

Minutes of Board Meeting
October 11, 2017
10:00 a.m.

Present

David Connell, Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Hubert Parker
Wallace Coopwood
Britt Fleck
Jim Cole

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting from the State Attorney'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 10:01 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the September 20, 2017, Board meeting. A motion was made by Jim Cole to approve the regular meeting minutes as presented; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Moore began by thanking the Chairman, Rachel Little, Bob Pierce and Wallace Coopwood for attending the ribbon cutting ceremony at the Alpharetta CSC on 10-6-2017. This is a state-of-the-art facility located in an excellent area of Alpharetta. The residents of North Fulton and areas close by can get their car tags, driver license and soon to be, pay their water bill in the exact same location.

Commissioner Moore provided an update on the following:

1. House Distracted Driving Study Committee:
 - The Commission gave a presentation on September 25, 2017 in Warner Robbins, GA. To the House Study Committee. He spoke about distracted driving as it relates to data that the department captures.
 - The top 3 counties below represent nearly 34% of citations issued in all 159 counties.
 - Gwinnett
 - Fulton
 - Cobb
2. Impact to DDS from Equifax Breach:
 - DDS received numerous calls requesting a new driver's license number. In each request, DDS provided to customers the circumstances in which driver's license numbers are changed in accordance to state statute.

- The Legal Division coordinated the Attorney General's Office and the State's Office of Consumer Protection to disseminate more accurate information to customers. This information was also provided to the Governmental Affairs & Communications Division along with the DDS Contact Center in order that the same information be disseminated by the department.
 - The Commissioner also addressed the numerous levels of security the department uses in order to safeguard the information provided by DDS customers. These security layers include but are not limited to:
 - Network Layer Security
 - User Layer Security
 - Application Layer Security
 - Vulnerability Scanning
 - Cyber Security Review Board
 - Cyber Insurance
3. Driver Record Integrated Vehicle Enterprise System (DRIVES) and Card Production Services (CPS Update)
- DRIVES:
- Currently in Pre-Preparation Phase:
 - IT infrastructure currently being procured.
 - IV&V vendor is reviewing DDS & DOR project documentation.
 - Additional DRIVES documentation being created for Governance Council approval.
 - Dates:
 - 10/6/17 – GTA Scheduling meeting with DDS & DOR.
 - 10/30/17 – DRIVES Preparation phase begins.
 - 11/9/17 – DRIVES Governance Council Meeting.
- CPS:
- DOAS to hold the MorphoTrust (IDEMIA) Procurement Hearing on Friday, October 13, 2017
4. State Charitable Contributions Program (SCCP) 2017 Activities
- Our goal is to raise \$30,000. We currently have \$9,543.25 but have another month to go in this project.

Deputy Commissioner Ricky H. Rich Updated the Board on the following:

DDS Emergency Response Planning - First Aid/ CPR/ AED

- 42 Trained/Certified in Heartsaver First Aid/CPR/AED
- Certified **9** internal DDS Instructors in **Heartsaver First Aid/CPR/AED** through **Lanier Tech**
- Additional Training will begin before the end of 2017.

Bob Griffin (CFO) gave an update on facilities:

Rome – a new CDL pad is scheduled to be operational November 14, 2017.

Michelle Granger – (Director, Budget & Procurement) gave an update on budget:

- FY 2018 Appropriated funds requested for operations budget:
 - State Funds \$67,673,016
 - Other Funds \$2,844,121

- Bond Funding Requests for FY 2019 included:
 - New building for Gainesville CSC
 - Increase Atlanta CSC Parking Capacity
 - Building Maintenance funds for DDS facilities

Wallace Coopwood moved to approve the budget; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Kecia Bivins – (Director, Regulatory & Compliance) gave an update on the Federal Motor Carrier Safety Administration (FMCSA):

CDL Program Annual Audit:

- Audit conducted on September 27th & 28th with zero new compliance findings.

Grant Award:

- Received \$756,848 to continue the CDL examiner monitoring program.
- To procure and Install Kiosks at all CDL Customer Service Centers

Commissioner Moore concluded his report with Field Operations Performance:

DDS served 301,640 customers with an average wait-time of 6:16, and 99.5% of those customers were served in 30 minutes or less in September. There were a few operational days missed due to Hurricane Irma. The Commissioner praised the staff for their dedication especially during the stressful days of the storms. He indicated that our team is doing a wonderful job.

Citizen Waivers

1. Ami Melissa Phines - She is seeking a Georgia Driver's License in the name of Ami Melissa Phines. She is 38 years old. She is missing her name change document; changed from father's last name to stepfather's last name since 1st grade. Her stepfather never adopted her nor was her birth certificate ever amended. She has a copy of her birth certificate, school record (parents-Merlin and Linda Ehlers), driving record-MT, marriage certificate (married Joshua Lee Phines), Child's birth certificate (name listed as maiden name), Kansas driver's license, military ID and S/S card.

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

2. James Graham Ruckman III - He is seeking a Georgia ID in the name of James Graham Ruckman III. He is 65 years old. He has a photo copy of his birth certificate but can't get a certified copy from California without a photo ID. The name on his birth certificate matches expired Georgia driver's license name. His father's name shown on his birth certificate reads as James Graham Ruckman Jr. He also has a traffic citation (shows Georgia license with name as James Graham Ruckman III), land survey, DDS customer information (SS verified that James Graham Ruckman and James Graham Ruckman III are the same), appraisal, his father's Georgia driver's application (shows his name as James Graham Ruckman Jr), S/S statement, S/S payee application and tax bill.

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 held on November 8, 2017.

Chairman David Connell welcomed Mr. Nelson Geters with Cobb County Chamber of Commerce to the DDS Board meeting.

During the Board meeting, there were several observations made by Board Member Wallace Coopwood in which Chairman Connell acknowledged. These include ways in which the board can assist the department, such as:

- Assisting the department with budget guidance
- Assisting the department with strategies for security awareness at DDS facilities

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Jim Cole and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington