

Minutes of Board Meeting
May 8, 2019
10:00 a.m.

Present

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

Not Present

Jeff Markey, Vice Chairman
Jim Cole

Also attending the meeting was 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 10:03 a.m.

Approval of Minutes

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

Commissioner's Report

The Commissioner welcomed the Chairman and members of the Board to our May Meeting. Commissioner Moore told the Board that this is an exciting day for DDS. The roll-out of the Card Production Services (CPS) project begins today in Conyers and Kennesaw. Then it will move to Macon, Dublin and Helena next with the other centers completed in June.

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

- Card Production Services Project Status:
 - DDS User Acceptance Testing complete
 - SoS Motor Voter Interface tested
 - Completed Training the Trainer
 - Completed Law Enforcement Training
 - Completed Facial Comparison Training
 - Completed Central Server Training
 - Successfully produced Georgia DL/ID cards at back up Perso center
 - Development of system security plans continues (includes application security, system security, incident response plan and disaster recovery-business continuity plan)
 - 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 Future Milestones:
 - CSC Pilot – May 8, 2019 to May 29, 2019 (no special elections in the area)
 - Conyers, Kennesaw, Dublin, Macon, Helena, Gainesville, Norcross, Fayetteville, Reidsville, Warner Robins, Swainsboro, and Sandersville
 - Statewide Rollout – May 30, 2019 to June 26, 2019
 - GBI image transition – Mid-June
 - On-line services – Weekend of July 27/28
- Card Production Services Limited Services Rollout:
 - Install team arriving in the morning to install half of the CSC counters
 - 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.

The Commissioner thanked George Theobald for his efforts to ensure we get this project completed. This project is not a small task, and one person must be dedicated to making sure the project stays on task. A lot of players are involved, not just from our agency, but from the Georgia Bureau of Investigations (GBI), Secretary of state, GTA, and Gemalto. George has no authority over those agencies, but he is working hard to make sure they are engaged and that we get things accomplished. Commissioner Moore said George has done a great job leading this project. There are a ton of people to thank, many that are in the room. However, without George's leadership, the agency would not be in the place that it's in.

Deborah Moore (HR Director) gave an update on Public Employee Recognition Week (PERW):

- The cookout to kick-off PERW was held on May 6, 2019 at HQ. Examiners came from as far as Brunswick and Blue Ridge to participate.
- There were many events held at Headquarters, as well as the Customer Service Centers.
- The event was sponsored by Justice Federal Credit Union and the Coca-Cola Company.
- This year the kick-off was held behind building 2206, and it seems to be the preferred location. The event has been held behind the warehouse for the last 3 years.

Commissioner Moore gave an update on the agency's Real ID Recertification visit:

- Last summer DDS submitted the agency's REAL ID recertification.
- DDS hosted Steven Kozar with US Homeland Security on May 1, 2019.
- Mr. Kozar was able to observe the issuance process, as well as meet with the agency's leadership team.
- Georgia was the first of a handful of states that became REAL ID complaint in 2012.

Commissioner Moore gave an update on American Association of Motor Vehicle Administrators (AAMVA) awards:

- Commissioner said Susan Sports, Public Information Officer, does an awesome job each year getting information from the entire agency for award submissions to AAMVA. The list below is for the agency's 2019 Awards:
 - Regional award for Community Service for hosting a blood drive last year: We have another one scheduled for May 22, 2019. The Commissioner extended an invite to the board to participate.
 - Regional award for Fraud Prevention & Detection issued to Investigator Karen Brooks: The Commissioner recognized Karen and gave her an opportunity to speak generally about the case to the Board.
 - Regional award for Improvement through efficiencies for online road test reservations: The Commissioner is happy with this award because it has positively impacted our service level in the call center by allowing the customers to make their own reservations.
 - Category award for Pace Division 2: Visual arts, 2D for Digital Graphics for "DDS 2 GO" Web add.
 - Category award for Pace Division 3: Advertising, 3D for Radio Commercial/PSA, Externally or Internally produced for "DDS 2 GO" Radio spot.

Commissioner Moore provided an update on the agency's performance, which is slightly up from April of last year. We served 296,000 customers face to face. The Commissioner is excited to see overall the numbers of face to face customers are coming down, and they should continue to come down, year over year. He is hopeful that DDS will not have 4 million face to face transactions this coming year. The average statewide wait-time continues to be low. DDS is meeting service level to get 95% of customers served in 30 minutes or less. A few people may not get served in 30 minutes, and typically those are the customers that contact the Commissioner or the Deputy Commissioner. DDS reminds those customers that we want to serve them and that we work hard to ensure as many people as possible get served within that time frame.

The agency continues to add online accounts, as well as mobile app accounts. DDS performed over a million transactions last year and the first few months of this year. Through these channels, customers can be served where they want to be served, and they don't have to come to a customer service center. We continue to see an uptick online, as well as with mobile app transactions, and we will continue to monitor that.

The Commissioner ended his report with surveys. The DDS survey response continues to increase, and more than 8,000 people responded, which is up from the 7,000 plus received last month. The numbers continue to go up as far as, "Was our staff courteous and knowledgeable, and were our facilities clean and adequate?" We will continue to monitor any complaints that DDS receive, and all are personally reviewed by Deputy Commissioner Ricky Rich. Deputy Commissioner Rich ensures a team member follows up with the customer and that any changes needed at the CSCs are made. Chairman Connell shared with the Board that several people have given him feedback regarding their experiences at a DDS center. The Chairman said people are shocked how well the service is as compared to five years ago. The change has been remarkable and is recognized by people in Cobb County and around the state.

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.01** Assignment of Customer Identification Number
- **375-3-1-.36** Fees for Driver's Licenses, Instruction Permits, Identification Cards and Temporary Driving Permits
- **375-3-2-.04** Remote Renewal of Licenses, Permits, for Military and Students and Identification Cards. Revised

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

Citizen Waivers

1. Myrtle Denise Johnson - She is seeking a Georgia driver's license in the name of Myrtle Denise Johnson. She is 56 years old. She is missing her birth certificate (BC). She was delivered by a midwife, and her paperwork was not filed with Georgia Vital Records. She submitted her sister's birth certificate (sister name – Minnie Lee Cooper: parents' names – Mary Robinson and John Henry Cooper), school record, marriage application (married Ricky Lamar Johnson: Parents' names – Joe Grant and Mary Lewis Robinson), expired Georgia driver's license, Social Security Card (S/S), voter ID card, Numident (first name – Myrtle Denise Cooper: Parents' names Joe L. Grant and Mary L. Robinson), and birth not found letter (parent name – Mary Cooper/Robinson).

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

2. Donna H. Kolpack - She is seeking a Georgia driver's license in the name of Donna H. Kolpack. She is 71 years old. She changed her name to her stepfather's name at 15 years of age. She submitted her BC (parents' names – Carlotta Langford and Joseph Hindel Noel), school census, parent marriage certificate (MC), school yearbook, valid Wisconsin driver's license, vehicle registration, employment letter, MC (married Mark A. Kolpack), Medicare card, insurance card, and S/S card.

Wallace Coopwood motioned to approve the waiver; Britt Fleck seconded the motion with approval by most of the remaining Board members. Jeff Wigington opposed the motion.

3. Christopher A. Payne - He is seeking a driver's license in the name of Christopher A. Payne. He is 58 years old. He is missing his citizenship document. He submitted his parents MC (parents show born in US: parents' names – Ralph A. Payne Jr. and Mary Jane Totin), hospital BC (parents' names – Ralph Payne and Mary Jane Totin), adoption document from Canada (parents' names – Ralph Payne and Mary Jane Totin), DD214 (1979 & 1986), military records, S/S letter (unable to receive S/S card until proof of citizenship or lawful alien status), and valid Georgia driver's license.

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

4. Crystal Y. Strickland – She is seeking a Georgia driver's license in the name of Crystal Y. Strickland. She is 51 years old. She is missing her first BC showing her last name as Smith (mother's maiden name). The Ohio (OH) Department of Health created an amended BC showing her last name as Ramsey (father's last name shown to establish paternity). She went by Smith until her name change at marriage. She submitted an amended BC, school diploma's, marriage license (married Earl Louise Strickland Jr.), marriage application (shows not previously married: shows parents' names – Charlene Smith and Donald Ramsey), S/S card, valid OH driver's license, and Department of Health letter (references amended BC that went from Smith to Ramsey, as she can no longer receive a birth certificate in Smith).

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

New or Old Business

Resolutions:

- Agency Resolution to sell the property in McDuffie County

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

- Resolution for 2019 DDS Bond Request

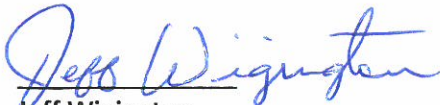
Jeff Wigington motioned to approve the Resolution; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on June 12, 2019.

Adjournment

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

Respectfully Submitted,


Jeff Wigington