

Minutes of Board Meeting
Taylor English Law firm
1600 Parkwood Circle SE #200
Atlanta, GA 30339
May 16, 2018
10:00 a.m.

Present

David Connell, Chairman
Jeff Wigington, Secretary – By Phone
Hubert Parker
Jim Cole – By Phone
Wallace Coopwood
Bob Pierce
Britt Fleck

Not Present

Jeff Markey, Vice Chairman
Rachel Little

Also, attending the meeting from the State Attorney General's Office was Amy Radley, customer Raynard Hicks with his daughter, Ms. Swain 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 April 11, 2018 Board meeting. A motion was made by Hubert Parker 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 thanked the Chairman for hosting the Board meeting in Cobb County. The report began with a discussion about the mobile services app. He thanked Jeff Smith, Brett Young, Legal and their teams for getting us to the position of launching our DDS 2 GO app. Commissioner Moore, highlighted the main feature of the app, which is the push notification. The customer will receive an immediate notification when something on their driving record changes. This will give our customers a lot more control and awareness of their license status.

Mobile Services App (DDS 2 GO):

- 100% of DDS 2 GO development functionality completed for iOS/Android.
- DDS 2 GO functionality will include 38 capabilities, many of which are currently available in our Online Services.
- The release date to the public is 05-30-18. This will be a soft launch.

Lobby Management System:

- We have a new lobby management system called Nemo Q. This system allows a customer to select a ticket for the type of service requested.
- The new system is a decentralized platform instead of a central server platform, which means if one center is down, it won't affect the remaining centers. This is a major win for our team.
- We currently have 14 sites that are fully operational on the new system. We are expected to have the additional 53 sites completed in mid-July.

Ricky H. Rich (Deputy Commissioner) updated the Board on the DDS/GDC partnership:

- Issuance of license and identification cards to Georgia Department of Corrections (GDC)

Offenders

- Eligible Offenders will receive, Real ID complaint cards.
- The cards will be processed at Headquarters (HQ) and via remote issuance.
- An electronic image exchange was created for applications and supporting documents.
- DDS has created a billable account to process payments.
- We have issued 9,698 credentials since August 2016.

Deborah Moore (HR Director) gave an update on Public Employee Recognition Week (PERW):

- The cookout to kick-off PERW was on May 7, 2018.
- The event was sponsored by Justice Federal Credit Union and the Coca-Cola Company.
- Deborah showed a video of the kick-off events and some of the fun activities during the week.
- The week of activities is meant to boost morale.

Reggie Smith (Training/Staff Development Supervisor) gave an update on New Employee Orientation (NEO) & Basic Examiner Training (BET):

- All new team members attend a 2-day new hire orientation (NEO) which provides an overview of the agency.
- The BET class is a 1 ½ week session inclusive of hands on curriculum training and simulations of the actual processes required to conduct one's job responsibilities.
- The Department of Driver Services University (DDSU) classroom is equipped with computers and software that are utilized in day to day operations simulating the actual work environment.

Bob Griffin (CFO) gave an update on facilities:

- The General Assembly approved the bond funds to allow expansions in Gainesville and Atlanta.
- The Gainesville CSC site will be repaved and go from 2 to 3 carousels.
- We have partnered with SRTA in our Kennesaw CSC to promote Peach Pass for North Corridor expansion.

Commissioner Moore provided an update on the Agency's performance. This fiscal year since July 1st, 2017, we have served over 3 million customers face to face with a statewide wait time of 6:28 minutes. We served 99.32% of those customers in 30 mins or less. Kecia Bivins, Pierre Miles and the entire field operations team does a phenomenal job getting customers in and out while maintaining efficient service. We have seen a slight drop in customer volume. However, the lower volume helps in the instance of transitioning our lobby management system. We will continue to monitor the numbers. Every metric each month, we hope to improve, not just the numbers but moral and customer service.

The Commissioner concluded his report with an update on the customer satisfaction surveys. The numbers look great but more than that, we had 7,000 people complete the survey. This helps us to make sure we are on the right track of getting the customers served. "Was our staff courteous?" overwhelmingly, that number is excellent. If you were to add the satisfactory and excellent numbers, we are in the 96 or 97 percental. "Was our staff knowledgeable?" This directly relates back to what Reggie's presentation was about, are we training the team members the right way and giving them the information they need to be successful in their jobs. Overwhelmingly, that number is excellent. The one we want to continue to look at is, "Was our facility clean and adequate?" Some of our facilities are very old but it's our goal to keep them clean.

Rules for Initial 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

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

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.08** Oral Examination

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

Citizen Waivers

1. Connie Barrier - She is seeking a Georgia driver's license in the name of Connie Jean Barrier. She is 71 years old. She is missing her marriage certificate due to common law marriage. The State of Alabama recognized common law marriage until 2017. She has her birth certificate, divorce decree (divorced Carl Edward Barrier), vehicle title, Alabama driver's license, Insurance card, social security (S/S) benefit statement, proof of residency and insurance policy.

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

2. Jennifer Michelle Foster - She is seeking a Georgia driver's license in the name of Jennifer Michelle Foster. She is 35 years old. She is unable to obtain her first marriage license due to, a domestic violence decision sealed the record. She has a copy of her first marriage license and the original copy of a divorce decree. She also has her birth certificate, copy of marriage application (married Charles Edwin Anderson), Child's birth certificate (father's name – Charles Edwin Anderson; mother's maiden name listed – Shafe), divorce decree, marriage application (maiden name Shafe; married Christopher James Foster), S/S card and Florida driver's license.

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

3. Jimmy Hearns - He is seeking a Georgia driver's license in the name of Jimmy Hearn. He is 38 years old. He is missing his birth certificate. He has a birth not found document, Immunization record (parent name – Doreatha), school record (parent name – Doreatha Hearn; father's initials JH), child's birth certificate, S/S card, Florida ID, SNAP report (parent names – Doreatha Conley and Jimmy Hearn), Medicare card and proof of residency.

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

4. Reynard Hicks - He is seeking a Georgia ID card in the name of Reynard Hicks. He is 73 years old. He is missing his birth certificate. He never knew his biological parents. He has birth not found document, DD214, New York ID card, Medicare card, Numident, proof of residency, SNAP card and S/S card.

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

5. Denise Houston - She is seeking a Georgia driver's license in the name of Denise Ansia Houston. She is 57 years old. Her birth certificate has her first name misspelled (Denisa Ansia Myles). There is no amended birth certificate showing a change to her stepfather's last name. She has her birth certificate, father's insurance document (document lists her as daughter; parent name shows Leon W. Waugh), school record, marriage application (married Samuel F. Houston), Marriage certificate, child's birth certificate, S/S card and California driver's license.

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

6. Veronica Mae Martin - She is seeking a Georgia driver's license in the name of Veronica M. Martin. She is 62 years old. She is missing a name change from father's last name to stepfather's last name. Her parents did not file for an amended birth certificate. She has her birth certificate, school record (parent names – John and Phoebe), DD214, Child's birth certificate, S/S card, Delaware driver's license, marriage certificate and Numident (parent names – John Martin and Phoebe K. Watson; Numident shows name as Veronica Mae Martin in 1971).

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

7. Rosemarie Miller - She is seeking a Georgia driver's license in the name of Rosemarie Miller. She is 66 years old. She was adopted by her stepfather when she was fourteen years old. She was unable to get a certified copy of the adoption paperwork due to the record is sealed. The adoption attorney did not file for an amended birth certificate. She has birth certificate (biological parent names – Thelma Roseboom and Robert McAdam), Adoption Document (birth parents – Thelma Roseboom and Robert McAdam), Junior Yearbook, marriage certificate (married Carlos J. Roden; parent names Thelma Roseboom and Carl Williams), training document, marriage certificate (married Richard Lee miller), Judge letter, Louisiana driver's license, Numident and S/S card.

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

8. Van Reese - He is seeking a Georgia driver's license in the name of Van F. Reese. He is 70 years old. His birth certificate shows his biological father's last name. He has used his stepfather's last name (Reese) since he was 3 years old. There was no amended birth certificate created. He has his birth certificate, school record (parent name – Namon Reece), employment record, Peace Officer certificate, employment record, marriage record, child's birth certificate (father's name - Van Fields Reese), employment record, S/S statement, Medicare card, lease and employment license.

Bob Pierce 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 July 18, 2018.

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 Jeff Wigington with unanimous approved by the Board.

Respectfully Submitted,

Jeff Wigington