

**Minutes of Board Meeting Conference Call
September 13, 2012
3:00 PM**

Present

Trummie Patrick, Chairman
Lynda Coker
Kelly Gay
Todd Cowan
Carolyn Roddy
David Connell

Not in Attendance

Hunter Hill
Anthony Heath
Virginia Galloway

Also present on the conference call was Angelique McClendon, Assistant Attorney General; and numerous DDS staff members.

Establish Quorum / Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 3:02 PM.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the August 8, 2012 board meeting. Lynda Coker motioned to approve the minutes as presented; David Connell seconded the motion with unanimous approval by the remaining board members.

Commissioner's Report

Commissioner Dozier stated that Michele Jordan, Budget Manager, would review the DDS budget submission and answer any questions the board may have. After the review, he requested the board's favorable approval of the budget submission package.

Review Budget Submission – Michele Jordan, Budget Manager, stated that all agencies were required to submit a 3% reduction for the current year and the out year which equated to approximately, \$1.78 million each year. The reduction was submitted in two different categories - one for regular operating expenses; and the other for personnel. Regular Operating Expenses: The Department of Administrative Service renegotiated the statewide contracts for office supplies, repairs and maintenance and based on the new contract, they estimate that the state will save about 10% across the board in both categories. The estimated amount of savings for DDS would be \$67,000 in that category each year and that amount was submitted as part of

the 3% reduction and it was spread across programs based on the 2012 spending for those programs. The second category related to staffing which was submitted as a reduction in force. For the Customer Service Support Program, that equated to one position which totaled approximately \$47,000. The specific individual or position has not yet been identified, and it is hoped that the reduction if it is taken will be through normal attrition. In the Regulatory Compliance Program the staffing cut would be a little over \$24,000 and instead of losing a position, they have 3-4 temporary employees, so if this reduction is taken, it would be necessary to eliminate one of those temporary employee positions for a year. For the License Issuance Program, where the bulk of the reduction will be taken, it equates to approximately \$1.6 million. The average yearly salary of a Driver Examiner I, which is about \$31,000 and that would equate to approximately 53 positions. Although it is difficult to predict the service level impact; it is felt if those positions are taken, the impact would be similar to the first week when Real ID went live when there were 4-6 hour customer wait times.

Chairman Patrick asked if there were any questions related to the budget submission. Since there were none, he called for a motion. Lynda Coker motioned to approve the budget submission as presented; David Connell seconded the motion with unanimous approval by the remaining board members.

Secure ID Update: George Theobald, Project Manager, reviewed gave a brief update on the status of the new Secure ID Program. He stated that all customer service level trends continue to improve. On the first day of Secure ID implementation, the statewide average wait time for license renewals was 2 hrs and 7 minutes; however this past week it was down to 24 minutes which is a very significant improvement. The number of customers serviced on a Tuesday increased by 17% from the first Tuesday, so the demand is creasing while the wait time has dropped about 80%. Last week the average statewide percentage of customers serviced within 30 minutes climbed to a record high of 87% since the program went live. The wait times for all services other than renewals are averaging about 27 minutes statewide.

Mr. Theobald also discussed upcoming enhancements to continue to increase positive performance: installation of information displays at CSCs; publish function on the DDS website that would give customers the ability to review the average wait times on any given day so they can proactively plan their visit; and also, management staff is looking at ways to increase CSC team member efficiency by making customer transactions a little easier. In conclusion, he stated that overall he is very impressed with the Customer Service & Licensing team's commitment to not only get DDS back to where things were before Secure ID, but to even exceed in performance.

Petitions for Board Waiver

Ms. Jennifer Ammons, DDS General Counsel, reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-3-1-.02 – Documentation Required for Initial Issuance:

Michael Sams – He is attempting to renew his Commercial Driver's License (CDL) and has an undocumented childhood name change. He was born Michael Steven Falsone but was given his stepfather's surname as a child. The documents he has provided are as proof of his identity are: his birth certificate that has the surname Falsone; his Social Security Card which is basically illegible; the registration of his mobile home which reflects the surname of Sams; and his bill from City Bank which is his mortgage.

Chairman Patrick asked if he had attempted to get a replacement Social Security card. Ms. Ammons stated that she had called his cell phone on July 31 and left a message but she has not received a call back. Mr. Patrick asked the Department's recommendation. Ms. Ammons stated that he needs to provide some additional form of documentation for confirmation of his identity such as childhood school records as submitted in previous cases.

Lynda Coker motioned to deny the request for waiver; Kelly Gay seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining board members.

Betty Stephens – She was recently released from the custody of the Georgia Department of Corrections after serving a significant amount of time on a murder charge. They have been unable to identify the location of her birth certificate. The documents submitted are: her identification card from the Department of Corrections; a copy of her marriage license where she went from her birth name to the name she is seeking to have put on a Georgia identification card; and the letter from Vital Records confirming that they have been unable to locate a birth certificate for her.

David Connell asked the Department's recommendation. Ms. Ammons stated that she has discussed the language of the administrative rule with Ms. Stephens's daughter where if they could just get the numident letter from Social Security they could just walk into a CSC and get the ID card. It was her understanding at that time that was their plan; however it's been 45-60 days ago and an ID card with that name and date of birth has not been issued.

David Connell motioned to deny the request for waiver pending on her getting the Social Security documentation; Lynda Coker seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining board members.

Patricia McIntyre – She moved back to Georgia from Kansas and is seeking to transfer her CDL. She is missing documentation from a marriage that was solemnized in the Aleusion Islands when she was in the Navy stationed there. Apparently since then, the island where she got married has been returned to Russia so she has been unable to obtain a copy of that marriage license. However, she has provided: the divorce decree from that marriage; her birth certificate; Social Security card; her Kansas CDL; an electric bill; her homeowner's insurance; her second marriage license showing the surname of McIntyre; her son's birth certificate that bears the surname from her first marriage; and documentation from her time in the military.

Lynda Coker motioned to approve the request for waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining board members.

Doris Atanmo – She is attempting to transfer her Ohio driver's license to Georgia but is unable to obtain a copy of her first marriage license from Nigeria because of the social and political unrest in that country. She has provided: her Ohio driver's license; Social Worker's license; Social Security card; tax form; a W-2 form; Certificates of Birth Abroad for both of her children who were born in Nigeria; mortgage statement; car insurance; a resident's permit from when she lived in Nigeria; her birth certificate; documentation from the transfer of her Social Worker credentials to Georgia; her second marriage license and divorce decree from

that marriage where she was returned to the name from her first marriage so that she and her children would have the same surname.

Todd Cowan motioned to approve the request for waiver; David Connell seconded the motion with unanimous approval by the remaining board members.

Gregory Dyer – He is seeking to transfer his Minnesota license to Georgia; however he has an undocumented childhood name change. He has provided the following documents in the surname Dyer: his DD-214; a credit report; a lease agreement; school records; a background investigation from Minnesota. He also has an acknowledgement of paternity where his father acknowledged that he fathered a child named Gregory Smith, not Gregory Price which is the name reflected in his birth certificate. He has also submitted his pay stub; a cable bill and his Social Security card which also reflects the surname Price (the name on his birth certificate). The surname on his Minnesota driver's license is Dyer.

David Connell asked the Department's recommendation. Ms. Ammons responded that he has two options: petition the superior court of the county where he resides in Georgia to legally change his name to Gregory Dyer; or to apply to the State Department for a passport in the name Gregory Dyer. Either of those options would allow him to get his license transferred without any further effort. Ms. Ammons stated that she had already discussed these options with him but he was not particularly interested in pursuing either.

David Connell motioned to deny the request for waiver and suggested that Ms. Ammons again relay those options in a formal letter; Todd Cowan seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining board members.

Ralph Fraser – He is a long term Georgia resident who moved to Tennessee for a few years and now has moved back and wants to transfer his Tennessee CDL back to Georgia. He has provided a copy of his birth certificate which shows "Male" Fraser. He has also provided: his Social Security card and a letter from the Social Security Administration; military discharge papers; Baptismal record; school record; insurance bill and cable bill.

Carolyn Roddy motioned to approve the request for waiver; David Connell seconded the motion with unanimous approval by the remaining board members.

Michael Hutchins – He is attempting to transfer his California license to Georgia; however, he has an undocumented childhood name change. He has his birth certificate; his mother's marriage license; his Social Security card; a W-2 from 2001; his cell phone bill; a bank statement and his California driver's license.

David Connell stated that in order to be consistent with the two other similar petitions voted on earlier in the meeting, he motioned to deny the request for waiver; Carolyn Roddy seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining board members.

Rebecca Hunter – She is requesting the board waive the regulation to allow her to teach at a DUI Risk Reduction Program despite her employment as a probation officer. Ms. Ammons stated that the board has consistently denied such requests based upon the potential for conflict

of interest and the potential for probationers to be funneled to the DUI Risk Reduction Program where the probation officer works.

David Connell stated that in order to remain consistent with previous board rulings in such cases, he motioned to deny the request for waiver; Lynda Coker seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining board members

Osa Martens – He is the owner of South Cherokee/Jasper Driver Improvement Clinic and he is asking to be allowed to have fewer than 5 students which is the minimum number for a DUI Risk Reduction class.

Ms. Ammons stated that it would be consistent with the board's prior decisions since the withdrawal of the rule change which was based upon the advice of the curriculum provider and industry, for this petition to be denied as well

Todd Cowan stated motioned to deny the request for waiver; David Connell seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining board members

Old/New Business and Adjournment

Chairman Patrick reminded the board that the next board meeting is scheduled for October 10th at 10:00 A.M.

Since there was no further business to discuss, Chairman Patrick called for a motion to adjourn. Kelly Gay so motioned; David Connell seconded the motion with unanimous approval by the remaining board members.