



Council of Accountability Court Judges

Judge Jason J. Deal
Executive Committee Chair
Northeastern Judicial Circuit

Taylor Jones
Executive Director

MEMORANDUM

TO: Accountability Courts

FROM: Council of Accountability Court Judges

RE: DDS Accountability Court Project_ Fact Sheet

DATE: August 2016

-
1. The DDS Accountability Court project line is open during the hours of 8:30 am to 4:30 pm Monday through Friday (excluding holidays).
 2. The scope of assistance will be available to help courts and current participants with access to driver histories, processing court orders, and general issuance eligibility questions.
 3. When calling into DDS:
 - a. The caller should be prepared to identify **their name, court name, and team member role within the court.**
 - b. The caller should be prepared to **provide the name of the court participant, date of birth and driver's license number (if applicable).**
 - c. If a **participant chooses to call the line** please work to ensure that he/she has the following information available before placing a call:
 - i. **Be prepared to identify himself/herself as a participant.**
 - ii. **Court name**
 - iii. **Date of birth**
 - iv. **Driver's license number (if applicable).**
 4. If the caller is prompted to use the general mailbox for voicemails, he/she should leave their name, court name, participant name, participant driver's license number, and caller's phone number.
 5. Call the Accountability Court project line to gain general information before faxing a document or court order.
 6. Avoid scanning and/or emailing a document or court order to the general mailbox. The DDS has the preferred method of fax to receive documents.

DDS Team Member Contact Information:

Ms. Felicia Crumbley
Phone Number – 404-478-1491
Fax Number – 770-918-6261
General Email: ac@dds.ga.gov

Please note:

To satisfy the business requirements to track data the DDS has two preferred methods of communication, which are phone and fax. This gives the DDS the ability to track call data automatically and to apply a document(s) to a driver's record systematically, if needed. There is a general email set-up for the Accountability Court project in the event the DDS experiences phone issues and can't receive a call for an unforeseen reason.