

Minutes of Board Meeting
January 8, 2014
10:00 a.m.

Present

Trummie Patrick, Chairman
Jeff Wigington
Virginia Galloway
Carolyn Roddy

Not Present

Anthony Heath
Kelly Gay

Present via teleconference were David Connell, Lynda Coker and Todd Cowan. Also attending the meeting from the State Attorney General's Office was Ms. Angelique McClendon.

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 December 5, 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 (Given by Deputy Commissioner Spencer Moore)

Deputy Commissioner Moore apologized for Commissioner Mikell not being able to attend today's meeting; he was at an out-of-town meeting in his capacity as Commissioner of DDS.

Deputy Commissioner Spencer Moore began by recognizing Ms. Marie Davis who has been selected as AAMVA's Examiner of the Year for the State of Georgia. Ms. Davis works at the Norcross location, which is one of our busiest centers in the State, and she has on average in excess of 13,000 transactions a month. Ms. Davis processes a minimum of 100 transactions per day with a consistent average transaction time of six minutes.

Deputy Commissioner Moore briefed the Board on weather -related issues affecting several centers. He thanked the facilities team for their outstanding help in getting the issues resolved very quickly.

The Deputy Commissioner also briefed the board on the CSC's volume increases statewide beginning at the end of December. On Friday, December 27, 2013 there were 18,503 transactions with an average wait-time of 35 minutes and 18 seconds. On Tuesday, December 31, 2013 there were 19,022 transactions with a wait-time of 47 minutes and 6 seconds. On Friday, January 3, 2014 there were 19,957 transactions with an average wait-time of 45 minutes and 6 seconds.

Deputy Commissioner Moore also discussed the new orchestra profiles which went into effect for all the CSCs on December 26, 2013. The goal is to focus more on the customer flow as opposed to statistics; the response from the team members has been very positive and we are receiving fewer complaints.

The Deputy Commissioner gave a brief hiring update affirming that as of December 16, 2013, we have 200 part-time employees and all CSC Managers and assistant Managers' positions are filled.

Bob Griffin, Chief Financial Officer, gave a brief update on the Atlanta and Cobb County facilities. We are expecting the State Properties Commission to issue an RFP within the next two weeks for the Atlanta CSC. An RFP for the Cobb County facility will go out this Friday.

George Theobald, Information System Support, updated the board members on the "State2State" system that will allow Department of Motor Vehicles to go online to validate a Real ID compliant card from another state and use that as an identity document. We received a letter acknowledging that we are one of eighteen states that will pilot the "State2State" system. The real advantage to us participating in the piloting of the "State2State" system is funding. The pilot is funded through a grant from the federal government which will allow eighteen states to operate on a "State2State" system without incurring any cost. Georgia's anticipated cost would be in the range of \$250,000 - \$400,000 per year; this is based upon the number of people in Georgia who have a driver's license or an ID card.

In order to better serve our customers who are unable to provide a minimum set of documents while maintaining integrity in the waiver process, DDS is partnering with Lexis Nexis on a pilot project. They are able to provide a product to us that may allow us to look at information about that person through public records searches which would give us a comprehensive report and where we can verify items that are on that report against the document the customer provides to us. We are looking to use this in a pilot for 30 days which will begin on January 9, 2014.

Tom McMurry, Chief Information Officer, updated the Board on Phase 2 of the Reinstatement Modernization (RIM) project, which expands the types of suspensions that customers can reinstate online and allows customers to view, print, and have reinstatement criteria emailed to themselves. For the first two months following implementation of Phase 2 of RIM on November 2, 2013, there have been a total of 6,567 online transactions. In addition, 11,274 customers have viewed withdrawal information, of which 548 customers have requested that reinstatement criteria be emailed to themselves. There have been 3,419 Failure to Appear (FTA) suspensions reinstated since November 2, 2013 compared to only about 621 per month previously. There have also been 550 child support suspensions reinstated online, a service that did not exist prior to implementation of Phase 2 of RIM. Phase 1 of RIM was implemented in September of 2013 and was successful in reducing reinstatement transaction times comparable to those associated with renewals.

Deputy Commissioner Moore updated the Board on SB 122, which became effective on January 1, 2014. SB 122 grants a one-time 120-day extension to non-citizens customers who are here legally. He also reminded the Board members that legislative session will begin on Monday, January 13, 2014 and we are fortunate to have Senator Hunter Hill, a former DDS board member, to carry our legislation.

The Deputy Commissioner made a correction from the December Board meeting regarding the rule change that DDS expects to present in January. The change is the number given of Georgia citizens who could potentially benefit from the proposed change, who are 60 years old or older, who have at least a 20-year relationship with DDS, and who do not yet have a REAL ID compliant card. That number should have been approximately 1,260,000.

Rules for Initial Approval

375-3-1-.02 Applications and Supporting Documentation

Lynda Coker motioned to approve the initial rule for adoption; David Connell seconded the motion with unanimous approval by the remaining Board members.

Rules for Final Approval

375-5-5-.05 Chauffeur Endorsement Qualifications

375-3-1-.02 Required Documents

375-3-2-.01 Renewals

Jeff Wigington motioned to approve the final rules for approval; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Petitions for Waiver

Alicia Boyd – She is seeking an ID card. She is unable to provide a marriage license. She has a copy of her birth certificate, a copy of her daughter’s birth certificate, a social security card, a Medicare card, an ad valorem tax bill, a letter from the Social Security Administration and a power bill. Ms. Ammons stated that the Department has some hesitation due to the fact that she did not provide any documentation of her efforts to secure a copy of her marriage license, but the Department does not question her identity.

Jeff Wigington motioned to approve the waiver under the condition she provide proof that an attempt has been made to get a copy of her marriage license; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Pamela Craig – She is seeking an ID card. She is unable to provide a marriage license from her first marriage. She has her birth certificate, her daughter’s birth certificate, a marriage license from her second marriage, a social security card, a W-2, documentation from Child Support Enforcement in California in her prior married name, and confirmation from California that her marriage license cannot be found. Ms. Ammons stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Marjorie Eib – She is seeking a driver’s license. She moved to Georgia from Tennessee. She is unable to provide a copy of her German marriage license. She has her birth certificate, her son’s birth certificate, a Tennessee driver’s license, Tennessee voter registration card, a CPR certification, Tennessee and

Georgia LPN licenses, a social security card, a hospital bill, a phone bill and proof of vehicle insurance. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Michael Healy – He is seeking an ID card. He moved to Georgia from Colorado. He is unable to produce a consular report of birth abroad or certified adoption documentation. He has a military report of birth abroad, a German birth certificate, a letter to the State Department, an uncertified adoption order, a social security card and a 2002 Colorado ID. Ms. Ammons stated that the Department supports the approval of the waiver.

Carolyn Roddy motioned to approve the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

William Monk – He is seeking a driver's license. He moved to Georgia from Florida. He is unable to provide a birth certificate. He has a letter from New York Vital Records that a birth certificate cannot be found, a census record, his school record, a diploma, a baptismal certificate, employment records, Medicare card, a copy of his lease, a copy of his auto insurance, his parents' marriage license and a Florida driver's license.

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

Dimitriy Vlasenko – He is seeking an ID or a driver's license if suspension is resolved in Maryland. He moved to Georgia from Maryland. He has an expired passport. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Mary Beth Williams – She is seeking an ID. She is unable to produce a copy of her birth certificate. She has a letter from Texas Vital Records stating that her birth certificate cannot be found. She has a baptismal certificate, a voter ID card, a AAA card, an insurance card, an affidavit from her godmother, confirmation of prior voter registration in Gwinnett County, a 2007 credit report, an affidavit from her son, a 2010 vehicle registration, a 1994 medical report, an application for a delayed birth certificate, a Georgia only criminal history check, a Clayton County voter registration card, a 2010 disabled parking placard application, a 2012 power bill, copies of police reports, a marriage license, a 2007 security training certificate and an ordination certificate. Ms. Ammons stated that the Department does not support the approval of the waiver because there was insufficient documentation to prove her identity. The overwhelming majority of the documents listed above were determined to be insufficient evidence of your identity in the denial of her prior waiver petitions. Additionally, the Board was troubled that the new documents contained inconsistent information, including an application for a delayed birth certificate with no explanation of the outcome of that application, and a marriage license

indicating that Ms. Williams' surname went from Kock to Williams without any other explanation of how her surname came to be Kock. Further, none of Ms. Williams' waiver petitions have contained any driving record information or proof that she has ever been a licensed driver.

Jeff Wigington motioned to deny the request for a waiver; Lynda Coker seconded. The motion to deny the request for a waiver was unanimous among the remaining Board members.

New or Old Business

The next board meeting is scheduled for February 12, 2014 at 10:00 a.m.

Adjournment

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

Respectfully submitted,

Kelly H. Gay, Secretary