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

Present

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

Not Present

Jeff Markey, Vice Chairman

Also attending the meeting was Kimberly Daniels from the State Attorney General's Office, Jeremy Siegel from Legal Aid and his client, John Robertson, 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 10:02 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the October 17, 2018 Board meeting. A motion was made by Bob Pierce to approve the regular meeting minutes as presented; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Moore greeted the Chairman and Members of the Board. The Commissioner indicated that the Commissioner's Report would be longer than normal because there are many updates to provide to the Board.

Visit to Personalization Center:

- On the prior day, a few of our staff had an opportunity to go to our new personalization center in Atlanta to look at our new license with Georgia-specific data. He then passed around a few sample cards. The quality and security of the new license is a lot higher than the current card. The Commissioner provided a UV light so that the Board members could see some of the new security features in the license.
- The approval process for the card stock started back in the summer. The Board reviewed a sample of that a few meetings ago, but now we're able to put information on the license itself, and it really brings out the features.

- The new cards are Polycarbonate versus the current Teslin cards. The quality of the card is much sharper. The picture on the cards is now in black and white, but it's not very noticeable due to the quality of the laser.
- The Commissioner especially thanked George Theobald, Brett Young, Rick Miller, Pierre Miles (in his absence), Heidi Hamilton (who was not present), and Deputy Commissioner Ricky Rich, who were all a part of the team that went to see the personalization process. We will start producing the new cards in early spring.

Gainesville CSC Ground Breaking:

- The ground breaking took place on October 31st at our new facility in Gainesville. The Governor was in attendance, and this project is especially important to him since Gainesville is his home town. Several elected officials were present, thanks to Deputy Commissioner Ricky Rich who is a Gainesville native. The Commissioner also thanked Vice Chairman, Jeff Markey, for taking time out of his busy schedule to attend.
- We are excited to get that project under way. Commissioner Moore thanked Bob Griffin, Mickey Rawls and his team, District Manager Melinda Cox, and everyone at DDS that was involved. He thanked the State Properties Commission and the Georgia State Financing and Investment Commission (GSFIC) who also were involved in helping get this project underway. We expect to open the new center sometime in October 2019.

State Charitable Contribution Program (SCCP):

- Every year, we educate the Board about our activities at DDS. The Commissioner loves that we take part in SCCP annually because it shows the character of our Team Members. SCCP provides individuals and teams with the opportunity to choose specific charities for their donations.
- We seek donations for the different charities, but more importantly, we also sponsor fun events. The morale at DDS is really heightened during this time. Over the last five years, we have won the Governor's Cup for the highest contributions for an employee total. Commissioner Moore hopes that we will continue to make that a part of what we strive to achieve during the upcoming year.

Online Services and Mobile App:

- Online services and our Mobile App allow us to drive people away from centers and serve them at their convenience. We had 40,918 customers establish online accounts and 4,788 new Mobile App accounts added. Our goal, as more people become REAL ID compliant, is to see a continued increase in customer use of this technology.

Shevondah Leslie (Governmental Affairs and Communications Director) gave an update on Legislative Requests:

- DDS proposes amending language in O.C.G.A. §40-5-25 (a) Applications; fees; waiver of fees; provisions for voluntary participation in various programs.

- DDS recommends removing "shall" and replace it with "may" as follows:
    - Any application for the replacement of a lost license pursuant to code section 40-5-31 or due to a change in the licensee's name or address submitted within 150 days of the expiration of said license ~~shall~~ may be treated as an application for renewal subject to the applicable license fees as set forth in this subsection. The maximum period for which any driver's license shall be issued is eight years.

Michele Granger (Budget Director) gave an update on the AFY 2019 and FY 2020 Budget Requests:

- The FY 2019 appropriated budget is $72,021,623. For FY 2020, we have requested a 2% enhancement totaling $1,382,083 for retention of Field Operations positions.
- We requested bond funding to purchase a new building for the Dalton CSC. The current building is a five-section modular building. We also requested bond funding to establish a maintenance budget, as our Agency has never received funding for building improvements.
- We also requested bond funding to replace approximately 19 vehicles, as 42% of our fleet is more than 10 years old.

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

Reggie Smith (Training/Staff Development Supervisor) gave an update on the Employee Engagement Survey Results:

- The purpose of the Survey was to gather feedback from employees about their perceptions of the quality of their workplace and overall satisfaction.
- We offered this survey in 2016 and again in 2018. Georgia State University submits a final report and measures overall employee perception. The survey is administered online, and our Department does not touch the data.
- 647 surveys were completed with a response rate of 65%. That number exceeds the national average by 25%.
- The Commissioner is excited about the direction in which we are headed. He stated we improved in every single category in which we were rated.

Deborah Moore (HR Director) gave an update on Organizational Health:

- The Commissioner asked that her division replicate studies completed by AAMVA to evaluate the health of our organization. A sample of the report was shown to Board Members. We have a total of 958 employees. This number does not include contractors or temps. We noticed that most people seek new jobs from July – September, which is our highest turnover period. We are hoping the new Predictive Index tool will help with the turnover.
- The knowledge required of examiners has increased significantly over the years and requires a similar improvement in the compensation. We hope that the information in the budget request will help achieve this. We continue to track staffing, leave administration, training, and development.

Commissioner Moore provided an update on the Agency's performance:

- We experienced several months when our lobby management system was inoperable, but once the issues were repaired, the wait times stabilized.
- During the month of October, we served 294,000 customers with an average wait-time of six (6) minutes, and we served 96.83% of those customers in 30 minutes or less.
- We are back above our service level goal of serving 95% of customers in 30 minutes or less. The Commissioner referred to the Chairman's request to pinpoint the reason for failures when we are not performing well. The Commissioner stated no customer waited over an hour per our reports in the previous month. While we don't want anyone in the center longer than 30 minutes, the Commissioner explained some of the reasons that could occur.

Commissioner Moore concluded his report with an update on the customer satisfaction surveys. Every customer served will receive a survey if we have an email address on file. A total of 7,689 customers responded to the survey in October. "Was our staff courteous?" 96% agreed. "Was our staff knowledgeable?" That number was 97%. "Was our facility clean and adequate?" 98% agreed overall. The Commissioner stated that, while we can't always serve you fast because of things that are out of our control, we always can be friendly.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-4-.02** Scope
- **375-5-4-.03** Definitions
- **375-5-4-.04** General Regulations
- **375-5-4-.05** Instructor Requirements
- **375-5-4-.06** Course Content and Materials
- **375-5-4-.07** Testing
- **375-5-4-.08** Parental Component

Hubert Parker 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, reviewed the following rules:

375-1-1-.03 General Definitions

375-3-1-.29 Replacement of Lost, Stolen or Destroyed Cards

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

Citizen Waivers

1. Carolyn Brown – She is seeking a Georgia ID in the name of Carolyn Brown. She is 74 years old. She is missing her birth certificate. She submitted her family bible, school records, child's birth certificate (Child named Hazel Reba Brown; father – Samuel Raymond Brown), Medicare card, and medical record.

Wallace Coopwood motioned to approve the waiver pending receipt of the Numident; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Billy Eugene Bunch – He is seeking a Georgia ID in the name of Billy Eugene Bunch. He is 58 years old. He is missing documents showing name change to his stepfather's last name. He submitted his birth certificate (biological father – DL Agan), school records (parent or guardian – Jerry L. Bunch), DD214, expired Georgia ID, and Veteran Administration (VA) healthcare card.

Bob Pierce motioned to approve the waiver; Jim Cole seconded the motion with approval by most of the remaining Board members. Jeff Wigington opposed the motion.

3. Antionette Y. Hart – She is seeking a Georgia driver's license in the name of Antoinette Y. Hart. She is 61 years old. Her Certificate of Naturalization was destroyed in a fire, and she is unable to pay the cost for a replacement ($555.00). She submitted her birth certificate, Certificate of Naturalization (Certificate of Naturalization created in 1961), welcome letter, divorce decree, two expired Georgia driver's licenses, constituent issue form, SAVE results (result shows naturalized), and Social Security Card (S/S).

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

4. James Charles Hufsetler – He is seeking a Georgia ID in the name of James Charles Hufstetler. He is 70 years old. He is missing documents showing name change to his stepfather's last name. He submitted his birth certificate, school record (parent or guardian B.J. Hufstetler), military document, marriage application, marriage certificate, child's birth certificate, medical record, expired Georgia driver's license, Medicare card, Social Security Administration (S/S) 1099, and voter document.

Jeff Wigington motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

5. John L. Robertson – He is seeking a Georgia ID in the name of John Lewis Robertson. He is 73 years old. The Illinois Department of Public Health is unable to find a birth certificate. He needs a photo ID for subsidized senior housing. He submitted his Certificate of Birth Not Found, child's birth certificate, marriage application, expired Arizona license, Medicare card, voter's guide, medical record, S/S statement, and S/S card.

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

6. Duncan Timmins Wood – He is seeking a Georgia driver's license in the name of Duncan Timmins Wood. He is 63 years old. The State of Virginia is unable to find a birth certificate in his birth name or adopted name. He submitted his DD214, marriage application, voter's registration, Certificate of Birth Not Found, S/S card, and affidavit from his landlord.

Bob Pierce motioned to approve the waiver; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The Board voted to close the meeting and enter Executive Session. Jim Cole moved to close session; Bob Pierce seconded the motion with unanimous approval by the remaining Board members. The affidavit supporting closing the public meeting is attached.

Wallace Coopwood suggested that the Board adjourn the Executive Session; the Board members agreed to conclude the Executive Session and went back into the public meeting.

The Board voted to increase the Commissioner's salary to $170,000 a year, which is consistent with the salary of other top agency heads.

Jim Cole moved to approve the increase; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on January 12, 2018.

Adjournment

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

Respectfully Submitted,

Jeff Wigington