

Minutes of Board Meeting
April 11, 2018
10:00 a.m.

Present

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

Not Present

Jim Cole

Also attending the meeting from the State Attorney General's Office was Amy Radley, 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 10:00a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the March 21, 2018, Board meeting. A motion was made by Wallace Coopwood to approve the regular meeting minutes as presented; Jeff Markey 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 informed the Board that Angelique would be giving a very informative presentation on Secure ID during the Commissioner's report.

Commissioner Moore provided an update on the Card Production Services (CPS). He pointed out a couple of key points to the board. First, the project is on track. We have engaged strategic partners like GBI, Secretary of State's office and law enforcement to let them know that the license is going to change within the next year. The goal is to have all DDS centers transitioned and ready to implement the new license by May 27, 2019.

Angelique McClendon (General Counsel) gave an update on Secure ID:

- The exception process - REAL ID allows for states to establish an exceptions process.
- Citizen Waivers - Statutory authority to allow waivers or variances to rules (O.C.G.A. § 50-13-9.1)
- The Legal division review's cases from the Secure ID queue and external customers to determine next steps for Customer.
- Waiver Petitions: Identity issues dominate waiver request. The average waiver from FY13 to FY17 shows 57% are due to missing/flawed birth documents, 35% are due to missing name change documents and only 8% are due to other issues.

Michele Granger (Budget & Procurement Director) gave an update on the FY 2018 amended & 2019 budgets:

- The Agency is seeking approval by the Board to use bond funds for:
 - New Building for Gainesville CSC
 - Increase Atlanta CSC Parking Capacity

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

Mike Mitchell (Director of Regulatory Compliance) & Shevondah Leslie (Director of Governmental Affairs and Communication) gave an update on bills of interest that passed during the legislative session. Two key bills were:

- Senate Bill (SB) 407 – The authority of Accountability courts to issue permits in certain cases.
- House Bill (HB) 673 Distracted Driving – Prohibits certain Wireless telecommunication devices or Standalone electronic devices.

Commissioner Moore mentioned that Public Employee Recognition Week (PERW) is coming up. He stated its our goal to celebrate our employees every week. He sent out a message thanking the staff just last week. He stated PERW gives us the opportunity to celebrate at a higher level. We have a lot of fun things planed and the Board is welcome to come out at any time and share with our staff.

Deborah Moore (Office of Human Resources (HR) Director) gave an update on PERW:

- DDS will celebrate Public Employee Recognition Week on May 7-12, 2018.
- There will be many events held at Headquarters as well as the Customer Service Centers.
- HR hosted a **Red Cross Blood Drive** on Tuesday, April 10, 2018.
 - The Mobile Bus collected 22 pints of blood, which exceeded DDS goal of 18 pints. HR showed pictures of the bus and the Commissioner giving blood.

Commissioner Moore said one of the things he charged Deborah with last year was to figure out how as an agency, we can get involved with the community in various ways. The blood drive was just one of several initiatives she planned. She and the HR team have done a phenomenal job trying to figure out ways we can engage the community and let them know we are full partners, not just in the services we provide but as a family.

Commissioner Moore provided an update on Ask DDS Day 2018 in Kecia Bivins (Director of Field Operations) absence. This event was previously put on by Regulatory Compliance under Kecia's leadership. She has stepped it up a notch. It is now an agency wide event. It will be held on May 2, 2018 In Macon and we have a number of key sponsors. Ask DDS Day is DDS engaging with stakeholders and business partners including courts, law-enforcement, and a host of agencies and team members. We will discuss topics such as: Keep on Trucking Legally, CDL Issues, Court Issues and Driving Under The Influence. We already have 225 people registered for the conference which is the largest yet.

The Commissioner gave an update of the Agency's performance. We have already served nearly 2.9 million customers this fiscal year. March was our busiest month so far this year - we served 374,000 customers. Although we served a few less customers than a year ago, we improved our average statewide wait time from 10:29 minutes to 7:13 minutes. The number of customers served in 30 minutes or less, went from 96% to 98.9%. If you look at every metric, we continue to improve year over year. Our staff is doing a phenomenal job ensuring we serve our face-to-face customers in a timely manner.

The Commissioner concluded his report with an update on the customer satisfaction surveys for March. We have received 7,731 total online responses. The number of excellent and satisfactory responses were off the chart again. "Was our staff courteous?" (96.65%). We really want to be sure we are being courteous. We can't always help the customer but we can always be nice. "Was our staff knowledgeable?" (97.63%). This goes back to the foundation of training; bringing in employee's and making sure they have the knowledge they need to serve the customer. We continue to receive excellent results in that area. "Was our facility clean and adequate?" (98.70%). This is one thing Bob (CFO) and the Facilities Team continue to monitor. We are always looking for ways to improve our centers.

Rules for Initial Approval

Angelique McClendon, General Counsel, presented the following rules:

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

Wallace Coopwood moved to approve the initial rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Rules for Final Approval

Angelique McClendon, General Counsel, presented the following rules:

- **375-3-3-.10** Limited Driving Permits.
- **375-3-8-.04** Bulk MVR.
- **375-3-8-.03** Access to Driving Record.
- **375-3-3-.01** Penalties for Violations of Uniform Rules of the Road. Amended.

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. Sonja Marie Bradley - She is seeking a Georgia driver's license in the name of Sonja Marie Bradley. She is 57 years old. Her first name on her birth certificate is misspelled. The Georgia License history shows her name as Sonja Marie Bradley since 1981. The Georgia amended Birth Certificates are taking 8 to 12 weeks to come back. She has her birth certificate (Songa Marie Dixon), child's birth certificate, the title and vehicle registration to her car, Immunization record from 1961, proof of her residency, employment information and Social Security Card (S/S).

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

2. Equndia Butterfield – She is seeking a Georgia driver's license in the name of Equndia Butterfield. She is 78 years old. She has never had a birth certificate filed. The Georgia delayed birth certificate takes 4 to 6 weeks. She has her marriage certificate (married Wardnell Young; parent names- Prentice Tootle and Mildred Williams), Birth Not Found (parent names – Prentis Tootle, Mildred E. Ganey), marriage certificate (married James David Butterfield), son's death certificate (maiden name – Equndia Tootle) and a Numident.

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

3. Linda Risley – She is seeking a Georgia driver's license in the name of Linda Yvonne Spears Risley. She is missing her marriage license from her 1st marriage. The state of New Mexico was unable to find the marriage license but did find her divorce decree. She has her birth certificate, HS diploma, child's birth certificate (father – Gerald Lewis Brackhahn; daughter – Lori Allison Brackhahn), divorce decree, marriage license (married Martin Cary Risley, Jr.), driver's license from Louisiana, SSA-1099, Numident and S/S Card.

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

4. Tanita Wilson – She is seeking a Georgia driver's license in the name of Tanita R. Wilson. She is 42 years old. She has always used her mother's last name of Wilson. Her birth certificate shows her father's last name as Sanford. The amended birth certificate is taking 3 months to create per Tennessee Vital Records. She has nursery diploma, school documents, attendance certificate, Mother's death certificate, child's birth certificate, Illinois driver's license, S/S card, earnings reports, W-2, bankruptcy document and employment documents.

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 May 16, 2018 in Cobb County at Taylor English Law Firm. The June Board meeting will be cancelled and the July Board meeting will take place on July 18th.

Adjournment

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

Respectfully Submitted,

Jeff Wigington