

Minutes of Board Meeting
October 14, 2015
10:00 a.m.

Present

David Connell, Chairman
Lynda Coker
Jeff Wigington
Rachel Little
Virginia Galloway
Todd Cowan
Jeff Markey

Not Present

Anthony Heath

Also attending the meeting from the State Attorney General's Office was Ms. Amy Radley and from the Office of Planning and Budget was Mr. William Ruffin.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the September 9, 2015 board meeting. A motion was made by Jeff Wigington to approve the regular meeting minutes as presented; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Mikell began by announcing to the Board that the Marietta CSC is the busiest CSC now in the state. Commissioner Mikell had previously discussed this with Chairman Connell and the Commissioner thanked the Chairman for having reached out to the Kennesaw and Acworth Mayors regarding getting the word out to their residents of the new CSC located in Kennesaw/Acworth.

Commissioner Mikell briefed the Board members on a recent WSB-TV news story of an accident involving customers at the Fayetteville CSC. There were no DDS employees involved in the accident.

Commissioner Mikell informed the Board that on October 9, 2015, the Department of Homeland Security (DHS) announced that effective October 10, 2015, visitors at any federal building will either need a compliant Real ID card or will need to be from a state that has been granted an extension of the compliance deadline. Enforcement of the REAL ID requirements is proceeding as scheduled by DHS, but Georgians do not need to worry because we were one of the first states to be deemed compliant with the requirements.

Commissioner Mikell informed the Board of two recognitions DDS recently received. The first recognition was from the Georgia Technology Authority (GTA) and the second recognition was from the

Technology Association of Georgia (TAG). GTA organized an awards program for state agencies at its annual Digital Summit, and DDS has been recognized for five different programs. GTA worked along with Susan Sports, Press Information Officer, and turned those five nominations into a single application and presented it to TAG for the Excalibur award. The TAG organization is a consolidation of different public and private IT groups. Each year they organize a prestigious awards program called the Excalibur Awards. DDS is a finalist for one of those awards. Winners will be announced at a formal breakfast event on October 23, 2015.

Commissioner Mikell also informed the Board that the Georgia Department of Revenue (DOR), Georgia Technology Authority (GTA), our driver's license vendor MorphoTrust USA, and the state of North Carolina applied for a grant through the National Strategy for Trusted Identities in Cyberspace (NSTIC). MorphoTrust USA wrote the grant application months ago and was recently notified that we won. The total grant award is \$1.8 million. The grant proposal centered around a voluntary opportunity for citizens to validate their identity electronically, possibly using their cellphones, prior to submitting their state tax returns in order to reduce tax refund theft and identity fraud.

Commissioner Mikell briefed the Board on the field's performance. For the month of September, which was the busiest month in our existence, we had over 356,600 transactions. We served over 56,000 more customers last month than we have ever done in the month of September. Our average statewide wait-time was 12 minutes and 1 second. For the month of September, 56 of the 66 CSC's met the goal of serving 95% of our customers within 30 minutes or less and only one CSC had an average wait-time of more than 30 minutes. Also in September we had our busiest single day ever, serving 24,602 customers on September 9, 2015.

Michele Jordan, Budget Director, gave an update of the current budget and reviewed the budget request tentatively submitted to the Office of Planning and Budget (OPB) for Fiscal Year 2017. As agencies were instructed to submit flat budgets for next year, the amount of the request was the same as the current budget for Fiscal Year 2016. However, OPB did allow DDS to request bond funding for vehicle replacements and driver's license card production equipment. A motion was made by Virginia Galloway to approve the budget as presented; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

George Theobald, Director of the Project Management Office, briefed the Board on the second goal of the agency's updated strategic plan for 2016 through 2020. (The first goal was presented at last month's meeting). This goal is to implement a scalable, technologically-advanced driver licensing system. Mr. Theobald then explained the following measurable objective: Simplify customers' ability to efficiently conduct cross-agency transactions by enhancing the delivery of state services from one in third quarter Fiscal Year 2015 to two by second quarter Fiscal Year 2020. The first strategy toward accomplishing this objective refers to DDS posting a new driver's license RFP, awarding a contract and going live with a new driver's license issuance system. (The current contract expires on June 30, 2017). The second strategy toward accomplishing this goal is to collaborate with the Department of Revenue to procure and obtain a Drivers Record and Integrated Vehicle Enterprise System (DRIVES) for license issuance. The third strategy toward accomplishing this goal is to migrate an existing system to a cloud-based system. This relates to our goal of allowing customers to make electronic road test reservations. And lastly, the fourth strategy toward accomplishing this goal is to target select demographic markets using print, broadcast and social mediums.

Deputy Commissioner Spencer Moore gave an update on facilities. A PowerPoint presentation showed the progress of the new Atlanta CSC on Whitehall Street, which is slated to open in January 2016. The construction of the Dallas facility is making great progress and pictures of it were shown also. The new location for the Fayetteville CSC tentatively has been established and is located on Highway 54 in Fayetteville.

Citizen Waivers

Brenda Carter-Tsehaye – She is seeking a Georgia ID in the name of Brenda Carter-Tsehaye. She is 62 years old. She is missing her marriage and divorce documents regarding Mr. Brooken and her marriage certificate to Mr. Tsehaye. She has a copy of her birth certificate, an expired Virginia driver's license, copies of residential documents, Social Security statements that have the last names of Brooken and Tsehaye, and a Social Security card. Ms. McClendon, General Counsel for DDS, stated that the department does not support the approval of the waiver because Ms. Tsehaye does not have sufficient documentation to trace her legal name.

Ms. Tsehaye was present and addressed the Board regarding her request. She was asked by the Board to provide additional documents such as a court ordered name change, a marriage license to Mr. Tsehaye, a passport, and documents to support her name changes through her marriage and divorce to Mr. Brooken. Commissioner Mikell also provided input as to additional documentation that may be available to Ms. Tsehaye to satisfy the waiver request.

Jeff Wigington motioned to deny the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Ethel Fulton – She is seeking a Georgia ID in the name of Ethel Fulton. She was also on the agenda in September 2015 requesting a waiver because she is missing documentation to prove her legal name as "Ethel." Ms. Fulton is 64 years old and moved to Georgia from Illinois. Her birth certificate shows her first name as Ether. She has a certified copy of her birth certificate, a copy of her marriage license to Mr. Green, a Medicare card, a marriage certificate to Fulton, an Illinois ID card, a first-issued Social Security card, a current Social Security card, and an insurance statement. Ms. McClendon stated that the department supports the approval of the waiver to have the "R" removed from her first name and replaced with an "L".

Ms. Fulton also lacks sufficient documentation to trace her legal last name; however, this was not part of her waiver request. Ms. Fulton has already requested and paid for the additional documents required to have her last name changed to Fulton on her ID card.

Virginia Galloway motioned to do a conditional approval of Ms. Fulton's first name by removing the "R" and replacing it with an "L" so that she may obtain an ID card; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Yolanda M. Herman-Span – She is seeking a Georgia driver's license. She is 47 years old. She is missing an identity document with the last name of Herman-Span. She has a copy of her birth certificate, a copy of her father's obituary, a Diamond Detective Agency ID card, a 1997 Illinois ID card, a 2001 Illinois driver's license, a 2003 and 2007 Wisconsin driver's license, a Medicare card, a 2006 Illinois ID card, a certificate of marriage to Mr. Harrison, a 2007 Wisconsin Motor Vehicle report, a divorce certificate from Mr. Harrison, a copy of her mother's obituary, a tax return, a Social Security card, an employee

record, an apartment rental application, a copy of her checking account, a Social Security Benefit statement, an incident report of her stolen wallet, and a copy of a utility bill. Ms. McClendon stated that the department does not support the approval of the waiver because the request does not have sufficient documentation to support her name change.

Rachel Little motioned to deny the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Lynn P. Newton – She is seeking a Georgia driver’s license in the name of Lynn P Newton. She is missing a citizenship document. She is 60 years old. She has a copy of her birth certificate, a certificate of baptism, copy of her parent’s marriage certificate, her mother’s birth certificate, copy of her school records, a marriage application, a marriage license to Newton, her husband’s birth certificate, her mother’s death certificate, a 2010 Georgia driver’s license, her father’s death certificate, a Georgia Motor Vehicle Report, and a Social Security Card. Ms. McClendon stated that the department supports the approval of the waiver pursuant to the Child Citizenship Act of 2000.

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

Driving School Waiver Request

A & A Rose’s Driving School – The school is asking for a waiver under DDS rule 375-5-2-.18 which states that vehicles used for actual behind the wheel instruction shall be ten years old or less. This is the first request for a waiver regarding this vehicle. A & A Rose’s school enrollment has dropped severely and the school, due to financial hardship, is unable to purchase new vehicles. A & A Rose’s is requesting to use their 2005 Honda Civic for 2 more years. Ms. McClendon, General Counsel for DDS, stated that the department supports the approval of the waiver for a two year period.

Virginia Galloway motioned to approve the waiver for a two year period; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on December 2, 2015.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Virginia Galloway; Rachel Little seconded the motion with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington