

**Minutes of Board Meeting Conference Call**  
**December 5, 2013 - 10:00 a.m.**

Present via teleconference were Chairman Trummie Patrick, David Connell, Todd Cowan, Lynda Coker, Jeff Wigington, Kelly Gay, and Carolyn Roddy. Also attending the conference call was Angelique McClendon from the Attorney General's Office.

**Establish Quorum/Call to Order**

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

**Approval of Minutes**

Chairman Patrick called for a motion regarding the minutes from the November 6, 2013 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining board members.

**Commissioner's Report**

Commissioner Mikell began by providing an update on the field performance. We continue to do well and see improvement in our wait times. For the month of November, we completed over 264,000 transactions and had an average statewide wait-time of less than thirty minutes. We are seeing our annual cycle of a reduction in volume at this time of year, but anticipate a surge beginning in January.

Commissioner Mikell announced that our submission for the AAMVA Examiner of Year for Georgia has been chosen, Ms. Marie Davis of the Norcross CSC. She was recognized for being a good leader and her ability to process a minimum of 100 transactions a day with a consistent average transaction time of six minutes.

The Commissioner informed the board that as of December 2, 2013, we have seven new assistant managers. Since October 1, 2013, we have promoted ten employees to managers and hired six. As for assistant managers, we have promoted six and hired eleven. We now have a total of 107 managers and assistant managers and 167 part-time staff members in the field. For the first time in DDS' history, all manager and assistant manager positions are filled.

Commissioner Mikell briefed the board regarding our budget presentation to the Office of Planning and Budget. Our budget submission for FY15 was flat, but we anticipate potential adds for 53 part-time positions and for a new CSC to replace the trailers at Turner Field.

Commissioner Mikell also discussed DDS' planned participation in a new "State2State" system that will allow Department of Motor Vehicles' to go online to validate a Real ID document compliant card from another state and use that as an identity document. Right now it is a pilot program and it is being built through funding from AAMVA, and we are anticipating joining that pilot for a number of reasons. Our neighboring states, Florida, North Carolina, Mississippi, and Louisiana are participating in the pilot and

that is where our highest volume of out of state customers are coming from to Georgia. There are about 16 states participating in the pilot. In 2013, we had approximately 65,000 customers come to us from other states that are participating in the pilot. The out of state transfer transaction will go a lot quicker if we were all part of this state2state system. Also, there is grant money available for states that participate in the pilot to use for the computer programming, and the fees for using the system will be waived until 2017 for pilot states.

Commissioner Mikell announced that we have begun preliminary planning for our next driver's license RFP and contract. The current contract expires on June 30, 2015. As our board meetings move forward in 2014, we will have more in-depth discussions on our plans for this project, including the procurement of an Independent Verification of Validation Vendor (IV & V) to be part of the RFP development.

The Commissioner gave a brief overview of the facilities. On November 26, 2013, lightning struck our Lithonia CSC and we had to close the office. Early that morning, Deputy Commissioner Spencer Moore and our facilities team met the landlord at the center. There were holes in the ceiling fixtures and the tiles were falling down. Water also covered the floor. Lithonia is our tenth busiest location so it was imperative that we get this center up and running. We were able to reopen on December 4, 2013 after hard work from DDS and our landlord.

Deputy Commissioner Spencer Moore updated us on the Atlanta and Cobb County facilities. In Cobb County we are moving forward with the two new facilities. The contract for the Atlanta CSC must be rebid because we need to occupy the entire space and currently they are only offering the top floor of that building. The State Properties Commission will issue another RFP which still puts us on track to occupy a new building hopefully by 2015.

Commissioner Mikell discussed the media coverage we received this month. A local news channel found some personal data on our business center computers. Business center computers are located in seventeen centers where customers can access their documents from public websites in order to prove their address. We didn't anticipate customer's saving data onto the computers before printing their documents. Some viewers may have been left with the incorrect impression that DDS mainframe data was being accessed; however, that was not the case. Only documents downloaded by the customers using the business center computers were potentially viewable. We have replaced the original desktops with the Google Chrome box as a solution and Google has a Public Managed Public Sessions for added security. It is virtually impossible to save data onto this computer; it only works in the cloud. The Google box erases all information at the end of each session, clears the browsing history and prevents making screen shots of a page a customer has visited. Also, once a session is started, within 10 minutes, whether the person is finished or not, the computer will reset itself. Another security feature we added is an inactivity timeout. If you have not touched the keyboard or moved the mouse within a minute, the session will automatically end. We are also placing 17 more Google Chrome boxes in various CSC's across the state.

Commissioner Mikell announced that we are continuing to prepare for the January volume increase. The greatest impact will come from having all the managers and assistant managers position filled. We

also expect to benefit from having all the part-time positions filled. With DDS University, our examiners and managers are now trained to issue a driver's license within 14 days rather than 60 days as previously done. Also to help with the volume in January, we will have staff from HQ go out into the field our busiest days. We have also made upgrades to the lobby management system. We are more focused on customer flow and less focused on statistics. We have placed back into the system the "first-in first-out" feature, which managers felt they really needed. Another process we've implemented is blocking out the road tests on Tuesdays (as we did last year) and possibly not accepting road test walk-ins until 9:00 a.m.

Also, in preparation for the January volume increase, Commissioner Mikell announced a few changes related to residency documents and identity documents. DDS will make the following customer service related changes through the exceptions process and will present formal rule changes to the board at the next meeting. As to residency documents, the first change relates to the acceptance of any postmarked mail specifically addressed to the customer, including magazines subscriptions and possibly some junk mail. Presently, DDS only accepts mail from official sources. In the past, there have been some months where we have had upwards of 20,000 return visits regarding residency documents and we think this will help reduce the return visits. The second change we anticipate making relates to the expansion of the look back period for proof of residency documents to within the last two years. The third change we anticipate making relates to proof of residency for immediate family members living in the same household who do not possess any documents bearing their name and physical address. With this improvement an immediate family member can accompany the customer and use the address on their Georgia driver's license as proof of residency. This will benefit a number of citizens, such as those who have had their elderly parents move into their home.

Board member Kelly Gay pointed out that while these changes will likely benefit our customers through shorter wait-times, we must still ensure the integrity of the data we collect, including correct residential addresses. The Commissioner agreed and stated that the agency continues to place great importance on the validating of our data. He also stated that these changes keep us in compliance with the security requirements of the REAL ID Act.

As to identity documents, in November 2013 we had approximately 13,700 customers make return visits because they did not have the correct identity documents. Another change to mitigate this number relates to the acceptance of ceremonial or hospital issued birth certificates that can be verified through our system's interface with the Georgia Department of Public Health's data. Essentially, if the information we receive from the Department of Public Health is consistent with the ceremonial birth certificate, then we would process the customer. This would only apply to Georgia births.

Commissioner stated he will speak more about this next proposal in the January board meeting and the change would not be implemented until a board rule is finalized. For Georgians who are at least 60 years old and who have had a Georgia license for at least 20 years, we will propose that we begin accepting a Numident record or the DD214 as their identity document in lieu of a birth certificate or U.S. passport. We currently follow this process for customers born before 1940. Our Legal Counsel along with our IT Department ran a query on the number of Georgians who are coming up expired who have

held a license for at least 20 years and who do not yet have a REAL ID compliant card and the number is well over 2.6 million customers. This will mean that 2.6 million customers potentially will be able to get through the system more fluently.

### **Petitions for Waiver**

Michael Thomas Brown - He is seeking a driver's license. He has an undocumented name change after his parents married when he was 3 years old. He has a copy of his birth certificate, a copy of his parents' marriage certificate, his 8<sup>th</sup> grade diploma, his social security card, a copy of his genealogical research, his son's birth certificate, a letter from the US Embassy in Thailand, his mother's funeral program, a letter regarding his mother's life insurance, an annuity payment, a jury summons, a gas bill, a bank statement, a power bill, and copies of his employment records and his business records. Ms. Ammons stated that the Department supports the approval of the waiver.

David Connell motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Bernard Depree - He is seeking an ID card. His birth certificate is not available. He has a letter from New York Vital Records, his school records, and medical documentation from the Department of Corrections. Ms. Ammons stated that the Department does not support the approval of the waiver because we are unable to find enough records or documentation to Mr. Depree's identity.

David Connell made a motion to deny his request; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Claudia Hays – She is seeking an ID card. She moved to Georgia from Colorado. She does not have a certificate of birth abroad and her passport expired 30 years ago. She has military documentation of birth at an army hospital in Germany, she has a German birth certificate, her marriage license, and her social security cards in both maiden and married names. Ms. Ammons stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; David Connell seconded the motion with unanimous approval from the remaining Board members.

Barbara Pittman – She is seeking a driver's license. She moved to Georgia from Ohio. Her name changed due to a common law marriage. She has an Ohio driver's license, a social security card, a Medicaid card, a birth certificate, a deed, a pension document, a copy of her GED, her insurance documentation, her medical records, her loan documentation, W-2's, SSA benefits statements, copies of her tax returns, bank statements, and gas bill. Ms. Ammons stated that the Department supports the approval of the waiver.

Todd Cowan motioned to approve the waiver; Kelly Gay seconded the motion with unanimous approval from the remaining Board members.

Rebecca Pryor – She is seeking a renewal of her driver’s license. Her name changed due to a common law marriage. She has a birth certificated, a prior license, her husband’s divorce decree from his first wife, a social security card, copies of her tax returns, and copies of her w-2’s. Ms. Ammons stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval from the remaining Board members.

Taggart’s Driving School – The school is seeking an extension to use five vehicles that are more than 10 years old. Ms. Ammons stated that the Department supports the approval of the waiver for a limited time of two years if the life of the vehicles are in good mechanical order. The Department will continue to inspect these vehicles.

David Connell motioned to approve extending the use of the vehicles for two years; Kelly Gay seconded the motion with unanimous approval from the remaining Board members.

**New or Old Business**

The next board meeting is scheduled for January 8, 2014 at 10:00 a.m.

**Adjournment**

There was no further business to discuss; Chairman Patrick called for a motion to adjourn. A motion was made by David Connell; Lynda Coker seconded the motion with unanimous approval by the Board.

Respectfully submitted,

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Kelly H. Gay, Secretary