

Minutes of Board Meeting  
March 21, 2018  
10:00 a.m.  
Conference Call

**Present**

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

**Not Present**

Jeff Markey, Vice Chairman

Also attending the meeting via conference call was Amy Radley from the State Attorney General's Office. Members of the DDS Staff were present at DDS Headquarters.

**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 February 14, 2018, Board meeting. A motion was made by Bob Pierce to approve the regular meeting minutes as presented; Hubert Parker 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 started off by letting the Board know that we are on day 37 of the legislative session. The session is scheduled to end next Thursday, March 29th. He indicated that Mike, Shevondah, and Angelique have been extremely busy down at the Capitol making sure the interests of the department are met.

Commissioner Moore provided an update on the statewide Fastest Typist Contest Finale:

- On March 6th at the Atlanta CSC we had 9 team members compete to see who would be the fastest typist for the state.
- Commissioner Moore showed pictures of the winners from their respective districts holding their trophies.
  - 1st Place winner – Lynette Robertson – District 5 - Decatur
  - 2nd Place winner – Keyiera Ezell – District 7 - Perry
  - 3rd Place winner – Gianna Liady – District 4 – Fayetteville
- The Commissioner gave special recognition to Field Operations Division Director Kecia Bivins and her team for making the event an exceptional one to recognize our team members.

Rick Miller (Investigative Services Director) gave an update on Active Shooter Training and CPR-AED:

- Active Shooter:
  - Phase 1 - Training for the Customer Service Centers.
    - Between October 23<sup>rd</sup> and November 20<sup>th</sup> there were 17 classes conducted and 619 employees trained.
  - Phase 2 - Training for Headquarters.
    - Training started on December 12, 2017. To date, there have been 20 classes conducted and 151 employees trained.
    - 770 employees have been trained as of the meeting.
- CPR-AED:
  - Phase 1 - Training for the Customer Service Centers.
    - Instructor Refresher class held on March 5th. To date, there have been two classes conducted, and 23 employees trained.
  - Phase 2 - Training for Headquarters.
    - Training scheduled to start in May.

Commissioner Moore provided an update on the Card Production Services Project.

- On March 6th DDS had a formal project kick-off meeting at the DDS Atlanta CSC. The attendees included: Gemalto, Georgia Technology Authority, Georgia Secretary of State, Georgia Bureau of Investigations, Public Consulting Group and DDS staff members.
- Commissioner Moore presented a timeline showing all phases of implementation.

Commissioner Moore provided an update on the DDS 2 Go Mobile Services App to include current development status and next steps:

- Development Status:
  - 100% of DDS 2 GO development functionality completed for iOS/Android
  - User Acceptance Testing is in progress; with a current passage rate of 77% as of March 13, 2018.
  - DDS 2 GO APP is now deployed in the production environment and ready for launch.
  - DDS 2 GO functionality will include 38 capabilities, many of which are currently available in online services.
- Next Steps:
  - Complete End-to-End testing.
  - Create a Playbook for Production Deployment.
  - Publish DDS 2 GO to Apple App and Google Play stores.
  - Finalize App 'Go Live' date to the public in April 2018, to include potential Friends and Family "soft" launch prior to implementation date.

The Commissioner concluded with a performance report of our face-to-face customer interaction over the last eight months of this fiscal year. We have not had a month where the service-level has been below 99%. He gave hats off to not only Field Operations but every department in the agency. The average wait time of 5:14 minutes is less than it's been in prior years. DDS continues to measure not only the statistics but the customer experience. We continue to see excellent service numbers as well as survey data of good customer experience. Most of the feedback we've received shows courteous service, clean facilities and a knowledgeable staff. He thanked our HR team for a job well done in recruiting and training our new employees.

The Commissioner ended his comments by assuring the Board that we will work hard to find strategies to address the 1% that do not fit into the favorable category. He pointed out that even though the majority of customers have a great experience, he will ensure that the department does everything possible to address the needs of customers who do not have the best experience.

### **Citizen Waivers**

1. Kristen Ethridge Burdette - She is seeking a Georgia driver's license in the name of Kristen Ethridge Burdette. She is 78 years old. She was born Marilyn Anderson. She has her Birth Certificate, School Records (Kristin Schoenberger), Marriage Certificates (married Schoenberger, Hansen, Pope, Walley, Ethridge and Hamblett). She has her Divorce Decrees, Children's Birth Certificates (Kristin Schoenberger), Numident (Kristin Ethridge Burdette), Social Security (S/S) (Kristin Ethridge Burdette), and an expired Michigan Driver's License (Kristin Ethridge Burdette). Her adoption paperwork was never filed; which would have changed her name to Schoenberger from Anderson.

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

2. Dorothy Elaine Kendrick Dixon – She is seeking a Georgia driver's license in the name of Elaine Kendrick Dixon. She is 57 years old. Her birth name shows Dorothy Elaine Kendrick. She has always gone by Elaine Kendrick. Her Georgia License shows her name as Elaine Kendrick Dixon from 2007. She has her Birth Certificate, School yearbooks (Elaine Kendrick), Marriage Certificates (Dorothy Elaine Kendrick & Dorothy Elaine Kendrick Jenkins), Divorce decree (Elaine Jenkins) and S/S card (Dorothy E. Kendrick). She has several other documents showing her name as Elaine K. Dixon and Elaine Kendrick Dixon (Tax document, Award, Immunization, Medicare document, Executor document, S/S from 2015, Health Card, Triple A, Carry License and checks).

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

3. Richard Sanders – He is seeking a Georgia ID in the name of Richard Sanders. He is 68 years old. He is missing his Birth Certificate; He was born by midwife. He has his School Records, Child’s Birth Certificate, Medicare Card, Life Insurance, Doctor statement, Numident, Health Insurance, S/S statement, Georgia Voter ID, Breeze card and S/S card.

Wallace Coopwood moved to approve the waiver pending the review and clearance by the Office of Investigative Services; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

**New or Old Business**

The next Board meeting will be held on April 11, 2018.

**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**