

Minutes of Board Meeting
January 16, 2019
10:00 a.m.

Present

David Connell, Chairman (Phone)
Jeff Wigington, Secretary
Rachel Little (Phone)
Hubert Parker (Phone)
Britt Fleck (Phone)

Not Present

Jeff Markey, Vice Chairman
Jim Cole
Wallace Coopwood
Bob Pierce

Also attending the meeting from the State Attorney General's Office was Kimberly Daniels 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 November 14, 2018 Board meeting. A motion was made by Hubert Parker to approve the regular meeting minutes as presented; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner greeted the Chairman and wished Members of the Board a Happy New Year. Commissioner Moore welcomed first time attendees: Simone Yorker from PMO and Laquenta Wright from Records Management. The Commissioner gave a few updates on the accomplishments of 2018, Annual Managers Meeting, and AAMVA presentation. He gave thanks to our team and the people in the room who made our accomplishments possible.

Accomplishments of 2018:

- Kicked off Card Production Services (CPS) Project
- Launched our Mobile App DDS 2 GO
- Implemented Online Reservations
- Implemented Mobile Issuance of DLs with GDOC
- Field Operations maintained 95% Service Level for 7 Months
- Groundbreaking for new Gainesville CSC
- Implemented Predictive Index for hiring Driver Examiners
- Implemented new Lobby Management System (Nemo-Q)
- Hosted Ask DDS Day Conference with breakout sessions
- Conducted Change Management Training

Chairman Connell opened the floor to all the Board members to add anything they felt should be added to the agency's accomplishments. The Chairman mentioned he would like to commend the agency on its response to the hurricane season. There were a lot of our people in the coastal areas and inland who did a marvelous job in keeping our facilities open. Chairman Connell stated our agency stepped up and he couldn't be prouder. He thanked the people in the room that were part of those efforts. The second thing he thought was noteworthy was our service levels. The agency maintained a service level of 95% for seven months. He said that there may be those that say, "Well that is wonderful, but how satisfied were your customers?" We do something unique at DDS, we measure customer satisfaction. This measures how our customers feel about our agency. The results presented in the past are phenomenal. The Commissioner said that we have the absolute best team and a staff that is fully committed. Commissioner Moore stated he takes very little credit for all the wonderful things our team members are doing and appreciates everyone's hard work. The Chairman thanked the staff for their performance in 2018 and the Board members for everything they did in aiding DDS. Britt Fleck echoed the Chairman comments and mentioned these are outstanding accomplishments. She mentioned that several friends/family members who did not know her position on the Board shared how pleased they were with the service they received. Rachel Little echoed Britt and mentioned the commitment our agency has had with the expansion of the CDL pads. She stated she was bragging about the Commissioner at an event, and everyone couldn't agree more about our team and the leadership of DDS. She congratulated the Commissioner and everyone in the room.

The Commissioner continued to report on the following:

- Ask DDS Day Conference:
 - In the past, we have hosted this meeting on a very limited scale, but it has turned into a full conference. We will conduct them going forward bi-annually.
 - The 277 attendees included 9 sponsors, 15 exhibitors, and 164 DDS managers from around the state.
 - One of the speakers spoke about Human Trafficking, which is something Governor Kemp has spoken on as well. This is a topic that's on the minds of all leadership. DDS recently received a federal grant that will allow us to hire a full-time person whose responsibility will be to train our staff to identify and respond when they encounter this type of activity.
- AAMVA Representation:
 - This is something the Commissioner wanted to update the Board for information. We are in a unique position in Georgia in that we have 9 members of our staff who represent the State of Georgia on international boards, working groups, or committees. We have a tremendous amount of influence in the AAMVA community - not just across the United States but with Canada and those other jurisdiction that are associated with AAMVA. The Commissioner said it's a proud moment for him that we have this level of influence on what is happening nationally and internationally, and he wants the Board to be aware of all the individuals we have involved.

George Theobald (PMO) gave an update on Card Production Services:

- The rollout of card production services is nearing. We have roughly 56 working days and 78 calendar days until rollout. He showed a picture of the final card design.
- Card Production Services Project Status:
 - Application Development is substantially complete.
 - OCM Training has been delivered across the agency.
 - Site Surveys across all CSCs have been conducted.
 - Network upgrades for designated CSCs are largely complete.
 - Two import exercises have been conducted.
 - Workstation equipment has been received.
 - Final Design of the card has been approved.
 - Development of the training curriculum is progressing.
 - Final Preparations for executing testing are near completion.
 - The pilot period begins April 2019, and Statewide Rollout begins May 2019.
- Card Production Services Project Challenges:
 - Network Provisioning between DDS and Gemalto
 - Relocation of the Gemalto Back-Up Data Center
 - Departure of OCM Lead
 - Backwards Compatibility of On Base Imaging System
 - Comprehensiveness of some project documents
- Card Production Services Project Risks:
 - Ensuring Back-Up Data Center is fully functional by Go Live
 - Continued delays in having all network provisioning completed
 - Public honoring the Interim Receipt
 - Team Member acceptance of the new system

The Chairman thanked George Theobald and said it gives him great confidence to know he is on top of this. He said for those in the room who have never been involved in putting new systems in place, it could be a nightmare with a thousand things going on at different times. It requires people that have a focus on details, and he can tell from the presentation that George has that. He stated you can't possibly cover for every contingency; things are just going to happen. Chairman Connell said to let him know if there is anything the Board can do to be helpful. The Chairman asked if we could talk about our communication plan with the public at our next board meeting. He is very interested in hearing what the agency plans on doing as this begins to rollout. He says Communication is very important in any situation.

Bob Griffin (CFO) gave an update on facilities:

- Atlanta:
 - We reached out to the Georgia General Assembly and were able to obtain additional funding for parking. We have looked at other options for the lot configuration and have been talking to Georgia State Financing and Investment Commission (GSFIC) about the new design .
- Jackson:
 - We are coordinating with State Properties to relocate our CDL center. Our plan is to move our operations to a shared location at the Southern Crescent Technical School, located in Jackson. We looked at other options and have been talking to Georgia State Financing and Investment Commission (GSFIC). The Commissioner said he didn't recall in his six years where we have been able to move out of a location in sixty days. In this case we have been given less than that. We have a plan and we are working hard to execute it.
- Covington:
 - The current landlord of the Covington/Newton County CSC would like to continue our current arrangement and move us to a more productive/updated location. The current location is in a school building, and the agency has some security concerns.

Commissioner Moore provided an update on the Agency's performance. He stated that Field Operations is the division that is most reviewed and visible by stakeholders, state government, and the general public. This is where the rubber meets the road at DDS. We continued to meet service level for the year in 2018. On the presentation slide, three months are grayed out as a result of the change in our lobby management system. The new product, Nemo-Q, basically is the tool that measures those results. As we were onboarding equipment during that time period, we do not have the data for those months. Commissioner Moore said that he is most proud that we were able to recover. He mentioned the term "service recovery," which is a term the Chairman uses and that he absolutely loves. Essentially, a problem exists, it is identified, and you are judged by how quickly you can resolve that problem. We finished the month of December with a service level of 99.16%, and that is the direction we want to go as an organization. We continue to see that level of performance. The Commissioner said he could not thank Director Kecia Bivins, Pierre Miles, her District Managers, Managers, and the entire CSC team enough for their performance. In a typical week, we will have one customer we cannot serve for some reason, but all systems ran efficiently for an entire week, and that's unheard of in the entire driver's license community and country. The Commissioner stated his Executive Assistant Shea Carter puts together a statistical report for him, and she puts a gold star on it every time the center achieves a 100% service level. He said, looking back, he rarely saw gold stars, but he has seen an entire week of gold stars and is extremely proud of that and our team.

We also continue to measure customer satisfaction. We have an internal measurement that allows us to determine how fast we are serving the customers. You can get served fast but have terrible service. We don't want that. We want customers to have fast service, and we want it to be good. During the course of the entire year, a total of 90,000 people provided feedback to our organization. This was solicited only through email, and the response was phenomenal. How often do people receive surveys when they shop, go out to eat, or do anything else and actually respond? The Commissioner said he is excited that 90,000 plus people responded. The majority of them came to our office for a renewal or lost license, but what really makes the Commissioner proud is that 96.65% of customers indicated that our staff was courteous. Another question asked, "Was our staff knowledgeable?" This really speaks to our training unit and how it is onboarding great people who also have the knowledge to do their job, and 97.5% of customers agreed. Our team members know what they are doing, and that's important for our organization. Another important question "was our facility clean and adequate?", which is important for our CFO Bob Griffin, our Facilities Director Mickey Rawls, and everyone who works to keep them clean. How often do you go into a place that looks dirty and feel that you don't want to be there? All of our facilities don't look like the Atlanta facility or the Alpharetta facility. Some are fairly old, but we can keep them clean. We can do the small things that will cause our customers to say, "Wow! That was an efficient use of my tax dollars." We try our very best to make sure our facilities stay clean and adequate, and 98.47% of customers agreed.

The Commissioner also indicated that Georgia is in a good place because 92% of our state is Real ID compliant. In 2012, we experienced 2 plus hour wait times because we were trying to re-enroll all of our customers many didn't know what documents to bring with them and doing something different was very stressful for the organization. While we met that challenge, we now face a new one. The Commissioner attended the Governor's inauguration, and one thing he heard from the Governor and Lieutenant Governor was that State agencies need to apply 21st century solutions to 21st century problems. That is the direction that DDS is heading. Most of our customers are Real ID compliant, and now we want to serve them without requiring them to walk into a facility. We have ramped up our online services, and we launched the mobile app last year. Over the course of the next year, the Commissioner expects the Board to see performance reports that show how well we were doing in the centers and outside of the centers. Technology is taking DDS to a new place of serving the customer. A total of 505,631 new online accounts were added, and almost 18,000 customers created new mobile accounts. A total of 782,277 transactions were performed through these other options, and the Commissioner said he is excited when he can see that we deferred that many people from having to come to a center to get served in the course of last year. DDS does not have a huge communication marketing budget, but we do our very best to let people know that many services can be performed outside of brick and mortar. He stated that we are constantly trying to make people aware that they can do services beyond the centers, and Susan and Shevondah advertise the mobile app and online services on all press releases that they distribute.

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-4-.02** Scope
- **375-5-4-.03** Definitions
- **375-5-4-.04** General Regulations
- **375-5-4-.05** Instructor Requirements
- **375-5-4-.06** Course Content and Materials
- **375-5-4-.07** Testing
- **375-5-4-.08** Parental Component

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

Citizen Waivers

1. Felton Cooper Jr – He is seeking a Georgia ID in the name of Felton Cooper Jr. He is 63 years old. He was given his mother’s last name at birth but changed to his father’s last name at or around five years old. He cannot amend his birth certificate without his parents, and they are both deceased. The cost of a court-ordered name change is around \$400, and he is unable to afford the cost. He submitted his birth certificate, school record (father’s name - Felton Cooper), Immunization, school record (father’s name – Felton Cooper Sr.), DD214, medical record, and SNAP report.

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

2. Christina Michelle Lowery – She is seeking a Georgia ID in the name of Christina Michelle Lowery. She is 33 years old. Her birth certificate is missing the Registrar’s signature. She is currently working on getting a delayed birth certificate, but it could take 2-3 months. She submitted her hospital birth certificate (mother’s name – Brenda Davis), the birth certificate with no Registrar’s signature showing the mother’s name as Brenda Davis, school record, birth not found (mother’s name – Brenda Davis), child’s birth certificate, voter registration, marriage application (married Scotty Edward Lowery; mother’s name - Brenda Davis), Social Security Card (S/S), and Immunization (mother’s name – Brenda Davis - earliest entry 1985).

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

3. Sharon Henrietta Obanyoun – She is seeking a Georgia ID in the name of Sharon Henrietta Obanyoun. She is 66 years old. She never married but took the name of her boyfriend. He had a stroke and is unable to assist in providing documentation. She is on a fixed income and unable to afford the court ordered name change cost of \$300. She submitted birth certificate, Medicare card, Department of Family and Children Services (DFACs) Income, and health card.

Rachel Little motioned to deny the waiver; Hubert Parker seconded the motion with unanimous denial by the remaining Board members.

4. Nicklos P. O'Dierno – He is seeking a Georgia driver's license in the name of Nicklos P. O'Dierno. He is 66 years old. His first and middle names are missing on his birth certificate. He is working with the Massachusetts Vital Records to amend the birth certificate, but it is averaging 4-8 weeks to complete. He submitted his birth certificate, Immunization, school record, marriage application, children's birth certificates, school Diploma, S/S card and Ohio driver's license.

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

5. Emily A. Upshaw – She is seeking a Georgia driver's license in the name of Emily A. Upshaw. She is 65 years old. She entered a common law marriage in 1976. The Ohio common law marriage was recognized until October 10, 1991. She submitted her birth certificate, marriage certificate (married Lyle Grant), blood type ID, divorce decree, child's birth certificate (signed as Emily Ann Grant and Willie Jeffers), Passport, 1099 form, tax return, valid and expired Ohio licenses, marriage certificate (married PC Wrencher), marriage certificate (married John Upshaw) and S/S cards.

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

6. Brenda Jane Westphal – She is seeking a Georgia ID in the name of Brenda Jane Westphal. She is 63 years old. She changed her last name to match her child's last name. She submitted a birth certificate, valid Florida ID, marriage certificate (married Danny Ray Morrow), Tennessee driver's license, marriage certificate (married Leonard Thomas Westphal; maiden name – Brenda Mason), son's death certificate (Jeffrey Earl Hardee; mother's maiden name – Brenda Mason), and Florida Motor Vehicle Report (MVR).

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

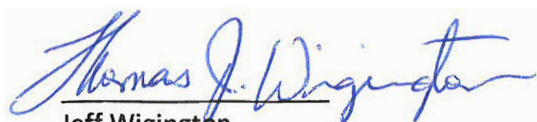
New or Old Business

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

Adjournment

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

Respectfully Submitted,



Jeff Wigington