

Minutes of Board Meeting
February 14, 2018
10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little
Hubert Parker
Jim Cole – by Phone
Wallace Coopwood

Not Present

Britt Fleck
Bob Pierce

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 January 10, 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.

Rules for Initial Approval

Angelique McClendon, General Counsel, presented the following rules:

- **375-3-3-.10** Limited Driving Permits.
- **375-3-8-.04** Penalties for Violations of Uniform Rules of the Road. Amended

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

Citizen Waivers

1. Jeffery Kye Beach - He is seeking a Georgia driver's license in the name of Jeffery Kye Beach. He is 53 years old. His Birth Certificate shows biological father's last name-Spyker. He was raised with the last name of his stepfather-Beach. The amended Birth Certificate was never completed. He has his School Record (parent names-Raymond Beach, Renae Beach), HS Diploma, Marriage Certificate, two of his Children's Birth Certificates, three years of W-2 forms, Social Security (S/S) statement, Arkansas Driver's License and a S/S card.

Wallace Coopwood moved to approve the waiver; Hubert Parker seconded the motion with approval by most of the remaining Board members. Jeff Wigington opposed the motion.

2. Linda Washington Brown - She is seeking a Georgia driver's license in the name of Linda Washington Brown. She is 68 years old. She is missing her Certified Birth Certificate from Florida. Florida Conducted a search and her Birth Certificate was not found. She has used her keepsake Birth Certificate when a Birth Certificate was requested. She also has her School Record, Marriage Certificate (married Charles Brown), her Child's Birth Certificate (Informant-Linda Brown) and a Florida Driver's License.

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

3. Joanie L. Wilkes - She is seeking a Georgia driver's license in the name of Joanie L. Wilkes. She is 66 years old. Her first and middle names are misspelled on her Birth Certificate. Tennessee estimates the amended Birth Certificate will take three months. She has her School Records, Marriage Certificate (married Sonny Dale Wilkes), Child's Birth Certificate, Tennessee Driver's License, two Residency Documents and a S/S card.

Hubert Parker moved to approve the waiver; Rachel Little 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 recognized Eddie Dungston, Georgia Examiner of the Year and his manager, Amanda Durham of the Carrolton CSC. Commissioner Moore presented Eddie with a plaque from AAMVA in recognition of being Georgia's Examiner of the Year. He went on to thank Board Member Jeff Markey for hosting our leadership team at a Change Management workshop facilitated by Collective Insights Consulting.

Commissioner Moore provided an update on the Fastest Typist Contest:

- The contest lasts 2 hours and the team member who processes the customer in the lowest average transaction time, is awarded as the winner for the district.
- He praised the Field Operations Team and showed pictures of the winners from their respective districts and their typing times. One district is left to hold its contest, the statewide finale will be held on March 6th.

Mike Mitchel (Director of Regulatory Compliance) & Shevondah Leslie (Director of Governmental Affairs and Communication) gave an update on the Legislative Session:

- The General Assembly convened on Monday, January 8th.
- Unless amended, most current adjournment resolution (SR 631) sets Thursday, March 29th as Day 40.
- They went over Agency Legislation and the bills of interest to the Georgia Department of Driver Services (DDS)

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

- She listed the 2018 & 2019 Governor's Recommendations and Bond Package breakdown.

Rick Miller (Investigative Services Director) gave an update on Active Shooter Training:

- Phase 1 Training for the Customer Service Centers.
 - Between October 23rd and November 20th there were 17 classes conducted and 619 employees trained.
- Phase 2 Training for Headquarters.
 - Training started on December 12, 2017 and to date, there has been 5 classes conducted and 45 employees trained.

Commissioner Moore provided an update on the Card Production Services (CPS) Team Kick-Off.

- On February 7th DDS had a card design Team kick-off with Gemalto, our card vendor. Then on February 8th, the agency had a Card Production Services Team Kick-off, where each team member received their charge from the Commissioner. This is the team that will deliver this product to our state.

Commissioner Moore gave an update of the Agency's performance. He stated our staff continues to do an awesome job. This Fiscal Year, 99.40% of customers were served in 30 minutes or less. The average statewide wait-time was 6:17 minutes. The time is measured when a customer gets a ticket to the time the customer gets to the counter. The agency is performing at unprecedented service levels.

The Commissioner concluded his report with an update on the customer satisfaction surveys. The number of respondents have gone up. We were at 6600 last month and this month we have gone up to 6800. "Was our staff courteous?" nearly 84.84% responded excellent; "Was our staff knowledgeable?" the excellent category goes even higher 86.77%, and "Was our facility clean and adequate?" 78.77% responded excellent. In each of the survey categories, if you include the excellent and the satisfactory response, more than 95% of customers responded favorably.

New or Old Business

The next Board meeting will be held on March 21, 2018.

Adjournment

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

Respectfully Submitted,

Jeff Wigington