

**Minutes of Board Meeting**  
**November 12, 2014**  
**10:00 a.m.**

**Present**

Trummie Patrick, Chairman  
Jeff Wigington  
Carolyn Roddy  
Todd Cowan  
Lynda Coker

**Not Present**

Anthony Heath  
Virginia Galloway

Present via teleconference was David Connell. Attending the meeting from the Office of the Attorney General was Ms. Angelique McClendon.

**Establish Quorum/Call to Order**

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

**Approval of Minutes**

Chairman Patrick called for a motion regarding the minutes from the October 15, 2014 Board meeting at the Cobb County Chamber of Commerce. 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.

Chairman Patrick asked if everyone had received the email regarding the resignation of Kelly Gay, the Board's secretary. He informed the Board that he had spoken with Jeff Wigington about taking on that responsibility and Mr. Wigington agreed to serve. A motion was made to approve Jeff Wigington as the Board's new secretary; the motion received a second by Todd Cowan and was passed with unanimous approval by the remaining Board members.

**Commissioner's Report**

Commissioner Mikell began with a PowerPoint presentation to inform the Board of the grand opening at the Fort Benning CSC. The media coverage from local television stations was great and DDS also used the opportunity to recognize its own veterans for their service.

Commissioner Mikell briefed the Board on the annual financial audit by the Georgia Department of Audits and Accounts (DOAA). He was pleased to inform the Board that there were no findings. He thanked Bob Griffin, Michelle Jordan and the finance staff for their excellent work throughout the year.

Commissioner Mikell reminded the Board members of the December 2012 Performance Audit conducted by DOAA related to the DDS records management process. The audit provided some findings and recommendations on how to improve. The DOAA recently requested that DDS provide a status update on findings and recommendations, and DDS is currently preparing its response.

Commissioner Mikell informed the Board of the recent issues of two courts, Bulloch County State Court & Pine Lake Municipal Court, with getting citations processed and sent to DDS to update customer records. Deputy Commissioner Spencer Moore gave an update on the progress with the courts. He stated data is usually transmitted electronically to DDS through the GCEPS system; however, these two courts did not transmit timely due to problems within their jurisdictions. In Bulloch County, there were customers in some cases who had paid their reinstatement fees to the court, but those checks had not been sent to DDS. There were an estimated 404 records that were impacted dating back as far as 2009. There were considerable issues with the reporting process from the clerk's office to DDS. We now have 100% reconciliation with the Bulloch court. The Pine Lake court had approximately 300 drivers that had recently received citations dating back to 2008, but that had not been reported to DDS. The department has reached out to the clerk's office and the Help Desk is working with the clerk's office and customers to resolve driver records.

Commissioner Mikell briefed the Board on the CSC performance. For the month of October DDS had approximately 294,000 transactions. The average statewide wait-time dropped to 7 minutes and 39 seconds. The percentage of customers served state-wide within 30 minutes was 97%. The statewide wait-time for 8 consecutive months has been lower than we experienced in the same month of the previous 2 years. All 66 CSC's are at an average wait-time of 30 minutes or less.

Commissioner Mikell gave a brief update on the call center. We continue to see great performance in the call center. In October, a goal was set to answer 85% of all calls within three minutes; they answered 87% of the calls within three minutes.

Commissioner Mikell briefed the Board on our State Charitable Contribution Program (SCCP). This year the participation was phenomenal and we had a record breaking number of approximately 561 employees to participate in the SCCP. Last year we collected \$8,300 in donations; this year DDS collected over \$32,000 in donations. Latoya Wimbush, our agency SCCP coordinator, did a great job of engaging everyone to participate in this year's efforts.

Lastly, Commissioner Mikell shared a video of some of the activities used to raise funds for the SCCP campaign.

### **Rules for Initial Approval**

- 375-5-2-.28** Minimum Requirements for Examiners. Amended
- 375-5-2-.29** Minimum Requirements for Testers. Amended
- 375-5-2-.31** Notification Requirements.

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

**Rule for Final Approval**

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

**375-3-1-.05** Reciprocity for Valid Licenses Issued Elsewhere

Jeff Wigington motioned to approve the final rule for approval; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

**New or Old Business**

The next Board meeting will be held on January 14, 2015.

**Adjournment**

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

Respectfully Submitted,

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Jeff Wigington