

Minutes of Board Meeting
August 9, 2017
10:00 a.m.

Present

David Connell, Chairman
Jeff Wigington, Secretary
Hubert Parker
Wallace Coopwood
Bob Pierce
Britt Fleck

Not Present

Jeff Markey, Vice Chairman
Jim Cole
Rachel Little

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

Establish Quorum/Call to Order

Chairman David 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 July 12, 2017, Board meeting. A motion was made by Wallace Coopwood to approve the regular meeting minutes as presented; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Moore thanked everyone for weathering the rain to attend. Commissioner Moore directed everyone to the PowerPoint and mentioned that he normally ends with performance levels, but wanted to start with service levels and the great work of Field Operations. This is the first time that we could find that all 67 of our centers met the 95% service level goal for an entire month. We served 99.20% of 326,495 customers in 30 minutes or less. If you look at year 2016 and 2017, we have been performing better, year over year. Commissioner Moore said this is a testament to the legacy of recently retired Director Cynthia Sneed. This doesn't happen unless Field Operations, IT, HR, Finance and the whole organization is doing their job and working together.

Commissioner Moore provided an update on the following:

- DDS makes second successful visit to the Military Family Support Center in Marietta. The first visit was the grand opening May 2016. The second visit was Saturday, July 22nd. What was unique at this event is that DDS shared table space with the Cobb County Tax Commissioner's office. Several customers were able to renew their license and their vehicle registration with one stop!
- The new Alpharetta CSC will share a building with the Fulton County Tax Commissioner's Office. This will allow Fulton County residents to be able to obtain a license and tag in one location.

Bob Griffin (CFO) gave an update on facilities:

- Alpharetta CSC – Anticipated opening day is middle of September.
- Rome CSC – We anticipate opening November 14th. Our examiners are going through the certification process now. This will be our 10th CDL location.

Ricky H. Rich (Deputy Commissioner) gave an update on safety & security measures:

- Payment Card Industry Compliance (PCI) is a set of standards we have to meet as an agency to be able to use credit cards in our facilities.
- We will move away from the paper badges you currently see new visitor's wearing, to yellow hard copy badges.
- New Examiner's in New Employee Orientation (NEO) and Vendors will now be given a temporary hard badge. This will help us do a better job in keeping our employee's safe.
- We will implement some of the same type of safety measures in our centers as well.
- AED & CPR training for the Centers: We will have 8 team members trained that will go across the state to train about 75 of our team members. We want to have two to three team members trained in each CSC.
- Law Enforcement Outreach training is being done by Legal, Governmental Affairs and Communication and Investigative Services. They will coordinate efforts to go out across the state to do training for law enforcement agencies in the state. This past legislative session gave us a number of things that are changing in the law, like the 1205, Interlock (IID) and other things. This training will provide officers on the street with information to do their jobs.

Commissioner Moore concluded his report with division accomplishments:

- Governmental Affairs & Communication sent out two Press Releases:
 - Department of Driver Services (DDS) is now public with the mobile services app. We are actively in the process of producing the app with vendor Scope IT.
 - Driver Services Deputy Commissioner Ricky H. Rich attended the Georgia International Law Enforcement Exchange (GILEE) trip to Israel. He and seventeen other law enforcement officials received public safety and counterterrorism training with the country's top policing executives.
- Project Management Office (PMO) ran a contest to determine the Voice of DDS. Adam Oglesbee from the Regulatory Compliance Division was the winner.
- Regulatory Compliance group produced our 2017 Motorcycle and Driver License manuals. They are now on the shelves of all our centers.
- DDS was honored by a visit by Representative Amy Carter to headquarters recently. Commissioner Moore and the group personally thanked her for sponsoring our Agency legislation during the 2017 legislative session. Commissioner Moore will travel to Ocilla, GA. to do a presentation for Chairman Harper as well. They both are great supporters of DDS.

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.04 Appeals of Withdrawals**
- **375-5-6-.32 ~~Condition of Test Vehicle~~**

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

Citizen Waivers

Mickie Cluff – She is seeking a Georgia DL in the name of Mickie Lynn Cluff. She is 40 years old. Her parents changed her last name in her 9th grade year. She is missing a name change document. She currently has an Unexpired WI DL, child's birth certificate, yearbook, marriage certificate and S/S card.

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

Helen Hicks – She is seeking a Georgia ID in the name of Helen J. Hicks. She is 93 years old. She ordered her Numident, but it came back birth not found. She is missing her birth certificate and one marriage license. She has child's birth certificate, marriage certificate, death certificate, Medicare card, census information, S/S statement, Senior ID, Prescription card and MA ID card.

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

Parys Johnson – She is seeking a Georgia DL in the name of Parys Johnson. She is 49 years old. Her first name on her birth certificate shows "Hinton, female". She is missing an amended birth certificate from NY. She has her marriage certificate, child's birth certificate, NY driver's license, utility bill and S/S card.

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

Regina Kirkland – She is seeking a Georgia DL in the name of Regina Bruce Kirkland. She is 52 years old. She wants to use middle name as first name. She has a marriage that was originally concealed by her and she is unable to verify that marriage. She is missing name change document and marriage certificate in the name of "Moore". She has her birth certificate and child's birth certificate with Katherine as her first name, Immunization, school records, voter card, Georgia license, insurance card and S/S card.

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

Roy Merriett – He is seeking a Georgia ID in the name of Roy Merriett. He is 93 years old. The state of Louisiana has been unable to locate certified birth certificate. He sent a request for a Numident at the end of June. He has a copy of his birth certificate, child's birth certificate, California ID, S/S statement and S/S card.

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

LaRobbie Pennister – She is seeking a Georgia ID in the name of LaRobbie Shuntel Penister. She is 35 years old. Her husband's amended birth certificate dropped one "n" from his last name. She needs to drop the "n" from her last name, but the County can't change their marriage license. She has her birth certificate, birth of a child, marriage certificate, AR driver's license, utility bill, GA driver's license, insurance statement, AR amended birth certificate, husband's driver's license, insurance bill, husband's S/S card, and S/S card.

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

Lynne Robbins – She is seeking a Georgia DL in the name of Lynne M. Robbins. She is 48 years old. She was born Peterson. She started using stepfather's name as a child. She has birth certificate, school record, school award, child's birth certificate, marriage certificate, WA driver's license, employment letter and S/S card.

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

Leah Torres – She is seeking a Georgia DL in the name of Leah Torres. She is 48 years old. She is missing a marriage certificate. Texas Vital Records was unable to find the marriage certificate but did submit a verification letter. She has birth certificate, marriage certificate to Jeffrey Ray Carroll, Divorce decree and S/S card.

Jeff Wigington moved to conditionally approve the waiver; Bob Pierce seconded the motion with unanimous conditional approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on September 13, 2017.

Adjournment

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

Respectfully Submitted,

Jeff Wigington