

Minutes of Board Meeting

February 17, 2016

10:00 a.m.

Present

David Connell
Rachel Little
Jeff Markey
Hubert Parker

Not Present

Anthony Heath
Dawn Cartee
Jeff Wigington
Todd Cowan

Present via teleconference was Lynda Coker. Also attending the meeting from the State Attorney General's Office was Ms. Amy Radley.

Establish Quorum/Call to Order

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

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the January 13, 2016 board meeting. A motion was made by Rachel Little to approve the regular meeting minutes as presented; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Chairman Connell acknowledged that today is the last board meeting for Commissioner Rob Mikell. Commissioner Mikell has resigned from the agency to pursue a career in the private sector.

Commissioner's Report

Commissioner Mikell began by discussing the new secure and efficient procedure for Board members to receive documents electronically via OneDrive. All members at the meeting were pleased with this new implementation.

Commissioner Mikell updated the Board on the recent media coverage regarding Pastafarians and the arrest of a DDS employee.

Commissioner Mikell briefed the Board on the field's performance. For the month of January, our busiest January in the history of the department, we had over 333,000 transactions. Our statewide average wait-time was 11 minutes and 33 seconds. For the month of January, 52 CSC's met the goal of serving 95% of our customers within 30 minutes or less. January 6, 2016 was the busiest day ever in the history of the department with 26,694 transactions.

Commissioner Mikell informed the Board on the recent visit to the new Atlanta CSC by State Representative Amy Carter. Michael Mitchell, our legislative liaison, accompanied Representative Carter and gave her a tour of the facility.

Deputy Commissioner Moore gave an update on facilities. A PowerPoint presentation showed the latest update of the Dallas CSC. For the Sandy Springs location, we are still looking for property to lease in conjunction with the State Properties Commission. For the Fayetteville location, we have a contract in place and have begun looking at the layout for this facility. And lastly, we are still working to secure a CDL pad on the western side of the state.

Cynthia Sneed, Director of Field Operations, briefed the Board on the fourth goal of the agency's updated strategic plan for 2016 through 2020. (The first, second, and third goals were presented at previous board meetings.) This goal is to focus daily on excellent service delivery. Ms. Sneed then explained the following measurable objective: Measurable Objective #1 – Maintain the CSC service goal priority of serving a high percentage of customers within 30 minutes from 61.9 % in third quarter Fiscal Year 2013 to 95% through fourth quarter Fiscal Year 2020. The first strategy toward accomplishing this objective is to continue the emphasis of “team member first.” The second strategy toward accomplishing this objective is to maintain an average transaction time of 7 minutes or less. The third strategy toward accomplishing this goal is to decrease customer wait time through technology and process engineering. The fourth strategy towards accomplishing this objective is to implement quality assurance to increase 1-visit resolutions. And lastly, the fifth strategy towards accomplishing this objective is to target select demographic markets using print, broadcast and social mediums.

Kevin Hamlet, Director of Contact Center and Help Desk, updated the Board on Measurable Objective #2 – Decrease the percentage of traditional calls answered by redirection to non-traditional channels from 0% in third quarter Fiscal Year 2015 to 20% by fourth quarter Fiscal Year 2020. The first strategy toward accomplishing this objective is to expand IVR offerings. The second strategy toward accomplishing this objective is to implement online road skills appointments. The third strategy toward accomplishing this objective is to install customer email interactions. The fourth strategy toward accomplishing this objective is to employ customer chat interactions. And lastly, the fifth strategy toward accomplishing this objective is to target the select demographic markets using print, broadcast and social mediums.

Rules for Initial Approval to Repeal

Angelique McClendon, General Counsel, reviewed the following rules:

- 375-6-2-.01** Public Availability of Accident Reports
- 375-6-2-.02** Uniform Traffic Accident Reports

Lynda Coker motioned to approve the initial rules for repeal; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

Mildred Andrews – She is seeking an ID card. She is 82 years old. She is missing her birth certificate. She has a copy of Birth Not Found letter, a copy of her marriage license, an ID card from Pennsylvania, a Social Security card, an application for Consecration, a letter certifying Consecration, and a copy of her medical records. Ms. Angelique McClendon stated that the department supports the approval of the waiver request.

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

William Blackmon – He is seeking a Georgia driver's license. He is 60 years old. He is missing a citizenship document related to the former Immigration and Nationality Act. He has a copy of his birth certificate, a copy of his mother's birth certificate, a copy of his parents' marriage application, a copy of his mother's Naturalization certificate, a copy of his father's DD214, a Georgia driver's license, a Social Security card, his mother's military ID card, and his mother's Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver pursuant to USCIS regulations.

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

Pamela Burke – She is seeking a Georgia driver's license. She is 52 years old. She is missing a name change document. She has a copy of her birth certificate, a copy of school records, a copy of her marriage certificate, a copy of her child's birth certificate, a Social Security statement, a New Hampshire driver's license, and a copy of her father's obituary. Ms. Angelique McClendon stated that the department supports the approval of the waiver request.

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

Lula Mae Felton – She is seeking an ID card. She is 82 years old. She is missing a name change document. She has a copy of her birth certificate, a copy of her child's birth certificate, a Medicare card, a medical bill, a Medicare statement, a Social Security statement, and her Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver.

Rachel Little motioned to approve the waiver; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

Willie Franey – He is seeking an ID card. He is 88 years old. He is missing his birth certificate and marriage certificate. He has a copy of his Medicare card, a census record, a copy of his driver's license from 1996, 2000, and 2004, a Numident request letter, and a copy of his Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver.

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

Ruth Lambert - She is seeking a Georgia driver's license. She is 83 years old. She is missing a copy of her birth certificate. She has a copy of her school records, a marriage certificate, an affidavit from her mother, a copy of her child's birth certificate, a voter registration card, a copy of her employment

record, and a Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver.

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

Esther Mae Walker – She is seeking an ID card. She is 90 years old. Her Georgia ID expired in 2013. She has an expired copy of her Georgia driver's license, a Medicare card, and a Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver.

Hubert Parker motioned to approve 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 March 9, 2016.

Adjournment

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

Respectfully Submitted,

Jeff Wigington