

Minutes of Board Meeting
November 8, 2017
10:00 a.m.

Present

Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Hubert Parker
Wallace Coopwood
Jim Cole

Not Present

David Connell, Chairman
Britt Fleck

Also attending the meeting from the State Attorney General's Office were Amy Radley, and the DDS Executive Staff.

Establish Quorum/Call to Order

Vice Chairman Markey confirmed the presence of a quorum and called the meeting to order at 10:00 a.m.

Approval of Minutes

Vice Chairman Markey called for a motion regarding the minutes from the October 11, 2017 Board meeting. A motion was made by Hubert Parker to approve the regular meeting minutes as presented; Jim Cole seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Moore began by acknowledging Mr. Kyle Cain, former District Manager for District 8, who was recently promoted to Deputy Director of the Regulatory Compliance Division. Mr. Cain has been an exemplary employee for DDS for more than 23 years. Commissioner Moore and the Board members wished him the best in his new role.

Commissioner Moore provided an update on what he calls "The big three":

- DDS Mobile Services App status:
 - He reported that we have gotten to the portion where we are seeing the high-fidelity screens shots of exactly what the app will look like.
 - This, referring to the app, will be our busiest customer service center (CSC).
 - The customer will be able to submit documents and renew licenses, among other things, right from the comfort of their smart phone.
- Driver Record Integrated Vehicle Enterprise System (DRIVES) and Card Production Services (CPS) Update:
 - DRIVES:
 - As of October 30, 2017, the Georgia Department of Revenue (DOR) has entered Phase 1 of DRIVES
 - The Department of Driver Services (DDS) will begin Phase II in 19 months.
 - DOR will have their kick-off celebration on November 16, 2017.

CPS:

- Department of Administrative Services (DOAS) held a hearing on October 13, 2017. The ruling is scheduled to be released soon. Gemalto is the vendor who was awarded the CPS contract.

Commissioner Moore provided an update on facilities:

- Rome CSC – The anticipated opening of CDL Road tests to the public is December 1, 2017.

Commissioner Moore updated the Board on Three-Wheel Motorcycles:

- Senator John Albers (R-Roswell) and Deputy Commissioner Ricky Rich presented Linda Robertson with the first ever Three-Wheel Basic Riders Course (BRC) Permit on November 3, 2017 in Alpharetta.
- There are currently 414,000 licensed riders and 17,000 permit holders in Georgia.
- Three-Wheel license Waivers are now available to keep citizens trained, safe and legal while creating efficiencies through Third Party Vendor Partnerships.

Rick Miller (Director of Investigations) gave an update on Safety and Security of DDS staff and customers:

- Safety Training Recap
 - Classroom instructor and video instruction on CPR-AED was provided to over 650 DDS team members.
 - Active Shooter Training was provided to 619 DDS team members

Jeff Smith (CIO) gave an update on the Georgia Technology Innovation Showcase:

- DDS won an award on a Co-project with Department of Corrections for Inmate Re-entry. The project is designed to provide a license or an ID Card to inmates when released.

Deborah Moore (HR Director) gave an update on State Charitable Contributions Program (SCCP):

- As of 10-30-17 we raised \$15,707 from the field, HQ raised \$2,640 & Online raised \$1,430. This gave us a total of \$19,777.
- Our goal is to collect \$30,000 and as of today we have collected over \$25,000. We are on track to either meet or exceed our goal of \$30,000.

Commissioner Moore concluded his report with agency performance. We served 316,550 customers in the month of October. The average statewide wait -time was 6:05 minutes with 99.50% of our customers served in 30 minutes or less. All our CSCs met the service level goal of 95%. He congratulated Pierre Miles, Deputy Director of Field Operations and our District Managers (DMs) on a job well done. One of our DMs, Aretha Wright, was present and acknowledged by the Commissioner. He stated it is the work of her and her counterparts that we produce great service levels. The agency has been engaging in Customer Satisfaction surveys to measure some of those experiences. We not only want to serve the customer fast, we want to be efficient. It's great we served them fast, but we also want the customer to feel good about their experience.

Rules for Initial Approval

Angelique McClendon, General Counsel, presented the following rules:

- **375-3-1-.36** Fees for Driver's Licenses, Instruction Permits, Identification Cards, and Temporary Driving Permits or Identification Cards.
- **375-3-1-.23** Application for Personal Identification Cards
- **375-3-2-.01** Expiration of License and Identification Card: When Licenses and Identification Cards May Be Renewed. Revised.

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

Rules for Final Approval

Angelique McClendon, General Counsel, presented the following rules:

- **Title Review Board**
 - **375-1-2-.01** Administrative Hearings Regarding Certificates of Title
- **Overweight Assessment Citation**
 - **375-1-3-.01** Enforcement of Laws Relating to Overweight Vehicles and Permits
 - **375-1-3-.02** Procedures for Enforcement
 - **375-1-3-.03** Method of Collection of Monies Due Under Code Section 32-6-27
- **Organization**
 - **375-2-1-.01** Motor Vehicles Services Duties
- **Tag Agents**
 - **375-2-2-.01** Establishment of Local Tag Agents
 - **375-2-2-.02** Responsibilities of County Tag Agents
 - **375-2-2-.03** Bond of Agents
 - **375-2-2-.04** Application for License Plates and Renewal Decals
 - **375-2-2-.05** Issuance of License Plates and Renewal Decals
 - **375-2-2-.06** Inventory of License Plates and Renewal Decals Maintained by County
 - **375-2-2-.07** Upgrading of License Plates 375-2-2-.08-Questionable Applications
 - **375-2-2-.08** Questionable Applications
 - **375-2-2-.09** Application by One Other than the Vehicle Owner
 - **375-2-2-.10** Owner Defined
 - **375-2-2-.11** Thirty (30) Day Grace Period 375-2-2-.12-Intrastate Trucks
 - **375-2-2-.12** Intrastate Trucks
 - **375-2-2-.14** Applications for License Plates and Renewal Decals to be Numbered
 - **375-2-2-.15** Application to be Validated by the Agent
 - **375-2-2-.16** Agent's Responsibility as to Application

- **375-2-2-.17** Tags and Renewal Decals to be Sold in Numerical Sequence
- **375-2-2-.18** Extension of the Initial Registration Period When a Georgia Dealer has not applied for Title
- **Issuance and Registrations of License Plates**
 - **375-2-3-.01** Application for Registration of a Vehicle not Eligible for a Certificate of Title
 - **375-2-3-.03** Affidavit of Need for the Issuance of a Special License Plate After Multiple Convictions for Driving Under the Influence
- **Certificate of Title Applications**
 - **375-2-12-.01** First Certificate of Title
 - **375-2-12-.02** Affidavit of Title Held for Lien or Security Interest
 - **375-2-12-.03** Tag Agents to Accept Title Applications
 - **375-2-12-.04** Certified Transcripts of Title Records
 - **375-2-12-.05** Return of Rejected Title Applications
 - **375-2-12-.06** Application for a Certificate of Title for a Vehicle Last Previously Registered in a Non-Title State or Country
 - **375-2-12-.07** Special Handling of Applications for Certificates of Title and Related Documents
 - **375-2-12-.08** Certification of Inspection of Vehicle Identification Number
- **Wreckage or Salvage Vehicles**
 - **375-2-13-.02** Stolen Vehicles
 - **375-2-13-.04** Application of these Regulations
 - **375-2-13-.05** When Rebuilt Vehicles to be Titled
 - **375-2-13-.06** An Owner who Scraps, Dismantles, or Destroys a Vehicle
- **Creation and Foreclosure of Liens on Removed or Stored Vehicles**
 - **375-2-31-.01** Abandoned Motor Vehicles
 - **375-2-31-.02** Notice to Owner. Lessor, Lessee, or Holder of a Security Interest or Lien
 - **375-2-31-.03** Notice of Lien to Be Submitted to Department
 - **375-2-31-.04** Foreclosure of Abandoned Vehicle Lien
- **Public School Bus Inspections**
 - **375-6-1-.01** Responsibility for Program
 - **375-6-1-.02** Definitions
 - **375-6-1-.03** Fees
 - **375-6-1-.04** Expiration Period of Inspection
 - **375-6-1-.05** Purchase of Bus
 - **375-6-1-.06** Inspection Sticker Location
 - **375-6-1-.07** Completion of Inspection Sticker
 - **375-6-1-.08** Inspection Reports
 - **375-6-1-.09** Minimum Requirements for Inspection
 - **375-6-1-.10** Body
 - **375-6-1-.11** Violation of Law and/or Rules: Penalty
 - **375-6-1-.12** Daily Inspections by Bus Operator

- **Georgia Electronic Insurance Compliance System**
 - **375-8-1-.01** Definitions
 - **375-8-1-.02** Insurer Reporting Requirements
 - **375-8-1-.03** Officer's Check of Insurance: Forms and Procedures
 - **375-8-1-.04** Insurance Status Indicators
 - **375-8-1-.05** Proof of Insurance by Owner and Operator
 - **375-8-1-.06** Civil Penalties for Uninsured

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

Driving School Rule Amendment Request

- **Francis J. Buckley – Alpharetta Risk Reduction & Defensive Driving**

Alpharetta Risk Reduction & Defensive Driving Academy has asked to amend Rule 375-5-6-.15

Mr. Buckley is requesting a waiver or change to the rule regarding 5 paid contracts for Risk Reduction programs.

The rule is 375-5-6-.15(c) which states: The intervention Component shall have a minimum of five (5) paid contracts for students planning to attend the scheduled course dates and can have no more than the maximum allowed by the Program's Certification, up to a maximum of forty (40) students.

A similar request was made in 2012 and the Legal Division attempted to change the rule to allow less than 5. However, after research and public comment it was decided that the rule should not be amended. The curriculum for the classes is designed to work in a group setting. Therefore, it was determined that 5 people would be best to facilitate the effectiveness of the class. The number of students was based on curriculum and success of the curriculum rather than availability of students or DUI arrest rates.

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

Citizen Waivers

1. Barbara L. Childs - She is seeking a Georgia ID card in the name of Barbara L. Childs. She is 84 years old. She is missing her Marriage Certificate. She has a Birth Certificate, documents dating back to 1990 showing her name as Barbara Childs, Marriage Certificate not found document, Child's Birth Certificate (name listed as Barbara Level and the Child's father as Richard Jackson Childs), Medicare card, disability affidavit, bank document, Social Security (S/S) documents and an unexpired Kentucky ID card.

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

2. Cheryl Deal - She is seeking a Georgia driver's license in the name of Cheryl Deal. She is 59 years old. She is missing her certified Birth Certificate. She has ordered it but she won't receive it until December or January. She has school records, Marriage Certificate (Donald w. Deal), School verification, property tax return, bank statement and Lexis Nexis check (SSN matches: Cheryl Weber and Deal).

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

3. Robin Leanne Flemming - She is seeking a Georgia driver's license in the name of Robin Leanne Flemming. She is 39 years old. She is missing her amended Birth Certificate. She was given her stepfather's last name when she was 4 years old. She has her Birth Certificate, school records (parents- Mike and Dawne Hayden), marriage license (married Charles Crumble Jr), marriage license (Michael Stephen Wycoff), marriage record (married Ian Michael Flemming), Child's Birth Certificate, bill, S/S statement, S/S Card, and Missouri driver's license.

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

4. Gregory Johnson - He is seeking a Georgia ID card in the name of Gregory Johnson. He is 64 years old. He is missing his certified Birth Certificate. He has resided in Central State Hospital since 1968 and needs to transition to community-based residential services. He has an administration summary, personal history from 1968, DBHDD letter and his S/S card.

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

5. Mary Lopez - She is seeking a Georgia driver's license in the name of Mary Agnes Lopez. She is 74 years old. She is missing her certified Birth Certificate. She ordered her Birth Certificate after Hurricane Katrina (2006) and received a "not found letter." She also sought a Birth Certificate in 2012 again received a "not found letter." She has a baptismal record (parent names – Victor Almojera, Eula Bradford), a marriage license (married Fred S. Lopez, Jr.), a Passport, an Affidavit, and a Numident -Social Security Number Application Process (SSNAP) (father – Victor Almojera; mother Eula Bradford).

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

6. Michael Anthony Taylor, Sr. - He is seeking a Georgia ID card in the name of Michael Anthony Taylor Sr. He is 54 years old. He is missing his first and middle name on his Birth Certificate. He has his Marriage Certificate, two of his children's Birth Certificates, a bankruptcy document, a medical bill, a training certificate, a S/S statement and S/S Card.

Jeff Wigington moved to approve the waiver pending submittal of his DD214; Rachel Little seconded the motion with unanimous support pending approval by the remaining Board members.

7. Walter Wielgosz - He is seeking a Georgia driver's license in the name of Walter W. Wielgosz. He is 73 years old. He is missing his certified Birth Certificate. He has his baptismal record (parent names-Walter Wielgosz and Veronica Wilcheski), a birth registration (parent names – Walter Wielgosz and Veronica Wilchesky), a selective service letter, a marriage license (parent names – Walter Wielgosz and Veronica Wilchesky), two of his children's Birth Certificates (father's name – Walter Williams Wielgosz; birthplace Pennsylvania), marriage license (son's marriage license; father's name – Walter Williams Wielgosz; birthplace Pennsylvania), a Florida driver's license, a Pennsylvania health department document, his first S/S card and current S/S card.

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

8. Shirley Ann Williams- She is seeking a Georgia driver's license in the name of Shirley Ann Williams. She is 62 years old. Her stepfather signed her marriage application with his last name of Simpson. She was only 14 years old when she got married. She has no legal documentation with Simpson. She has always used mother's last name of (McConnehead), She has her Birth Certificate (Shirley Ann McConnehead), she has her child's Birth Certificate (maiden name – McConnehead), a marriage license (married Ronald Eugene Williams), and her S/S card.

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

New or Old Business

The next Board meeting will be held on January 10, 2017.

Adjournment

There was no further business to discuss; Vice Chairman Jeff Markey called for a motion to adjourn. A motion was made by Wallace Coopwood and seconded by Jeff Wigington with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington