

LOUISIANA USED MOTOR VEHICLE COMMISSION
STATE OF LOUISIANA

REGULAR MEETING
JULY 16, 2012
BEGINNING AT 9:41 A.M.

3132 VALLEY CREEK
BATON ROUGE, LOUISIANA

REPORTED BY:
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1 APPEARANCES:

2

3 COMMISSIONERS PRESENT:

4 MR. TONY CORMIER

5 MR. RON DUPLESSIS

6 MR. GEORGE FLOYD

7 MR. KIRBY ROY

8 MR. DINO TAYLOR

9 MR. DOUGLAS TURNER

10

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12 REPRESENTING THE LOUISIANA USED MOTOR

13 VEHICLE COMMISSION:

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15 ROBERT W. HALLACK, ESQUIRE
16 HALLACK LAW OFFICE
17 13007 JUSTICE AVENUE
18 BATON ROUGE, LOUISIANA 70816

17

- AND-

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19 SHERI MORRIS, ESQUIRE
20 ROEDEL, PARSONS, KOCH, BLACHE,
21 BALHOFF & McCOLLISTER
22 8440 JEFFERSON HIGHWAY, SUITE 301
23 BATON ROUGE, LOUISIANA 70809

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1 ALSO PRESENT:

2

3 MS. KIM BARON

4 MR. DEREK PARNELL

5 MS. MONA ANDERSON

6 MR. KEVIN REMBERT

7 MS. TANYA BURKS

8 MS. JUNE POWELL

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1 MR. DUPLESSIS:
2 Let me call this meeting to
3 order, please.

4 Madame, please call roll.

5 MS. BARON:
6 John Poteet?

7 MR. POTEET:
8 (No response.)

9 MS. BARON:
10 George Brewer?

11 MR. BREWER:
12 (No response.)

13 MS. BARON:
14 Louis Bourgeois?

15 MR. BOURGEOIS:
16 (No response.)

17 MS. BARON:
18 Tony Cormier?

19 MR. CORMIER:
20 Here.

21 MS. BARON:
22 Ron Duplessis?

23 MR. DUPLESSIS:
24 Here.

25

1 MS. BARON:
2 George Floyd?
3 MR. FLOYD:
4 Here.
5 MS. BARON:
6 Kirby Roy?
7 MR. ROY:
8 Here.
9 MS. BARON:
10 Darty Smith?
11 MR. SMITH:
12 (No response.)
13 MS. BARON:
14 Douglas Turner?
15 MR. TURNER:
16 Here.
17 MS. BARON:
18 Dino Taylor?
19 MR. TAYLOR:
20 Here.
21 MS. BARON:
22 Mr. Chairman, we have a
23 quorum.
24 MR. DUPLESSIS:
25 Thank you. We're going to

1 skip the Pledge of Allegiance and then move
2 on since we're running a little bit late.

3 Any public comments for
4 today?

5 MS. BARON:

6 No, sir.

7 MR. DUPLESSIS:

8 Very good.

9 Approval of the minutes from
10 the previous meeting.

11 MR. TAYLOR:

12 I make a motion we approve
13 the minutes from the previous meeting.

14 MR. CORMIER:

15 Second.

16 MR. DUPLESSIS:

17 Second.

18 In favor?

19 (All "Aye" responses.)

20 MR. DUPLESSIS:

21 It passes.

22 Compliance questionnaire.

23 I guess Mr. McKowen, if you would introduce
24 yourself?

25 MR. MCKOWEN:

1 Sure. I'm John McKowen. I'm
2 this year's auditor. First of all, let me
3 thank you for naming me or giving me the
4 contract for audit services for the next
5 three years.

6 So there are two items that
7 concern you guys that I had asked Mona to
8 put together for me. First is the Louisiana
9 compliance questionnaire, which is just a
10 standard form from the Legislative Auditor.
11 Mona tells me Ms. Morris had questions on
12 the amounts for public bids and public
13 procurement. I think you're right. Well, I
14 know you're right. I think the numbers have
15 changed from what the Legislative Auditor's
16 Office has on the form. Let's change that.
17 And I think she had a couple changes to the
18 answers that I put together for you guys,
19 just trying to save you some time.

20 It is your form, not mine, to
21 fill out, but I was just trying to give you
22 an idea of what we were looking for. So
23 that, and then one of the areas on that
24 compliance form has to do with Commissioners
25 saying that there is no nepotism, that there

1 is no self-dealing, and one of the things
2 that I asked Mona if she could get for me
3 was a list of all the Commissioners and --
4 along with a list of their family members,
5 as defined by Revised Statutes, which is
6 parents, children, and in-laws, basically,
7 along with either business interests or
8 employer, depending on what the situation
9 is. Mona thought maybe some of you might
10 have questions as to what I was looking for.
11 So if anybody has, please ask away.

12 MR. DUPLESSIS:

13 Commissioners, all good?

14 (No response.)

15 MR. DUPLESSIS:

16 Ms. Baron, do you want to
17 collect these?

18 MS. BARON:

19 Sure. I think most people
20 have turned theirs in. I know that they
21 turned -- some of them turned it in with the
22 mileage.

23 Did you bring yours?

24 MR. TAYLOR:

25 I didn't bring them.

1 MS. BARON:

2 Can y'all e-mail them to me?

3 MR. DUPLESSIS:

4 I'll just leave it with you.

5 Thank you, Mr. McKowen.

6 MR. MCKOWEN:

7 Thank you, Mr. Duplessis.

8 One more thing, I will be
9 auditing. I should be here for the next
10 couple of weeks at least. If anybody has
11 any particular concerns, something you might
12 want me to take a close look at, please give
13 me a call. Mr. Duplessis has my card. So
14 if anybody is interested in getting in touch
15 with me, please do.

16 MR. POTEET:

17 Excellent. Well, thank you
18 so much.

19 MR. MCKOWEN:

20 All right.

21 MR. DUPLESSIS:

22 We'll move right into the
23 financial review.

24 Mona.

25 MS. MORRIS:

1 Do you just want to go ahead
2 and approve that compliance --

3 MR. DUPLESSIS:

4 Yes.

5 MS. MORRIS:

6 -- subject to the changes
7 that Ms. Anderson is going to make?

8 MS. ANDERSON:

9 And one of the changes that I
10 wanted to talk about was the budget part of
11 it, and I don't know that -- maybe you can
12 address that. I thought maybe it did apply
13 to us. You said we should say N/A to those,
14 A, B, and C.

15 MS. MORRIS:

16 My understanding is that we
17 have to comply with C, and C sometimes
18 refers to the other provisions, but our
19 compliance with those other provisions is
20 only because they apply to licensing boards,
21 that we're not under the Local Budget Act or
22 the State Budget Act. We're only under the
23 Licensing Board Act.

24 MR. McKOWEN:

25 Okay. That's fine.

1 MS. ANDERSON:

2 So N/A to only C?

3 MS. MORRIS:

4 N/A to A and C, and then C

5 would be a yes. The Licensing Board Act

6 applies to us.

7 MS. ANDERSON:

8 Okay. Okay. So do we want

9 to --

10 MR. DUPLESSIS:

11 Can we move forward to adopt

12 the questionnaire -- the compliance

13 questionnaire?

14 MR. TURNER:

15 A motion to adopt the

16 compliance questionnaire.

17 MR. TAYLOR:

18 I second it.

19 MR. DUPLESSIS:

20 Second.

21 All in favor?

22 (All "Aye" responses.)

23 MR. DUPLESSIS:

24 Thank you.

25 Okay. Mona, let's move into

1 the financial review, please.

2 MS. ANDERSON:

3 All right. In your packet
4 there, you have a copy of the unaudited June
5 financial statements. So we have made some
6 accruals in June, but that won't be all,
7 after we go through the audit, there will be
8 some minor changes to these figures.

9 So on your balance sheet, the
10 -- we ended the fiscal year with a balance
11 in the bank account of \$1,112,972. \$246,000
12 of that was deferred revenue, but the
13 increase in cash between last year and this
14 year was about \$159,000 plus the \$100,000
15 that we moved to the -- that CD. It was
16 deferred revenue, but it's looking like we
17 may not even need to take that out for this
18 coming year, but we'll discuss that later.

19 The accounts receivable
20 hearings account decreased to \$64,100 when
21 we collected the Legacy Housing payment. On
22 Page 2 of the balance sheet, there again you
23 see your deferred revenue of \$246,120. The
24 unaudited year to date revenue over
25 expenditures was \$327,921.

1 On Page 3 is your revenue and
2 expenditure statement. The month-to-date
3 revenues were \$34,608 and the year to date
4 was \$1,487,507 compared to one \$1,076,000
5 last year. Part of that increase, we -- you
6 know, was in the hearings and fines and we
7 did write off \$243,000 of that, but even
8 without that, we still had an increase of
9 \$168,000.

10 MR. DUPLESSIS:

11 Very good.

12 MS. ANDERSON:

13 And on the following page,
14 Page 4, the expenditures, we amended the
15 budget at the last meeting and that's
16 reflected there. There were no unusual
17 expenditures this month.

18 The total expenditures on
19 Page 6 year to date -- on Page 6, the final
20 figures were \$1,159,586, and if you take --
21 the offsetting that we wrote off at
22 \$243,000. So if you took that out of it,
23 then our expenses would be in the
24 neighborhood of \$916,226, and that's
25 actually a decrease of \$334 from last year.

1 MR. DUPLESSIS:

2 Very good.

3 MS. ANDERSON:

4 So we did have less in
5 expenditures. The month-to-date revenue
6 over expenditures was a loss of \$82,550, but
7 the year-to-date gain was \$327,921. And if
8 you will turn to Page 7, you can see that
9 same figure in the revenues versus
10 expenditure report.

11 On Page 8 is the certificate
12 of deposit report. There were no changes in
13 that report. We've got -- we put that
14 \$100,000 in the LA Capitol Federal Credit
15 Union with the intent that in August we
16 would take it out. That's our deferred
17 revenues. However, we could look at leaving
18 those funds there. So we need to see how
19 the Commission feels about leaving that
20 money there. It's not going to be needed in
21 the bank account. We can get -- LA Capitol
22 has a six month -- another six month CD for
23 .40 or an annual CD for .45.

24 MR. DUPLESSIS:

25 Have we looked into any other

1 investment opportunities? Ms. Morris, are
2 there --

3 MS. MORRIS:

4 In order to do that, we have
5 to work with the Treasurer's Office before
6 the session and they were trying to take our
7 account away from us, and then we kind of
8 put that on hold. The Treasurer's Office
9 said it had to be FDIC insured which limits
10 us.

11 MR. DUPLESSIS:

12 So bonds.

13 MS. ANDERSON:

14 We're looking into the bond
15 thing, but, I think, the minimum deposit is
16 \$100,000.

17 MR. DUPLESSIS:

18 What's the rate and term?

19 MS. MORRIS:

20 It's a little bit better than
21 the CDs. What they do is, they invest in
22 multiple CDs and search the rates and I
23 think the terms -- you can take it in and
24 out. It's more flexible than a CD. But I
25 think Roy had looked into that at one point

1 and I think he thought because of the
2 minimum deposit amount, it might not be a
3 good idea to tie up that much money.

4 MS. ANDERSON:

5 And because we are limited --
6 our own rule is that we can't invest for
7 more than 12 months. So that limits how
8 much we can get on CDs.

9 MR. DUPLESSIS:

10 Any thoughts, gentlemen?

11 MR. TURNER:

12 It's a dilemma. You're not
13 really making any money.

14 MR. DUPLESSIS:

15 Yes. At 40 basis points, I
16 mean, I'll give you 50.

17 MS. ANDERSON:

18 That's sad. It is.

19 MR. DUPLESSIS:

20 Yes. It really is sad. I
21 don't see any reason why we shouldn't -- we
22 can up this to 45 basis points if we
23 rollover now?

24 MS. ANDERSON:

25 Yes, sir, for a year.

1 MR. DUPLESSIS:

2 For a year. It sounds like a
3 car deal.

4 I take it we've shopped and
5 there are no 75 or 80 basis point deals out
6 there?

7 MS. ANDERSON:

8 Those are gone. I promise
9 you when they come up, they will be gone.
10 We won't be getting .57 or .80 from either
11 of those entities when they come.

12 MS. MORRIS:

13 Well, you don't really have
14 to make a decision until August. So I don't
15 think it's going to change much.

16 MR. DUPLESSIS:

17 There you go. We'll just
18 defer it until August.

19 MR. TURNER:

20 That's next month, actually,
21 the 31st of August. When do we meet in
22 August? I don't have that date.

23 MS. BARON:

24 We meet on the 20th.

25 MR. DUPLESSIS:

1 The 20th.

2 And I guess we have to
3 make a decision today. Would that be
4 correct?

5 MR. TURNER:

6 We could make it next month.
7 Oh, this is July, excuse me.

8 MR. DUPLESSIS:

9 Well, I mean, if it lapses, I
10 mean, they're just going to hold it for us.
11 I mean, it's not going to expire.

12 MS. ANDERSON:

13 The meeting is on the 20th
14 you said?

15 MR. DUPLESSIS:

16 Yes.

17 MS. BARON:

18 I have called them the day
19 before. They don't like it.

20 MR. DUPLESSIS:

21 Mona, what do you recommend,
22 do we need to -- can we defer this another
23 month, would that be of any benefit or
24 should we just go ahead to our 45 basis?

25 MS. ANDERSON:

1 While the rates are up -- -

2 MR. DUPLESSIS:

3 I'm not really sure.

4 MS. ANDERSON:

5 I don't think we're going to
6 get a better rate any place else.

7 MR. TAYLOR:

8 The difference between .6 and
9 .7 is very little.

10 MR. DUPLESSIS:

11 I'm going to make a motion
12 that we accept -- that we roll the CD over
13 for the 45 basis points from LA Capitol
14 Credit Union.

15 MR. TURNER:

16 Second.

17 MR. DUPLESSIS:

18 Second.

19 MS. ANDERSON:

20 Thank you.

21 MR. DUPLESSIS:

22 So moved.

23 MS. ANDERSON:

24 Then, the following page
25 there, on Page 9, is our accounts receivable

1 hearings report. And as we said earlier, we
2 collected the \$90,000 from Legacy Housing on
3 June 5th and that brought our total down to
4 \$64,100.

5 MR. DUPLESSIS:

6 Very good.

7 MS. ANDERSON:

8 Unless there are any other
9 questions, that concludes my financial
10 statement report.

11 MR. TAYLOR:

12 Just very quick, I know we're
13 in a hurry. How long do we keep it on
14 before we write it off as bad debt?

15 MS. MORRIS:

16 I don't have that --

17 MR. PARNELL:

18 We don't have a set time
19 period.

20 MR. DUPLESSIS:

21 What's happened to our
22 long-arm action in Georgia?

23 MR. HALLACK:

24 Ms. Morris.

25 Remember, y'all wanted to

1 turn that over to the Attorney General's
2 Office.

3 MR. DUPLESSIS:

4 Right, I'm just wondering
5 what's the status of it since we haven't
6 discussed it in a while.

7 MS. MORRIS:

8 We've had contact with the
9 Attorney General's Office. They have not to
10 this point -- I don't know -- technically,
11 we sent them the file. I don't know if they
12 have located a Georgia attorney at this
13 point.

14 MR. HALLACK:

15 Neither of those two things
16 have happened.

17 MR. DUPLESSIS:

18 Does that require some action
19 by us to move that ball forward or we are
20 just in the holding pattern until -- at the
21 pleasure of the Attorney General's Office?

22 MS. MORRIS:

23 We need to just follow up on
24 it.

25 MR. DUPLESSIS:

1 Would y'all do that for the
2 next meeting? I would appreciate it. That
3 seems to be a pretty substantial amount of
4 money.

5 MR. HALLACK:
6 \$420,000.

7 MS. MORRIS:
8 It's not actually on the list
9 here, it should be.

10 MR. DUPLESSIS:
11 It should be on our schedule.

12 MR. HALLACK:
13 For accounts receivable?

14 MR. DUPLESSIS:
15 Correct.

16 Mona.

17 MR. HALLACK:
18 Not --

19 MR. DUPLESSIS:
20 There was a fine levied and
21 it's valid. It should be on the
22 receivables.

23 MS. ANDERSON:
24 I just need to get some sort
25 of paperwork. I mean, this was on here when

1 I came. So I just need to --

2 MR. HALLACK:

3 I think it was on there. I
4 think it was taken off.

5 MR. DUPLESSIS:

6 I think it evaporated, yes.

7 MS. ANDERSON:

8 Okay. I will look into it
9 and get ---

10 MR. DUPLESSIS:

11 Thank you so much. I
12 appreciate it.

13 Okay. Any questions about
14 the financial statements?

15 MR. HALLACK:

16 We probably need to put Crown
17 Boats on there, also.

18 MS. MORRIS:

19 It's on at the top.

20 MR. DUPLESSIS:

21 Yes. Crownline is up here
22 for 350 bucks. That's the reason why I --

23 MR. HALLACK:

24 I think it's a lot more than
25 that.

1 MR. DUPLESSIS:

2 Yes. I think it's probably
3 \$350,000.

4 MR. HALLACK:

5 It's probably a half a
6 million.

7 MR. DUPLESSIS:

8 Okay. Any more questions for
9 Mona on the financial statement?

10 (No response.)

11 MR. DUPLESSIS:

12 Do I have a motion to accept
13 the financials?

14 MR. CORMIER:

15 I make a motion to approve
16 the financials.

17 MR. TAYLOR:

18 I second.

19 MR. DUPLESSIS:

20 Second.

21 Any objection?

22 (No response.)

23 MR. DUPLESSIS:

24 So moved.

25 We'll get to Mr. Hallack's

1 invoices, I believe. Legal matters.

2 MR. PARNELL:

3 Commissioners, look into your
4 legal matters in your binder and you'll find
5 Mr. Hallack's bill for June 2012. I had our
6 Fiscal Officer, Mona, review the amount
7 listed to ensure that that's a correct
8 charge according to the time limits, and
9 then I had reviewed the services performed
10 to make sure that it's correct and is
11 actually accurate. The total bill for June
12 2012 is \$3,675. The large cost within that
13 bill, which added up to \$3,100 occurred on
14 6/25 with regard to the preparation for our
15 hearings. We did have a large amount of
16 documents that we were kind of going through
17 this past month to prepare for the hearings.
18 So that's why the bulk of that fee was
19 within the \$3,100.

20 MR. DUPLESSIS:

21 Very good.

22 Any questions or concerns?

23 (No response.)

24 MR. DUPLESSIS:

25 Motion to accept?

1 MR. TAYLOR:

2 I make a motion we accept.

3 MR. DUPLESSIS:

4 Second?

5 MR. CORMIER:

6 Second.

7 MR. DUPLESSIS:

8 Any objection?

9 (No response.)

10 MR. DUPLESSIS:

11 So moved.

12 Are we getting close to where
13 we need to modify our budget? It looks like
14 we're coming right in right about on budget
15 with legal fees; is that correct, Mona?

16 MS. ANDERSON:

17 With what? I'm sorry.

18 MR. DUPLESSIS:

19 It looks like we're pretty
20 good on our budget. We don't need to amend
21 our budget?

22 MS. ANDERSON:

23 No, sir. We amended it at
24 the last meeting. We're in good shape.

25 MR. DUPLESSIS:

1 Very good.

2 And, Ms. Morris, you don't
3 have one?

4 MS. MORRIS:

5 Mine was just under the limit
6 for Mr. Parnell to be able to approve.

7 MR. DUPLESSIS:

8 Very good.

9 Let's move on, the Executive
10 Director's report, please.

11 MR. PARNELL:

12 The next item is review of
13 complaint totals. If you will look into the
14 total -- complaint total, you will find my
15 alleged issue reports. During the month of
16 2012 of June, there were 116 alleged issues
17 that consumers complained about. Twenty of
18 those were non-delivery of title, whereas 18
19 were refunds. That is typical. Month to
20 month, that shows in that same fashion. The
21 second document is the case report. The
22 case report, again, illustrates the total
23 number of cases that were assigned during
24 the month of June 2012. There are 82
25 assigned to investigators. Twenty-two were

1 completed, which left 60 of those cases
2 remaining open.

3 The next item is the
4 department summary report. That report
5 shows the total number of cases that were
6 closed in their entirety for that month.
7 Keep in mind that it shows 130 cases closed
8 for the month, but that's not necessarily
9 the ones that were open during the month of
10 June. There were some cases that were
11 ongoing and those were closed in that month.

12 The next item under Executive
13 Director's report is the technology
14 upgrades. I just kind of want to give you
15 some updates on technology upgrades and
16 license renewals. We've been working pretty
17 diligently in preparation for renewal
18 season. As you may recall, we were able to
19 acquire three servers, the associated
20 routers, racks, and all of the equipment at
21 no cost. If we would have purchased that
22 equipment, it would have cost us about
23 \$10,000 to do that. The equipment came at
24 the right time because, as you recall, we
25 were talking about trying to move into a

1 place where we create an e-mail address to
2 send out to all of our licensees and with
3 that e-mail address, that will be our form
4 of communication, which is going to cut back
5 on all of our bulk mail associated with our
6 licensing.

7 Our communications -- we can
8 get out communications much faster, much
9 more efficient. What -- the main thing that
10 is going to happen in relation to our
11 licensing, what it's going to do, it's going
12 to help out with our administrative
13 coordinator. Once they've reviewed all of
14 the documents associated with that
15 application, they will then just put it in a
16 print queue.

17 And after I talked to our IT
18 person, I was informed that he has done this
19 for another agency, which I saw that it
20 could be very advantageous for us. Once we
21 put it in the print queue, it's sent to one
22 of those servers, whereas every hour on the
23 hour, it can actually pick up what's in that
24 print queue.

25 It will send out an e-mail to

1 the person -- to our licensee with a link
2 where they can go in and click on and print
3 their own license out at that point. So we
4 will get away from as much bulk mail that we
5 were doing in the past trying to get all of
6 those licenses out to everybody.

7 Every day throughout the
8 entire year, we send out probably at least
9 60 letters or 60 documents to all of our
10 dealers. During the renewal period, of
11 course, it's increased substantially. And
12 if we function with communicating via
13 e-mail, it could be more efficient.
14 Everything could be done a lot faster. Our
15 IT person, he's kind of working on the
16 progress. He's kind of working on this
17 right now. He has set up the e-mail server,
18 the link for the new licenses and create the
19 addresses automatically. He's currently
20 working on the main -- the e-mail addresses
21 to use and he will start coding and creating
22 the licenses within a week or so.

23 With that said, when we
24 started looking at just updating our e-mail
25 process, we've got to try to update our

1 bandwidth. Of course, I didn't really know
2 what he was referring to, but when he kind
3 of explained to me about the bandwidth, the
4 bandwidth is pretty much our Internet, what
5 we can do and the speed, which we can do it
6 in. We currently have broadband, which is a
7 little bit outdated as far as technology and
8 we're operating at one meg, right now. I
9 kind of shopped around and he said I need to
10 get at least five to 10 meg just to start
11 this process and we need to increase it
12 throughout our time. We will do that as it
13 comes because every day usually here in the
14 office, we get like really slow like around
15 2:30, 3:00 in the afternoon because -- I
16 don't know if a lot of people are online. I
17 know here sometimes it just dies out on us.
18 I kind of reached out to one company and got
19 a little quote for them about what we can
20 get for the money. Currently, we're paying
21 about \$129 a month for one meg. When I
22 spoke with this company, he said, you guys
23 are a business. I said the agency had one
24 meg and he kind of laughed at us. He was,
25 like, oh, I've got 15 megs at my house.

1 MR. TURNER:

2 Who are we getting our
3 service from now?

4 MR. PARNELL:

5 Broadband.

6 So what I did was, I kind of
7 reached out to an additional company. I
8 just kind of felt them out to see what kind
9 of cost would be associated with them and I
10 did talk to one company where we would get
11 10 meg, which would give us 10 times more
12 speed. Actually, right now, they're running
13 a special. It would be a little bit lower
14 cost. It would be like \$99 a month.

15 So with that said, I kind of
16 contacted the Office of Telecommunication
17 Management because we have to go through OTM
18 to do our bidding processes. Again, this is
19 a little bit more involved with just trying
20 to update some things. But I did speak with
21 her and I kind of sent her the quote that I
22 got. The total would be about \$140 a month.
23 I kind of sent it to her just to kind of let
24 her see what kind of quotes I can get
25 outside, and she sent me an e-mail back just

1 saying that it would be a little bit more
2 than that because of the State contract and
3 we can't do a three-year contract with
4 anybody because we are a State entity. And
5 she said it would be just a little bit more
6 than the cost that I found on the quote.

7 So I'm kind of excited about
8 that. So we can move a little bit faster --
9 much faster, 10 times more fast, and more
10 speed, and this is going to be particularly
11 well -- particularly good because of --
12 we're trying to gear up everything to try to
13 upgrade our website. We're trying to update
14 everything, so we can actually use our
15 technology, our e-mail, our website more
16 effective, more efficient and with us
17 upgrading, you can download 10 times faster
18 and upload two times more fast. So it's
19 considered a 10/2 update.

20 So with that, we will be able
21 to do things much faster and when people log
22 into our website, they will be able to get
23 to what they need to do much faster than
24 what we are right now, because it's been
25 slow, but I didn't really understand why it

1 was so slow, but now that we have the
2 information, I understand.

3 The next item is the license
4 renewals. The staff has been working pretty
5 hard in preparing for the upcoming renewal
6 season. We've been updating the website.
7 All forms have been updated, so we can avoid
8 some of the redundancy in what we're doing.
9 I moved staff around a bit and we've done
10 much more training in relation to making
11 sure that we're very systematic on what we
12 do once a licensee submits his application,
13 so we can get it out in a far more efficient
14 timeframe.

15 I have advised the staff that
16 I'm expecting to get much more out of them
17 this year. I told them that by January
18 15th, I want everyone who submitted a
19 renewal application by December 31st to have
20 their license out of here. So I'm putting a
21 little bit more pressure on them because,
22 number one, we did increase staff size and,
23 number two, we're going to have far less
24 licensees to license this year because we're
25 moving to our second set of districts that

1 moved to two year licenses.

2 So it's kind of -- half of
3 our licensees as far as dealer licenses, we
4 will license this year. Of course, we still
5 are going to have to license all of our
6 salesmen licenses.

7 But that pretty much
8 concludes the Executive Director's report.
9 I kind of wanted to touch base with
10 everybody and give you some updates of what
11 has been going on and what we're looking
12 forward to for the future.

13 MR. TURNER:

14 We're still going to be
15 mailing packets out to everybody?

16 MR. PARNELL:

17 What I want to do this year
18 is, I want to mail out not a packet, but I
19 do want to mail out a letter to them
20 notifying that from that point forward,
21 everything that we're going to do is going
22 to be via e-mail. So I will still need to
23 mail out a single document. I looked at
24 postcards and we're still kind reviewing if
25 that would be okay, whether a single page

1 document -- a letter. But I still will need
2 to send out bulk mail this year and it will
3 be a letter notifying every licensee that
4 moving forward, every communication that
5 we're going to have from that point forward
6 will be via e-mail.

7 Now, with the e-mail, you can
8 go in and create -- you can forward the
9 e-mail to wherever you want it to go, but
10 we're going to send everything to that
11 e-mail address.

12 MR. TURNER:

13 How many licensees' e-mails
14 do we have now, about how many do we have?

15 MR. PARNELL:

16 Probably, 7,000 licensees.

17 MS. BARON:

18 Well, out of the whole 7,000

19 --

20 MR. PARNELL:

21 Probably. That's just from
22 us trying to get them to submit it to us.

23 MR. TURNER:

24 I'm just wondering why -- the
25 half that you have --

1 MR. PARNELL:

2 We will send --

3 MR. TURNER:

4 -- if you're going to send
5 them a letter, why don't we just send them
6 an e-mail?

7 MR. PARNELL:

8 We can -- I can send them
9 out. So much of that comes back because
10 people change their e-mail so much, so
11 often. That's why it's so much better for
12 us to create that e-mail address and send it
13 to them and this is one that we're going to
14 send everything to. So when they say, I
15 don't have an e-mail address, I didn't get
16 it, we can always refer back and say, yes,
17 you did. You received it, when you received
18 it. That's the whole idea of creating the
19 e-mail address because when she sends out --
20 she sends them out to them, but we get
21 probably out of -- we may send out 4,000 and
22 you'll get -- about \$2,000 of them will come
23 back, whatever the case may be, maybe not
24 half, maybe a little less than half. A
25 large number come back us to.

1 MR. DUPLESSIS:

2 What's your total licensees,
3 how many dealers do you have? That's the
4 key.

5 MR. PARNELL:

6 You're looking at about 3,600
7 dealers, about 3,600 dealers.

8 MS. BARON:

9 I've got 1,293.

10 MR. PARNELL:

11 You have 1,293.

12 MR. DUPLESSIS:

13 Yes. People actually buy an
14 e-mail list for those guys.

15 MR. PARNELL:

16 That was the whole reason why
17 when I understood what's going on, how the
18 other agency and how they're functioning, it
19 really appealed to me and I saw that we
20 could really move our agency forward with
21 doing this, so we can actually become more
22 efficient because as you all know, when we
23 have a lot of -- we have some issues last
24 year with our turnaround time and I wanted
25 to get things out far faster and get the

1 information in the dealers' hands faster.

2 MR. DUPLESSIS:

3 Tell us about the CAVU piece.
4 Where are you guys?

5 MR. PARNELL:

6 CAVU, we're still working on
7 it. This year, we're kind of moving forward
8 where we are -- there were some upgrades
9 that they wanted us to move to, but I
10 refused to go ahead and pay the additional
11 funds for something that we'll probably lose
12 some of our function for this year. As we
13 did last year, we paid for the upgrade and
14 we were assured that everything would be
15 smooth, it would be better, but we actually
16 lost some of our abilities last year with
17 the upgrade, which is not logical and it
18 makes no sense, but that is what happened.

19 So moving forward, we kind of
20 talked about going forward with what we have
21 right now by starting the process to
22 actually look at other licensing software,
23 so we can kind of try to move to a different
24 licensing software for our 2013 -- well, the
25 2014 licensing period. It's kind of -- you

1 know, there are a lot of things out there, a
2 lot of different types of products out
3 there, and I'm just trying to be able to
4 pinpoint something that would really benefit
5 us.

6 We've run into a situation
7 where -- I kind of looked at one or two that
8 were kind of custom programs, but it was
9 just outrageous on cost, but there are some
10 box programs that we can kind of look at
11 that would be far more user friendly to us
12 and actually do what they say they're going
13 to do and fix problems as they come along.
14 That was one of the major issues we ran into
15 with CAVU. Once we had a problem, okay,
16 they would send it to their production and
17 take seven months to get back to us, you
18 know. We just, I think, were able to get
19 our e-checks that we had set up last year to
20 do that. We took it down in October and I
21 think we just -- we were able to get it back
22 up in June.

23 MS. ANDERSON:

24 They called us and wanted to
25 transfer over with a statement from using

1 the -- I forget who the old e-check or ACH
2 vendor was. They went to using Chase. And
3 we actually missed that transfer over
4 because we weren't up and going because we
5 were waiting on CAVU to fix it or iron it
6 out.

7 MR. PARNELL:

8 Yes. So, I mean, they were
9 bought out by another company, Iron Data, I
10 informed you-all of. I mean, they've
11 communicated with us, yes, but, I mean, just
12 communicating and getting things done is two
13 separate things, you know. We -- they
14 always have these meetings where they want
15 to call and we talk about the issues and
16 what's going -- what's happening, but, I
17 mean, I've kind of gotten tired of talking
18 to them about these things, you know,
19 because it takes so long to get these things
20 fixed. So I just want to go in a different
21 direction and we're just going to try to use
22 them for right now and not make any
23 increased cost of upgrades with them until
24 we move.

25 MR. DUPLESSIS:

1 Well, I think what we know
2 about CAVU that we're open to changing
3 software vendors. Keep us posted and we'll
4 move on.

5 Derek, I notice that we don't
6 have Legislative Committee.

7 MR. PARNELL:

8 No.

9 MR. DUPLESSIS:

10 I guess there was no good
11 reason, but I want to bring something up
12 that came up last and maybe we can schedule
13 it and put it on the agenda for next meeting
14 and that is your rules --

15 MR. PARNELL:

16 Okay.

17 MR. DUPLESSIS:

18 -- and a review of -- since
19 we have this new legislation, we have some
20 conflicts in our policies and some other
21 things that we would like to move to rules,
22 which requires a certain protocol, but it
23 gives us adhesion just under a law. It is
24 -- it's the way I think that we should go
25 for questions in the future. Would you give

1 me a brief overview and recital of a policy
2 or a rule and a law and how it impacts us
3 and the changes that you think we need to
4 make in the future?

5 MS. MORRIS:

6 Well, the law has been
7 enacted by the Legislature kind of defines
8 what the duties and authority of the
9 Commission are, but you have the authority
10 adopt rules and regulations to clarify or to
11 set forth procedures to enforce the laws
12 that the Legislature has adopted. We did do
13 a revision kind of in the transfer.

14 When recreational vehicles
15 went over, we had to revise our rules to
16 make that work, but I don't think we've done
17 a substantive comprehensive revision, at
18 least since I've been here. I don't know
19 when the last one was done. So, probably,
20 because everybody is going through reading
21 the rules and make sure, so if we have
22 anything that's outdated or needs to be
23 updated because of changes in the industry
24 or because of the way we're handling
25 licensing or something like that, that could

1 be incorporated into the rules. You have a
2 number of policies that are adopted and it
3 appears to me that some of the things that
4 are in the policies need to be in rules.

5 Policies should regulate the
6 processes within the office, but they should
7 not regulate or place requirements on the
8 licensees. Anything that a licensee is
9 required to do should be in the rules. So
10 in the process of revising the rules, we can
11 probably incorporate some of the things that
12 are in the policy.

13 MR. DUPLESSIS:

14 And, Mr. Hallack, you deal
15 with some issues that probably should be
16 promulgated into rules. So if you would
17 give us a quick review and put it on the
18 agenda and pick it up for next month. Okay.

19 Mr. Parnell, that concludes
20 your report?

21 MR. PARNELL:

22 It does.

23 MR. DUPLESSIS:

24 Any questions, Commissioners?

25 (No response.)

1 MR. DUPLESSIS:

2 I guess that completes
3 actually this meeting and I'll entertain a
4 motion to adjourn.

5 MR. TAYLOR:

6 I make a motion we adjourn.

7 MR. CORMIER:

8 Second.

9 MR. DUPLESSIS:

10 So moved.

11 And I guess we'll move to the
12 hearings and we'll take about a 10 minute
13 recess and we'll re-convene at about 25
14 after. Pardon me, 10:30.

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17 (Meeting adjourned at 10:16 a.m.)

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