

Minutes of Board Meeting

June 11, 2014

10:00 a.m.

Present

Trummie Patrick, Chairman

Jeff Wigington

Virginia Galloway

Carolyn Roddy

David Connell

Todd Cowan

Not Present

Anthony Heath

Present via teleconference were Lynda Coker and Kelly Gay. Attending the meeting from the Office of the Attorney General was Ms. Angelique McClendon and Ms. Mindy Park. Attending from the Office of Planning and Budget was Ms. Terry Oluleye.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:01 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the May 14, 2014 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 Spencer Moore began by offering his regrets on behalf of Commissioner Mikell for not being able to attend today's meeting; he was out of town on personal business.

Deputy Commissioner Moore introduced to the Board our new Deputy General Counsel appointment, Mr. John Hawkins. He brings with him many years of experience and will be a great attribute to DDS. He comes to us from the Oklahoma Tax Commission where he was the Assistant General Counsel. Mr. Hawkins is a native of Georgia. He was born in Rome, Georgia, where he practiced law prior to moving to Oklahoma.

Deputy Commissioner Moore informed the Board of the CSC's performance. We have reached the 3,000,000 milestone for Real ID compliant cards. The average statewide wait-time for 53 consecutive days was under 30 minutes until June 3, 2014, when we served 21,849 customers statewide in 33 minutes and 21 seconds. This was the 3rd busiest day in DDS history. Our statewide wait-time in April was 21 minutes and 32 seconds serving 328,876 customers. Our statewide wait-time in May was 19 minutes and 43 seconds serving 330,282 customers. As a continuous process of improvement effort, we've extended the length of time to renew an expired passport, expanded the use of documents to

meet residential address requirements and implemented a streamline process for customers who are 60 years old and have at least a 20 year history with Georgia.

George Theobald, Program Management Office, briefed the Board on a proposed rule change to 375-3-1-.02, which will not only allow existing customers who are U.S. citizens and Georgia residents to utilize their Georgia driver's license and ID as proof of identity, but also enable the DDS to use the address written by the customer on the (DDS 23) application form as proof of residency. It is estimated that these two new exceptions processes could eliminate up to 348,000 annual return visits. The first proposal made is to adjust the exception process for identity and name change documents. Identity documents continue to present difficulties, particularly for customers that have minor variances in their birth name that appears on their birth certificate, and for long term residents of Georgia. These renewal customers have established their relationship with DDS in the past and otherwise must endure difficult or costly efforts to obtain documentation that is not readily available due to reasons beyond their control. Because they are unable to present all necessary documents, they must rely upon alternative documents, meaning their current Georgia driver's license, to establish their identity. This exception process will allow DDS to preserve the integrity of our processes while remaining REAL ID compliant. It is expected to significantly reduce return visits by our customers and to reduce costs.

Based on historical data, approximately 100,164 customers annually have made multiple visits to DDS in order to satisfy an identity and/or name change document requirement. To better service these customers that have previously established their identity with DDS, the exception process proposed will allow a renewal of a Georgia citizen who cannot reasonably present a birth certificate or passport for the agency to re-validate their name provided:

1. The customer's name is the same spelling as what is already in the Driver's License system;
2. The customer has an existing photograph in the Driver's License system;
3. The customer's new photograph matches the previous photograph;
4. The customer's photograph does not match with another customer's photograph;
5. The customer's social security number, name and date of birth was verified through SSOLV during their last issuance and continues to verify through SSOLV on their current visit with no changes;
6. An authorized DDS manager approves the exception;

The exception is documented on the customer's record in the Driver's License system.

Deputy Commissioner Moore briefed the Board on the Georgia Drivers Education Commission. Due to the lack of funding, this commission has not met in over a year but will reconvene on June 19, 2014. The General Assembly released funds during the last legislative session to this Commission. The Department of Driver Services will be represented on the Commission.

Deputy Commissioner Moore briefed the board on the challenges of road test reservations. We have moved from a 40-minute appointment interval to a 20-minute appointment interval in order to assist walk-ins. We did a pilot program at the Norcross and the Decatur CSC's and it was a success at both locations. In Norcross, we went from 178 reservations to 216 reservations. In Decatur, we went from 122 reservations to 216 reservations. For those customers who show up without an appointment, we are now able to give them an appointed time.

Deputy Commissioner Moore also briefed the Board on a recent survey conducted by DDS on residential addresses versus mailing addresses. This survey was sent to Tax Commissioners, Law Enforcement personnel, Magistrate Courts, Probate Courts, Municipal Courts, Superior Courts and State Court judges and clerks. We received 996 responses to the survey. There was an overwhelming majority of 74.19% of respondents who preferred the residential or physical address to be printed on the driver's license.

Deputy Commissioner Moore informed the Board that the Department has engaged NCR in a study to look at the number of full-time employees and the number of part-time employees needed to reach a 95% service level in 30 minutes or less.

Our facilities update was given by Bob Griffin, Chief Financial Officer. In Fort Benning, we have received a Letter of Recognition from the Army Corp of Engineers; we have a goal date of opening August 1, 2014. In Bainbridge, we are working with the State Properties Commission and the county on an agreement. We have a goal date of opening September 1, 2014. In Cobb County, the leases have been approved, and construction on these sites can begin immediately. We are looking at July 2015 as an opening date. In Paulding County, we are meeting today to do a presentation for the State Properties Commission Board for the acquisition of property. Paulding County has donated 2.069 acres of land. In Atlanta, the RFP has been difficult; we are not going forward with the award process. We did identify one awardee, but we had some disagreements; however, we will continue to search for a resolution.

Lastly, Deputy Commissioner Moore briefed the Board about two DDS projects that were selected for the 2014 GTA Technology Showcase--the Reinstatement Modernization Project (RIM) and the Skip a Trip project. These projects will also be entered in a national association award competition. The Georgia DDS Veteran's Card Enhancement Press Kit has won the AAMVA sponsored 2014 PACE award. Deputy Commissioner Moore thanked Ms. Susan Sports for getting those submissions done and stated that we are always happy to get recognition for process improvements.

Rules for Initial Approval

Cassandra Williams, General Counsel, reviewed the following rules for initial approval:

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

375-3-1-.33 Term of Receipt for Online Issuance

375-3-3-.01 Penalties for Violations of Uniform Rules of the Road. Amended.

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

Rules for Final Approval

375-3-3-.10 Limited Driving Permits

Virginia Galloway motioned to approve the final rule for adoption; David Connell seconded the motion with unanimous approval by the remaining Board members.

Petitions for Board Waiver

AJA DUI School – Seeking a variance in rule 375-5-1-10: Office Requirements. The application was denied for not meeting the square footage requirement. The classroom was measured at 293 square feet. Ms. Williams stated that the Department does not support the approval of the waiver pursuant to 375-5-1-10(c). “Sufficient indoor space must be provided for the purpose of instruction, to include individual desks or tables with chairs to accommodate students comfortably. The minimum size of an indoor classroom must be at least 300 square feet of useable classroom space.

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

Sandy Long –She withdrew her request due to a protocol change that DDS is implementing with regard to code section 375-5-1-.16 Qualifications of Instructor. Sections 1 & 2.

Ricky Miller - He is seeking a Georgia ID card. He is unable to provide a name change and date of birth documents. He is asking that the Board approve his request by using the same practices the Georgia Vital Records uses and accept the numident to prove the spelling of his name and date of birth. He provided a birth certificate as Rickey Daniel Wicker, a numident as Ricky Daniel Wicker, Social Security Statement as Ricky Daniel Wicker, Health Department records as Ricky Wicker, an affidavit from a friend as Ricky Wicker and a Board of Education document as Rickey Daniel Wicker. Ms. Williams 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.

New or Old Business

Chairman Trummie Patrick requested approval from the Board for the acceptance of the conveyed property of 2.069 acres from Paulding County to the State of Georgia for \$10, which has an excess value of \$237,935. This property is intended to be the location of the State’s new CSC in Paulding, and the process requires approval from the DDS Board in order for the project to continue.

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

The next Board meeting is scheduled for July 9, 2014.

Adjournment

There was no further business to discuss; Chairman Patrick called for a motion to adjourn. A motion was made by Virginia Galloway; Carolyn Roddy seconded the motion with unanimous approval by the Board.

Respectfully submitted,

Kelly H. Gay, Secretary