

**Minutes of Board Meeting**  
**Cobb County Chamber of Commerce**  
**240 Interstate North Parkway**  
**Atlanta, Georgia 30339**  
**September 9, 2015**  
**10:00 a.m.**

**Present**

David Connell, Chairman  
Jeff Wigington  
Jeff Markey

Rachel Little  
Virginia Galloway

Present via teleconference was Lynda Coker, Anthony Heath, and Todd Cowan. Also attending the meeting from the State Attorney General's Office was Ms. Amy Radley.

**Establish Quorum/Call to Order**

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:04 a.m.

**Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the August 12, 2015 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 by updating the Board on DDS' efforts to change the address that prints by default on a customer's driver's license or identification card. Historically, DDS has defaulted to printing the mailing address. DDS pursued a change based on a survey of its business partners as described in prior board meeting minutes. The recent programming change was made so that a customer's residential address will become the default address on their card, unless a customer specifically requests that their mailing address be used. While the default for an in-person transaction has become the residential address, until the programming is completed, an online transaction will continue to use the mailing address as the default.

Commissioner Mikell updated the board on our progress for allowing customers to make online reservations for driving tests. Currently, a customer who wants to take a driver's test, must telephone the call center or go into a CSC in order to make an appointment. Our new check-in kiosks that we are using in the larger field offices have an option for a module that allows for online reservations; however, because this is a cloud-base product, new servers, certificates, and other requirements had to be provisioned. DDS and GTA now have completed their work on these prerequisites. The next step is for Q-matic to provision their side of the system, which will also require a software upgrade. Q-matic is moving forward with the requirements.

Deputy Commissioner Spencer Moore gave an update on facilities. The real estate closing for the new Atlanta CSC is complete and the renovation has begun. In Fayetteville, we are meeting with the State Properties Commission next week to continue to work on the bids that have been submitted by various property owners. For Sandy Springs, we are still looking for property to lease after two failed RFP's. The Paulding County CSC is making great progress; the construction of the building has begun.

Commissioner Mikell briefed the Board on the field's performance. For the month of August, we had 342,677 transactions. Our average statewide wait-time was 14 minutes and 17 seconds. For 11 consecutive months, all 66 CSC's achieved an average monthly service level of less than 30 minutes, but for the month of August, only 63 of the 66 CSC's met the average wait-time of 30 minutes or less. For 13 consecutive months, the average wait-time had been lower than it was for the same month of the preceding 3 years. For 17 consecutive months, the average wait-time had been lower than it was for the same month of each of the preceding 2 years. Both of these last two streaks also ended in August because we were a few minutes faster in August of 2014 with an average wait-time of 11 minutes and 32 seconds. Nonetheless, DDS continues to do exceptionally well.

Latoya Doucette, Director of Human Resources, gave an HR update on turnovers and the impact of the millennial generation on our organization, as requested by the Chairman. Beginning FY 2013 through FY 2015, DDS has experienced a high turnover in both the full-time and part-time Driver Examiner 1 entry level positions. Analysis of the issue shows that the majority of the turnover is due to voluntary resignations by team members who are included within the millennial generation. A PowerPoint presentation was presented to show the percentages of turnovers for full-time Driver Examiner's 1 and 2, full-time managers and assistant managers, and for part-time examiners. DDS is working on several strategies to help reduce the turnover rate, including the following initiatives via DDS University: (1) implementing training opportunities that promote professional and personal growth and development; (2) offering Franklin Covey leadership training; (3) partnering with the Carl Vinson Institute and Georgia Piedmont Technical College to develop additional course offerings; and (4) utilizing DISC assessments and other human resource tools that help to ensure potential team members are well suited for DDS' culture.

Ms. Doucette also briefed the Board on the first goal of the agency's updated strategic plan. This goal is to "continue to develop and maintain a culture where team members are valued and appreciated." Ms. Doucette then explained the following four measureable objectives that fall under this goal: (1) Increase team member satisfaction score; (2) Increase the percentage of manager's agency wide who are certified in the leadership development program; (3) Reduce examiner turnover; (4) Reduce agency turnover.

### **Rules for Final Approval**

John Hawkins, Deputy General Counsel, reviewed the following rules:

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

- 375-3-1-.31** Satisfaction of School Requirements for Customers Under Age Eighteen (18)
- 375-3-3-.01** Penalties for Violations of Uniform Rules of the Road. Amended.
- 375-3-3-.10** Limited Driving Permits

Virginia Galloway motioned to approve the final rules for adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

### **Citizen Waivers**

Anisa A'zeem - She is seeking a driver's license. She is new to Georgia. She has a copy of: her birth certificate, a school certificate, her Bachelor's Degree, her college transcript, a 2014 tax return, her Social Security card, an insurance card, a school ID, a Numident letter, W-2, a utility bill, and an Ohio driver's license. Mr. John Hawkins, Deputy General Counsel, stated the department does not support the approval of the waiver because she presented insufficient documents from her childhood to verify a childhood name change.

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

Evonne Nash – She is seeking a Georgia ID. She is new to Georgia. She is missing her naturalization documents. She has a copy of: her British birth certificate, her father's birth certificate, an adoption document, her father's DD-214, her father's death certificate, her mother's passport, a copy of her driving record and a Social Security card. John Hawkins, Deputy General Counsel, stated that the department supports the approval of the waiver because Ms. Nash is a citizen based upon the federal Childhood Citizenship Act of 2000.

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

Ethel Fulton - She is seeking a Georgia ID. She is new to Georgia. She has a copy of her birth certificate, a Medicare card, a copy of: her marriage certificate, an Illinois ID, a first issued Social Security card as Ethel Henderson, a current Social Security card as Ethel Fulton, an insurance statement, and a 1969 marriage certificate. John Hawkins, Deputy General Counsel, stated the department did not have a recommendation for this waiver prior to discussion by the Board. There was a lengthy discussion among the Board members regarding Ms. Fulton's documents. Two concerns surrounded Ms. Fulton's documents. First, she had a one-letter different in the spelling of her first name between her birth certificate and her other documents. The second concern, which led to the long discussion, surrounded the changing of her name due to what appears to have been two marriage and two divorces during her life. Ms. Fulton, being an out-of-transfer, was missing some of the documents necessary to show the progression of the legal changes of her name that led to it now being "Fulton". The Board suggested

that Ms. Fulton obtain such documentation or to come back again with additional information as to why additional documentation is not available.

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

**New or Old Business**

The next Board meeting will be held on October 14, 2015.

**Adjournment**

There was no further business to discuss; Chairman 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,

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Jeff Wigington