Staying In Compliance
PRI Summer Conference 2019

GEORGIA DEPARTMENT OF DRIVER SERVICES **June 13, 2019**

GOALS AND OBJECTIVES

Goal(s)/ Description of Course:

This session is designed to provide attendees with an overview of topics and information related to maintaining compliance with DDS Rules and Regulations.

Learning Objective(s):

- Verbalize and identify key rules and regulations that foster an atmosphere of compliance
- Discuss methods for enforcement of DDS Rules and Regulations
- Describe and explain how to utilize the Regulatory Compliance staff support system

DDS 2 GO

Available NOW!

- **Easy Access to Driver's Record**
  - Personal Info
  - Points/ Suspensions
  - Citations
  - Renewal Notices
  - Changes in Driver Status
- **Push Notifications**
- **New Laws and Regulations**
- **Online Transactions**

Available on the App Store

GET IT ON Google Play

TEXTING AND CELL PHONE USE WHILE DRIVING

REMINDER: Georgia Hands Free Law (HB673)

- Drivers (any age, any license type) are not allowed to hold or support a phone for any reason.
- Drivers cannot text, email, use the Internet, or watch or record movies/videos.

Penalties:

- 1st conviction – 1 point and $50.00 fine
- 2nd conviction – 2 points and $100.00 fine
- 3rd or more convictions – 3 points and $150.00 fine

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CDL Reservation Status
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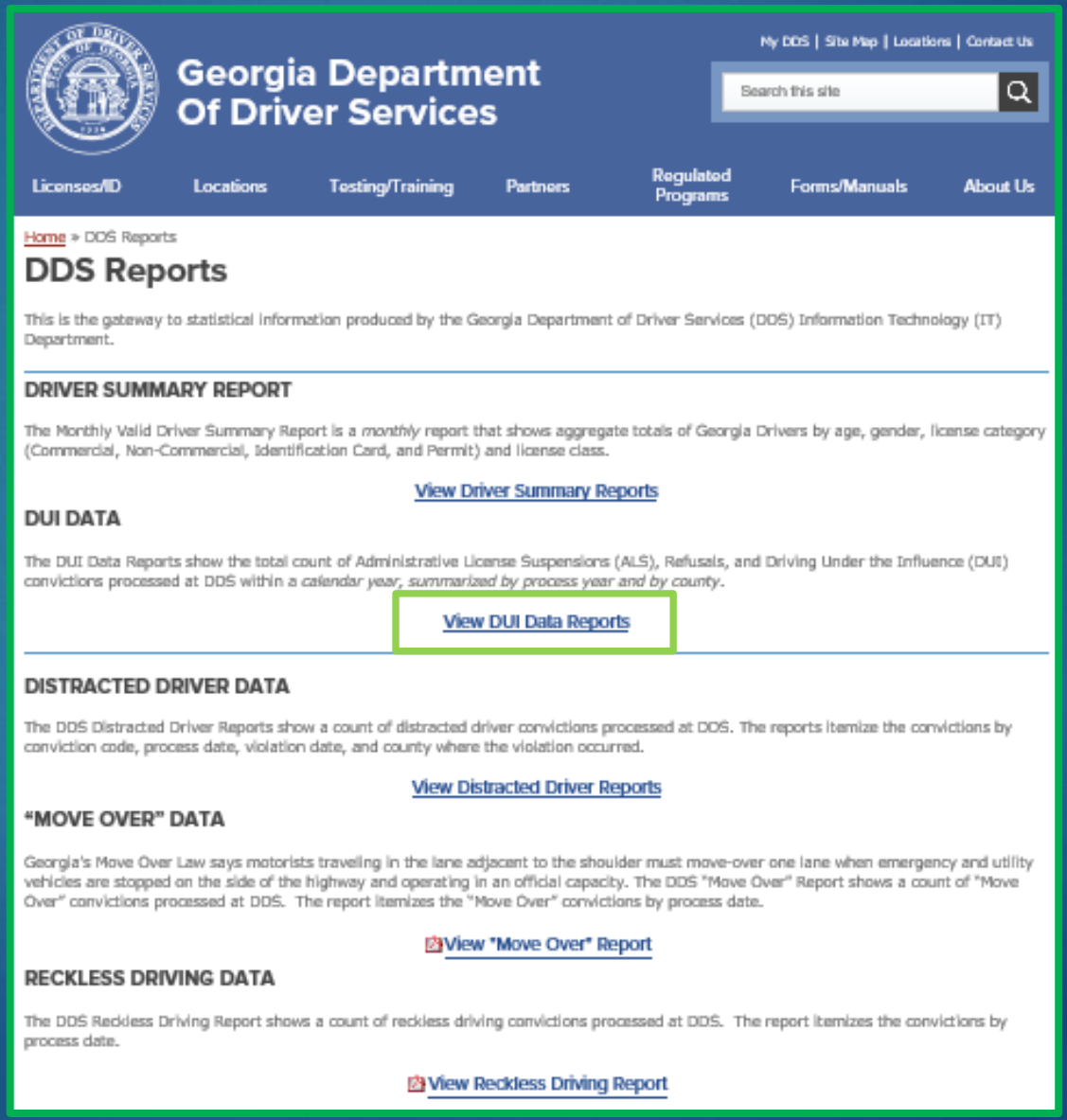
NEWS RELEASES
NOTICE OF PUBLIC HEARING
September 14, 2018
Public Hearing to be held October 15, 2018 at 9:00 am.
Read More
GA Driver Services Launches New Mobile App DDS 2 GO
September 6, 2018
Download for Free and Keep a Licensing Office in Your Pocket
Read More
NOTICE OF PUBLIC HEARING
September 5, 2018
Public Hearing to be held October 8, 2018 at 9:00 am.

DDS REPORTS



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Home » DDS Reports

DDS Reports

This is the gateway to statistical information produced by the Georgia Department of Driver Services (DDS) Information Technology (IT) Department.

DRIVER SUMMARY REPORT

The Monthly Valid Driver Summary Report is a *monthly* report that shows aggregate totals of Georgia Drivers by age, gender, license category (Commercial, Non-Commercial, Identification Card, and Permit) and license class.

View Driver Summary Reports

DUI DATA

The DUI Data Reports show the total count of Administrative License Suspensions (ALS), Refusals, and Driving Under the Influence (DUI) convictions processed at DDS within a *calendar year, summarized by process year and by county*.

View DUI Data Reports

DISTRACTED DRIVER DATA

The DDS Distracted Driver Reports show a count of distracted driver convictions processed at DDS. The reports itemize the convictions by conviction code, process date, violation date, and county where the violation occurred.

View Distracted Driver Reports

"MOVE OVER" DATA

Georgia's Move Over Law says motorists traveling in the lane adjacent to the shoulder must move-over one lane when emergency and utility vehicles are stopped on the side of the highway and operating in an official capacity. The DDS "Move Over" Report shows a count of "Move Over" convictions processed at DDS. The report itemizes the "Move Over" convictions by process date.

View "Move Over" Report

RECKLESS DRIVING DATA

The DDS Reckless Driving Report shows a count of reckless driving convictions processed at DDS. The report itemizes the convictions by process date.

View Reckless Driving Report

DDS REPORTS

Available DUI Data Reports:

- DUI Data Report By Process Year
- DUI Report by Gender and Age
- DUI Report by County
- DUI and Drug Conviction Counts Reported to DDS by Process Year

Other Available Reports:

- Driver Summary Reports
- Distracted Driver Data
- "Move Over" Data
- Reckless Driving Data

PROGRAM STATISTICS

256 Certified Risk Reduction Programs
June - 2019

210 Certified Program Directors
June - 2019

245 Certified Program Owners
June - 2019

718 Certified Risk Reduction Instructors
June - 2019

REINSTATEMENT DATA

	FY2014	FY2015	FY2016	FY2017	FY2018
1st DUI	23,623	22,350	20,788	21,172	19,485
2nd DUI	3,945	4,033	3,611	3,815	3,503
3rd DUI	455	466	455	518	480
TOTAL	28,023	26,849	24,854	25,505	23,468
Refusals	5,340	5,169	5,317	4,724	3,526
ALS	10,812	9,635	8,234	7,974	6,445

APPLICATIONS

PROGRAM ADMINISTRATION UNIT

- Program Analysts process between 500 – 600 DUI applications each fiscal year

Name	Email	Phone
Denae Hartsfield, Manager	dhartsfield@dds.ga.gov	678-413-8803
Michelle Asbury, Safety & Compliance Specialist	masbury@dds.ga.gov	770-929-3205
Adnan Dadovic, Safety & Compliance Specialist	adadovic@dds.ga.gov	678-413-8746
Michael Ishola, Safety & Compliance Specialist	mishola@dds.ga.gov	678-413-8869
Elizabeth Nelson, Safety & Compliance Specialist	enelson@dds.ga.gov	678-413-8536
Mistie Odum, Safety & Compliance Specialist	modum@dds.ga.gov	678-413-8827
Yessenia "Jessie" Daggs, ADAP Coordinator	ADAPinquiries@dds.ga.gov	678-413-8747

APPLICATIONS

New

- New Program
- New Owners/Corporate Officers
- Instructor/Director

Recertification

- Renewal of Program, Director, and Instructor
- All Owners/Corporate Officers

Relocation

- Change of Program Location

Name Change

- Change of Program's Legal or D/B/A Name(s)

APPLICATIONS

Program, Director and Instructor Recertification:

- Certification is valid for 4 years
- If certification expires, cannot operate, direct or instruct until recertification has been completed
- If the certification has expired over 1 year, a new application is required
- Apply 30 - 90 days prior to expiration

Background Check:

- Must be fingerprinted and provide a Consent for Background Check form
- If a background check has been completed within the previous 6 months for another certification, new fingerprints are not required

APPLICATIONS

Continuing Education Units:

- Director must complete 16 hours of continuing education courses
- Instructor must complete 32 hours of continuing education courses
  - 4 classes must be taught during the 4 year certification period
  - Verification is required

Surety Bond:

- Proof of a continuous Surety Bond in the principal sum of $10,000 per Program location from a company authorized to conduct business in the State of Georgia indicating the Georgia Department of Driver Services as obligee.

APPLICATIONS

Program Relocation:

- A Relocation Application is required
- Minimum 30-day notice to the Department
- All documents for a new program application are required
- May not operate until relocation is approved and certification is received

Program Name Change:

- Application required
- Documentation of registration of business name
- Surety Bond Rider amending the program's name
- Copies of student contracts and materials reflecting the new program name

APPLICATIONS

Common Application Issues

- Insufficient Work Experience and/or Inapplicable Education
- Continuing Education Requirement Not Satisfied
- Applying Outside of Enrollment Period (Instructors)
- Applying to Recertify Within 30 days of Expiring
- Incomplete Application

TRAINING OPPORTUNITIES

Location:

Department of Driver Services

2206 Eastview Parkway

Conyers, GA 30013

Upcoming Classes:

- You may attend any of these classes as a refresher to obtain CEU's if space is available; must be approved to attend.
  - New Driver Improvement Clinic
  - DUI New Owner/New Director
  - OCRA
- Calendar on Regulated Programs page on the DDS website under **Regulated Programs Training and Events**

ADE ASSESSMENT ROSTERS & REBATE FEES

Survey M. Example (#123-456-789) Page 1 of 4

NEEDS Assessment

PASS41 Development

DATE:	9/13/2011	**DOB:**	9/12/1982	**MARITAL STATUS:**	never married
NAME:	Survey M. Example	**AGE:**	29	**EMPLOYMENT:**	unemployed
ID NUMBER:	123-456-789	**SEX:**	male	**EDUCATION:**	12 years
		RACE:	white	**INCOME:**	$0-10,000

The following report should be viewed as a series of hypotheses which may require further investigation. Individuals interpreting this evaluation should be knowledgeable in substance abuse problems and possess screening and assessment skills.

For NEEDS Report summary, see sections J and K.

A: TEST TAKING ATTITUDE SCORE = (5)

This person's test taking attitude score suggests that he is inclined to be honest in his responses to the questions and to disclose information about himself. The lower the TTA score, the stronger the inclination to do so.

B: BASIC PROBLEM SOLVING AND READING ASSESSMENT = (0)

The NEEDS Survey was completed in 32 minutes.

C: EMOTIONAL STABILITY ASSESSMENT = (19)

This person has a history of emotional problems, and he is currently displaying strong feelings of emotional vulnerability.

- he reports having been treated for emotional problems
- he reports aggressive ideation, as well as, violent behavior while drinking

ASSESSMENT COMPONENT RULE

375-5-6-.14(3)(b) – Assessment component shall be processed at least thirty (30) minutes before the beginning of the first Intervention Component Session

- Gives the instructor an overview of students in the class to allow for preparation
- Allows time to address invalid assessment results
- A review of the NEEDS Assessment is conducted during the Intervention Component

ASSESSMENT REBATE PROCESS

- In accordance with O.C.G.A 40-5-83(e), approved programs are required to pay DDS a $30.00 rebate fee for each offender assessed
- Offenders assessed must be processed in ADE in the same month in which they took the assessment
- Rebate fees should be submitted directly to ADE
  - ADE must receive all fees no later than the 10th day of the month following the report month

- You may pay by credit card via the ADE website or you can mail a check or money order made payable to ADE, Inc.
- Payment/Invoice questions should be directed to ADE at 1-800-334-1918 or via email at support@adeincorp.com

ASSESSMENT REBATE FEES

- Rebate fees are due on or before the 10th day of the month following the report month
- Late notices will be emailed from ADE on the 11th
- Programs will have 30 days from the date of the late notice to remit full payment
- Failure to remit full payment by 5:00 pm on the 30th day will result in an administrative fine of $250.00
- If you are assessed an administrative fine, only the fine amount should be paid to DDS. The past due assessment rebate fees must be paid to ADE

ADE SUPPORT

Call: 800-334-1918

OR

Send an Email to:
support@adeincorp.com

PRI WEBSITE

PRI certified instructors can go to primeforlife.org, log-in and select My Dashboard to access resources such as:

- **Version 9 Syllabus**
- **Version 9 Final Exam**

AUDITS

AUDITS - INSPECTIONS, INVESTIGATIONS, AND PROGRAM MONITORING – 375-5-6-.28

Department is authorized to:

- Inspect, monitor and investigate programs
- Determine compliance with the Rules and Regulations of each program

Program Owners, Directors, Instructors, and Staff shall:

- Cooperate with any inspection or investigation
- Provide without delay, any information reasonably requested by the Department

AUDITS

Preparing for the Program Audit:

- Owner/Director and/or designated program staff should be available on the day of the scheduled program audit
- All files should be neat and organized
- Allow the analyst sufficient space with limited interruptions to conduct the audit
- Allow ample time for the audit to be completed

AUDITS

Purpose of the Program Audit:

- To establish consistency of all programs across the state
- To determine compliance of the Department's rules and regulations governing the program
- To gather data that may be used for statistical purposes

AUDIT CATEGORIES

Category 1: Severe

Deficiencies must be corrected within 30 days of implementation of the corrective action plan.

Category 2: Moderate

Deficiencies must be corrected within 3 months following implementation of the corrective action plan.

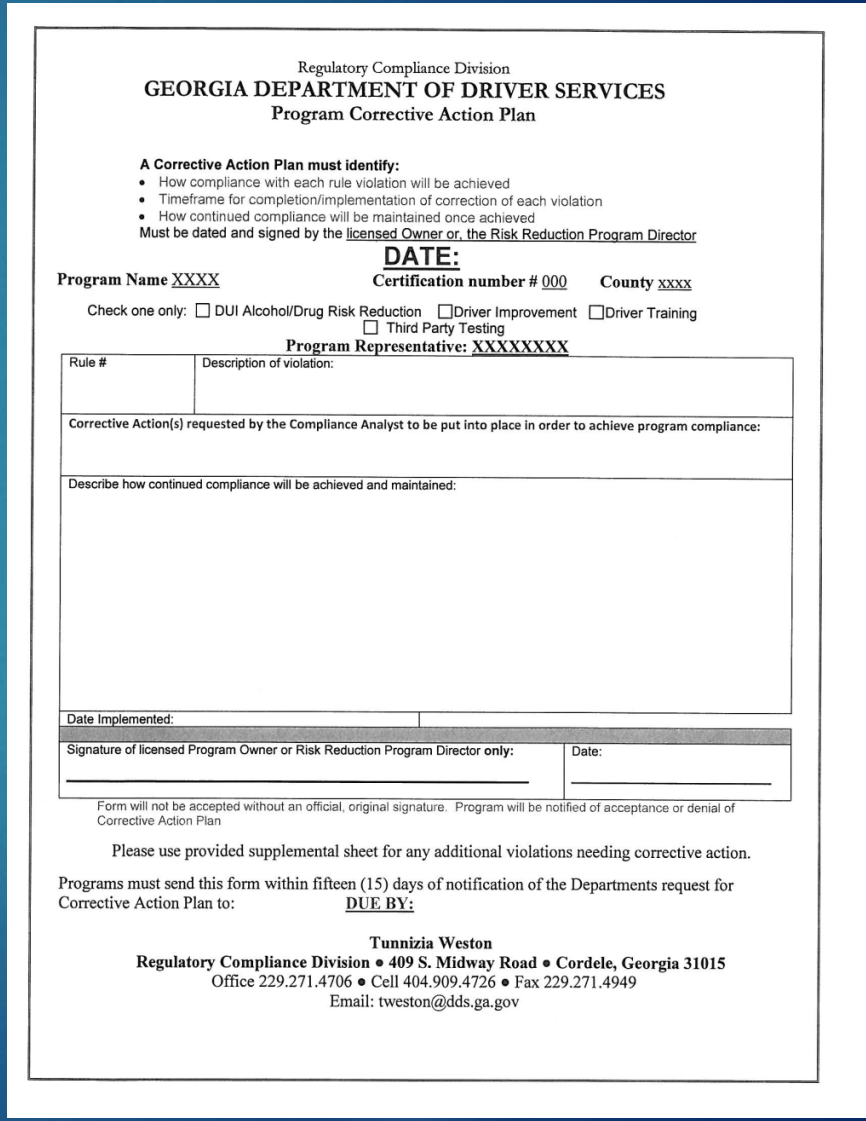
Category 3: Minor

Deficiencies must be corrected within 6 months following implementation of the corrective action plan.

CORRECTIVE ACTION PLAN (CAP)

Corrective Action Plan Must:

- Describe how continued compliance will be achieved and maintained
- Show the date the plan will be implemented
- Be signed and dated by the licensed Program Owner or Risk Reduction Program Director only
- Be returned to Field Analyst within (15) fifteen days of notification



Regulatory Compliance Division
GEORGIA DEPARTMENT OF DRIVER SERVICES
Program Corrective Action Plan

A Corrective Action Plan must identify:
- How compliance with each rule violation will be achieved
- Timeframe for completion/implementation of correction of each violation
- How continued compliance will be maintained once achieved

Must be dated and signed by the licensed Owner or, the Risk Reduction Program Director

DATE:

Program Name XXXX **Certification number #** 000 **County** xxxx

Check one only: ☐ DUI Alcohol/Drug Risk Reduction ☐ Driver Improvement ☐ Driver Training ☐ Third Party Testing

Program Representative: XXXXXXXX

Rule #	Description of violation:
Corrective Action(s) requested by the Compliance Analyst to be put into place in order to achieve program compliance:	
Describe how continued compliance will be achieved and maintained:	
Date Implemented:	
Signature of licensed Program Owner or Risk Reduction Program Director only:	Date:

Form will not be accepted without an official, original signature. Program will be notified of acceptance or denial of Corrective Action Plan

Please use provided supplemental sheet for any additional violations needing corrective action.

Programs must send this form within fifteen (15) days of notification of the Departments request for Corrective Action Plan to: **DUE BY:**

Tunnizia Weston
Regulatory Compliance Division • 409 S. Midway Road • Cordele, Georgia 31015
Office 229.271.4706 • Cell 404.909.4726 • Fax 229.271.4949
Email: tweston@dds.ga.gov

ADVERSE ACTIONS

Warning Letter

Administrative Fine

Suspension/Cancellation/Revocation

ADVERSE ACTIONS – HISTORY OF COMPLIANCE

Department may consider the Applicant's history of compliance when determining eligibility for Certification and Recertification.

Cancellation, Suspension, or Revocation of Certification(s) in another program may result in the same for this program.

ADVERSE ACTIONS – ENFORCEMENT OF PROGRAM REGULATIONS – 375-5-6-.29

Revocation, Cancellation, or Suspension:

- In considering which to impose the Department may consider:
  - The history of compliance
  - The seriousness of the violation(s)
  - Whether violation was voluntarily reported to the Department
  - Whether they exhibited good faith efforts to correct areas of non-compliance prior or subsequent to the discovery by the Department

ADVERSE ACTIONS – ENFORCEMENT OF PROGRAM REGULATIONS – 375-5-6-.29

Assess Administrative Fines:

- Fine not to exceed $1,000.00 per violation
- In determining the fine amount the Department may consider:
  - The seriousness of the violation
  - Whether the same violation has previously occurred
  - Whether procedures designated to prevent the violation were in place and followed

ONLINE CERTIFICATION REPORTING APPLICATION (OCRA)

OCRA PASSWORD & SECURITY

- For security and liability reasons, OCRA users should NEVER allow someone else to use their OCRA user name or password.
- Users may reset their password by using the Forgot Password link on the OCRA sign-in page or send a request from their personal email to reginfo@dds.ga.gov.
- If an Administrator or Instructor leaves the employment of the program/school, notification is required to remove OCRA privileges.

OCRA PRIVILEGE & ACCESS

Online Certification Reporting Application (OCRA)

OCRA Privileges Form

☐ **Grant OCRA Privileges:**

I, _____, in my capacity as the Program Owner and/or Director, request the following person be granted OCRA Privileges for the program(s) I represent.

☐ **Remove OCRA Privileges:**

I, _____, in my capacity as the Program Owner and/or Director, request the OCRA Privileges be removed for the person listed below.

First Name *Middle Name* *Last Name* *Date of Birth*

E-mail Address (required) *Work Telephone #* *Secondary Telephone #*
***Provide a secure, individual email address that only this person can access*

Work Address *City* *County* *State* *Zip Code*

NOTE: **Admin Access** – allows the above individual FULL access to OCRA to add, remove, edit, and finalize course and student information. **DT Instructor Access** – ONLY available for Driver Training Instructors and allows them to finalize and print certificates. They will not be able to add, remove, or edit course or student information.

The request to grant or remove OCRA Privileges will affect the following programs (attached additional pages as needed):

Name of Program as it appears in OCRA *Program Certification#(s)* ☐Admin Access ☐DT Inst. Access

Name of Program as it appears in OCRA *Program Certification#(s)* ☐Admin Access ☐DT Inst. Access

Name of Program as it appears in OCRA *Program Certification#(s)* ☐Admin Access ☐DT Inst. Access

Name of Program as it appears in OCRA *Program Certification#(s)* ☐Admin Access ☐DT Inst. Access

I have reviewed and understand the levels of access described in the note section above and hereby authorize DDS to make the changes for the programs as indicated.

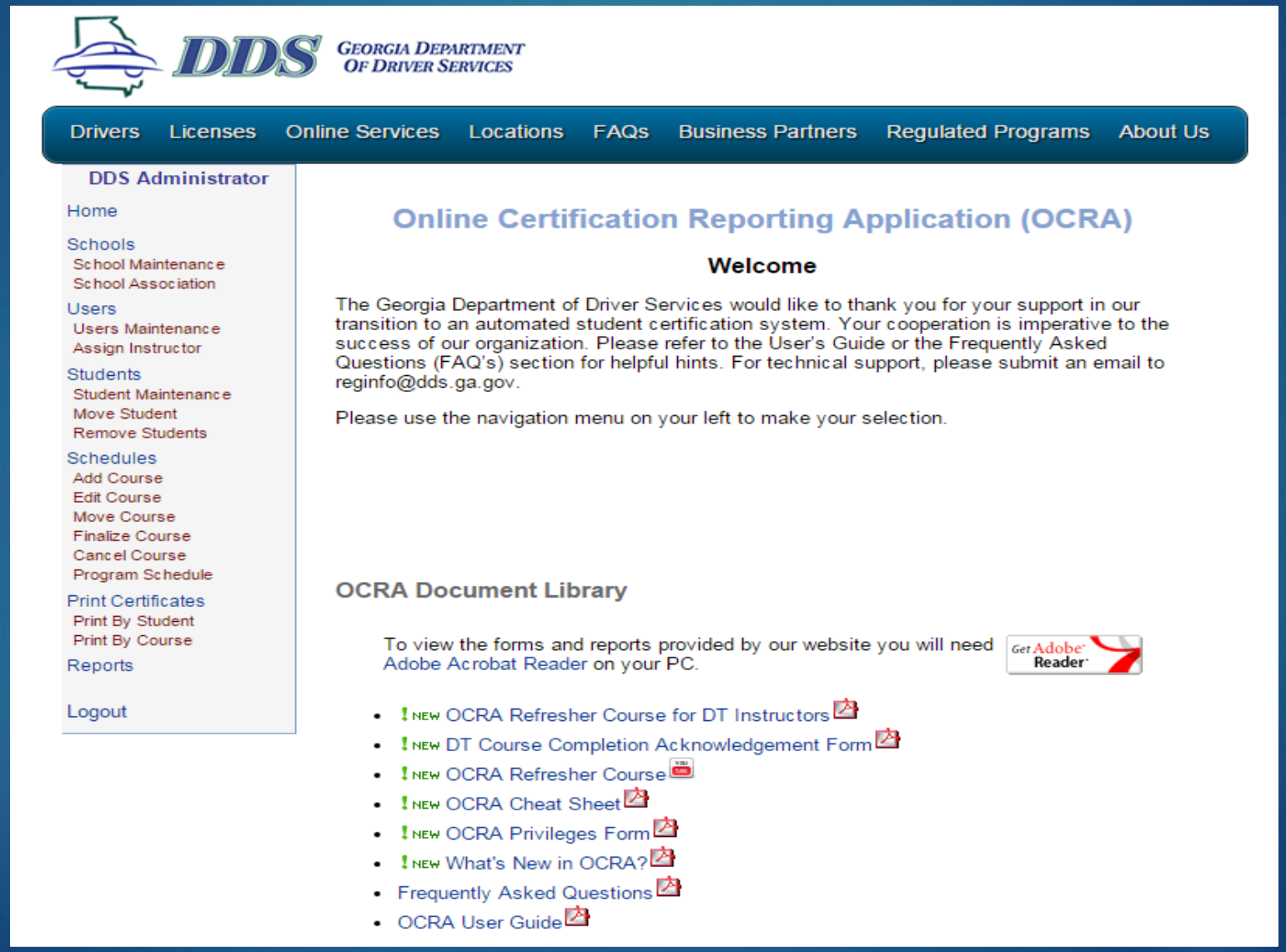
Owner/Director Printed Name *Title*

Owner/Director Signature *Date*

The User ID and Password assigned to staff member will be e-mailed to the address indicated above. Please allow at least 2-3 business days for processing.

RC-OCRA-100 (6/15) Fax to 678.413.8735 or email to reginfo@dds.ga.gov

OCRA ACCESS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Logout
Online Certification Reporting Application (OCRA)
Welcome
The Georgia Department of Driver Services would like to thank you for your support in our transition to an automated student certification system. Your cooperation is imperative to the success of our organization. Please refer to the User's Guide or the Frequently Asked Questions (FAQ's) section for helpful hints. For technical support, please submit an email to reginfo@dds.ga.gov.
Please use the navigation menu on your left to make your selection.
OCRA Document Library
To view the forms and reports provided by our website you will need Adobe Acrobat Reader on your PC.
Get Adobe Reader
NEW OCRA Refresher Course for DT Instructors
NEW DT Course Completion Acknowledgement Form
NEW OCRA Refresher Course
NEW OCRA Cheat Sheet
NEW OCRA Privileges Form
NEW What's New in OCRA?
Frequently Asked Questions
OCRA User Guide

REGULATORY COMPLIANCE SUPPORT SYSTEM

FIELD OPERATIONS

Area 1
Tamara Roper
troper@dds.ga.gov 404.909.6295

Area 2
Scott Morrison
smorrison@dds.ga.gov 404.909.4727

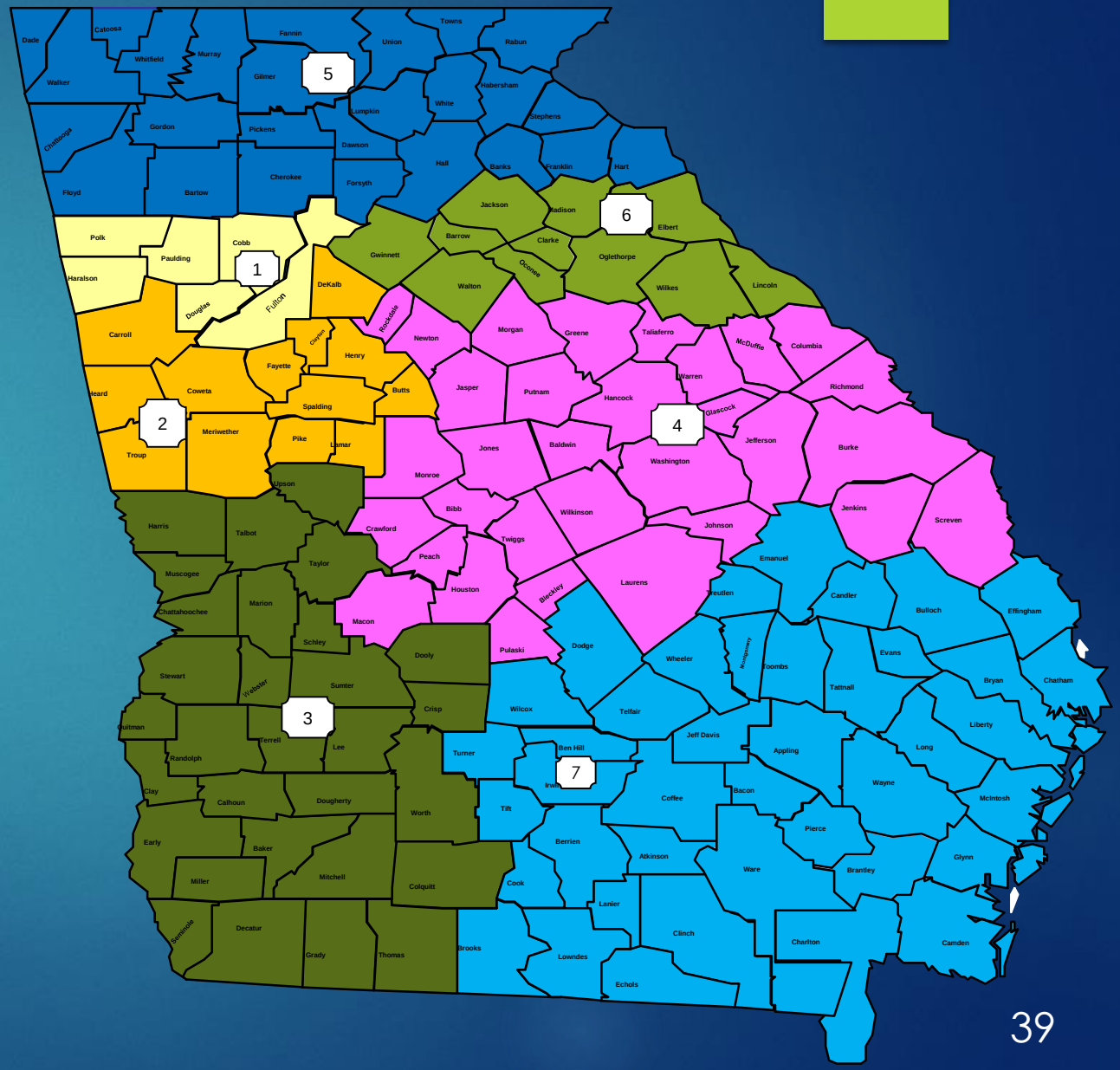
Area 3
Tunnizia Weston
tweston@dds.ga.gov 404.909.4726

Area 4
Lisa Marks
lmarks@dds.ga.gov 404.909.4484

Area 5
Misty Lyles
misty.lyles@dds.ga.gov 404.909.5242

Area 6
Kenny White
kwhite@dds.ga.gov 678.228.7089

Area 7
Michelle Henley
andrea.henley@dds.ga.gov 404.450.8557



CONTACTING REGULATORY COMPLIANCE

Phone
(678) 413-8745

Mailing Address
Georgia Department of Driver Services
Regulatory Compliance
2206 Eastview Parkway
Conyers, GA 30013

Email
reginfo@dds.ga.gov

Website
www.dds.georgia.gov/regulatedprograms

Questions

DDS Georgia Department Of Driver Services