

Minutes of Board Meeting Conference Call
September 11, 2013 - 10:00 a.m.

Present via teleconference were Chairman Trummie Patrick, David Connell, Todd Cowan, Anthony Heath, Lynda Coker, Virginia Galloway, Jeff Wigington, Kelly Gay, and Carolyn Roddy. Also attending the conference call was Terry Oluleye from OPB and Karla Dolby from the Attorney General's office.

Establish Quorum/Call to Order

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

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the August 14, 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 began his report by announcing that he has been reappointed to another one year term to the AAMVA International Board.

Commissioner Mikell gave a brief update on the volume at the centers. He explained that we are beginning to see the first sign of the cyclic decline after the summer rush. During the last couple of weeks, there was one day where we did not exceed 15,000 transactions which is a rarity; however, we had over 19,000 transactions yesterday. We are still focused on managing our volume and our return customers.

As we increase our use of technology to help manage our volume, we have identified 20 locations where we either added a scanner or switch the smaller scanner to a flatbed. The flatbed scanners are more efficient for the examiners because they can handle all sizes of documents more easily. We have also identified fifteen more locations where we can install "business center" computers in the lobby for customers to go online to print documents they may need for renewals. The facilities that were selected were based upon volume, with space also a factor. Additionally, we have been experimenting with having scanners on the counter next to the examiners, as opposed to having the scanners behind the examiners, in those locations where there is enough counter space to do so.

Commissioner Mikell briefed the board about the Reinstatement Modernization (RIM) project which allows all the examiners to be able to do a reinstatement much more quickly because now, examiners don't have to calculate the terms for reinstatement – the mainframe does it for them. As of September 9, 2013, every examiner has been trained on this procedure. The next step of this project comes on November 2, 2013, when the customer will be able to go online to reinstate most all suspensions without having to have a face-to-face transaction. Currently, online reinstatement is limited to super speeder and failure to appear reinstatements. Implementation of this project will open the door to all

or practically all of the remaining reinstatements being available online. Historically, reinstatements were the lengthiest and most complicated transaction for our examiners to complete.

Commissioner Mikell discussed a few new measures we are taking to reduce our wait times. We have met with Q-matic, who is the lobbying management vendor we use, and asked them to observe how we're using their product in order to see if they have some recommendations regarding how we might become more efficient. We expect to have their findings in a few weeks.

The Commissioner also discussed the feasibility of adding computers in the lobbies of the CSC's for customers to use in order to complete the driver's license application electronically. NCR performed a study for us. Having the customers complete the applications, not the examiners, would reduce data entry and transaction time for the examiners. We continue to work on this idea and hope to have a pilot in place by February.

Spencer Moore, Deputy Commissioner, gave an overview of DDS University. He explained that we are in our second day of our new Basic Drivers Examiners Certification training, which is comprised of 22 employees from NEO (New Employee Orientation). DDS University eventually will have a number of courses that our employees may complete. The goal of the program is to have better trained and more knowledgeable staff. A tentative graduation date is set for October 17, 2013.

We have hired two new district managers, both of whom have retired from the U.S. Navy with over 20 years of service. One will cover the district that encompasses Savannah and the other will cover the district that encompasses Lithonia and Conyers.

George Theobald, Information and Systems Support Specialist, gave us some insight on our progress with the new medical certification requirements that are required by FMCSA for medical certification and the self-certification requirements that FMCSA put into place about two years ago.

Petitions for Waiver

Roger Craft – He is seeking a renewal of his driver's license. His birth certificate is not available. He has a printout from Vital Records showing his birth certificate is not on file. He has his school records, his immunization record, a social security letter, a prescription form, a hospital record, a marriage license, a social security card, a letter from his former employer and a letter from his wife. Ms. Ammons stated that 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.

Cynthia Dykes – She is seeking a driver's license. She has a West Virginia ID card. She moved to Georgia from West Virginia. She has an undocumented name change. She has her birth certificate, a DCH card, a social security card, a Medicare card, a South Carolina driving record, a West Virginia ID card, a incomplete copy of her divorce decree, a COMPASS printout, a Comcast bill, a power bill, and a Medicare letter. Ms. Ammons stated that the Department does not support the request for a waiver because there was not sufficient documentation to support her request.

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

Sybil Falis – She is seeking an ID card. Her birth certificate is not available. She has a social security printout, a census record, a letter from Wilkes County Probate Court confirming no birth certificate, a high school diploma, a marriage license, her husband's death certificate, a Medicare card, insurance information, and address verification from an assisted living facility. Ms. Ammons stated that 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.

Susan Jarrell – She is seeking a driver's license. She is moving back to Georgia from Tennessee. She has an undocumented name change due to common law marriage. She has a birth certificate, her son's birth certificate, a 2011 W-2, a pay stub, a bank statement, a Tennessee driver's license, a social security card, a letter from her attorney regarding her social security case, and a letter from the Social Security Administration regarding her social security income. Ms. Ammons stated that the Department supports the approval of the waiver.

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

Joy Rowan – She is seeking a renewal of her driver's license. Her birth certificate is not available. She has her children's birth certificates, a college transcript, a Alabama teaching certification, an affidavit from her sister, a social security application, a social security card, a marriage certificate, bills and a letter from Alabama Vital Records. Ms. Ammons stated that the Department supports the approval of the waiver.

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

New and Old Business

Our next board meeting will be held on October 15, 2013 at 3:00 p.m.

Adjournment

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

Respectfully submitted,

Kelly H. Gay, Secretary