

Minutes of Board Meeting

November 6, 2013

10:00 a.m.

Present

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

Not Present

Virginia Galloway
Anthony Heath

Present via teleconference were Kelly Gay and David Connell. Also attending the meeting from the Office of the Attorney General were Ms. Angelique McClendon and Amy Radley.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:05 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the October 15, 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 announced that the Governor issued an executive order on October 11, 2013 that Honorable Trummie L. Patrick be reappointed as Chairman of the Board of Driver Services with a term ending in June 2015. Commissioner Mikell and the Board thanked the Chairman for his continued service.

The Commissioner briefed the board regarding the flooding of the Newnan center on November 1, 2013. The flooding occurred due to a downpour of rain the previous night. Renovations were being conducted in the office space next door which included cutting holes in the ceiling, which caused the flooding to come over into our center. We were unable to operate on Friday, November 1, 2013 and Tuesday, November 5, 2013. However, after some discussion with the county, the property owner and our staff, a plan was made to use the vacant office on the other side of the center for a temporary staging. We signed a 45 day agreement with the property owner to use that space until our original space is available. None of our equipment was damaged due to the flooding. DDS facility director, Mickey Rawls, along with other members of the staff set up folding tables and chairs to accommodate the DDS staff and customers while the clean-up is being completed. Commissioner Mikell was grateful for this temporary staging due to the inconvenience that would have been imposed by dispersing the staff to other locations. At the temporary location, we have seven work stations, phone lines, signage

and portable lavatories for our customers. Commissioner Mikell recognized and thanked Coweta County officials and the landlord for their efforts in helping DDS become operational again.

Commissioner Mikell introduced Michael Mitchell, Director of Governmental Affairs, to update us on the legislative ideas submitted to the Governor's Office. There were several ideas submitted, and two in particular were geared towards improving customer wait times and encouraging customers to use our online services. One of these proposals included allowing customers to utilize paper or electronic receipts from online issuance transactions as temporary proof of holding a valid driver's license.

Tom McMurry, Chief Information Officer, briefed the board about phase 2 of the Reinstatement Modernization (RIM) upgrade. The second phase was implemented on the weekend of November 2, 2013. The key function of this phase is to allow customers to perform reinstatements online; therefore, it will reduce the number of customers having to come into the center. This upgrade also allows for customers to view their reinstatement requirements through their online account.

Commissioner Mikell announced to the board our new DDS University training for our managers. The first manager training class started today. The managers will get administrative training, human resource training, progressive discipline training and training for scheduling our part-time employees. With the manager's training, we now will have a standardized process to rely upon to make our managers more efficient.

The Commissioner gave a brief overview of DDS performance. In October we had over 328,000 transactions which is 28,000 more than we had in September. We dropped our statewide monthly wait time by six minutes. We went from 42 minutes and 21 seconds in September, to 35 minutes and 55 seconds in October. A few causes for the drop in wait times include: we are better utilizing our part-time help; we are pushing more decision-making to the field from headquarters; and we are also beginning to see less volume. From October 24, 2013 through November 2, 2013, we went eight straight days with less than 30 minutes average statewide wait times. We still have three or four centers that are struggling, but as a whole we are doing well.

Lastly, the Commissioner introduced Michele Jordan, Budget Director, to update us on the budget submissions for the current year and the next year's budget. Michele indicated that we were asked to submit a flat budget (no increase or reduction) for Amended FY14 and FY15. The Office of Planning and Budget will evaluate adding funds to our budget to fund 53 part-time examiner positions for the amended 2014 budget and the FY15. OPB will also evaluate adding funds to our FY15 budget for a new location for the Atlanta Customer Service Center, a part-time center on Fort Benning (a new service area), and 190K in bond funding for ten replacement vehicles.

Rules for Initial Adoption

Jennifer Ammons, General Counsel, reviewed the following rules for consideration:

- 375-3-3.05** Acceptance of Clinic Certificates for Reinstatement
- 375-5-1-.10** Office Requirements

- 375-5-6-.18** Program Location and Facilities
- 375-5-6-.12** General Program Owner Responsibilities
- 375-3-3-.10** Limited Driving Permits
- 375-5-2-.11** Office Requirements
- 375-5-6-.03** Exclusions
- 375-7-7-.09** Acceptance of Documentation from Equivalent Military Programs

Jeff Wigington motioned to approve the initial adoption; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Petitions for Waiver

Sherrieffa Sully – She is seeking a third temporary driver’s license. She does not have her birth certificate. She has a copy of her school record; she has birth certificates and social security cards for her children, a letter from New York City Vital Records, a Department of Human Resources motion to intervene in divorce for CSE, a social security card, a W-2 (2008), a power bill, a guardianship order (1984), a vehicle registration, and a gas bill. Ms. Ammons stated that the Department does not support the request for a third temporary license due to her undocumented efforts. Ms. Sully was present and explained that she had made application for certain documents; although she did not provide any proof of having done so. The board compromised with Ms. Sully and approved a 3rd extension, but did not grant the waiver request.

Lynda Coker motioned to approve the request for a 3rd temporary extension; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Carolyn White – She is seeking a driver’s license. She moved to Georgia from Virginia. Her marriage license was not available. She has a copy of her Virginia clearance letter, a copy of her birth certificate, a social security card, her husband’s death certificate, a Social Security letter and a copy of her lease agreement. Ms. Ammons state that the Department does not support this petition because of insufficient documentation.

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

New or Old Business

The next Board meeting is scheduled for December 5, 2013 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 Lynda Coker; Carolyn Roddy seconded the motion with unanimous approval by the Board.

Respectfully submitted,

Kelly H. Gay, Secretary