Minutes of Board Meeting
July 18, 2018
10:00 a.m.

**Present**

David Connell, Chairman
Jeff Markey, Vice Chairman – By Phone
Jeff Wigington, Secretary
Rachel Little
Hubert Parker – By Phone
Wallace Coopwood
Bob Pierce
Britt Fleck

**Not Present**

Jim Cole

Also attending the meeting from the State Attorney General's Office was Amy Radley, Martin Momtahan from West Metro Driving School 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 May 16, 2018 Board meeting. A motion was made by Wallace Coopwood to approve the regular meeting minutes as presented; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

**Commissioner's Report**

Commissioner Moore greeted the Chairman and Members of the Board. He apologized for having such a lengthy Commissioner's report. Since we didn't have a June Board meeting, there are several updates to inform Board. He then recognized our guest and DDS team members and gave several updates, starting with awards and recognitions. The first award is for the Governor's cup which was awarded by The Department of Administrative Services and presented by Governor Deal to the Commissioner. DDS had the highest charitable contributions per employee population in agencies with 501-1000 employees' category. This is the fifth consecutive year that DDS has received this award. The agency raised $31,475.24 and it had 766 employees that gave, which is 79% of our entire staff. He stated he is extremely proud of our staff. The next awards were from the American Association of Motor Vehicle Administrators (AAMVA). The agency received the Community Service Award for our emergency response relief in Adel, Georgia. DDS deployed its Emergency Mobile Issuance Trailer to respond to the massive storm that hit South Georgia. Two OIS Investigators received the Fraud Prevention & Detection Award. Roddie White received the Law Enforcement Individual Security Award for his work on an internal investigation. This award is a regional and international AAMVA Award. Larry McDuffie received the Motor Vehicle Individual Security Award for his help on a case with the US Department of State. This award is an AAMVA regional award. The Commissioner thanked OIS Director Rick Miller, OIS Deputy Director Lance Taylor and their team for helping to protect the integrity of our issuance process.

The Commissioner went on to mention the recent press event with the Georgia State Road and Tollway Authority (SRTA) and Georgia Department of Transportation (GDOT) announcing the launch of a new Peach Pass retail center at the Kennesaw Customer Service Center. He noted that there are currently Peach Pass retail centers in Lawrenceville and Locust Grove. Radio Station Star 94.1, AAA and several others were present at the event. He expressed his appreciation to Kecia Bivins, Shevondah Leslie and the DDS Communications Team for coordinating the event with SRTA.

Commissioner Moore then updated the Board on the Card Production Services project. We plan to start producing the new cards in 1st Quarter 2019. We have already begun the communications plan. We have been communicating not just to the public, but to law enforcement to ensure a smooth transition. Effective July 1, 2018 we began punching a hole in old driver's license cards when customers come in for a new issuance. He gave credit to Senator Albers for pushing for us to get this done now instead of next year. This will assist when the agency moves away from issuing the interim credential. Customers will have a picture ID and receipt in hand to show to law enforcement should it be necessary. Our team is working every single day to make this project happen on schedule and on budget.

Kyle Cain (Deputy Director of Regulatory Compliance) gave an update on lifetime commercial driver license disqualifications:

- What causes a lifetime commercial disqualification?
    - The most common lifetime disqualifications are the result of two or more convictions within a 10-year period for a "major traffic violation".
    - The current federal regulation 49 CFR §383.51(a)(6) allows that a state may reinstate any driver disqualified for life for certain offenses after 10 years, if that person has voluntary entered and successfully completed an appropriate rehabilitation program approved by such state.
    - We have now established a process and a rule to allow for reinstatement after serving at least 10yrs if you meet certain qualifications.

Susan Sports (Public Information Officer) gave an update on new mobile app communications:

- September 10th we will be advertising on the radio, digital displays, paid social media and streaming audio.
- DDS 2 GO is featured prominently on all the 2018 GA driver's manual covers.
- There are posters in all the CSC's as well as managed social media postings.
- The Commissioner chimed in and talked about the importance of the App. The app will revolutionize the way we issue licenses and greatly increase customer convenience.

Kecia Bivins (Director of Field Operations) gave an update on team member recruitment posters and efforts to boost morale:

- She noted that one of the greatest efforts in order to maintain high performance is hiring great examiners.
- She displayed recruitment posters, which showcased our DDS team members. The posters showed the diversity of the agency and featured team members from all areas.
- Team building is a way to interact with the team outside of the office which helps to build a more cohesive team in the office. The Board was able to view some of the pictures displayed in the atrium from a recent team building event.

Ricky Rich (Deputy Commissioner) gave an update on the Call Center efforts:

- The Call Center receives between 6,000 and 10,000 calls a day.
- Two factors that directly affect the call center service level is the number of call center agents and the number of calls they receive.
- In fiscal year 2018, we had 1.75 million calls that went into the call center. That's an increase of 150,000 calls from 2017.
- He applauded the efforts of the call center management team to increase the service level. The call center remains a challenge for the agency.

Commissioner Moore provided an update on the agency's performance. He pointed out the customers served in 30 minutes or less column is blank for May and June because we are transitioning to a new Lobby Management system which is Nemo Q. However, the agency continues to perform with excellence. In May and June, we had a high number of customers still coming in, more than 300,000 each month. The concern is always about wait times (the time it takes from when a customer gets a ticket to when they get to the counter). That number continues to be low, less than 10 minutes for both months. We continue to see a large number of customers face to face but expect the volume to drop based on how we can look at renewal analysis. Georgia is a growing state so even if we don't see those renewals coming in, we will still see customers that are new to Georgia.

The Commissioner concluded his report with an update on the customer satisfaction surveys. We had more than 7,000 people take the survey. This is 7,000 people that take the time to tell us what they think and that's awesome. "Was our staff courteous?" Sometimes we may not be able to serve you, but we can always be courteous. "Was our staff knowledgeable?" We can't control what the customer brings in, but we want to have a team that is trained. Our training team is doing an awesome job making sure our staff is equipped to respond to customers. "Was our facility clean and adequate?" This is where we hope to provide the customer a clean place to come and do business with us. Our facilities team maintains 67 centers around the state with 4 people and they do an amazing job. Overwhelmingly in all categories on the survey the response were greater than 96% excellent or satisfactory.

**Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.17** Reinstatement of CDL Privileges after Lifetime Disqualification

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

**Rules for Final Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-1-1-.01** Organization.
- **375-3-1-.03** Organization.
- **375-3-6-.01** Organization.
- **375-3-7-.01** Organization.
- **375-5-1-.01** Organization.
- **375-5-2-.01** Organization.
- **375-5-3-.01** Organization.
- **375-5-4-.01** Organization.
- **375-5-5-.01** Organization.
- **375-5-6-.01** Organization.
- **375-7-4-.01** Organization.

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**

1. Suzette Elaine Autry - She is seeking a Georgia driver's license in the name of Suzette Elaine Autry. She is 53 years old. She is missing official name change document showing father's surname change from Lawless to Irish. She has had the last name Irish since childhood. She has her birth certificate (father's name – John Joseph Lawless), certificate of Baptism (mother's name – Bernadette Karen Irish), school records, employment record, group insurance card, marriage certificate (married Gregory Dean Campbell), Insurance record, child's birth certificate (maiden name-Irish), expired Georgia driver's license and divorce decree

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

2. Stephanie K. Ellis - She is seeking a Georgia driver's license in the name of Stephanie K. Ellis. She is 53 years old. She is missing her birth certificate. New York will not release the birth certificate without a court order name change that allows them to add her first and middle name. She received the court order but New York may take up to 2 months to create the amended birth certificate. She has an Immunization record, school records, marriage certificate (married Robert Harold Everett Jr.), marriage certificate (married Joel Van Ellis), amended birth certificate application, S/S report, expired Georgia driver's license, court order and Social Security (S/S) card.

Rachel Little moved to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by most of the remaining Board members. Jeff Wigington opposed the motion pending receipt of an amended birth certificate.

3. Susie Mae Pruitt -She is seeking a Georgia ID card in the name of Susie Mae Pruitt. She is 77 years old. She is missing her birth certificate and first marriage license. Her birth certificate was never filed and she cannot find the marriage license for Hall. She has a Department of Education document (father's name – Ben Worthan), Numident (shows Sue Mae Hall and Susie Mae Pruitt; father's name Ben Worthan), marriage certificate (married Hagler Pruitt Jr.; first marriage name – Susie Mae Hall), Missouri ID card (no expiration), husband's death certificate (maiden name – Worthan) and S/S card.

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

4. Okah Lee Smith - She is seeking a Georgia ID card in the name of Okah Lee Smith. She is physically unable to drive. She is 66 years old. She is missing her marriage certificate. She has a birth certificate, Medicare card, child's birth certificate (father's name – William Franklin Smith Jr.), husband's death certificate (husband's name – William Franklin Smith Jr.), residence bill, expired Georgia driver's license and S/S card.

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

5. Ester Hope Wadley - She is seeking a Georgia driver's license in the name of Ester Hope Wadley. She is 62 years old. She is missing her birth certificate. North Carolina was unable to locate her birth certificate. She has begun the delayed birth certificate process. She has a Census record, Numident (father's name – Ozzie J. Hope; maiden name Ester Mae Hope), child's birth certificate, marriage certificate (married Darryl Alonzo Wadley), voter registration, expired Georgia driver's license and address change document.

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

6. Jeffrey Wells - He is seeking a Georgia driver's license in the name of Jeffrey Michael Wells. He is 46 years old. He is missing his birth certificate and has begun the process to get a delayed birth certificate. He was given a birth not found letter by Michigan vital records and told the process can take up to 8 weeks after his documents are submitted. He has Immunization record (parent name – Eugene Wells), Numident (parent name – Eugene M. Wells), school record (parent name – Eugene M. Wells), child's birth certificate, expired Florida license, marriage certificate and S/S card.

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

**New or Old Business**

The next Board meeting will be held on August 8, 2018.

**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 approved by the Board.

Respectfully Submitted,

Thomas J Wigington

**Jeff Wigington**