

LOUISIANA STATE BOARD OF PRIVATE SECURITY EXAMINERS

Held on Thursday, March 29, 2018

QUARTERLY BOARD MEETING

Louisiana State Board of Private Security Examiners

15703 Old Hammond Highway

Baton Rouge, Louisiana

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1 APPEARANCES:
2 MEMBERS OF THE COMMISSION,
3 CHAIRWOMAN MARIAN H. PIERRE
4 VICE CHAIRWOMAN MARIA LANDRY
5 RITCHIE RIVERS
6 DURELL PELLEGRIN
7 MARK WILLIAMS
8 EDWARD ROBINSON, SR.
9 WILBERT SANDERS, JR.
10 MISTY FINCHUM
11
12
13 BRIDGETTE HULL, EXECUTIVE ASSISTANT
14 FABIAN P. BLACHE, III, EXECUTIVE DIRECTOR
15 RONALD CROUCH, ATTORNEY
16 ADRIENNE AUCOIN, ATTORNEY
17 PAM SPEES, CENTER FOR CONSTITUTIONAL RIGHTS
18 ROSS DOOLEY, ROEDEL, PARSONS & KOCH, ON BEHALF OF
19 TIGERSWAN
20 DALTON MCRIGHT, CPA
21
22 REPORTED BY: KELLY S. PERRIN, CCR
23
24
25

1 QUARTERLY BOARD MEETING

2 P R O C E E D I N G S

3 CHAIRWOMAN PIERRE:

4 Good morning. The Board of Private
5 Security Examiners is in session.

6 MR. BLACHE:

7 Roll call.

8 CHAIRWOMAN PIERRE:

9 Roll call, please?

10 MS. HULL:

11 Misty Finchum?

12 MS. FINCHUM:

13 Present.

14 MS. HULL:

15 Durell Pellegrin?

16 MR. PELLEGRIN:

17 Present.

18 MS. HULL:

19 Mark Williams?

20 MR. WILLIAMS:

21 Present.

22 MS. HULL:

23 Edward Robinson?

24 MR. ROBINSON:

25 Present.

1 MS. HULL:

2 Marian Pierre?

3 CHAIRWOMAN PIERRE:

4 Present.

5 MS. HULL:

6 Maria Landry?

7 MS. LANDRY:

8 Present.

9 MS. HULL:

10 Ritchie Rivers?

11 MR. RIVERS:

12 Present.

13 MS. HULL:

14 Wilbert Sanders?

15 MR. SANDERS:

16 Present.

17 MS. HULL:

18 Hector Echegoyen?

19 MR. BLACHE:

20 Not present.

21 CHAIRWOMAN PIERRE:

22 May we have the Pledge of Allegiance?

23 MR. BLACHE:

24 Yes. Please stand for the Pledge.

25 (PLEDGE OF ALLEGIANCE)

1 MR. BLACHE:

2 And can we please stand for one moment
3 and have a moment of silence?

4 (MOMENT OF SILENCE)

5 CHAIRWOMAN PIERRE:

6 Thank you.

7 MR. BLACHE:

8 Thank you.

9 CHAIRWOMAN PIERRE:

10 Call for the reading of the minutes?

11 MS. LANDRY:

12 I'll make a motion to waive the reading,
13 if everybody has viewed them already?

14 MR. ROBINSON:

15 Move.

16 CHAIRWOMAN PIERRE:

17 It has been moved and seconded, and so
18 the waiving of -- to waive the reading of the
19 minutes.

20 MR. BLACHE:

21 Okay. The next agenda item is --

22 CHAIRWOMAN PIERRE:

23 The first thing on the agenda is --

24 MR. BLACHE:

25 Yeah.

1 CHAIRWOMAN PIERRE:

2 -- a hearing on the Motion.

3 MR. CROUCH:

4 Okay. Board Members, what's before the
5 Board this morning is a Motion to Intervene
6 filed by Ms. Pam Spees on behalf of a number
7 of clients intervening in the TigerSwan
8 hearing in which the -- that is the result of
9 their application being denied. Ms. Spees
10 will address the Board.

11 There's an opposition filed by Mr. Ross
12 Dooley on behalf of TigerSwan. They will
13 argue their motion. I didn't file any
14 responsive pleadings to this because I
15 represent you with legal advice and I don't
16 want to -- I wouldn't want to prejudice your
17 decision-making ability.

18 However, once they have completed their
19 argument, I do have a responsibility to advise
20 you of what the law is with regard to
21 adjudication and the Administrative Procedures
22 Act.

23 CHAIRWOMAN PIERRE:

24 Thank you. Okay. Do we have the members
25 representing TigerSwan?

1 MR. DOOLEY:

2 Morning, Ross Dooley on behalf of
3 TigerSwan.

4 CHAIRWOMAN PIERRE:

5 Thank you.

6 MS. SPEES:

7 And I'm Pam Spees with the Center for
8 Constitutional Rights on behalf of the
9 petitioning organizations.

10 CHAIRWOMAN PIERRE:

11 Thank you. I don't know which one of you
12 would like to go first to support your
13 argument.

14 MS. SPEES:

15 Well, it's a petition that we filed,
16 Madam Chair, and we're happy to explain the
17 basis for that.

18 CHAIRWOMAN PIERRE:

19 Okay.

20 MS. SPEES:

21 First of all, as you know, TigerSwan
22 applied for a license in mid-2017. It was
23 denied on July 19th. And we understood that
24 it was going to be appealing -- in November --
25 and we thought that that would happen in

1 December of 2017.

2 And in November, we filed a Petition to
3 Intervene into that appeal on behalf of a
4 number of petitioning organizations. And as
5 we set out in our filings, those petitioning
6 organizations are based here in Louisiana.
7 They are all working on various issues of, you
8 know, in their communities around a
9 controversial pipeline.

10 And the reason that's relevant -- this is
11 clearly not a Body that has anything to do
12 with regulating pipelines. But the reason
13 that that's relevant is that the company that
14 is running pipeline through the state has
15 contracted in the past with TigerSwan in
16 another -- for another pipeline project in
17 North Dakota.

18 And so what we've set out in our filing
19 is a number of concerns about the way that
20 TigerSwan operated. And so these groups stand
21 to be directly affected because of their work,
22 because of their opposition to this project if
23 TigerSwan is allowed to come into the state
24 and provide security services for the same
25 company.

1 And so before I go into some of the
2 specific concerns, let me just say that, you
3 know, we obviously agree with what the
4 Executive Secretary determined at this point
5 in terms of the initial denial. And our
6 qualms are not with that.

7 The concerns of the petitioning
8 organizations are that there are a number of
9 very serious issues with the way this company
10 has conducted itself in other states, that
11 perhaps should be part of this record;
12 especially, if there is at some point going to
13 be a judicial review of these proceedings. So
14 we're here to make sure that those concerns
15 are addressed beyond what is already part of
16 the record.

17 We believe this Board has discretion to
18 allow this intervention under the
19 Administrative Procedures Act. It doesn't
20 address it explicitly, but it is something
21 that happens in other agency contacts when
22 there are permits or licenses at issue. For
23 instance, within the Department of
24 Environmental Quality, they will often allow
25 organizations or individuals who have a stake

1 in that issue to intervene in that proceeding.

2 And so we also, you know, think that it's
3 possible to manage that kind of proceeding.

4 We don't anticipate this getting -- it doesn't
5 need to get -- it can be done in a way that's
6 organized and well-managed, even though you're
7 allowing another third party into the
8 proceeding. It's not something that's
9 unmanageable.

10 The -- in terms of the concerns, we
11 understand that the basis for the original
12 denial was that TigerSwan had been denied a
13 license in another state in North Dakota. And
14 under the Statute governing private security
15 companies, as was sit up here, they were
16 denied on that basis here in Louisiana. But
17 in our petition, we set out a number of other
18 concerns about the company and reasons we
19 think there are other provisions in the
20 Statute that would also apply to bar TigerSwan
21 from entry into this state.

22 And, you know, I can just sort of briefly
23 summarize, but we go into some detail with in
24 the petition is the way the company operated
25 in North Dakota. And that's based on, not

1 just news reports, but leaked internal
2 documents. This is a company that has gone in
3 and exaggerated the threat posed by people who
4 opposed that pipeline project in North Dakota,
5 referring to them as terrorists or as Jihadist
6 insurgents. And these are basically people
7 who are exercising their First Amendment
8 rights to protest this kind of project. And
9 we have folks here in Louisiana who are
10 exercising those rights as well and would
11 stand to be affected if you have a company
12 that comes in and attempts to cast them in the
13 same light.

14 We know that TigerSwan had been
15 coordinating with other law enforcement and
16 security companies and there was a lot of
17 controversial surveillance that has come to
18 light and infiltration of protesters. And,
19 you know, so you can -- that is all resourced,
20 all of that in the petition.

21 We've tracked it back so that you can see
22 that these aren't just sort of claims that the
23 petitioning organizations are making. These
24 are very well-documented concerns that have
25 been reported on extensively and that are even

1 based on the company's leaked internal
2 documents.

3 What we found really concerning most
4 recently, and I think this is, you know,
5 another testament to the work of those working
6 here at the Board of Private Security
7 Examiners is that, through a public records
8 request, you know, we were able to obtain a
9 deposition that was taken of someone who
10 applied for a license shortly after the
11 TigerSwan denial, did not acknowledge to the
12 Board that they were a TigerSwan employee at
13 the time and had been. And so there was a
14 deposition that was taken and we've made that
15 deposition part of our last filing that we
16 submitted earlier this week. And just for
17 your convenience, I did bring copies of that.
18 I don't know, Ron, if --

19 MR. CROUCH:

20 Sure.

21 MS. SPEES:

22 Ron, can we -- Mr. Crouch, can we --

23 MR. CROUCH:

24 Sure.

25 MS. SPEES:

1 -- pass these out?

2 MR. BLACHE:

3 Sure. I'd be happy to.

4 MS. SPEES:

5 Okay. Thank you. So, you know, there's
6 -- it's additionally concerning because of the
7 timeline and the questions this deposition
8 raises in the sense that TigerSwan had been
9 denied on July 19th; and within two weeks, we
10 have someone who is an employee of TigerSwan
11 seeking a license in the state through this
12 Board, and not disclosing that they are a
13 TigerSwan employee. So there are clearly a
14 lot of concerns and questions we all have
15 about that, and the petitioning organizations
16 in particular.

17 Now, I mentioned some of the concerns
18 about the way that TigerSwan has been known to
19 operate in other contexts. I will say that
20 the brief that we received from TigerSwan's
21 counsel earlier this month seemed to suggest
22 that this is all a political maneuver; that
23 the only interest that the petitioning
24 organizations have is opposing this pipeline,
25 and that's why TigerSwan is being targeted in

1 this proceeding. That was the -- basically
2 the gist of their motion.

3 And to somehow suggest that any private
4 security company that would seek a license
5 through this Board might meet that same
6 opposition. And what I want to make very
7 clear, and we've set this out in the petition,
8 the concern is not about the pipeline. This
9 is not the place for that fight.

10 This is a concern about this company and
11 its irresponsible and reckless conduct that it
12 has shown elsewhere. And we've made that very
13 clear in the petition. And that's why the
14 petitioning organizations are here is because
15 they stand to be directly affected by this
16 Board's decision ultimately.

17 And in terms of the grounds I mentioned
18 that the basis for the denial was that portion
19 of the statute, which says that if you've been
20 denied in another state, you can be denied
21 here, that's the basis. And we understand
22 that that's very clear, because they were
23 denied in North Dakota. And they're being --
24 they're in the middle of a lawsuit now because
25 they were alleged to have continued operating

1 even after the denial. So that's playing out
2 in North Dakota right now.

3 But in addition to some -- to that
4 ground, we think there are other grounds that
5 merit some questioning and including the
6 portions of the statute having to do with
7 efforts to deceive or defraud the public and
8 aiding and abetting a person to obey the
9 provisions of this law or combining with an
10 unlicensed person or acting as agent partner
11 of an unlicensed person with the intent to
12 evade the provisions of this law. We think
13 that this latest deposition in particular sort
14 of suggests that there may be questions there.

15 Whether TigerSwan poses a threat to the
16 public interest of this state or to the
17 effective regulation of private security
18 companies, we can -- based on what we've
19 provided you in our briefings, that this is
20 something that is -- clearly creates or
21 enhances the danger of unsuitable or unfair or
22 even possibly illegal practices, methods, or
23 operations. These are all other grounds in
24 the statute that we think may actually apply
25 in this situation.

1 And it's, you know, it's one thing, we
2 understand and appreciate that there may be a
3 narrow ground upon which to deny a company,
4 but if there is a judicial review later on, we
5 think it's important that those who stand to
6 be directed by the decision also are able to
7 make the record that will be reviewed by a
8 court possibly at some point in the future.

9 The other thing I would say, and one of
10 the facts we pointed to, is that, you know,
11 one of the petitioning organizations in
12 particular may have already been the target of
13 TigerSwan efforts. We point you to some smear
14 campaigns that were attempted on social media,
15 and there is evidence or there are allegations
16 that TigerSwan may have been behind that.
17 And, again, that's just to -- we're not --
18 we -- I think there are more questions about
19 that.

20 And, you know, that's something that
21 should also be part of the questioning here.
22 If they are in fact involved in efforts to
23 defame and smear local residents who are
24 opposed to a pipeline, that's something that
25 should be part of this record, at least the

1 questions could and should be asked. And so
2 those are some of the concerns.

3 Again, we've set these out in the
4 petition and we filed a reply to TigerSwan's
5 opposition and are happy to answer any
6 questions you have about the Petition to
7 Intervene. I know that this is not something
8 that this Board has encountered, at least to
9 my knowledge. That's -- I don't know that
10 there's ever been a Petition to Intervene and
11 a licensing decision before this Board, but we
12 want to assure you that we do believe it's
13 something that can be conducted in an
14 organized and well-managed manner. So, happy
15 to answer any questions.

16 CHAIRWOMAN PIERRE:

17 Thank you. Does anyone on the Board have
18 any questions? Any Board members have any
19 questions?

20 Mr. Blache?

21 MR. BLACHE:

22 Yes, ma'am.

23 CHAIRWOMAN PIERRE:

24 Mr. Blache, let me ask you a question.

25 MR. BLACHE:

1 Yes?

2 CHAIRWOMAN PIERRE:

3 I just want to make this clear.

4 MR. BLACHE:

5 Sure.

6 CHAIRWOMAN PIERRE:

7 The company that applied for the license
8 for TigerSwan to provide the security, they
9 have been denied; is that correct? I think we
10 did deny them.

11 MR. BLACHE:

12 Both TigerSwan and LTSA have been denied.

13 CHAIRWOMAN PIERRE:

14 I just wanted to put that on --

15 MR. BLACHE:

16 Yes, ma'am.

17 CHAIRWOMAN PIERRE:

18 -- the record again --

19 MR. BLACHE:

20 Yes.

21 CHAIRWOMAN PIERRE:

22 -- for the Board members to know that
23 they have been denied. Thank you, sir.

24 MR. DOOLEY:

25 Good morning. Ross Dooley on behalf of

1 TigerSwan. I want to first point out that
2 this is, of course, not a rule-making
3 proceeding. This is an adjudication. If it
4 was a rule-make proceeding, I would agree that
5 the parties who have an interest in opposing a
6 particular adoption of a rule or a regulation
7 do have a broader interest. But here with an
8 adjudication, the issues -- the parties,
9 rather, to the adjudication are driven by the
10 issues before the particular Body. And in
11 this instance, the issue before the Board is
12 TigerSwan's fitness.

13 Now, the environmental groups position
14 has been to mold two things together, take two
15 separate things and say they're the same
16 thing. They're saying the Bayou Bridge
17 pipeline equates to TigerSwan's application in
18 Louisiana. They'll have you believe they're
19 one in the same issue. And, in fact, they are
20 not.

21 If the words Bayou Bridge pipeline were
22 soaked in an adjudicatory proceeding for
23 licensure for TigerSwan, I would object to
24 relevance on every single time, every single
25 time because it's not relevant. They are not

1 applying for a license to do work at the Bayou
2 Bridge pipeline. Their license application is
3 to do security work in Louisiana generally.
4 That's what we're here for.

5 And that's where the environmental
6 groups' position as to whether or not they
7 have standing or not is completely deficient.

8 What they're really arguing to you is
9 that, if it isn't just about the Bayou Bridge
10 pipeline, then of course their standing, their
11 argument to you has to be, well, we oppose
12 TigerSwan's work on any security project
13 throughout Louisiana. And that does not
14 provide them with the standing they need.

15 The First Circuit in Louisiana, Bond
16 versus Louisiana State Board of Examiners of
17 Psychologists stated what the standard is, are
18 a party to have standing in an adjudicatory
19 proceeding. And it says, without some
20 peculiar, special, and individual interest, a
21 citizen has no standing in a court to champion
22 a cause or subject matter that pertains to the
23 whole people in common, nor has an individual
24 citizen legal standing in court to enforce the
25 performance of a duty owed to the general

1 public.

2 Counsel just sat here and said to you,
3 their concern is about TigerSwan's reckless
4 behavior. Well, that's got to be a concern
5 that she attributes to all the people in
6 Louisiana, which necessarily undercuts their
7 entire claim of standing here.

8 And last but not least, if they were
9 allowed to intervene, bear in mind, they would
10 become a party. It's been suggested, well, it
11 could be regulated. No, you would have to, as
12 a Board, make a specific determination as to
13 some right that these environmental groups
14 hold.

15 What is that particular right? It's
16 certainly nothing that's specific to them. It
17 would have to be something broader in nature
18 which, again, suggests that they do not have
19 any standing to intervene into this matter.

20 And if the Board has any questions, I'd
21 like to answer them. If not, that concludes
22 my argument.

23 CHAIRWOMAN PIERRE:

24 Thank you.

25 MR. DOOLEY:

1 Thank you.

2 CHAIRWOMAN PIERRE:

3 Are there any questions?

4 MS. SPEES:

5 May I rebut?

6 MR. CROUCH:

7 Yes.

8 CHAIRWOMAN PIERRE:

9 Ron?

10 MR. CROUCH:

11 I believe Ms. Spees has a rebuttal.

12 CHAIRWOMAN PIERRE:

13 Okay.

14 MS. SPEES:

15 Thank you, Madam Chair. Just very
16 quickly, we clearly pointed out that there is
17 a very peculiar and particular interest on the
18 part of these petitioning organizations
19 because there is evidence to suggest, and
20 we've noted this in the petition, that one of
21 them in particular may have already been
22 targeted by an effort that may involve
23 TigerSwan. And that's something playing out
24 in a case in Pennsylvania in a civil rights
25 case in Pennsylvania where -- you know, and I

1 can go more in if you want. I can speak more
2 about that situation, but it is set out in the
3 brief that we filed in the Petition to
4 Intervene originally.

5 And this is a -- I think it's very
6 disingenuous to suggest that TigerSwan is just
7 showing up in Louisiana to operate as a
8 private security contractor generally. But
9 even if that were the case, yes, everyone in
10 the state should be concerned about that.

11 But given the timing and given that we
12 know that they have continued to operate as a
13 contractor for this particular pipeline
14 company in North Dakota, we know that they've
15 done some work in a similar pipeline with this
16 company in Pennsylvania, and it's just
17 disingenuous to suggest that there's not a
18 connection. But even if there weren't, there
19 would be serious cause for concern.

20 Thank you.

21 CHAIRWOMAN PIERRE:

22 Thank you. Ron?

23 MR. CROUCH:

24 Board Members, you are one of the rare
25 agencies in Louisiana that, when the Division

1 of Administrative Law was created, the
2 legislature chose to allow you to continue to
3 do your own adjudications. Most adjudications
4 with most agencies in the state, any appeal
5 would be conducted downtown at the Division of
6 Administrative Law. But the rules are the
7 same whether the hearing is down there or
8 whether it's here.

9 When an agency takes an action, any
10 action that requires an adjudication, the
11 individual, the company, the partnership,
12 whatever the entity, legal entity, the entity
13 that's affected by that action has a right to
14 appeal that action. And the entity -- the
15 state agency has an obligation to inform that
16 entity of exactly what action has been taken
17 and the factual basis for that action.

18 In the TigerSwan situation, they were
19 denied on a very, very narrow factual
20 situation. They were denied a license in
21 North Dakota. That's what we asserted in the
22 denial letter. The problem is that once we
23 issue that notice letter to that entity, we
24 are bound by the four corners of that letter.

25 If I try to -- at the adjudication, when

1 it takes place, if I try to introduce evidence
2 outside of the four corners of that letter,
3 it's immaterial, irrelevant, inadmissible. It
4 can be proffered for appeal, okay, in the
5 event that the appellate court wanted to
6 determine that your ruling and admissibility
7 was wrong. But as a front-end decision, that
8 evidence would be inadmissible.

9 We are bound by the letter that we sent
10 out and we can't introduce any evidence
11 outside of that realistically. Some hearsay
12 evidence is accepted in administrative
13 hearings, but it cannot be dispositive of the
14 hearing. There must be a strong, factual
15 proven basis for the action that you took.

16 And your job as an adjudicatory body is
17 to determine what the facts are. Once we know
18 the facts, once you've established the facts,
19 then the law can be applied. I just wanted
20 you to be aware of how adjudications are
21 conducted under the ADA in Louisiana.

22 CHAIRWOMAN PIERRE:

23 Any questions for Ron?

24 So, Ron, what you're saying is that the
25 fact that we denied TigerSwan, based on the

1 rules and regulations of this Board, we're
2 within our rights to have done that.

3 MR. CROUCH:

4 Absolutely.

5 CHAIRWOMAN PIERRE:

6 Whether or not we do -- whether or not we
7 allow anybody to intervene is up to us; is
8 that what you're saying?

9 MR. CROUCH:

10 That is correct.

11 CHAIRWOMAN PIERRE:

12 That is the decision that we'll have to
13 make based on the facts of the denial?

14 MR. CROUCH:

15 That is correct. And the Intervention,
16 whether you decide to allow it or not, you are
17 faced with the dealing of evidence that is
18 outside of the four corners of your notice
19 letter. It's -- if you understand what I'm
20 saying. TigerSwan is a very narrow factual
21 issue.

22 With all due respect to Mr. Dooley,
23 unless he can come in and show that TigerSwan
24 was not denied in North Dakota, I think our --

25 CHAIRWOMAN PIERRE:

1 It stands.

2 MR. CROUCH:

3 -- I think our denial stands. Okay. And
4 that's the only fact at issue as far as I'm
5 concerned and as far as the notice letter is
6 concerned.

7 CHAIRWOMAN PIERRE:

8 Any questions by any Board Members?

9 MR. ROBINSON:

10 Yeah, one.

11 CHAIRWOMAN PIERRE:

12 Go ahead.

13 MR. ROBINSON:

14 Were they denied in Pennsylvania also?

15 MR. CROUCH:

16 I don't know about Pennsylvania, and
17 that's -- that's -- again, that would be
18 irrelevant to the notice letter.

19 MR. BLACHE:

20 I don't know the answer to that question.
21 I believe that any action that took place in
22 Pennsylvania was after the application process
23 ran its course here.

24 MR. ROBINSON:

25 Okay.

1 CHAIRWOMAN PIERRE:

2 Any questions? Then I move for a vote if
3 there's no further questions.

4 MR. BLACHE:

5 So to bring clarity on what you're voting
6 on, the Board will be voting on whether or not
7 to grant the Petition to Intervene?

8 CHAIRWOMAN PIERRE:

9 To grant the Petition to Intervene.

10 MR. BLACHE:

11 That is correct. And we'll do that as a
12 roll call vote.

13 Ms. Finchum?

14 MS. FINCHUM:

15 No.

16 MR. BLACHE:

17 Mr. Pellegrin?

18 MR. PELLEGRIN:

19 No.

20 MR. BLACHE:

21 Mr. Williams?

22 MR. WILLIAMS:

23 No.

24 MR. BLACHE:

25 Mr. Robinson?

1 MR. ROBINSON:

2 No.

3 MR. BLACHE:

4 Ms. Pierre?

5 CHAIRWOMAN PIERRE:

6 No.

7 MR. BLACHE:

8 Ms. Landry?

9 MS. LANDRY:

10 No.

11 MR. BLACHE:

12 Mr. Rivers?

13 MR. RIVERS:

14 No.

15 MR. BLACHE:

16 And Mr. Sanders?

17 MR. SANDERS:

18 No.

19 MR. BLACHE:

20 That's a unanimous no vote on the Motion
21 to Intervene.

22 CHAIRWOMAN PIERRE:

23 So --

24 MR. CROUCH:

25 One final piece of legal advice, your

1 statute provides that any action taken by you
2 as to a party or in this case, Ms. Spees and
3 her clients, they always have the right to go
4 to the District Court. That would be an
5 interlocutory matter. And, generally,
6 appellate courts don't fool with that unless
7 it could be dispositive, but they could always
8 file a separate action in District Court.
9 That's the only other piece of legal advice I
10 need to give you.

11 CHAIRWOMAN PIERRE:

12 We understand that, and they have that
13 right. I think the Board has made its
14 decision. It's unanimous that we do not allow
15 the Intervention.

16 So thank you, guys, for your presentation
17 this morning and good luck to you both.

18 MR. DOOLEY:

19 Thank you.

20 MS. SPEES:

21 And thank you for your time.

22 CHAIRWOMAN PIERRE:

23 Let's move to the next item on the
24 agenda.

25 MR. BLACHE:

1 Okay. That would be -- do we have any
2 legal or legislation pending on any --

3 CHAIRWOMAN PIERRE:

4 That would be the legal update on any
5 legislation. Ron?

6 MR. CROUCH:

7 I'm sorry?

8 CHAIRWOMAN PIERRE:

9 Legal?

10 MR. BLACHE:

11 Any legal or legislation update?

12 MR. CROUCH:

13 Not that I know of.

14 MR. BLACHE:

15 Okay.

16 CHAIRWOMAN PIERRE:

17 Anything?

18 MR. BLACHE:

19 I don't have anything.

20 CHAIRWOMAN PIERRE:

21 No update?

22 Okay. Well, if there's no update, we'll
23 go to the report from the Executive Director.

24 MR. CROUCH:

25 Did you want to talk about the

1 designated --

2 MR. BLACHE:

3 Not really. I just don't have enough
4 information to work with on that.

5 MR. CROUCH:

6 Okay. It doesn't directly deal with the
7 Board.

8 CHAIRWOMAN PIERRE:

9 Right.

10 MR. CROUCH:

11 It's a piece of legislation.

12 CHAIRWOMAN PIERRE:

13 We understand that there's some --

14 MR. BLACHE:

15 Yeah.

16 CHAIRWOMAN PIERRE:

17 -- industry things going on out there in
18 the senate and legislature, but that's not
19 something you're going to bring up today.

20 So, Fabian?

21 MR. BLACHE:

22 Yeah.

23 CHAIRWOMAN PIERRE:

24 Let's move to the --

25 MR. BLACHE:

1 We're going to the --

2 CHAIRWOMAN PIERRE:

3 -- report from the Executive.

4 MR. BLACHE:

5 Yeah, absolutely. One of the things
6 that's in my report is financials.

7 Mr. McRight is here.

8 CHAIRWOMAN PIERRE:

9 Oh, okay.

10 MR. BLACHE:

11 In your packets, you have the documents
12 that he was able to furnish us for the
13 meeting. So if you want to review that, and
14 he can take us through. And then we'll do the
15 presentation on the eLicensure.

16 CHAIRWOMAN PIERRE:

17 Okay. You want to take us through the
18 report that you've presented, the Budget
19 Report?

20 MR. MCRIGHT:

21 Yes, ma'am. Y'all should have four pages
22 there that are -- the first one ought to be
23 the balance sheet and then we ought to have
24 three pages of --

25 MR. ROBINSON:

1 Got it.

2 CHAIRWOMAN PIERRE:

3 Yes.

4 MR. MCRIGHT:

5 First of all, I'm Dalton McRight. I'm
6 with the firm Jeanette R. McRight, CPA. We're
7 the outside financial consultants for the
8 Board, just to clarify who I am. We'll look
9 at the balance sheet first. As usual, y'all
10 are in very good cash position right now.
11 Right now, y'all have \$975,000 of cash in
12 banks and y'all have liabilities of \$906,000.

13 Now these liabilities, the biggest item
14 of those liabilities is long term is
15 post-employment retire benefits. That's a
16 total of \$587,000. This money is monies that
17 will be paid some day. It's what y'all will
18 owe employees over their lifetime. Y'all are
19 one of the few boards in the state that can
20 actually say, we could pay them off today if
21 we had to. So y'all are in very good shape as
22 far as that goes.

23 Another big item on there is we have,
24 under the current liabilities, we have
25 \$260,000 payable to the State Police. What

1 happens there is y'all as a Board collect a
2 fee for fingerprints and then we submit those
3 to the State Police, then the State Police
4 sends us a bill for what they process. They
5 are behind, so we're holding their money. So
6 that's included in that \$900,000; \$260,000,
7 eventually, they're going to ask for all of
8 it. So we're just holding it for them.

9 MR. BLACHE:

10 Eventually, they're going to ask for all
11 of it.

12 MR. MCRIGHT:

13 All right. It looks real good to have
14 \$900,000 up there, but 260 of it is already
15 obligated to somebody else.

16 MR. BLACHE:

17 I hear you. And I believe we recently
18 paid about \$100,000 to them. I think they
19 billed us not long ago for some, but we've
20 already paid it.

21 MR. MCRIGHT:

22 Yeah.

23 MR. BLACHE:

24 So that's not --

25 CHAIRWOMAN PIERRE:

1 Is that aside from this?

2 MR. BLACHE:

3 Yeah.

4 CHAIRWOMAN PIERRE:

5 Okay.

6 MR. MCRIGHT:

7 So that's going to be there until they
8 make a decision. We send them over -- we can
9 only send them fingerprints in matches.
10 I'm -- they process those matches, and then
11 they send back a bill to us. And we take that
12 bill and we take it out of this \$260,000.
13 It's never the same amount, and we don't get a
14 detailed list of exactly who they're billing
15 us for. They just send us an invoice for X
16 number. From that point, we try to do the
17 best we can to do it.

18 Eventually, I'm going to -- I'd like to
19 propose to the Board that we change our way
20 we're accounting for them. And that is that
21 we'll pick up the income and we'll pay the
22 State Police as an expense whenever they get
23 around to billing us. That way, we won't have
24 this potential liability sitting there. And
25 it's going to get less and less with the new

1 fingerprint machine, if I'm right on that,
2 Fabian?

3 MR. BLACHE:

4 Yeah, ultimately, that will happen over
5 time.

6 MR. MCRIGHT:

7 If they've been approved -- and I don't
8 know the exact detail. But if they've been
9 approved for the fingerprints already, they
10 don't have to resubmit. You used to get it
11 every time you change jobs --

12 CHAIRWOMAN PIERRE:

13 Right.

14 MR. ROBINSON:

15 Right.

16 MR. MCRIGHT:

17 -- you have to resubmit. So that's going
18 to cut down that number. And, hopefully,
19 they'll eventually just go away. I just
20 wanted to bring that up.

21 CHAIRWOMAN PIERRE:

22 Yeah. Well, we don't think it's going
23 away, but ...

24 MR. MCRIGHT:

25 Okay. The next page is -- the next three

1 pages -- excuse me. I should have pointed
2 out, on the balance sheet, that's a snapshot
3 of where the Board stood at the end of
4 business on February 28th. So we're dealing
5 with basically February 28th.

6 On the next three pages, we have the
7 financial statements for the eighth month
8 ended February 28th. And let's just go
9 straight to the bad news, and that's on the
10 last page. That says y'all spent \$96,000 more
11 than y'all have taken in for the eight months.
12 Okay.

13 Now the next column is what the annual
14 budget was that y'all approved last year. And
15 the third column is the remaining change from
16 actual to the budget based upon that budget
17 you approved a year ago. The last column is
18 what we're projecting our income to be and our
19 amended budget as of June 30th of this year.

20 And when you look at that, if you look at
21 the bottom line, we show where the \$96,000 is,
22 we're showing a loss of \$36,045. Now,
23 truthfully, that's almost a breakeven because
24 we have \$32,000 worth of capital assets we
25 bought because of the flood and everything and

1 FEMA is supposed to reimburse us. They
2 haven't got around to reimbursing yet.

3 And my suggestion would be, when we do
4 the June 30th budget, instead of showing this
5 as an operating expense, if we still expect to
6 be paid, and I discussed this with Fabian just
7 before we came in here, we do expect to get
8 this money, I suggested that we move that to
9 the balance sheet as a prepaid item and take
10 it out of the budget. So then you're \$32,000
11 that you would write at a breakeven on the
12 budget for the year end.

13 CHAIRWOMAN PIERRE:

14 Excuse me. Do we have any idea or have
15 we heard anything about our reimbursement?

16 MR. BLACHE:

17 Yeah, it's an ongoing process with them.
18 Every month, I have to fill out forms and send
19 to update them on what they call a project
20 worksheet. What happened with this situation
21 is they -- the company that the state uses to
22 provide the furnishings for the office did not
23 get paid directly by Sedgwick. It waited a
24 long time. We decided, since we had the
25 money, we would go ahead and take care of that

1 so that we wouldn't have that as an
2 outstanding bill.

3 The reimbursements on the flood expenses
4 were originally at 75 percent. Then, they
5 moved them to 90 percent. Then somehow, they
6 found another way to allocate an additional
7 10 percent. So we've basically had to file
8 three claims along the way.

9 Now, we're in the throes of the third
10 claim where they're going to try to use that
11 money to offset the \$15,000 that we spent on
12 the AC units that failed because they were
13 under water, which we paid for out of our
14 building maintenance and repair fund, and then
15 these furnishings, which really comes to a
16 total of about \$47,000 or so that they're
17 looking at what percentage they can reimburse.

18 Currently, according to the person whose
19 adjusting this, we're looking at potentially
20 90 percent of the \$40,000.

21 CHAIRWOMAN PIERRE:

22 Okay. So we have been approved?
23 Basically, we have been approved?

24 MR. BLACHE:

25 Yeah, we've made all the deadlines for

1 submission --

2 CHAIRWOMAN PIERRE:

3 Uh-huh.

4 MR. BLACHE:

5 -- per their requirements, and every
6 report that they required us to submit to stay
7 in contention for the refund has been done.
8 So we're supposed to get this money back.
9 Nobody ever puts it in writing a hundred
10 percent that they're going to do it --

11 CHAIRWOMAN PIERRE:

12 I understand.

13 MR. BLACHE:

14 -- but what we've been told --

15 CHAIRWOMAN PIERRE:

16 But I just want to make sure that we're
17 in compliance and --

18 MR. BLACHE:

19 Absolutely, 100 percent in compliance.

20 CHAIRWOMAN PIERRE:

21 -- have submitted in a timely manner --

22 MR. BLACHE:

23 Yeah.

24 CHAIRWOMAN PIERRE:

25 -- so that there's no pushback --

1 MR. BLACHE:

2 Absolutely.

3 CHAIRWOMAN PIERRE:

4 -- on payment.

5 MR. BLACHE:

6 Every form we've received from them -- we
7 get three different budget -- project
8 worksheets I have to do every month. We
9 submit them timely every month. In fact, we
10 found out in the process, Ms. Sharon is not
11 here today to tell you this, but she found out
12 that after the flood occurred, we were the
13 first state agency to actually file a claim
14 with GOHSEP and with Sedgwick in the entire
15 state. So we were on top of it from day one.

16 CHAIRWOMAN PIERRE:

17 Okay. Thank you.

18 MR. BLACHE:

19 Sure.

20 MR. MCRIGHT:

21 Also from an auditor's point of view,
22 every year when your statements are audited,
23 an auditor is going to look at it and say,
24 okay, now, you're saying you're going to get
25 back \$47,000, we'll look at the documentation

1 that he has, claims he's submitted, and if he
2 has no denials already, then we would just set
3 it up as a receivable or a prepaid expense and
4 take it away from your budget. So it wouldn't
5 reflect your budget at June 30th. It would be
6 just a balance sheet item. When the money
7 comes in, it would just be used as a balance
8 sheet item.

9 CHAIRWOMAN PIERRE:

10 I don't have any problem with that. And
11 I don't know if any of the Board Members have
12 any problems with that. I don't have any
13 problems shifting it around, but I just want
14 to make sure that we do receive the money --

15 MR. MCRIGHT:

16 Right.

17 CHAIRWOMAN PIERRE:

18 -- and that we're not moving it around --

19 MR. MCRIGHT:

20 Oh, no. We wouldn't --

21 CHAIRWOMAN PIERRE:

22 You understand what I'm saying?

23 MR. MCRIGHT:

24 -- unless we were fairly certain it was
25 going to come in.

1 CHAIRWOMAN PIERRE:

2 Yeah, that's what I just want to make
3 sure.

4 MR. MCRIGHT:

5 There's always a --

6 CHAIRWOMAN PIERRE:

7 I know there's always that chance.

8 MR. MCRIGHT:

9 -- chance that 97, they could go back at
10 80 or something like that, but you will get
11 the majority of it.

12 CHAIRWOMAN PIERRE:

13 Okay. That's the only questions I have.

14 MS. FINCHUM:

15 I have a question on Page 2 for the
16 Equipment, Maintenance, and Repair.

17 MR. MCRIGHT:

18 Okay.

19 MS. FINCHUM:

20 What is that big additional expense?

21 MR. MCRIGHT:

22 Oh, the --

23 MS. FINCHUM:

24 The \$14,000.

25 MR. BLACHE:

1 That's the AC, I believe.

2 MR. MCRIGHT:

3 Oh, the --

4 MR. BLACHE:

5 Let me look at it so that --

6 MS. FINCHUM:

7 I guess my question is, you mentioned the
8 AC.

9 MR. BLACHE:

10 Yeah.

11 MS. FINCHUM:

12 Is that not in fixtures and furniture?

13 CHAIRWOMAN PIERRE:

14 No. No.

15 MR. BLACHE:

16 No.

17 CHAIRWOMAN PIERRE:

18 No, that wouldn't be in fixtures and
19 furniture.

20 MR. BLACHE:

21 No. That's been --

22 MS. FINCHUM:

23 Because y'all were talking about the
24 fixture and furniture; right?

25 MR. BLACHE:

1 Uh-huh.

2 MS. FINCHUM:

3 And we were talking about the FEMA money
4 coming back.

5 MR. MCRIGHT:

6 Right. That's on --

7 MS. FINCHUM:

8 And the AC was brought up, and that's why
9 I'm asking about the --

10 MR. BLACHE:

11 Yeah. No, that makes sense. I'm just
12 trying to find the page. Hold on one second
13 so I can look at it.

14 MR. MCRIGHT:

15 The air conditioning went out, not
16 necessarily because of the floods or anything,
17 they just went out. And so we had to replace
18 them.

19 MS. FINCHUM:

20 Right. I understand that.

21 MR. BLACHE:

22 Yes. And so -- yeah, the 15,201, is that
23 it? Am I finding --

24 MS. FINCHUM:

25 Yes.

1 MR. BLACHE:

2 So when -- these are -- there's a claim
3 filed on these as well.

4 MS. FINCHUM:

5 Okay. So we have -- that's two
6 different --

7 MR. BLACHE:

8 Correct. That's the 15 that I was
9 referring to.

10 MR. MCRIGHT:

11 That's how you get up to the 47,000.

12 MR. BLACHE:

13 Right. That's correct.

14 MS. FINCHUM:

15 Okay. Just wanted to make sure.

16 MR. BLACHE:

17 Yeah. And so we used that fund to cover
18 that expense. We had three go out in exactly
19 ten days of each other.

20 MS. LANDRY:

21 I have a question.

22 MR. BLACHE:

23 Yes?

24 MS. LANDRY:

25 The NSF expense of \$1,764, is that NSF on

1 our part or people paying us?

2 MR. MCRIGHT:

3 That's people paying you.

4 MR. BLACHE:

5 People paying us.

6 MS. LANDRY:

7 People paying us. Okay.

8 MR. MCRIGHT:

9 That's people giving you bad checks and
10 then we collect it. If you look at the first
11 Page 1 of three, you have NSF recovery, we've
12 also recovered \$1,186 of that --

13 MS. LANDRY:

14 Okay.

15 MR. MCRIGHT:

16 -- bad checks. So it's not a --

17 MS. LANDRY:

18 It's a washout?

19 MR. MCRIGHT:

20 It's almost a washout, yeah. And then we
21 expect it to --

22 MS. LANDRY:

23 Do we incur --

24 MR. MCRIGHT:

25 -- wash out. People are going to pay us.

1 MS. LANDRY:

2 Do we incur any expenses from our bank on
3 that?

4 MR. BLACHE:

5 Yeah. And that's why the rules have --

6 CHAIRWOMAN PIERRE:

7 Sure.

8 MR. BLACHE:

9 -- a charge that we can charge back to
10 the offender of the NSF --

11 MS. LANDRY:

12 Okay.

13 MR. BLACHE:

14 -- so we can offset that.

15 MS. LANDRY:

16 Okay.

17 MR. BLACHE:

18 Thank you.

19 CHAIRWOMAN PIERRE:

20 Any questions?

21 MR. MCRIGHT:

22 Okay. Basically, you know, taking those
23 items and everything else is just operating
24 within the guidelines of the budget. There's
25 been no other major differences. We expect

1 that the operations to continue. We don't
2 have any big surprises coming, hopefully, that
3 we're not aware of that may show up. But
4 right now, we don't have anything anticipated
5 that would influence the operating system
6 before June 30th.

7 And y'all are scheduled to have another
8 Board meeting before June 30th, at which time,
9 we will bring y'all an updated budget for
10 y'all to amend this budget. Instead of
11 amending it this time and turn around and
12 amend it two months later, just do it one time
13 and be in compliance with the law.

14 CHAIRWOMAN PIERRE:

15 Okay. Does that conclude your report?

16 MR. MCRIGHT:

17 I believe so, unless y'all have any
18 questions about any specific items.

19 CHAIRWOMAN PIERRE:

20 Any questions by the Board? If there's
21 no questions by the Board, I move adoption of
22 the financial report.

23 MR. SANDERS:

24 Second.

25 CHAIRWOMAN PIERRE:

1 It's been moved and seconded. Yeas?

2 (YEAS BY ALL)

3 CHAIRWOMAN PIERRE:

4 Nays?

5 None? So moved.

6 MR. MCRIGHT:

7 Thank y'all.

8 CHAIRWOMAN PIERRE:

9 Mr. Blache?

10 MR. BLACHE:

11 Yes?

12 CHAIRWOMAN PIERRE:

13 I think you have something else that --

14 MR. BLACHE:

15 Yes, ma'am. Yes, ma'am.

16 CHAIRWOMAN PIERRE:

17 Is that the eLicensing?

18 MR. BLACHE:

19 It is. It is. I have been really,
20 really, really looking forward to this.

21 CHAIRWOMAN PIERRE:

22 I have one question --

23 MR. BLACHE:

24 Yes, ma'am.

25 CHAIRWOMAN PIERRE:

1 -- about the eLicensing.

2 MR. BLACHE:

3 Sure.

4 CHAIRWOMAN PIERRE:

5 Could you provide us with some type of
6 report on the companies that have been trained
7 already or the companies that still need
8 training?

9 MR. BLACHE:

10 We're working with them right now. We've
11 had about 200 individuals come through to the
12 trainings that I've been doing. I've been
13 doing quite a bit of them.

14 I also have some that I'm going to be
15 doing on site around the state as well, but
16 we've had a lot of representation from a lot
17 organizations, the very small mom-and-pop type
18 organizations, all the way up to the, you
19 know, the big ones like G4S and such. We are
20 talking daily literally through email and
21 phone calls with companies.

22 I've got -- this is just a screen shot of
23 one of the videos that's gone up. We finally
24 figured out how to get the videos properly
25 compressed and uploaded with the sound onto

1 the site. So already, I've got nine prepared.
2 I'll be uploading the rest of those today. We
3 should have about a dozen when I'm done.
4 They're very short and succinct and get you
5 right to what you need to know.

6 When I'm doing this demonstration for
7 you, you're going to see some screens that
8 might make you cringe a little bit. Those are
9 not your screens. They're my side of the
10 equation. But as Board members and as the
11 public, I have been sharing those screens in
12 the trainings because I want the partnership
13 between the industry and the Board to
14 recognize what we're looking at versus what
15 you see and to understand the flexibility of
16 what we have in this system.

17 I talked to two people yesterday from two
18 large companies that were present for a
19 training and they were talking to me about
20 other states that they're licensed in that use
21 electronic systems. And I posed the question
22 at the end of the training, have you seen
23 anything that eclipses what we're able to do
24 here that you like better, et cetera. The
25 collective answer was no. They were

1 unequivocally impressed with the system and
2 blown away by the flexibility of what they
3 could do with this system.

4 They told -- I followed up on that
5 question and said, well, why. And the big
6 deal was the systems tend to get you to the
7 point of getting something back. But in terms
8 of all the other pieces that we've created,
9 they don't exist.

10 So I'll start taking you through this a
11 little bit and explain to you what we've done.
12 I want to focus very heavily in what I talk to
13 you about today on some things that we've
14 talked about that have been problems for a
15 long time. I'm going to show you how we've
16 solved those problems by literally spanning
17 one foot from 1985 and putting another foot in
18 2018.

19 CHAIRWOMAN PIERRE:

20 Okay. Let me -- let me just say this to
21 you.

22 MR. BLACHE:

23 Okay.

24 CHAIRWOMAN PIERRE:

25 I know a lot of companies, and we have a

1 lot of mom-and-pop shops --

2 MR. BLACHE:

3 Yeah.

4 CHAIRWOMAN PIERRE:

5 -- I just want to be perfectly clear that
6 I'm in total support of this system, but I
7 just want to make sure that the mom-and-pop
8 shops are brought along that they can
9 participate too.

10 MR. BLACHE:

11 Yeah. They're the easiest ones for us to
12 do.

13 CHAIRWOMAN PIERRE:

14 Oh, really.

15 MR. BLACHE:

16 Absolutely.

17 CHAIRWOMAN PIERRE:

18 Good.

19 MR. BLACHE:

20 Because the smaller companies, we can
21 deal directly with the person whose running
22 the operation, running the desk. They have a
23 smaller footprint of officers. Within a
24 matter of 15 minutes to an hour, we can have
25 them set up in the system, profile created,

1 assignments for administrative rights set,
2 bring their guards over from the old system in
3 guard tracking, put the credentials in, let
4 them see their list immediately.

5 CHAIRWOMAN PIERRE:

6 Well --

7 MR. BLACHE:

8 And 24/7, they have access to that
9 information.

10 CHAIRWOMAN PIERRE:

11 Well, what I'm hearing from some of the
12 mom-and-pop shops is that they're not computer
13 literate and they don't have computers.

14 MR. BLACHE:

15 Well, I don't --

16 CHAIRWOMAN PIERRE:

17 So I --

18 MR. BLACHE:

19 I haven't gotten that one yet.

20 CHAIRWOMAN PIERRE:

21 I don't know what we're going to do about
22 that, but we need to -- we need to provide
23 some type of provision for those who can.

24 MR. BLACHE:

25 Yeah. I haven't heard anything from an

1 agency standpoint where people are saying they
2 can't do it.

3 CHAIRWOMAN PIERRE:

4 Okay.

5 MR. BLACHE:

6 That, I haven't heard. My staff, I don't
7 think we've heard that. From individuals,
8 we've heard some feedback --

9 CHAIRWOMAN PIERRE:

10 Okay.

11 MR. BLACHE:

12 -- well, Mr. So and So has a flip phone
13 and doesn't really -- is not really, you
14 know -- okay. In that case then, obviously,
15 the company that hires that individual can
16 assist them with getting what they need. It's
17 once every two years that that person will
18 have to touch the system basically. The
19 people who have to touch it daily will be the
20 people who run the desks and the instructors
21 and so on. So I think -- I think we're fine.

22 CHAIRWOMAN PIERRE:

23 Okay.

24 MR. BLACHE:

25 Like I said in previous presentations to

1 the Board, this isn't the first state agency
2 to do this. This isn't the first state agency
3 with 13/20,000 people that have had to migrate
4 to something like this. It's where we need to
5 be. And for the most part, the reception has
6 been really fabulous. So if I keep doing my
7 job well and make this transition as painless
8 as possible, and we're going to hit bumps in
9 the road, you know that, we always do, every
10 situation is different, we should be in good
11 shape.

12 Let me talk to you real quickly
13 conceptually through something I want you to
14 notice before I start showing you screens and
15 bombarding you with visuals. We have -- when
16 you do your work, when you do your business,
17 you pull out a blue form and you give that
18 person a temporary registration card. In that
19 process, the company is issuing a state
20 agency's credential.

21 Okay. And unless that application finds
22 its way to the Board, whether it was intended
23 to and was mailed and didn't get received or
24 something happens or it's forgotten or an
25 employee separates and it's locked in a desk

1 drawer, whatever the case may be, there are
2 numerous instances where those people's
3 registration applications don't make it here.
4 So they're on a post a year, two years. Then,
5 they get a renewal green card and the same
6 thing happens. All along that person is
7 operating with a company, they're not
8 registered at the State Board.

9 In this iteration of what we're doing,
10 we're changing the concept of a temporary
11 registration card to that of a provisional
12 card. It's a very key distinction that we're
13 making on purpose. And it aligns us with our
14 laws and our rules. Temporary infers like
15 when you get a driver's license and you take a
16 driving test and you pass, that you have a
17 temporary document and you can drive with
18 until you go get your license.

19 In this industry, what you should be
20 getting is a provisional credential pending
21 the requirements to get to where you're going.
22 So, for example, to be a provisional guard,
23 there is no training requirement. Therefore,
24 when we built the training component of this
25 system, which I'll show you, there is no

1 relationship between the provisional
2 credential and training.

3 But when the guard needs to go from
4 provisional to unarmed, and all provisionals
5 have to be unarmed because there is
6 requirements to be armed, right, to be
7 unarmed, the requirement is first and second
8 eight hours and a cleared fingerprint
9 background check. Right now, what happens
10 often times in the industry is people get a
11 blue card that says they're an unarmed guard,
12 that's the temporary card, we wait for the
13 registration app to come in, we put the app in
14 the system, and then we wait for them to get
15 trained and then record the training. And
16 then at some point when the fingerprints get
17 cleared, we go back into the system and then
18 mark them as unarmed and issue a card per se.
19 That's the process.

20 In this process, what we'll do is we'll
21 say, okay, there is no training requirement
22 for a provisional unarmed guard. In fact,
23 there presently is no background requirement
24 for a provisional unarmed guard; because,
25 again, the industry is issuing the State's

1 credential. So what we're going to do in this
2 case is we're going to issue a provisional
3 unarmed registration card after two variables
4 are met in the system, the first variable
5 being payment, and the second being that we
6 will conduct a provisional background check.

7 We have a lot of companies that sit right
8 here on this Board and some that are out here
9 that already do background checks on people.
10 Some do drug testing on people, and we don't
11 know about that in all cases. But there are
12 many companies that don't do background
13 checks.

14 And so when they hand someone a temporary
15 registration card and that person stands a
16 post at the State Fair on Airline Highway,
17 that company may or may not know that that
18 person has a criminal history that would be a
19 significant factor in the decision to issue
20 the credential in the first place. And it's
21 incumbent upon the State per the statute, the
22 first three sentences of the statute to do
23 better than that.

24 Okay. So what we're going to do is allow
25 them to put the application in the system, and

1 I'm going to show you that process in realtime
2 with a profile associated to a company. Then,
3 we're going to show you how you, the company
4 owners and operators, will answer that
5 application response from the employee or the
6 perspective employee. And I will show you
7 where we step in on our side and start to do
8 the provisional -- the preliminary background
9 check. Which once we make that green cleared
10 and the payments made, we can then issue the
11 provisional credential.

12 And, obviously, the next question is,
13 well, how long is that going to take? That's
14 very relative to how many applications we
15 receive, just like any part of the workflow.
16 The good thing is, is that in our present
17 construct, when Fabian got to the Board March
18 of '16, so this month is my second-year
19 anniversary, the one thing that stood out to
20 me the most was that when an application came
21 through the door, we didn't just hand a bunch
22 of people stacks of applications to put in the
23 system, which would have made sense.

24 The construct that we had in place for
25 many years was that it got broken into pieces

1 in some instances or separated by a type. So
2 if it was a reapplication, it went to one
3 person. If it was an initial app, it went to
4 another. If it was a renewal app, it went to
5 somebody else. If it was a form to do a
6 change of status, that might have gone to
7 someone else.

8 That means that the staff over those
9 years were all basically programmed and formed
10 into one particular process, which meant that
11 they couldn't assist other staff members with
12 those processes. Because when that person
13 vacated that desk, that process came to a
14 screeching halt.

15 So what we're changing, now that everyone
16 at the State Board and all the industry,
17 except for the people deeply involved in the
18 development in this, basically are neophytes
19 on this system. We get to bring everybody in
20 at the same time and bring everybody up to the
21 same level. That means that in the next
22 couple of months, every member of this
23 organization who works here will be able to
24 run this system as proficiently as the next.
25 They can take -- they'll be able to take any

1 call, troubleshoot any issue.

2 And when an application gets processed,
3 it gets processed in its entirety, not in
4 parts. Because if I give you the biggest part
5 and give Ms. Landry the smallest part, you're
6 going to be behind her pace. That's what's
7 happened over the years.

8 Okay. So let me show you what I'm
9 talking about by starting off with logging
10 into the system and just basically giving you
11 an idea of what does it look like from your
12 perspective and how is this going to work. So
13 on one of these tabs, what I'm going to do is
14 I'm going to put up on the screen -- I'm going
15 to switch these lights off if you don't mind.

16 MS. FINCHUM:

17 Is there a focus button on there?

18 MR. BLACHE:

19 It's about as focused as it's going to
20 get unfortunately. You're closer to it.

21 MS. FINCHUM:

22 Maybe that's why.

23 MR. BLACHE:

24 But let me -- I can try to -- that's
25 about as clear as it's going to get. I'm

1 sorry.

2 I'm just going to log in to these screens
3 real quick. Okay. So on the front end of
4 this system, what I'm going to do is I'm going
5 to log in as a gentleman who is involved in
6 development, and we're going to just get into
7 his profile. And on these screens, I'm going
8 to show you what our side of it looks like.

9 Any time you see the words ImageTrend in
10 this icon, don't panic. That's not your
11 stuff.

12 Okay. Your stuff is designed
13 deliberately to be very, very streamlined.
14 Okay. And a couple of decisions that were
15 made in this process were anybody working a
16 desk, that means a QA, an office staff member
17 with signature authority, an instructor,
18 company owners who are overlooking or whatever
19 the case may be, security officers, everybody
20 sees the same thing on this particular screen
21 with the exception of what shows up in this
22 column on the left. And I'll explain that to
23 you in a minute.

24 So the point is that the view is exactly
25 the same. So if somebody called you with a

1 question about something and said, hey,
2 Mr. Robinson, I'm going to do my event
3 temporary registration for Jazz Fest. I'm in
4 the portal; what do I do? You'd be able to
5 tell them, click applications, it's on the
6 left side. And there, you'll see that event
7 temporary registration.

8 So in this case, we're going to act as if
9 we're talking someone through this process.
10 Applications is where everything begins,
11 right. We use blue forms. We use green
12 forms. Well, we've called everything
13 basically the same thing. For the security
14 officer view, when I go live with this, we're
15 not going to even show them this instructor
16 app. If somebody who is a security officer
17 wants to be an instructor and you tell me
18 they're going to apply, we'll just push them
19 that application.

20 What I intend to do is keep it so that
21 everybody that already is registered will only
22 see two options on the screen. They'll see
23 this blue provisional unarmed and the event
24 temporary registration, which is something I
25 specifically created to address a need that

1 many companies have. Okay.

2 Now, if this person is already registered
3 with a company, they will still have the
4 option to do this because people are allowed
5 to do them and try to affiliate, right. Okay.
6 So in this case, what I'm going to do is very
7 simply just go right in here and I want to
8 show you how easy it will be for a new hire to
9 get plugged into your organization.

10 Okay. They're going to click this right
11 here. And on my side of the equation, what's
12 going to happen is there's going to be an
13 application that automatically appears on my
14 screen showing the things that we're waiting
15 to figure out. It's going to show initial
16 application and company affiliation blue form
17 for provisional unarmed. Every initial will
18 be provisional unarmed; has to be. Because
19 until we get the fingerprint background check
20 back, by law, we cannot give that person a
21 permanent credential.

22 Okay. Once that's done on the side where
23 the person is doing the app, the beauty of why
24 everyone has to have a profile is because the
25 application pre-fills itself. I don't have to

1 worry about handwriting, something getting
2 wet, not being able to read it, or whatever
3 the case may be.

4 Now, this person's on this application,
5 this takes them literally less than three
6 minutes to do. All they have to do on here is
7 pick what company they're trying to work for,
8 one. In this case, we're going to use one of
9 the dummy companies I've created, it defaults
10 to the role of security officer. And the only
11 option they have available to them is
12 provisional unarmed.

13 So let me answer another question, well,
14 what about the people that I have them coming
15 in from the old system? We're doing this on
16 purpose so that we don't -- when we bulk
17 issue, we don't want to mistakenly arm someone
18 in a bulk issue. We are going to one-on-one
19 crosswalk what their real credentials may be
20 in the old system and make sure we have
21 fingerprints, training, and certification for
22 a weapon, and then we will adjust it here on
23 this system. And then once that handshake is
24 done and we issue the credential, from that
25 moment forward, everything will flow with

1 ease.

2 Okay. We ask them to answer these
3 questions. And we've expanded these questions
4 according to the questions that all State
5 agencies tend to use, which goes beyond just
6 have you ever been arrested and/or have you
7 ever been convicted. If they answer yes to
8 any question, they will be prompted and
9 mandatorily have to answer information that
10 explains their answer in this system. It's
11 not an option. If they click yes and go to
12 the bottom and sign the application, it's
13 going to jump to the top, validation failed,
14 answer to yes question not filled in. Okay.
15 Very simple.

16 So we've engineered in the process a way
17 for people not to spin their wheels and just
18 go round and round in circles. Now, the only
19 thing they have to do is hit today and then
20 put their password in and submit this
21 application.

22 All right. In this process now, what's
23 going on is the system on my side of the
24 equation is updating the status of this
25 application. So I'm going to go in here and

1 try to refresh this screen and see what we're
2 seeing right now on it and just get that done.

3 Okay. That -- you -- that -- a moment
4 ago when I pointed at this, it said,
5 initiated. Now think about this from a
6 process standpoint for my staff. They saw the
7 app come in. Now, they see it says, received,
8 pending affiliation. What does that mean?

9 What we did was the State Board gave the
10 guard an entry point into the portal that gave
11 us the information we need to start their
12 preliminary background check, so that by the
13 time you answer this, we should be pretty much
14 caught up with you, hopefully; right. So that
15 says, received, pending affiliation. That
16 means that something has happened on your side
17 of the equation. Let me show you what has
18 happened.

19 So I'm going to log out of this guard's
20 profile. But before I do that, let me just
21 point two pieces of information out. The
22 security officer sees that on May 29th, he did
23 a provisional unarmed application and he sees
24 that he completed it on May 29th, and it shows
25 a PDF copy of the file. Today, when you're

1 sending me an application, my people have to
2 enter the data.

3 That means they have to type the name,
4 the social, so on and so on and so on, go
5 through all that information. Then, they have
6 to scan that application to get it in the
7 system. This system creates the PDF
8 automatically. Great time saver, great way to
9 perpetually have the information we need.

10 So if the guard wants to even view their
11 application, they can. Why is that important?
12 What if the guard, after the fact, says, oh,
13 my God, I had been diagnosed with PTSD when I
14 was in the military and I said no on the
15 mental health thing; do I need to -- and they
16 might have a question about that. I can go
17 back into this application on my side of the
18 equation and I can reopen it to that guard and
19 it comes back to them so they can correct
20 their response. Okay. That's just an example
21 of what they could do.

22 So in this case, we're going to log out
23 and we're going to go in now as someone in the
24 organization with this company that has the
25 ability to process applications. That could

1 be, again, a QA, that could be a company rep,
2 that could be an office manager. Whatever
3 designation you have, all you need to do for
4 us is say to us in a phone call or email,
5 Fabian, these are the people I want to be able
6 to handle apps and see the guard list. That's
7 basically what you need to do.

8 Notice what this shows. It shows the
9 person's name here. It also shows that they
10 have one application to be reviewed. So
11 remember the workflow? Guard goes in, creates
12 a profile; guard says, I'm going to work for
13 Mr. Rivers; guard chooses Mr. Rivers; he puts
14 today's date, he answers the questions, he
15 signs, he's done. Now, it's on your desk with
16 your people in your office and you even. You
17 can all see it at the same time. Whoever
18 grabs it first can finish it or they can look
19 at it and back right out of it.

20 In this case, what we're going to do is
21 look at this and this is where I'm going to
22 show you the first problem we solve. Right
23 here, this person that is the QA for this
24 company has this form to fill out for this
25 person. Okay. He's going to be asked a

1 question.

2 The question is, are you affiliated with
3 this person with your company? That means,
4 are you hiring them. If he answers no, this
5 is the first piece that I want to explain to
6 you in detail and show you what happens. I'm
7 going to say no to this. I'm going to sign it
8 today and I'm going to sign my password to it.

9 Now, the no could be for a couple of
10 reasons. It could be for the first reason
11 I've discussed, you ran a background check and
12 you don't like what you saw and you've decided
13 not to proceed with hiring this person. It
14 could be because the person chose the wrong
15 company. And when they chose the wrong
16 company, they wanted Allied, not Amazon. You
17 don't know who they are, because when you
18 looked at it, it showed you their name; and
19 you said, I don't know who this is, I'm not
20 doing that.

21 This is where we've solved problem number
22 one, which is I go to work for Durell, Cindy
23 finds out that my background is not good,
24 sends Durell a notice that you have to term
25 me; you send in a term, you try to get your

1 uniforms back, you're out the money you paid
2 for the first and second eight hours that you
3 already paid for, I'm on the street. I come
4 to you. I say, I want to work for you, you
5 give me a blue app and temporary card. And a
6 couple of months later, you find out there's a
7 problem.

8 Then, I go to Mr. Robinson to work a
9 festival or some other event, and this is what
10 does happen all day long. Cindy can tell you
11 that I'm not lying if I've said, in one year,
12 she might send 70 denials on the same guard
13 because the system didn't have a way to
14 address the problem, right, the paper system
15 and the database.

16 In this case, already an alert has been
17 placed on this guard's account. That means
18 that when they walk into your shop and say, I
19 would like to work for you, the very first
20 thing that you're going to do before you ever
21 even take a step in that direction is hit,
22 look up, and put their name in this lookup.
23 This lookup is public. You don't even have to
24 be logged into the system under your account
25 to do this lookup. Anybody can look this up.

1 And what happens is, there it is, right
2 here, what's the first thing that I've solved?
3 Mr. Rivers says, hey, what's your name, kid?
4 Catsenburger. Ooh, there's a problem, you're
5 denied.

6 We didn't deny him. You just said no,
7 but I built this this way on purpose because I
8 want to slow them down. Now, they've got to
9 contact me and I've got to have a conversation
10 with you to figure out what's going on.

11 Did you deny them because you didn't know
12 who they were or did you deny them because you
13 did what we're about to do and you found
14 something already, and we're going to verify
15 it; right? And it's really easy to resolve,
16 but here's the other thing that I did. And
17 this is the part that I want you to
18 understand.

19 When I did this denial, which was system
20 generated, so we coded this to do this, when
21 this guard goes back into the system -- let me
22 just give that a second. When they log in,
23 this front end of the system is looking at my
24 end of the system. Let me show you this real
25 quick. There you go. Let's go into his

1 application. I went into mine, not Jay's.
2 That's me, by the way. I just want you to
3 know.

4 I want to go into Jay's real quick. I'll
5 show you what I have set up on mine. I've got
6 it set up for another part of the
7 demonstration. Okay. So when this guard goes
8 to log into his account, in this case, it
9 says, the user status on this account has been
10 set to lock.

11 So what have I done now? That means he
12 can't fill out a form to get someone else to
13 react to. So he's trapped right now. Right
14 now, what they do is they just run around.
15 They go from company to company to company to
16 company, and everybody is losing uniforms on
17 them and training time and you're spinning
18 your wheels doing training all over again and
19 you're paying them, and they shouldn't even be
20 working.

21 And the exposure to you is, they're a
22 felon, they are a sex offender. They're
23 working, and we catch it later and tell you,
24 and you make them go away, but they're on
25 somebody else's clock now. And if they do

1 something egregious, there's going to be a
2 litigious problem on your hands. By locking
3 them out of the account, I force them to call
4 my office and say, Fabian, I can't get into my
5 portal account; I applied with a company and
6 they denied me, but it was the wrong company.

7 Okay. I call Mr. Rivers and say, did you
8 deny their affiliation? Yes. What was the
9 reason? We didn't know who they were. In
10 that case, then it's a really simple thing for
11 me to resolve. I simply go into their account
12 on their profile here, and I just activate
13 them again.

14 But I'm going to show you a second fail
15 safe that I built into the system. Even if I
16 change this from account inactive to active,
17 which I can do in an instant while I'm on the
18 phone with them, which will allow them to then
19 log into the system, which I will do now for
20 this guy, I want to show you the second thing
21 that we built in to make sure that, if for
22 some reason, the lockout component of that
23 entire complicated process fails and they are
24 in the system or they were in the system when
25 the lockout occurred, when they go to the

1 applications page, notice what's not there
2 anymore, the blue app that they filled out.
3 There is no app.

4 So until I delete the denied app and
5 verify the basis for the denial, I lock them
6 out of the system. Even if they're still in
7 it when it happens, when they click
8 applications, they're not going to see a blue
9 application to do in the first place.

10 And the same thing is about to happen in
11 a few hours to the event temporary. When that
12 happens, the event temp and the blue app will
13 be gone, they will see nothing on this screen
14 until I do this. There's the app.

15 So no more running from company to
16 company wasting your time, wasting your money,
17 exposing you to litigation like they do right
18 now. That ends with this system. It's a game
19 changer for this industry because we have one
20 of the most poorest, exposed processes because
21 it's outdated. It's from 1985.

22 We have a bad sequel database finicky old
23 system. It doesn't do things for us. It just
24 receives information. This system does things
25 for us. In fact, this system does a lot of

1 things for us.

2 So the time that it took from when we got
3 the delegation of authority to do this and
4 signed the contract in December of '16, and we
5 began development of the system in '17,
6 January of '17 to be precise, what I've been
7 doing every single day, virtually, is
8 designing in these workflows. I've been
9 building the forms, building the licenses, and
10 designing the workflows.

11 So what this means, and again, I said,
12 you don't need to remember this, but I need
13 you to understand it because you're going to
14 call me with ideas that are going to be
15 amazing and we're going to be able to
16 implement those ideas, which we could never
17 have done without calling a developer. I can
18 do this right from my desk.

19 So this says, if they apply on the public
20 site, they do this form. The form is
21 submitted. You, the company, gets this form
22 and then you either answer yes or no. And
23 when you do, those things happen. And that's
24 all automated.

25 Here's where we're going, provisional

1 unarmred, once we get the electronic background
2 check that DPS State Police is using from a
3 guy by the name of Mitten, I don't know what
4 his company is, when we get that plugged in,
5 and that guard does that provisional
6 application on his side of the equation, that
7 system will automatically ping the background
8 check system and come back with a yes or no;
9 in effect, a redtail type response.

10 MR. PELLEGRIN:

11 What's the time frame on that?

12 MR. BLACHE:

13 Immediately.

14 MR. PELLEGRIN:

15 Immediately.

16 MS. FINCHUM:

17 I have a question about the denial.

18 MR. BLACHE:

19 Yes?

20 MS. FINCHUM:

21 Is there -- and there might be a reason
22 why we don't have it, but is it a possibility
23 to have the option to put reason, especially
24 like on the unknowns? Like, if I don't know
25 it is and if I just type to you, unknown, you

1 wouldn't have to make that extra call and you
2 can go ahead and get that person back on
3 track. I mean, I would assume that that would
4 probably be the largest reason as far as --

5 MR. BLACHE:

6 This is one of the reasons --

7 MS. FINCHUM:

8 -- an accident in the system, you know.

9 MR. BLACHE:

10 Yeah. This is one of the reasons why we
11 have these conversations all the time. I
12 don't think that that's necessarily a bad idea
13 at all.

14 MS. FINCHUM:

15 I mean I can understand if you're going
16 to want to talk to --

17 MR. BLACHE:

18 I'm not --

19 MS. FINCHUM:

20 -- whomever makes that decision that's
21 not an unknown.

22 MR. BLACHE:

23 Part of -- sometimes I get locked into
24 some of my thoughts.

25 MS. FINCHUM:

1 Sure.

2 MR. BLACHE:

3 What I wanted to do in this process and,
4 you know, as things evolve, things change, was
5 I wanted to make it so that the industry knew
6 more of the people on the agency side too,
7 right. So we're trying to design ways to
8 change not only their workflows and improve
9 the speed of it exponentially, but also create
10 equality amongst those desks. And, therefore,
11 you would have opportunities to interact with
12 the agencies.

13 But two questions came to me this week
14 that were really good ones. The first one
15 was, well, what if the person really isn't
16 provisional, and I know it because I hired him
17 seven months ago and I trained him and
18 certified him, could I indicate on the app
19 that they're really not going to be
20 provisional unarmed and show you what you
21 should be looking for? And we were able to do
22 that.

23 So in the case of what you're asking me,
24 yeah, theoretically, what I can do is I can go
25 into this form later today and click on this

1 one right here, and where you are, after
2 you've indicated yes, I can add a question
3 right here and give you a box to write in.

4 MS. FINCHUM:

5 Okay.

6 MR. BLACHE:

7 I can do that.

8 MS. FINCHUM:

9 I mean, I'm just --

10 MR. BLACHE:

11 No, that's good. That's good.

12 Okay. So from a process standpoint, I
13 want to stay on this provisional unarmed for a
14 minute because it's very important before we
15 get to the next step. Everybody that is new
16 that comes in comes in that way. The only way
17 they go from provisional unarm to unarmed is
18 if they meet three criteria, which are what?
19 First eight hours, second eight hours,
20 completed fingerprint background check, right.

21 So in this case, we denied this guy and
22 now I've taken all that stuff out. So now I'm
23 going to show you how you would actually
24 proceed with this to get to a point of
25 payment, which doesn't take very long to do.

1 So in this case, what I'm going to do is
2 create another application for him because I
3 got rid of the denied one to give him back
4 access to the app. There it is already in its
5 initiated status.

6 You know what else we succeeded in doing
7 by doing this? Remember when I read to you at
8 one of the meetings that the card that you
9 give out says, this is evidence that a
10 registration application has been submitted to
11 the Board? It has been submitted to the
12 Board. In this case, it is. In the other
13 case, it isn't. It's evidence that you gave
14 them a card, but it's not evidence that the
15 application has made it to the Board, which is
16 what the card says which is patently not true.

17 So in this case, the application is at
18 the Board. Now, what status is it in? Well,
19 it's initiated, it's received in process,
20 whatever. That's what these status codes do
21 for us.

22 So in this case, the guard is going to,
23 again, do his normal thing, he's going to
24 choose the company he wants to be with, he's
25 going to indicate that he's provisional

1 unarm ed. That's his only option. And we're
2 adding some little language boxes there to say
3 that this is the default, your record will be
4 reviewed in the old system. And if your level
5 is different, we will adjust it accordingly,
6 right. And then they hit today, this is the
7 security applicant, and then they submit it.

8 So as far as the guard's interaction with
9 the system is very limited, very easy, very
10 straight forward, very limited. It's not
11 complicated on their side at all. Typically,
12 when most companies hire people, you're doing
13 some sort of a face-to-face type of hire, I
14 would assume; is that correct?

15 Okay. So that means you have them in
16 front of you. When we had them fill this form
17 out, you didn't get the answer to those
18 disclosure questions. We did; right. So we
19 can start doing our vetting process. So what
20 we've done in this process, is when we present
21 the company person, whoever that is, and you
22 can have more than one, you can have as many
23 as you want actually that can get in here and
24 do stuff with these, what we did is we added
25 those questions back.

1 I want to make the obvious question
2 clear. We're not holding you accountable for
3 the answers on that part of the form. We're
4 giving you an opportunity to ask them the
5 questions. You don't even have a write-in if
6 you click yes, because they have to write it
7 in. They're not even sitting with you and you
8 have this form to do if they haven't done
9 their part.

10 So if they lie, it's on them. That's why
11 they have to sign their user name and password
12 to it, and that is legally binding.

13 Okay. So here is the review app that you
14 need to do. You'll see 12 there, 15, 20,
15 whatever. They show up in a list. You can
16 open multiple tabs. So let's say you do have
17 a lot of activity, like a lot, you're going to
18 do 15 people a day, you can open up ten tabs
19 on the top, go to the first screen, hit start,
20 go to the next screen, hit start on the next
21 one and go right down the line, come right
22 back to the first one and continue on, and you
23 can just roll like that.

24 Know why I know? Because I was the only
25 person doing it for 20,000 people for two

1 years. I had to do it myself, and that's how
2 I did it. And it worked. I mean, it just
3 rolled right along. Okay. So that's the
4 other beauty of this is it's not unlimited to
5 screens or users. It's that large and robust
6 that it can handle that kind of activity.

7 So in this case, we're going to be
8 presented with a question again. Okay. The
9 question is, are you affiliated? Now, we're
10 going to say yes. Notice what just happened.
11 All these tabs just appeared and the
12 application opened up. What I deliberately
13 did in the coding is I hid all that from you
14 because I don't want to bombard you with
15 information that's not relevant until you've
16 answered the question.

17 Now that you've said, yes, you're going
18 to hire this person, now we go through the
19 rest of the application. So here's the thing
20 I just talked about that relates to the fix
21 that you just suggested. Is this level
22 correct? Yes, you move on. No, and this
23 would be because you have some reason to
24 believe, you have the option now in this
25 application to tell me what you know they may

1 have. And we can then cross verify it and
2 grant it accordingly on the back end.

3 We're going to do that anyway. It
4 doesn't matter. But the fact that we give the
5 QA, the office person the opportunity to say
6 so and help the process along, not a bad idea.
7 So we plugged it in.

8 And this one, I'm just going to go ahead
9 and say it is correct, because I want to show
10 you the provisional credential and then show
11 you how they move from there to the next one.
12 So all these other things are locked because
13 there are things that relate to identity
14 theft. They can change certain things. We
15 can only change certain things with their
16 approval. And there's certain things that's
17 in the system in updating and we'll update
18 their profile and certain things you can't.

19 Let me briefly explain what I mean by
20 that also. See this address piece right here,
21 that you can write it. The reason why is
22 because I have it set up so that if Mr. Rivers
23 is on boarding somebody and they say, that's
24 not my address, that was my address when I set
25 up my profile four months ago, but my address

1 now is something different, they can enter it
2 there and it updates the profile. This way,
3 we're not sending stuff to them at the wrong
4 address like we do all the time now because
5 people change addresses frequently, phone
6 numbers, things like that. It's also for the
7 phone number. It allows for the email address
8 and those things.

9 There's a military question, yes or no.
10 That's a conditional question. If it's no,
11 it's no. If it's yes, then it pops up, what's
12 the discharge type, honorable/dishonorable.
13 And it gives you an opportunity to upload
14 their DD214. Everything with the exception of
15 cover sheets and two sets of fingerprint cards
16 will get uploaded into this system. The
17 fingerprint cards still have to come here
18 because they have to go through Kim, and she
19 has to run them through State Police in the
20 manner that we have the contract to do so.

21 So in this case, I'm just going to go
22 ahead and indicate that this person didn't
23 serve, because he didn't, and we're going to
24 save and continue. This is going to take us
25 to the next step. Meanwhile, back at the

1 ponderosa, right, we've got this application
2 sitting in here and we're just looking at the
3 status; right. We're looking at this payment
4 thing, background, fingerprints, et cetera.
5 Okay.

6 So you're now at the part where it says,
7 if the registrant has not uploaded a photo.
8 In many instances, once folks get in here,
9 they're going to notice that they can do this.
10 We're uploading some photos as we set up
11 accounts as we're able. I've got mine up on
12 my phone here, the photo of me.

13 You can have them sitting right there and
14 say, hey, just log into your photo account and
15 let's take a look at your picture while you're
16 in the app. And if you're satisfied with it,
17 okay, great. If not, you can tell them to
18 touch the picture, take another one and upload
19 a new picture.

20 So I don't have to worry about receiving
21 thousands of tiny pictures. We have gotten
22 pictures printed on Post-it Notes, okay, and
23 we put them in the feeder and they gum up the
24 feeder and stuff, because you don't even
25 realize in the moment what it is. We get them

1 on thin, thin paper, thick paper, actual
2 passport photos. You get my point. This
3 solves the whole issue with pictures.

4 It's also a big deal for people who are
5 transgender because we have encountered a lot
6 of that recently where he is she and she is
7 now he and the long blond hair is gone and
8 it's a short, you know, twisted blue. And
9 there's contacts that make their eyes ice blue
10 and, you know, you name it. And people who
11 change their appearance a lot want to actually
12 have a card that represents the way they
13 presently look. We get that call all the time
14 too. So this solves that problem.

15 In this case, you've looked at their
16 phone, you've said, yeah, that picture is
17 great, and you just skip that. You can just
18 buzz right past that. You don't even have to
19 bother with it.

20 The next step it takes you to some
21 conditional question about fingerprints.
22 Where's my little thing? I lost it somewhere.
23 Conditional questions about fingerprints. The
24 reason why we put the conditional questions in
25 is because, as Mr. McRight alluded to before

1 and as you well know because it's impacted
2 your bottom line, you're not paying \$48 a set
3 of prints on everybody anymore. You're not
4 paying that extra \$38 on those re-apps that
5 have been printed after May of 2011. We're
6 not gumming up the system with more prints.
7 We're getting updates on them anyway.
8 Everything is good.

9 Okay. So in this case, you answer the
10 question, has the registrant ever been
11 fingerprinted for the State Board? A lot of
12 times you're asking them that, you may see
13 them in the system already as unarmed guard.

14 Here's the hint, if you do a check and it
15 says, Durell, unarmed; Mark Williams, armed
16 0.40 caliber; Mr. Robinson, armed, 9
17 millimeter, they've been printed, because
18 we're not issuing credentials out of this
19 system if training isn't done, certification
20 isn't valid, and fingerprints haven't been
21 cleared; right. So if they've got a
22 registration level other than provisional
23 unarmed, they've been printed.

24 Okay. So in this case, we're going to
25 say, I'll game it out, we'll say, yes, they've

1 been printed in the past and, yes, it was
2 after May of 2011. That means that app is
3 going to come out as \$50 on the back end for
4 the payment side. It's going to calculate it
5 automatically for you. So we don't have to
6 worry about, you know, adding all that stuff
7 up.

8 Now, it asks you the questions I talked
9 about. You notice it says, has registrant,
10 because I am not holding you accountable for
11 the answers you're going to ask them and
12 you're going to record what they tell you.
13 Real simple.

14 So you put the nos in because 77 percent
15 of all applicants lied on their form; right,
16 and that's a -- you know that. That's a fact.
17 We've tested this now three, four times. It's
18 just true. So it's going to advance you to
19 the last steps of the process.

20 This is the upload component. Remember,
21 I said the only thing you're going to send us
22 are cover sheets and two sets of fingerprint
23 cards. That's it. Everything else, I9,
24 social, DD214s, green cards, State IDs,
25 driver's license, whatever you have copies of,

1 it goes in here, okay. So you have to upload
2 something. It makes you do that.

3 So we're just going to grab up something
4 and we'll stick it in there, and we'll save
5 it, and we'll save what it is, supporting doc,
6 and we'll pick a document type and we'll save
7 it. All right. At this point now, you sign
8 the application. You're basically done with
9 the entire blue application process on this
10 officer with the exception of payment.

11 So you can do 20 of these in the amount
12 of time that it took me to show you this and
13 then go to your roster and bulk pay for these
14 licenses; right. Okay. It's going to ask you
15 hire date. If it's today, you click today.
16 That means you're doing this application 34
17 days or less from this point in time.

18 Why is this here? This is here because
19 if it's late, let's say the hire date is 1/29,
20 and you're signing it and doing this today --
21 this is going to ask payment by credit card,
22 yes or no. The reason that question is there
23 is because if you're paying by credit card,
24 when you check out and go to the payment it's
25 going to add the 3 percent convenience fee.

1 If you say, no, you're going to ACH, it's
2 going to be feeless. It charges -- the fee is
3 \$0.40 per transaction, not per check.

4 So if you do 40 guards on one ACH, it's
5 only \$0.40 to the Board. It's a wash each
6 direction. It's actually, American Express, I
7 think, is 7 percent and Visa/Mastercard are
8 like one point something percent or two point
9 something percent. I can't remember. The
10 math magicians at the banks know it, so they
11 came up with the 3 percent.

12 So, basically, we've got everything where
13 we need it to be, right. So you're going to
14 say, yes. Well, the issue here is that you
15 are doing this application on the security
16 officer who has been working for you since
17 January. This is a late app, right. So you
18 sign it and now it's done on my side.

19 Once this screen finishes, this is now
20 going to -- let me get in here -- this is now
21 going to update. So it should be, received,
22 pending affiliation. When this is finished,
23 and I'm going to look for it to resolve here
24 first. It's all in realtime. So
25 everything -- and this is production data.

1 So what I'm showing you is this system
2 running on Wifi in this room doing exactly
3 what you're going to do, okay. Only
4 difference is that my Wifi signal looks like
5 it's really low over there. If you're using a
6 standard office connection or CAT5 or
7 whatever, you'll be in good shape.

8 On this side of the equation, I'm going
9 to show you we also have a transaction screen.
10 So one of things that we can do from the
11 accounting side of our responsibility is now
12 we have a system that actually tracks every
13 transaction, tells us if they fail, if they
14 complete. We can run reports on this. It
15 doesn't mean that Ms. Sharon has to then sit
16 down with checks and money orders and do all
17 this entering and stuff that she has to do to
18 post, right.

19 So let's see if we can get this to
20 resolve. There it is. This is done. All
21 right. So on this side, on my side, this
22 screen should now indicate -- okay. So now it
23 says received, pending payment. So what would
24 you do to pay for this? This is the next part
25 you're going to be interested in seeing.

1 Your view, all of you and those of you
2 that do this stuff is going to look exactly
3 like the view you see right here. When you
4 click on this -- and this is -- we've got a
5 ticket in to change that to the word company
6 because you're going to see on the next screen
7 and going through the templates and changing
8 them, right. When you get into the services
9 section, what you're going to be doing is
10 you're going to be looking at what in effect
11 is our company list, the company rosters,
12 right.

13 So here's companies. This person
14 actually has two relationships. They have a
15 relationship with Crescent, but they are just
16 a security officer. They have a relationship,
17 this would never happen, but I wanted to show
18 you the difference, they can't do anything
19 with that. That's just text. They have a
20 relationship with Amazon and they have the
21 role of security officer and qualifying agent,
22 and so they can see that roster. They can
23 manipulate that information for them, right.

24 So here's the company, here's the
25 personnel section. And once this finishes

1 doing what it's doing, and I'll kind of show
2 you what that looks like on our side too just
3 for fun. We'll look at it from both
4 perspectives. All right. There you go.

5 So here is something you cannot do today
6 that you will be able to do going forward.
7 You will never have to call and ask me for a
8 list everyday because your list will be right
9 there on your screen. Not only is your list
10 there, but your training reports on your
11 people are there as their training starts
12 moving forward through the system.

13 Documents that have been uploaded are
14 there. So instead of you keeping all that
15 stuff, if they're with you, you've got it. If
16 they come back to you, you still have it,
17 because we're going to keep every document
18 uploaded perpetually forever in that spot. So
19 if they have 37 documents over ten years,
20 they'll be there.

21 MR. PELLEGRIN:

22 So will the companies no longer have to
23 keep any files at the office?

24 MR. BLACHE:

25 You wouldn't have to. You can rely

1 solely on this system. Now remember, this is
2 a cloud-based system that is maintained on
3 dozens of servers with a 99.9 percent up time.
4 Have I ever seen it go down? Yeah. Never for
5 longer than 60 to 90 minutes ever.

6 So once you've got all this going, I mean
7 you've got access to everything you need to
8 know at your fingertips, including the ability
9 to sort by name, by position, by security
10 officer number, or even by level. So if
11 you've got 60 percent of your workforce is
12 unarmed and 40 percent is armed, when you sort
13 by level, it's going to give you all your
14 unarmed in row a row; then, it's going to
15 start showing you your armed and it's going to
16 group them; 9s, 0.357s, 0.40s, whatever.

17 CHAIRWOMAN PIERRE:

18 Well, then that would eliminate the need
19 for audits, the in-house audits that you all
20 do?

21 MR. BLACHE:

22 No.

23 CHAIRWOMAN PIERRE:

24 All of the information will be on your
25 side.

1 MR. BLACHE:

2 No, we're not.

3 CHAIRWOMAN PIERRE:

4 Okay.

5 MR. BLACHE:

6 Audits are designed to do what we're
7 encountering right now. Here's what's
8 happening in some of the conversations with
9 the companies, not small companies, but the
10 bigger companies will send us a copy of our
11 guard list and we will get those people to
12 create their accounts. Oh, no, no, no. I
13 want who you pay. Who are you working?
14 That's who needs to create profiles and needs
15 to be added to your account, because your
16 guard list might be 12, 20 people short in two
17 days.

18 So, no, audits will always be a thing
19 because we're looking as to juxtapose whose
20 working versus whose registered. Does that
21 make sense?

22 CHAIRWOMAN PIERRE:

23 Yeah.

24 MR. BLACHE:

25 Okay.

1 CHAIRWOMAN PIERRE:

2 But you can also do it electronically.

3 MR. BLACHE:

4 Oh, yeah.

5 CHAIRWOMAN PIERRE:

6 Okay.

7 MR. BLACHE:

8 There will be more opportunities for us
9 to do what we would call test desk audits.
10 And we'll just say, hey, look, send me a
11 random sampling of people that you've hired in
12 the last whatever to whatever. And they will
13 look and see if there's people missing.

14 CHAIRWOMAN PIERRE:

15 Well, we've been doing that for 12
16 years --

17 MR. BLACHE:

18 Right.

19 CHAIRWOMAN PIERRE:

20 -- to send you electronic audits so that
21 you have the information and payroll.

22 MR. BLACHE:

23 Absolutely.

24 CHAIRWOMAN PIERRE:

25 Right.

1 MR. BLACHE:

2 Absolutely. Here's the other thing that
3 you now have at your fingertips, you can
4 expand this information and there's your
5 person's email address and phone numbers. So
6 you've also got that information at the ready
7 in addition to, as I said, whatever documents
8 have been uploaded for that person. And you
9 can click on those documents and see those
10 documents at any time. This is
11 transformative, you know, in the way you're
12 handling your day-to-day operations in your
13 office. Okay.

14 The other thing, remember when I said
15 that provisional unarmed people don't have a
16 training requirement and what we're looking
17 for is a preliminary background check and
18 payment, right? So in this case, we're going
19 to choose everybody on the list. This is how
20 you would actually execute a payment.

21 So let's imagine you've spent half the
22 morning putting on a lot of people or several
23 people, and you're back from lunch, and you
24 want to go ahead and just pay for those and
25 get those to the point where we can issue the

1 card. You would pick all the people you know
2 have a balance due on and you would execute
3 the next task. The interesting thing is if
4 you pick people on that list that don't have a
5 balance due by mistake, it's not going to
6 charge you for them because there's no balance
7 due.

8 Now in this case, I should have, I
9 believe, only one person that there's money
10 owed on. And I'm going to say, pay for
11 selected users. And you're going to notice up
12 here that this is going to change a little bit
13 and it's going to take you to another screen.
14 And on that screen, it shows you what you owe.
15 And there's the amount. It's \$550 plus the 3
16 percent because you chose to use a credit
17 card.

18 Presently, there's an ability in the
19 system, and this is why we're not at April 1st
20 yet, right, to short pay this, right. That's
21 being taken out. If there's anything that
22 needs to be done like that, that would be
23 something that you deal directly with the
24 Board with and we would address it. So this
25 option for you to just change that will not be

1 present, okay.

2 If this is ACH, that's \$550. Okay. So
3 when you say no on the question about the
4 credit card, when this screen pops up, it will
5 be feeless. Okay. Then you say, continue.
6 Now you're going to see the handshake with the
7 bank and the first data pay using Gateway.

8 And this is the screen where you would
9 then enter that you're going to use a card and
10 it gives you access to every card type, and
11 you put it in and you pay for it. You'll get
12 a receipt. You're going to get a transaction
13 number and you'll get an invoice number that
14 we can track back to anything. Okay.

15 I think at this point I probably don't
16 need to adjust that fee and actually pay it in
17 realtime for you to see that. I think you
18 know that it works, right. But if there was a
19 problem, let's assume that somebody in the
20 office messed up and they did put 1/29, and it
21 really wasn't, they just had the wrong thing;
22 and you call me and say, Fabian, that's not
23 correct. What I would do in that case is I
24 would come into this, I'm just going to show
25 you and I'm going to point. See where it

1 says, \$566.60? Notice what I did here too for
2 you.

3 When you call me with a question about a
4 charge, I will be able to answer your question
5 very accurately because I can tell you exactly
6 what shows on the screen. I've got the 44
7 days or more, the criminal tracking fee, the
8 application admin fee, and the app fee. So I
9 can see that all broken down. If I add the
10 charge -- what was it, Misty? Was it five
11 what?

12 MS. FINCHUM:

13 It was \$566.50.

14 MR. BLACHE:

15 Okay, \$566.50. So just for fun, if I
16 come in here and put in minus \$566.60 and save
17 that, and then go back to this application and
18 we refresh the screen -- and, again, this is
19 realtime. This is happening between us and
20 Minneapolis right now, it's adjusted to a
21 dollar, which means that I can then tell you
22 on your side of the equation -- see if I can
23 get back to where you were. Well, I'll do it
24 right here. Let's go back one step to this
25 screen. There it is.

1 So from a legislative auditor's
2 standpoint, taking negotiable instruments of
3 money orders and checks out of the pipeline is
4 a huge, huge, huge deal and making sure that
5 money is flowing directly from you, the end
6 user, to the bank directly, which is exactly
7 what happens with this. The moment this
8 transaction completes, I can walk into Whitney
9 Bank and see that transaction and see that
10 money in that account. Okay.

11 Now remember we talked a while back about
12 the fact that the State has a no refund
13 policy; that application and fingerprint fees
14 are not refundable? Okay. That's within
15 reason, right, if there's a mistake. If there
16 is a mistake and something just happens, one
17 of the other things that we have available to
18 us in this system is the ability to go to view
19 payments and we can go to, let's get in here
20 and do this, pay now.

21 MS. FINCHUM:

22 I have another question.

23 MR. BLACHE:

24 Sure.

25 MS. FINCHUM:

1 When you made that payment adjustment,
2 can you also add a note box to that too as
3 well as to why that adjustment is made so that
4 you --

5 MR. BLACHE:

6 I can --

7 MS. FINCHUM:

8 -- (inaudible) later on?

9 MR. BLACHE:

10 Sure. That line that I typed in where I
11 put in ADJ, that's actually my note box.

12 MS. FINCHUM:

13 Where you can type a note in?

14 MR. BLACHE:

15 Right. And this way, when there's a
16 question about it, I've got documentation.

17 MS. FINCHUM:

18 Okay.

19 MR. BLACHE:

20 The other thing too to dovetail into
21 this, whoever is in the system, if it's Cindy,
22 Stephanie, Renee, Kim, it doesn't matter,
23 whoever is doing something on our side, it's
24 time and date stamp and recording it by that
25 individual's involvement in the system. Very

1 important. Down to the point that when I show
2 you this application real quick -- let's go
3 back to the app for one second and let me show
4 you something interesting about this
5 application.

6 Remember I talked about how the forms
7 come in here, you know, we stamp them in and
8 then we break it up and all this stuff
9 happens? All right. In this workflow,
10 there's everything that has happened on this
11 application down to who did it, whether it was
12 the system, the QA, the guard, and the time
13 and date. Everything about it, I know just by
14 looking at the screen. Okay.

15 So in this case, what we're looking for
16 is two form conditions to be met for this
17 application to be ready to issue. We're
18 looking for two things, our background and
19 payment. So for purposes of showing you guys
20 that, I'm just going to mark the background
21 complete, assuming that we've run our clear
22 report and we're satisfied that this
23 provisional can move forward. And, again,
24 just because I want to get this done, I'm
25 going to mark payment complete as well, even

1 though there's a pending balance of a dollar
2 on the application, right.

3 So once this is saved, if you look at my
4 cue now, and this is one of the workflow
5 things I want you folks to know is that I'll
6 have staff members watching applications ready
7 to issue. Let me get back in here real quick
8 and refresh these screens. Let me just get in
9 here. I wish my internet was a little bit
10 faster right now, but it's not.

11 Okay. So once these form conditions are
12 met, then we'll go ahead and issue this
13 application. So what I'll do in this case is
14 I'll click on this and I'll move down here and
15 I'll say, issue. What that's going to do is
16 on the guard's side of the equation, it's
17 going to populate all that information, the
18 photo, the level, the issue date, and the
19 expiration date.

20 So once this is done, and it's going to
21 take a moment to do that, because the system
22 is doing what, making a PDF file, regarding
23 who did it, the date, the time, all those
24 different little things. Once it resolves all
25 those processes, on the guard's side of the

1 equation, he will now be able to generate a
2 provisional unarmed card. So you don't have
3 to wait for us. You know, the current
4 workflow is you issue it.

5 This workflow is we don't give them
6 anything until we've at least checked to see
7 that they're not a registered sex offender or
8 have some egregious felony or something along
9 those lines. And so what I'll do in this case
10 is I'm going to log out of this account and
11 I'm going to make this a little smaller real
12 quick. I'm going to log out of here and then
13 go back in as the security officer who
14 applied. Let me get in there real quick and
15 show you what is going on on that side.

16 So if you've got all his documents set to
17 go and you've got everything ready to upload
18 and you've got your payment cued up and ready
19 to go, he does his little three-minute deal,
20 you do your little five/ten-minute deal and
21 you've processed it, there he is. He's ready
22 to go with refresh. Bingo, provisional
23 unarmed, right. Real simple.

24 The next thing that I've done that's in
25 test and will be implemented is the moment

1 this person is trained, first and second, and
2 the moment this person's fingerprints are
3 cleared, the system will take this provisional
4 off. So you'll know that that has been
5 recorded properly on our side.

6 What's also nice about it is that on your
7 side of the equation, if you're the one that
8 does the training, because it's in-house, and
9 you think that this person is ready to rock
10 and roll with a movement from a provisional
11 status to an unarmed -- full unarmed status,
12 there is a way to execute what you're commonly
13 referred to as a change of registration type
14 or change of status. You can do that in the
15 system as well. And that's done from your
16 guard list screen.

17 You simply go to that same screen on your
18 screen. You're in your portal account, you
19 click company, you click your company, you go
20 to personnel, you see your personnel, you type
21 the person's name, they pop up, you put a
22 checkmark next to their name, and we go back
23 do that same little drop down where we paid
24 for it, and we do the next one. And then it
25 brings us to a form. It's the change of

1 registration type. We say, unarmed, submit.

2 And then on our side, we see it. The
3 system checks for the training, checks for the
4 fingerprints to come back. If the training is
5 done and the fingerprints are not back, the
6 ask to change it will fail. And it will go
7 into a cue where we can monitor the
8 fingerprints. And when they come in, we can
9 make the change, which brings me to the next
10 step of the process.

11 And that is this, once the person is
12 unarmed, which means that their fingerprints
13 are back, right. It's a process, right. The
14 fingerprints are back and you want to change
15 their status to armed, when you do that form,
16 the form looks for the training, it looks for
17 the fingerprints, and then it looks for the
18 firearm certification.

19 Let's say you get this situation, which
20 will happen very soon, you're going to contact
21 me and say, Fabian, this guy's card says
22 provisional unarmed and we know for a fact
23 that he is certified with a 0.40 caliber,
24 we're going to open up guard tracking and go
25 look. And when we look, we're going to see,

1 yep, that's right, he does everything, he was
2 cleared by Cindy several months ago, we're
3 going to go ahead and adjust his registration
4 type to match what his actual current level
5 is, because that could happen.

6 All it takes for me to do that is what
7 you're about to see me do right now, which is
8 to go into his registration type, edit it, and
9 take this off and give him this, and save it.
10 Once this is done and that record is saved,
11 that guard can log into their account and that
12 same guard that just a moment ago for them
13 said provisional unarmed will now indicate
14 that it is armed with 0.40 caliber in that
15 moment that you're on the phone with me and
16 we're resolving whatever that issue is. So
17 there it is.

18 MR. PELLEGRIN:

19 So quick question, the background company
20 that does the instantaneous thing, until they
21 have the training and the fingerprints are put
22 in, they will be unarmed?

23 MR. BLACHE:

24 No, not the background part.

25 MR. PELLEGRIN:

1 Okay.

2 MR. BLACHE:

3 The statutory requirement is the
4 fingerprint.

5 MR. PELLEGRIN:

6 Fingerprint.

7 MR. BLACHE:

8 Right. We're doing the background part
9 to make sure we're not putting temp cards into
10 felons and sex offenders hands, right. That's
11 what we're doing that for. That's our way of
12 stepping forward and saying, we're not just
13 giving everybody a green card, right.

14 The only requirement to be an unarmed
15 guard is first and second eight and a cleared
16 fingerprint background and unarmed to armed,
17 first and second eight and a cleared
18 fingerprint background and a firearm
19 certification.

20 MR. PELLEGRIN:

21 Right.

22 MR. BLACHE:

23 Right.

24 MR. PELLEGRIN:

25 So we have to wait for that -- everybody

1 is going to have to wait for that background
2 check to complete for an armed guard?

3 MR. BLACHE:

4 Yes, because that's how it's been written
5 into statute ever since. Yes, that's correct.
6 That is right.

7 MR. PELLEGRIN:

8 Okay. So how does the company know that
9 that background check has been cleared? He's
10 got to keep checking the system every day or
11 is there an alert that's sent out? Is there
12 an email saying this person has backed the
13 background?

14 MR. BLACHE:

15 Yes. When we mark the fingerprint
16 background check cleared, you get a merge
17 template that says, this person's background
18 check was cleared.

19 MR. RIVERS:

20 So how long do you think we're looking
21 at? Because I know we run into situations
22 where we hire guards, we train them, we get
23 them certified armed because we need them.

24 MR. BLACHE:

25 Right.

1 MR. RIVERS:

2 So how long are we -- what's the time
3 period that you're thinking before actually
4 hiring a guard and being able to put him on a
5 post as an armed guard?

6 MR. BLACHE:

7 Because we're going to go from one person
8 looking at backgrounds and rap sheets, because
9 we have to look at physical rap sheets, our
10 system that we own and have right now is we
11 scan cards, get back rap sheets that we have
12 to print. And then, we have to sort through
13 them and look for the ones that say felon, and
14 then read them, right. We have one person
15 that does that.

16 CHAIRWOMAN PIERRE:

17 But they could do a word search on it.

18 MR. BLACHE:

19 Cannot.

20 CHAIRWOMAN PIERRE:

21 No?

22 MR. BLACHE:

23 Because when I started sending them from
24 the system to the person directly on an
25 internal server so they could word search

1 them, and she started doing that, we were told
2 by State Police we can't do that. Because for
3 some reason, and some of you who know what I'm
4 about to say are going to laugh, for some
5 reason, sending the system's response through
6 an internal server that doesn't leave the
7 building to another desk wasn't secure enough.
8 And they send them to us on Lotus notes. See,
9 I knew you were going to laugh.

10 It's absurd. But what we have to do is
11 we have to print them. So let me -- I'm still
12 answering your question. Because we won't
13 just have one person doing this, because
14 everyone will be looking at these cues,
15 working at these cues issuing credentials, we
16 can spread that workload over across the
17 entire agency theoretically and significantly
18 increase the amount of time it takes for us to
19 ferret out the felon ones and address those
20 first, because that's the big key. The big
21 key is to look for the ones that say felon and
22 look for the ones that have any aggravated
23 charges on the list.

24 So I don't have that answer for you just
25 yet, but I have an idea that we will be way,

1 way faster on the final disposition side of it
2 than we are today. On the entry side of the
3 equation, Kim can basically put in whatever
4 she receives that day that day.

5 State Police, that's a different issue on
6 what comes back. Sometimes we get nothing
7 that day. The next day, we might get three
8 days' work. And that's where the problem
9 begins, because then we have to print them,
10 which takes time, and staple them together and
11 then sort through them.

12 They don't come out in alphabetical
13 order. They don't come out felony priority
14 first. That's the issue. I promise you this,
15 because as you can see as I'm explaining the
16 process to you, you can tell that I'm
17 intimately familiar with how it works, right,
18 I'm going to do the best that we can to make
19 this as fast as we possibly can. I don't know
20 what that is yet. But if we're going to do
21 this according to the laws and the rules,
22 which was the mandate that I was given, then I
23 can't issue a credential that doesn't meet
24 those requirements.

25 CHAIRWOMAN PIERRE:

1 But it's unfortunate that we're unable
2 to, as an agency that provides this service,
3 that we're -- we aren't able to be a part of
4 the DPS system so that we can put the
5 information in and get the response quicker.

6 MR. BLACHE:

7 So when I mentioned -- and I'll get back
8 to you because I'm coming back to you again.
9 Remember when you asked me about the company
10 that does the background check?

11 MR. PELLEGRIN:

12 Uh-huh.

13 MR. BLACHE:

14 According to the vendor -- and we've had
15 two meetings so far, I just want proof -- it
16 is a CJIS Triple I background check. If
17 that's true -- this is what my intention is,
18 but you guys would have to decide on this. If
19 that is true, which in effect does mean it's
20 like a redtail response --

21 CHAIRWOMAN PIERRE:

22 Right.

23 MR. BLACHE:

24 -- I wouldn't have an issue with using
25 that to trigger that as a complete but still

1 execute the process as the doublecheck on that
2 result.

3 CHAIRWOMAN PIERRE:

4 Checks and balances.

5 MR. BLACHE:

6 Right. Because he's got a contract as a
7 sole source vendor with DPS, DOC, and State
8 Police to do background checks. And he's
9 using name, date of birth, and social and
10 giving them a CJIS Triple I compliant
11 background check. Well, as far as I'm
12 concerned, at that point, me, this is just me
13 talking, I don't need your fingerprints, but
14 my statute right now says that I have to do it
15 that way.

16 So if we can get that service plugged in,
17 I would have no problem with telling my
18 developer, help me make it more background and
19 fingerprints okay provisionally on the
20 fingerprints, cleared on the background, which
21 would allow the issuance of the armed piece
22 and then reside -- rely on the fact that we're
23 going to more quickly go through these rap
24 sheets and identify problems.

25 Cindy is sitting right here, she's been

1 here a long time, she can stand up right
2 now -- I'm not going to make you do that --
3 but she can stand up right now and tell you
4 that there are just, I mean, numerous people
5 that she comes across every single day that
6 have been working for months in the industry
7 that are absolute, unequivocal, disqualified
8 felons. So we're trying to help you keep your
9 compliance up to date. Because the bigger
10 issue for me is the fact that if something
11 happens, your insurance policies are not going
12 to cover any of that. You're going to be
13 deeply exposed.

14 So the question becomes, what takes
15 priority? Briskness to getting a person with
16 a weapon on post? Look at what happened in
17 Terrebonne Parish, and this is my linchpin
18 example. Terrebonne Parish Courthouse has an
19 armed security officer, this is December 17th,
20 walked through the corridors, and two deputies
21 see it and they identify him as a felon who
22 was in the trustee program. And they arrest
23 him on site for possession of a firearm.

24 That's bad enough. But what's really bad
25 is that it made it into the newspaper, and the

1 chief lambasted the company for it and said
2 that they were dumping them and it was an
3 egregious failure and this would never happen
4 again. I don't even think that person was
5 registered with us yet. They had a temp card.
6 They trained him, put a gun in their hand
7 after certifying him with a weapon, and they
8 should have never touched a weapon.

9 So from my perspective, I'm trying to
10 mitigate that exposure. And I -- I'm
11 committed to doing it as quickly as we can.

12 MS. LANDRY:

13 How far back do the backgrounds go?

14 MR. BLACHE:

15 With Mitten's company?

16 MS. LANDRY:

17 Yes.

18 MR. BLACHE:

19 If it's a CJIS Triple I background check,
20 it gives us exactly what comes out on the rap
21 sheets.

22 MS. LANDRY:

23 Okay.

24 MR. BLACHE:

25 I have -- I have very little doubt about

1 that. In fact, I believe he said that he also
2 checks denied firearms requests and no flag
3 lists too and terrorist watches. I believe he
4 checks all of that.

5 CHAIRWOMAN PIERRE:

6 And CJIS is more in depth than the one
7 that the State goes through right now?

8 MR. BLACHE:

9 Right. So if I get --

10 CHAIRWOMAN PIERRE:

11 Because it even goes through the
12 military.

13 MR. BLACHE:

14 If I get that, I think I've solved my
15 biggest headache for you guys.

16 MR. PELLEGRIN:

17 Would there be an additional cost for
18 that?

19 CHAIRWOMAN PIERRE:

20 Of course.

21 MR. BLACHE:

22 I'm certain there's going to be a cost.
23 What I don't know is if it's as minuscule as
24 Redtail's was.

25 MR. PELLEGRIN:

1 Uh-huh.

2 MR. BLACHE:

3 Redtail was talking somewhere in the
4 neighborhood of \$0.50 per run, which is really
5 not a lot of money.

6 MR. PELLEGRIN:

7 No.

8 MR. BLACHE:

9 I don't know what Mitten's cost is. I
10 don't even know if we can successfully just
11 dovetail right onto the contract, because we
12 are a part of DPS. We -- it could be
13 negligible or nothing. I don't know yet.
14 That's what we're trying to sort out right
15 now.

16 CHAIRWOMAN PIERRE:

17 Okay.

18 MR. BLACHE:

19 But that's where we're going with this.
20 So the plan -- oh, back to what I was talking
21 about. The way the system looks to move
22 someone from provisional to unarmed to armed
23 is by looking for validations in the system.
24 The last piece that I want to share with you
25 is this. When we arm someone in this system,

1 we're going to have this widget here that
2 tracks the certification. This is another
3 functionality that we've built in.

4 If the guard's firearms registration
5 expires, the system is going to open up this
6 widget and unarm that guard and send you and
7 the guard an email telling you they were
8 unarmed, because this expired. Right now, we
9 find people that are unarmed by the by as we
10 come across them, and then we have to start
11 running around to notify you because our
12 existing system doesn't help track that
13 organically like this does.

14 This is going to have a scheduled task
15 that runs every night at 12:01 a.m. looking
16 for expired firearms certifications on guards
17 with a current active registration. If it
18 finds a current active registration, it's
19 going to mark this expired and mark that
20 unarmed. It's not going to stop them from
21 working. It's just going to say that they
22 can't work with a weapon. When they get
23 trained again, we can come back in, verify
24 their training, reinstates this
25 certification and change that back to an armed

1 status.

2 MR. PELLEGRIN:

3 Will this system notify the officer and
4 the company that they are expired ten days
5 or --

6 MR. BLACHE:

7 The system is going to do batch reports
8 for you on that, and then we will get those to
9 you. Company licenses and instructor
10 licenses, you'll get an automated 60-day in
11 advance notification on those. On the guards,
12 it's going to do it in a list form, and then
13 we'll send you the list.

14 MS. LANDRY:

15 Now, Fabian, another question, with
16 the -- when the payment is done, the
17 application is accepted, the background comes
18 back, the officer has so much time or the
19 company has so much time to get the officer
20 their training. If the training is not put in
21 here in the appropriate amount of time, does
22 that keep the officer from working or ...

23 MR. BLACHE:

24 So that's one we're working on.

25 MS. LANDRY:

1 Okay.

2 MR. BLACHE:

3 And we've got some of it built already.
4 What it's going to do is it's going to look at
5 the hire date, which will work off the hire
6 date from the application.

7 MS. LANDRY:

8 Right.

9 MR. BLACHE:

10 This is where it gets into the weeds, but
11 it looks at the hire date on the application,
12 and it starts looking for eight hours in the
13 first 30 days, eight hours in the second 30
14 days and so forth.

15 MS. LANDRY:

16 Okay.

17 MR. BLACHE:

18 It will do that.

19 MS. LANDRY:

20 Okay.

21 MR. BLACHE:

22 It is literally that flexible.
23 Everything that you're thinking of and that I
24 thought of, it was, yeah, I can do that, give
25 me a minute or two, let me show you where you

1 have to go to to do it, test it. Okay, no,
2 that's not turned on for you. Let's turn on
3 that module.

4 But most of what you're asking me, now
5 that we've built the foundation -- see, this
6 was a Ferrari in a box literally. It was in
7 pieces. And then it gave it to me and so we
8 had to start putting it together. Now that
9 we've got it built to the way our industry
10 works, the things that you're talking about
11 are things that I can definitely tell you,
12 yes, it can do that.

13 CHAIRWOMAN PIERRE:

14 So he can tweak it as we go.

15 MR. BLACHE:

16 I can tweak it as I go. No question.
17 And, remember, we're still going to be living
18 in the old system, which is where most of the
19 records are right now, for a while. And we're
20 going to cross one. We deliberately decided
21 not to bring legacy data over into this system
22 because I just have no faith in that data.

23 I don't like the data. It didn't line up
24 very well with what we were doing. And we
25 thought the smart thing to do was, no, let's

1 not do a spreadsheet of all the companies and
2 dump them in. We added every company in,
3 these ladies did, step by step, one by one
4 over the period of a week.

5 Some other things that it does that we
6 couldn't do before that you guys are going to
7 absolutely like, a lot of companies have
8 branches, so we do branch licenses. A lot of
9 companies don't have branches because it's
10 optional, but they have multiple locations.
11 We can put locations in the system and primary
12 contacts for the locations.

13 So instead of just pulling up a guard
14 record in guard tracking that says, Rivers
15 10A, 10B, 10C, or whatever it is, I can
16 actually go Shreveport, Bossier, Sulfur,
17 Houma, and see who the contact is, their phone
18 number, email address. Why? Because in this
19 system, I have to have your phone number and
20 your email address for you to even get in the
21 system.

22 In my existing system, all I had was the
23 company name, the company number, the issue
24 date, the phone number, qualifying agent's
25 name and email address. And often times,

1 those don't even match; right?

2 CHAIRWOMAN PIERRE:

3 Uh-huh.

4 MR. BLACHE:

5 So minority owned, minority gender
6 minority owned, minority ethnic owned,
7 minority veteran owned, I can capture all that
8 data now. I can enter that information as I
9 get it.

10 Who owns what percentage of the company?
11 And then when it changes, they say, hey, look,
12 so and so is out, we've got a new guy in and
13 we shift -- the percentages are different now.
14 It's 50 percent for one person and 5 percent
15 for these other ten. I can do that now, which
16 means I can generate data off of that and
17 reports and things that we should be able to
18 do that we've never been able to do.

19 Same thing just real quick on the same
20 screen, instructors captured the same way, the
21 same way. One of the things in our new system
22 that we don't have today is that when we put
23 an instructor in, the only thing we capture is
24 the issue date of the license and the
25 expiration date of the insurance policy. We

1 have nowhere in guard tracking, and I can pull
2 it up and show you, to find out if their
3 firearm certification is expired.

4 So what happens? Instructors' firearm
5 certifications expire and they teach classes.
6 That training is no good.

7 CHAIRWOMAN PIERRE:

8 They're suspended and they teach the
9 classes.

10 MR. BLACHE:

11 Even that. Now in this system, what's
12 beautiful is, you saw the way I locked the
13 guard out before?

14 CHAIRWOMAN PIERRE:

15 Uh-huh.

16 MR. BLACHE:

17 If an instructor's firearm certification
18 expires or if an instructor's expiration date
19 hits, the system is going to shut them down,
20 take their instructor status away from them.
21 When they log into the system, they won't be
22 able to add a class. So, immediately, their
23 ability to -- they might teach the class, but
24 they will not be able to record to the Board
25 that they taught ten people. They're dead in

1 the water until they solve the problem.

2 And then when they say, well, I taught a
3 class yesterday; sorry, you're going to have
4 to teach it again, you figure that out on your
5 side, but you're not going to record training
6 in this system with an expired license on an
7 expired firearm certification. It happens all
8 the time right now.

9 CHAIRWOMAN PIERRE:

10 Yes, it does.

11 MR. BLACHE:

12 So I don't want to belabor the point. I
13 still have a couple of more days before we
14 actually go live. And, of course, I'm
15 expecting all kinds of flurry of activity and
16 stuff.

17 CHAIRWOMAN PIERRE:

18 Busy day.

19 MR. BLACHE:

20 That's why we kind of started early. I'm
21 used to it. Like I said, this is my third
22 time implementing a system, second time
23 implementing this system; two different
24 agencies but the same basic concept. I'm
25 excited about it. This is like a game changer

1 for our state. This is going to bring us
2 where we need to be. This is going to show
3 people how it's done.

4 I was just in Florida at NASCO talking
5 about this very thing eLicensure,
6 investigations, training, certifications, the
7 whole nine yards. It's a big topic right now.
8 CHAIRWOMAN PIERRE:

9 So Easter, we'll be able to go in and put
10 in stuff; right?

11 MR. BLACHE:

12 You'll be able to put in stuff, yep.
13 Your companies are in. If you've given us
14 your information about who you want to have
15 access and we've turned your people on, you
16 can start playing around in there right off
17 the top. I'm going to be in New Orleans, for
18 example, Monday hitting a bunch of companies,
19 probably yours, maybe yours, definitely
20 Mr. Ed's, and some others, and I'm going to
21 sit down for about an hour, hour and a half at
22 each place and deal and show people exactly
23 how to do it. I have sat a couple of
24 instructors in my office and showed them how
25 to put a class in the system and literally

1 made them do it right after me, and they had
2 no problem. It's very linear. It says,
3 manage courses, add a course, course topic,
4 first eight hours; topic hours, eight; save;
5 date of course, save; add the people to the
6 course; type the name; add, add, add, that's
7 it.

8 At the end, they put in a date, pass,
9 save. That's it. They're done. They don't
10 have to mail me a piece of paper.

11 I don't need to know the scores. You
12 have the scores. If I need to know, I'll ask
13 you. What I need to know to issue credentials
14 is, did they pass or did they fail? So I'm
15 trying to keep it simple, keep it brisk, keep
16 it clean. And this way, the system can do
17 what it does best. And then we can be the
18 compliance inspectors we're supposed to be and
19 get out and about and interact the way we were
20 designed to.

21 MR. PELLEGRIN:

22 Monday, the instructors will start using
23 this system as well?

24 MR. BLACHE:

25 Oh, yeah. Yeah. And I told every

1 instructor that I've talked to that I'm going
2 to be pushing out an email, a mass email to
3 instructors, call me. I will personally deal
4 with every instructor and I will show them
5 exactly what to do. After the first, second
6 time they do it, they will never have a
7 problem entering a course.

8 You can literally submit about 50
9 training reports on a classroom class and it
10 probably would take about 15 minutes to set
11 the class up from start and submit every
12 single training form in about 15 minutes. And
13 then you don't have to worry about it. It's
14 done.

15 MR. SANDERS:

16 All of it is going to be uploaded into
17 the system as --

18 MR. BLACHE:

19 It uploads immediately. It uploads that
20 training record immediately. In fact, let me
21 show you what a training record looks like
22 real quick. If I go to -- okay. I mentioned
23 this before and I'm going to repeat it again.
24 I said that training is tied to the license
25 level, right.

1 So when I go to this training screen to
2 look at Jay's training, the first thing I want
3 to see is what am I looking at. So it's going
4 to -- this is my side again, not your side.
5 Your training view is very, very different
6 from mine.

7 This says training levels associated with
8 license level armed 0.40 caliber. You don't
9 see any training there; do you? Right, at the
10 bottom? You see nothing. You know why?
11 Because he's not licensed on a 0.40 caliber.
12 He wasn't trained on a 0.40 caliber.

13 If he does training in the system,
14 however, that relates to a level, let's pick
15 this level and say, go. And let's let this
16 find that and take this date range out because
17 I'm limiting my view right now, let's see what
18 we've got. There it is.

19 What is required to have a 9 millimeter?
20 First eight hours, second eight hours, and
21 9-millimeter certification. The system knows
22 it. It's tied to the license level. That's
23 how it validates the training.

24 Ultimately, as I continue building this
25 out, right -- we're at the point where we can

1 start using the system to give you guys what
2 you need to do your business faster and
3 better. But as I continue to tweak this
4 system, I will get to a point where every
5 single issuance of a credential will be rule
6 based, schedule task based, and generated by
7 the system, and all I have to do is watch it
8 and audit it.

9 CHAIRWOMAN PIERRE:

10 Sounds good.

11 MR. BLACHE:

12 All right?

13 CHAIRWOMAN PIERRE:

14 Any questions?

15 MR. BLACHE:

16 Okay.

17 CHAIRWOMAN PIERRE:

18 Thank you, Mr. Blache.

19 MR. BLACHE:

20 You're welcome.

21 CHAIRWOMAN PIERRE:

22 Anybody have any questions? This is
23 exciting. I'm looking forward to it.

24 MR. BLACHE:

25 I'm, as you can tell, very excited about

1 it.

2 CHAIRWOMAN PIERRE:

3 Good. Okay. Let's move along. Do we
4 have any old business? Any committee reports?

5 MS. LANDRY:

6 I'll let you know where I am.

7 CHAIRWOMAN PIERRE:

8 Sure.

9 MS. LANDRY:

10 I haven't spoken or set up a meeting with
11 the other two people on my Committee, but I
12 have gone through the rules and the statutes
13 on suggestions that you have given me and
14 highlighted different areas. So I think where
15 we need to go now is to set up a meeting date
16 for us to get together to go over what changes
17 we want to look at and other suggestions.

18 CHAIRWOMAN PIERRE:

19 Okay. So your Committee has some
20 recommendations and --

21 MS. LANDRY:

22 We have no recommendations yet because we
23 haven't even gotten together to discuss them.
24 But the only thing I suggested is that each of
25 us go through, highlight the areas that you

1 see that we may want to discuss changes, but
2 we have not gotten together to discuss
3 anything yet.

4 CHAIRWOMAN PIERRE:

5 Well, you'll keep us briefed on your
6 Committee meeting and when you guys meet. And
7 if any Board members have any suggestions for
8 your Committee, they'll submit them to you
9 after reviewing the policies and procedures of
10 the Board.

11 MS. LANDRY:

12 Okay.

13 CHAIRWOMAN PIERRE:

14 Will that work for everyone?

15 MS. LANDRY:

16 That will work. And if there are more
17 than just the three of us, I'll have to get in
18 touch with Fabian to put a notice out --

19 MR. BLACHE:

20 Okay.

21 MS. LANDRY:

22 -- and we'll set the meeting here.

23 CHAIRWOMAN PIERRE:

24 Sounds good.

25 MS. LANDRY:

1 Okay.

2 CHAIRWOMAN PIERRE:

3 So any questions?

4 So if anyone has any suggestions about
5 any changes to the rules and regulations of
6 the Board, they'll submit them to?

7 MS. LANDRY:

8 Yeah, the three of us, you know, to me,
9 Mr. Pellegrin, and I think Mr. Robinson.

10 MR. ROBINSON:

11 Yes.

12 CHAIRWOMAN PIERRE:

13 That's correct. And if anybody else on
14 the Board who wants to be involved in it, they
15 are welcomed to become involved.

16 MS. LANDRY:

17 Please. Please. Yeah, the more people
18 that can give us suggestions, I think is the
19 best.

20 CHAIRWOMAN PIERRE:

21 Okay. Is there any new business?

22 No new business.

23 Okay.

24 MR. ROBINSON:

25 I think we just went through that.

1 MR. BLACHE:

2 What was that?

3 MR. ROBINSON:

4 I said I think we just went through that.

5 CHAIRWOMAN PIERRE:

6 Well, that's not our new business.

7 That's a new procedure.

8 MR. ROBINSON:

9 Yeah.

10 CHAIRWOMAN PIERRE:

11 Okay. So we need to determine the date
12 of the next meeting.

13 MR. BLACHE:

14 As late in the month as possible.

15 CHAIRWOMAN PIERRE:

16 Okay. Let me just say this to you, let's
17 be cognizant of what they're associated with a
18 holiday because that presents a problem for
19 people that's traveling because we had one of
20 our Board members who is traveling during the
21 holiday weekend.

22 MR. BLACHE:

23 Yes.

24 CHAIRWOMAN PIERRE:

25 And I don't think we realized that it was

1 a holiday weekend coming up. While you guys
2 are looking for a date, thank you guys for
3 coming. If there's any public comment, now is
4 the time to have that. You have our ears.
5 We're willing to listen.

6 So is there any public comment? Any
7 questions?

8 Do we have a date? Not yet?

9 MS. FINCHUM:

10 Is June 21st an option?

11 CHAIRWOMAN PIERRE:

12 What day of the week is that?

13 MR. BLACHE:

14 That's a Thursday, the week before the
15 last week.

16 CHAIRWOMAN PIERRE:

17 Is that going to work for you guys? Is
18 that late enough for you, Fabian?

19 MR. BLACHE:

20 I think that week is an issue for me, I
21 think.

22 CHAIRWOMAN PIERRE:

23 Okay.

24 MR. BLACHE:

25 Let me doublecheck. Hold on.

1 MR. ROBINSON:

2 What date?

3 CHAIRWOMAN PIERRE:

4 The 21st.

5 MR. ROBINSON:

6 The 21st.

7 CHAIRWOMAN PIERRE:

8 And I'd like to ask that we look at other
9 dates for the rest of the year --

10 MR. BLACHE:

11 Actually, that date is fine for me.

12 CHAIRWOMAN PIERRE:

13 -- that we look at dates for the rest of
14 the year and send those to the Members so
15 we'll have advanced notices on that --

16 MR. BLACHE:

17 Okay.

18 CHAIRWOMAN PIERRE:

19 -- and we can plan our schedules around
20 it.

21 MR. BLACHE:

22 Okay. We can do that.

23 CHAIRWOMAN PIERRE:

24 Will that work?

25 MR. BLACHE:

1 Sure.

2 CHAIRWOMAN PIERRE:

3 Okay.

4 MR. BLACHE:

5 That date isn't an issue for me.

6 MS. LANDRY:

7 So the 21st is good for everybody?

8 MR. BLACHE:

9 We will be doing the TigerSwan that day
10 on the appeal hearing just so you know.

11 MR. ROBINSON:

12 On the 21st?

13 MR. BLACHE:

14 Whatever the next meeting date is, yeah.

15 CHAIRWOMAN PIERRE:

16 Okay. So the 21st works for everybody?

17 It's good for everybody, June 21st?

18 So it's June 21st.

19 MR. BLACHE:

20 Okay. Great. All right. Very good.

21 MS. LANDRY:

22 Did you want to look at three months from
23 now?

24 CHAIRWOMAN PIERRE:

25 Well, I'm going to have them do that,

1 send it out to everybody, and they can choose
2 a date from there.

3 MS. LANDRY:

4 Okay.

5 CHAIRWOMAN PIERRE:

6 Okay. All right. Thank you. If --

7 MR. SANDERS:

8 Is that nine or 9:30?

9 MR. ROBINSON:

10 Oh, it's 9:30.

11 CHAIRWOMAN PIERRE:

12 Oh, it's 9:30, but we put on the call for
13 nine o'clock so that everybody can get settled
14 by 9:30 and people get in the room and stuff
15 like that.

16 MR. SANDERS:

17 All right.

18 CHAIRWOMAN PIERRE:

19 All right. Any questions? Nobody has
20 anything?

21 Okay. Well, then if there are no
22 questions, no public comments, no public
23 questions, we're going to move to adjournment.
24 I make a motion that we adjourn the meeting --
25 oh, I'm sorry. I forgot. Excuse me.

1 I need to ask the Board to make a
2 motion --

3 MS. LANDRY:

4 I'll make the motion.

5 CHAIRWOMAN PIERRE:

6 -- to go into Executive Session.

7 MS. LANDRY:

8 I'll make a motion to go into Executive
9 Session.

10 MR. CROUCH:

11 It requires a 100 percent vote of the
12 Board.

13 CHAIRWOMAN PIERRE:

14 Okay. Would you do a roll call vote of
15 going into Executive Session, please?

16 MR. CROUCH:

17 Yeah, you have to first amend the agenda.

18 CHAIRWOMAN PIERRE:

19 Okay. Let's amend the agenda --

20 MR. CROUCH:

21 I'm sorry.

22 CHAIRWOMAN PIERRE:

23 -- to add to the agenda.

24 MR. CROUCH:

25 That's a hundred percent vote.

1 CHAIRWOMAN PIERRE:

2 Okay.

3 MR. CROUCH:

4 And the Executive --

5 CHAIRWOMAN PIERRE:

6 To amend the agenda to go into Executive
7 Session.

8 MR. CROUCH:

9 -- Session is two-thirds.

10 CHAIRWOMAN PIERRE:

11 Okay. Now, roll call?

12 MS. HULL:

13 Misty Finchum?

14 MS. FINCHUM:

15 Yes.

16 MS. HULL:

17 Durell Pellegrin?

18 MR. PELLEGRIN:

19 Yes.

20 MS. HULL:

21 Mark Williams?

22 MR. WILLIAMS:

23 Yes.

24 MS. HULL:

25 Edward Robinson?

1 MR. ROBINSON:

2 Yes.

3 MS. HULL:

4 Marian Pierre?

5 CHAIRWOMAN PIERRE:

6 Yes.

7 MS. HULL:

8 Maria Landry?

9 MS. LANDRY:

10 Yes.

11 MS. HULL:

12 Ritchie Rivers?

13 MR. RIVERS:

14 Yes.

15 MS. HULL:

16 Wilbert Sanders?

17 MR. SANDERS:

18 Yes.

19 CHAIRWOMAN PIERRE:

20 It's been moved and seconded and it's
21 unanimous, and we're going into Executive
22 Session.

23 MR. CROUCH:

24 No, that was to amend the agenda.

25 CHAIRWOMAN PIERRE:

1 Amend -- now, let's have a motion to go
2 into Executive Session.

3 MS. LANDRY:

4 Could I ask a question before we do --

5 MR. CROUCH:

6 Yeah.

7 MS. LANDRY:

8 Is it 100 percent of the Board members
9 present --

10 MR. CROUCH:

11 Yes.

12 MS. LANDRY:

13 -- or 100 percent of the Board members?

14 CHAIRWOMAN PIERRE:

15 Yes, present.

16 MR. CROUCH:

17 Yeah, 100 percent of the Board members
18 present.

19 CHAIRWOMAN PIERRE:

20 Okay. It's always -- it's always a
21 quorum, whoever is at the quorum.

22 MR. CROUCH:

23 Yes.

24 CHAIRWOMAN PIERRE:

25 All right. Then, we're going to -- could

1 I have a motion to go into Executive Session?

2 MS. LANDRY:

3 Motion to go into Executive Session, I
4 move it.

5 MR. ROBINSON:

6 Yes. Second.

7 CHAIRWOMAN PIERRE:

8 It's been moved and seconded.

9 MR. CROUCH:

10 And for the record, it will be under the
11 Public Meetings Law Section 17, Subsection A4.

12 CHAIRWOMAN PIERRE:

13 Well, Ron, that's what I expect you to
14 say. Okay. So we're going to have a roll
15 call?

16 MS. HULL:

17 Misty Finchum?

18 MS. FINCHUM:

19 Yes.

20 MS. HULL:

21 Durell Pellegrin?

22 MR. PELLEGRIN:

23 Yes.

24 MS. HULL:

25 Mark Williams?

1 MR. WILLIAMS:

2 Yes.

3 MS. HULL:

4 Edward Robinson?

5 MR. ROBINSON:

6 Yes.

7 MS. HULL:

8 Marian Pierre?

9 CHAIRWOMAN PIERRE:

10 Yes.

11 MS. HULL:

12 Maria Landry?

13 MS. LANDRY:

14 Yes.

15 MS. HULL:

16 Ritchie Rivers?

17 MR. RIVERS:

18 Yes.

19 MS. HULL:

20 Wilbert Sanders?

21 MR. SANDERS:

22 Yes.

23 CHAIRWOMAN PIERRE:

24 Thank you. It's --

25 MR. BLACHE:

1 Go ahead. No, you go ahead.

2 CHAIRWOMAN PIERRE:

3 Okay. It's been moved and seconded,
4 voted on unanimously that we are going into
5 Executive Session.

6 MR. BLACHE:

7 Okay. Can we have a brief recess so that
8 we can get your photo done before we actually
9 get into that?

10 CHAIRWOMAN PIERRE:

11 You know what -- you know what, Fabian, I
12 don't know if everybody was notified about
13 that.

14 MR. BLACHE:

15 They were.

16 CHAIRWOMAN PIERRE:

17 They were?

18 MS. LANDRY:

19 Yeah.

20 CHAIRWOMAN PIERRE:

21 Okay. Well, I'm fine with it, but I
22 don't know. Are you fine with it?

23 MR. PELLEGRIN:

24 Yeah.

25 MR. ROBINSON:

1 We can go ahead.

2 CHAIRWOMAN PIERRE:

3 Because --

4 MR. RIVERS:

5 I'm fine with it.

6 MR. BLACHE:

7 Okay. We can flip the lights on. We've
8 got the photographer over here and we can
9 knock that out.

10 CHAIRWOMAN PIERRE:

11 Okay.

12 (WHEREUPON, A BRIEF RECESS WAS TAKEN IN
13 THE MEETING AND EXECUTIVE SESSION BEGAN
14 THEREAFTER ON PAGE 154, LINE 12)

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(WHEREUPON, THE MEETING CAME OUT OF EXECUTIVE SESSION AND ENDED ON PAGE 188, LINE 17)

MS. FINCHUM:

Motion to adjourn.

CHAIRWOMAN PIERRE:

And the meeting is adjourned. Okay.

(WHEREUPON, THE MEETING ADJOURNED)

1 R E P O R T E R ' S C E R T I F I C A T E

2 I, KELLY S. PERRIN, a Certified Court
3 Reporter, Certificate #23035, in good standing with
4 the State of Louisiana, as the officer before whom
5 this meeting was taken, do hereby certify that the
6 foregoing 188 pages;

7 That this testimony was reported by me in
8 stenographic machine shorthand by Computer-Aided
9 Transcription, transcribed by me or under my
10 personal direction and supervision, and is a true
11 and correct transcript to the best of my ability
12 and understanding;

13 That the transcript has been prepared in
14 compliance with transcript format guidelines
15 required by statute or by rules of the board, that
16 I have acted in compliance with the prohibition on
17 contractual relationships, as defined by Louisiana
18 Code of Civil Procedure Article 1434 and in rules
19 and advisory opinions of the board; that I am not
20 of counsel nor related to any person participating
21 in this cause and am in no way interested in the
22 outcome of this event.

23

24

25

1 This certification is valid only for a
2 transcript accompanied by my handwritten or digital
3 signature and the image of my State-authorized seal
4 on this page.

5 Signed:

6

7 KELLY S. PERRIN,CCR

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