# LOUISIANA USED MOTOR VEHICLE COMMISSION STATE OF LOUISIANA 

REGULAR MEETING June 21, 2021 BEGINNING AT 9:30 A.M. LOUISIANA STATE ARCHIVES 3851 ESSEN LANE BATON ROUGE, LOUISIANA

REPORTED BY:<br>BETTY D. GLISSMAN, CCR

APPEARANCES:

CHAIRMAN:
MR. RICHARD WATTS
COMMISSIONERS PRESENT:
MR. TRAVIS BROWN
MR. JEFFEREY BRITT (Present by
Videoconference)
MR. TONY CORMIER (Present by Videoconference)
MR. RICKY DONNELL
MR. GEORGE FLOYD
MR. MATTHEW PEDERSON
MR. JOHN POTEET
MR. MICHAEL ROUSSEL

REPRESENTING THE LOUISIANA USED MOTOR
VEHICLE COMMISSION:

ROBERT W. HALLACK, ESQUIRE HALLACK LAW OFFICE
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BATON ROUGE, LOUISIANA 70816
SHERI MORRIS, ESQUIRE
DAIGLE, FISSE \& KESSENICH, PLC 8480 BLUEBONNET BOULEVARD, SUITE F BATON ROUGE, LOUISIANA 70810

## ALSO PRESENT:

 MS. KIM BARON MR. DEREK PARNELL MS. MONA ANDERSON MR. MONTIE WISENOR(Pledge of Allegiance.)
MR. WATTS:
Call to order. Roll call, please.
MS. BARON:
Richard Watts?
MR. WATTS:
Here.
MS. BARON: John Poteet?

MR. POTEET:
Here.
MS. BARON: George Floyd?

MR. FLOYD: Here.

MS. BARON:
Matthew Pederson?
MR. PEDERSON:
Here.
MS. BARON:
Tony Cormier?
MR. CORMIER:
Here.
MS. BARON:
Travis Brown?

MR. BROWN:
Here.
MS. BARON:
Mr. Britt?
MR. BRITT:
Here.
MS. BARON:
Michael Russell?
MR. RUSSELL:
Here.
MS. BARON:
Ricky Donnell?
MR. DONNELL:
Here.
MS. BARON: Steve Slave?

MR. OLAVE: (No response.)

MS. BARON: Mr. Chairman, we have a quorum.

MR. WATTS:
Thank you. All right. Anybody for
public comments?
MS. BARON:
No, sir.

MR. WATTS:
All right. I need adoption and approval for the minutes for the May meeting, please.

MR. DONNELL:
So moved.
MR. POTEET:
Second.
MR. WATTS:
Items for discussion and action. Ratification of imposed penalties.

MR. PARNELL:
Commissioners, I will ask that we move to amend the agenda because of hearing items. The documents that is in the hearing items Damien M. Bolden, Jr. and Sr., they were scheduled to come in today for a -- I denied their salesperson license and they just wanted to go before you-all and see if they can get that turned over. They are not present. They won't be present until next month. So we need to amend the agenda to reflect that they won't be here.

MR. DONNELL:
Mr. Chairman, I don't see any place
for financials.
MR. WATTS:
We had no financials today.
MR. PARNELL:
We don't have financials today. So we will have two sets for next month. MR. WATTS:

Do I have a motion for change of the agenda like that? Does anybody make a motion or a second?

MR. FLOYD:
I make a motion.
MR. DONNELL:
Second.
MR. WATTS:
Do we have any objections?
(No response.)
Motion passes.
Ratifications of imposed penalties. MR. PARNELL:

Commissioners, you will find in your packet a chart that illustrates the licensees that were in violation of state law. These cases have been investigated and I have determined that the public interest can be
served without further administrative proceeding; thus, civil penalties were imposed. We do not have anyone present from this list and I will announce the names of the dealers that have been imposed civil penalties for the record.

First on the list is Alvin Merrell doing business as Al's Capital Auto Sales from Marksville, Louisiana, fine amount is $\$ 1,000$. This dealer contacted compliance investigator Ronnie Wisenor and informed him that he was out of trust with his floor planner dealer. He sold 11 vehicles but did not pay the floor planner. The investigator contacted Kim Baron at the office. She obtained 10 titles from the floor planner. And the investigator contacted the consumers. We did not obtain one of the titles as of yet, but all other titles had been registered and dealers have paid taxes, titles, and license fees, and late penalties and interest has been paid.

The next on the list is HD Pay Here Auto Sales, LLC, from Denham Springs, Louisiana, fine amount is $\$ 200$. Vehicle was purchased while at the lot on Plank Road. When
the compliance investigator questioned the dealer, he stated that he had already spoken to complainant. She agreed to give him an additional week to obtain the title. Confirmed this with the complainant. And the title has been delivered.

T\&C Mixed Auto Sales, LLC, from Baton Rouge, Louisiana, fine amount is $\$ 300$. Complainant stated that he had not received a title. Compliance investigator proceeded t dealership and asked to look at the complainant's transactions file. The documents in the file were a copy of the buyer's guide, 60-day temp tag. He contacted his notary. The dealer visited -- he ascertained that he had no monthly sales report filed. So his fine amount was \$300.

The total fine amount for -- is
\$1,500. Commissioners, I ask that you ratify the imposed civil penalties assessed. MR. WATTS:

I need a motion. MR. DONNELL:

So moved.
MR. WATTS:

Second.
MR. POTEET:
Second.
MR. WATTS:
Anybody agree or disagree?
MR. DONNELL:
I do see Mr. Dees' name again.
MR. PARNELL:
This was at the last commission meeting, if you recall. He came in before us and spoke. He mentioned that there was one fine that was still out there. That was this one. That he did pay that day. He came to the office later on that day. He did pay that fine. This was at the other dealership so. MR. WATTS:

He is cleared up, right?
MR. PARNELL:
He cleared up everything. I will say
this. He came into our office. He met with myself, Kim Baron, the compliance investigator, and our counsel. And he kind of talked about everything where he was with the entire process. He has cleared up most of everything. I can let Kim kind of speak to it a little bit.

She has a little bit more detail, if you will. MS. BARON:

When he came in, Robert had asked him about one when he was here last month, Keith Johnson. And that was one that had been just sitting out there and sitting out there and we hadn't been able to do anything with it. And so he went ahead and made payment to the floorplan company. We had talked to the floor planning company. They said if we would send them a certain amount for that particular vehicle that he would go ahead and give him the title so that this man could be -- have his vehicle registered. And so Mr. Dees went out and he got -- he sent him a check. He got the title and he got the vehicle registered. He sent me documentation on all of that.

So that, like Mr. Parnell said, that was the last payment that he owed the office and that has been cleared up. MR. PARNELL:

Was it over 100 titles that he had?
Was it 79?
MS. BARON:
It went to 72 or 72 or something like
that. And all of those either agreed or doing claims with surety or he cleared them up.

MR. WATTS:
So what I understand, he just has HD Pay Here Auto. That's him by himself. It's just him.

MS. BARON:
That's correct.
MR. WATTS:
No affiliation with nobody else?
MR. PARNELL:
Correct.
MR. WATTS:
All right. The ratifications of
revocations.
MR. PARNELL:
You will also find in your packet a chart that illustrates the licensees that their licenses have been revoked. Please note that each of the licensees on the list have been through the revocation process. Once again, we do not have anyone present from the list. And so I will go through and announce the names of the licensee and we will revoke revocation for the record.

Butler Brothers, LLC, from Harahan,
Louisiana. Suspension letter went out on February 25 of '21. Notice of revocation went out on 5/10 of '21. The reason was no licensed salespersons. Everyone on this list is because of an unlicensed salesperson. And we did reach out to them via letter, suspension letter, just advising them, hey, you have got to get a license from the dealers for a salesperson. If not, then we will go through the revocation process with them. So each person on this list, that is the process that has taken place with them.

The second one on the list is ASAP Auto Sales, LLC, from Harvey, Louisiana. Reason, of course, no licensed salesperson. Suspension letter went out on 2/24/21. Notice of revocation on 5/10 of '21.

Central Station Auto Sales, Incorporated, from Gretna, Louisiana. Suspension letter went out on 2/25/2021. Notice of revocation on $5 / 10$ of 2021.

Father and Son's Automotive, LLC, from Port Allen, Louisiana. Reasons for the revocation is no licensed salesperson.

Suspension letter was sent down on February 1 of '21. Notice of revocation was on 5/10 of '21.

GT Wholesale Auto, LLC, from Greensburg, Louisiana, no licensed salesperson. Suspension letter went on $3 / 1$ of '21. Notice of revocation was $5 / 10$ of ' 21.

Hercos Auto Repair, LLC, from Metairie, Louisiana, no licensed salesperson, notification was sent out -- suspension letter was sent on $3 / 1$ of '21. Notice of revocation was 5/10 of '21.

Just Right Auto Sales, LLC, from Kenner, Louisiana, no licensed salesperson. Suspension letter was sent out on $3 / 2$ of '21. Notice of revocation was $5 / 10$ of ' 21.

Vinson Enterprises, LLC, of Florida, doing business as Vinson Enterprises of Kenner, Louisiana, no licensed salesperson. Suspension letter was sent out on $3 / 4$ of '21. Notice of revocation on $5 / 10$ of '21.

Raymond Lacombe doing business as West Baton Rouge Auto, Port Allen, Louisiana, no licensed salesperson. Suspension letter was sent out on $3 / 2$ of '21. Notice of revocation
was on $5 / 10$ of '21.
Commissioners, I ask that you ratify the revocation of the dealers I just announced. MR. WATTS:

Do I have a motion?
MR. POTEET:
I move we ratify those revocations. MR. DONNELL:

Second.
MR. WATTS:
Any objections?
(No response.)
Hearing no objections, they are approved.

Next up with your compliance
investigation report from Montie. MR. WISENOR:

Good morning. I have the total for the activity for the field for May of 2021. The number of audits that were conducted for the month of May was 10. There were 3 notices issued for revocation. Work orders or site visits conducted were 39. Hand delivery of cease and desist orders, zero were delivered in the month of May. Assisted titles with
registration for consumers either title delivered or title registration were 16. Violations delivered during that month was 5. Refunds, assisting consumers received was 10,000 total. Cases closed that were assigned were 21. Cases closed unassigned were 19. And physical examinations were 27. And those are the totals. MR. WATTS:

Does anyone have questions for
Montie?
(No response.)
If there are no questions, we will
move on. We don't have no hearings.
MR. PARNELL:
Not until July. And it is a pretty
large one in July that we are going to have. Also, we are going to have the two persons that were denied licenses to come back in July. So I want to make sure we all have a quorum for July because we have a pretty big one. MS. BARON:

Mr. Chairman, is it okay if Ms.
Morris reiterated what she said before everybody was here about Zoom versus them being
in person, because we need to make sure everybody understands that process, because they are not going to be able to vote or whatever. So if she go ahead and reiterate that to the right people.

MR. WATTS:
Go ahead and make your statement and
then I will ask questions.
MS. MORRIS:
There was some legislation that allows meetings to take place during -- by Zoom or video platforms during a declared emergency -- state of emergency only. So it can only be used when there is a current state of emergency declared by the governor. And if you were meeting remotely because of the emergency, then it has to be noted on the agenda that it will be remote meeting. If you plan an in-person meeting but you don't have a quorum in-person but people are participating remotely and it was not noticed as a remote meeting, you cannot conduct it as a remote meeting.

If we have a quorum present and people are watching by Zoom, they are not
participating. They cannot vote, but they can keep up with what's going on for the board. So it's a good way if it is broadcasted by Zoom for the other commissioners that can be here to at least know what is going on because sometimes things continue from more than one meeting.

MR. WATTS:
That's it. Now, let me ask you how long is this going to persist with Zoom?

MR. PARNELL:
Really, it depends on -- like Sheri said -- the governor did a declaration of emergency. If he pulls that away and then we won't be able to do Zoom in this context is what I understood.

MS. MORRIS:
Well, it's been ongoing because of
the pandemic. But the state of emergency could be because of weather, if there is a hurricane or something like that. But it is limited to business that can't be delayed. So it's not designed for regular meetings, but a lot of things that you do are time-sensitive. And so, say, there was a hurricane but you knew that
you needed to do something going forward to meet a deadine, you could still meet remotely. But it is not really not for regular business meetings. It is more to handle things that need to be handled in a timely manner and can't be delayed until your next meeting. MR. DONNELL:

You are saying they can still tune in, but they can't vote. MS. MORRIS:

Absolutely.
MR. BROWN:
Even after the state of emergency,
they can still tune in?
MS. MORRIS:
If we continue to use the Zoom, yes. MS. BARON:

They could still, but they couldn't participate. MS. MORRIS:

A lot of the agencies are using streaming video because they have small meeting places as you-all do. And during the pandemic they couldn't allow the public in because they couldn't meet their distancing requirements.

And because of that, a lot of people are watching those meetings so they are going to continue to stream them so that people can across the state see what's going on at the board meetings without traveling.

MR. PARNELL:
I will look into that.
MR. WATTS:
Derek, the executive report.
MR. PARNELL:
I just want to give a little bit of background because some of this I am covering again. Commissioner Russell was not present and we had a few other commissioners there who were not at our last meeting. Give you a little background for our new commissioner. There was a discussion with Office of Motor Vehicle to allow the LUMVC to become additional location to issue dealer plates to our used dealers. This was done -- we are doing it for the convenience of the dealers just so they have another outlet to where they can go to and get their dealer plates.

My assumption is since we are the ones that issued the license, they can get it
all in one place. They are not going to have to go to the Office of Motor Vehicles if they come and pick up a license. They can go ahead and pick up their dealer plate at that time.

Last month I advised that Officer of Risk Management approved issuing a bond for our agency for the Office of Motor Vehicles. Initially, Office of Risk Management said that they would not do this because we were going from state agency to state agency. But they did approve the bond and advised that the bond would be written at no charge for our agency. Our Office of Risk Management sent a draft for -- to our office and we sent it to Office of Motor Vehicles for approval. Reached out a couple of times to Office of Motor Vehicles. It took them a little bit to get to it because they are kind of bogged down. We submitted the draft and we submitted it back and they just kind of let us know that they would be approved and received that back a week and a half ago. Office of Motor Vehicle has a two-stage process as it related to getting final approval. My goal is to be at least at the first stage fully completed by the middle
of next week with all of the documents in their hand, and I will just be waiting at that time for them to approve so we can move on to the second stage.

We know that House Concurrent
Resolution 71 was passed in the 2020
legislative session. That the state agencies and licensing boards that adopted emergency rules suspending fees that are imposed on businesses and final adjourning -- until final adjournment of the 2021 regular session. So on June 1 of 2021 , we will start taking fees for licensees affected by the HCR-71. We have sent out notices to those dealers that are affected advising them that the fees will begin July 1 . We will do renewals for those persons. It should be -- there should be a smaller -- in essence, we are going to do two renewal periods towards the end of this year. We are going to try to go July through August for those dealers that was affected with House Concurrent Resolution 71 and then get into our regular renewals which start in September and goes to the end of that year. Those persons, their license is going to expire on December 31;
whereas, the other persons that were affected with House Resolution 71, their licenses are going to expire at the end of this month. So we had to -- we were down quite a few staff members, like 4, just from turnover. So this past month we worked really hard at hiring new staff. We hired four new full-time employees to help in the licensing department and the accounting department. We do have one other staff person that's on maternal leave that she should be returning very soon. If I am not mistaken, I think toward end of this -MS. BARON: July. MR. PARNELL:

In the beginning July. Well, at that point. So we really have been kind of bogged down with, you know, getting through the contracts because a lot of our contracts expire specifically from our IT company that we have been going with, Transformyx. They do our phone system and they do our IT. And we had a lot of back and forth with them on getting the contract exactly how it was last year versus, you know, how we can have a contract as a dual
state agency. I think sometimes they always forget -- they said we have state agencies, we have state agencies. With their new management that came in, they are trying to send things in a different direction to where we couldn't follow that. We had to follow the state law demands of us of what a contract should look like. So we're getting to the end of that; hopefully, we will have something at the end of this week solidified and we can go on -- well, June 30 is upon us. So we have to have something in place. And so they also do our website as well.

So, with that said, we really have been working really hard at trying to get contracts out of the way to make sure that we are rolling July 1 without a break in service from anything or anyone. And so with that said, that's my report. This kind of just letting you know what was going on. If you have any comments or questions or concerns, please do at this time.

MR. DONNELL:
I apologize because I let it slip my mind. Jill -- I talked with Jill the week
before last, Jill Jarreau. And she said she is emailing you all of the documents you that needed to be DocuSigned. Did she do that?

MR. PARNELL:
Yes, I did. I signed it.

MR. DONNELL:
She was going out of town last week and $I$ forgot to call you.

MR. PARNELL:
That's fine. But that was actually for this Memorandum of Understanding that we have in place already with them. So our process is going to be a little bit better because currently we do have access to their portal where we can go in our office. We have two persons that have gone through the background check process and they can go in and pull up a lot of information off of their website. So what she was talking about with that was Memorandum of Understanding that we have between our two agencies as it relates to us having access to their portal, I guess that you will say. Their system -- their computer system.
So it's going to help us -- some of
our process moving into with the dealer plates is going to be easier because we do already have two persons in our office, and $I$ want to limit the amount of persons that would have contact with dealer plates. I want to make sure that the person that $I$ have are, you know, responsible. But it is going to be a process because we have been through all of the set up as it relates to what we have in our computer system, our servers, the capacity. So we already have that in place. So I just -- we just got to get through the process for the public tag agent situation moving forward. One other thing I am going to ask them about is allowing us -- right now for a dealer in order to get issued a second temp tag, they have to go through their management account system -- their managers. They contact Office of Motor Vehicles, the specific manager that they have now, four, maybe five for the entire state. And so $I$ get a lot of complaint a lot of times from dealers saying they reach out to them but they never hear anything back and if they do, it is about a month later. So they have said, yes, okay. We'll allow you-all
to do that. But $I$ just want to get something more formal from them written stating, you know, that we will be able to offer -- we will be able to approve the dealers. Really compliance investigators that's in those areas, approve them to give a second dealer plates.

So that's some things. We will have the capacity to be a full public tag agent, but that's way outside of our scope. We are really going to just concentrate on just issuing dealer plates, number one. And, number two, if they allow us to do -- well, that's necessarily a public tag responsibility, but on the management side to allow dealers to have a second temp tag. That's about.

But she did send that information. I did DocuSign it and send it back to her. MR. DONNELL:

Only one other thing that I have.
The commissioners that travel, they are beginning to ask us -- I have been asked the last two times at these hotels to show some identification. Could you get us identification card or commission cards? MR. PARNELL:

## Like some IDs?

MR. DONNELL:
Yes, like IDs.
MR. PARNELL:
Well, I will get to that for sure.
There was something that we tried to do for staff as well.

MR. DONNELL:
I have been asked the last two times
I have been there.
MR. PARNELL:
They require an ID card? Or would
they require any kind of identification?
MR. DONNELL:
They are looking for an ID card. I
paid for a badge last time. I happened to have that in my truck and that's worked. We need some identification cards. MR. PARNELL:

What kind of badge are you referring to?

MR. DONNELL:
I ordered the badge, like a commissioner badge. I will show it to you. I got it in the truck. We need something with
our picture on it.
MR. PARNELL:
It might be something that we -- we kind of talked about it with other agencies so see what agency they use. It is kind of like on your own to do it. MR. DONNELL:

George has one.
MS. MORRIS:
That's from the Secretary of State. MR. PARNELL:

We will look into that and try to get something for you-all moving into the future. MS. MORRIS:

That's a commission card is what the Secretary calls that. It is from the Office of Commissions.

MR. PARNELL:
I will definitely look into that. MR. WATTS:

I talked to Derek earlier in the week and $I$ will just bring you up to date on it. I would like to get a -- Darty Smith passed away with COVID. And Darty Smith's dad -- y'all knew him better than $I$ did -- was on the

Commission. So we are going to get a plaque made. Might Zoom his wife in over in Alex when we get it all set up.

MR. DONNELL:
He was a good guy.
MR. PARNELL:
We have a company that we deal with that they do that as well. So we will reach out to them and we can just get some language. MR. WATTS:

It ain't no big hurry. Just the right language and stuff.

MR. PARNELL:
We had a discussion about for the
rest of this year holding the commission meetings here. It's no cost to us to get the building and so we had discussions about it and we will go ahead -- Kim said that she will go ahead and let them know that. She will put in the request to have it here, and if anything changes from there, we already have dates looked in.

MR. DONNELL:
Who is opposing us coming back to the office?

MR. PARNELL:
The space isn't in there. I guess social distance is not as huge.

MR. WATTS:
I would rather get back to the office, if I could, for y'all's sake. MS. MORRIS:

I guess that you have a hearing, it might be crowded. MR. PARNELL:

Next month for sure we are going to do it here. But if we don't have any hearing or any people coming in. MR. WATTS:

Another thing I said for the meetings for the rest of the year, $I$ think that the December meeting, I am not going to have the December meeting, because it is always on the 21st. If you got business that you want to tend to, you need to get it done in the November meeting. Unless we have got something pertinent or into something, which I don't think it is going to be this year, who knows. We are ready to adjourn. (Meeting adjourned at 10:01 a.m.)

## REPORTER'S CERTIFICATE

I, BETTY D. GLISSMAN, Certified Court Reporter, Certificate No. 86150, in and for the State of Louisiana, do hereby certify that the Louisiana Used Motor Vehicle Commission June 21, 2021, meeting was reported by me in the stenotype reporting method, was prepared and transcribed by me or under my personal direction and supervision, and is a true and correct transcript to the best of my ability and understanding.

This July 1, 2021, Baton Rouge, Louisiana.


| $\begin{aligned} & \text { 12:18 } \\ & \text { check }[2]-11: 15, \\ & 25: 17 \\ & \text { civil }[3]-8: 2,8: 5, \\ & 9: 20 \end{aligned}$ | $\begin{aligned} & \text { context }[1]-18: 15^{\text {continue }[3]-18: 6,} \\ & \text { 19:16, } 20: 3 \\ & \text { contract }[3]-23: 24 \text {, } \\ & 23: 25,24: 7 \end{aligned}$ | $\begin{aligned} & \text { 19:6 } \\ & \text { delivered }[4]-9: 6, \\ & 15: 24,16: 2,16: 3 \\ & \text { delivery }[1]-15: 23 \\ & \text { demands }[1]-24: 7 \end{aligned}$ | $\begin{aligned} & \text { emergency [8] - } \\ & \text { 17:13, 17:15, 17:17, } \\ & \text { 18:14, 18:19, 19:13, } \\ & \text { 22:8 } \\ & \text { employees [1] - } 23: 8 \end{aligned}$ | full $[2]-23: 7,27: 8$ <br> full-time [1]-23:7 <br> fully $[1]-21: 25$ <br> future [1]-29:13 |
| :---: | :---: | :---: | :---: | :---: |
| $\begin{aligned} & 9: 20 \\ & \text { claims }[1]-12: 2 \\ & \text { cleared }[5]-10: 17, \\ & 10: 19,10: 24,11: 20, \\ & 12: 2 \end{aligned}$ | $\begin{aligned} & \text { 23:25, 24:7 } \\ & \text { contracts }[3]-23: 19, \end{aligned}$ | demands [1] - 24:7 <br> Denham [1]-8:23 | employees [1] - 23:8 <br> end [6] - 22:19, | G |
|  | 24:16 convenience [1] - | 16:19 | $\begin{aligned} & 22: 24,23: 3,23: 12, \\ & 24: 8,24: 9 \end{aligned}$ | George [2]-4:13, |
| $\begin{aligned} & \text { 12:2 } \\ & \text { closed [2] - 16:5, } \end{aligned}$ | $\begin{aligned} & \text { 20:21 } \\ & \text { copy }[1]-9: 13 \\ & \text { CORMIER }[2]-2: 8, \end{aligned}$ | $\begin{aligned} & \text { department [2] - } \\ & \text { 23:8, 23:9 } \end{aligned}$ | $\begin{aligned} & \text { 14:17, 14:18 } \\ & \text { entire }[2]-10: 23, \end{aligned}$ | $\begin{aligned} & \text { 29:8 } \\ & \text { GEORGE } \\ & {[1]-2: 10} \end{aligned}$ |
| $\begin{aligned} & \text { 16:6 } \\ & \text { coming [2] }-30: 24, \end{aligned}$ | 4:22 | DEREK [1] - 3:3 | entire [2] - 10:23, | GEORGE [1] - 2:10 |
| 31:13 <br> comments [2] - 5:23 | $\begin{aligned} & \text { Cormier }[1]-4: 21 \\ & \text { correct [3] - 12:8, } \end{aligned}$ | $\begin{aligned} & \text { 29:21 } \\ & \text { designed }[1]-18: 23 \end{aligned}$ | $\begin{aligned} & \text { ESQUIRE [2]-2:20, } \\ & \text { 2:22 } \end{aligned}$ | goal ${ }_{[1]}-21: 24$ <br> governor [2] - 17:15 |
| 24:21 <br> commission [4] 10:9, 27:24, 29:15, | cost [1] - 30:16 counsel [1] - 10:22 | $\text { determined }[1] \text { - }$ 7:25 | $\begin{aligned} & \text { ESSEN }_{[1]}-1: 17 \\ & \text { essence }[1]-22: 18 \end{aligned}$ | $18: 13$ |
| 30:15 Commission [2] | course [1] - 13:16 | $\begin{aligned} & \text { 7:25 } \\ & \text { different }[1]-24: 5 \end{aligned}$ | 16:7 | Gretna ${ }_{[1]}-13: 20$ |
| 30:1, 32:6 COMMISSION ${ }_{[2]}$ | $\begin{aligned} & \text { COURT }_{[1]}-32: 22 \\ & \text { Court }_{[1]}-32: 3 \end{aligned}$ | $\begin{aligned} & \text { direction [2] - 24:5, } \\ & 32: 10 \end{aligned}$ | $\begin{aligned} & \text { executive }[1]-20: 9 \\ & \text { expire }[3]-22: 25, \\ & 23: 3,23: 19 \end{aligned}$ | ```GT [1] - 14:4 guess[3]-25:22, 31:2, 31:8 guide [1]-9:13 guy [1] - 30:5``` |
| $\begin{aligned} & \text { 1:5, 2:18 } \\ & \text { commissioner }[3]- \end{aligned}$ | $\begin{aligned} & \text { Court }_{[1]}-32: 3 \\ & \text { covering }[1]-20: 12 \\ & \text { COVID }_{[1]}-29: 24 \\ & \text { crowded }_{[1]}-31: 9 \\ & \text { current }{ }_{[1]}-17: 14 \end{aligned}$ | disagree [1] - 10:5 discussion [3] - |  |  |
| $\begin{gathered} \text { 20:13, 20:16, 28:24 } \\ \text { commissioners }[7]- \end{gathered}$ |  | 6:10, 20:17, 30:14 discussions [1] - |  |  |
| 6:13, 7:21, 9:19, 15:2, |  |  | father [1] - 13:23 <br> February [2]-13:3, |  |
| MMISSIONERS |  |  |  | half $[1]-21: 22$ <br> HALLACK [2] - 2:20, |
| ${ }^{[1]}-2: 4{ }^{\text {Commissions }}{ }_{[1]}$ | dad [1] - 29:24 | 19:25 <br> documentation [1] - | $\begin{aligned} & \text { fees }[4]-8: 20,22: 9, \\ & 20.1020 .15 \end{aligned}$ |  |
| 29:17 <br> company [4] - 11:9, | Damien [1]-6:16 <br> Darty [2]-29:23, | 11:17 <br> documents [4] - | few [2]-20:14, 23:5 | $\begin{aligned} & \text { 2:20 } \\ & \text { hand [2] - 15:23, } \end{aligned}$ |
| 11:10, 23:20, 30:7 complainant [3] | 29:24 | 6:15, 9:12, 22:1, 25:2 <br> DocuSign [1] - 27:17 | field [1] - 15:19 <br> file [2] - 9:12, 9:13 | handle [1] - 19:4 <br> handled [1] - 19:5 |
| $\begin{aligned} & \text { 9:3, 9:5, 9:9 } \\ & \text { complainant's }[1] \text { - } \end{aligned}$ | $\begin{aligned} & \text { date }[1]-29: 22 \\ & \text { dates }[1]-30: 21 \end{aligned}$ | DocuSigned [1] - | $\text { final }[3]-21: 24,$ | Harahan [1] - 13:1 |
| $\begin{aligned} & \text { 9:12 } \\ & \text { complaint }_{[1]}-26: 21 \\ & \text { completed }_{[1]}- \end{aligned}$ | $\begin{aligned} & \text { deadline }[1]-19: 2 \\ & \text { deal }[1]-30: 7 \\ & \text { dealer }[12]-8: 10, \end{aligned}$ | $\begin{aligned} & \text { 25:3 } \\ & \text { done [2] - 20:20, } \\ & \text { 31:20 } \\ & \text { DONNELL [19] - 2:9, } \end{aligned}$ | $\begin{aligned} & \text { 22:10 } \\ & \text { financials }[3]-7: 1 \text {, } \end{aligned}$ $7: 3,7: 5$ | Harvey ${ }_{[1]}$ - 13:15 <br> HCR-71 [1]-22:13 |
| 21:25 <br> compliance [6] - | $\begin{aligned} & 8: 12,9: 2,9: 15,20: 19 \\ & 20: 23,21: 4,26: 1 \end{aligned}$ | 5:13, 6:5, 6:24, 7:13, | $\begin{gathered} \text { fine }[8]-8: 9,8: 24, \\ 9: 8,9: 16,9: 18,10: 12 \end{gathered}$ | HD [2] - 8:22, 12:4 <br> hear [1]-26:23 |
|  | 26:5, 26:16, 27:6, $27: 11$ | 24:23, 25:6, 27:18, | $\begin{array}{\|l\|} \hline \text { 10:15, 25:10 } \\ \text { first [2] - 8:7, 21:25 } \end{array}$ | $\begin{aligned} & 6: 15,15: 13,31: 8, \\ & 31: 12 \end{aligned}$ |
| $\begin{aligned} & \text { 15:15, 27:5 } \\ & \text { computer }[2]- \end{aligned}$ | dealers [11] - 8:4 | 28:22, 29:7, 30:4, | FISSE [1]-2:23 <br> five ${ }_{[1]}-26: 20$ <br> floor [4]-8:12, 8:13, |  |
| 25:23, 26:9 | $20: 20,20: 21,22: 14,$ | 30:23 |  | $\begin{aligned} & \text { hearings }[1]-16: 14 \\ & \text { help }_{[2]}-23: 8,25: 25 \end{aligned}$ |
| 27:10 | $\begin{aligned} & \text { 22:20, 26:22, 27:4, } \\ & \text { 27:14 } \\ & \text { dealership }[2] \text { - } 9: 11, \end{aligned}$ | down [4] - 14:1, | $\begin{aligned} & \text { floor }[4]-8: 12,8: 13, \\ & 8: 16,11: 9 \end{aligned}$ | hercos [1] - 14:8 <br> hereby [1] - 32:5 |
| concerns [1] - 24:21 <br> Concurrent [2] - |  | $21: 18,23: 4,23: 18$ | $\begin{aligned} & \text { floorplan }[1]-11: 9 \\ & \text { Florida }{ }_{[1]}-14: 17 \end{aligned}$ | himself $[1]-12: 5$ |
| $\begin{aligned} & \text { 22:5, 22:21 } \\ & \text { conduct }[1]-17: 22 \\ & \text { conducted }[2] \text { - } \end{aligned}$ | $\begin{aligned} & \text { 10:15 } \\ & \text { December }[3]- \end{aligned}$ | 21:19 | $\begin{aligned} & \text { FLOYD }[3]-2: 10, \\ & 4: 14,7: 11 \end{aligned}$ | hiring [1] - 23:7 <br> holding [1] - 30:15 |
|  |  | $\begin{gathered} \text { during }[4]-16: 3, \\ 17: 11,17: 12,19: 23 \end{gathered}$ | $\begin{aligned} & \text { Floyd }[1]-4: 13 \\ & \text { follow }[2]-24: 6 \\ & \text { forget }[1]-24: 2 \\ & \text { forgot }[1]-25: 8 \\ & \text { formal }[1]-27: 2 \\ & \text { forth }[1]-23: 23 \\ & \text { forward }[2]-19: 1 \text {, } \\ & \text { 26:13 } \\ & \text { four }[2]-23: 7,26: 20 \end{aligned}$ |  |
| $\begin{aligned} & \text { 15:20, 15:23 } \\ & \text { confirmed }[1]-9: 4 \end{aligned}$ | $\begin{aligned} & \text { 22:25, 31:17, } 31: 18 \\ & \text { declaration }[1]- \\ & \text { 18:13 } \end{aligned}$ |  |  | $\begin{gathered} \text { holding [1] - } 30: 15 \\ \text { hopefully }[1]-24: 9 \\ \text { hotels }[1]-27: 22 \\ \text { House }[3]-22: 5, \\ 22: 21,23: 2 \\ \text { huge }[1]-31: 3 \\ \text { hurricane }[2]- \\ \text { 18:20, } 18: 25 \\ \text { hurry }[1]-30: 11 \end{gathered}$ |
| consumers [3] | $\begin{aligned} & \text { declared }[2]-17: 12 \text {, } \\ & 17: 15 \end{aligned}$ |  |  |  |
| ```contact [2]-26:5, 26:18 contacted [4] - 8:10, 8:14, 8:16, 9:14``` | 17:15 <br> Dees [1] - 11:14 <br> Dees' ${ }_{[1]}$ - 10:7 <br> definitely $[1]-29: 19$ <br> delayed [2]-18:22, | easier [1]-26:2 <br> either $[2]-12: 1,16: 1$ <br> emailing [1] - 25:2 |  |  |





