

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

Present

David Connell, Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Britt Fleck
Wallace Coopwood
Jim Cole

Not Present

Jeff Markey, Vice Chairman
Hubert Parker

Also attending the meeting from the State Attorney General's Office were 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 November 8, 2017 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 began by wishing everyone a Happy New Year. He announced recent leadership changes in the agency. Kecia Bivins was promoted to Division Director of Field Operations and Pierre Miles was appointed Deputy Director. With the change of Kecia moving from Regulatory Compliance, Mike Mitchell was appointed as Division Director of Regulatory Compliance. The Commissioner indicated that Mike would continue to help the agency this year with the legislative session. Commissioner Moore announced a new Division Director of Governmental Affairs and Communications, Shevondah Leslie. Shevondah comes to us from the Department of Community Supervision and has been in state government for over 19 years. She has been a part of criminal justice reform which is one of the Governor's key initiatives.

Commissioner Moore provided an update on the Southeast Southern Snow Storm:

- Governor Deal issued a State of Emergency for 28 Georgia counties from January 3rd – 5th.
- There were twelve centers in the far southwest from Swainsboro, to Savannah down to Kingsland and as far west as Thomasville that experienced the wintery mix.
- Happy to say our communications team, Susan, and Jenine did a wonderful job notifying the media and updating the public along with our IT department.

Commissioner Moore provided an update on International Driver Examiner Certification (IDEC)

- Each district enters a nominee to compete for IDEC of Georgia. Of those nine contestants, we had a winner from the Carrollton CSC, Eddie Dunston.
- We hosted a gala to recognize each district winner.
- Eddie will now compete on an international level to become, the International Examiner of the Year.
- The Commissioner expressed his thanks to Pierre Miles and all the people that were a part of recognizing our nominee's. Our Chairman, David Connell, also expressed how proud the Board is of Eddie and they look forward to meeting him and doing something to support the other district winners.
- Eddie gets a special opportunity in June to attend the AAMVA Region II Conference, in Myrtle Beach, South Carolina.

Commissioner Moore provided an update on the Mobile App:

- The Mobile Services App development is complete and the Mobile App integration testing is in process.
- Scope IT has been working with our IT staff, PMO, Legal and a few others in the agency to ensure that the service we provide on smartphones will be just as reliable, secure and efficient as what customers are able to do currently in person or on a computer today.
- It is our goal to release the App to the public in March of 2018.

Brett Young (PMO Director) gave an update on the State-to-State agreement:

- State-to-State (S2S) will be a nation-wide system operated by AAMVA that allows all U.S. jurisdictions to enforce the goal of *"One Driver One Record"*.
- The U.S Department of Homeland Security (DHS) has recently determined that S2S will be required to maintain Real ID compliance.
- S2S provides other benefits such as enhanced DL/ID fraud detection, real-time validation of a DL/ID issued in another U.S. Jurisdiction, automates the transfer of a driver's history when they are moving to another U.S. Jurisdiction, and reduces duplicate DL/ID records that may have been created when a driver has been licensed in different States over their lifetime.
- DDS and AAMVA executed an agreement on December 15th, 2017 for Georgia to use S2S when the agency implements DRIVES in late 2020.

Commissioner Moore provided an update on a visit from an Insurance Industry Chinese Delegation:

- We were able to host the Chinese delegation here at HQ in cooperation with Lexis Nexis, which is one of our business partners.
- The delegation was an Insurance Association delegation. They wanted to know what information we provide to insurance providers or assessment companies like Lexis Nexis and how that information is used to determine how insurance rates are established.
- They inquired about the information we give to Lexis Nexis; how we provide that information and the purpose of its use.

Commissioner Moore provided an update on the visit to Georgia Power:

- He stated that the agency is extremely fortunate to have a wonderful Board who is engaged with DDS and continue to help us provide better service to the customers that we serve.
- On November 17, 2017, Britt Fleck, DDS Board Member and Georgia Power Metro West Region Managers provided members of DDS a tour of their facility in McDonough.
- Georgia Power and DDS were able to share best practices and exchange information and ideas on technology improvement, performance metrics, quality assurance, online support, and scheduling and workforce planning.
- The Commissioner thanked Britt publicly for hosting us. Chairman, Connell extended an extra thank you for making that happen.

Commissioner Moore provided an update on the Annual Manager's Meeting 2017:

- The guest speaker was Monica Kaufman-Pearson and 166 managers were in attendance.
- He gave a special thanks to HR Director Deborah Moore, Training Manager Reggie Smith, and the entire HR team.

Commissioner Moore provided an update on Collective Insights Consulting:

- The Commissioner thanked DDS Board member Jeff Markey, who was not present at the meeting, for his efforts to connect Collective Insights and DDS pro bono.
- DDS is embarking on two technology projects (CPS & DRIVES) that will keep us on the cutting-edge and enable us to continue excellent customer service. Both projects represent notable change to the organization and its stakeholders.
 - CPS calls for replacing the current card processing technology.
 - DRIVES will upgrade old systems with off-the-shelf technology that better integrates our data with DOR.

Pierre Miles (Deputy Director of Field Operations) gave an update on the Rome CSC effect on the Dalton CDL Road Test:

- Rome CSC began public CDL road tests on December 5, 2017. Prior to this date, the Dalton CSC had a wait-time of six weeks for CDL testing. As of January 1, 2018, there is no wait-time at either CSC.
- Current number of public slots offered:
 - Dalton – 16 per week, 64 per month
 - Rome – 10 per week, 40 per month
- Number of CDL Road Tests Conducted:
 - November:
 - Dalton – 64 public, 269 driving school.
 - Rome – 42 public
 - December:
 - Dalton – 64 public, 312 driving school.
 - Rome – 26 public

- The Commissioner stated the impact was immediate. We've reduced wait times from six weeks in a month to zero and he commended everyone for the great partnership to get the center open and assisting customers.

Commissioner Moore concluded his report with an update of the Agency's performance. He stated that he couldn't ask for a better result of what we have been able to accomplish over the first six months of this Fiscal Year. We served 1.7 million customers. While customers served is slightly lower than what we traditionally serve, we had Hurricane Irma to impact our operation significantly in September, when we served only 301,640 customers. We also had a few days that we were closed for the holidays in November and December. The numbers are slightly lower, but when you look at our operation year (2016) over year (2017), every single performance metric improved. Our annual average wait time went from 11:40 minutes in 2016 to 7:44 minutes in 2017. Our customers served within 30 minutes or less was 94.43% in 2016 to 98.43% in 2017.

The Commissioner gave an update on the recent customer satisfaction surveys the agency has been doing. "Was our staff courteous?" nearly 97% responded positively; "Was our staff knowledgeable?" same results nearly 98% answered yes; and "Was our facility clean and adequate?" nearly 99% responded yes. We had more than 6000 respondents to the survey for the month of December. The Chairman, wanted to know what our plan was to feed that information back to staff so they know the great work they are doing. Commissioner Moore informed him that we will develop that plan. He mentioned that we have shared that information with our leadership team. He said that was something he will do.

Rules for Initial Approval

Angelique McClendon, General Counsel, presented the following rules:

- **375-3-8-.03** Access to Driving Record Information.
- **375-3-8-.04** Bulk MVR Access and Certification.

Jeff Wigington 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:

- **375-3-1-.23** Application for Personal Identification Cards.
- **375-3-1-.36** Fees for Driver's Licenses, Instruction Permits, Identification Cards, and Temporary Driving Permits or Identification Cards.

- **375-3-2-.01** Expiration of License and Identification Card: When Licenses and Identification Cards May Be Renewed.

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

Citizen Waivers

1. Emma Ruth Brown - She is seeking a Georgia ID card in the name of Emma Ruth Brown. She is 75 years old. She is missing her Marriage Certificate. She has a Birth Certificate, Census Record, Child's Birth Certificate (father-Charles Brown, informant signature-Emma Ruth Brown), Employment Record, Welfare Fund, payment record, Georgia Driver's License, Social Security (S/S) Card and Obituary (shows married to Charles Brown).

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

2. Debra Buckley - She is seeking a Georgia ID card in the name of Debra Ann Buckley. She is 58 years old. She is missing two Marriage Certificates and a Divorce Decree. She has a Birth Certificate, Georgia Driver's License, marriage search (search is for Patrick Buckley and Debra Ann Lester; conducted 2000 - 2002) and S/S card.

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

3. Johnny Claritt - He is seeking a Georgia driver's license in the name of Johnny Boy Claritt. He is 73 years old. He is missing his Birth Certificate. He has a DD214, marriage application, Child's Birth Certificate and birth certificate search.

Wallace Coopwood moved to approve the waiver; Jeff Wigington seconded the motion with an amendment to approve upon verification of South Carolina license with unanimous approval by the remaining Board members.

4. Janice Dodd - She is seeking a Georgia ID card in the name of Janice Elaine Dodd. She is 70 years old. She is missing her Marriage Certificate. She has her Birth Certificate, two of her Children's Birth Certificates, Marriage Certificate (married Myers), Alabama ID card, Marriage Certificate (married Dodd) and S/S card.

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

5. Gail Evans - She is seeking a Georgia driver's license in the name of Gail Mincey Evans. She is 52 years old. She requested to drop first name shown on Birth Certificate. She has a Birth Certificate, Divorce Decree, Marriage Certificate (married Evans), Numident, Affidavit of Nationality, a few Deeds, Voter registration, insurance information, membership documents, employee benefit documents, a few tax returns, paycheck, Georgia driver's license and S/S card.

Jeff Wigington moved to deny the waiver; Bob Pierce seconded the motion with unanimous denial by the remaining Board members.

6. Herman Jiggetts - He is seeking a Georgia ID card in the name of Herman S. Jiggetts. He is 60 years old. He is missing his Birth Certificate. He has three of his Children's Birth Certificates, DD214, Marriage Certificate, death certificate, New York ID, veteran certificate and S/S card.

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

7. Betty Knight - She is seeking a Georgia ID card in the name of Betty Lou Knight. She is 64 years old. She has always used biological father's last name. Birth Certificate shows her with mother's last name. She has school records, marriage application (married to Knight), Marriage Certificate (married to Knight) and expired Georgia ID.

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

8. Connie Patrick- She is seeking a Georgia driver's license in the name of Connie D. Patrick. She is 56 years old. She is missing her first Marriage Certificate (married to Sattarelle), she has a Birth Certificate, marriage certificate (married to Ross), divorce decree (divorced from Sattarelle), Marriage Certificate (married to Patrick), payroll check, alcohol permit and S/S card.

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

9. Susan Short - She is seeking a Georgia driver's license in the name of Susan J. Short. She is 75 years old. She has her mother's Birth Certificate (Mother maiden name-Johnson), her Birth Certificate (father's last name Harris, mother's name Jameson), mother's divorce papers (mother's last name-Harris), mother's Marriage Certificate (married to Bower), attorney documents (T. Col Bower trying to take custody of child Harris), Marriage Certificate to Short, Child's Birth Certificate, mother's passport (name as Jameson), mother death certificate (last name-Bower; daughter listed as Susan Short), Medicare card, New Mexico driver's license, military card and S/S card.

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

10. Mary Frances Waller - She is seeking a Georgia ID card in the name of Mary Frances Waller. She is 77 years old. She is missing her Marriage Certificate. Catoosa County could not find it. She has been married to Mr. Waller from 1961 to 2006. She has a Numident (maiden name- Frances Rogers), Georgia driver's license from 1972 & 2005, death certificate (husband – Jerry Lee Waller Sr.), Tombstone papers (husband – jerry Lee Sr.), and S/S statement.

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

11. Trinity Driver Education - They are requesting a waiver of rule #375-5-2.18(1)(a), extending the use of their vehicle for at least ninety days from December 31, 2017. They asked the board back in December 2015 to waive section (1)(a) of the rule that provides that vehicles used for actual behind the wheel instruction shall be ten (10) years old or less. The board reviewed the request during its January 13, 2016 meeting and granted a waiver for a period no longer than October 2016.

Jeff Wigington moved to deny the waiver; Bob Pierce seconded the motion with unanimous denial by the remaining Board members.

New or Old Business

The next Board meeting will be held on February 14, 2018.

Adjournment

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

Respectfully Submitted,

Jeff Wigington