

Minutes of Board Meeting

October 15, 2013

3:00 p.m.

Present

Trummie Patrick, Chairman
Jeff Wigington
Virginia Galloway
Lynda Coker
Kelly Gay

Not Present

David Connell
Anthony Heath

Present via teleconference were Carolyn Roddy and Todd Cowan. Also attending the meeting from OPB was Ms. Terry Oluleye.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 3:07 p.m.

Chairman Patrick expressed his condolences for board member David Connell on the passing of his father.

The chairman recognized and commended Kelly Gay for her reappointment to another term on the board by Governor Deal.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the September 11, 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 discussed the agency partial reorganization, effective October 1, 2013, of the Customer Service Licensing and Records Division which made up 82% of DDS organization. We now have two divisions: (1) Field Operations, with Cynthia Sneed serving as the new Director; and (2) Field Operation Support & Records Management Division, with Eddie Betancourt serving as the new Director. Also, the Business Standards division has been moved over to the PMO (Project Management Office), which falls under George Theobald. DDS also made some changes in the field. Six team members were promoted to manager; we hired two external applicants for manager; four team members have been promoted to assistant manager, and DDS hired two new applicants as assistant managers. Also, we will have twenty-five new part-time positions in the next New Employee Orientation.

Commissioner Mikell informed the board members that so far, the partial shutdown of the federal government has had no operational impact on DDS. However, the e-verification of our new employees has had to be postponed, so we will have to complete their verification once the federal program is back up and running.

The Commissioner announced that two audits on DDS were recently completed, and DDS did well on both. The first was an audit of our GCIC (Georgia Criminal Information Center), use and procedures, and there were no findings. The second audit was our annual finance audit and there were no findings and no points on this on either. The Commissioner congratulated the Investigative Services unit and the finance division for their good work.

DDS recently worked with NCR on a project for using more computers in our lobbies to improve efficiency. As part of its research, NCR found that at the Sandy Springs CSC, eighteen customers come into the center every fifteen minutes during peak hours, and fifteen customers come in every fifteen minutes during off-peak hours. In order to address this concern immediately, we added four additional work stations to assist with the volume, making a total of seventeen work stations. We also made upgrades to both the women's and the men's restrooms based on a separate complaint.

A facilities update was given by Spencer Moore, Deputy Commissioner. Spencer stated that he, Bob Griffin and Waymond Henry met with Mr. Hankerson, the Cobb county manager, regarding the potential for two new facilities in that county. The meeting went well and we are continuing to move forward on this project.

The other facility update was regarding the Atlanta center which is currently comprised of four to five trailers on a temporary site. Thanks to the Governor's Office, State Properties Commission and the Office of Planning and Budget, we are continuing to make progress in our plans for potentially securing a new site in Atlanta.

The Commissioner discussed our first DDS University graduation which will be on October 17, 2013. DDS has placed new emphasis on training and preparing our field staff before they are assigned to their respective CSC's in order to increase operational efficiency.

Commissioner Mikell informed the board that we have submitted our legislative proposal to the Governor's Office. There were five primary submissions and two specifically were aimed towards helping us meet our operational goal of serving 95% of our customers within thirty minutes.

The Commissioner also reported that he briefed Governor Deal and Chris Riley, Chief of Staff, on DDS' progress with implementing the REAL ID Act.

Finally, the Commissioner talked about recent media coverage of DDS. A guest letter to the editor was recently written to the Atlanta Journal Constitution by the Consulate General of the Republic of South Korea celebrating the driver's license reciprocity agreement between Georgia and Korea and its positive impact on trade with Korea and our cultural relations. Also, there was a column about DDS written by Mr. Dick Yarbrough, Georgia's most syndicated columnist, regarding our customer volume and

compliance with the REAL ID Act. The article recognized the challenges faced by DDS and enlightened our customers on the documents needed for REAL ID. We are grateful for this article because Mr. Yarbrough's column reaches over one million Georgians through many local newspapers and can help them have a successful visit when coming to one of our CSC's.

Rules for Initial Adoption

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

375-3-1.02 Applications and Supporting Documentation

375-3-2-.01 Expiration of License and Identification Card: When License and Identification Cards May Be Renewed

A motion was made to approve the initial adoption; the motion received a second and was passed with unanimous approval by the remaining board members.

CDL Rule Change

1-1-.14 Commercial Driver Out-of-Service Notification

A motion was made to approve the CDL Rule Change; the motion received a second and was passed with unanimous approval by the remaining board members.

Petitions for Waiver

David Aiken – He is seeking a driver's license. He does not have his birth certificate. He has a letter from South Carolina Vital Records, a baptism certificate, a social security printout, a numident, a social security letter, school records, an insurance card, a Medicare card, a 1992 voter registration card, his son's birth certificate, a medical bill, a 1999 Georgia driver's license, a paycheck stub and a insurance certificate. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Emilia Arnold – She is seeking an ID card, but does not have complete paperwork for her adoption. She has a photocopy of her certificate of citizenship which was verified by the S.A.V.E. system, a letter from social security, her grandfather's driver's license and her grandfather's library card. She was born in Bulgaria. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Linda Glass – She is seeking a driver's license, but has an undocumented name change. She moved to Georgia from Florida. She has her birth certificate, a marriage license, her son's birth certificate, her daughter's birth certificate, school records, and a letter from her stepfather, a state fair certificate, an

attendance award, a social security card and a Florida driver's license. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Michael Hughes – He is seeking a driver's license. He has a Florida lifetime disqualification. Mr. Hughes's Florida disqualification resulted from a series of DUI convictions in Florida, although the last one occurred back in 1986. There was much discussion around the uniqueness of Mr. Hughes situation, particularly that the Florida statute which created the lifetime disqualification went into effect after Mr. Hughes's last conviction. He had been legally issued a valid license in the meantime, which Georgia cancelled in 2007 upon notice from Florida of its disqualification. DDS has no record of any traffic convictions for Mr. Hughes since 1986. The Board also discussed that Mr. Hughes waiver request was enabled by a relatively new statute, O.C.G.A §40-5-52, which gives the agency the discretion to review situations such as this one. Ms. Ammons stated that the Department supports the approval of the waiver.

Jeff Wigington motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members. Mr. Hughes will be informed that the license issued to him pursuant to this waiver will not allow him to drive legally in the State of Florida.

Charlene G. Merrell – She is seeking an ID card. She moved to Georgia from Alabama. She has no birth certificate. She has a letter from Alabama Vital Records, a census record, a family bible, a marriage certificate, a hospital bill, a water bill, a gas bill, a Medicare card, an expired passport and an expired Alabama driver's license. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Sabura Muhammad – She is seeking an ID card, but has an undocumented name change. She moved to Georgia from New York. She has a New York birth certificate (Sabura Jackson), a hospital birth certificate (Saburya Aisha Abdullah Muhammad), an immunization record (Saburya Muhammad), a medical record (SaburaAisha Abdullah Muhammad), a social security card (SaburaAisha Abdullah Muhammad), a bank letter (Saburya Muhammad), a letter from the Chatham County DFACS (Saburya Muhammad), a paycheck (Saburya Aisha Abdullah Muhammad), a lease agreement (Saburya Muhammed). Ms. Ammons stated that the Department does not support the request for a waiver because there was not sufficient documentation to support her request based on the various versions of her name found in the documents provided.

Jeff Wigington made a motion to deny her request; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Karen L. Perry Daley – She is seeking a driver's license with her name printed as Perry Daley, Karen. She has a passport and a previous Texas driver's license with Daley as her surname and this is how her name

is currently printed on her license. She has a tax return, an insurance bill, a HUD-1, a social security card (Perry Daley), a gas bill, a letter from her attorney, a divorce decree which allows her to resume use of her maiden name (Karen L. Perry). Ms. Ammons stated that the Department does not support the request for a waiver because there was not sufficient documentation to support her request.

Jeff Wigington made a motion to deny her request; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Greggory Phillips – He requested a waiver of the DDS rule Ga. Comp. R. & Regs. 375-5-1-.03. He is seeking to open a driver improvement program and to become a defensive driving instructor. Ms. Ammons stated that the Department does not support the request for a waiver because his dual roles as a law enforcement officer and a driver improvement program owner/instructor created the potential for a conflict of interest.

Kelly Gay made a motion to deny his request; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

George Swinford – He is seeking a driver's license. He is returning to Georgia from Texas. He was born in Australia and he does not have a birth certificate or a passport. He has a DD-214 and proof of car insurance. Ms. Ammons stated that the Department does not support the request for a waiver because there was not sufficient documentation of his identity to support his request.

Kelly Gay made a motion to deny his request; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Patricia Thurman – She is seeking a driver's license. Her birth certificate is not available. She has a letter from the Tennessee Vital Records Department, a census record, a marriage certificate, her daughter's birth certificate, a voter registration card, a Medicare card, an insurance card, a 1960 court order, a tax notice, an insurance form, a social security letter, a 1099, a bank statement, a garbage service bill, a water bill, an insurance policy, an annuity statement, and a tax returns from 2004-2010. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Barbara Winchell – She is seeking an ID card. She moved to Georgia from Michigan. She has an undocumented name change. She has a birth certificate, a divorce decree, an "Eising" to "Mitchell" marriage license, a social security card, utility bills, and a social security letter. Ms. Ammons stated the Department supports the approval of the waiver.

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

Beverly Wright – She is seeking a driver's license. She has an undocumented name change from a common law marriage. She has her birth certificate, 30 years of tax returns, an IRS letter, a letter from

her mother, a letter from her son, a debit card, a social security card, an insurance card, an AARP card, Walgreen's card, a Target card, a mortgage letter, a deed, insurance letters and receipts. Ms. Ammons stated the Department supports the approval of the waiver.

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

New or Old Business

The next Board meeting is scheduled for November 6, 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; Virginia Galloway seconded the motion with unanimous approval by the Board.

Respectfully submitted,

Kelly H. Gay, Secretary