Minutes of Board Meeting
October 17, 2018
10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little - Phone
Wallace Coopwood - Phone
Bob Pierce - Phone
Britt Fleck - Phone

Not Present

Hubert Parker
Jim Cole

Also attending the meeting from the State Attorney General's Office (AG) was Kimberly Daniels, 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 10:05 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the September 12, 2018 Board meeting. A motion was made by Jeff Markey to approve the regular meeting minutes as presented; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman, Members of the Board and DDS staff. Commissioner Moore then gave a few updates on: Hurricane Michael, System Outage, Mobile Issuance with Department of Corrections, and the Mobile App.

Hurricane Michael:

- The storm's devastation caused us to close centers in the southwest corner and central parts of the State during October 10th –13th.
- In our efforts to keep our team members safe and prepared for Hurricane Michael, we closed twelve centers on Wednesday morning and closed twelve all-day Thursday. We had seventeen centers that opened late on Thursday and one opened at noon. On Friday we had four centers that were still closed. Albany CSC remained closed on Saturday.
- Our staff worked as early as 6 a.m. and as late as 10 p.m. to coordinate getting our team members notified.

System Outage on Friday- October 5, 2018:

- In 2009, DDS implemented a new driver's license system provided by vendor MorphoTrust USA, which is now known as Idemia. They developed a system repository for managing facial images captured during the credentialing process. On the morning of October 5th, that facial image repository reached capacity and caused a statewide system outage.
- According to Idemia, they had never experienced this issue in any other state where they provide service. It took them some time during the day to determine a corrective action. However, they were able to correct the problem later in the day after 4 p.m.
- DDS was not aware that this issue was affecting the Secretary of State's office until notified by that office. It was a few days to the deadline to register to vote. This complicated the problem more as DDS is a place where many citizens register to vote.
- Commissioner Moore wanted to ensure that customers were not adversely affected by the system outage as well as foster public trust. He asked for staff to volunteer to work half days on Saturday and Monday, which were days the centers would be routinely closed for the Columbus Day holiday. More than 200 team members graciously stepped up to the challenge and we opened more than 40 locations both days.

Mobile Issuance with the Department of Corrections (DOC):

- DDS is a full partner with the DOC in achieving the Governor's Criminal Justice Reform goal.
- We are deploying our mobile unit to several prisons to remove obstacles for offenders returning to society with identification needed to obtain jobs. We also worked with DOC to provide credentials to some offenders who already have compliant photos in the database.
- We have visited two prisons prior to this board meeting and currently have a mobile unit at Central State Prison.
- The total number of licenses that have been issued so far is around 11,473.

Mobile App:

- The Mobile Services App (DDS 2 GO) launched last month and we continue to see more and more downloads.
- As of the date of the board meeting, there have been 26,581 downloads of the App.
- Customers are getting push notifications. Which means that if something changes on their license, they will receive a push notification letting them know that something changed, and they would have to log-in to get that information.

Mike Mitchell (Regulatory Compliance Director) gave an update on Georgia Motorcycle Safety Program (GMSP):

- GMSP currently has six advisory committee members serving. They represent the rider community as well as non-rider community leaders.
- The goal of the program is to increase instructor/partner engagement, frequency and quality of communication, course offerings, and training locations across Georgia.
- We are using several media outlets to increase social media presence and push out safety messages.
- We have refocused efforts to continue providing state training versus privatizing all training after input from coaches and the rider community.

Juenesse Holman (Regulatory Compliance Program Administration Unit Manager) gave an update on Card Production Services (CPS) Internal Promotions (CIPS):

- The CIPS Squad is a team of DDS peers tasked with informing the agency of the progress of CPS in fun and exciting ways.
- The kickoff event at Headquarters was held on August 13th and we will hold district games throughout the state.
- The Commissioner passed the Baton to Kecia Bivins (Field Operations Director) on August 13th. The Baton will travel to every CSC by the end of the project, in May 2019.

Shevondah Leslie (Governmental Affairs and Communications Director) gave an update on our Social Media Presence:

- The Communications department is ramping up the number of followers on social media. We currently have 12,004 Facebook likes, 17,673 Twitter followers and 1,210 Instagram followers. We receive a lot of positive feedback.
- Shevondah discussed using the agency's social media platforms to connect with customers as well as to promote:
    - DDS 2 GO
    - Social awareness month (i.e. awareness months)
    - Vehicle and highway safety
    - Community events spearheaded and/or attended by DDS team members
- Shevondah also discussed the importance of connecting with customers through social media to enhance the image of DDS.

Bob Griffin (Chief Financial Officer) gave an update on Facilities:

- The Gainesville CSC Groundbreaking is October 31st at 10:30 a.m. We are setting a goal of October of 2019 for this site to be complete. This is one of our CDL sites.
- State Properties Commission has initiated re-negotiations for our lease at the Jackson CSC.
- We are waiting for the final survey on the property of our Atlanta CSC parking expansion. Hopefully, we will close on the property before the end of the year. We will gain a minimum of 26 additional spaces.

Commissioner Moore provided an update on the Agency's performance. He stated he took the advice of the Chairman and added some footnotes to explain service level issues. We have a few months that we are missing the number of customers served within 30 minutes or less because we onboarded a new lobby management vendor. The service level was 91.47% in September and the Commissioner indicated he has no concerns around that number. We had legacy lobby management system that was not meeting our needs. If one of our centers were down, they were all down. The new system is a decentralized system, which allows us to serve our customers, even if one center is down. The goal is to serve 95% of our customers in 30 minutes or less. We know 91% was served in 30 minutes or less. The Commissioner said it's his guess that it was more than that but that's what we can measure, and we only put down what we can measure. The Commissioner wanted to add this as an official part of the Board meeting. The Chairman said he would like to see a metric of the exceptions of people not served in the 30 minutes or less. The Commissioner stated he would be glad to provide that information at the next Board Meeting.

The Commissioner gave an update on the customer satisfaction surveys. He said he put this in a little different format than he has in the past with the help of Ross Potts. Typically, happy customers don't respond a lot. It's the ones that are not so happy that typically respond. The Commissioner said it was very exciting for him to get the survey data each month and to see several thousands of people responding to the surveys. "Was our staff courteous?" 96% said excellent or satisfied which is phenomenal. "Was our staff knowledgeable?" 97% of respondents say that they were. "Was our facility clean and adequate?"98% of respondents say that we have clean and adequate centers. In many cases we don't have new centers like we have in Atlanta and a couple of other places but we can certainly keep them clean and that's what we intend to do.

The Commissioner ended with an Online Services and Mobile App Report, which we have not previously displayed to the Board. How are people getting served outside of brick and mortar. You can see the numbers are significant. We are serving people on- line every month and now 2,010 with the mobile App. We will continue to report this data, while we try to move people away from our centers and to mobile services.

Rule for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.28** Request for Medical Alert Information

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

Citizen Waivers

1. Mary Lee Brown – She is seeking a Georgia (GA) ID in the name of Mary Lee Brown. She is 76 years old. She is missing her birth certificate. She has school records, child's birth certificate, marriage certificate, marriage application, father's death certificate and SNAP report.

Jeff Markey motioned to approve the waiver; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

2. Alita Baker Edeker – She is seeking a Georgia driver's license in the name of Alita Baker Edeker. She is 49 years old. She is missing documents showing name change to her stepfather's last name. She has her mother birth certificate, her birth certificate, Immunization record, mother marriage certificate, child's birth certificate, stepfather's death certificate, divorce decree, her marriage certificate (married Jeffrey Lamar Thrower), valid Alabama driver's license and marriage certificate (married David Russell Edeker; maiden name – Baker).

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

3. Julie Marie Nettleton – She is seeking a Georgia driver's license in the name of Julie Marie Nettleton. She is 46 years old. She is missing documents showing name change to her stepfather's last name. She has birth certificate, school records, DD214 record, insurance record (father – Steven A. Hawkins; mother – Joshlyn LaBarr; signed LaBarr), children's birth certificates (signed LaBarr), marriage certificate (married Marc Edgar Nettleton; signed LaBarr), valid California driver's license, and Social Security Card (S/S).

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

New or Old Business

Commissioner Moore introduced Kimberly Daniels from the AG's office and gave a little bit of her background. The next Board meeting will be held on November 14, 2018.

Adjournment

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

Respectfully Submitted,

Jeff Wigington