

**Minutes of Board Meeting Conference Call
January 9, 2013
10:00 A.M.**

Present

Trummie Patrick, Chairman
Kelly Gay
Todd Cowan
Carolyn Roddy
David Connell

Not in Attendance

Lynda Coker
Virginia Galloway
Anthony Heath
Vacant position

Also present on the conference call was Joseph Drolet of the Attorney General's Office and numerous DDS staff members. The daughter of Mary Black, petitioner for Board waiver, was also present during the debate on her mother's petition.

Establish Quorum / Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:04 A.M.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the December 12, 2012 Board meeting.

David Connell motioned to approve the minutes as presented; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Mikell reported to the Board that the Department of Homeland Security (DHS) deemed Georgia to be compliant with the Real ID Act of 2005. They sent out a press release on December 20 and noted that 13 states had done everything needed to be Real ID compliant. He stated that it was a huge accomplishment and both he and the Governor are very proud.

Mr. Mikell explained that there are usually two times a year that are extremely busy at the Customer Service Centers (CSCs) – the beginning of the year and in the summer. DDS was geared up at the first of this year for the increased volume but it was more than anticipated. The CSCs had achieved 20,000 transactions in one day only once before on November 6, 2012, until

January 8, 2013 when 20,063 transactions were completed. Generally the volume is 13,000-16,000 transactions per day. He feels the CSC and Call Center team members have been working extremely hard and commends their efforts. Some of the things that have been done to assist during this time of high volume are: supplementing CSCs with 20 team members from Headquarters to assist on Tuesdays; some road test reservations have been blocked on Tuesdays; CSCs are opening a few minutes earlier to get customers ready; historical wait times for each CSC have been posted on the DDS website; renewals are being prioritized to get them out as quickly as possible; and 33 new scanners have been added to the busiest CSCs.

Commissioner Mikell informed the Board of the DDS Cares project which is a way to identify some DDS team members who may need a little extra help over the holidays. He reviewed a list of how many people had been assisted by each district and headquarters. Latoya Doucette, Director of Human Resources, went on to say that the DDS Cares Project was a collaborative effort of all of the departments of the agency coming together supporting team members in need by providing food, clothing, shoes, coats, and in one case, assistance with utilities that had been turned off. Also, one team member was homeless and was put in touch with an organization to get housing for the holidays and several team members needed information to access services to provide financial counseling or dealing with the death of a loved one. Commissioner Mikell concluded by saying that the generosity of the DDS staff is phenomenal.

Commissioner Mikell briefly reviewed information contained in the audit performed by the Department of Audits on the records management process for the driving records. He feels that overall it is a positive audit. The audit did not find that Driver Services had lost citations, was making entry errors, or had a backlog. From this it is concluded that DDS is doing well in many areas of records management. The audit suggested a number of potential improvements that DDS could make, and they are already being addressed. Spencer Moore, Deputy Commissioner has been assigned to review all the suggestions and to evaluate each one on its own merit.

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:

Eva Ruth Mathis – She is seeking an identification card and is unable to locate her birth certificate. She has provided her marriage license; documents from Social Security; a property title; insurance letter; her son's birth certificate; a letter from Medicaid; a letter from South Carolina Vital Records stating they cannot locate a birth certificate for her; her Social Security and Medicare cards, a letter about her Part D coverage under Medicare; her South Carolina driver's license; and a letter about an event at her church.

David Connell motioned to approve the waiver; Kelly Gay seconded the motion with unanimous approval by the remaining Board members

Nora Anderson – She was previously licensed in Georgia and is moving back from South Carolina and needs to transfer her driver's license. She was born in Germany but does not have her Certificate of Birth Abroad. She has provided her German birth certificate and an English translation from a professor at the college in Augusta; her father's DD214 to support the assertion in her letter that she was the child of a military service member; her father's birth and death certificates; her mother's death certificate; her passport application from 1951; a

statement from her credit union; her divorce decree from Mr. Anderson; her Social Security and Medicare cards; car insurance; and her South Carolina driver's license.

Ms. Ammons stated that it appears documentation from the State Department in the form of either a Certificate of Birth Abroad or a Passport could be available to her, but it is unclear what efforts she has made to secure either of those documents. Although the Department does not doubt her identity, the question is whether or not she has met the burden of demonstrating a substantial hardship to the Board.

After much discussion among the Board members and Ms. Ammons, Todd Cowan motioned to approve the waiver contingent upon the petitioner providing a document from the State Department indicating that they cannot locate a Certificate of Birth Abroad. David Connell seconded the motion with unanimous approval by the remaining Board members.

Rose Davenport – She is seeking a renewal of her driver's license and is unable to provide documentation to prove her residence address since she lives with her daughter. She has provided sufficient documentation of her identity and her Social Security number for Real ID purposes. In lieu of documentation to prove residency, she has provided an affidavit from her daughter; her voter registration; and two documents sent to her P. O. Box which are a Social Security statement and bank statement. The daughter's address has been verified.

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

Mary Black – She is seeking renewal of her driver's license and has been unable to locate her birth certificate. She has provided documentation from the State of South Carolina verifying they cannot locate her birth certificate; a Social Security numident letter; birth certificates for both her daughters; adoption orders and new birth certificates for her sons; medical records; genealogical research she has done; school records; marriage license; Social Security and Medicare cards; gas bill, power bill; immunization record; life insurance; and a letter from child support enforcement.

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

Shirley Coleman – She was first licensed in Georgia in 1973 and is seeking renewal of her driver's license. She has been unable to provide a copy of her birth certificate and has a letter confirming such from vital records and from the Wayne County Probate Court. Her marriage license; her medical bills; Medicare and Medicaid cards; her Social Security card showing both names Stewart and Coleman; a letter from Social Security; a letter from her insurance company; a bank statement; and a vehicle registration.

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

Avella Jones – She is seeking an ID card and last held a driver's license that expired in 2010. She alleges that she has been unable to obtain a birth certificate but there is no documentation to support the claim. In support of proof of her identity she has provided: her son's birth certificate, a letter from Social Security; Social Security and Medicaid cards; a copy of her

expired driver's license; a power bill; and a loan statement. Ms. Ammons stated that she had attempted to contact Ms. Jones to get more information and determine what effort has been made to try to get a birth certificate. There is no documentation like a letter from vital records or the county probate court saying they were unable to find a BC or any of the usual things the board would typically like to see to demonstrate that the customer is subject to this hardship.

David Connell stated that in consideration of the requirements of Real ID and the lack of documentation submitted in her petition, he motioned to deny the request for waiver; Carolyn seconded the motion. The motion to deny the petition for waiver was unanimous 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:

Lester Johnson – He is seeking renewal of his license; however he has an undocumented childhood name change. He states that he has no idea where the surname Johnson came from but he knows that he has used it all of his life and not the name shown on his birth certificate. He has provided his Social Security and Medicaid cards; a letter from Social Security; his high school diploma; a power bill and gas bill. Ms. Ammons stated that it would be consistent with other such cases for the waiver to be approved.

Carolyn Roddy motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Thomas Dahl – He needs to renew his driver's license; however he also has an undocumented childhood name change. His father was killed in action in WWII and his mother remarried when he was three years old which is when he assumed his step-father's surname. The family purportedly made the decision for him not to be adopted by the step-father in order to preserve his survivor's benefits from the Veteran's Administration. He has provided his birth certificate; his mother's marriage license to his step-father; Mr. Dahl's Social Security card which lists his birth first name, his birth surname as his middle name, and his step-father's surname which is also consisted with his high school diploma, Medicare card, the driver's license issued to him by DPS in 1973, vehicle registration, property tax statement and his credit report. Ms. Ammons stated that this is the name he has used with the Department for at least the last 40 years.

David Connell motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Tammy Langdale – She is moving back to Georgia from North Carolina. She has been unable to provide a marriage license for a previous marriage; however she has since submitted the divorce decree for that marriage. She has provided her birth certificate; North Carolina driver's license; Social Security card; a letter from North Carolina confirming they are unable to locate her first marriage license; her subsequent marriage license going from Ward to her current name; power bill and cable bill. Ms. Ammons stated that she was first licensed in Georgia in 1985 and her driving record does contain the name Ward.

David Connell motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Shalona Chester – She is upgrading from a noncommercial license to a commercial instructional permit and must enroll because of Real ID to do so. She has an undocumented childhood name change. Her parents were not married at the time of her birth but her father subsequently legitimated her. They completed the court proceedings for the legitimation, however her parents never had her birth certificate changed but she did begin using the father's surname. Her Social Security card is in the name Chester, but her birth certificate shows Watts; she graduated from school as Clark and her DD 214 is in the name Clark which is her father's surname; she married and went from Clark to Chester. She tried to get her name changed retroactively in Gwinnett County Superior Court; however they determined that was not possible. Ms. Ammons stated that since there is no way to go back and get her name changed; the department would support approval of the petition.

Carolyn Roddy motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Ms. Ammons reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-5-1-.10 - Office Requirements; and 375-5-6-.18 - Program Location and Facilities:

Riquel Smith – Auto 285, Inc. – They have filed a petition asking for the square footage requirement for their classroom space to be waived. The requirement for the class they want to offer is 300 square feet and after measuring their classroom it is only 243 square feet. The space available is not enough to teach any course regulated by DDS. The Board has consistently denied these requests and the Department would ask that the Board deny this one as well.

Carolyn Roddy motioned to deny the request for waiver; Todd Cowan seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining Board members.

Old/New Business and Adjournment

Chairman Patrick reminded the Board that the next Board meeting is scheduled for Wednesday, February 13, 2013 at 10:00 A.M. Since there was no further business, he called for a motion to adjourn the meeting.

Chairman Patrick reminded the board that the AAMVA conference will be held in Atlanta in June and it will take place during the scheduled June 9 Board meeting. As a result that meeting date will need to be changed. He suggested combining either the May-June or June-July meeting. A decision was made to set a meeting date for late May.

Kelly Gay motioned to adjourn; David Connell seconded the motion with unanimous approval by the remaining Board members.