

Minutes of Board Meeting Conference Call
September 10, 2014
10:00 a.m.

Present via teleconference were Chairman Trummie Patrick, Jeff Wigington, Kelly Gay, Carolyn Roddy, Virginia Galloway, Lynda Coker and Todd Cowan. Attending the meeting from the Office of the Attorney General was Ms. Angelique McClendon.

Establish Quorum/Call to Order

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

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the August 19, 2014 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. Chairman Patrick also called for a motion to approve the minutes from the August 19, 2014 Executive Session meeting. A motion was made to approve the Executive Session 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 by briefing the Board on our field performance. For the month of August we had over 305,321 transactions. Our average statewide wait-time was 11 minutes and 32 seconds. Also in August, 16 of the 66 CSC's served 100% of their customers in less than 30 minutes; 31 CSC's served between 99.9% and 95% of their customers in less than 30 minutes; and 18 more had an average wait-time of less than 30 minutes. Only 1 CSC had a wait-time over 30 minutes and missed only by 1 minute and 42 seconds. We have had 66 consecutive days of less than 30 minutes statewide average wait-time.

Commissioner Mikell gave a brief update on our call center. In August, we answered 69% of all calls within 3 minutes or less. The call center has seen steady improvement over the past several months.

Commissioner Mikell then briefed the Board on our road test reservations. Since our last meeting, we have expanded the new road test reservation system statewide. Before the new system, we had 4,500 reservations available and since the new system road test began, the number of slots has increased by 83% which gives us a total of 8,300 reservations available statewide.

Commissioner Mikell briefly mentioned to the Board about the recent trip to Savannah with the Georgia Air National Guard for the unveiling of the Mobile Emergency Licensing Unit. This unit will be used to respond to emergencies or disasters where our citizens have lost their identity documents and need new ones immediately.

Commissioner Mikell informed the Board of our Online 23 roll out. This new process allows customers to go online to submit a driver's license application for a new issuance, a renewal, and other services. The mainframe will automatically update when an application is completed. This new roll out has been very successful. While customers will still come into a DDS facility after completing the online application, the wait-time should be shorter for them.

Lastly, Commissioner Mikell informed the Board of the plans for the grand opening of the Bainbridge CSC tomorrow, September 11, 2014.

Rules for Initial Approval

Cassandra Williams, General Counsel, reviewed the following rules:

375-3-1-.02 Applications and Supporting Documentation

375-3-1-.05 Reciprocity for Valid Licenses Issued Elsewhere

Virginia Galloway motioned to approve the initial rules for adoption; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Petitions for Board Waiver

Lyla Bennett – She is seeking a Georgia ID card. She is 101 years of age. She is missing a copy of her birth certificate. She has a copy of her marriage license, a Social Security statement; she has 2 proofs of residency and a Social Security card. Ms. Williams stated that the department supports the approval of the waiver.

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

Carolyn Bryant – She is seeking a Georgia ID card. She is missing a copy of her birth certificate. She has a copy of her school records, her marriage license, her child's birth certificate, a Social Security card, a marriage license, a 2007 North Carolina ID card and a Georgia voter ID card. Ms. Williams stated that the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Todd Cowan second the motion with unanimous approval by the remaining Board members.

Gregg Carroll – He is seeking a driver's license. He is missing a copy of his birth certificate. He has a copy of his Tennessee driver's license, his Social Security card, a Numident letter and a Medical Examiner certificate. Ms. Williams state that the department does not support the approval of the waiver because we do not have enough sufficient evidence. The birth not found letter indicates a place of birth of Arkansas, although he submitted a Numident letter indicating a birth place of San Francisco.

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

Martha Kwiatkoski – She is seeking a driver’s license. She has a valid Florida license. She does not have a copy of her marriage certificate or divorce decree from her first marriage demonstrating her maiden name to Sales. She has a copy of her birth certificate, a copy of her marriage certificate to Walter Kwiatkoski, a Medicare card and two proofs of residences. Ms. Williams stated that department supports the approval of the waiver.

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

John Medina – He is seeking a driver’s license. He is missing a name change document demonstrating the change from his last name on his birth certificate to his current last name. He has a copy of his birth certificate, a certificate of baptism, a deed, his child’s birth certificate, a District Court application, a DD 214, a copy of his honorable discharge papers, an heir ship document, a certificate of commissioning, a copy of his son’s marriage license, a State of Colorado name change search, an Alamosa Combined Courts name change search, 2 proofs of residency, a valid Colorado driver’s license, a Social Security card and a letter from the Department of Veteran Affairs. Ms. Williams stated that the department supports the approval of the waiver.

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

Joseph Pagano – He is seeking a driver’s license. He has a valid Florida driver’s license. He would like to use the name Joseph as his first name on his license. His US Permanent Resident card shows his first name as Giuseppe. He has a copy of his Canadian birth certificate, a SAVE document, a copy of his lease, his child’s birth certificate, a Florida license, Social Security card and 2 proofs of residency . Ms. Williams stated that the recommendation of the department is to deny the approval of the waiver because we do not have sufficient evidence to demonstrate the name change.

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

New or Old Business

The next Board meeting will be held on October 15, 2015 at the Cobb County Chamber of Commerce.

Adjournment

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

Respectfully submitted,

Kelly H. Gay, Secretary