform exceptionally month over month and year over year. DDS has great people in Field Operations that do a phenomenal job of ensuring that customers get in and out of our centers quickly. Last year, in 2018, DDS served a few less customers than in the prior year (4,037,394 in 2017 versus 3.7 million in 2018). January 2019 began with increasing numbers, so the volume may end up back where it was in 2017. The Commissioner also talked about the agency's ability to serve customers outside of the CSCs. The agency served 852,796 customers through online services and the Mobile App, and those were people that otherwise would have come into a center. As these numbers increase, he hopes that face-to-face visits will decline and help the team members maintain their efficiency in the centers. Approximately 93% of Georgia is REAL ID compliant, which means that the majority of those customers can do business online, which the agency encourages. Commissioner Moore said he is happy that the number of people downloading the Mobile App more than doubled from December to January. Every single press release sent out by the Department includes information about the Mobile App.

Commissioner Moore concluded his report with an update on the customer satisfaction surveys. A total of 8,884 individuals responded in January. Because most people don't respond to surveys, the high response rate (and high ratings) speaks to the great job our team is doing out in the field. Vice Chairman

Jeff Markey suggested we offer a survey at the end of a Mobile App service, as it would be a convenient time for customers to provide feedback, and the Commissioner agreed.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-2-.04** Remote Renewal of Licenses, Permits, ~~for Military and Students~~ and Identification Cards. Revised
- **375-3-1-.36** Fees for Driver's Licenses, Instruction Permits, Identification Cards, and Temporary Driving Permits or Identification Cards.

Jeff Wigington moved to approve the final rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

### **Citizen Waivers**

1. Nadine Whitehead Davis - She is seeking a Georgia ID in the name of Nadine Whitehead Davis. She is 73 years old. She submitted a delayed birth certificate from 1952 (biological father – Whitehead), marriage application (stepfather's last name shown – Brown; married LeRoy Davis Jr.), marriage license (stepfather's last name shown – Brown; married LeRoy Davis Jr.), child's birth certificate (maiden name – Nadine Brown), Social Security Card (S/S), expired Georgia ID, and residence document.

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

2. Sondray Jasper - He is seeking Georgia ID in the name of Sondray Jasper. He is 27 years old. He was born at home, immediately sent to foster care, and no birth record was created. He has initial S/S application (references hospital where he was born as evidence in interview; mother – Ramona Jasper), birth not found, child's birth certificate, marriage license (mother's name – Ramona Jasper), medical record, S/S card, and Sacramento County Sheriff information.

Jeff Wigington motioned to deny the waiver; Hubert Parker seconded the motion with unanimous denial by the remaining Board members.

3. Shirley Anne Spell - She is seeking a Georgia driver's license in the name of Shirley A. Spell. She is 67 years old. She was told the last name on her birth certificate was her biological father's. She has always gone by Ward – mother's maiden name. She submitted her birth certificate, school record (mother's maiden name – Mamie Lee Ward), employment card, child's birth certificate, social service card, marriage certificate (married to Donald Spell), South Carolina driver's license, S/S card, and residence document.

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

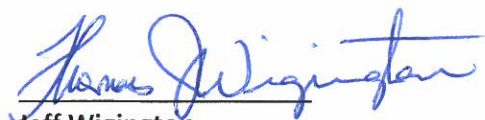
#### **New or Old Business**

The next Board meeting will be held on March 13, 2019.

#### **Adjournment**

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Jeff Markey and seconded by Britt Fleck with unanimous approved by the Board.

Respectfully Submitted,

  
Jeff Wigington

