

**Minutes of Board Meeting
July 11, 2012
10:00 AM**

Present

Trummie Patrick, Chairman
Lynda Coker
Kelly Gay
Todd Cowan
Virginia Galloway
Carolyn Roddy
Anthony Heath (*via teleconference*)
David Connell (*via teleconference*)

Not in Attendance

Hunter Hill

Also present was Elizabeth Rodger, Assistant Attorney General, numerous DDS staff members, several news media staff, and several Risk Reduction Program School owners.

Establish Quorum / Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:03 AM.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the June 20, 2012 board meeting. Todd Cowan motioned to approve the minutes as presented; Lynda Coker seconded the motion with unanimous approval by the remaining board members.

Mr. Patrick congratulated Carolyn Roddy for being reappointed to the DDS board for a full six year term by Speaker Ralston.

Commissioner's Report

Commissioner Dozier addressed the implementation of Secure ID/Real ID in Georgia. He stated that none of the DDS team is pleased with the wait times at the CSCs and expressed his apologies for the less than desirable experience. He hopes to see reduced wait times and continue the good things that DDS has been doing for a number of years. He also wants to thank the many customers who were very patient and understanding and brought their documents showing that the process can work. DDS team members are now concentrating on reducing the wait times. He went on to say that he is extremely proud of how hard the Examiners have

worked and kept their head high during a very trying time. Everyone wants to do what they can to rectify the wait times.

Mr. Dozier reminded that the true goal is to implement the Federal Real ID Act of 2005 and to ensure that Georgia provides the best homeland security possible. If DDS has not taken this step, come January 1, the Georgia license would not be a valid ID to board a commercial airplane or enter a federal building.

Commissioner Dozier reminded everyone that the first week was short due to the holiday and it is very early in the second week with yesterday being the first operational day of the week for Customer Service Centers (CSCs).

Secure ID/Real ID Update: George Theobald, Project Manager, gave a brief update on the new Secure ID/Real ID Program. He stated that from a system prospective, it was a very successful launch and he is very proud of the team from a quality stand point.

He stated that with the period ending July 7, 35,009 Secure IDs had been issued by the CSCs. The volume was almost consistent with that seen over the previous eight weeks. During that time it was averaging about 10,000-12,000 DL/IDs per day. Because of the July 4th holiday, it was a short work week which explains the slight dip in the actual number for last week. The number of Temporary Extensions was 9,135. A 120 day Temporary Extension is issued when a customer does not have the correct documents to be issued a Secure ID. There were 41 customers routed to the Secure ID Help Desk. If a customer is having difficulty finding the documents or needs help navigating the process of obtaining authentic documents, the Help Desk is able to assist them. There were 3 customers forwarded to the Secure ID Review Committee which means it is not believed there is a way to get the documents that are currently acceptable so there is a Committee to review the case to see if an exception can be granted. At that level, if an exception can not be granted by the Committee, it is submitted for the formal board waiver process.

Customer service levels last week compared to 4 weeks prior to implementation of Secure ID/Real/ID, the wait times averaged 35 minutes statewide which increased to 2 hours and 7 minutes statewide. Obviously some CSCs were longer than that and others stayed relatively the same. The statewide average percent of customers served within DDS' acceptable limit of 30 minutes or less, dropped from 46% to 22% across the state and the average transaction time went up from 6 minutes to 10 minutes.

Mr. Theobald stated that 7 out of 10 customers had the documents they needed to be issued a Secure ID which speaks well for DDS' outreach. Radio ads will continue to run through September, the next front page ad in the AJC is scheduled to run this week and several more to run every two weeks through August and September. On line ads will continue on AJC.com, WSBTV.com, Face Book and Yahoo through 9/20/12, and also DDS is now mailing post cards to people who are up for renewal informing them of the documents they will need to bring.

Mr. Theobald stated that trends comparing last Tuesday and this Tuesday show a general improvement. These trends will be monitored daily and they are expected to improve as the Examiners become more familiar with the system.

Actions being taken by that DDS headquarters staff are: meeting daily to figure out where the choke points are; trying to find out if there are areas for improvement; conducting daily debriefs with all center managers to find out their observations and what challenges they are having to determine if there is anything that can be done to make the process easier for them; the accepted document list has been revised to allow a little flexibility where some alternative documents have also been found to meet the Real ID intent; and also looking long-term at options for making provisions to keep a customer from having to return in person with a second document by possibly having an intake by fax or on-line and being able to issue the card without them having to return to the Customer Service Center.

Mr. Theobald responded to several questions from board members and Virginia Galloway and Lynda Coker suggested having signs posted outside of the CSCs with the identification and residency requirements clearly visible to possibly help lessen a customer's wait time while in line outside prior to getting into the building to be issued a ticket.

After conclusion of Mr. Theobald's presentation, Chairman Patrick stated that it appears to be getting better and since it has only been a little over a week, he feels that Commissioner Dozier and his team are doing every thing they can to alleviate the problem.

Rule Changes for Final Approval

Ms. Jennifer Ammons, General Counsel, presented the following rule changes for Final approval:

375-5-6-.15 - Intervention Component. Amended.

Ms. Ammons stated that the decision had been made based upon the comments received to ask the board to allow DDS to withdraw the proposed rule change, and asked for the board's favorable vote to that proposal.

Virginia Galloway motioned to withdraw the proposed rule change; Carolyn Roddy seconded the motion with unanimous approval by the remaining board members.

375-3-1-.24 - Name of License or Identification Card. Amended

375-3-3-.09 - Extension of Temporary Driving Permits. Amended.

Ms. Ammons stated that there were no comments received at the public hearing for these two rules and requested the board's favorable approval.

Virginia Galloway motioned to approve the two proposed rule changes; Todd Cowan seconded the motion with unanimous approval by the remaining board members.

Petitions for Board Waiver

Ms. Jennifer Ammons, DDS General Counsel, reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-3-1-.02 – Documentation Required for Initial Issuance:

Myrtle Hunt – She is seeking an ID card but does not have a birth certificate and there is documentation from vital records confirming that they were unable to locate one for her. Documentation she has provided to prove her identity is: correspondence from the Social Security Administration (SSA) relating to a claim she filed; a marriage license where she went from her birth name to her married name; a check issued to her by SSA; her daughter's birth certificate; and an insurance policy. The Department would support approval of the waiver.

Todd Cowan motioned to approve the request for waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining board members.

George T. Stoner – He is seeking an ID card but does not have a birth certificate. The last driver's license he was issued in Georgia expired in 1982 and his license has been suspended since 1983. The documentation he provided as proof of his identity is: his son's birth certificate; Medicare card; insurance card; a copy of his insurance policy; and his marriage license. The Department would support approval of the waiver.

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

Ms. Ammons reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-3-1-.24 - Name on License or Identification Card. Amended:

Mary Robinson – She is seeking a driver's license but she does not have a copy of her marriage license because she is common-law married so there is no documentation to formalize the marriage. A proof of her identity she has provided: two Social Security card in both her birth name and married name; her birth certificate; father's death certificate; driver's license previously issued to her in Ohio along with her driving record from that state; finger print cards; and a copy of her W-2 form. The Department would support approval of the waiver.

Virginia Galloway motioned to approve the request for waiver; Todd Cowan seconded the motion with unanimous approval by the remaining board members.

Ramona Rubeo – She moved back to Georgia from California and is seeking an identification card to enable her to get medical care. She has not been able to obtain the divorce decree from her first marriage to prove the evolution of her name. To prove her identification, she has provided: her California driver's license; Social Security card; prior Georgia driving record and license in her current name; the lease where she currently resides; marriage certificates for both of her marriages; and her birth certificate. The Department would support approval of the waiver.

Kelly Gay motioned to approve the request for waiver; David Connell seconded the motion with unanimous approval by the remaining board members.

Delores Dickerson – She has moved to Georgia from North Carolina and there are slight spelling discrepancies on the documents she has relating to her marriage and divorce. To prove her identity, she has provided her marriage license; divorce decree and her North Carolina driver's license. The Department would support approval of the waiver.

Virginia Galloway motioned to approve the request for waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining board members.

Doris Bond – She sent the documents that she intends to use to support a petition for waiver, however the petition request letter was not included. There is statutory requirement that she submit a written petition letter articulating what rule she is requested to be waived, why a waiver is necessary, and how it would cause her a substantial hardship if she is not granted the waiver. In the absence of the statutorily required petition letter, it can not be presented to the board for consideration. Ms. Ammons stated that it will be brought back before the board when the requested petition letter from Ms. Bond is received.

Old/New Business and Adjournment

Chairman Patrick reminded the board that the next board meeting is scheduled for August 8th at 10:00 A.M.

Since there was no further business to discuss, Chairman Patrick called for a motion to adjourn. Lynda Coker so motioned; Carolyn Roddy seconded the motion with unanimous approval by the remaining board members.