

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

LOUISIANA USED MOTOR VEHICLE COMMISSION
STATE OF LOUISIANA

REGULAR MEETING
DECEMBER 13, 2021
BEGINNING AT 9:30 A.M.
HELD BY VIDEOCONFERENCE
3132 VALLEY CREEK
BATON ROUGE, LOUISIANA

REPORTED BY:
BETTY D. GLISSMAN, CCR

1 APPEARANCES:

2

3 CHAIRMAN:

MR. RICHARD WATTS

4

5 COMMISSIONERS PRESENT:

MR. TRAVIS BROWN

6

MR. JEFFEREY BRITT

7

MR. TONY CORMIER

8

MR. RICKY DONNELL

9

MR. GEORGE FLOYD

10

MR. MATTHEW PEDERSON

11

MR. JOHN POTEET

12

13

14

15

16

REPRESENTING THE LOUISIANA USED MOTOR

17

VEHICLE COMMISSION:

18

19

ROBERT W. HALLACK, ESQUIRE

HALLACK LAW OFFICE

13007 JUSTICE AVENUE

BATON ROUGE, LOUISIANA 70816

20

21

SHERI MORRIS, ESQUIRE

DAIGLE, FISSE & KESSENICH, PLC

8480 BLUEBONNET BOULEVARD, SUITE F

BATON ROUGE, LOUISIANA 70810

22

23

24

25

1 ALSO PRESENT:

2 MS. KIM BARON

3 MR. DEREK PARNELL

4 MS. MONA ANDERSON

5 MR. MONTIE WISENOR

6 MS. TONYA BURKS

7 MR. JOHN MCKOWEN

8 MR. BOBBY HINES

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 MR. WATTS:
2 Roll call to order, please.
3 MS. BARON:
4 Richard Watts?
5 MR. WATTS:
6 Here.
7 MS. BARON:
8 John Poteet?
9 MR. POTEET:
10 Here.
11 MS. BARON:
12 George Floyd?
13 MR. FLOYD:
14 Here.
15 MS. BARON:
16 Tony Cormier?
17 MR. CORMIER:
18 Here.
19 MS. BARON:
20 Matt Pederson?
21 MR. PEDERSON:
22 Here.
23 MS. BARON:
24 Jeff Britt?
25 MR. BRITT:

1 Here.

2 MS. BARON:

3 Ricky Donnell?

4 MR. DONNELL:

5 Here.

6 MS. BARON:

7 Travis Brown?

8 MR. BROWN:

9 Here.

10 MS. BARON:

11 Michael Russell?

12 MR. RUSSELL:

13 (No response.)

14 MS. BARON:

15 Mr. Chairman, we have a quorum.

16 MR. WATTS:

17 Thank you. Do y'all want to back up?

18 Jeff, do y'all want to do Pledge of

19 Allegiance right quick before we get started.

20 (Pledge of Allegiance.)

21 MR. WATTS:

22 All right. Kim, do you have any

23 public comments?

24 MS. BARON:

25 No, sir. We do not.

1 MR. WATTS:

2 All right. We have adoption and
3 approval of minutes for September '21. I don't
4 think we approved anything since September '21,
5 have we?

6 Anybody have any questions? We will
7 go to items for discussion.

8 MR. PEDERSON:

9 Do you need a motion?

10 MR. WATTS:

11 I need a motion.

12 MR. PEDERSON:

13 So moved.

14 MR. BRITT:

15 Second.

16 MR. WATTS:

17 Okay. Items for discussion,
18 financial matters. We are going to listen to
19 Mr. John McKowen.

20 MR. MCKOWEN:

21 Thank you, Mr. Chairman. I audited
22 your financial statements as of June 30th of
23 this year. If you look on page 1 just after
24 the table of contents in your packet, I always
25 point out that the financial statements are the

1 responsibility of management. My
2 responsibility is to offer an opinion about
3 whether I think they are fairly presented.

4 On the top of page 2, I say, "In my
5 opinion, the financial statements are presented
6 fairly in accordance with generally accepted
7 accounting principles."

8 I am going to skip over the next
9 section that's management's discussion and
10 analysis. We always skip over it. It just
11 discusses the numbers that we are going to look
12 at anyway.

13 So on page 11 is the statement of net
14 position. That's your balance sheet. You
15 ended the year with a little over 20 million
16 dollars in current assets; the biggest part of
17 that was cash. You had almost a million-nine
18 in cash. You had CDs of \$750,000. And you had
19 accounts receivable that's primarily from fines
20 and hearings. You had 380,000 there. You had
21 non-current assets, that's your building and
22 the vehicles that the inspectors drive. Netted
23 depreciation, you had 152,000 there. So your
24 total assets were right at 3 million-2.

25 Deferred outflows of resources,

1 that's nonsense that has to do with pension and
2 other post-employment benefits. It's -- to me,
3 it is just more confusion. You had current
4 liabilities of 257,000. The biggest part of
5 that is unearned revenue. That's the second
6 year of your two-year licenses.

7 Page 12 is a continuation of the
8 statement of net position. You ended the year
9 with non-current liabilities with a little over
10 4 million dollars. You had deferred inflows of
11 resources. Again, that's connected to your
12 pension liability and the other post-employment
13 benefits.

14 So you ended the year with a negative
15 737,000 in net position. And the reason for
16 that is all of this pension liability and the
17 other post-employment benefits that they made
18 us disclose in the last few years.

19 On page 13, that is your statement of
20 revenues, expenses, and changes in net
21 position. Your total revenues for the year
22 were just over a million dollars. Your
23 expenses were a million 4. So you had a loss
24 for the year of a little over \$300,000.

25 We are going to talk more about why

1 that happened in just a minute. So, again,
2 your end of the year was a net position of a
3 negative \$700,000.

4 Page 14 and 15 are your statement of
5 cash flows. That's a reconciliation of your
6 operating income. Or, in your case, your
7 operating loss and your decline in cash for the
8 year. There is not a whole lot of difference
9 there so we are not going to go through that.

10 Starting on page 16 is the notes to
11 the financial statements. The only thing that
12 I want to talk about is at the very bottom of
13 page 20, during the year 2020, the State
14 Legislature enacted House Concurrent
15 Resolution 71 which suspended the license fees
16 of your dealers for a year. So starting in
17 July of this year, you were able to
18 re-institute those fees. Actually, you went
19 back and charged some fees for the second half
20 of the calendar year. And so you just don't
21 make up the revenue that you suspended last
22 year in this current year that we are in right
23 now.

24 So I want to thank Sheri for reading
25 this little note and helping with the language

1 on that. I am going to skip over the rest of
2 the notes.

3 Page 38 is your budget comparison.
4 Everything looked fine there. Page 46
5 discloses your per diems. Page 47 discloses
6 Derek's salary and benefits.

7 Page 48 is my report on internal
8 control and compliance. I had no findings
9 there.

10 And, Mr. Chairman, that's my report
11 for the year.

12 MR. WATTS:

13 I need a motion.

14 MR. BRITT:

15 I make a motion.

16 MR. WATTS:

17 I have a motion. I need a second for
18 approval.

19 MR. FLOYD:

20 Second.

21 MR. WATTS:

22 Any questions? Does anybody have any
23 questions?

24 MR. POTEET:

25 I have a comment. I wanted to note

1 that this is testimony to the good accounting
2 practices that we have at the Commission. You
3 know, everybody -- not everybody, but a lot of
4 people like to complain about government, how
5 wasteful we are and how things are not done
6 very well. But I want to congratulate Mona and
7 her staff and the entire staff of the
8 Commission for having another good audit which
9 has been several years that we have had really
10 good audits. So I just want to say thank you
11 to Mona and the whole group there.

12 MS. ANDERSON:

13 Thank you.

14 And thank you, John, for doing the
15 audit for us this year.

16 MR. McKOWEN:

17 Okay. Thank you, Mona.

18 MR. WATTS:

19 That's it. We will go to Montie.
20 Montie, do you want to do your investigative
21 report?

22 MR. WISENOR:

23 Yes, sir. We have --

24 MR. PARNELL:

25 Mr. Chairman.

1 MR. WATTS:

2 Yes.

3 MR. PARNELL:

4 We also still have, under financial
5 matters, review of the financial report for
6 September, October, the proposed budget, and
7 the resolution for the fiscal year.

8 MR. WATTS:

9 Oh, I am sorry. Yes, that is what we
10 come here for. Back it up. Let's review that.
11 Travis, or who takes the lead on this? Is that
12 you, Derek?

13 MR. PARNELL:

14 That's Mona.

15 MR. WATTS:

16 Mona.

17 MR. PARNELL:

18 Financial report, yes.

19 MS. ANDERSON:

20 Okay. So you should have received
21 the financials for September and October. We
22 are just going to go quickly through these.

23 On the September statement of net
24 position, which is your balance sheet, the
25 balance in the operating account was

1 \$1,834,000. And your fines, accounts
2 receivable included that Car King fines that
3 were charged in the July meeting. Non-current
4 assets remain the same. And the current
5 liabilities are normal balances.

6 On page 2 in the long-term
7 liabilities, that contains \$200,000 of your
8 2022 funds. On page 3, your statement of
9 expenses -- I am sorry, statements of revenues,
10 expenses, and changes in net position, which is
11 like your income statement, your year-to-date
12 revenues were \$458,700 compared to 155. The
13 prior year, that increase is due, as John said,
14 that we started collecting some of the HCR 71
15 fees from last year in this fiscal year.
16 However, we still have roughly about 150
17 dealers that have not paid or responded so we
18 are still waiting on those.

19 On page 4, the salaries and related
20 benefits were \$27,618 higher than the previous
21 year, and that's due primarily to rate
22 increases by the Office of Group Benefits. The
23 remainder of the expenses were higher, also, at
24 around \$14,000.

25 And on page 5, the change in net

1 position would be a positive \$78,435 compared
2 to a negative 180,000 -- 183,600 the prior
3 year. Again, that's due to collecting last
4 year's revenue starting in July.

5 Turning on to the four-year revenue
6 comparison -- I am sorry. I skipped one. The
7 year-to-date budget to actual expenditures are
8 shown there in a graph pretty much what is
9 expected this time of year. On page 7 is the
10 four-year revenue comparison. And that report
11 shows the comparison of the revenues. The fee
12 revenues are higher since it included last
13 year's revenue. However, the fines, the
14 operating account interest, and the CD interest
15 are down. Fines are down 67 percent. The
16 operating account interest is down 90 percent.
17 And the interest on the CDs is down 88 percent.

18 On page 7 is the certificate of
19 deposit report.

20 THE REPORTER:

21 Mona, you are muted.

22 MS. ANDERSON:

23 Sorry.

24 THE REPORTER:

25 The last thing you said was, "On page

1 7 is the certificate of deposit report."

2 MS. ANDERSON:

3 Okay. Page 8 was the four-year
4 revenue comparison and the graph. Page 9 is
5 the CD report. And the only thing that changed
6 was the b1 Bank CDs. And page 10 is the
7 accounts receivable hearing. The increase
8 there would be for Car King and the individuals
9 that were under Car King being charged for
10 those fines from July.

11 And so that would be the end of the
12 September financials if you want to approve
13 those.

14 MR. DONNELL:

15 Ms. Mona, I don't have my packet
16 right here. All of the people at Car King paid
17 their fines?

18 MS. ANDERSON:

19 No, sir. We have not received any
20 payments yet. Sheri and Kim, do y'all want to
21 speak to that?

22 MS. MORRIS:

23 With respect to Mr. Talley, he filed
24 bankruptcy -- a bankruptcy petition. We filed
25 a complaint contesting the discharge of the

1 fine and costs. The lawyer -- we have been in
2 touch with the lawyers and they have agreed
3 that our fine and costs are not dischargeable
4 in bankruptcy. I request -- they requested a
5 payment plan. I asked them to submit it so
6 that it could be reviewed at this meeting. We
7 did not receive the payment plan yet. It is my
8 understanding that they intend to make a
9 payment plan. And then at that point, I can
10 file that with the court as a stipulated
11 judgment to dismiss our claim. Hopeful, I will
12 receive that that week.

13 So I would ask that you authorize
14 your executive director, Mr. Parnell, to
15 approve a reasonable payment plan so that
16 Mr. Talley's fines can be taken care of
17 outside -- with the agreement with the
18 bankruptcy proceeding.

19 MR. BRITT:

20 How much is Talley's fine?

21 MS. MORRIS:

22 I don't have that in front of me. Do
23 you have that, Mona?

24 MS. ANDERSON:

25 We have got 13,000. They divided

1 that amount up between the three of them. It
2 came out to be \$13,333.

3 MR. BRITT:

4 We have already given them -- if we
5 go back and look, we gave Mr. Parnell authority
6 to negotiate those in that amount without
7 having to bring it to us. I can't remember
8 what cap we put on it.

9 But, Derek, can you remember what we
10 did? I mean, other than that it comes under
11 your purview without having to bring it to us.

12 MR. PARNELL:

13 Yes. I don't recall the total cap,
14 but I will look back in my notes on that.

15 MR. BRITT:

16 That's going to be it, so. You won't
17 need to ask us for anything.

18 MR. PARNELL:

19 Okay.

20 MR. BRITT:

21 Just collect it.

22 MR. PARNELL:

23 Okay.

24 MS. MORRIS:

25 I think Kim is making the claim

1 against the bond portion. She can address
2 that.

3 MS. BARON:

4 Yes. That would be taken care of
5 probably next week or so. We are going to go
6 ahead and submit to the bond company, because
7 they have had ample time to contact us. And
8 the only one that sent anything to us was
9 Mr. Talley. And he had -- he has requested a
10 meeting to talk about his repayment, so.

11 MR. DONNELL:

12 Who was the dealer?

13 MS. BARON:

14 Car King.

15 MR. DONNELL:

16 Who was -- who got the license?

17 MS. BARON:

18 Well, there was Zach Green. And
19 Talion Talley and Ronnie Ward. Zack Green is
20 the one that was at the dealership all of the
21 time.

22 MR. DONNELL:

23 Right. He is actually the dealer?

24 MS. BARON:

25 Yes. He was the only active dealer.

1 I mean, the other two were dealers, but they
2 are not as active as he was. Montie -- all of
3 the dealings and stuff that we had and that
4 Montie had were with Zach Green.

5 MR. DONNELL:

6 Sure. Surely we can collect our
7 money off the bond, huh?

8 MS. BARON:

9 The individual fines that y'all did
10 for Zach Green and Talion Talley and Ronnie
11 Ward, those cannot be collected off of the
12 bond. The only thing that I can collect off
13 the bond is the ones that were made toward Car
14 King, LLC, which is the 89,000. And, yet, we
15 can only apply for 25,000 of that because that
16 is all the Legislature -- our statute allows.

17 So I will be applying for 25,000 from
18 their bond. The rest will be on them. And if
19 they do not pay that, then I will send it on to
20 accounting and they will forward it to the
21 collection. We will expect to see that
22 remainder.

23 MR. WATTS:

24 Do we send it to the Attorney
25 General's Office for that?

1 MS. BARON:

2 Yes, sir.

3 MS. ANDERSON:

4 Mr. Chairman, we still need a vote on
5 that financial statement.

6 MR. WATTS:

7 All in favor, "aye"?

8 MR. BRITT:

9 You need a motion.

10 MR. DONNELL:

11 I so move.

12 MR. BRITT:

13 Second.

14 MR. WATTS:

15 All right. We have the 2022 proposed
16 budget. Mona.

17 MS. ANDERSON:

18 We are going to go over the October
19 financials first.

20 MR. WATTS:

21 First, October.

22 MS. ANDERSON:

23 I am going to run through these
24 quickly since, you know, it's past already.

25 In the financial, the statement of

1 net position as of October 31, the total in the
2 bank account was \$1,819,580 and that was a
3 decrease in funds. The fines accounts
4 receivable were the same as September since we
5 did not meet. And the non-current assets
6 decreased due to taking surplus in some
7 equipment off at audit -- taking it off the
8 books.

9 Current liabilities had normal
10 balances. The long-term liabilities for the --
11 show the 2022 and 2023 liabilities of \$224,255.
12 On page 3 is your statement of revenues
13 expenses and changes in net position. And your
14 year-to-date revenues went up to \$525,055.
15 Salaries and related benefits were
16 approximately the same as the prior month and
17 the remainder of the expenses were normal.

18 The change in net position was a
19 positive \$25,935 compared to the negative
20 244,000 from the prior year. And, again,
21 that's because we are collecting last year's
22 revenue this year.

23 The year-to-date budget to actual
24 expenditures is pretty much like the one before
25 in September. And the -- all of the expenses

1 were normal. On page 7, the four-year revenue
2 comparison, the year-to-date revenues increased
3 as we are beginning to collect the '22-'23
4 renewals. Then there is a graph of that same
5 thing. The CD report was the same. And the
6 accounts receivable hearings report was the
7 same.

8 And so unless there are any
9 questions, Mr. Chairman, that concludes the
10 report on the financial statements.

11 MR. WATTS:

12 I need a motion for that one.

13 MR. CORMIER:

14 I make a motion.

15 MR. WATTS:

16 I need a second. Second anybody?

17 MR. FLOYD:

18 Second.

19 MR. WATTS:

20 All right. The proposed budget for
21 next year '22-'23 coming up. Mona.

22 MS. ANDERSON:

23 So you got a copy of the proposed
24 budget. And, as always, we start sort of in
25 the middle of the paperwork on page 6-A has the

1 detail of the salaries. And the '22-'23
2 salaries increased. We included increases is
3 approximately the same as the Civil Service
4 market adjustments that were budgeted for last
5 year. The retirement contributions by the
6 agency increased and our portion of the -- the
7 agency portion of it is 39.5 percent of the
8 retirement contributions.

9 In January of 2022, group health
10 insurance will increase approximately 5 to 6
11 percent on all plans for both the employee and
12 the employer. And we budgeted 10 percent
13 increase here in this next budget.

14 On page 6-B, we have -- we have
15 compensation for the Commissioners both the
16 travel and we have the attendance on pay. And
17 then all of those figures are carried forward
18 to page 6 which shows the total salaries and
19 the related benefits. Page 7 has the travel
20 reimbursements for staff. A 5 percent increase
21 was budgeted for '22-'23.

22 Page 8 has the operating expenses.
23 We increased the operating expenses 5 percent
24 over the '21-'22 budget. All of the categories
25 are pretty self-explanatory except for

1 maintenance. Others which includes things like
2 our lawn, janitorial service, lawn care, that
3 type of thing. Miscellaneous expenses include
4 bank fees and the merchant fees for the online
5 fee transactions when our dealers go online
6 for -- to renew their licenses.

7 Page 9 has our professional services
8 contract. And all of those are budgeted at the
9 total of the contract as a precaution.

10 Page 10 is our IT-related expenses.
11 And so we are anticipating CAVU being \$40,000.
12 And the other software would be the accounting
13 software and similar other programs that we
14 use. Zoom is being budgeted there. And then
15 other equipment would, like, small printers and
16 things like that.

17 So on page 2, the budgeted
18 expenditures for the '22-'23 year were
19 \$1,917,310. And on page 3, the summary of our
20 net position shows that the budgeted revenue
21 and expenses and estimated -- comes to an
22 estimated -- an estimated net position of a
23 negative \$692,859.

24 So unless anyone has any questions,
25 that concludes the report on the budget.

1 MR. WATTS:

2 Open for questions. I know we got
3 some somewhere.

4 MR. DONNELL:

5 Is Derek on there?

6 MR. PARNELL:

7 Yes, I am.

8 MR. DONNELL:

9 Not singling you out or nothing. You
10 are not Civil Service, are you?

11 MR. PARNELL:

12 I am considered an unclassified
13 employee. Most of the rules of Civil Service,
14 I still have to follow, yes. But I am
15 considered an unclassified versus a classified
16 employee.

17 MR. DONNELL:

18 Right. So that sets your salary
19 schedule?

20 MR. PARNELL:

21 No. You-all set my salary schedule.

22 MR. DONNELL:

23 All right. I didn't remember meeting
24 on that.

25 MR. PARNELL:

1 Yes. As the executive director, my
2 salary, it's whatever you-all have me set at.
3 The budgets adjustments, that's what was going
4 on with those.

5 MR. DONNELL:

6 Okay. Just asking the questions. I
7 know the auditor said something about it and I
8 didn't know if Civil Service set or we set it.

9 That's all that you have.

10 MR. WATTS:

11 Travis, do you have a comment on the
12 budget?

13 MR. BROWN:

14 I have a question. On the budget
15 being in the red, Ms. Mona, for next year, is
16 that after everything is equalized and backed
17 out collecting the funds from the year and
18 everything?

19 MS. ANDERSON:

20 Well, you know, we don't know yet
21 what we are going to end up this year. If you
22 turn to that page 3 and you noticed the 2021,
23 you see the beginning fund balance there,
24 that's the one that shows up on the audit. So
25 that's a negative and that carries forward

1 throughout. We have lost revenue. It is not
2 just the fine -- not just the fees, which are
3 coming in now, but we still have this 150
4 people who have not paid. So some of them may
5 be out of business. I don't know, but they
6 have not responded.

7 Okay. So in addition to that, when I
8 went through this, our CD interest, our bank
9 account interest, our fines are all down
10 significantly. So all of that affects that
11 bottom line. Now, this -- the budget that we
12 are looking at is going to begin on July 1 of
13 '22. Okay. So I don't -- I can't tell you
14 that exactly, but given the figures that are in
15 the budget for this year -- for the coming --
16 for the '21-'22, then that still puts us in a
17 negative position.

18 Now, can we make, you know, we were
19 at -- see, on the budget last year, we were in
20 a negative position then. So, you know, if we
21 can make that up on increased fines or some
22 sort of fee increases or, you know, I don't
23 know, but.

24 MR. BROWN:

25 Can you and your team and Derek put

1 up some kind of recommendation together on what
2 we need to do to get everything balanced out?
3 As far as -- I still don't know what we can
4 raise and what has to be done by the
5 Legislature. Can y'all put up something
6 together and bring it to us to get this budget
7 and everything back in balance?

8 MS. ANDERSON:

9 Derek, do you want to -- is there
10 something that we have already done already?
11 He kind of talked about this a little bit.

12 MR. PARNELL:

13 Yes. We kind of looked at a lot of
14 the -- I don't know if it's in your packet this
15 month. It was supposed to be in your packet, I
16 know, last month. We kind of looked at the fee
17 schedule that we have out there for our agency
18 as a whole. And I did speak with Sheri. Quite
19 a bit of the fees that we have out there have
20 to be legislatively increased. There are a few
21 things that we can make some adjustments here
22 with in the office, kind of more of our policy
23 and our procedures. But most of all of the
24 actions that is out here on the fee schedule
25 have to be increased, but that's something that

1 has to be legislatively done. And that's
2 proving not to go over so well with the
3 Legislature in the past years.

4 The fines that's associated with a
5 lot of our dealers, that's something we can
6 pursue much more aggressively, but I know in
7 the past, you know, with COVID and some of
8 those issues and concerns that was coming up
9 was a lot of fines that was being out there.
10 We kind of fell back on that a bit and tried to
11 give the dealer an opportunity to, you know,
12 get themselves back on their feet. But a lot
13 of the -- but we try to put something together
14 to give you a little bit more of a formula,
15 what we can do, what we cannot do, where we are
16 and what our plans are to try to increase our
17 funding.

18 MR. BROWN:

19 I would rather see it done. I don't
20 want to see a bunch of fines going out or
21 raising fines and going after people. I'd
22 rather see it done on other side if we can put
23 something together and we can take a look at.
24 You know, just recommendations.

25 MR. BRITT:

1 Can you compile -- I didn't mean to
2 cut you off, Travis.

3 Can you compile a list of a fee
4 schedule that we can do without going before
5 the Legislature, Derek?

6 MR. PARNELL:

7 I can compile a list. But as far
8 as -- just about all of the fees would have to
9 go through the legislative process to get any
10 increase on it. There are a few times in there
11 that are within our policy and procedure that
12 we can make some adjustments to. For example,
13 we have lapsed in insurances. If a dealer
14 lapses in insurance, we have a fee that's
15 associated with that, but we do not have a fee
16 as it relates to the bond. Some of those
17 smaller things along that nature, we may -- I
18 believe we can do something in regard to
19 those -- those items.

20 MR. BRITT:

21 One -- two particular questions of
22 interest for me. A salesman license, can we do
23 that? Or does that have to go before the
24 Legislature?

25 MR. PARNELL:

1 That has to be legislative.

2 MR. BRITT:

3 Okay. And a dealer's license.

4 MR. PARNELL:

5 All of the dealer's license, all
6 salespersons' licenses all has to be done
7 legislatively.

8 MS. MORRIS:

9 Derek and I looked at the fee
10 schedule, and, you know, fees generally have to
11 be approved by the Legislature. It is
12 two-thirds of each house. Past years that's
13 been difficult. There are a lot of legislators
14 that didn't believe any fee should be
15 increased. But there is the opportunity to do
16 that. There are -- the only -- and I don't
17 know that it is going to make any significant
18 impact at all, is the way that you're applying
19 the fees for, like Derek said, an insurance
20 lapse or a bond lapse. I think we could apply
21 a higher fee than is being applied in those
22 cases. But those are not really significant
23 numbers. And, you know, those are the
24 activities that the dealers can avoid by
25 getting their insurance and their bonds renewed

1 timely.

2 So it's not probably going to
3 significantly change your revenue. In order to
4 significantly change your revenue, you would
5 really have to go to the Legislature.

6 MR. BRITT:

7 Well, I think we could compile a list
8 of what needs to be changed and we need to get
9 to the Legislature. And, I mean, some of these
10 are absolutely ridiculously cheap. I mean, a
11 salesman person's license, I mean, \$25, that's
12 ridiculous. It ought to be more than a year.
13 It costs each one of us more than that to
14 operate to do things. A dealer license, it
15 ought to be higher than \$400 a year. I mean,
16 you probably don't want to hear that from me,
17 but, I mean, you dealers, it's just too low.
18 We need to make the list and see what we can
19 and what we can take and see what battle we can
20 win and what battle we can't win.

21 MS. ANDERSON:

22 One of the things we talked about was
23 putting a late fee on the salesman's license
24 because, you know, a lot of good dealers send
25 in their salespeople's applications and fees on

1 time. And a lot of them don't. And they wait
2 until midyear to pay for it. And there is no
3 penalty like there is on the dealer license.
4 So that's something that probably would get us
5 some money on a larger scale.

6 The insurance lapse, you are not
7 talking back, you know, right now in the height
8 if we get a couple of them a week. So you are
9 not talking -- they are a hundred dollars or
10 so, you know. It's not going to be a lot of
11 money.

12 MR. WATTS:

13 Can we implement that now on the
14 salesman's license? Or do we have to do that
15 through the Legislature to do that, too?

16 MS. ANDERSON:

17 I think so.

18 MS. MORRIS:

19 You have to do it through the
20 Legislature. You can do it administratively,
21 you know, if you send them a notice saying that
22 it's late and, if not, we can have an
23 administrative hearing on people that don't
24 have timely renewed licenses, but there is a
25 cost. We can certainly set up a process that

1 the staff could follow. But, I mean, it is a
2 violation for a salesman to be operating
3 without a current license.

4 But the cost of, you know, doing
5 certified mail is over \$7 now. So just sending
6 the notices, you know, is costly. And then you
7 can certainly settle with them for, you know,
8 some sort of late fee that you-all would
9 pre-approve. But that \$25, it is kind of -- I
10 don't know whether initially you would not make
11 money on that. Like, later or you might change
12 the behavior of the dealers to pay it earlier
13 and to avoid initiating that process. But is
14 that going to net result any funds, that's
15 questionable.

16 Mr. Poteet, you are talking but are
17 on mute.

18 MR. POTEET:

19 I just said -- I mouthed the words
20 "not much." I mean, you pointed out it's --
21 you know, you got a \$25 license and you also
22 have got to your point, you are not supposed to
23 be operating. Really, there is almost no such
24 thing as late. You know, you are in violation.

25 MS. MORRIS:

1 Right, right.

2 MR. POTEET:

3 So I don't know about that. I would
4 be more inclined to say let's try to raise the
5 \$25 to some other number. I don't have any
6 feel for that. I don't operate in that
7 environment. I have to have one salesperson
8 every year just because it is part of our
9 requirements. But we don't -- we don't sell to
10 the public so we don't really do anything with
11 our salesman's license. So I don't know if the
12 typical dealer needs five of these a year, ten
13 of these a year, or a hundred of these a year.
14 So the economic impact seems small to dealers
15 but it's still, you know, I wouldn't be the
16 right person to ask about that. But if we are
17 going to do something, I think a late fee
18 doesn't make sense for the very reason that you
19 are in violation. You can't be late because
20 you are in violation.

21 MR. BRITT:

22 I agree with John. I think we do,
23 like on the salesmen, we need to come up with a
24 happy number and go with that position. You
25 burden them down with the process and, Sheri,

1 like you said, \$7 to send out a notice. And
2 you drag them in there and do all of that. You
3 haven't done anything. You wasted more money
4 than you can make for the simple adjustment of
5 the license. I've ran the numbers. I mean, I
6 have got an idea in my mind of what I would
7 think it should be, but I don't want to say it
8 right now, but.

9 MR. PEDERSON:

10 Not that it matters, does anyone know
11 what the licenses are on the new car side?
12 Just for comparison.

13 MS. MORRIS:

14 I believe they are much higher. I
15 represent a licensing board that has the
16 majority of their licensees that are individual
17 licenses are \$25. They have gone to the
18 Legislature multiple times to raise it to \$50
19 and that didn't pass. And most recently they
20 asked for a \$10 increase and that did not pass.
21 They are going to go back to the Legislature
22 and ask for another \$10 increase this year and
23 hope to get it, because they are in a situation
24 where they have depleted their fund balance.

25 It has been difficult and the

1 industry has not opposed it. It is not the
2 industry that opposed it; it's legislators that
3 won't vote for a fee. So you have to kind of
4 balance that as well or kind of get some
5 information as to whether you can get -- we
6 have had difficulty getting an author to
7 sponsor it because it has a fee in it. And
8 then we have had difficulty getting it through
9 the process. So you might want to do some kind
10 of some research on that as well. Because fees
11 are kind of not looked at favorably and haven't
12 been for many years. So it's somewhat
13 difficult to get.

14 MR. BROWN:

15 When is the last increase we had? Or
16 have we ever had one?

17 MS. MORRIS:

18 I don't know the year, but it's been
19 quite a while.

20 MR. BRITT:

21 To be tactful, Sheri, it's about the
22 approach and who is leading the approach. So
23 my suggestion would be, Mr. Chairman, is that
24 after we get through with Christmas, let's some
25 of us meet with Derek and sit down and come up

1 with a game plan and we can -- after Christmas
2 you can get -- we can get with you and you plan
3 on what day and we will meet with Derek and
4 come up with the proper approach. I am trying
5 to be tactful, Sheri, but I think that you know
6 what I am talking about.

7 MS. MORRIS:

8 Absolutely.

9 MR. BRITT:

10 It is about who delivers the message
11 and how it's delivered. And it clearly
12 needs -- needs a new message delivered, so.

13 MR. BROWN:

14 Derek, can you put us an all of the
15 above approach with everything on the table and
16 then we can kind of, you know, pick it up from
17 there? And then when we do come meet later, we
18 can have everything laid out.

19 MR. PARNELL:

20 Yes. I can work on something like
21 that, yes.

22 MR. PEDERSON:

23 The public tag agencies and the
24 State, we just raised our fees. They raised
25 that in the legislation. I think they went

1 from where we could charge \$18 per transaction
2 to 23. So maybe whoever led that charge
3 maybe -- maybe we can seek them out, you know.
4 They were able to get that raised. But I am
5 not sure who did that.

6 MS. MORRIS:

7 Right. That will be a good idea to
8 look at who is the author of that proposal.

9 MR. PEDERSON:

10 Right. That's what I was thinking.

11 MR. WATTS:

12 Sheri, if they are going to raise
13 their fees, these other agencies that you work
14 with, we can all work with them to get it all
15 together.

16 MS. MORRIS:

17 That might be a good thing as well,
18 you know, to work with other -- you know, to
19 look at the pre-filed bills and maybe work with
20 the other agencies. But there are licensing
21 agencies, very few of them have had fee
22 increases in a long time which impacts the, you
23 know, the technology that they can employ, the
24 employees' health insurance increases,
25 retirement fees increase, you know. And so to

1 live on the same budget that you had more than
2 10 years ago is unrealistic in a lot of cases
3 where you don't have increases in the number of
4 licensees that are significant.

5 And probably these fees might have
6 been set before some of the licensees were
7 split off and moved to the new vehicle
8 commission, the recreational dealers.

9 MR. WATTS:

10 Yes.

11 MR. DONNELL:

12 Speaking of tag agency, where are we
13 on ours? I know we are close.

14 MR. PARNELL:

15 We are very close. Yes, we are very
16 close. I was going to discuss it in my section
17 in my report at the bottom.

18 MR. DONNELL:

19 Okay.

20 MR. WISENOR:

21 I have a quick question. When we
22 changed from one-year license to two-year
23 licenses, did we have to do that through the
24 Legislature as well?

25 MR. PARNELL:

1 Yes.

2 MR. WISENOR:

3 I was wondering about the salesmen's
4 licenses if that was ever discussed about
5 making them a two-year license as well.

6 MR. PARNELL:

7 Initially, it was discussed, but the
8 Commission decided to continue with the
9 salesperson's license annually, because in most
10 instances there are a lot of turnover sometimes
11 with sales persons. So the Commissioners
12 decided to go ahead and move forward. And we
13 did have to go legislatively to change the
14 language in order for us to do a two-year
15 license. But the fee technically didn't
16 change. It was \$200 for one year and so we
17 just -- it became \$400 for 2 years. But, as I
18 stated, the salesperson's license was decided
19 to vote -- to stay one year.

20 MR. WISENOR:

21 I didn't know if that generated more
22 revenue upfront versus -- and then, like you
23 say, if there was a turnover, whether there was
24 a turnover or not, if it had to been done
25 legislatively. If a salesman left and went, it

1 would just create more revenue on that end
2 whether they turn over quickly or not. Okay.
3 I am sorry.

4 MS. ANDERSON:

5 It might help with those that don't
6 re-up each other that didn't send it in, I have
7 seen that where they don't send in a renewal
8 application even though they are working. So a
9 two-year might help do that. Not much on the
10 way of what you would get off of that because
11 the interest rates are so low.

12 MR. WATTS:

13 All right. Anybody got any more
14 questions? Do I need to make a motion or
15 resolution for the adoption of next year's
16 budget? We did all of that already.

17 MS. ANDERSON:

18 I don't think that you have done that
19 get.

20 MR. DONNELL:

21 I will make a motion.

22 MR. WATTS:

23 I need a second.

24 MR. BRITT:

25 Second.

1 MR. WATTS:

2 All right. Adopted.

3 MS. BARON:

4 Mr. Chairman, I do have a resolution
5 that needs to be signed by you. So I can email
6 it to you or you can come by the office.

7 MR. WATTS:

8 I will come by after the meeting. I
9 have things to do on that side of town so I
10 will stop by there.

11 MS. BARON:

12 Okay. Thank you.

13 MR. WATTS:

14 If that's done, we've covered all of
15 that. Compliance investigator report. That
16 will be Montie.

17 MR. WISENOR:

18 Yes, sir. I have the monthly
19 production report, the field totals for the
20 months of September, October, and November of
21 2021. September numbers, there were three
22 audited -- three audits conducted. One notice
23 of revocation delivered. 47 site visits
24 conducted. Zero cease and desist. There were
25 11 consumers assisted with receiving title or

1 registration. There was one violation issued.
2 There was one refund assisted and receiving of
3 \$36.47. That would be late fees for the taxes
4 for a consumer. There were 10 cases closed
5 that were assigned. There were 28 closed that
6 were not assigned. There were 17 physical
7 inspections conducted. That was for September.

8 October, was also three audits
9 conducted during that month. One notice of
10 revocation delivered. 52 site visits
11 conducted. There were 12 registration or
12 titles for consumers that we assisted in
13 receiving. There was one violation issued.
14 There were two refunds that total \$4,532.39.
15 There were 23 cases closed that were assigned.
16 There were 22 cases closed that were not
17 assigned, and 22 physical inspections
18 conducted. That's October of 2021.

19 November, there were two audits
20 conducted. There were no notice of revocations
21 delivered. There were 38 site visits
22 conducted. There were no cease and desist
23 issued. There were 19 titles or registrations
24 for consumers that were assisted in receiving.
25 There were five violations. There were three

1 total refunds assisting consumers received that
2 total \$7,375. There were 22 cases closed that
3 were assigned. 22 -- I am sorry. 14 cases
4 closed that were not assigned and 22 physical
5 inspections conducted for the month of November
6 of 2021.

7 And those are the field totals for
8 those three months.

9 MR. WATTS:

10 Thank you, Montie. I don't need a
11 motion or nothing on that, do I?

12 Does anybody have any questions for
13 Montie?

14 If none, Derek.

15 MR. PARNELL:

16 Yes, sir. Just to go back to what
17 Commissioner Donnell was asking about, an
18 update with the public safety, public tag
19 agent. For the past two weeks we have been
20 doing Zoom calls, teleconferencing. And a
21 person from OMV came over for some training
22 with us regarding the dealer plates. We
23 have -- we do have connection with Office of
24 Motor Vehicle as we've always had in the past.
25 But as it relates to the new commissioners that

1 they have given us, we are having some
2 connection issues. We are working through
3 those connection issues. It is showing on
4 Office of Motor Vehicle side, but we just don't
5 have full capabilities as of yet.

6 So what Office of Motor Vehicles is
7 working on right now, they are going to conduct
8 a full reboot on the program -- on their
9 program. And so what they found is in the past
10 that's helped the public tag agents. They said
11 that they haven't seen it operate in this
12 function in quite some time, but what they have
13 done in the past is reboot that program
14 connection with that PTA that was having the
15 concern would solve the problem. And that's
16 where we are at now. Matt.

17 MR. PEDERSON:

18 I am just saying good luck.

19 MR. PARNELL:

20 But that's where we are right now
21 just to try to get that functionality. We have
22 been on with our IT people there, our IT
23 people. Just trying to go through that process
24 to find out exactly why and where that
25 connection concern or that issue is coming

1 from. And that's where they have gotten to the
2 point right now that that's a concern.

3 Once that's done and up and running,
4 we are going to send out a mass email to the
5 dealers. But early in the process of -- I am
6 not going to send out a mass email notifying
7 dealers that we have the ability to do it right
8 away. I just wanted to see how it functions
9 for a few months and how it works with us and
10 what kind of process we have in place that --
11 you know, I just want to see how it really
12 works before I send out a mass email to all of
13 other -- to the dealers and notifying them of
14 that.

15 So I will keep you updated and
16 notified about any other changes. Really once
17 we get going, I will let you know. So that way
18 we can, you know, start on a small scale
19 actually issuing the public tags, the dealer
20 plates.

21 One other thing I wanted to just
22 bring up with everything, there is not a lot
23 this month. But the State ID cards, I have
24 received a few ID card pictures from
25 commissioners. And please, if you will, I do

1 want to try to move forward with getting these
2 things taken care of and done so I can get
3 these ID cards ordered and issued. I have
4 pictures for a few of you, but I also will need
5 a signature. So if you can take a signature
6 and send that as well with your picture, that
7 way I can add that to that ID card.

8 But if there is no other question or
9 comments, I will be working on trying to put
10 something together so we can look at these fees
11 and ongoing. So if you have any other
12 questions, comments, or concerns, please let me
13 know.

14 MR. DONNELL:

15 Did you get my emails on my renewals?

16 MR. PARNELL:

17 Did I get what?

18 MR. DONNELL:

19 My email on my renewals where I sent
20 you my renewal stuff?

21 MR. PARNELL:

22 As it relates to?

23 MR. DONNELL:

24 Our dealer plates.

25 MR. PARNELL:

1 Yes, yes.

2 MR. DONNELL:

3 Okay. If we can get ahold of Jill
4 and have her come down Thursday afternoon and
5 maybe we can run through it and see.

6 MR. PARNELL:

7 Well, it's not actually connected
8 right now working, but maybe by Thursday we
9 will be okay.

10 MR. DONNELL:

11 If it is connected prior to that.

12 MR. PARNELL:

13 Yes. You are going to be the first
14 one.

15 MR. DONNELL:

16 Okay.

17 MR. PARNELL:

18 I got your information and I already
19 told you, we are going to use you as our guinea
20 pig, so to speak. So you will be the first
21 one.

22 MR. WATTS:

23 Any questions for Derek?

24 MR. DONNELL:

25 Well, I agree with Mr. Parnell. We

1 don't need to send that mass email out, you
2 know, we need to soft start this.

3 MR. PARNELL:

4 Yes, yes.

5 MR. WATTS:

6 That's good. All right, gentlemen,
7 anything else? Thank you, Derek.

8 Items for next agenda. I guess it
9 will be for -- I don't know what that means?
10 What do we have for the next agenda? Do we
11 have hearings?

12 MS. BARON:

13 We should be having a hearing next
14 month in January. We have started working on
15 it with the assistance of Mr. Hallack. So,
16 hopefully, that will be up for the next
17 meeting.

18 If you notice, the next meeting is
19 the fourth Monday of January instead of third
20 because of the third Monday of January is a
21 state holiday and we will not be in the office,
22 so.

23 MR. WATTS:

24 Okay. I plan on having the meeting
25 at the office on the 24th.

1 MS. BARON:

2 I am sorry.

3 MR. WATTS:

4 Meeting will be held at y'all's
5 office on the fourth Monday. I am hoping.

6 MS. BARON:

7 I guess. I don't know. It remains
8 to be seen, I guess.

9 MR. DONNELL:

10 Without the pandemic holding it up, I
11 got a call from the governor's office and
12 boards of commissions say we need to get back
13 down there.

14 MR. WATTS:

15 We can make an effort.

16 MR. DONNELL:

17 You can never tell with what COVID is
18 going to do. It can change your mind.

19 MR. WATTS:

20 Well, gentlemen, if that's all that
21 y'all have. I need a motion, I guess, to close
22 the meeting.

23 MR. DONNELL:

24 So move.

25 MR. CORMIER:

REPORTER'S CERTIFICATE

1
2
3 I, BETTY D. GLISSMAN, Certified Court
4 Reporter, Certificate No. 86150, in and for the
5 State of Louisiana, do hereby certify that the
6 Louisiana Used Motor Vehicle Commission
7 December 20, 2021, meeting was reported by me
8 in the stenotype reporting method, was prepared
9 and transcribed by me or under my personal
10 direction and supervision, and is a true and
11 correct transcript to the best of my ability
12 and understanding.

13 This December 29, 2021, Baton Rouge,
14 Louisiana.

15
16
17
18
19
20
21 _____
22 BETTY D. GLISSMAN, CCR
23 CERTIFIED COURT REPORTER
24
25

<p style="text-align: center;">\$</p> <p>\$1,819,580 [1] - 21:2 \$1,834,000 [1] - 13:1 \$1,917,310 [1] - 24:19 \$10 [2] - 36:20, 36:22 \$13,333 [1] - 17:2 \$14,000 [1] - 13:24 \$18 [1] - 39:1 \$200 [1] - 41:16 \$200,000 [1] - 13:7 \$224,255 [1] - 21:11 \$25 [5] - 32:11, 34:9, 34:21, 35:5, 36:17 \$25,935 [1] - 21:19 \$27,618 [1] - 13:20 \$300,000 [1] - 8:24 \$36.47 [1] - 44:3 \$4,532.39 [1] - 44:14 \$40,000 [1] - 24:11 \$400 [2] - 32:15, 41:17 \$458,700 [1] - 13:12 \$50 [1] - 36:18 \$525,055 [1] - 21:14 \$692,859 [1] - 24:23 \$7,375 [1] - 45:2 \$700,000 [1] - 9:3 \$750,000 [1] - 7:18 \$78,435 [1] - 14:1</p>	<p>155 [1] - 13:12 16 [1] - 9:10 17 [1] - 44:6 180,000 [1] - 14:2 183,600 [1] - 14:2 19 [1] - 44:23</p> <p style="text-align: center;">2</p> <p>2 [4] - 7:4, 13:6, 24:17, 41:17 20 [3] - 7:15, 9:13, 53:7 2020 [1] - 9:13 2021 [7] - 1:14, 26:22, 43:21, 44:18, 45:6, 53:7, 53:13 2022 [4] - 13:8, 20:15, 21:11, 23:9 2023 [1] - 21:11 22 [5] - 44:16, 44:17, 45:2, 45:3, 45:4 23 [2] - 39:2, 44:15 244,000 [1] - 21:20 24th [1] - 50:25 25,000 [2] - 19:15, 19:17 257,000 [1] - 8:4 28 [1] - 44:5 29 [1] - 53:13</p> <p style="text-align: center;">3</p>	<p style="text-align: center;">6</p> <p>6 [2] - 23:10, 23:18 6-A [1] - 22:25 6-B [1] - 23:14 67 [1] - 14:15</p> <p style="text-align: center;">7</p> <p>7 [7] - 14:9, 14:18, 15:1, 22:1, 23:19, 34:5, 36:1 70810 [1] - 2:23 70816 [1] - 2:20 71 [2] - 9:15, 13:14 737,000 [1] - 8:15</p> <p style="text-align: center;">8</p> <p>8 [2] - 15:3, 23:22 8480 [1] - 2:22 86150 [1] - 53:4 88 [1] - 14:17 89,000 [1] - 19:14</p> <p style="text-align: center;">9</p> <p>9 [2] - 15:4, 24:7 90 [1] - 14:16 9:30 [1] - 1:15</p>	<p>addition [1] - 27:7 address [1] - 18:1 adjourned [1] - 52:3 adjustment [1] - 36:4 adjustments [4] - 23:4, 26:3, 28:21, 30:12 administrative [1] - 33:23 administratively [1] - 33:20 adopted [1] - 43:2 adoption [2] - 6:2, 42:15 affects [1] - 27:10 afternoon [1] - 49:4 agencies [4] - 38:23, 39:13, 39:20, 39:21 agency [4] - 23:6, 23:7, 28:17, 40:12 agenda [2] - 50:8, 50:10 agent [1] - 45:19 agents [1] - 46:10 aggressively [1] - 29:6 ago [1] - 40:2 agree [2] - 35:22, 49:25 agreed [1] - 16:2 agreement [1] - 16:17 ahead [2] - 18:6, 41:12 ahold [1] - 49:3 Allegiance [2] - 5:19, 5:20 allows [1] - 19:16 almost [2] - 7:17, 34:23 amount [2] - 17:1, 17:6 ample [1] - 18:7 analysis [1] - 7:10 ANDERSON [17] - 3:4, 11:12, 12:19, 14:22, 15:2, 15:18, 16:24, 20:3, 20:17, 20:22, 22:22, 26:19, 28:8, 32:21, 33:16, 42:4, 42:17 annually [1] - 41:9 anticipating [1] - 24:11 anyway [1] - 7:12 APPEARANCES [1] - 2:1 application [1] - 42:8 applications [1] - 32:25</p>	<p>applied [1] - 31:21 apply [2] - 19:15, 31:20 applying [2] - 19:17, 31:18 approach [4] - 37:22, 38:4, 38:15 approval [2] - 6:3, 10:18 approve [3] - 15:12, 16:15, 34:9 approved [2] - 6:4, 31:11 assets [5] - 7:16, 7:21, 7:24, 13:4, 21:5 assigned [6] - 44:5, 44:6, 44:15, 44:17, 45:3, 45:4 assistance [1] - 50:15 assisted [4] - 43:25, 44:2, 44:12, 44:24 assisting [1] - 45:1 associated [2] - 29:4, 30:15 AT [1] - 1:15 attendance [1] - 23:16 Attorney [1] - 19:24 audit [4] - 11:8, 11:15, 21:7, 26:24 audited [2] - 6:21, 43:22 auditor [1] - 26:7 audits [4] - 11:10, 43:22, 44:8, 44:19 author [2] - 37:6, 39:8 authority [1] - 17:5 authorize [1] - 16:13 AVENUE [1] - 2:20 avoid [2] - 31:24, 34:13 aye [1] - 20:7</p> <p style="text-align: center;">B</p> <p>b1 [1] - 15:6 backed [1] - 26:16 balance [7] - 7:14, 12:24, 12:25, 26:23, 28:7, 36:24, 37:4 balanced [1] - 28:2 balances [2] - 13:5, 21:10 bank [3] - 21:2, 24:4, 27:8 Bank [1] - 15:6 bankruptcy [4] -</p>	
<p style="text-align: center;">'</p> <p>'21 [2] - 6:3, 6:4 '21-22 [2] - 23:24, 27:16 '22 [1] - 27:13 '22-23 [5] - 22:3, 22:21, 23:1, 23:21, 24:18</p>	<p>3 [5] - 7:24, 13:8, 21:12, 24:19, 26:22 30th [1] - 6:22 31 [1] - 21:1 3132 [1] - 1:17 38 [2] - 10:3, 44:21 380,000 [1] - 7:20 39.5 [1] - 23:7</p>	<p style="text-align: center;">A</p> <p>a.m [1] - 52:3 A.M [1] - 1:15 ability [2] - 47:7, 53:11 able [2] - 9:17, 39:4 absolutely [2] - 32:10, 38:8 accepted [1] - 7:6 accordance [1] - 7:6 account [5] - 12:25, 14:14, 14:16, 21:2, 27:9 accounting [4] - 7:7, 11:1, 19:20, 24:12 accounts [5] - 7:19, 13:1, 15:7, 21:3, 22:6 actions [1] - 28:24 active [2] - 18:25, 19:2 activities [1] - 31:24 actual [2] - 14:7, 21:23 add [1] - 48:7</p>	<p style="text-align: center;">9</p> <p>9 [2] - 15:4, 24:7 90 [1] - 14:16 9:30 [1] - 1:15</p>	<p style="text-align: center;">B</p>	
<p style="text-align: center;">1</p> <p>1 [2] - 6:23, 27:12 10 [5] - 15:6, 23:12, 24:10, 40:2, 44:4 10:28 [1] - 52:3 11 [2] - 7:13, 43:25 12 [2] - 8:7, 44:11 13 [2] - 1:14, 8:19 13,000 [1] - 16:25 13007 [1] - 2:20 14 [2] - 9:4, 45:3 15 [1] - 9:4 150 [2] - 13:16, 27:3 152,000 [1] - 7:23</p>	<p style="text-align: center;">4</p> <p>4 [3] - 8:10, 8:23, 13:19 46 [1] - 10:4 47 [2] - 10:5, 43:23 48 [1] - 10:7</p> <p style="text-align: center;">5</p> <p>5 [4] - 13:25, 23:10, 23:20, 23:23 52 [1] - 44:10</p>	<p style="text-align: center;">6</p> <p>6 [2] - 23:10, 23:18 6-A [1] - 22:25 6-B [1] - 23:14 67 [1] - 14:15</p> <p style="text-align: center;">7</p> <p>7 [7] - 14:9, 14:18, 15:1, 22:1, 23:19, 34:5, 36:1 70810 [1] - 2:23 70816 [1] - 2:20 71 [2] - 9:15, 13:14 737,000 [1] - 8:15</p> <p style="text-align: center;">8</p> <p>8 [2] - 15:3, 23:22 8480 [1] - 2:22 86150 [1] - 53:4 88 [1] - 14:17 89,000 [1] - 19:14</p> <p style="text-align: center;">9</p> <p>9 [2] - 15:4, 24:7 90 [1] - 14:16 9:30 [1] - 1:15</p> <p style="text-align: center;">A</p> <p>a.m [1] - 52:3 A.M [1] - 1:15 ability [2] - 47:7, 53:11 able [2] - 9:17, 39:4 absolutely [2] - 32:10, 38:8 accepted [1] - 7:6 accordance [1] - 7:6 account [5] - 12:25, 14:14, 14:16, 21:2, 27:9 accounting [4] - 7:7, 11:1, 19:20, 24:12 accounts [5] - 7:19, 13:1, 15:7, 21:3, 22:6 actions [1] - 28:24 active [2] - 18:25, 19:2 activities [1] - 31:24 actual [2] - 14:7, 21:23 add [1] - 48:7</p>	<p style="text-align: center;">6</p> <p>6 [2] - 23:10, 23:18 6-A [1] - 22:25 6-B [1] - 23:14 67 [1] - 14:15</p> <p style="text-align: center;">7</p> <p>7 [7] - 14:9, 14:18, 15:1, 22:1, 23:19, 34:5, 36:1 70810 [1] - 2:23 70816 [1] - 2:20 71 [2] - 9:15, 13:14 737,000 [1] - 8:15</p> <p style="text-align: center;">8</p> <p>8 [2] - 15:3, 23:22 8480 [1] - 2:22 86150 [1] - 53:4 88 [1] - 14:17 89,000 [1] - 19:14</p> <p style="text-align: center;">9</p> <p>9 [2] - 15:4, 24:7 90 [1] - 14:16 9:30 [1] - 1:15</p> <p style="text-align: center;">A</p> <p>a.m [1] - 52:3 A.M [1] - 1:15 ability [2] - 47:7, 53:11 able [2] - 9:17, 39:4 absolutely [2] - 32:10, 38:8 accepted [1] - 7:6 accordance [1] - 7:6 account [5] - 12:25, 14:14, 14:16, 21:2, 27:9 accounting [4] - 7:7, 11:1, 19:20, 24:12 accounts [5] - 7:19, 13:1, 15:7, 21:3, 22:6 actions [1] - 28:24 active [2] - 18:25, 19:2 activities [1] - 31:24 actual [2] - 14:7, 21:23 add [1] - 48:7</p>	<p>addition [1] - 27:7 address [1] - 18:1 adjourned [1] - 52:3 adjustment [1] - 36:4 adjustments [4] - 23:4, 26:3, 28:21, 30:12 administrative [1] - 33:23 administratively [1] - 33:20 adopted [1] - 43:2 adoption [2] - 6:2, 42:15 affects [1] - 27:10 afternoon [1] - 49:4 agencies [4] - 38:23, 39:13, 39:20, 39:21 agency [4] - 23:6, 23:7, 28:17, 40:12 agenda [2] - 50:8, 50:10 agent [1] - 45:19 agents [1] - 46:10 aggressively [1] - 29:6 ago [1] - 40:2 agree [2] - 35:22, 49:25 agreed [1] - 16:2 agreement [1] - 16:17 ahead [2] - 18:6, 41:12 ahold [1] - 49:3 Allegiance [2] - 5:19, 5:20 allows [1] - 19:16 almost [2] - 7:17, 34:23 amount [2] - 17:1, 17:6 ample [1] - 18:7 analysis [1] - 7:10 ANDERSON [17] - 3:4, 11:12, 12:19, 14:22, 15:2, 15:18, 16:24, 20:3, 20:17, 20:22, 22:22, 26:19, 28:8, 32:21, 33:16, 42:4, 42:17 annually [1] - 41:9 anticipating [1] - 24:11 anyway [1] - 7:12 APPEARANCES [1] - 2:1 application [1] - 42:8 applications [1] - 32:25</p>	<p>applied [1] - 31:21 apply [2] - 19:15, 31:20 applying [2] - 19:17, 31:18 approach [4] - 37:22, 38:4, 38:15 approval [2] - 6:3, 10:18 approve [3] - 15:12, 16:15, 34:9 approved [2] - 6:4, 31:11 assets [5] - 7:16, 7:21, 7:24, 13:4, 21:5 assigned [6] - 44:5, 44:6, 44:15, 44:17, 45:3, 45:4 assistance [1] - 50:15 assisted [4] - 43:25, 44:2, 44:12, 44:24 assisting [1] - 45:1 associated [2] - 29:4, 30:15 AT [1] - 1:15 attendance [1] - 23:16 Attorney [1] - 19:24 audit [4] - 11:8, 11:15, 21:7, 26:24 audited [2] - 6:21, 43:22 auditor [1] - 26:7 audits [4] - 11:10, 43:22, 44:8, 44:19 author [2] - 37:6, 39:8 authority [1] - 17:5 authorize [1] - 16:13 AVENUE [1] - 2:20 avoid [2] - 31:24, 34:13 aye [1] - 20:7</p> <p style="text-align: center;">B</p> <p>b1 [1] - 15:6 backed [1] - 26:16 balance [7] - 7:14, 12:24, 12:25, 26:23, 28:7, 36:24, 37:4 balanced [1] - 28:2 balances [2] - 13:5, 21:10 bank [3] - 21:2, 24:4, 27:8 Bank [1] - 15:6 bankruptcy [4] -</p>

<p>15:24, 16:4, 16:18 BARON [23] - 3:2, 4:3, 4:7, 4:11, 4:15, 4:19, 4:23, 5:2, 5:6, 5:10, 5:14, 5:24, 18:3, 18:13, 18:17, 18:24, 19:8, 20:1, 43:3, 43:11, 50:12, 51:1, 51:6 Baton [1] - 53:13 BATON [3] - 1:18, 2:20, 2:23 battle [2] - 32:19, 32:20 became [1] - 41:17 begin [1] - 27:12 BEGINNING [1] - 1:15 beginning [2] - 22:3, 26:23 behavior [1] - 34:12 Benefits [1] - 13:22 benefits [7] - 8:2, 8:13, 8:17, 10:6, 13:20, 21:15, 23:19 best [1] - 53:11 BETTY [3] - 1:22, 53:3, 53:22 between [1] - 17:1 biggest [2] - 7:16, 8:4 bills [1] - 39:19 bit [4] - 28:11, 28:19, 29:10, 29:14 BLUEBONNET [1] - 2:22 board [1] - 36:15 boards [1] - 51:12 BOBBY [1] - 3:8 bond [8] - 18:1, 18:6, 19:7, 19:12, 19:13, 19:18, 30:16, 31:20 bonds [1] - 31:25 books [1] - 21:8 bottom [3] - 9:12, 27:11, 40:17 BOULEVARD [1] - 2:22 bring [4] - 17:7, 17:11, 28:6, 47:22 BRITT [18] - 2:6, 4:25, 6:14, 10:14, 16:19, 17:3, 17:15, 17:20, 20:8, 20:12, 29:25, 30:20, 31:2, 32:6, 35:21, 37:20, 38:9, 42:24 Britt [1] - 4:24 BROWN [7] - 2:5, 5:8, 26:13, 27:24,</p>	<p>29:18, 37:14, 38:13 Brown [1] - 5:7 budget [18] - 10:3, 12:6, 14:7, 20:16, 21:23, 22:20, 22:24, 23:13, 23:24, 24:25, 26:12, 26:14, 27:11, 27:15, 27:19, 28:6, 40:1, 42:16 budgeted [7] - 23:4, 23:12, 23:21, 24:8, 24:14, 24:17, 24:20 budgets [1] - 26:3 building [1] - 7:21 bunch [1] - 29:20 burden [1] - 35:25 BURKS [1] - 3:6 business [1] - 27:5 BY [2] - 1:16, 1:21</p>	<p>CERTIFICATE [1] - 53:1 Certificate [1] - 53:4 certified [1] - 34:5 Certified [1] - 53:3 CERTIFIED [1] - 53:23 certify [1] - 53:5 CHAIRMAN [1] - 2:3 Chairman [5] - 5:15, 10:10, 11:25, 20:4, 37:23 chairman [3] - 6:21, 22:9, 43:4 change [8] - 13:25, 21:18, 32:3, 32:4, 34:11, 41:13, 41:16, 51:18 changed [3] - 15:5, 32:8, 40:22 changes [4] - 8:20, 13:10, 21:13, 47:16 charge [2] - 39:1, 39:2 charged [3] - 9:19, 13:3, 15:9 cheap [1] - 32:10 Christmas [2] - 37:24, 38:1 Civil [4] - 23:3, 25:10, 25:13, 26:8 claim [2] - 16:11, 17:25 classified [1] - 25:15 clearly [1] - 38:11 close [4] - 40:13, 40:15, 40:16, 51:21 closed [6] - 44:4, 44:5, 44:15, 44:16, 45:2, 45:4 collect [4] - 17:21, 19:6, 19:12, 22:3 collected [1] - 19:11 collecting [4] - 13:14, 14:3, 21:21, 26:17 collection [1] - 19:21 coming [5] - 22:21, 27:3, 27:15, 29:8, 46:25 comment [2] - 10:25, 26:11 comments [3] - 5:23, 48:9, 48:12 COMMISSION [2] - 1:5, 2:17 commission [1] - 40:8 Commission [4] - 11:2, 11:8, 41:8, 53:6</p>	<p>Commissioner [1] - 45:17 Commissioners [2] - 23:15, 41:11 COMMISSIONERS [1] - 2:4 commissioners [2] - 45:25, 47:25 commissions [1] - 51:12 company [1] - 18:6 compared [3] - 13:12, 14:1, 21:19 comparison [7] - 10:3, 14:6, 14:10, 14:11, 15:4, 22:2, 36:12 compensation [1] - 23:15 compile [4] - 30:1, 30:3, 30:7, 32:7 complain [1] - 11:4 complaint [1] - 15:25 compliance [2] - 10:8, 43:15 concern [3] - 46:15, 46:25, 47:2 concerns [2] - 29:8, 48:12 concludes [2] - 22:9, 24:25 Concurrent [1] - 9:14 conduct [1] - 46:7 conducted [9] - 43:22, 43:24, 44:7, 44:9, 44:11, 44:18, 44:20, 44:22, 45:5 confusion [1] - 8:3 congratulate [1] - 11:6 connected [3] - 8:11, 49:7, 49:11 connection [5] - 45:23, 46:2, 46:3, 46:14, 46:25 considered [2] - 25:12, 25:15 consumer [1] - 44:4 consumers [4] - 43:25, 44:12, 44:24, 45:1 contact [1] - 18:7 contains [1] - 13:7 contents [1] - 6:24 contesting [1] - 15:25 continuation [1] - 8:7 continue [1] - 41:8</p>	<p>contract [2] - 24:8, 24:9 contributions [2] - 23:5, 23:8 control [1] - 10:8 copy [1] - 22:23 CORMIER [4] - 2:7, 4:17, 22:13, 51:25 Cormier [1] - 4:16 correct [1] - 53:11 cost [2] - 33:25, 34:4 costly [1] - 34:6 costs [3] - 16:1, 16:3, 32:13 couple [1] - 33:8 court [1] - 16:10 Court [1] - 53:3 COURT [1] - 53:23 covered [1] - 43:14 COVID [2] - 29:7, 51:17 create [1] - 42:1 CREEK [1] - 1:17 current [10] - 7:16, 7:21, 8:3, 8:9, 9:22, 13:3, 13:4, 21:5, 21:9, 34:3 cut [1] - 30:2</p>
C		D		
<p>calendar [1] - 9:20 cannot [2] - 19:11, 29:15 cap [2] - 17:8, 17:13 capabilities [1] - 46:5 car [1] - 36:11 Car [6] - 13:2, 15:8, 15:9, 15:16, 18:14, 19:13 card [2] - 47:24, 48:7 cards [2] - 47:23, 48:3 care [4] - 16:16, 18:4, 24:2, 48:2 carried [1] - 23:17 carries [1] - 26:25 case [1] - 9:6 cases [7] - 31:22, 40:2, 44:4, 44:15, 44:16, 45:2, 45:3 cash [4] - 7:17, 7:18, 9:5, 9:7 categories [1] - 23:24 CAVU [1] - 24:11 CCR [2] - 1:22, 53:22 CD [4] - 14:14, 15:5, 22:5, 27:8 CDs [3] - 7:18, 14:17, 15:6 cease [2] - 43:24, 44:22 certainly [2] - 33:25, 34:7 certificate [2] - 14:18, 15:1</p>			<p>DAIGLE [1] - 2:22 date [5] - 13:11, 14:7, 21:14, 21:23, 22:2 dealer [11] - 18:12, 18:23, 18:25, 29:11, 30:13, 32:14, 33:3, 35:12, 45:22, 47:19, 48:24 dealer's [2] - 31:3, 31:5 dealers [14] - 9:16, 13:17, 19:1, 24:5, 29:5, 31:24, 32:17, 32:24, 34:12, 35:14, 40:8, 47:5, 47:7, 47:13 dealership [1] - 18:20 dealings [1] - 19:3 DECEMBER [1] - 1:14 December [2] - 53:7, 53:13 decided [3] - 41:8, 41:12, 41:18 decline [1] - 9:7 decrease [1] - 21:3</p>	

<p>decreased [1] - 21:6 deferred [2] - 7:25, 8:10 delivered [5] - 38:11, 38:12, 43:23, 44:10, 44:21 delivers [1] - 38:10 depleted [1] - 36:24 deposit [2] - 14:19, 15:1 depreciation [1] - 7:23 DEREK [1] - 3:3 Derek [14] - 12:12, 17:9, 25:5, 27:25, 28:9, 30:5, 31:9, 31:19, 37:25, 38:3, 38:14, 45:14, 49:23, 50:7 Derek's [1] - 10:6 desist [2] - 43:24, 44:22 detail [1] - 23:1 diems [1] - 10:5 difference [1] - 9:8 difficult [3] - 31:13, 36:25, 37:13 difficulty [2] - 37:6, 37:8 direction [1] - 53:10 director [2] - 16:14, 26:1 discharge [1] - 15:25 dischargeable [1] - 16:3 disclose [1] - 8:18 discloses [2] - 10:5 discuss [1] - 40:16 discussed [2] - 41:4, 41:7 discusses [1] - 7:11 discussion [3] - 6:7, 6:17, 7:9 dismiss [1] - 16:11 divided [1] - 16:25 dollars [4] - 7:16, 8:10, 8:22, 33:9 done [14] - 11:5, 28:4, 28:10, 29:1, 29:19, 29:22, 31:6, 36:3, 41:24, 42:18, 43:14, 46:13, 47:3, 48:2 Donnell [2] - 5:3, 45:17 DONNELL [26] - 2:8, 5:4, 15:14, 18:11, 18:15, 18:22, 19:5, 20:10, 25:4, 25:8, 25:17, 25:22, 26:5,</p>	<p>40:11, 40:18, 42:20, 48:14, 48:18, 48:23, 49:2, 49:10, 49:15, 49:24, 51:9, 51:16, 51:23 down [9] - 14:15, 14:16, 14:17, 27:9, 35:25, 37:25, 49:4, 51:13 drag [1] - 36:2 drive [1] - 7:22 due [4] - 13:13, 13:21, 14:3, 21:6 during [2] - 9:13, 44:9</p>	<p>8:23, 13:9, 13:10, 13:23, 21:13, 21:17, 21:25, 23:22, 23:23, 24:3, 24:10, 24:21 explanatory [1] - 23:25</p>	<p>five [2] - 35:12, 44:25 flows [1] - 9:5 FLOYD [4] - 2:9, 4:13, 10:19, 22:17 Floyd [1] - 4:12 follow [2] - 25:14, 34:1 formula [1] - 29:14 forward [5] - 19:20, 23:17, 26:25, 41:12, 48:1 four [4] - 14:5, 14:10, 15:3, 22:1 four-year [4] - 14:5, 14:10, 15:3, 22:1 fourth [2] - 50:19, 51:5 front [1] - 16:22 full [2] - 46:5, 46:8 function [1] - 46:12 functionality [1] - 46:21 functions [1] - 47:8 fund [2] - 26:23, 36:24 funding [1] - 29:17 funds [4] - 13:8, 21:3, 26:17, 34:14</p>	<p style="text-align: center;">H</p>
	<p style="text-align: center;">E</p>	<p style="text-align: center;">F</p> <p>fairly [2] - 7:3, 7:6 far [2] - 28:3, 30:7 favor [1] - 20:7 favorably [1] - 37:11 fee [18] - 14:11, 24:5, 27:22, 28:16, 28:24, 30:3, 30:14, 30:15, 31:9, 31:14, 31:21, 32:23, 34:8, 35:17, 37:3, 37:7, 39:21, 41:15 fees [19] - 9:15, 9:18, 9:19, 13:15, 24:4, 27:2, 28:19, 30:8, 31:10, 31:19, 32:25, 37:10, 38:24, 39:13, 39:25, 40:5, 44:3, 48:10 feet [1] - 29:12 fell [1] - 29:10 few [7] - 8:18, 28:20, 30:10, 39:21, 47:9, 47:24, 48:4 field [2] - 43:19, 45:7 figures [2] - 23:17, 27:14 file [1] - 16:10 filed [3] - 15:23, 15:24, 39:19 financial [11] - 6:18, 6:22, 6:25, 7:5, 9:11, 12:4, 12:5, 12:18, 20:5, 20:25, 22:10 financials [3] - 12:21, 15:12, 20:19 findings [1] - 10:8 fine [5] - 10:4, 16:1, 16:3, 16:20, 27:2 finer [16] - 7:19, 13:1, 13:2, 14:13, 14:15, 15:10, 15:17, 16:16, 19:9, 21:3, 27:9, 27:21, 29:4, 29:9, 29:20, 29:21 first [3] - 20:19, 49:13, 49:20 First [1] - 20:21 fiscal [2] - 12:7, 13:15 FISSE [1] - 2:22</p>	<p style="text-align: center;">G</p> <p>game [1] - 38:1 General's [1] - 19:25 generally [2] - 7:6, 31:10 generated [1] - 41:21 gentlemen [2] - 50:6, 51:20 GEORGE [1] - 2:9 George [1] - 4:12 given [3] - 17:4, 27:14, 46:1 GLISSMAN [3] - 1:22, 53:3, 53:22 government [1] - 11:4 governor's [1] - 51:11 graph [3] - 14:8, 15:4, 22:4 Green [4] - 18:18, 18:19, 19:4, 19:10 group [2] - 11:11, 23:9 Group [1] - 13:22 guess [4] - 50:8, 51:7, 51:8, 51:21 guinea [1] - 49:19</p>	<p>half [1] - 9:19 HALLACK [2] - 2:19, 2:19 Hallack [1] - 50:15 happy [1] - 35:24 HCR [1] - 13:14 health [2] - 23:9, 39:24 hear [1] - 32:16 hearing [3] - 15:7, 33:23, 50:13 hearings [3] - 7:20, 22:6, 50:11 height [1] - 33:7 held [1] - 51:4 HELD [1] - 1:16 help [2] - 42:5, 42:9 helped [1] - 46:10 helping [1] - 9:25 hereby [1] - 53:5 higher [6] - 13:20, 13:23, 14:12, 31:21, 32:15, 36:14 HINES [1] - 3:8 holding [1] - 51:10 holiday [1] - 50:21 hope [1] - 36:23 hopeful [1] - 16:11 hopefully [1] - 50:16 hoping [1] - 51:5 house [1] - 31:12 House [1] - 9:14 hundred [2] - 33:9, 35:13</p>
	<p>early [1] - 47:5 economic [1] - 35:14 effort [1] - 51:15 email [6] - 43:5, 47:4, 47:6, 47:12, 48:19, 50:1 emails [1] - 48:15 employ [1] - 39:23 employee [3] - 23:11, 25:13, 25:16 employees' [1] - 39:24 employer [1] - 23:12 employment [3] - 8:2, 8:12, 8:17 enacted [1] - 9:14 end [4] - 9:2, 15:11, 26:21, 42:1 ended [3] - 7:15, 8:8, 8:14 entire [1] - 11:7 environment [1] - 35:7 equalized [1] - 26:16 equipment [2] - 21:7, 24:15 ESQUIRE [2] - 2:19, 2:21 estimated [3] - 24:21, 24:22 exactly [2] - 27:14, 46:24 example [1] - 30:12 except [1] - 23:25 executive [2] - 16:14, 26:1 expect [1] - 19:21 expected [1] - 14:9 expenditures [3] - 14:7, 21:24, 24:18 expenses [13] - 8:20,</p>			<p style="text-align: center;">I</p> <p>ID [4] - 47:23, 47:24, 48:3, 48:7 idea [2] - 36:6, 39:7 impact [2] - 31:18, 35:14 impacts [1] - 39:22 implement [1] - 33:13 inclined [1] - 35:4 include [1] - 24:3 included [3] - 13:2, 14:12, 23:2 includes [1] - 24:1 income [2] - 9:6, 13:11 increase [11] - 13:13, 15:7, 23:10, 23:13, 23:20, 29:16, 30:10, 36:20, 36:22, 37:15,</p>

<p>39:25 increased [8] - 22:2, 23:2, 23:6, 23:23, 27:21, 28:20, 28:25, 31:15 increases [6] - 13:22, 23:2, 27:22, 39:22, 39:24, 40:3 individual [2] - 19:9, 36:16 individuals [1] - 15:8 industry [2] - 37:1, 37:2 inflows [1] - 8:10 information [2] - 37:5, 49:18 initiating [1] - 34:13 inspections [3] - 44:7, 44:17, 45:5 inspectors [1] - 7:22 instances [1] - 41:10 instead [1] - 50:19 institute [1] - 9:18 insurance [6] - 23:10, 30:14, 31:19, 31:25, 33:6, 39:24 insurances [1] - 30:13 intend [1] - 16:8 interest [8] - 14:14, 14:16, 14:17, 27:8, 27:9, 30:22, 42:11 internal [1] - 10:7 investigative [1] - 11:20 investigator [1] - 43:15 issue [1] - 46:25 issued [4] - 44:1, 44:13, 44:23, 48:3 issues [3] - 29:8, 46:2, 46:3 issuing [1] - 47:19 IT [3] - 24:10, 46:22 IT-related [1] - 24:10 items [2] - 6:7, 30:19 Items [2] - 6:17, 50:8</p>	<p>judgment [1] - 16:11 July [5] - 9:17, 13:3, 14:4, 15:10, 27:12 June [1] - 6:22 JUSTICE [1] - 2:20</p>	<p>9:14, 19:16, 28:5, 29:3, 30:5, 30:24, 31:11, 32:5, 32:9, 33:15, 33:20, 36:18, 36:21, 40:24 liabilities [7] - 8:4, 8:9, 13:5, 13:7, 21:9, 21:10, 21:11 liability [2] - 8:12, 8:16 license [19] - 9:15, 18:16, 30:22, 31:3, 31:5, 32:11, 32:14, 32:23, 33:3, 33:14, 34:3, 34:21, 35:11, 36:5, 40:22, 41:5, 41:9, 41:15, 41:18 licensees [3] - 36:16, 40:4, 40:6 licenses [8] - 8:6, 24:6, 31:6, 33:24, 36:11, 36:17, 40:23, 41:4 licensing [2] - 36:15, 39:20 line [1] - 27:11 list [4] - 30:3, 30:7, 32:7, 32:18 listen [1] - 6:18 live [1] - 40:1 LLC [1] - 19:14 long-term [2] - 13:6, 21:10 look [8] - 6:23, 7:11, 17:5, 17:14, 29:23, 39:8, 39:19, 48:10 looked [5] - 10:4, 28:13, 28:16, 31:9, 37:11 looking [1] - 27:12 loss [2] - 8:23, 9:7 lost [1] - 27:1 Louisiana [3] - 53:5, 53:6, 53:14 LOUISIANA [6] - 1:5, 1:6, 1:18, 2:16, 2:20, 2:23 low [2] - 32:17, 42:11 luck [1] - 46:18</p>	<p>7:9 market [1] - 23:4 mass [4] - 47:4, 47:6, 47:12, 50:1 Matt [2] - 4:20, 46:16 matters [3] - 6:18, 12:5, 36:10 MATTHEW [1] - 2:10 McKowen [4] - 3:7, 6:19, 6:20, 11:16 mean [11] - 17:10, 19:1, 30:1, 32:9, 32:10, 32:11, 32:15, 32:17, 34:1, 34:20, 36:5 means [1] - 50:9 meet [4] - 21:5, 37:25, 38:3, 38:17 Meeting [1] - 52:3 meeting [1] - 13:3, 16:6, 18:10, 25:23, 43:8, 50:17, 50:18, 50:24, 51:4, 51:22, 53:7 MEETING [1] - 1:13 merchant [1] - 24:4 message [2] - 38:10, 38:12 method [1] - 53:8 Michael [1] - 5:11 middle [1] - 22:25 midyear [1] - 33:2 might [6] - 34:11, 37:9, 39:17, 40:5, 42:5, 42:9 million [5] - 7:15, 7:17, 8:10, 8:22, 8:23 million-2 [1] - 7:24 million-nine [1] - 7:17 mind [2] - 36:6, 51:18 minute [1] - 9:1 minutes [1] - 6:3 miscellaneous [1] - 24:3 Mona [11] - 11:6, 11:11, 11:17, 12:14, 12:16, 14:21, 15:15, 16:23, 20:16, 22:21, 26:15 MONA [1] - 3:4 Monday [3] - 50:19, 50:20, 51:5 money [5] - 19:7, 33:5, 33:11, 34:11, 36:3 month [7] - 21:16, 28:15, 28:16, 44:9, 45:5, 47:23, 50:14</p>	<p>monthly [1] - 43:18 months [3] - 43:20, 45:8, 47:9 MONTIE [1] - 3:5 Montie [7] - 11:19, 11:20, 19:2, 19:4, 43:16, 45:10, 45:13 MORRIS [12] - 2:21, 15:22, 16:21, 17:24, 31:8, 33:18, 34:25, 36:13, 37:17, 38:7, 39:6, 39:16 most [4] - 25:13, 28:23, 36:19, 41:9 motion [12] - 6:9, 6:11, 10:13, 10:15, 10:17, 20:9, 22:12, 22:14, 42:14, 42:21, 45:11, 51:21 Motor [4] - 45:24, 46:4, 46:6, 53:6 MOTOR [2] - 1:5, 2:16 mouthed [1] - 34:19 move [4] - 20:11, 41:12, 48:1, 51:24 moved [2] - 6:13, 40:7 MR [138] - 2:3, 2:7, 2:9, 2:11, 3:3, 4:1, 4:5, 4:9, 4:17, 4:21, 4:25, 5:4, 5:8, 5:16, 5:21, 6:1, 6:10, 6:14, 6:16, 6:20, 10:12, 10:14, 10:16, 10:21, 10:24, 11:16, 11:18, 11:22, 11:24, 12:1, 12:3, 12:8, 12:13, 12:15, 12:17, 15:14, 16:19, 17:3, 17:12, 17:15, 17:18, 17:20, 17:22, 18:11, 18:15, 18:22, 19:5, 19:23, 20:6, 20:8, 20:10, 20:12, 20:14, 20:20, 22:11, 22:13, 22:15, 22:17, 22:19, 25:1, 25:4, 25:6, 25:8, 25:11, 25:17, 25:20, 25:22, 25:25, 26:5, 26:10, 26:13, 27:24, 28:12, 29:18, 29:25, 30:6, 30:20, 30:25, 31:2, 31:4, 32:6, 33:12, 34:18, 35:2, 35:21, 36:9, 37:14, 37:20, 38:9, 38:13, 38:19, 38:22, 39:9, 39:11, 40:9, 40:11, 40:14, 40:18, 40:20,</p>
<p style="text-align: center;">J</p>	<p style="text-align: center;">K</p> <p>keep [1] - 47:15 KESSENICH [1] - 2:22 KIM [1] - 3:2 Kim [3] - 5:22, 15:20, 17:25 kind [13] - 28:1, 28:11, 28:13, 28:16, 28:22, 29:10, 34:9, 37:3, 37:4, 37:9, 37:11, 38:16, 47:10 King [6] - 13:2, 15:8, 15:9, 15:16, 18:14, 19:14</p>	<p style="text-align: center;">L</p> <p>laid [1] - 38:18 language [2] - 9:25, 41:14 lapse [3] - 31:20, 33:6 lapsed [1] - 30:13 lapses [1] - 30:14 larger [1] - 33:5 last [11] - 8:18, 9:21, 13:15, 14:3, 14:12, 14:25, 21:21, 23:4, 27:19, 28:16, 37:15 late [7] - 32:23, 33:22, 34:8, 34:24, 35:17, 35:19, 44:3 LAW [1] - 2:19 lawn [2] - 24:2 lawyer [1] - 16:1 lawyers [1] - 16:2 lead [1] - 12:11 leading [1] - 37:22 led [1] - 39:2 left [1] - 41:25 legislation [1] - 38:25 legislative [2] - 30:9, 31:1 legislatively [5] - 28:20, 29:1, 31:7, 41:13, 41:25 legislators [2] - 31:13, 37:2 Legislature [14] -</p>	<p style="text-align: center;">M</p> <p>mail [1] - 34:5 maintenance [1] - 24:1 majority [1] - 36:16 management [1] - 7:1 management's [1] -</p>	<p>legislation [1] - 38:25 legislative [2] - 30:9, 31:1 legislatively [5] - 28:20, 29:1, 31:7, 41:13, 41:25 legislators [2] - 31:13, 37:2 Legislature [14] -</p>
<p>janitorial [1] - 24:2 January [4] - 23:9, 50:14, 50:19, 50:20 Jeff [2] - 4:24, 5:18 JEFFEREY [1] - 2:6 Jill [1] - 49:3 John [5] - 4:8, 6:19, 11:14, 13:13, 35:22 JOHN [2] - 2:11, 3:7</p>	<p>legislation [1] - 38:25 legislative [2] - 30:9, 31:1 legislatively [5] - 28:20, 29:1, 31:7, 41:13, 41:25 legislators [2] - 31:13, 37:2 Legislature [14] -</p>	<p>mail [1] - 34:5 maintenance [1] - 24:1 majority [1] - 36:16 management [1] - 7:1 management's [1] -</p>	<p>MONA [1] - 3:4 Monday [3] - 50:19, 50:20, 51:5 money [5] - 19:7, 33:5, 33:11, 34:11, 36:3 month [7] - 21:16, 28:15, 28:16, 44:9, 45:5, 47:23, 50:14</p>	<p>monthly [1] - 43:18 months [3] - 43:20, 45:8, 47:9 MONTIE [1] - 3:5 Montie [7] - 11:19, 11:20, 19:2, 19:4, 43:16, 45:10, 45:13 MORRIS [12] - 2:21, 15:22, 16:21, 17:24, 31:8, 33:18, 34:25, 36:13, 37:17, 38:7, 39:6, 39:16 most [4] - 25:13, 28:23, 36:19, 41:9 motion [12] - 6:9, 6:11, 10:13, 10:15, 10:17, 20:9, 22:12, 22:14, 42:14, 42:21, 45:11, 51:21 Motor [4] - 45:24, 46:4, 46:6, 53:6 MOTOR [2] - 1:5, 2:16 mouthed [1] - 34:19 move [4] - 20:11, 41:12, 48:1, 51:24 moved [2] - 6:13, 40:7 MR [138] - 2:3, 2:7, 2:9, 2:11, 3:3, 4:1, 4:5, 4:9, 4:17, 4:21, 4:25, 5:4, 5:8, 5:16, 5:21, 6:1, 6:10, 6:14, 6:16, 6:20, 10:12, 10:14, 10:16, 10:21, 10:24, 11:16, 11:18, 11:22, 11:24, 12:1, 12:3, 12:8, 12:13, 12:15, 12:17, 15:14, 16:19, 17:3, 17:12, 17:15, 17:18, 17:20, 17:22, 18:11, 18:15, 18:22, 19:5, 19:23, 20:6, 20:8, 20:10, 20:12, 20:14, 20:20, 22:11, 22:13, 22:15, 22:17, 22:19, 25:1, 25:4, 25:6, 25:8, 25:11, 25:17, 25:20, 25:22, 25:25, 26:5, 26:10, 26:13, 27:24, 28:12, 29:18, 29:25, 30:6, 30:20, 30:25, 31:2, 31:4, 32:6, 33:12, 34:18, 35:2, 35:21, 36:9, 37:14, 37:20, 38:9, 38:13, 38:19, 38:22, 39:9, 39:11, 40:9, 40:11, 40:14, 40:18, 40:20,</p>

<p>40:25, 41:2, 41:6, 41:20, 42:12, 42:22, 42:24, 43:1, 43:7, 43:13, 43:17, 45:9, 45:15, 46:17, 46:19, 48:14, 48:16, 48:18, 48:21, 48:23, 48:25, 49:2, 49:6, 49:10, 49:12, 49:15, 49:17, 49:22, 49:24, 50:3, 50:5, 50:23, 51:3, 51:9, 51:14, 51:16, 51:19, 51:23, 51:25</p> <p>MS [51] - 3:2, 3:4, 4:3, 4:7, 4:11, 4:15, 4:19, 4:23, 5:2, 5:6, 5:10, 5:14, 5:24, 11:12, 12:19, 14:22, 15:2, 15:18, 15:22, 16:21, 16:24, 17:24, 18:3, 18:13, 18:17, 18:24, 19:8, 20:1, 20:3, 20:17, 20:22, 22:22, 26:19, 28:8, 31:8, 32:21, 33:16, 33:18, 34:25, 36:13, 37:17, 38:7, 39:6, 39:16, 42:4, 42:17, 43:3, 43:11, 50:12, 51:1, 51:6</p> <p>multiple [1] - 36:18</p> <p>mute [1] - 34:17</p> <p>muted [1] - 14:21</p>	<p>38:12, 40:7, 45:25</p> <p>next [11] - 7:8, 18:5, 22:21, 23:13, 26:15, 42:15, 50:8, 50:10, 50:13, 50:16, 50:18</p> <p>nine [1] - 7:17</p> <p>non [4] - 7:21, 8:9, 13:3, 21:5</p> <p>non-current [4] - 7:21, 8:9, 13:3, 21:5</p> <p>none [1] - 45:14</p> <p>nonsense [1] - 8:1</p> <p>normal [4] - 13:5, 21:9, 21:17, 22:1</p> <p>note [2] - 9:25, 10:25</p> <p>notes [3] - 9:10, 10:2, 17:14</p> <p>nothing [2] - 25:9, 45:11</p> <p>notice [6] - 33:21, 36:1, 43:22, 44:9, 44:20, 50:18</p> <p>noticed [1] - 26:22</p> <p>notices [1] - 34:6</p> <p>notified [1] - 47:16</p> <p>notifying [2] - 47:6, 47:13</p> <p>November [3] - 43:20, 44:19, 45:5</p> <p>number [3] - 35:5, 35:24, 40:3</p> <p>numbers [4] - 7:11, 31:23, 36:5, 43:21</p>	<p>49:21</p> <p>One [1] - 32:22</p> <p>one-year [1] - 40:22</p> <p>ones [1] - 19:13</p> <p>ongoing [1] - 48:11</p> <p>online [2] - 24:4, 24:5</p> <p>open [1] - 25:2</p> <p>operate [3] - 32:14, 35:6, 46:11</p> <p>operating [9] - 9:6, 9:7, 12:25, 14:14, 14:16, 23:22, 23:23, 34:2, 34:23</p> <p>opinion [2] - 7:2, 7:5</p> <p>opportunity [2] - 29:11, 31:15</p> <p>opposed [2] - 37:1, 37:2</p> <p>order [3] - 4:2, 32:3, 41:14</p> <p>ordered [1] - 48:3</p> <p>ought [2] - 32:12, 32:15</p> <p>outflows [1] - 7:25</p> <p>outside [1] - 16:17</p>	<p>Parnell [3] - 16:14, 17:5, 49:25</p> <p>part [3] - 7:16, 8:4, 35:8</p> <p>particular [1] - 30:21</p> <p>pass [2] - 36:19, 36:20</p> <p>past [8] - 20:24, 29:3, 29:7, 31:12, 45:19, 45:24, 46:9, 46:13</p> <p>pay [4] - 19:19, 23:16, 33:2, 34:12</p> <p>payment [4] - 16:5, 16:7, 16:9, 16:15</p> <p>payments [1] - 15:20</p> <p>PEDERSON [8] - 2:10, 4:21, 6:8, 6:12, 36:9, 38:22, 39:9, 46:17</p> <p>Pederson [1] - 4:20</p> <p>penalty [1] - 33:3</p> <p>pension [3] - 8:1, 8:12, 8:16</p> <p>people [7] - 11:4, 15:16, 27:4, 29:21, 33:23, 46:22, 46:23</p> <p>per [2] - 10:5, 39:1</p> <p>percent [8] - 14:15, 14:16, 14:17, 23:7, 23:11, 23:12, 23:20, 23:23</p> <p>person [2] - 35:16, 45:21</p> <p>person's [1] - 32:11</p> <p>personal [1] - 53:9</p> <p>persons [1] - 41:11</p> <p>petition [1] - 15:24</p> <p>physical [3] - 44:6, 44:17, 45:4</p> <p>pick [1] - 38:16</p> <p>picture [1] - 48:6</p> <p>pictures [2] - 47:24, 48:4</p> <p>pig [1] - 49:20</p> <p>place [1] - 47:10</p> <p>plan [7] - 16:5, 16:7, 16:9, 16:15, 38:1, 38:2, 50:24</p> <p>plans [2] - 23:11, 29:16</p> <p>plates [3] - 45:22, 47:20, 48:24</p> <p>PLC [1] - 2:22</p> <p>Pledge [2] - 5:18, 5:20</p> <p>point [4] - 6:25, 16:9, 34:22, 47:2</p> <p>pointed [1] - 34:20</p> <p>policy [2] - 28:22,</p>	<p>30:11</p> <p>portion [3] - 18:1, 23:6, 23:7</p> <p>position [16] - 7:14, 8:8, 8:15, 8:21, 9:2, 12:24, 13:10, 14:1, 21:1, 21:13, 21:18, 24:20, 24:22, 27:17, 27:20, 35:24</p> <p>positive [2] - 14:1, 21:19</p> <p>post [3] - 8:2, 8:12, 8:17</p> <p>post-employment [3] - 8:2, 8:12, 8:17</p> <p>POTEET [5] - 2:11, 4:9, 10:24, 34:18, 35:2</p> <p>Poteet [2] - 4:8, 34:16</p> <p>practices [1] - 11:2</p> <p>pre [2] - 34:9, 39:19</p> <p>pre-approve [1] - 34:9</p> <p>pre-filed [1] - 39:19</p> <p>precaution [1] - 24:9</p> <p>prepared [1] - 53:8</p> <p>PRESENT [2] - 2:4, 3:1</p> <p>presented [2] - 7:3, 7:5</p> <p>pretty [3] - 14:8, 21:24, 23:25</p> <p>previous [1] - 13:20</p> <p>primarily [2] - 7:19, 13:21</p> <p>principles [1] - 7:7</p> <p>printers [1] - 24:15</p> <p>problem [1] - 46:15</p> <p>procedure [1] - 30:11</p> <p>procedures [1] - 28:23</p> <p>proceeding [1] - 16:18</p> <p>process [8] - 30:9, 33:25, 34:13, 35:25, 37:9, 46:23, 47:5, 47:10</p> <p>production [1] - 43:19</p> <p>professional [1] - 24:7</p> <p>program [3] - 46:8, 46:9, 46:13</p> <p>programs [1] - 24:13</p> <p>proper [1] - 38:4</p> <p>proposal [1] - 39:8</p> <p>proposed [4] - 12:6, 20:15, 22:20, 22:23</p>
N	O	P		
<p>nature [1] - 30:17</p> <p>need [21] - 6:9, 6:11, 10:13, 10:17, 17:17, 20:4, 20:9, 22:12, 22:16, 28:2, 32:8, 32:18, 35:23, 42:14, 42:23, 45:10, 48:4, 50:1, 50:2, 51:12, 51:21</p> <p>needs [5] - 32:8, 35:12, 38:12, 43:5</p> <p>negative [8] - 8:14, 9:3, 14:2, 21:19, 24:23, 26:25, 27:17, 27:20</p> <p>negotiate [1] - 17:6</p> <p>net [14] - 7:13, 8:8, 8:15, 8:20, 9:2, 12:23, 13:10, 13:25, 21:1, 21:13, 21:18, 24:20, 24:22, 34:14</p> <p>netted [1] - 7:22</p> <p>never [1] - 51:17</p> <p>new [4] - 36:11,</p>	<p>October [8] - 12:6, 12:21, 20:18, 20:21, 21:1, 43:20, 44:8, 44:18</p> <p>OF [1] - 1:6</p> <p>offer [1] - 7:2</p> <p>office [6] - 28:22, 43:6, 50:21, 50:25, 51:5, 51:11</p> <p>OFFICE [1] - 2:19</p> <p>Office [5] - 13:22, 19:25, 45:23, 46:4, 46:6</p> <p>OMV [1] - 45:21</p> <p>once [2] - 47:3, 47:16</p> <p>one [21] - 14:6, 18:8, 18:20, 21:24, 22:12, 26:24, 30:21, 32:13, 35:7, 37:16, 40:22, 41:16, 41:19, 43:22, 44:1, 44:2, 44:9, 44:13, 47:21, 49:14,</p>	<p>packet [4] - 6:24, 15:15, 28:14, 28:15</p> <p>Page [2] - 24:7, 24:10</p> <p>page [32] - 6:23, 7:4, 7:13, 8:7, 8:19, 9:4, 9:10, 9:13, 10:3, 10:4, 10:5, 10:7, 13:6, 13:8, 13:19, 13:25, 14:9, 14:18, 14:25, 15:3, 15:4, 15:6, 21:12, 22:1, 22:25, 23:14, 23:18, 23:19, 23:22, 24:17, 24:19, 26:22</p> <p>paid [3] - 13:17, 15:16, 27:4</p> <p>pandemic [1] - 51:10</p> <p>paperwork [1] - 22:25</p> <p>PARNELL [29] - 3:3, 11:24, 12:3, 12:13, 12:17, 17:12, 17:18, 17:22, 25:6, 25:11, 25:20, 25:25, 28:12, 30:6, 30:25, 31:4, 38:19, 40:14, 40:25, 41:6, 45:15, 46:19, 48:16, 48:21, 48:25, 49:6, 49:12, 49:17, 50:3</p>		

<p>proving [1] - 29:2 PTA [1] - 46:14 public [7] - 5:23, 35:10, 38:23, 45:18, 46:10, 47:19 pursue [1] - 29:6 purview [1] - 17:11 put [7] - 17:8, 27:25, 28:5, 29:13, 29:22, 38:14, 48:9 puts [1] - 27:16 putting [1] - 32:23</p>	<p>16:12 received [4] - 12:20, 15:19, 45:1, 47:24 receiving [4] - 43:25, 44:2, 44:13, 44:24 recently [1] - 36:19 recommendation [1] - 28:1 recommendations [1] - 29:24 reconciliation [1] - 9:5 recreational [1] - 40:8 red [1] - 26:15 refund [1] - 44:2 refunds [2] - 44:14, 45:1 regard [1] - 30:18 regarding [1] - 45:22 registration [2] - 44:1, 44:11 registrations [1] - 44:23 REGULAR [1] - 1:13 reimbursements [1] - 23:20 related [4] - 13:19, 21:15, 23:19, 24:10 relates [3] - 30:16, 45:25, 48:22 remain [1] - 13:4 remainder [3] - 13:23, 19:22, 21:17 remains [1] - 51:7 remember [3] - 17:7, 17:9, 25:23 renew [1] - 24:6 renewal [2] - 42:7, 48:20 renewals [3] - 22:4, 48:15, 48:19 renewed [2] - 31:25, 33:24 repayment [1] - 18:10 report [16] - 10:7, 10:10, 11:21, 12:5, 12:18, 14:10, 14:19, 15:1, 15:5, 22:5, 22:6, 22:10, 24:25, 40:17, 43:15, 43:19 REPORTED [1] - 1:21 reported [1] - 53:7 REPORTER [3] - 14:20, 14:24, 53:23 Reporter [1] - 53:4 REPORTER'S [1] - 53:1</p>	<p>reporting [1] - 53:8 represent [1] - 36:15 REPRESENTING [1] - 2:16 request [1] - 16:4 requested [2] - 16:4, 18:9 requirements [1] - 35:9 research [1] - 37:10 resolution [3] - 12:7, 42:15, 43:4 Resolution [1] - 9:15 resources [2] - 7:25, 8:11 respect [1] - 15:23 responded [2] - 13:17, 27:6 response [1] - 5:13 responsibility [2] - 7:1, 7:2 rest [2] - 10:1, 19:18 result [1] - 34:14 retirement [3] - 23:5, 23:8, 39:25 revenue [15] - 8:5, 9:21, 14:4, 14:5, 14:10, 14:13, 15:4, 21:22, 22:1, 24:20, 27:1, 32:3, 32:4, 41:22, 42:1 revenues [9] - 8:20, 8:21, 13:9, 13:12, 14:11, 14:12, 21:12, 21:14, 22:2 review [2] - 12:5, 12:10 reviewed [1] - 16:6 revocation [2] - 43:23, 44:10 revocations [1] - 44:20 richard [1] - 4:4 RICHARD [1] - 2:3 RICKY [1] - 5:3 RICKY [1] - 2:8 ridiculous [1] - 32:12 ridiculously [1] - 32:10 ROBERT [1] - 2:19 roll [1] - 4:2 Ronnie [2] - 18:19, 19:10 ROUGE [3] - 1:18, 2:20, 2:23 Rouge [1] - 53:13 roughly [1] - 13:16 rules [1] - 25:13 run [2] - 20:23, 49:5 running [1] - 47:3</p>	<p>Russell [1] - 5:11 RUSSELL [1] - 5:12</p>	<p>12:23, 15:12, 21:4, 21:25, 43:20, 43:21, 44:7 service [1] - 24:2 Service [4] - 23:3, 25:10, 25:13, 26:8 services [1] - 24:7 set [6] - 25:21, 26:2, 26:8, 33:25, 40:6 sets [1] - 25:18 settle [1] - 34:7 several [1] - 11:9 sheet [2] - 7:14, 12:24 SHERI [1] - 2:21 Sheri [7] - 9:24, 15:20, 28:18, 35:25, 37:21, 38:5, 39:12 show [1] - 21:11 showing [1] - 46:3 shown [1] - 14:8 shows [4] - 14:11, 23:18, 24:20, 26:24 side [4] - 29:22, 36:11, 43:9, 46:4 signature [2] - 48:5 signed [1] - 43:5 significant [3] - 31:17, 31:22, 40:4 significantly [3] - 27:10, 32:3, 32:4 similar [1] - 24:13 simple [1] - 36:4 singling [1] - 25:9 sit [1] - 37:25 site [3] - 43:23, 44:10, 44:21 situation [1] - 36:23 skip [3] - 7:8, 7:10, 10:1 skipped [1] - 14:6 small [3] - 24:15, 35:14, 47:18 smaller [1] - 30:17 soft [1] - 50:2 software [2] - 24:12, 24:13 solve [1] - 46:15 sometimes [1] - 41:10 somewhat [1] - 37:12 somewhere [1] - 25:3 sorry [7] - 12:9, 13:9, 14:6, 14:23, 42:3, 45:3, 51:2 sort [3] - 22:24, 27:22, 34:8 speaking [1] - 40:12</p>
S				
<p>questionable [1] - 34:15 questions [12] - 6:6, 10:22, 10:23, 22:9, 24:24, 25:2, 26:6, 30:21, 42:14, 45:12, 48:12, 49:23 quick [2] - 5:19, 40:21 quickly [3] - 12:22, 20:24, 42:2 quite [3] - 28:18, 37:19, 46:12 quorum [1] - 5:15</p>	<p>REGULAR [1] - 1:13 reimbursements [1] - 23:20 related [4] - 13:19, 21:15, 23:19, 24:10 relates [3] - 30:16, 45:25, 48:22 remain [1] - 13:4 remainder [3] - 13:23, 19:22, 21:17 remains [1] - 51:7 remember [3] - 17:7, 17:9, 25:23 renew [1] - 24:6 renewal [2] - 42:7, 48:20 renewals [3] - 22:4, 48:15, 48:19 renewed [2] - 31:25, 33:24 repayment [1] - 18:10 report [16] - 10:7, 10:10, 11:21, 12:5, 12:18, 14:10, 14:19, 15:1, 15:5, 22:5, 22:6, 22:10, 24:25, 40:17, 43:15, 43:19 REPORTED [1] - 1:21 reported [1] - 53:7 REPORTER [3] - 14:20, 14:24, 53:23 Reporter [1] - 53:4 REPORTER'S [1] - 53:1</p>	<p>reporting [1] - 53:8 represent [1] - 36:15 REPRESENTING [1] - 2:16 request [1] - 16:4 requested [2] - 16:4, 18:9 requirements [1] - 35:9 research [1] - 37:10 resolution [3] - 12:7, 42:15, 43:4 Resolution [1] - 9:15 resources [2] - 7:25, 8:11 respect [1] - 15:23 responded [2] - 13:17, 27:6 response [1] - 5:13 responsibility [2] - 7:1, 7:2 rest [2] - 10:1, 19:18 result [1] - 34:14 retirement [3] - 23:5, 23:8, 39:25 revenue [15] - 8:5, 9:21, 14:4, 14:5, 14:10, 14:13, 15:4, 21:22, 22:1, 24:20, 27:1, 32:3, 32:4, 41:22, 42:1 revenues [9] - 8:20, 8:21, 13:9, 13:12, 14:11, 14:12, 21:12, 21:14, 22:2 review [2] - 12:5, 12:10 reviewed [1] - 16:6 revocation [2] - 43:23, 44:10 revocations [1] - 44:20 richard [1] - 4:4 RICHARD [1] - 2:3 RICKY [1] - 5:3 RICKY [1] - 2:8 ridiculous [1] - 32:12 ridiculously [1] - 32:10 ROBERT [1] - 2:19 roll [1] - 4:2 Ronnie [2] - 18:19, 19:10 ROUGE [3] - 1:18, 2:20, 2:23 Rouge [1] - 53:13 roughly [1] - 13:16 rules [1] - 25:13 run [2] - 20:23, 49:5 running [1] - 47:3</p>	<p>Russell [1] - 5:11 RUSSELL [1] - 5:12</p>	<p>12:23, 15:12, 21:4, 21:25, 43:20, 43:21, 44:7 service [1] - 24:2 Service [4] - 23:3, 25:10, 25:13, 26:8 services [1] - 24:7 set [6] - 25:21, 26:2, 26:8, 33:25, 40:6 sets [1] - 25:18 settle [1] - 34:7 several [1] - 11:9 sheet [2] - 7:14, 12:24 SHERI [1] - 2:21 Sheri [7] - 9:24, 15:20, 28:18, 35:25, 37:21, 38:5, 39:12 show [1] - 21:11 showing [1] - 46:3 shown [1] - 14:8 shows [4] - 14:11, 23:18, 24:20, 26:24 side [4] - 29:22, 36:11, 43:9, 46:4 signature [2] - 48:5 signed [1] - 43:5 significant [3] - 31:17, 31:22, 40:4 significantly [3] - 27:10, 32:3, 32:4 similar [1] - 24:13 simple [1] - 36:4 singling [1] - 25:9 sit [1] - 37:25 site [3] - 43:23, 44:10, 44:21 situation [1] - 36:23 skip [3] - 7:8, 7:10, 10:1 skipped [1] - 14:6 small [3] - 24:15, 35:14, 47:18 smaller [1] - 30:17 soft [1] - 50:2 software [2] - 24:12, 24:13 solve [1] - 46:15 sometimes [1] - 41:10 somewhat [1] - 37:12 somewhere [1] - 25:3 sorry [7] - 12:9, 13:9, 14:6, 14:23, 42:3, 45:3, 51:2 sort [3] - 22:24, 27:22, 34:8 speaking [1] - 40:12</p>
R				
<p>raise [4] - 28:4, 35:4, 36:18, 39:12 raised [3] - 38:24, 39:4 raising [1] - 29:21 ran [1] - 36:5 rate [1] - 13:21 rates [1] - 42:11 rather [2] - 29:19, 29:22 re [2] - 9:18, 42:6 re-institute [1] - 9:18 re-up [1] - 42:6 reading [1] - 9:24 really [7] - 11:9, 31:22, 32:5, 34:23, 35:10, 47:11, 47:16 reason [2] - 8:15, 35:18 reasonable [1] - 16:15 reboot [2] - 46:8, 46:13 receivable [5] - 7:19, 13:2, 15:7, 21:4, 22:6 receive [2] - 16:7,</p>	<p>REGULAR [1] - 1:13 reimbursements [1] - 23:20 related [4] - 13:19, 21:15, 23:19, 24:10 relates [3] - 30:16, 45:25, 48:22 remain [1] - 13:4 remainder [3] - 13:23, 19:22, 21:17 remains [1] - 51:7 remember [3] - 17:7, 17:9, 25:23 renew [1] - 24:6 renewal [2] - 42:7, 48:20 renewals [3] - 22:4, 48:15, 48:19 renewed [2] - 31:25, 33:24 repayment [1] - 18:10 report [16] - 10:7, 10:10, 11:21, 12:5, 12:18, 14:10, 14:19, 15:1, 15:5, 22:5, 22:6, 22:10, 24:25, 40:17, 43:15, 43:19 REPORTED [1] - 1:21 reported [1] - 53:7 REPORTER [3] - 14:20, 14:24, 53:23 Reporter [1] - 53:4 REPORTER'S [1] - 53:1</p>	<p>reporting [1] - 53:8 represent [1] - 36:15 REPRESENTING [1] - 2:16 request [1] - 16:4 requested [2] - 16:4, 18:9 requirements [1] - 35:9 research [1] - 37:10 resolution [3] - 12:7, 42:15, 43:4 Resolution [1] - 9:15 resources [2] - 7:25, 8:11 respect [1] - 15:23 responded [2] - 13:17, 27:6 response [1] - 5:13 responsibility [2] - 7:1, 7:2 rest [2] - 10:1, 19:18 result [1] - 34:14 retirement [3] - 23:5, 23:8, 39:25 revenue [15] - 8:5, 9:21, 14:4, 14:5, 14:10, 14:13, 15:4, 21:22, 22:1, 24:20, 27:1, 32:3, 32:4, 41:22, 42:1 revenues [9] - 8:20, 8:21, 13:9, 13:12, 14:11, 14:12, 21:12, 21:14, 22:2 review [2] - 12:5, 12:10 reviewed [1] - 16:6 revocation [2] - 43:23, 44:10 revocations [1] - 44:20 richard [1] - 4:4 RICHARD [1] - 2:3 RICKY [1] - 5:3 RICKY [1] - 2:8 ridiculous [1] - 32:12 ridiculously [1] - 32:10 ROBERT [1] - 2:19 roll [1] - 4:2 Ronnie [2] - 18:19, 19:10 ROUGE [3] - 1:18, 2:20, 2:23 Rouge [1] - 53:13 roughly [1] - 13:16 rules [1] - 25:13 run [2] - 20:23, 49:5 running [1] - 47:3</p>	<p>Russell [1] - 5:11 RUSSELL [1] - 5:12</p>	<p>12:23, 15:12, 21:4, 21:25, 43:20, 43:21, 44:7 service [1] - 24:2 Service [4] - 23:3, 25:10, 25:13, 26:8 services [1] - 24:7 set [6] - 25:21, 26:2, 26:8, 33:25, 40:6 sets [1] - 25:18 settle [1] - 34:7 several [1] - 11:9 sheet [2] - 7:14, 12:24 SHERI [1] - 2:21 Sheri [7] - 9:24, 15:20, 28:18, 35:25, 37:21, 38:5, 39:12 show [1] - 21:11 showing [1] - 46:3 shown [1] - 14:8 shows [4] - 14:11, 23:18, 24:20, 26:24 side [4] - 29:22, 36:11, 43:9, 46:4 signature [2] - 48:5 signed [1] - 43:5 significant [3] - 31:17, 31:22, 40:4 significantly [3] - 27:10, 32:3, 32:4 similar [1] - 24:13 simple [1] - 36:4 singling [1] - 25:9 sit [1] - 37:25 site [3] - 43:23, 44:10, 44:21 situation [1] - 36:23 skip [3] - 7:8, 7:10, 10:1 skipped [1] - 14:6 small [3] - 24:15, 35:14, 47:18 smaller [1] - 30:17 soft [1] - 50:2 software [2] - 24:12, 24:13 solve [1] - 46:15 sometimes [1] - 41:10 somewhat [1] - 37:12 somewhere [1] - 25:3 sorry [7] - 12:9, 13:9, 14:6, 14:23, 42:3, 45:3, 51:2 sort [3] - 22:24, 27:22, 34:8 speaking [1] - 40:12</p>

<p>split [1] - 40:7 sponsor [1] - 37:7 staff [4] - 11:7, 23:20, 34:1 start [3] - 22:24, 47:18, 50:2 started [3] - 5:19, 13:14, 50:14 starting [3] - 9:10, 9:16, 14:4 state [1] - 50:21 STATE [1] - 1:6 State [4] - 9:13, 38:24, 47:23, 53:5 statement [10] - 7:13, 8:8, 8:19, 9:4, 12:23, 13:8, 13:11, 20:5, 20:25, 21:12 statements [6] - 6:22, 6:25, 7:5, 9:11, 13:9, 22:10 statute [1] - 19:16 stay [1] - 41:19 stenotype [1] - 53:8 still [9] - 12:4, 13:16, 13:18, 20:4, 25:14, 27:3, 27:16, 28:3, 35:15 stipulated [1] - 16:10 stop [1] - 43:10 stuff [2] - 19:3, 48:20 submit [2] - 16:5, 18:6 suggestion [1] - 37:23 SUITE [1] - 2:22 summary [1] - 24:19 supervision [1] - 53:10 supposed [2] - 28:15, 34:22 surely [1] - 19:6 surplus [1] - 21:6 suspended [2] - 9:15, 9:21</p>	<p>Talley's [2] - 16:16, 16:20 taxes [1] - 44:3 team [1] - 27:25 technically [1] - 41:15 technology [1] - 39:23 teleconferencing [1] - 45:20 ten [1] - 35:12 term [2] - 13:6, 21:10 testimony [1] - 11:1 THE [3] - 2:16, 14:20, 14:24 themselves [1] - 29:12 thinking [1] - 39:10 third [2] - 50:19, 50:20 thirds [1] - 31:12 three [6] - 17:1, 43:21, 43:22, 44:8, 44:25, 45:8 throughout [1] - 27:1 Thursday [2] - 49:4, 49:8 timely [2] - 32:1, 33:24 title [1] - 43:25 titles [2] - 44:12, 44:23 together [6] - 28:1, 28:6, 29:13, 29:23, 39:15, 48:10 Tony [1] - 4:16 TONY [1] - 2:7 TONYA [1] - 3:6 top [1] - 7:4 total [9] - 7:24, 8:21, 17:13, 21:1, 23:18, 24:9, 44:14, 45:1, 45:2 totals [2] - 43:19, 45:7 touch [1] - 16:2 toward [1] - 19:13 town [1] - 43:9 training [1] - 45:21 transaction [1] - 39:1 transactions [1] - 24:5 transcribed [1] - 53:9 transcript [1] - 53:11 travel [2] - 23:16, 23:19 Travis [4] - 5:7, 12:11, 26:11, 30:2</p>	<p>TRAVIS [1] - 2:5 tried [1] - 29:10 true [1] - 53:10 try [5] - 29:13, 29:16, 35:4, 46:21, 48:1 trying [3] - 38:4, 46:23, 48:9 turn [2] - 26:22, 42:2 turning [1] - 14:5 turnover [3] - 41:10, 41:23, 41:24 two [11] - 8:6, 19:1, 30:21, 31:12, 40:22, 41:5, 41:14, 42:9, 44:14, 44:19, 45:19 two-thirds [1] - 31:12 two-year [5] - 8:6, 40:22, 41:5, 41:14, 42:9 type [1] - 24:3 typical [1] - 35:12</p>	<p>VIDEOCONFEREN CE [1] - 1:16 violation [6] - 34:2, 34:24, 35:19, 35:20, 44:1, 44:13 violations [1] - 44:25 visits [3] - 43:23, 44:10, 44:21 vote [3] - 20:4, 37:3, 41:19</p>	<p>13:21, 14:3, 14:5, 14:7, 14:9, 14:10, 15:3, 21:14, 21:20, 21:22, 21:23, 22:1, 22:2, 22:21, 23:5, 24:18, 26:15, 26:17, 26:21, 27:15, 27:19, 32:12, 32:15, 35:8, 35:12, 35:13, 36:22, 37:18, 40:22, 41:5, 41:14, 41:16, 41:19, 42:9 year's [4] - 14:4, 14:13, 21:21, 42:15 year-to-date [5] - 13:11, 14:7, 21:14, 21:23, 22:2 years [7] - 8:18, 11:9, 29:3, 31:12, 37:12, 40:2, 41:17 you-all [3] - 25:21, 26:2, 34:8</p>
T		U	W	Z
<p>table [2] - 6:24, 38:15 tactful [2] - 37:21, 38:5 tag [4] - 38:23, 40:12, 45:18, 46:10 tags [1] - 47:19 Talion [2] - 18:19, 19:10 Talley [4] - 15:23, 18:9, 18:19, 19:10</p>		<p>unclassified [2] - 25:12, 25:15 under [4] - 12:4, 15:9, 17:10, 53:9 unearned [1] - 8:5 unless [2] - 22:8, 24:24 unrealistic [1] - 40:2 up [22] - 5:17, 9:21, 12:10, 17:1, 21:14, 22:21, 26:21, 26:24, 27:21, 28:1, 28:5, 29:8, 33:25, 35:23, 37:25, 38:4, 38:16, 42:6, 47:3, 47:22, 50:16, 51:10 update [1] - 45:18 updated [1] - 47:15 upfront [1] - 41:22 USED [2] - 1:5, 2:16</p>	<p>wait [1] - 33:1 waiting [1] - 13:18 Ward [2] - 18:19, 19:11 wasted [1] - 36:3 wasteful [1] - 11:5 Watts [1] - 4:4 WATTS [39] - 2:3, 4:1, 4:5, 5:16, 5:21, 6:1, 6:10, 6:16, 10:12, 10:16, 10:21, 11:18, 12:1, 12:8, 12:15, 19:23, 20:6, 20:14, 20:20, 22:11, 22:15, 22:19, 25:1, 26:10, 33:12, 39:11, 40:9, 42:12, 42:22, 43:1, 43:7, 43:13, 45:9, 49:22, 50:5, 50:23, 51:3, 51:14, 51:19 week [3] - 16:12, 18:5, 33:8 weeks [1] - 45:19 whole [3] - 9:8, 11:11, 28:18 win [2] - 32:20 WISENOR [6] - 3:5, 11:22, 40:20, 41:2, 41:20, 43:17 wondering [1] - 41:3 words [1] - 34:19 works [2] - 47:9, 47:12</p>	<p>Zach [3] - 18:18, 19:4, 19:10 Zack [1] - 18:19 zero [1] - 43:24 Zoom [2] - 24:14, 45:20</p>
T		V	Y	
		<p>VALLEY [1] - 1:17 Vehicle [3] - 45:24, 46:4, 53:6 VEHICLE [2] - 1:5, 2:17 vehicle [1] - 40:7 vehicles [1] - 7:22 Vehicles [1] - 46:6 versus [2] - 25:15, 41:22</p>	<p>y'all [6] - 5:17, 5:18, 15:20, 19:9, 28:5, 51:21 y'all's [1] - 51:4 year [59] - 6:23, 7:15, 8:6, 8:8, 8:14, 8:21, 8:24, 9:2, 9:8, 9:13, 9:16, 9:17, 9:20, 9:22, 10:11, 11:15, 12:7, 13:11, 13:13, 13:15,</p>	