

LOUISIANA USED MOTOR VEHICLE COMMISSION

STATE OF LOUISIANA

REGULAR MEETING

August 15, 2011

BEGINNING AT 9:34 A.M.

3132 VALLEY CREEK

BATON ROUGE, LOUISIANA

REPORTED BY:

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1 APPEARANCES :

2

3 CHAIRMAN:

4 MR. JOHN POTEET

5

6 COMMISSIONERS PRESENT:

7 MR. GEORGE BREWER

8 MR. RHETT BOURGEOIS

9 MR. TONY CORMIER

10 MR. RON DUPLESSIS

11 MR. GEORGE FLOYD

12 MR. HENRY "DARTY" SMITH

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16 REPRESENTING THE LOUISIANA USED MOTOR
17 VEHICLE COMMISSION:

18

ROBERT W. HALLACK, ESQUIRE
HALLACK LAW OFFICE
13007 JUSTICE AVENUE
BATON ROUGE, LOUISIANA 70816

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1 ALSO PRESENT:

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3 MS. KIM BARON

4 MR. DEREK PARNELL

5 MS. MONA ANDERSON

6 MS. SHEILA JONES

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1 MR. POTEET:

2 Tony, will you lead us in the

3 Pledge of Allegiance?

4 (Pledge of Allegiance.)

5 MR. POTEET:

6 All right, Kim.

7 MS. BARON:

8 John Poteet?

9 MR. POTEET:

10 Here.

11 MS. BARON:

12 George Brewer?

13 MR. BREWER:

14 Here.

15 MS. BARON:

16 Louis Bourgeois?

17 MR. BOURGEOIS:

18 Right here.

19 MS. BARON:

20 Tony Cormier?

21 MR. CORMIER:

22 Here.

23 MS. BARON:

24 Ron Duplessis?

25

1 MR. DUPLESSIS:

2 Here.

3 MS. BARON:

4 George Floyd?

5 MR. FLOYD:

6 Here.

7 MS. BARON:

8 Kirby Roy?

9 MR. ROY:

10 (No response.)

11 MS. BARON:

12 Darty Smith?

13 MR. SMITH:

14 Here.

15 MS. BARON:

16 And Douglas Turner?

17 MR. TURNER:

18 (No response.)

19 MS. BARON:

20 Mr. Chairman, we have a

21 quorum.

22 MR. POTEET:

23 Do we have anyone here for

24 public comments today?

25 MS. BARON:

1 Did you see your new name
2 plate?

3 MR. POTEET:

4 Yes. I did see it.

5 Do we have anyone for public
6 comments today?

7 MS. BARON:

8 Not today.

9 MR. POTEET:

10 All right. Let's see. We've
11 got approval of the minutes from the
12 previous meeting.

13 Has everyone had a chance to
14 read the minutes? I need a motion to
15 approve the minutes.

16 MR. BOURGEOIS:

17 I make a motion.

18 MR. SMITH:

19 I second.

20 MR. POTEET:

21 Motion.

22 All in favor?

23 (All "Aye" responses.)

24 MR. POTEET:

25 All right. That passes.

1 Financial matters, Mona, are
2 you ready to tell us all about the financial
3 situation?

4 MS. ANDERSON:

5 If you turn in your packet to
6 the financial statement, Page 1 of your
7 financial statement is the balance sheet.
8 The cash balance in the bank as of July 31
9 was \$656,496. Further down in that same
10 section, the prepaid expenses include -- we
11 made a payment in July to the Office of Risk
12 Management of \$21,309, and that was for
13 business insurance, the auto, property,
14 liability, workers' comp, and we put that in
15 prepaid expenses, and a portion of that will
16 be expensed out under the insurance expenses
17 each month during the fiscal year, and that
18 did come in lower than it did last year, and
19 we will discuss that later.

20 On Page 2 of the balance
21 sheet, your revenue over expenses was a net
22 loss of \$30,245. Moving on to the revenue
23 and expenditure statement, Pages 3 through
24 7, I believe, on Page 4 about midway of the
25 page is your total revenues for the month

1 and year to date, that being 44 -- I'm
2 sorry, \$29,436. That's our first month of
3 the fiscal year. Under expenditures and
4 salaries, we had \$44,604 in expenditures,
5 and that includes the benefits. On July 1,
6 the State increased our employer
7 contribution to the retirement system by 3.6
8 percent. So you will see that reflected
9 throughout the months and we will probably
10 have to end up amending the budget at the
11 end -- closer to the end of the year to show
12 that increase.

13 On Page 5, the operating
14 expenses were \$10,504 and we are in pretty
15 good shape there. Like I said, that
16 includes that expense for the insurance.
17 Our new insurance expense annually was
18 \$15,800 lower than last year and the primary
19 difference in that when we renewed the two
20 policies was the reduction in our fleet. So
21 our risk was smaller. So we paid a lower
22 premium on our insurance annually. Under
23 professional services, the total was \$3,930
24 for the month.

25 On Page 6, the total

1 expenditures was \$59,682 and that leaves 94
2 percent left in the budget, which is -- we
3 are in good shape there. Normally, after
4 the first month of the year, you should be
5 at 92 percent. So we are well within our
6 budgeted expenditures. On the following
7 sheet, the revenue and expenditure
8 comparison, again shows your net loss for
9 the month of \$30,000, but if you look over
10 there on the right-hand column, the
11 difference in the revenue between this year
12 and last year, we are about \$13,000 over in
13 revenue and \$22,000 under in expenses
14 compared to last year same time.

15 MR. POTEET:

16 We're doing a good job,
17 aren't we?

18 MS. ANDERSON:

19 We are doing a great job.

20 On the following page, the
21 certificate of deposit summary,
22 unfortunately our interest rates are still
23 the same. There is no change in that
24 report.

25 MS. BARON:

1 1.75.

2 MR. CORMIER:

3 That's unbelievable.

4 MS. ANDERSON:

5 On the following page, Page
6 9, is the accounts receivable hearings. We
7 added ASAP Auto Sales at \$12,300, and we
8 collected on those three that you see in the
9 center of the page totaling \$1,400, leaving
10 a balance in your receivables of \$38,800 in
11 your hearings receivables.

12 And just for your
13 information, tomorrow our auditor, Mary Sue
14 Stages, will be here and she will begin the
15 audit of last year's financials. So we
16 should have that shortly for you. And if
17 there are no other questions, that concludes
18 my report.

19 MR. POTEET:

20 How long does it normally
21 take for the audit?

22 MS. ANDERSON:

23 This is my first time working
24 with this auditor, but, generally, you know,
25 it takes them a couple of weeks. I believe

1 she has to have the figures and everything
2 in by the end of this month, but then it
3 will take her -- you know, to come up with
4 the actual audit, it will probably take
5 another month for her to do that.

6 MR. POTEET:

7 So we'll probably see that at
8 the October meeting?

9 MS. ANDERSON:

10 Yes, sir.

11 MR. POTEET:

12 That's probably what we did
13 last year, probably the same time frame.

14 MR. BREWER:

15 Can I ask about ASAP Auto or
16 should I not ask about that?

17 MS. ANDERSON:

18 Well, actually, I believe
19 we've already collected that, but it's in
20 August. So it's not showing up on your
21 statement, yet. It will show up next month.

22 MR. BREWER:

23 What happened?

24 MS. BARON:

25 The bond paid.

1 MR. BREWER:

2 The what?

3 MS. BARON:

4 The bond paid, surety.

5 MR. BREWER:

6 Isn't ASAP out of Houma?

7 MS. BARON:

8 No, that's the one in New
9 Orleans.

10 MR. BREWER:

11 In New Orleans.

12 MS. BARON:

13 It's not the one in Houma.

14 MR. BREWER:

15 Okay.

16 MS. BARON:

17 No, the one in Houma is
18 Phillip Morrow, is that the one you're
19 talking about?

20 MR. BREWER:

21 Wait, I have it mixed up with
22 another one. It's AAP or something like
23 that.

24 MR. PARNELL:

25 While we're talking about

1 this one, if you notice, there's a meeting
2 date of 1/24/2011, Midcity Auto. When we
3 had that hearing with them for the \$22,000
4 assessed fines and costs, we had been going
5 back and forth with the insurance company,
6 which was -- who was that?

7 MS. BARON:

8 Great American.

9 MR. PARNELL:

10 Great American.

11 They are contesting paying
12 the bond because I guess James Morris
13 contested it. They believed that what we
14 were assessing the fine for and the reasons
15 that the bond -- it wasn't proper, the bond
16 didn't cover that. We kind of went back and
17 forth for a little while.

18 Last week, we kind of spoke
19 with them one more time because I was
20 speaking with Mr. Hallack and he was --
21 specifically, it was not doable. There is
22 not anything he can have done about it. I
23 spoke with them -- we spoke with them one
24 last time last Monday and we did -- by
25 Friday, they did come back with us and tell

1 us that, of course, they don't agree with
2 it, but they are going to go ahead and pay
3 the bond. So this amount will reduce
4 probably at our next meeting or so, but they
5 are going to go ahead and pay that bond.
6 They didn't -- it is not really their --

7 MR. BOURGEOIS:

8 What do they owe?

9 MR. PARNELL:

10 The bond is just 20 and
11 there's still -- there's 22,000.

12 MR. BOURGEOIS:

13 Which we will never get.

14 MR. PARNELL:

15 I just wanted to talk about
16 that right now while we're right there on it
17 because it is going to be later on in my
18 report.

19 MR. BOURGEOIS:

20 I was curious why. I was
21 going to ask that question.

22 MR. POTEET:

23 Are there any more questions
24 for Mona or any other comments or questions
25 on the financial reports?

1 We need a motion to accept
2 the financial reports.

3 MR. SMITH:

4 I make a motion.

5 MR. CORMIER:

6 Second.

7 MR. POTEET:

8 All in favor say "Aye."

9 (All "Aye" responses.)

10 MR. POTEET:

11 All right. Let's see. The
12 next thing on the agenda is payment of
13 invoices. We have an invoice here from
14 Attorney Morris.

15 MR. PARNELL:

16 Commissioners, I have gone
17 through this line by line, calculated the
18 hours to be sure that everything is
19 fashionable on here and this is the cost of
20 it. It's \$22,100.

21 MR. POTEET:

22 It looks like it's all
23 related to today's hearings.

24 MR. PARNELL:

25 Well, from the last hearing.

1 MR. POTEET:

2 And the preparation of
3 documents.

4 All right. Any comments on
5 that -- on her invoice?

6 (No response.)

7 MR. POTEET:

8 If not, we need a motion.

9 MR. BOURGEOIS:

10 I make a motion we pay the
11 bill.

12 MR. POTEET:

13 A motion to pay the bill.

14 MR. CORMIER:

15 Second.

16 MR. POTEET:

17 Second.

18 All in favor, say "Aye."

19 (All "Aye" responses.)

20 MR. POTEET:

21 All right. We'll pay Ms.

22 Morris.

23 Let's see. Next, Mr.

24 Hallack, I think we've got you on the agenda

25 here, LUMVP versus Sundance Boats, update on

1 that.

2 MR. HALLACK:

3 Well, I think mainly Derek
4 has something to advise y'all of. I had
5 spoken to Susan Lewis of the Attorney --
6 Susan Langley, I'm sorry, at the Attorney
7 General's Office and she told me that the
8 Attorney General's Office cannot collect out
9 of state debt. And I had talked to several
10 other people who didn't know and she was the
11 last stop. And so she suggested that we
12 have to get an attorney from Georgia, but I
13 think Ms. Morris has learned something else,
14 that we can't do that.

15 MR. PARNELL:

16 Correct. The reason we found
17 this information out as well, she said --
18 Ms. Morris did check with -- she had a
19 contact at the A.G.'s Office and she
20 contacted them, found out that we cannot
21 hire an attorney outside, that we have to
22 have legislative authorization to do so. We
23 don't have that, and only two agencies have
24 that, the Ethics Board, and I believe
25 another board, that there is. She did make

1 mention -- she asked the gentleman, do they
2 do that, and he stated that they still do
3 it. She gave me the person's name. Ginger
4 Epps is the person that's actually over that
5 segment of the A.G.'s Office, but we cannot
6 -- from what I understand, this is something
7 that we are going to look at a little bit
8 deeper because they told Mr. Hallack
9 something and she found something else out.
10 So it's two conflicting things that we are
11 hearing from the same agency. So let's make
12 sure we do our due diligence and make sure
13 of what we are doing on it because if we
14 have to have legislative authorization,
15 that's not going to happen any time soon.

16 MR. POTEET:

17 Or ever, probably.

18 MR. PARNELL:

19 I mean, we would have to wait
20 until session is in order to do that.

21 MR. POTEET:

22 So as you understand it, it's
23 possible that Ginger Epps that they would
24 handle the case?

25 MR. PARNELL:

1 From what I understood, that
2 they can handle the case at 25 percent
3 contingency, but that's the last I heard of
4 it. Granted, this was earlier this morning
5 when I found this information out. So I
6 will get some more information and relay
7 that to you. She will be here today at
8 10:15.

9 MR. POTEET:

10 Ms. Epps?

11 MR. PARNELL:

12 No, I'm sorry, Attorney
13 Morris, she will be here. You can ask her
14 more specific. She can kind of give you a
15 little bit more detail on what she found out
16 if we wanted to move this a little further
17 because I went back and I did some
18 calculations of the actual amount that we
19 were looking at because I know we talked
20 about it last month and from March 17 of '09
21 through October 29, of 2009, which was seven
22 months, 210 days, times your \$2,000 per day
23 was \$420,000. That was the actual number.

24 MR. POTEET:

25 I would pay \$100,000 to get

1 400. If anybody has a deal like that, let
2 me know. Okay.

3 So we are going to follow up
4 on that --

5 MR. PARNELL:

6 Yes, definitely.

7 MR. POTEET:

8 -- before we do any more work
9 with that.

10 Does anybody else have any
11 questions about that?

12 MR. DUPLESSIS:

13 Is he selling boats in
14 Louisiana?

15 MR. PARNELL:

16 As I understand, he's not.

17 MR. HALLACK:

18 He is not for 2011. He did
19 have a license for 2010.

20 MR. POTEET:

21 All right. I think we're
22 ready to move on to the Executive Director's
23 report. And just to let you know, Derek is
24 going to be leaving on vacation. He is not
25 going to stay for the hearings today. So if

1 you have any questions, we don't want to
2 hold up his vacation, be sure to ask a lot
3 of questions.

4 MR. PARNELL:

5 We are going to Florida, I'm
6 driving down. So if y'all need -- Mona is
7 here. Kim is here. I feel very confident
8 in their ability. So it's going to be fine.
9 So if you need anything, please contact them
10 and if something is out there that is
11 strenuous for them, they are going to
12 contact me.

13 MR. POTEET:

14 Okay.

15 MR. PARNELL:

16 All right. If you turn with
17 me to the complaint totals in your packet.
18 You should have a report about our
19 complaints. The first report in your packet
20 is the alleged issue counts. For this
21 month, there's a total of 87 alleged issues
22 for July. Twenty-one are refund requests
23 and 18 are non-delivery of title. As I said
24 before, in most cases, these are
25 interrelated. Once -- many get one or the

1 other, that satisfies the other complaint,
2 the other violation. The second item is the
3 case report. The case report breaks out the
4 amount of cases per investigator that was
5 assigned for the month of July. If you
6 notice, there are 71 assigned cases in July.
7 Twenty-six of them are completed, which
8 leaves 45 open cases. For July of 2011,
9 it's a total of 37 percent completion rate.

10 The next item is the
11 Department summary report. This shows the
12 amount of cases for the month of July that
13 were closed. This number is a little bit
14 different from the others because you have
15 to realize that some of these cases are from
16 prior months that just all got closed within
17 that one time frame, which is 61 cases.

18 The last document is the
19 comparison of July 2010 versus July 2011.
20 July 2010, there were 53 cases, in 2010, and
21 in July 2011, there were 64 cases. Please
22 note that the 64 total from July 2011 in
23 relation to the case report, which is the
24 second one, shows 71 as the total. The
25 discrepancy is due to the seven cases

1 assigned to the claim against the bond
2 hearing and violation assignments.

3 Do we have any questions or
4 concerns in our complaint totals?

5 (No response.)

6 MR. PARNELL:

7 Okay. The second item that I
8 want to report on is our CAVU training.
9 Last week, we had our representative from
10 CAVU come down. She stayed with us on the
11 10th and the 11th and she worked with us
12 primarily on configuration of the new
13 upgrade and just some more of the training
14 and some best practices that we can kind of
15 go to. Honestly, when sitting through that,
16 I did not know that CAVU can perform as many
17 functions as it can. We just didn't know
18 that in the past.

19 Now, moving forward, we are
20 trying to really utilize it for what we are
21 paying for. So we are supposed to be
22 rolling out the new upgraded system on the
23 25th. And, really, it is going to be able
24 to do a little more robust than what we are
25 doing here in the office, what we are going

1 to be able to offer online, a little bit
2 more flexibility. So it is something that
3 we are really looking forward to having in
4 place. But I thought it was good training,
5 just learning the features and Kim is going
6 to be working really close with Debbie Brown
7 on configuring, so we can actually do what
8 we need it to do. She came in and she did a
9 real good job. She had a projection and she
10 kind of walked through with us and got to
11 actually put her hands on it and actually do
12 some configurations, which is really good
13 because she was involved with the last go
14 round on configuration. So I'm feeling
15 pretty confident that it is going to be a
16 system that we can -- we really like.

17 Do you have any comments that
18 you want to say about it, you are good?

19 MR. POTEET:

20 Any comments at all?

21 MS. BARON:

22 It was awesome. It really
23 was. Well, maybe I do. It kind of opened
24 our eyes as to what we are not actually
25 using the system for. It is going to be

1 able to do a lot more than we had originally
2 thought. The online is going to be really,
3 really good if people will just go out there
4 and use it. So it is going to be
5 interesting to see when we send renewal
6 packets out, how many people are going to go
7 online this year and actually do it. When
8 Derek comes back from vacation, we are going
9 to get the letter out and everything telling
10 people that if they need a renewal packet,
11 they are going to have to contact us we are
12 not going to send them out. They can go
13 online and print it out and mail it in if
14 they want to or they can just go ahead and
15 do it online.

16 And CAVU is working on
17 getting us some file uploads, so that you
18 can upload your insurance and your bond when
19 you submit your online renewal. So you
20 don't have to mail it in or you don't have
21 to fax it in, you can just upload it and add
22 it onto your renewal while it is out there
23 and just go ahead and pay for it and get
24 everything scanned and uploaded and you are
25 done, you know.

1 MR. POTEET:

2 When will that be available?

3 MS. BARON:

4 They are going to upgrade us
5 on the 25th, and it will be available at
6 that time. I don't know if Derek has any
7 plans to maybe turn it off until we actually
8 get closer to sending the letter out and
9 everything because they have to have their
10 online password and log in and everything
11 before they can actually go on it, which if
12 you remember from last year, a lot of folks
13 --

14 MR. PARNELL:

15 This is what the plan is, we
16 will have it in place on the 25th until we
17 send our letter out to ensure that everyone
18 has their proper password and log in, and
19 then I will go ahead and put it live for
20 them to actually use it that way. There was
21 one concern, though, that I had was that I
22 knew there was some concern, I think from
23 some of you as Commissioners, last year when
24 we would go online, it is actually logging
25 in and paying for your dealership and all of

1 your, I guess, employees or your salesmen at
2 one time. There is a feature that it can do
3 that, but we had a situation where once we
4 have a crime check, it kind of changes the
5 way it can happen. It can still be done,
6 but it makes it a little bit more difficult.
7 What the dealer can do is go in and just not
8 check on that person criminal check. So
9 they can go ahead and pay for everybody. It
10 just depends on how we -- we are going to
11 play with that a little bit further and see
12 if we can get that streamlined a little bit
13 better because I think it is better if we
14 could be able to go ahead and just click one
15 time, one payment versus going out, coming
16 back in, going out and coming back in for
17 each transaction and having separate
18 transactions. So that's something that we
19 are definitely looking at doing, but all in
20 all, CAVU seemingly, at this point, looks
21 like something that we really can really
22 take advantage of what it can do. We
23 haven't done that. We have probably used it
24 -- probably maybe a 12 to 15 percent level
25 of what I found that we -- that other thing

1 that it can do for us.

2 Now -- we have to work smart
3 now because we have such a small staff
4 before they can kind of do a little bit
5 working around. They had the manpower
6 actually to get in there and get it done,
7 but we can't do that. So we have to
8 continue to move forward, which leads me to
9 our next item, which is our technology
10 upgrade.

11 I have been working really
12 hard at making sure our budget is okay and
13 if we can fit it to get some of the
14 purchases in. We talked many times in the
15 past about our technology as it relates to
16 our computers. They are really, really in
17 bad shape. We were in dire need, but we
18 went ahead and moved forward with making
19 purchases of our laptops and our computers
20 for here in the office, but we put the order
21 in. They should be coming, I believe,
22 towards the end of this week, actually.

23 This is something that, at
24 this point, you know, even my computer is
25 just barely, barely staying alive, you know,

1 it is pretty bad. I think it is going to
2 help us out a great deal, especially with
3 our investigators in the field with them
4 being able to actually use their laptops the
5 way they were designed to do in the
6 beginning, you know. Now, they are just so
7 cumbersome and so slow, it is really -- they
8 would prefer to just go home and when they
9 get home, log in, you know, and try to do it
10 then. But I want them to be able to work
11 successfully and smart out in the field and
12 have all of the tools that they need at
13 hand.

14 The next item is what we
15 needed to do again, is to upgrade our phone
16 system. We haven't had an upgrade, I don't
17 think, since mid '90s. So it's pretty bad
18 on that end as well. There have been many
19 times we try to have conference calls and I
20 couldn't conference anybody in. I would
21 have to be on my cell phone to make a
22 conference call with different people, which
23 was pretty bad, pretty embarrassing, to say
24 the least, but I had to get them done. Now,
25 we are going to get an entire new system.

1 One thing that you as
2 Commissioners mentioned to us was about
3 having the conferencing system here in our
4 Commission room, in our hearing room. We
5 will have another line set in here and you
6 will able to call in -- if you are not able
7 to be here, you will be able to call in and
8 still participate in the meeting. It is
9 something -- you know, just along with the
10 conferencing, it is just something we have
11 to do. We really have to get updated with
12 the times and be able to functional a little
13 bit better moving forward.

14 As I said with our CAVU
15 system, we are upgrading all that as well.
16 We are accomplishing a lot. Sometimes it
17 doesn't seem like it. For me, it doesn't
18 seem like a lot of the time because it is so
19 much that still remains to be done, but we
20 are trying to get through it and trying to
21 move forward, so we can actually be more
22 productive than we have ever been.

23 If you have anything, please

24 --

25 MR. POTEET:

1 Let's go back to the
2 renewals.

3 MR. PARNELL:

4 Sure.

5 MR. POTEET:

6 So the renewals are going to
7 be -- we are going to send out this letter
8 to every dealer?

9 MR. PARNELL:

10 Yes.

11 MR. POTEET:

12 And that letter is going to
13 say what?

14 MR. PARNELL:

15 Well, I haven't finished
16 dealing with it. Generally, it is going to
17 talk about their online process, some of the
18 new features that we can do. Secondly, it
19 is going to give their password, let them
20 know that if they do -- since we are not
21 mailing out the packets, trying to save that
22 cost because we spent way too much on that,
23 it is going to give instructions about where
24 you can go to actually get a packet if you
25 do not -- if you don't want to go online and

1 do it this year, which will be our website
2 to go in and log in and print it out
3 yourself. We are still trying to complete
4 some of our applications, change them
5 around, make them a little bit easier to
6 understand. We have, like, seven different
7 applications. They all kind of are the
8 same. We are trying to condense it down to
9 one application where you could check off
10 the different functions that we service
11 here. So it is just going to be more
12 informational, giving them what we are
13 moving towards.

14 MR. POTEET:

15 Okay.

16 MR. PARNELL:

17 And it is going to talk about
18 the two year licenses as well in this area.
19 So it is just going to be generally an
20 informational letter for them. It gives
21 them everything they are going to need. I
22 just haven't finished drafting it.

23 MR. POTEET:

24 Does anybody else have any
25 questions about any of that?

1 (No response.)

2 MR. POTEET:

3 Do you have any technology
4 questions?

5 MR. DUPLESSIS:

6 Well, you are going to look
7 at a voice over internet system, right, some
8 Internet system or a standard cloud system?

9 MR. PARNELL:

10 Is it a standard?

11 MS. ANDERSON:

12 It is not a voice over
13 system.

14 MR. PARNELL:

15 It not a voice over system.
16 It is a standard system.

17 MR. DUPLESSIS:

18 It might be worth looking
19 into a voice. They are pretty cheap these
20 days, no long distance, no service fees.

21 MS. ANDERSON:

22 The system that we are
23 getting is -- it is the same company that we
24 used previously and they have got a state
25 contract so we don't have to bid or do

1 anything of that nature with it.

2 MR. PARNELL:

3 It is going to be more of a
4 general upgrade than anything else on that.

5 MS. ANDERSON:

6 The field laptops are the
7 real joke. We tried to -- we put this new
8 time keeping system in place and I tried to
9 train on it the other day with the field and
10 they could not even access the whole screen.
11 You couldn't reduce the resolution of the
12 screen to -- in order for them to see it
13 without it being this big, and when it was
14 full size, they couldn't. So, you know, we
15 have to approve their time for them before
16 it is submitted to Derek until their new
17 computers come in. It is sad.

18 MR. PARNELL:

19 Mona, if you will, I didn't
20 get a chance -- I'm glad you brought that
21 up. That was something I did want to
22 discuss with everyone. Can you kind of tell
23 them a little bit more about the time system
24 that we have moved to?

25 MS. ANDERSON:

1 What a boom for both our
2 employees and us, you know, and for
3 accounting. It just is a great service. We
4 contracted with this company to do online
5 time keeping. We nixed the old on the wall
6 clock that you click in, but basically
7 employees in the office go online and -- at
8 their computer and clock in and out. Right
9 now, we are just using it as a time keeping
10 service, but it also has the capacity to
11 track our leave, so that all of our time
12 keeping will become paperless. We don't
13 have to say, Derek do you have Kim's leave
14 slip, or, no, is it still here, or Where is
15 it, or find it, make a copy of it. So
16 somebody else can keep track of it. It is
17 just going to be a great help. The field
18 staff is going to get their -- they will be
19 able to go online just like the office.
20 Right now they are doing timesheets where
21 they just put in a day's time, but
22 eventually when they get their new computers
23 so that they can actually access it, they
24 are going to be able to clock in and out.
25 Like I said, they are going to be able to

1 submit their leave to Derek. It is a real
2 time system. So if Derek wants to go into
3 that program and say, "Who is here right
4 now, who is in the office," he can call up a
5 report that says who is clocked in. It is
6 just light years from what we were.

7 In addition to that, you
8 know, I was spending pretty much a day
9 calculating time and subtracting out leave
10 and doing that and now we can just print
11 reports like this that have -- it is all
12 calculated for you, you know, because we
13 were using the old time card where they go
14 in and click, click, and that just went away
15 years ago, years ago. So I think even
16 though you don't see everything that we do,
17 I think that's going to maximize our
18 employee time and that's -- when you look at
19 our budget, that's our biggest line item is
20 what we spend. So to use that in a smart
21 way is what we are aiming for. Thank you.

22 MR. POTEET:

23 Very good.

24 All right. Anything else on
25 the technology?

1 MR. PARNELL:

2 Not for me, no.

3 MR. POTEET:

4 Does anybody else have any
5 questions about any of that, technology or
6 CAVU?

7 (No response.)

8 MR. POTEET:

9 So CAVU turned out to be not
10 such a bad system, but we just didn't know
11 how to use it.

12 MR. PARNELL:

13 I had always wondered what it
14 was we didn't know or we weren't maximizing
15 it. Yes, there were some problems with the
16 upgrade. They weren't very customer
17 friendly. So with the new ownership, they
18 are seemingly staying true to what they
19 said, is they want to really try to work
20 with our agency much more because we had
21 been neglected down here in Louisiana. I
22 think there are, what, five other agencies
23 that actually use CAVU, and they kind of
24 neglected us down here for quite sometime,
25 but we were very persistent with them since

1 we really just grabbed it by the horns and
2 just making them, you know, stay true to
3 what they said. And I think it has proven a
4 great dividend for us by doing that. We are
5 paying for it. We might as well get it,
6 what we are doing.

7 MR. POTEET:

8 Right.

9 MR. PARNELL:

10 But it is definitely much
11 better, much better than I really
12 anticipated it to be.

13 MR. POTEET:

14 You have one more thing on
15 there.

16 MR. PARNELL:

17 Well, that was about the
18 claim against the surety against Midcity
19 Auto. I kind of talked about it earlier.
20 While we were just looking at that, you
21 know, I just said this is a good time to
22 talk about this, and, Mr. Brewer, you asked
23 about the other one. It was a couple of
24 items above that and I thought that would be
25 a good time to talk about it. So nothing

1 else to add to it. That's about it.

2 MR. POTEET:

3 Okay. I guess the next thing
4 is the hearing, which starts at 10:30,
5 right?

6 MR. PARNELL:

7 Yes.

8 MR. POTEET:

9 Do we to adjourn this
10 meeting?

11 I need a motion to adjourn.

12 MR. BREWER:

13 Motion to adjourn.

14 MR. SMITH:

15 I will second.

16 MR. POTEET:

17 All right. We are adjourned
18 until 10:30.

19 MR. PARNELL:

20 Once again, really quick, I'm
21 leaving today, probably will leave in about
22 20 minutes or so. I'll be back on Tuesday.

23

24 (Whereupon, at 10:09 a.m., the meeting
25 ended.)

1 REPORTER'S CERTIFICATE

2
3 I, BETTY D. GLISSMAN, Certified
4 Court Reporter, Certificate No. 86150, in
5 and for the State of Louisiana, do hereby
6 certify that the Louisiana Used Motor
7 Vehicle Commission August 15, 2011, meeting
8 was reported by me in the stenotype
9 reporting method, was prepared and
10 transcribed by me or under my personal
11 direction and supervision, and is a true and
12 correct transcript to the best of my ability
13 and understanding.

14 This August 22, 2011, Baton Rouge,
15 Louisiana.

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18
19
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22 _____
23 BETTY D. GLISSMAN, CCR
24 CERTIFIED COURT REPORTER
25