

Minutes of Board Meeting
October 9, 2019
10:00 a.m.

Present

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

Not Present

Jeff Markey, Vice Chairman
Jim Cole
Bob Pierce
Hubert Parker

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 10:00 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the September 11, 2019 Board meeting. Rachel Little made a motion to approve the regular meeting minutes as presented; Jeff Wigington 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 informed the Board that a few members of the leadership team had to catch a flight that afternoon to have a final meeting with Thales, the card vendor. Commissioner Moore stated the agency is holding Thales accountable for the deliverables owed to the state, which he has been happy with so far, and that a few outstanding issues would be discussed during the meeting the next day. The Commissioner then stated that a large portion of his report would be handled by members of the leadership team.

Cynthia Stewart, Executive Assistant to the Deputy Commissioner/2019 State Charitable Contributions Program (SCCP) Coordinator, provided an update on SCCP:

- The theme for this year is "Giving is Easy and Impactful." The campaign will run from September 26th through November 26, 2019.
- The goal this year is to raise \$35,000. The agency hopes to meet or exceed that goal as it has done in the past.
- Cynthia spoke about some of the events occurring throughout the headquarters buildings, and the Commissioner mentioned that the agency also is collecting items to donate to hurricane victims in the Bahamas. The items will be presented to the Bahamian Consulate on October 18th.

Ricky H. Rich, Deputy Commissioner, provided an update on the Contact Center:

- The Deputy Commissioner provided a visual to show the progress the Contact Center has made in meeting service levels. He mentioned that the Department of Revenue recently visited the Contact Center to observe its operations, which is one of Governor Kemp's initiatives. The DoR was impressed with what it saw and took several ideas back to its Contact Center staff.
- Assistant Manager Donna Ross-Carter explained the goal of the Call Center is to answer 85% of calls in three minutes or less. Chairman McConnell asked how the agency captures service levels, and Donna responded by providing a brief explanation of the process. She went on to explain some of the issues faced in the beginning and how they were resolved.

Issues:

- High volume of calls
- Agents not trained on all skill types
- Training process needed restructuring
- Personnel issues
- Inadequate number of supervisors on the floor
- Scheduling issues with breaks and lunches

Resolutions:

- Implemented Online Road Test Reservations System - September 2018
- Launched the DDS 2 GO Mobile App
- Cross trained agents on multiple skill types
- Hired Quality Analyst dedicated to the Contact Center
- Restructured the Contact Center agent training program
- Improved morale

Deputy Commissioner Rich thanked Director Kecia Bivins and Deputy Director Pierre Miles for their leadership and the innovative things they have accomplished. Kecia thanked the Commissioner and Deputy Commissioner for supporting their ideas and helping them to go from the worst in the state to the first in the State. Commissioner Moore stated that all teams worked together to make this happen, much like any other DDS project. Several other team members were acknowledged.

Shevondah Leslie, Legislative Liaison, provided an update on 2020 proposed Legislation:

- Proposal 1: Amend GA statute to authorize DDS to impose a lifetime commercial driver's license (CDL) disqualification for any person convicted of violating Human Trafficking laws while using a commercial motor vehicle (CMV).
- Proposal 2: Amend GA statute to permit the use and acceptance of electronic driver's licenses and identification (ID) cards.
- Proposal 3: Amend GA statute to allow DDS to document administrative license suspension (ALS) on driver's records even if they are convicted and/or pleas to a lesser charge.
- Proposal 4: Amend GA statute to eliminate DDS' requirement to send notifications via certified mail.

Michele Granger, Budget Director, provided an update on the AFY 2020 & FY 2021 budget submissions:

- The appropriated Budget for FY2020 is \$73,272,234. The Governor's office required agencies to submit reductions totaling 4% for the amended fiscal year and 6% for the out year.
- The Commissioner informed the Board that the agency will not have to furlough any employees. The agency will meet a majority of the reductions by not filling current vacancies.

- The agency submitted a bond package totaling about \$3,000,000. This will cover the new building for the Dalton CSC, security cameras for twelve CSCs, generators for five CSCs, and fifteen vehicle replacements.
- The primary difference between the submissions for the two years is the projected savings from not sending many suspension notices via certified mail, which will require a legislative change.

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

Bob Griffin, CFO, provided an update on the annual Audit:

- Two of the most important reports prepared by the Audit Department are the CAFR, which is the Comprehensive Annual Financial Report, and the Single Audit. In the past, auditors would arrive on site at each agency and remain for three to six weeks, reviewing the agency's accounting transactions. In 2015, the Audit Department moved to a risk-based approach and now conducts site reviews on a smaller number of agencies. Every agency contributes to the CAFR, though, by submitting information to the State Accounting Office.

Commissioner Moore provided an update on the agency's performance. He said one of the noticeable things in the report him and Jeff spoke about this morning is volume. The report showed 243,000 people that came in within a single month. Which we have never seen on this report. The Commissioner said Jeff Smith, CIO does an awesome job providing him a chart that looks at the cycles.

The agency is back to service level of serving customers in 30 minutes or less. This last week the agency had a 99.59% service level in the first week of October. The Commissioner said Director Kecia Bivins, Deputy Director Pierre Miles and the District Managers are doing a wonderful job in insuring we get customers served.

Commissioner Moore continues to be excited about serving customers outside of the center. In 2018 and 2019, almost a million customers were served outside of the center. The agency's goal is to serve customers the way they want to be serviced, either online, by the Mobile App or in person.

The Commissioner ended with the customer satisfaction surveys. The number for the survey responses is going down but this is due to fewer customers coming in. Overwhelmingly, the responses are good. Commissioner Moore shared a story of some feedback he received from someone who did not know he worked for DDS. The person spoke about how she was welcomed to the facility, how wonderful the person was that helped with the computer and that she received the same smile at the counter. The Commissioner said this is a testament to the DDS team.

Rules for Final Approval

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

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

Citizen Waivers

1. Barbara Ann Elder - She is seeking a Georgia driver's license in the name of Barbara Ann Elder. She is 73 years old. She was given her mother's maiden name, and her father's name is not on the birth certificate. She submitted her birth certificate, brother's birth certificate (parent names – Lucille Kimbrough and Matthew Mallory), census record, school record (mother's name – Lucille Mallory), marriage certificate (married Harvey Elder), child's birth certificate (father's name – Harvey Elder), mother's birth certificate (mother's name – Lucille Kimbrough), death certificate (surviving spouse – Barbara Mallory), social security (S/S) card, and valid Tennessee (TN) driver's license.

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

2. Shirley Holston - She is seeking a Georgia driver's license in the name of Shirley Holston. She is 74 years old. She began using her stepfather's last name when she was approximately five years old, but he never adopted her. She submitted her delayed birth certificate, insurance document, school record, marriage certificate (married Paul Holston), children's birth certificate (maiden name Dorsey), Department of Defense/uniformed services photo ID, S/S card, and valid Ohio driver's license.

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

3. Becky Louise Morgan - She is seeking a Georgia driver's license in the name of Becky Louise Morgan. She is 53 years old. Her name changed to father's surname. She submitted her birth certificate, child's birth certificate (father's name – Kendall Edward Allen), marriage certificate (married David Lamar Beavers), marriage certificate (married Leonard Andrew Williams), marriage certificate (married Norman Eugene Baugh), marriage certificate (married Floyd Roberson), marriage certificate (married David Allen Hall), marriage certificate (married John Henry Parker), valid TN license, divorce decree, and S/S card.

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

4. Martha Karin Saul - She is seeking a Georgia driver's license in the name of Martha Karin Saul. She is 46 years old. The marriage certificate and divorce decree show her first and middle name in incorrect order. She uses the name as it appears on the birth certificate. She submitted her birth certificate, marriage certificate (married Jeffry Dean Ellis), divorce decree, valid Georgia driver's license, voter registration in Florida (FL), valid FL driver's license, carry permit, tax return, lease, and S/S card. She has used multiple variations of her name since her divorce and did not seek to correct her name in the divorce decree.

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

5. Marcia Tremece Williams - She is seeking a Georgia driver's license in the name of Marcia Tremece Williams. She is 46 years old. She is missing her name change document from birth name to stepfather's last name. She submitted hospital certificate, Immunization document, school records (1980, 1981, 1988, 1991 & 1996), news articles (1988 & 1990), child's birth certificate, employment record, marriage certificate (married Eric Damon Williams), and TN driver's license.

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

Driving School Waiver

1. Elbert County School District – The school is requesting a waiver for their Driver's Education program. They would like to use a 2007 Ford Focus for the second semester of the 2019-2020 school year.

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

New or Old Business

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

Adjournment

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by consensus with unanimous approval by the Board.

Respectfully Submitted,


Jeff Wigington