

Minutes of Board Meeting

July 8, 2015

10:00 a.m.

Present

David Connell, Chairman
Trummie Patrick
Jeff Wigington
Virginia Galloway

Todd Cowan
Anthony Heath
Rachel Little

Present via teleconference was Lynda Coker. 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 10:05 a.m.

Oath of Office

Chairman Patrick gave the Oath of Office to our newest DDS Board member, Ms. Rachel Little. Ms. Little was appointed by Governor Nathan Deal in June 2015.

David Connell assumed the role as chairman for the rest of the meeting.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the June 10, 2015 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 congratulating David Connell as our new Chairman of the DDS Board of Directors.

Commissioner Mikell informed the Board that May 2015 was Motorcycle Awareness month. Katie Beasley from Fox 5 News reported on our Motorcycle Safety Program with Tom Komjathy, Motorcycle Safety Director, which aired on May 21, 2015. A PowerPoint presentation of the story was presented to the Board members.

Commissioner Mikell provided an update on facilities. The groundbreaking ceremony for the Paulding County CSC was held May 28, 2015. There were several Board members in attendance. The Marietta CSC opened for business on June 2, 2015 and the Kennesaw CSC opened for business on June 16, 2015. A slideshow presentation of the groundbreaking ceremony and the opening days of the Marietta and

Kennesaw CSC's was presented. A formal ribbon cutting ceremony for the Kennesaw CSC is tentatively scheduled for August 7, 2015.

Deputy Commissioner Spencer Moore continued to update the Board on facilities. The Atlanta CSC is progressing as anticipated, and we're looking to close on the property at the end of this month. We are meeting with the State Properties Commission (SPC) tomorrow to discuss the Fayetteville and Sandy Springs locations. These locations will be leased properties. The State Properties Commission is conducting state market surveys for the Fayetteville and Sandy Springs locations.

George Theobald, Director of the Project Management Office, introduced to the Board a new product from Q-matic called Espressia. This product was installed as a pilot project at the Norcross CSC. The customers are able to give us immediate feedback of their experience at the center. It is a five-button facial emoticon for our customers to rate the service they received. A manager will be notified immediately if an unfavorable rating is selected; this gives the manager time to resolve the issue before the customer leaves the center. A slideshow presentation was shown and a sample product of the device was passed around to the Board members.

Commissioner Mikell briefed the Board on our field performance. For the month of June, we had 311,614 transactions. Our average statewide wait-time was 10 minutes and 40 seconds. We again met our goal of serving 95% of our customers in 30 minutes or less. For the last 9 consecutive months, we have met the goal for serving 95% of customers statewide within an average of 30 minutes or less. For 10 consecutive months, all 66 CSC's have achieved an average monthly service level of less than 30 minutes. For the last 12 consecutive months, the average wait-time was lower than it was for the same month of the preceding 3 years. For the last 16 months, the average wait-time was lower than it was for the same month of each of the preceding 2 years.

Commissioner Mikell briefed the Board on the awards DDS received from the American Association of Motor Vehicle Administration (AAMVA) at the Region II meeting in Montgomery, Alabama, held in June 2015. The awards included: Community Service Award for "State Charitable Contribution Program;" Customer Convenience Award for "Pre-Apply Online;" Improvement Through Efficiencies Award for "Self Service Check-in & Lobby Management;" Public Affairs and Community Education (PACE) Award – Photo taken by DMV Employee for "Georgia DDS Mobile Emergency Licensing Photograph;" and the Public Affairs and Community Education (PACE) Award – Print and Electronic Publications for "Georgia Department of Driver Services Parent Teen Driving Guide." DDS also has received the following awards since January: the Association of Marketing and Communication Professions' (AMC); Hermes Gold Creative Award for the 2014 Georgia Driver's Manual; the Communitas Award for our results in the State Charitable Contribution Program last year; two Department of Administrative Services Commissioner's Awards for our performance in their statewide audit; Georgia Technology Authority's Innovation Showcase Awards for 4 different projects; and the Municipal Court Judges Council Presidential Award for Training and Outreach.

Commissioner Mikell briefed the Board on the DDS 10-year anniversary celebration and summit held in Macon, Georgia on July 6, 2015. Attending were directors, managers and other team members from

every division and work unit at DDS. The purpose of this meeting was for DDS to recall our roots, take pride in who we are, develop our leadership skills, discuss our future plans and major projects, and to unveil our new mission statement and agency values. A video clip of the meeting was also shared with the Board members.

Betsy Prior, Procurement/Contracts Manager, gave an update on the unveiling of our new mission statement and new core values which better represent DDS now and in the future. Our new mission statement is: "To provide secure identity credentials to our customers with excellence and respect."

Rules for Initial Approval

John Hawkins, Deputy General Counsel, reviewed the following rules:

- 375-3-1-.02** Applications and Supporting Documentation
- 375-3-1-.31** Satisfaction of School Requirements for Customers Under Age Eighteen (18)
- 375-3-3-.01** Penalties for Violations of Uniform Rules of the Road. Amended
- 375-3-3-.10** Limited Driving Permits

Trummie Patrick motioned to approve the initial rules for adoption; Anthony Heath seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

Reagan Barrett Benedict – She is seeking a learner's permit. She has a copy of her birth certificate with a Russian translation, a copy of her permanent resident card, an adoption certificate, an I-797C, an I-551, a copy of her father's birth certificate, a copy of her mother's birth certificates, and a Social Security card. Mr. Hawkins, Deputy General Counsel for DDS, stated the department supports the approval of the waiver.

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

Hope L. Brooks – She is seeking an ID card. She is 96 years old. She has a copy of her birth certificate, copies of her Florida driver's license from 1944, 1950 and 2008, a copy of her marriage certificate, a bank statement, and a copy of her Social Security card. Mr. Hawkins, Deputy General Counsel for DDS, stated the department supports the approval of the waiver.

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

New or Old Business

The next Board meeting will be held on August 12, 2015.

Chairman Connell asked Commissioner Mikell about the new framed artwork hanging in the reception area: The History of Georgia's Driver's License. It highlights different versions of the driver's license and driver's manuals from Georgia over the years. This piece was organized and put together by Susan Sports, Press Information Officer.

Chairman Connell recognized past Chairman Trummie Patrick for his work on the DDS Board for the past 12 years. He was presented with several tokens of appreciation. Mr. Patrick thanked everyone and communicated how much he enjoyed working on the best Board in state government.

Adjournment

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

Respectfully Submitted,

Jeff Wigington