

Minutes of Board Meeting
June 14, 2017
10:00 a.m.

Present

David Connell, Chairman
Hubert Parker
Rachel Little
Wallace Coopwood
Britt Fleck
Bob Pierce

Not Present

Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Jim Cole

Also, attending the meeting from the Attorney General's Office was Amy Radley and the DDS Senior Staff.

Establish Quorum/Call to Order

Chairman David Connell confirmed the presence of a quorum and called the meeting to order at 10:01 a.m.

Oath of Office

Chairman David Connell gave the Oath of Office to our newest Board Member Britt Fleck. Ms. Fleck was appointed by Governor Deal.

Approval of Minutes

Chairman Connell called for a motion to approve the minutes from the May 10, 2017 Board meeting. A motion was made by Wallace Coopwood 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 thanked the Chairman and welcomed everyone to the June Board Meeting. The Commissioner drew attention to the completed effort to remodel the atrium area leading from the reception area to the Board Room. When Deputy Commissioner Ricky Rich first came to DDS, the Commissioner tasked him with making changes in the atrium that would tell the story of DDS and highlight employees. With very little direction, Deputy Commissioner Rich coordinated a team of Ross Potts, Susan Sports, Bob Griffin and the Facilities team and they did a phenomenal job with the space. The Commissioner stated he was grateful to everyone who was a part of putting it together. Chairman Connell said it was very nice and congratulated the whole team.

The Commissioner spoke about the State Charitable Contribution Program (SCCP) awards earned by the agency. The Department of Driver Services has won four times in the last five years. Last year we raised \$21,097. Commissioner Moore commented that DDS has dedicated public servants who go beyond themselves and contribute to others in need. He expressed that is a testament to the group of people we have working at DDS and is something that makes him proud to be Commissioner.

He went on to point out some accomplishments of other DDS divisions. He stated the leadership we have at DDS is second to none and we have some of the best division directors of any state agency.

- Customer and Field Support, which is a technical term for our Help Desk, achieved a service level of 94.39%. The monthly goal is 90%. The overall volume for the Field Operations Team was 356,756 customers served with a wait time of 7:48. They served 98.50% of those customers within 30 minutes with the longest average wait time of any CSC being 13:40 minutes.
- HR Division had 27 new team members complete beginning Examiner Training Preparation (BET PREP) and Basic Examiner Training (BET).
- PMO, IT and other divisions completed the Social Security Administration (SSA) Compliance Audit which resulted in no findings.
- Regulatory Compliance created Medical Revocation Standard Operating Procedures (SOP). Four years ago, we had one person handling the issue of mature drivers. We have grown that unit from one person to three with a supervisor. There were several comments made by the Board on the importance of being able to respond to the need of mature drivers.

Commissioner Moore updated the Board on the 2017 AAMVA Region II Awards recently won by DDS:

- Fraud Prevention and Detection Award, Law Enforcement Individual
 - Greg Dial, Criminal Investigator II
- Fraud Prevention and Detection Award, Motor Vehicle Individual
 - Linda Davis, Criminal Investigator II
- Community Service Award
 - GA Department of Driver Services (DDS) Veterans Service Day

Commissioner Moore updated the Board on one of our strategic initiatives:

- Mobile App – Which will provide DDS the ability to interact with customers on their smart phones and bring the services of DDS to their fingertips.

Commissioner Moore updated the Board on HB 136

- HB 136 adds verbiage to the blind parent permit requirements. It clarifies what is a three-wheel motor vehicle. It aligns the fee for 8-year Commercial driver's license to that of the non-commercial driver's license. It distinguishes what is considered a motorcycle; and it authorizes DDS to contract with a debt collection agency or attorney to collect delinquent fees.

Brett Young gave an update on the other two strategic initiatives:

- Card Production Services (CPS) Project
- Driver Record and Integrated Vehicle Enterprise System (DRIVES) Project

Mindy Park gave an update on SB 176 that goes into effect on 07-01-17:

- SB 176 will require that the court notify the person by mail of the FTA and give them 30 days to respond. Secondly, SB 176 changes the eligibility requirements of a habitual violator probationary license (HVPL). This bill also amends subsection (a) of O.C.G.A. §40-5-75(a) by eliminating the 5-year controlled substance suspension in paragraph (3) for a third conviction of DUI drugs within a 5-year period.

Bob Griffin gave an update on facilities:

- Kennesaw's CSC – Meeting was held with Cobb County on June 1st to discuss odors in the center.
- Rome CSC - Anticipated opening day is in the Fall.
- Sandy Springs CSC – Anticipated opening day is October 1st.

Rules for Final Approval

Angelique McClendon, General Counsel, presented the following rules:

375-3-1-.11 Condition of Test Vehicle

375-3-3-.04 Appeals of Withdrawals

Wallace Coopwood moved to approve the final rules for adoption; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

Michelle Alexander – She is seeking a Georgia ID in the name of Michelle Lynne Alexander. She is 35 years old. She currently has an expired Georgia ID. She is missing her birth certificate and marriage license. She has a class C issued in 2006 and a lengthy driving history with DDS.

Waiver was withdrawn and ID was issued after working with the shelter to produce the required documentation.

Bryline Braswell – She is seeking an ID in the name of Bryline Braswell. She is 68 and has no current ID. She is missing her birth certificate. Her half-brother states he and Ms. Braswell were born at home. She needs ID to make transition from Hospital to group home.

Rachel Little moved to approve the waiver; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Sarah Bernadette Hanson – She is seeking a driver’s license in the name of Sarah B. Hanson. She is 55 years old. She is a citizen by parent and was born in Costa Rico. She has a copy of her father’s birth certificate, her foreign birth certificate, her marriage certificate, divorce decree, S/S card, S/S report and S/S application.

Hubert Parker moved to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Donna Renee Lee – She is seeking a Georgia driver’s license in the name of Donna Renee Lee. She is 63 years old. She has a social worker letter, school records, marriage certificate, her child’s birth certificate, Mother’s obituary and a S/S statement. She is missing her birth certificate.

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

Martin Salazar – He is seeking a Georgia driver’s license in the name of Martin Francisco Salazar. He is 63 years old. He has a copy of a Certificate of Naturalization. He is missing his birth certificate. He has been approved several extensions to obtain the appropriate documentation, but has failed to seek the documents required.

Bob Pierce moved to deny the waiver; Wallace Coopwood seconded the motion with unanimous denial by the remaining Board members.

Carla Shaw – She is seeking a Georgia ID in the name of Carla Marie Shaw. She is 42 years old. She is missing her original birth certificate. She has an expired GA ID, Immunization document, school documents, marriage application, child’s birth certificate, mother’s obituary, S/S statement, S/S, adoptive papers and tax return.

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

Joann McDonald Tompkins – She is seeking a Georgia ID in the name of Joann Tompkins. She is 55 years old. She has a hospital uncertified birth certificate, school records, marriage application and probation document.

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

Charles Vincent – He is seeking a Georgia driver’s license in the name of Charles Vincent. He is 55 years old. He has a DD214, School records, expired passport, earning slip, S/S statement, S/S card, personnel action and employment badge. He has not submitted documentation to show citizenship. The board has approved cases with copies of certificates of naturalization that could be confirmed through SAVE. The board has approved citizenship by parent without certificates of citizenship if those people met the criteria (proven citizenship of parents, etc.) he has not submitted any of that.

Bob Pierce moved to deny the waiver; Rachel Little seconded the motion with unanimous denial by the remaining Board members.

Dion Williams – He is seeking a Georgia ID in the name of Dion Williams. He is 17 years old. He has a copy of his birth certificate, Student summary, charter school letter, responsible adult affidavit and S/S card.

Wallace Coopwood moved to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be July 12, 2017.

Adjournment

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

Respectfully Submitted,

Jeff Wigington