

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
MAY 18, 2015
BEGINNING AT 10:03 A.M.

3132 VALLEY CREEK
BATON ROUGE, LOUISIANA

REPORTED BY:
BETTY D. GLISSMAN, CCR

1 APPEARANCES :

2

3 CHAIRMAN:

4 MR. JOHN POTEET

5

6 COMMISSIONERS PRESENT:

7 MR. GEORGE BREWER

8 MR. RON DUPLESSIS

9 MR. GEORGE FLOYD

10 MR. KIRBY ROY

11 MR. HENRY "DARTY" SMITH

12

13

14

15

16 REPRESENTING THE LOUISIANA USED MOTOR
17 VEHICLE COMMISSION:

18

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

19

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

23

24

25

1 ALSO PRESENT:

2
3 MS. KIM BARON

4 MR. DEREK PARNELL

5 MS. MONA ANDERSON

6 MS. TONYA BURKS

7 MR. MONTIE WISENOR

8 MR. NESTOR GUILLORY

9 MR. RONNIE WISENOR

10 MR. DWAYNE TAMBLING

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 (Pledge of allegiance.)

2 MR. POTEET:

3 Kim, roll call, please.

4 MS. BARON:

5 John Poteet?

6 MR. POTEET:

7 Here.

8 MS. BARON:

9 George Brewer?

10 MR. BREWER:

11 Here.

12 MS. BARON:

13 Dino Taylor?

14 MR. TAYLOR:

15 (No response.)

16 MS. BARON:

17 Tony Cormier?

18 MR. CORMIER:

19 (No response.)

20 MS. BARON:

21 Ron Duplessis?

22 MR. DUPLESSIS:

23 Here.

24 MS. BARON:

25 George Floyd?

1 MR. FLOYD:

2 Here.

3 MS. BARON:

4 Kirby Roy?

5 MR. ROY:

6 Here.

7 MS. BARON:

8 Darty Smith?

9 MR. SMITH:

10 Here.

11 MS. BARON:

12 And Steve Olave?

13 MR. OLAVE:

14 (No response.)

15 MS. BARON:

16 Mr. Chairman, we have a quorum.

17 MR. POTEET:

18 Thank you. Do we have anyone
19 here today for public comments?

20 MS. BARON:

21 We do not.

22 MR. POTEET:

23 All right. Hopefully, everyone
24 has had a chance to read the minutes of the
25 last meeting and if you have any comments on

1 those, we'll take those now. If not, I will
2 entertain a motion to approve those.

3 MR. SMITH:

4 I make a motion.

5 MR. BREWER:

6 Second.

7 MR. POTEET:

8 Okay. Second.

9 All in favor, say, "Aye."

10 (All "Aye" responses.)

11 MR. POTEET:

12 That motion is approved.

13 Items for discussion, review of
14 the financial report. Mona.

15 MS. ANDERSON:

16 Okay. If you'll turn in your
17 packets to the financial statement for the
18 month ending April 30, 2015, the statement
19 of net position is on Page 1. The current
20 assets at the end of April were \$2,781,445
21 and, of that, \$1,782,000 was cash in the
22 bank. Hearings and fines were \$503,300.
23 Current liabilities were \$48,347, which
24 includes the escrowed fines you see at the
25 top of that bottom section, \$17,300, which

1 will be considered for approval today in
2 order to be moved to revenue.

3 On Page 2, the deferred inflows,
4 the revenue for 2016 was \$294,115. Moving
5 on to the statement of revenues, expenses,
6 and changes in net position on Page 3, the
7 year-to-date revenue was \$1,502,706 compared
8 to a million 92 last year. That's an
9 increase of \$409,771. Under expenses, the
10 salaries year to date were \$419,787 and
11 related benefits on the next page were
12 \$249,168. The remainder of the expenses
13 were \$189,777 compared to \$175,753 last
14 year. The increase in the expenses -- all
15 other expenses was primarily in the area of
16 computer related expenses, professional
17 services, and vehicle maintenance.

18 On Page 5, the year-to-date net
19 position was a loss of \$21,000 -- I'm sorry,
20 the month-to-date net position was a loss of
21 \$21,865 compared to a loss of \$70,000 last
22 year. And on Page 6, you can see the
23 comparison month-to-month this year to last
24 year of the revenues and expenses and the
25 net position of \$643,974.

1 MR. ROY:

2 Mona, going back to Page 5 --

3 MS. ANDERSON:

4 Yes, sir.

5 MR. ROY:

6 -- April 2015, you stated \$21,864
7 compared to when, to last year?

8 MS. ANDERSON:

9 Last year.

10 MS. ROY:

11 Did you say \$7,000 --

12 MS. ANDERSON:

13 \$70,000 loss.

14 MR. ROY:

15 Oh, \$70,000. Okay. I thought
16 you said 7. All right.

17 MS. ANDERSON:

18 Okay. And on Page 7, is a graph
19 of the revenues, expenses, and net position,
20 which have been sort of flat for the last
21 three months, about the same. On Page 8,
22 the -- it shows a graph of the year-to-date
23 fee revenue comparing last year to this
24 year.

25 On Page 9 is the certificate of

1 deposit summary. It shows the -- we had two
2 CDs that were at Landmark that renewed.
3 Originally, they had quoted us a rate of
4 point 65 on both of them, but the one that
5 renewed second came in -- actually came in
6 at point 6.

7 On Page 10, the accounts
8 receivable, hearings and fines, fines were
9 -- \$21,050 were assessed in April and
10 \$33,800 was collected. We received
11 insurance money on those top four accounts
12 that we had been waiting on for a while.
13 They paid on that. The total on the
14 accounts receivable on April 11 was \$503,300
15 for the month.

16 Unless there are any questions,
17 that concludes my report.

18 MR. BREWER:

19 The one, Wego Auto Sales, what
20 are we doing about that?

21 MS. BARON:

22 We got the payment on that, but
23 it came in this month. So it won't be on --
24 it will be on next month, but we did get the
25 money.

1 MR. BREWER:

2 Okay.

3 MR. POTEET:

4 All right. Does anyone have any
5 other questions for Mona?

6 (No response.)

7 MR. POTEET:

8 Thank you, Mona.

9 Do we need a motion to approve?

10 MR. ROY:

11 I move.

12 MR. POTEET:

13 So moved.

14 MR. BREWER:

15 Second.

16 MR. POTEET:

17 Second from George.

18 All in favor, say, "Aye."

19 (All "Aye" responses.)

20 MR. POTEET:

21 The motion carries.

22 Next, we have a -- payment of an
23 invoice. Derek.

24 MR. PARNELL:

25 Commissioners, please find in

1 your packets Attorney Morris' bill for
2 services for April 2015. We have reviewed
3 the services performed and we have reviewed
4 the time calculations. The total amount
5 that is invoiced is \$4,515. Commissioners,
6 I'd ask that you approve payment of Attorney
7 Morris' bill.

8 MR. POTEET:

9 I need a motion to approve that.

10 MR. SMITH:

11 I move.

12 MR. POTEET:

13 Second?

14 MR. BREWER:

15 Second.

16 MR. POTEET:

17 Second from George.

18 All in favor, say, "Aye."

19 (All "Aye" responses.)

20 MR. POTEET:

21 The motion carries.

22 All right. The next thing we've
23 got here, discussion of second amended
24 stipulated order. Derek.

25 MR. PARNELL:

1 Commissioners, Select Car Company
2 came before us in an administrative hearing
3 originally in November, and then he came
4 back again in January, then once again in
5 April. And at that time, we had a second
6 amended stipulated order that he must
7 respond to and the Commission -- we agreed
8 to suspend the fines totaling \$15,800 if he
9 met some of the requirements. In your
10 packet, we have the second amended
11 stipulated order. One of the items was
12 responded, shall deliver all outstanding
13 titles to consumers on or before May 4,
14 2015. I think after that last Commission
15 meeting we gave him an additional two weeks
16 in order to get that taken care of. I have
17 Montie Wisenor with us today. Mr. Anthony
18 was not able to be here today. He had a
19 death in his family and he was unable to be
20 here today, but Montie is here. He can kind
21 of address some of the issues, he has been
22 working the case with him. So he can kind
23 of address some of these questions that you
24 may have.

25 MR. WISENOR:

1 At the last meeting, at that
2 time, there were still two outstanding title
3 issues with the dealership. During those
4 two weeks, he was able to get one of them
5 secured and delivered to the consumer. The
6 other one still is pending. He still -- and
7 that's the one that was held up by Z-Best
8 Cars that he was trying to secure. He said
9 his attorney has been communicating with
10 Z-Best counsel to try to work it out. I
11 spoke with him Friday and it still has not
12 been done. So there's still one outstanding
13 title issue right now.

14 MR. POTEET:

15 So what do you think?

16 MR. WISENOR:

17 I think -- according to him,
18 there's still a dispute about what's owed on
19 this vehicle. At one point, he told me he
20 would pay whatever they were asking to get
21 this matter resolved, but I don't know if he
22 was advised by his -- he's not here. I
23 don't know if he was advised by his attorney
24 to let him try to handle it. I'm not sure
25 on that. He didn't mention it. And like I

1 said, he couldn't reach his attorney when I
2 contacted him about it.

3 MR. POTEET:

4 If I remember from the last
5 meeting, there wasn't a big dollar amount
6 difference. It was some, but it was --

7 MR. WISENOR:

8 I'm thinking it was around \$5,000
9 that was owed on the vehicle.

10 MR. POTEET:

11 Yes. I think the difference what
12 the disagreement, it was a pretty small
13 amount, because I thought I asked the
14 question somewhere along the line. If
15 that's all it is, why don't you go ahead and
16 pay it?

17 MR. WISENOR:

18 That's why I let him work it out
19 assuming he was going to do it, but he
20 didn't. Like I said, I don't know if he was
21 doing it aside from his attorney or what.

22 MR. POTEET:

23 We've given him a lot of chances
24 here. Where do we go, now, give him another
25 30 days, give him 2 more weeks, cut him off?

1 Do we have a recommendation from
2 you, Montie?

3 MR. PARNELL:

4 I think we've given him ample
5 time.

6 MR. POTEET:

7 That's what I think.

8 MR. PARNELL:

9 I think that he should be cut off
10 at this point. We can't continue to extend
11 it out, in my opinion.

12 MR. POTEET:

13 Does anyone else on the
14 Commission have a comment about this or an
15 opinion?

16 MR. DUPLESSIS:

17 He's got a \$15,000 fine and he's
18 worried about the difference of 2 grand to
19 clear it up?

20 MR. POTEET:

21 I don't even think it was 2
22 grand.

23 MR. DUPLESSIS:

24 I think it was.

25 MR. HALLACK:

1 It was like \$700 or \$750.

2 MR. DUPLESSIS:

3 You know when in \$750 principle
4 gets in the way of a \$15,000 principle.

5 MR. BREWER:

6 Sometimes when you hire an
7 attorney, that drags it out, too.

8 MR. POTEET:

9 Well, I guess the next step would
10 be to tell him that he's out of time and
11 we'll go back to the original -- the
12 original fine. He hasn't lived up to his
13 agreement.

14 MR. WISENOR:

15 I advised him of that. He told
16 me he had been working on it, but I told
17 him, you know, he's exceeded every deadline
18 we've given him. I said, I don't think the
19 Commission is going to be too happy or
20 sympathetic at a certain point.

21 MR. POTEET:

22 No, not after a certain point.

23 MR. WISENOR:

24 Well, he's been making progress a
25 little bit along the way, but not to the

1 point of satisfying everything.

2 MR. DUPLESSIS:

3 Mr. Chairman, I don't think he
4 takes us seriously after we were pretty
5 gracious to him.

6 MR. POTEET:

7 Well, we gave him really -- in
8 reality, we gave him three chances --

9 MR. WISENOR:

10 Yes, sir.

11 MR POTEET:

12 -- and he hasn't progressed very
13 much at all. I would say we revert back to
14 the original order and go from there.

15 Okay. I need a motion.

16 MR. HALLACK:

17 I don't think you need a motion.

18 MR. POTEET:

19 Just do it administratively.

20 MR. HALLACK:

21 Yes. You've given direction to
22 the Executive Director to do something.

23 MR. BREWER:

24 Since he hired an attorney, he's
25 trying. Maybe give him one week to contact

1 his attorney and say, the time is over.

2 MR. POTEET:

3 Well, I don't know about giving
4 him a week, but I think we can call him and
5 say, here's what we're getting ready to do,
6 if you want do something in 24 hours, can
7 you do something in a day or two, because at
8 that point, it's just going to be -- even if
9 you say a week, I think at that point, Derek
10 can say, I'll give you another day or so,
11 but we'll let Derek decide that.

12 MR. BREWER:

13 That's fair.

14 MR. POTEET:

15 Okay. The next thing on the
16 agenda, ratification of imposed penalties.

17 MR. PARNELL:

18 All right. Commissioners, you'll
19 find in your packet a chart that illustrates
20 the dealers that have been fined. We
21 received the stipulated agency order
22 payment, everyone that's on the list. I
23 have determined that the public interest
24 would be better served without an
25 administrative proceeding. I will announce

1 the names of the dealers and the imposed
2 civil penalties and to expedite time fines.
3 And if there is anyone here representing
4 those dealers, please speak up.

5 MS. MORRIS:

6 Is anybody outside?

7 MS. BARON:

8 I don't think anybody is outside,
9 but I'll check.

10 MR. POTEET:

11 Okay, Derek.

12 MR. PARNELL:

13 The first one on the list is LA
14 Auto Sales of Lafayette. The second one is
15 United Auto World of Baton Rouge. The third
16 is Champion Auto Sales of Lafayette. The
17 fourth is M&A Auto Sales, LLC of Lafayette.
18 The fifth is Ultimate Autoplex of Baton
19 Rouge. The sixth is Quality Autoplex of
20 Baton Rouge. The seventh is Saints Auto
21 Sales, LLC of Baton Rouge. Eighth is J&M
22 Auto Sales, LLC of Eunice. Nine is Premier
23 Auto Wholesale of Baton Rouge, and 10 is
24 Collins's Auto Sales, LLC of Baton Rouge.
25 The total amount of penalties for the month

1 of April is \$5,510. Commissioners, I'd ask
2 that you ratify the imposed civil penalties
3 assessed and accept the signed stipulated
4 orders.

5 MR. POTEET:

6 All of these penalties have been
7 paid, right?

8 MR. PARNELL:

9 Correct, yes.

10 MR. POTEET:

11 Okay. Do we have a motion to --

12 MR. SMITH:

13 I make a motion.

14 MR. ROY:

15 Second.

16 MR. POTEET:

17 Second Kirby.

18 All in favor, say, "Aye."

19 (All "Aye" responses.)

20 MR. POTEET:

21 Any opposed?

22 (No response.)

23 MR. POTEET:

24 Those ratifications are ratified.

25 All right. Next, we have

1 ratifications of revocations.

2 MR. PARNELL:

3 All right. You'll find as well
4 in your packet an additional chart that
5 illustrates the dealerships that have been
6 revoked. I ask that you ratify the
7 revocations to make them official. I will
8 announce the names once again of the dealers
9 and we'll kind of move from there. First on
10 the list is -- do we have anyone here
11 representing anyone?

12 MS. BARON:

13 No, we do not.

14 MR. PARNELL:

15 The first one on the list is
16 Professional Auto Brokers, LLC of Slidell.
17 The second one is American Mini Storage &
18 Auto ATV's, LLC of Lake Charles. Third is
19 Fastlane Automobile Brokers, LLC of Lake
20 Charles, and the fourth one is Fletcher's
21 Auto Sales & Service of New Orleans. All of
22 these dealerships were -- notice of
23 revocation was sent out on April 28th of
24 2015. Commissioners, I ask that you ratify
25 the revocations of the above mentioned

1 dealers.

2 MR. POTEET:

3 Motion?

4 MR. ROY:

5 Motion.

6 MR. POTEET:

7 Motion Kirby.

8 MR. SMITH:

9 I second.

10 MR. POTEET:

11 Second.

12 All in favor?

13 (All "Aye" responses.)

14 MR. POTEET:

15 All right. So those revocations
16 are ratified.

17 All right, Derek, Executive
18 Director's report.

19 MR. PARNELL:

20 If you turn with me, you will
21 find review of compliance investigation and
22 complaint totals. Some charts that are in
23 -- reports are in your packet. The first
24 one is the alleged issue counts. Total
25 alleged issues for the month of April 2015

1 is 83 alleged issues. The second report is
2 the case report. They were 68 assigned
3 cases for the month of April 2015, and 14 of
4 those cases were completed, 8 -- which
5 leaves open 54 open cases.

6 The last report is the department
7 summary report and it illustrates the amount
8 of cases closed for the month, which was 56.
9 In addition to that, there were 104 site
10 visits that were conducted. 23 physical
11 inspections were also conducted. A total of
12 \$21,280.10 where investigators -- compliance
13 investigators in enforcement staff got
14 consumers refunds. We had 24 consumers get
15 their titles for their vehicles.

16 The one thing I just kind of want
17 to note -- make note of and -- is that we're
18 the change in our public acceptance has
19 changed drastically. We increased a great
20 deal with not only consumer protection with
21 law enforcement.

22 Also, we had -- we currently had
23 some joint investigations that are going on
24 with the Department of Revenue and Louisiana
25 State Police. On April 2, there was a free

1 auto theft training at St. Tammany Sheriff's
2 Office official training complex sponsored
3 by the St. Tammany Sheriff's Office and
4 National Insurance Crime Bureau. We had two
5 -- two investigators went out and spoke at
6 the event and kind of let those -- let
7 everyone kind of know what we do and how we
8 can assist them and they can assist us. We
9 made some really great contacts.

10 The dealer seminar has been going
11 pretty well, but if you notice, we have a
12 lot of violations that's coming and what --
13 we kind of talked about -- kind of working
14 on right now. We're trying to split up our
15 seminar, because we have quite a -- we have
16 a lot of overflow. We're having a lot of
17 dealers coming in. We run into areas where
18 we're kind of packed out in here every month
19 and it's generally because whenever we have
20 fines that's issued to some of our dealers,
21 according to the stipulated agency order,
22 they have to come in to a seminar again.
23 And so we're packing it out every month and
24 it's kind of getting a little difficult for
25 some of the new dealers to get in. And so

1 we're kind of pondering maybe breaking it up
2 into two separate seminars.

3 I kind of spoke to Sheri before
4 about the possibility of doing that, by
5 statute if we can do that or not. But I
6 think it would be -- it would benefit our
7 new dealers to add just a specific new
8 dealer seminar and once they have violations
9 to kind of have them separated out a little
10 bit, because when I step in, you know,
11 sometimes the conversation -- investigators
12 do a good job at, you know, getting the room
13 back in order, but sometimes the older
14 dealers are kind of talking over the new
15 guys' heads and they kind of get lost in the
16 conversation. So I think it would really
17 benefit both sets if we could kind of really
18 target what's, you know, specific to their
19 needs at that point. So that's something
20 we've been working on and trying to --
21 trying to move forward in doing.

22 In general information, last
23 month I kind of told you about we were
24 trying to get two state vehicles. We did
25 get approved for the purchase of the two

1 state vehicles. Initially, I was told that
2 we couldn't get the -- I got two Chevrolet
3 Impalas 2016, they start production in June
4 on those vehicles. Initially, they -- I was
5 told that I wouldn't be able to get the
6 Impalas, because according to State
7 contract, the midsize vehicle -- any kind of
8 -- they look at it as though -- how many
9 individuals are riding in the vehicle daily
10 as what vehicle that they normally would
11 approve. And they were saying that a
12 midsize is what they would approve. A
13 midsize car was a Nissan Sentra and that's a
14 really small vehicle.

15 So we -- I wrote a letter in to
16 them and let them know that, you know, this
17 vehicle is pretty much a mobile office for
18 our investigators and they need to have some
19 ground clearance, because they're going into
20 pretty -- you know, some areas are not as
21 paved or nice as others and they need space.
22 We need a little bit more space. And so
23 they went ahead and approved the purchase of
24 the two vehicles. So we have those -- the
25 purchase order is in property assistance and

1 they've already -- they sent the information
2 to Gerry Lane. So we're just waiting on the
3 vehicles to come in from production, so.

4 MR. ROY:

5 What type?

6 MR. PARNELL:

7 Chevrolet Impalas, they're going
8 to be 2016s. Chevrolet Impalas, they didn't
9 have any more 2015. So they start
10 production in June. So we should get them
11 early in July, August, around up in there.

12 So that concludes my general
13 information.

14 MR. DUPLESSIS:

15 I got a couple of questions. I'm
16 just curious. You know, I guess these guys
17 have to take the seminars over again and
18 you're packing them in. You have the fine
19 revenue built into that, right?

20 MR. PARNELL:

21 Yes.

22 MR. DUPLESSIS:

23 Okay. Would it be wise for us to
24 consider empowering our investigators, like
25 Montie, who is up in the northern part and

1 break them into smaller groups, let him hold
2 the seminar that we approve, and then the
3 fine revenue -- they wouldn't have to travel
4 and the fine revenue could offset that, and
5 then the expenses of getting a hotel
6 somewhere, you know, a room and you can
7 break it into smaller groups where he could
8 have additional income for overtime as well
9 as smaller groups and make sure they
10 understand exactly what he's looking for in
11 compliance with that.

12 MR. PARNELL:

13 That's possible. I never thought
14 about that. I'll definitely look at that.

15 MR. DUPLESSIS:

16 One other question, the computers
17 for the financial report, where are we there
18 with the CAVU system?

19 MR. PARNELL:

20 Well, we're still -- we kind of
21 -- we met with a few companies as of late
22 and we kind of -- we're still looking at
23 which direction we want to go. We know CAVU
24 is not going to be the solution for us
25 moving forward and we're just trying to look

1 at those two options that we've been looking
2 at and trying to maybe decide -- at some
3 point, bring it before you all as a
4 Commission and let them present to you all,
5 so we'll kind of all be on the same page and
6 which direction we want to go with that. So
7 it's still in the works. We -- as of last
8 month, we met with one more independent
9 person who could create a program for us and
10 we got the numbers back from him and we're
11 just trying to look at which way we want to
12 go.

13 MR. DUPLESSIS:

14 Very good.

15 MR. POTEET:

16 A follow-up to his question --
17 Mr. Duplessis' question about the seminars.
18 So everyone in the State has to come here?

19 MR. PARNELL:

20 Initially, when they first get a
21 license, yes, everyone -- you have to. When
22 you get approval for your license, within
23 six months, you have to attend a seminar.
24 And after that, you know, just the new
25 dealers were the ones that were coming per

1 month. But now we have where -- you know,
2 if you have fines that's out there, you have
3 to come to the seminar again.

4 MR. POTEET:

5 Right.

6 MR. PARNELL:

7 You know, many of these dealers
8 say they haven't been to a seminar in 10
9 years, 15 years. So that's really good for
10 them to come back as well as sit in and
11 listen to that. So at some point, you know,
12 hopefully -- you know, if they don't have
13 any violations, they don't come back.

14 MR. POTEET:

15 Right.

16 MR. PARNELL:

17 But we do have guys coming from
18 everywhere in the State to the Commission.

19 MR. ROY:

20 Is this just for new dealers, how
21 about salesmen?

22 MR. PARNELL:

23 Salespersons can come as well,
24 you know.

25 MR. POTEET:

1 But they're not required.

2 MR. PARNELL:

3 They're not required, right. If
4 a dealer, himself, can't come, he can send a
5 representative to come or if we have space,
6 sometimes we can let a salesperson or two
7 come in, you know. The one that runs the
8 business, you know, that's the one that
9 needs to come in. The dealer, it all falls
10 onto the dealer. So that's the most
11 important.

12 MR. POTEET:

13 We do the seminars once a month?

14 MR. PARNELL:

15 Once a month, yes, the second
16 Tuesday of the month.

17 MR. POTEET:

18 How many people?

19 Mr. PARNELL:

20 We've had about 36 on the record
21 here.

22 MR. POTEET:

23 In here?

24 MR. PARNELL:

25 Yes, but, you know, not all 36

1 come usually. So we've probably have about
2 29, 30 in a year for the most part.

3 MR. POTEET:

4 I think we need to look at some
5 other options including a different day of
6 the week, but I think the best -- you know,
7 two things, it seems like a burden for
8 somebody to come all the way from north
9 Louisiana just for what, four hours?

10 MR. PARNELL:

11 Four hours, yes.

12 MR. POTEET:

13 We'll talk that some more.

14 MR. PARNELL:

15 Okay.

16 MR. HALLACK:

17 Well, we used to do them in
18 Shreveport and New Orleans.

19 MR. POTEET:

20 Yes. I think we could probably
21 start moving them closer.

22 MR. WISENOR:

23 When the law was first passed,
24 they would have two investigators that would
25 go around once a month, I guess --

1 MR. POTEET:

2 And conduct --

3 MR. WISENOR:

4 -- and do the seminars in
5 different -- we have different auctions
6 right now in Shreveport.

7 MR. POTEET:

8 I believe when we first opened
9 our auction a long time ago, tomorrow is our
10 13th anniversary, we did a seminar at the
11 auction in Hammond.

12 MR. WISENOR:

13 I think once all dealers have
14 attended the seminar, they were only
15 required to attend it one time. Then, the
16 application -- we don't do applicants.

17 MR. FLOYD:

18 Can't we like the Ethics Board
19 have a video?

20 MR. PARNELL:

21 Well, I mean --

22 MR. FLOYD:

23 They take a test if they pass --

24 MR. PARNELL:

25 -- I've been trying to work on a

1 webinar as well. That's definitely the
2 direction I want to move towards, you know.
3 We don't have that.

4 MR. DUPLESSIS:

5 Well, I think CAVU -- I don't
6 know how you're set up with your computer
7 deal, but depending on your IT people,
8 webinars are very practical.

9 MR. PARNELL:

10 That was the ultimate goal to
11 have those for those dealers that's coming
12 from so far. A lot of boards are using that
13 and that's definitely the direction that we
14 want to go.

15 MS. GUILLORY:

16 A lot of the -- I will add, I
17 spoke to most of the troop captains at
18 different times and there's a lot of them
19 that would be more than happy as long we
20 schedule with them ahead of time to make
21 their board rooms available to us at the
22 local troops.

23 MR. POTEET:

24 So we have some options. All
25 right. Thanks, Derek.

1 Okay. So committee reports. Is
2 that where we are? Yes. Legislative
3 session. Ron.

4 MR. DUPLESSIS:

5 I guess we're going to talk about
6 two Bills here today. We're going to talk
7 about our Bill 533, and there's been some
8 changes. And I'm going to let Sheri and
9 Derek talk about the changes very briefly.
10 We negotiated with the rent-to-own dealers
11 and modified the Bill and I think the
12 consensus is there's really no harm, no
13 foul, and there's a whole bunch of ethics
14 moving forward that I think we're
15 responsible for at some point in time. But
16 we negotiated a change, which was good and
17 it was healthy for the Bill. We will
18 re-look next -- look at it next year. And
19 there's also a parts issue that's popped up.
20 I think they're more versed on it right now.
21 Then, we'll talk briefly about 833 in a
22 second.

23 Sheri, Derek, would you bring us
24 up to speed?

25 MS. MORRIS:

1 The Bill is now on the Senate
2 side having passed the House floor. It's
3 been amended along the way, one of the many.
4 As we discussed last time was with respect
5 to the use of the word certification and
6 provisionally drafted it was a bona fide
7 certification program. That was changed to
8 process approved by the commission.

9 That process -- that language has
10 now produced some other concerns and it's by
11 LKQ. Copies were made this morning of the
12 e-mail we got from the lobbyist. Derek and
13 I met with him -- telephone conference with
14 him on Friday, but if you'll look at the
15 Bill in your packet at the bottom of the
16 first page, 792, that's the statute that
17 says -- lists the causes for denial,
18 revocation, suspension of a license and it
19 deals with certification. That provision
20 applies to used motor vehicle dealers, used
21 motor vehicle auctioneers, sales persons and
22 dealers of parts -- of used parts.

23 LKQ, as you know, is a parts -- a
24 used parts dealer and they initially asked
25 to be exempted from that provision. Derek

1 and I did not feel like we had the authority
2 to make that substantive change to treat one
3 set of dealers different from the other
4 dealers. So we told him we would discuss it
5 with the Commission this morning. And their
6 objection mostly was, I think, having to
7 come before the Commission to get a
8 certification process approved. They did
9 not specifically say that they certify
10 parts, but they provided us with a gold seal
11 certification for facilities and they were
12 concerned about how we would bring that
13 before the Commission and maybe it not being
14 approved, and then wouldn't be able to use
15 that, but that is what LKQ uses. I don't
16 know if it's amicable to any other dealers,
17 but that was submitted to us by LKQ.

18 MR. POTEET:

19 Just to clarify, what we're
20 saying is that if you use a certified
21 program, if you advertise a certified
22 program with anything, you're certifying
23 your cars, you're certifying your products,
24 your services, then you need to have
25 something that says, this is what this is.

1 MS. MORRIS:

2 Right now --

3 MR. POTEET:

4 It needs to be more than the word
5 "certify" with it.

6 MS. MORRIS:

7 What would be prohibited is the
8 use of the words certified, certification,
9 or other similar terms without having proof
10 of a certification process approved by the
11 Commission, and that's what we discussed at
12 the last meeting, that the word bona fide
13 was giving us enough -- the Commission was
14 ultimately going to have to determine what
15 bona fide was. So this way, you would just
16 submit it in advance, rather than having to
17 wait for a discipline case, you know,
18 somebody using it, and then bring it before
19 the Commission. So you would just submit it
20 in advance and the Commission could approve
21 it and once it's approved and filed here, it
22 could be used in connection with that
23 program.

24 MR. POTEET:

25 So let me ask this question.

1 Let's say we approve four or five -- let's
2 just use used car dealers, because that's
3 the bulk of our constituents. So let's say
4 that we approve maybe four, five, or six
5 different certification programs. Then,
6 someone could say in their advertisement,
7 you know, these cars are certified, and then
8 their ad, which is the ABC certification
9 program, the NADA certification program,
10 once we have approved it, then our
11 constituents would only have to follow that.
12 Is that the way this would work?

13 MS. MORRIS:

14 Yes.

15 MR. POTEET:

16 You wouldn't have to come in here
17 and get approved to use a specific program.
18 You would just know that once somebody has
19 gotten it approved --

20 MS. MORRIS:

21 Anybody could use --

22 MR. POTEET:

23 -- anybody could use it.

24 MS. MORRIS:

25 -- that exact same.

1 MR. POTEET:

2 Okay. Okay. So now let's go to
3 this one.

4 MS. MORRIS:

5 We had tried to kind of make a
6 list, because the independent auto dealers
7 said that they had one, but they think if we
8 make the list, they're stuck with that list
9 and you're locking out people that might
10 have a regional certification program or
11 their company about to get -- it could be a
12 particular -- a certain company. So we left
13 it wide open.

14 MR. POTEET:

15 I think that's less burdensome
16 instead of saying, you have to use this one
17 or these two. Present it to us, and then if
18 it meets the criteria, then we're going to
19 approve it. You know, there might be 30 of
20 them that are -- would qualify.

21 MS. MORRIS:

22 And one of their objections was
23 there was no criteria that -- so they didn't
24 know if their program was going to pass
25 muster and -- but they did -- they spoke to

1 Derek and I about this gold seal
2 certification that we weren't familiar with,
3 but they did call and explain it to us this
4 morning.

5 MR. DUPLESSIS:

6 And it appears to pass muster
7 what we had determined.

8 MS. MORRIS:

9 Well, it looks like it has a
10 warranty process.

11 MR. POTEET:

12 If you read through this, it
13 gives you -- it's something -- if you're
14 going to advertise yourself as selling
15 certified recycled parts, which I never even
16 heard anyone advertise something like that,
17 but if you did that, this would be their
18 gold seal program?

19 MS. MORRIS:

20 You would have to advertise that
21 this particular recycler is certified --
22 uses it.

23 MR. POTEET:

24 I don't see what their problem
25 is, because I would think that -- as a

1 Commissioner, I would recommend that we
2 approve this. I know that -- yes, sir.

3 MR. WISENOR:

4 Mr. Chairman, LKQ sells
5 aftermarket parts and used parts and I don't
6 know if they are using this particular
7 format as a used part or a -- I feel like
8 it's going to be the Chinese sheet metal and
9 things that they sell in their aftermarket
10 lines. Am I right or wrong there? Because
11 there's two separate deals.

12 MR. POTEET:

13 Well, first of all, by the way
14 the guidelines read or the law reads, as I
15 understand it, you would have to advertise
16 it as a certified thing, whatever it is
17 you're selling. So if you never use the
18 word certified, it wouldn't matter. What
19 we're trying to do is protect the consumers
20 from misleading wording.

21 MR. WISENOR:

22 Advising, okay.

23 MR. POTEET:

24 Yes. So if you never say
25 certified, then you don't have to worry

1 about following one of these. If you're
2 going to say you're certified, then we've
3 got to do something. And I think to your
4 point, which is one of the questions we
5 brought up with LKQ and other parts
6 recyclers is, what -- why would you ever
7 advertise something as certified to begin
8 with.

9 MR. WISENOR:

10 Exactly, it's used.

11 MR. POTEET:

12 Yes. It's a used part. I don't
13 know why you would do that. So in regards
14 to -- again, this is what I think about
15 this. I don't think we want to exempt
16 anyone from this. I would prefer to have a
17 standard that we follow and work from that
18 standpoint as opposed to exempting someone.

19 MR. WISENOR:

20 Right.

21 MR. POTEET:

22 So I say what we should do here
23 is go ahead and tell them if this is what
24 you're submitting, we would approve this.
25 Well, frankly, I know there are three of us

1 that would vote to approve it. The rest of
2 you guys could look at it, but we would
3 approve this, and then let our Bill go
4 through and if they have any objections,
5 then let them object at that point in time.

6 Does anybody have a disagreement
7 with that?

8 MR. DUPLESSIS:

9 No. Basically, if you're making
10 a claim, you have to be able to support that
11 claim.

12 MR. POTEET:

13 Right.

14 MR. DUPLESSIS:

15 It can't be a frivolous claim of
16 certification. Certified means inspected
17 and guaranteed in just the cursory level to
18 me.

19 MR. POTEET:

20 Yes.

21 MR. DUPLESSIS:

22 But if you don't inspect it and
23 you don't guarantee it, what are you
24 certifying?

25 MR. POTEET:

1 Yes. You slap a sticker on it
2 that says certified on your car, that
3 doesn't mean anything has been done to it.
4 That's misleading. And then if you say,
5 well, it's certified, because the guys in
6 the back looked it over for two hours, okay,
7 well, that's not -- that doesn't qualify.

8 So the next step is, here's my
9 list, this is approved, NIADA, whatever,
10 same as your thing, and then we look at it
11 and say, yes, it qualifies. And, again, it
12 eliminates the misleading nature of using
13 the word certified. We've dealt with this
14 in the auction industry for years and, you
15 know, in the early days, it was kind of a --
16 they would slap these stickers on these cars
17 and say it's certified, and we're like,
18 well, what is your certification program?
19 It's that sticker back there, look at it
20 close.

21 So, you know, over time there it
22 became -- first of all the different
23 companies that certified had their own
24 program. Then, they started publishing what
25 that was, and then we got a industry

1 standard. So there's still, you know
2 different standards, but it's pretty simple.
3 If you come to the auction and you buy a car
4 from, let's just say, CPA, and it says, CPA
5 certified, there's a form that says these
6 are the different things that we did. These
7 are the 50 things that have been checked on
8 this car and these are the things that are
9 guaranteed for six days or two weeks or one
10 day, or whatever it is. So I think we're
11 pretty clear on what we're trying to get
12 them to do. And if I -- all of you have
13 this e-mail in front of you, I think. If
14 you read the e-mail, their objection is, we
15 just don't really want to have anything that
16 we might have to cover. I just don't think
17 that qualifies as a reason for us not to
18 pass our Bill or not to present our Bill or
19 to modify the Bill.

20 MR. DUPLESSIS:

21 Mr. Chairman, I think we stay
22 status quo on this.

23 MR. POTEET:

24 Okay.

25 MR. DUPLESSIS:

1 And our position is we are
2 protecting the consumer and heavy
3 ratification, inspection, guaranty by the
4 claimed certified.

5 MR. POTEET:

6 All right. And if the question
7 comes up, gold seal most likely. We didn't
8 actually vote on it, but I'm pretty sure it
9 would.

10 MR. DUPLESSIS:

11 Ms. Morris --

12 MS. MORRIS:

13 Do you want to consider approval
14 of that?

15 MR. DUPLESSIS:

16 Well, I mean, they can submit if
17 for an agenda item.

18 MS. MORRIS:

19 For next month.

20 MR. POTEET:

21 I mean, should we do a straw
22 pole. I mean we don't have the law in place
23 yet. So we can do a straw pole. Has
24 everybody read t through this gold seal?
25 Just polling the Commission, would all of

1 you agree -- or how many of you would agree
2 to allow them to use gold seal as their --

3 MS. MORRIS:

4 Or does anyone have any concern
5 about it as it relates to them?

6 MR. DUPLESSIS:

7 No.

8 MR. POTEET:

9 So that -- it would probably
10 pass.

11 MS. MORRIS:

12 So no one present has any concern
13 about it?

14 MR. POTEET:

15 No. And we have a quorum here,
16 so. Okay.

17 MR. DUPLESSIS:

18 Ms. Morris, just kind of go over
19 the rent-to-own law change of last week.
20 Can you cover that?

21 MS. MORRIS:

22 I will do that. We did also have
23 some concerns from a group about the rental
24 purchase agreements. So we did eliminate
25 that provision from the Bill, because we

1 didn't feel like we could resolve the
2 concerns within the time constraints that we
3 need for the Legislature, but it is an
4 issue, which we would recommend that it be
5 looked at in the Legislative process next
6 year, because while we're trying to fix one
7 section, we're messing up some other
8 section.

9 So I think what we have now in
10 place is better than any resolution we could
11 have come up with and there's just some
12 things with rental purchase agreements I
13 think that we need to get some input from
14 the industry in order to resolve, because I
15 think we're going to wind up with something
16 that we really didn't want. So we're going
17 out eliminate some other solutions that are
18 really needed. So that's something we need
19 to do before next year.

20 The law is more specific than it
21 was a year ago from the amendments we made
22 last year and they're really asking us to
23 undo some of the things we did last year and
24 I don't think it's a good idea. So I think
25 we have to look at it all together and see,

1 the provision where we were saying that the
2 deposit couldn't exceed a certain amount.
3 Then, they want that taken out of it. All
4 sorts of things, there is a lot of debate as
5 to how the deposit would be calculated, how
6 you calculate the retail value and what cost
7 is in it. I think that we risk having that
8 whole provision eliminated. I know the
9 provision is not the way we want it to be
10 the way it is now, but it's better than
11 having nothing. I was afraid that was where
12 we were going to wind up.

13 MR. DUPLESSIS:

14 Agree. And we recognized that as
15 a Commission and committee and decided that
16 it was best to have more industry input for
17 next year and we can resolve it then with
18 the input of the Commission.

19 Does that conclude 533 or is
20 there any other --

21 MS. MORRIS:

22 That's it. It's been through the
23 House. It has a few amendments attached,
24 which takes out the rental dealers, it
25 requires Commission approval program that

1 will be certified and it's going to sit for
2 a little while before it gets to the Senate
3 hearing, bus they are not really on the
4 House Bills, yet.

5 MR. DUPLESSIS:

6 Very good.

7 MS. MORRIS:

8 We should have the Senate
9 committee hearing in the next month.

10 MR. DUPLESSIS:

11 Well, I'm also going to address
12 833, which the New Car Commission Bill, I
13 feel like we're playing defense on there,
14 which is often the other side of the coin in
15 the legislative process. It was brought by
16 Cameron Henry and it was a substitute Bill
17 for the original Bill by the New Car
18 Commission. It seemed to -- not be in favor
19 with the language that was recited in the
20 cleanup Bill. We thought it became even
21 more problematic than the language that we
22 were currently dealing with. So there's
23 been a bunch of activity, attacks, change,
24 modification on this, and at some point in
25 time -- do you want to address it at some

1 point in time, you can, or if you would like
2 to defer. There is private action going on.

3 MR. TAMBLING:

4 Everybody knows me. I'm the
5 Executive Director of the Association of
6 LIDA, and Eric Strodert has been working
7 extensively on that House Bill. He's worked
8 with some top lobbyists in the State,
9 several Representatives, and I think the
10 Senator and they're currently, you know,
11 working on that. Our job as the association
12 -- we work on legislation, regulation, and
13 compliance for our independent dealers and
14 that's our most important job, to help these
15 guys. Since I took over the association
16 back in August of last year, when -- when I
17 started, we had 106 members and we're
18 currently right at 300 members in our
19 association. But our top priority, of
20 course, is, you know, take care of the
21 independent dealers and work on the
22 legislation. And Eric Strodert has done a
23 really good job on behalf of us.

24 MR. DUPLESSIS:

25 Ms. Morris, any comments on 833?

1 MS. MORRIS:

2 Well, unfortunately, the day that
3 Derek and I went to the Capitol, it was
4 storming and we chose to the leave the
5 committee right after the hearing of our
6 Bill, not knowing that the New Car
7 Commission was going to come in with a
8 substitute Bill. And we had reviewed 833
9 and it didn't impact these dealers at all,
10 and then afterwards -- after we saw the
11 substitute Bill, there was some language,
12 which we were concerned about and it's --
13 that's the language on Page 4 of the
14 engrossed bill, amending 1254(N) which used
15 to say any person who sells or offers to
16 sell a new motor vehicle or recreational
17 product is subject to the provisions of
18 Chapter 6 and the rules and regulations.
19 That's Chapter 6 of the New Car Commission's
20 rules. And taking out the word new seemed
21 to imply that it then made the used car
22 dealers subject to regulation by the New Car
23 Commission's rules, and so we discussed that
24 and we were concerned about it.

25 We recognize that there's an

1 exemption in the New Car dealer's law for
2 used car dealers, but it creates -- this
3 would be the latest announcement of
4 legislation and it could be argued that this
5 overrode or conflicted with it. So after
6 discussing it with the New Car Commission,
7 they -- and not being able to reach an
8 agreement, I sent some proposed language,
9 which would have made it clear that -- that
10 those provisions and the rules of
11 regulations apply to everyone, but
12 individuals that are licensed by this
13 Commission and they did not want that
14 exception in there, but they did agree to
15 leave in the way it is. So if it -- and it
16 has the new before cars, then it doesn't
17 apply to our dealers, but they weren't real
18 happy about it, but they did go forward with
19 the amendment and they put the amendment on
20 the floor. So it's in the same posture as
21 our Bill, probably will be heard in the
22 Senate the same day that our Bill is heard
23 and we'll watch it more closely, but the New
24 Car Commission, Mr. McCranie, does not agree
25 with my interpretation of what the new

1 legislation will do, but he did ultimately
2 say, well, then if we can't agree, then
3 let's leave it way it is, which we agreed
4 to.

5 MR. DUPLESSIS:

6 Very good.

7 MR. POTEET:

8 This is a good summary of that,
9 because, you know, I don't know. The word
10 new means new to me and if you take the word
11 out, it means everything is not new.

12 MS. MORRIS:

13 Well, Mr. McCranie has his
14 interpretation. You would have to read this
15 in the context with two other provisions,
16 which is an argument that somebody may or
17 may not agree with, but I thought it was
18 better for it to be clear right there, so
19 that we didn't have to be in any argument
20 with anybody, because I think it is clear
21 with the current language and the new
22 language, but this Bill that was substituted
23 does not look anything like the original
24 bill.

25 MR. PARNELL:

1 That is the 594 that Bill.

2 MS. MORRIS:

3 Right, but we looked at 594 and
4 it was just so technical in nature and
5 clearly dealt with new car dealers, and then
6 when this came out, this provision with N.
7 The rest of it does deal with new car
8 dealers and specialty vehicles and
9 recreational vehicles, but we don't
10 regulate, but just to avoid anybody having
11 to make the argument.

12 MR. POTEET:

13 I agree with you.

14 MR. DUPLESSIS:

15 That is all that I have on the
16 legislation.

17 MR. POTEET:

18 About either any one of those
19 Bills or anything else that's pending?

20 (No response.)

21 MR. POTEET:

22 Thank you. That's good work.

23 Okay. So the next thing is the
24 administrative hearings. Do we have two
25 people here for the hearings?

1 MR. HALLACK:

2 Yes, we do.

3 MR. POTEET:

4 All right. So we need to
5 adjourn.

6 MR. HALLACK:

7 Yes.

8 MR. POTEET:

9 We need to adjourn. I need a
10 motion to adjourn.

11 MR. BREWER:

12 I make a motion.

13 MR. POTEET:

14 So we'll adjourn for maybe five
15 minutes. We will say five minutes.

16

17

18 (Meeting adjourned at 10:53 a.m.)

19

20

21

22

23

24

25

REPORTER'S CERTIFICATE

1
2
3 I, BETTY D. GLISSMAN, Certified Court
4 Reporter, Certificate No. 86150, in and for
5 the State of Louisiana, do hereby certify
6 that the Louisiana Used Motor Vehicle
7 Commission May 18, 2015, meeting was
8 reported by me in the stenotype reporting
9 method, was prepared and transcribed by me
10 or under my personal direction and
11 supervision, and is a true and correct
12 transcript to the best of my ability and
13 understanding.

14 This May 29, 2015, Baton Rouge,
15 Louisiana.

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

Betty D. Glissman, CCR

\$	6:18, 8:6, 11:2, 12:14, 21:24, 22:25, 23:3, 27:9, 58:7, 58:14	9	agree [8] - 48:1, 50:14, 54:14, 54:24, 55:2, 55:17, 56:13	April [12] - 6:18, 6:20, 8:6, 9:9, 9:14, 11:2, 12:5, 20:1, 21:23, 22:25, 23:3, 23:25
\$1,502,706 [1] - 7:7 \$1,782,000 [1] - 6:21 \$15,000 [2] - 15:17, 16:4 \$15,800 [1] - 12:8 \$17,300 [1] - 6:25 \$175,753 [1] - 7:13 \$189,777 [1] - 7:13 \$2,781,445 [1] - 6:20 \$21,000 [1] - 7:19 \$21,050 [1] - 9:9 \$21,280.10 [1] - 23:12 \$21,864 [1] - 8:6 \$21,865 [1] - 7:21 \$249,168 [1] - 7:12 \$294,115 [1] - 7:4 \$33,800 [1] - 9:10 \$4,515 [1] - 11:5 \$409,771 [1] - 7:9 \$419,787 [1] - 7:10 \$48,347 [1] - 6:23 \$5,000 [1] - 14:8 \$5,510 [1] - 20:1 \$503,300 [2] - 6:22, 9:14 \$643,974 [1] - 7:25 \$7,000 [1] - 8:11 \$70,000 [3] - 7:21, 8:13, 8:15 \$700 [1] - 16:1 \$750 [2] - 16:1, 16:3	2016 [2] - 7:4, 26:3 2016s [1] - 27:8 23 [1] - 23:10 24 [2] - 18:6, 23:14 28th [1] - 21:23 29 [2] - 32:2, 58:14	9 [1] - 8:25 92 [1] - 7:8	agreed [2] - 12:7, 55:3 agreement [2] - 16:13, 54:8 agreements [2] - 48:24, 49:12 ahead [4] - 14:15, 26:23, 34:20, 43:23 alleged [3] - 22:24, 22:25, 23:1 allegiance [1] - 4:1 allow [1] - 48:2 amended [4] - 11:23, 12:6, 12:10, 36:3 amending [1] - 53:14 amendment [2] - 54:19 amendments [2] - 49:21, 50:23 American [1] - 21:17 amicable [1] - 37:16 amount [6] - 11:4, 14:5, 14:13, 19:25, 23:7, 50:2 ample [1] - 15:4 ANDERSON [6] - 3:5, 6:15, 8:3, 8:8, 8:12, 8:17 anniversary [1] - 33:10 announce [2] - 18:25, 21:8 announcement [1] - 54:3 Anthony [1] - 12:17 APPEARANCES [1] - 2:1 applicants [1] - 33:16 application [1] - 33:16 applies [1] - 36:20 apply [2] - 54:11, 54:17 approval [4] - 7:1, 29:22, 47:13, 50:25 approve [15] - 6:2, 10:9, 11:6, 11:9, 26:11, 26:12, 28:2, 38:20, 39:1, 39:4, 40:19, 42:2, 43:24, 44:1, 44:3 approved [12] - 6:12, 25:25, 26:23, 36:8, 37:8, 37:14, 38:10, 38:21, 39:10, 39:17, 39:19, 45:9	area [1] - 7:15 areas [2] - 24:17, 26:20 argued [1] - 54:4 argument [3] - 55:16, 55:19, 56:11 aside [1] - 14:21 assessed [2] - 9:9, 20:3 assets [1] - 6:20 assigned [1] - 23:2 assist [2] - 24:8 assistance [1] - 26:25 Association [1] - 52:5 association [3] - 52:11, 52:15, 52:19 assuming [1] - 14:19 AT [1] - 1:15 attached [1] - 50:23 attacks [1] - 51:23 attend [2] - 29:23, 33:15 attended [1] - 33:14 Attorney [2] - 11:1, 11:6 attorney [7] - 13:9, 13:23, 14:1, 14:21, 16:7, 17:24, 18:1 ATV's [1] - 21:18 auction [4] - 33:9, 33:11, 45:14, 46:3 auctioneers [1] - 36:21 auctions [1] - 33:5 August [2] - 27:11, 52:16 authority [1] - 37:1 auto [2] - 24:1, 40:6 Auto [12] - 9:19, 19:14, 19:15, 19:16, 19:17, 19:20, 19:22, 19:23, 19:24, 21:16, 21:18, 21:21 Automobile [1] - 21:19 Autoplex [2] - 19:18, 19:19 available [1] - 34:21 AVENUE [1] - 2:18 avoid [1] - 56:10 Aye [9] - 6:9, 6:10, 10:18, 10:19, 11:18, 11:19, 20:18, 20:19,
1	3	A		
1 [1] - 6:19 10 [3] - 9:7, 19:23, 30:8 104 [1] - 23:9 106 [1] - 52:17 10:03 [1] - 1:15 10:53 [1] - 57:18 11 [1] - 9:14 1254(N) [1] - 53:14 13007 [1] - 2:18 13th [1] - 33:10 14 [1] - 23:3 15 [1] - 30:9 18 [2] - 1:14, 58:7	3 [1] - 7:6 30 [4] - 6:18, 14:25, 32:2, 40:19 300 [1] - 52:18 301 [1] - 2:22 3132 [1] - 1:20 36 [2] - 31:20, 31:25	A.M [1] - 1:15 a.m [1] - 57:18 ABC [1] - 39:8 ability [1] - 58:12 able [6] - 12:18, 13:4, 26:5, 37:14, 44:10, 54:7 accept [1] - 20:3 acceptance [1] - 23:18 according [3] - 13:17, 24:21, 26:6 accounts [3] - 9:7, 9:11, 9:14 action [1] - 52:2 activity [1] - 51:23 ad [1] - 39:8 add [2] - 25:7, 34:16 addition [1] - 23:9 additional [3] - 12:15, 21:4, 28:8 address [4] - 12:21, 12:23, 51:11, 51:25 adjourn [4] - 57:5, 57:9, 57:10, 57:14 adjourned [1] - 57:18 administrative [3] - 12:2, 18:25, 56:24 administratively [1] - 17:19 advance [2] - 38:16, 38:20 advertise [6] - 37:21, 41:14, 41:16, 41:20, 42:15, 43:7 advertisement [1] - 39:6 advised [3] - 13:22, 13:23, 16:15 advising [1] - 42:22 afraid [1] - 50:11 aftermarket [2] - 42:5, 42:9 afterwards [1] - 53:10 agency [2] - 18:21, 24:21 agenda [2] - 18:16, 47:17 ago [2] - 33:9, 49:21		
2	4 [2] - 12:13, 53:13			
2 [5] - 7:3, 14:25, 15:18, 15:21, 23:25 2015 [1] - 1:14,	5 [2] - 7:18, 8:2 50 [1] - 46:7 533 [2] - 35:7, 50:19 54 [1] - 23:5 56 [1] - 23:8 594 [2] - 56:1, 56:3			
	6 [4] - 7:22, 9:6, 53:18, 53:19 65 [1] - 9:4 68 [1] - 23:2			
	7 [2] - 8:16, 8:18 70809 [1] - 2:22 70816 [1] - 2:19 792 [1] - 36:16			
	8 [2] - 8:21, 23:4 83 [1] - 23:1 833 [4] - 35:21, 51:12, 52:25, 53:8 8440 [1] - 2:22 86150 [1] - 58:4			

<p>22:13</p> <p style="text-align: center;">B</p> <p>BALHOFF [1] - 2:21 bank [1] - 6:22 BARON [15] - 3:3, 4:4, 4:8, 4:12, 4:16, 4:20, 4:24, 5:3, 5:7, 5:11, 5:15, 5:20, 9:21, 19:7, 21:12 Baton [7] - 19:15, 19:18, 19:20, 19:21, 19:23, 19:24, 58:14 BATON [3] - 1:21, 2:19, 2:22 became [2] - 45:22, 51:20 begin [1] - 43:7 BEGINNING [1] - 1:15 behalf [1] - 52:23 benefit [2] - 25:6, 25:17 benefits [1] - 7:11 best [3] - 32:6, 50:16, 58:12 Best [2] - 13:7, 13:10 better [4] - 18:24, 49:10, 50:10, 55:18 BETTY [3] - 1:25, 58:3, 58:23 big [1] - 14:5 Bill [22] - 35:7, 35:11, 35:17, 36:1, 36:15, 44:3, 46:18, 46:19, 48:25, 51:12, 51:16, 51:17, 51:20, 52:7, 53:6, 53:8, 53:11, 54:21, 54:22, 55:22, 56:1 bill [4] - 11:1, 11:7, 53:14, 55:24 Bills [3] - 35:6, 51:4, 56:19 bit [3] - 16:25, 25:10, 26:22 BLACHE [1] - 2:21 Board [1] - 33:18 board [1] - 34:21 boards [1] - 34:12 bona [3] - 36:6, 38:12, 38:15 bottom [2] - 6:25, 36:15 break [2] - 28:1, 28:7 breaking [1] - 25:1 BREWER [11] - 2:7, 4:10, 6:5, 9:18, 10:1,</p>	<p>10:14, 11:14, 16:5, 17:23, 18:12, 57:11 Brewer [1] - 4:9 briefly [2] - 35:9, 35:21 bring [4] - 29:3, 35:23, 37:12, 38:18 Brokers [2] - 21:16, 21:19 brought [2] - 43:5, 51:15 built [1] - 27:19 bulk [1] - 39:3 bunch [2] - 35:13, 51:23 burden [1] - 32:7 burdensome [1] - 40:15 Bureau [1] - 24:4 BURKS [1] - 3:6 bus [1] - 51:3 business [1] - 31:8 buy [1] - 46:3 BY [1] - 1:24</p>	<p>certain [4] - 16:20, 16:22, 40:12, 50:2 CERTIFICATE [1] - 58:1 certificate [1] - 8:25 Certificate [1] - 58:4 certification [14] - 36:5, 36:7, 36:19, 37:8, 37:11, 38:8, 38:10, 39:5, 39:8, 39:9, 40:10, 41:2, 44:16, 45:18 Certified [1] - 58:3 certified [20] - 37:20, 37:21, 38:8, 39:7, 41:15, 41:21, 42:16, 42:18, 42:25, 43:2, 43:7, 44:16, 45:2, 45:5, 45:13, 45:17, 45:23, 46:5, 47:4, 51:1 CERTIFIED [1] - 58:24 certify [3] - 37:9, 38:5, 58:5 certifying [3] - 37:22, 37:23, 44:24 CHAIRMAN [1] - 2:3 Chairman [2] - 5:16, 17:3 chairman [2] - 42:4, 46:21 Champion [1] - 19:16 chance [1] - 5:24 chances [2] - 14:23, 17:8 change [5] - 23:18, 35:16, 37:2, 48:19, 51:23 changed [2] - 23:19, 36:7 changes [3] - 7:6, 35:8, 35:9 Chapter [2] - 53:18, 53:19 Charles [2] - 21:18, 21:20 chart [2] - 18:19, 21:4 charts [1] - 22:22 check [1] - 19:9 checked [1] - 46:7 Chevrolet [3] - 26:2, 27:7, 27:8 Chinese [1] - 42:8 chose [1] - 53:4 civil [2] - 19:2, 20:2 claim [3] - 44:10, 44:11, 44:15</p>	<p>claimed [1] - 47:4 clarify [1] - 37:19 cleanup [1] - 51:20 clear [5] - 15:19, 46:11, 54:9, 55:18, 55:20 clearance [1] - 26:19 clearly [1] - 56:5 close [1] - 45:20 closed [1] - 23:8 closely [1] - 54:23 closer [1] - 32:21 coin [1] - 51:14 collected [1] - 9:10 Collins's [1] - 19:24 coming [5] - 24:12, 24:17, 29:25, 30:17, 34:11 comment [1] - 15:14 comments [3] - 5:19, 5:25, 52:25 commission [1] - 36:8 Commission [24] - 12:7, 12:14, 15:14, 16:19, 29:4, 30:18, 37:5, 37:7, 37:13, 38:11, 38:13, 38:19, 38:20, 47:25, 50:15, 50:18, 50:25, 51:12, 51:18, 53:7, 54:6, 54:13, 54:24, 58:7 COMMISSION [2] - 1:5, 2:16 Commission's [2] - 53:19, 53:23 Commissioner [1] - 42:1 commissioners [4] - 10:25, 11:5, 12:1, 20:1 COMMISSIONERS [1] - 2:6 Commissioners [2] - 18:18, 21:24 committee [4] - 35:1, 50:15, 51:9, 53:5 communicating [1] - 13:9 companies [2] - 28:21, 45:23 company [2] - 40:11, 40:12 Company [1] - 12:1 compared [4] - 7:7, 7:13, 7:21, 8:7 comparing [1] - 8:23 comparison [1] - 7:23 complaint [1] - 22:22</p>	<p>completed [1] - 23:4 complex [1] - 24:2 compliance [4] - 22:21, 23:12, 28:11, 52:13 computer [2] - 7:16, 34:6 computers [1] - 28:16 concern [2] - 48:4, 48:12 concerned [3] - 37:12, 53:12, 53:24 concerns [3] - 36:10, 48:23, 49:2 conclude [1] - 50:19 concludes [2] - 9:17, 27:12 conduct [1] - 33:2 conducted [2] - 23:10, 23:11 conference [1] - 36:13 conflicted [1] - 54:5 connection [1] - 38:22 consensus [1] - 35:12 consider [2] - 27:24, 47:13 considered [1] - 7:1 constituents [2] - 39:3, 39:11 constraints [1] - 49:2 consumer [3] - 13:5, 23:20, 47:2 consumers [4] - 12:13, 23:14, 42:19 contact [1] - 17:25 contacted [1] - 14:2 contacts [1] - 24:9 context [1] - 55:15 continue [1] - 15:10 contract [1] - 26:7 conversation [2] - 25:11, 25:16 copies [1] - 36:11 Cormier [1] - 4:17 CORMIER [1] - 4:18 correct [2] - 20:9, 58:11 cost [1] - 50:6 counsel [1] - 13:10 counts [1] - 22:24 couple [1] - 27:15 course [1] - 52:20 Court [1] - 58:3 COURT [1] - 58:24</p>
	C			
	<p>calculate [1] - 50:6 calculated [1] - 50:5 calculations [1] - 11:4 Cameron [1] - 51:16 Capitol [1] - 53:3 captains [1] - 34:17 car [9] - 26:13, 39:2, 45:2, 46:3, 46:8, 53:21, 54:2, 56:5, 56:7 Car [9] - 12:1, 51:12, 51:17, 53:6, 53:19, 53:22, 54:1, 54:6, 54:24 care [2] - 12:16, 52:20 carries [2] - 10:21, 11:21 Cars [1] - 13:8 cars [4] - 37:23, 39:7, 45:16, 54:16 case [3] - 12:22, 23:2, 38:17 cases [4] - 23:3, 23:4, 23:5, 23:8 cash [1] - 6:21 causes [1] - 36:17 CAVU [3] - 28:18, 28:23, 34:5 CCR [2] - 1:25, 58:23 CDs [1] - 9:2</p>			

<p>cover [2] - 46:16, 48:20 CPA [2] - 46:4 create [1] - 29:9 creates [1] - 54:2 CREEK [1] - 1:20 Crime [1] - 24:4 criteria [2] - 40:18, 40:23 curious [1] - 27:16 current [3] - 6:19, 6:23, 55:21 cursory [1] - 44:17 cut [2] - 14:25, 15:9</p>	<p>34:1, 34:13 deliver [1] - 12:12 delivered [1] - 13:5 denial [1] - 36:17 department [1] - 23:6 Department [1] - 23:24 deposit [3] - 9:1, 50:2, 50:5 DEREK [1] - 3:4 Derek [12] - 10:23, 18:9, 18:11, 19:11, 22:17, 34:25, 35:9, 35:23, 36:12, 36:25, 41:1, 53:3 derek [1] - 11:24 determine [1] - 38:14 determined [2] - 18:23, 41:7 difference [3] - 14:6, 14:11, 15:18 different [9] - 32:5, 33:5, 34:18, 37:3, 39:5, 45:22, 46:2, 46:6 difficult [1] - 24:24 dino [1] - 4:13 direction [6] - 17:21, 28:23, 29:6, 34:2, 34:13, 58:10 Director [2] - 17:22, 52:5 Director's [1] - 22:18 disagreement [2] - 14:12, 44:6 discipline [1] - 38:17 discuss [1] - 37:4 discussed [3] - 36:4, 38:11, 53:23 discussing [1] - 54:6 discussion [2] - 6:13, 11:23 dispute [1] - 13:18 dollar [1] - 14:5 done [3] - 13:12, 45:3, 52:22 drafted [1] - 36:6 drags [1] - 16:7 drastically [1] - 23:19 DUPLESSIS [28] - 2:8, 4:22, 15:16, 15:23, 16:2, 17:2, 27:14, 27:22, 28:15, 29:13, 34:4, 35:4, 41:5, 44:8, 44:14, 44:21, 46:20, 46:25, 47:10, 47:15, 48:6, 48:17, 50:13, 51:5,</p>	<p>51:10, 52:24, 55:5, 56:14 Duplessis [1] - 4:21 Duplessis' [1] - 29:17 during [1] - 13:3 DWAYNE [1] - 3:10</p> <p style="text-align: center;">E</p> <p>e-mail [3] - 36:12, 46:13, 46:14 early [2] - 27:11, 45:15 Eighth [1] - 19:21 either [1] - 56:18 eliminate [2] - 48:24, 49:17 eliminated [1] - 50:8 eliminates [1] - 45:12 empowering [1] - 27:24 end [1] - 6:20 ending [1] - 6:18 enforcement [2] - 23:13, 23:21 engrossed [1] - 53:14 entertain [1] - 6:2 Eric [2] - 52:6, 52:22 escrowed [1] - 6:24 ESQUIRE [2] - 2:17, 2:20 Ethics [1] - 33:18 ethics [1] - 35:13 Eunice [1] - 19:22 event [1] - 24:6 everywhere [1] - 30:18 exact [1] - 39:25 exactly [2] - 28:10, 43:10 exceed [1] - 50:2 exceeded [1] - 16:17 exception [1] - 54:14 Executive [3] - 17:22, 22:17, 52:5 exempt [1] - 43:15 exempted [1] - 36:25 exempting [1] - 43:18 exemption [1] - 54:1 expedite [1] - 19:2 expenses [9] - 7:5, 7:9, 7:12, 7:14, 7:15, 7:16, 7:24, 8:19, 28:5 explain [1] - 41:3 extend [1] - 15:10</p>	<p>extensively [1] - 52:7</p> <p style="text-align: center;">F</p> <p>facilities [1] - 37:11 fair [1] - 18:13 falls [1] - 31:9 familiar [1] - 41:2 family [1] - 12:19 far [1] - 34:12 Fastlane [1] - 21:19 favor [6] - 6:9, 10:18, 11:18, 20:18, 22:12, 51:18 fee [1] - 8:23 few [2] - 28:21, 50:23 fide [3] - 36:6, 38:12, 38:15 fifth [1] - 19:18 filed [1] - 38:21 financial [3] - 6:14, 6:17, 28:17 fine [5] - 15:17, 16:12, 27:18, 28:3, 28:4 fined [1] - 18:20 finer [8] - 6:22, 6:24, 9:8, 12:8, 19:2, 24:20, 30:2 first [10] - 19:13, 21:9, 21:15, 22:23, 29:20, 32:23, 33:8, 36:16, 42:13, 45:22 five [4] - 39:1, 39:4, 57:14, 57:15 fix [1] - 49:6 flat [1] - 8:20 Fletcher's [1] - 21:20 floor [2] - 36:2, 54:20 Floyd [1] - 4:25 FLOYD [4] - 2:9, 5:1, 33:17, 33:22 follow [3] - 29:16, 39:11, 43:17 follow-up [1] - 29:16 following [1] - 43:1 form [1] - 46:5 format [1] - 42:7 forward [4] - 25:21, 28:25, 35:14, 54:18 foul [1] - 35:13 four [5] - 9:11, 32:9, 32:11, 39:1, 39:4 fourth [2] - 19:17, 21:20 frankly [1] - 43:25 free [1] - 23:25 Friday [2] - 13:11,</p>	<p>36:14 frivolous [1] - 44:15 front [1] - 46:13</p> <p style="text-align: center;">G</p> <p>general [2] - 25:22, 27:12 generally [1] - 24:19 George [4] - 4:9, 4:25, 10:17, 11:17 GEORGE [2] - 2:7, 2:9 Gerry [1] - 27:2 given [4] - 14:23, 15:4, 16:18, 17:21 GLISSMAN [3] - 1:25, 58:3, 58:23 goal [1] - 34:10 gold [6] - 37:10, 41:1, 41:18, 47:7, 47:24, 48:2 gracious [1] - 17:5 grand [2] - 15:18, 15:22 graph [2] - 8:18, 8:22 great [2] - 23:19, 24:9 ground [1] - 26:19 group [1] - 48:23 groups [3] - 28:1, 28:7, 28:9 guarantee [1] - 44:23 guaranteed [2] - 44:17, 46:9 guaranty [1] - 47:3 guess [4] - 16:9, 27:16, 32:25, 35:5 guidelines [1] - 42:14 GUILLORY [2] - 3:8, 34:15 guys [5] - 27:16, 30:17, 44:2, 45:5, 52:15 guys' [1] - 25:15</p>
<p style="text-align: center;">D</p> <p>daily [1] - 26:9 DARTY [1] - 2:11 Darty [1] - 5:8 date [5] - 7:7, 7:10, 7:18, 7:20, 8:22 days [3] - 14:25, 45:15, 46:9 deadline [1] - 16:17 deal [3] - 23:20, 34:7, 56:7 dealer [6] - 24:10, 25:8, 31:4, 31:9, 31:10, 36:24 dealer's [1] - 54:1 dealers [32] - 18:20, 19:1, 19:4, 21:8, 22:1, 24:17, 24:20, 24:25, 25:7, 25:14, 29:25, 30:7, 30:20, 33:13, 34:11, 35:10, 36:20, 36:22, 37:3, 37:4, 37:16, 39:2, 40:6, 50:24, 52:13, 52:21, 53:9, 53:22, 54:2, 54:17, 56:5, 56:8 dealership [1] - 13:3 dealerships [2] - 21:5, 21:22 dealing [1] - 51:22 deals [2] - 36:19, 42:11 dealt [2] - 45:13, 56:5 death [1] - 12:19 debate [1] - 50:4 decide [2] - 18:11, 29:2 decided [1] - 50:15 defense [1] - 51:13 defer [1] - 52:2 deferred [1] - 7:3 definitely [3] - 28:14,</p>	<p>determine [1] - 38:14 determined [2] - 18:23, 41:7 difference [3] - 14:6, 14:11, 15:18 different [9] - 32:5, 33:5, 34:18, 37:3, 39:5, 45:22, 46:2, 46:6 difficult [1] - 24:24 dino [1] - 4:13 direction [6] - 17:21, 28:23, 29:6, 34:2, 34:13, 58:10 Director [2] - 17:22, 52:5 Director's [1] - 22:18 disagreement [2] - 14:12, 44:6 discipline [1] - 38:17 discuss [1] - 37:4 discussed [3] - 36:4, 38:11, 53:23 discussing [1] - 54:6 discussion [2] - 6:13, 11:23 dispute [1] - 13:18 dollar [1] - 14:5 done [3] - 13:12, 45:3, 52:22 drafted [1] - 36:6 drags [1] - 16:7 drastically [1] - 23:19 DUPLESSIS [28] - 2:8, 4:22, 15:16, 15:23, 16:2, 17:2, 27:14, 27:22, 28:15, 29:13, 34:4, 35:4, 41:5, 44:8, 44:14, 44:21, 46:20, 46:25, 47:10, 47:15, 48:6, 48:17, 50:13, 51:5,</p>	<p>eliminate [2] - 48:24, 49:17 eliminated [1] - 50:8 eliminates [1] - 45:12 empowering [1] - 27:24 end [1] - 6:20 ending [1] - 6:18 enforcement [2] - 23:13, 23:21 engrossed [1] - 53:14 entertain [1] - 6:2 Eric [2] - 52:6, 52:22 escrowed [1] - 6:24 ESQUIRE [2] - 2:17, 2:20 Ethics [1] - 33:18 ethics [1] - 35:13 Eunice [1] - 19:22 event [1] - 24:6 everywhere [1] - 30:18 exact [1] - 39:25 exactly [2] - 28:10, 43:10 exceed [1] - 50:2 exceeded [1] - 16:17 exception [1] - 54:14 Executive [3] - 17:22, 22:17, 52:5 exempt [1] - 43:15 exempted [1] - 36:25 exempting [1] - 43:18 exemption [1] - 54:1 expedite [1] - 19:2 expenses [9] - 7:5, 7:9, 7:12, 7:14, 7:15, 7:16, 7:24, 8:19, 28:5 explain [1] - 41:3 extend [1] - 15:10</p>	<p>facilities [1] - 37:11 fair [1] - 18:13 falls [1] - 31:9 familiar [1] - 41:2 family [1] - 12:19 far [1] - 34:12 Fastlane [1] - 21:19 favor [6] - 6:9, 10:18, 11:18, 20:18, 22:12, 51:18 fee [1] - 8:23 few [2] - 28:21, 50:23 fide [3] - 36:6, 38:12, 38:15 fifth [1] - 19:18 filed [1] - 38:21 financial [3] - 6:14, 6:17, 28:17 fine [5] - 15:17, 16:12, 27:18, 28:3, 28:4 fined [1] - 18:20 finer [8] - 6:22, 6:24, 9:8, 12:8, 19:2, 24:20, 30:2 first [10] - 19:13, 21:9, 21:15, 22:23, 29:20, 32:23, 33:8, 36:16, 42:13, 45:22 five [4] - 39:1, 39:4, 57:14, 57:15 fix [1] - 49:6 flat [1] - 8:20 Fletcher's [1] - 21:20 floor [2] - 36:2, 54:20 Floyd [1] - 4:25 FLOYD [4] - 2:9, 5:1, 33:17, 33:22 follow [3] - 29:16, 39:11, 43:17 follow-up [1] - 29:16 following [1] - 43:1 form [1] - 46:5 format [1] - 42:7 forward [4] - 25:21, 28:25, 35:14, 54:18 foul [1] - 35:13 four [5] - 9:11, 32:9, 32:11, 39:1, 39:4 fourth [2] - 19:17, 21:20 frankly [1] - 43:25 free [1] - 23:25 Friday [2] - 13:11,</p>	<p>general [2] - 25:22, 27:12 generally [1] - 24:19 George [4] - 4:9, 4:25, 10:17, 11:17 GEORGE [2] - 2:7, 2:9 Gerry [1] - 27:2 given [4] - 14:23, 15:4, 16:18, 17:21 GLISSMAN [3] - 1:25, 58:3, 58:23 goal [1] - 34:10 gold [6] - 37:10, 41:1, 41:18, 47:7, 47:24, 48:2 gracious [1] - 17:5 grand [2] - 15:18, 15:22 graph [2] - 8:18, 8:22 great [2] - 23:19, 24:9 ground [1] - 26:19 group [1] - 48:23 groups [3] - 28:1, 28:7, 28:9 guarantee [1] - 44:23 guaranteed [2] - 44:17, 46:9 guaranty [1] - 47:3 guess [4] - 16:9, 27:16, 32:25, 35:5 guidelines [1] - 42:14 GUILLORY [2] - 3:8, 34:15 guys [5] - 27:16, 30:17, 44:2, 45:5, 52:15 guys' [1] - 25:15</p>
			<p style="text-align: center;">H</p> <p>HALLACK [8] - 2:17, 2:18, 15:25, 17:16, 17:20, 32:16, 57:1, 57:6 Hammond [1] - 33:11 handle [1] - 13:24 happy [3] - 16:19, 34:19, 54:18</p>	

<p>harm [1] - 35:12 heads [1] - 25:15 healthy [1] - 35:17 heard [3] - 41:16, 54:21, 54:22 hearing [4] - 12:2, 51:3, 51:9, 53:5 hearings [4] - 6:22, 9:8, 56:24, 56:25 heavy [1] - 47:2 held [1] - 13:7 help [1] - 52:14 HENRY [1] - 2:11 Henry [1] - 51:16 hereby [1] - 58:5 HIGHWAY [1] - 2:22 himself [1] - 31:4 hire [1] - 16:6 hired [1] - 17:24 hold [1] - 28:1 hopefully [2] - 5:23, 30:12 hotel [1] - 28:5 hours [4] - 18:6, 32:9, 32:11, 45:6 House [4] - 36:2, 50:23, 51:4, 52:7</p>	<p>inspect [1] - 44:22 inspected [1] - 44:16 inspection [1] - 47:3 inspections [1] - 23:11 instead [1] - 40:16 Insurance [1] - 24:4 insurance [1] - 9:11 interest [1] - 18:23 interpretation [2] - 54:25, 55:14 investigation [1] - 22:21 investigations [1] - 23:23 investigators [7] - 23:12, 23:13, 24:5, 25:11, 26:18, 27:24, 32:24 invoice [1] - 10:23 invoiced [1] - 11:5 issue [4] - 13:13, 22:24, 35:19, 49:4 issued [1] - 24:20 issues [4] - 12:21, 13:3, 22:25, 23:1 IT [1] - 34:7 item [1] - 47:17 items [2] - 6:13, 12:11</p>	<p>29:5, 40:5, 45:15, 48:18 Kirby [3] - 5:4, 20:17, 22:7 KIRBY [1] - 2:10 knowing [1] - 53:6 knows [1] - 52:4 KOCH [1] - 2:21</p>	<p>21:10, 21:15, 40:6, 40:8, 45:9 listen [1] - 30:11 lists [1] - 36:17 lived [1] - 16:12 LKQ [6] - 36:11, 36:23, 37:15, 37:17, 42:4, 43:5 LLC [7] - 19:17, 19:21, 19:22, 19:24, 21:16, 21:18, 21:19 lobbyist [1] - 36:12 lobbyists [1] - 52:8 local [1] - 34:22 locking [1] - 40:9 look [13] - 26:8, 28:14, 28:25, 29:11, 32:4, 35:18, 36:14, 44:2, 45:10, 45:19, 49:25, 55:23 looked [3] - 45:6, 49:5, 56:3 looking [3] - 28:10, 28:22, 29:1 looks [1] - 41:9 loss [4] - 7:19, 7:20, 7:21, 8:13 lost [1] - 25:15 Louisiana [5] - 23:24, 32:9, 58:5, 58:6, 58:15 LOUISIANA [6] - 1:5, 1:6, 1:21, 2:16, 2:19, 2:22</p>	<p>members [2] - 52:17, 52:18 mention [1] - 13:25 mentioned [1] - 21:25 messaging [1] - 49:7 met [4] - 12:9, 28:21, 29:8, 36:13 metal [1] - 42:8 method [1] - 58:9 midsize [3] - 26:7, 26:12, 26:13 might [3] - 40:9, 40:19, 46:16 million [1] - 7:8 Mini [1] - 21:17 minutes [3] - 5:24, 57:15 misleading [3] - 42:20, 45:4, 45:12 mobile [1] - 26:17 modification [1] - 51:24 modified [1] - 35:11 modify [1] - 46:19 Mona [1] - 6:14, 10:5, 10:8 MONA [1] - 3:5 mona [1] - 8:2 money [2] - 9:11, 9:25 month [22] - 6:18, 7:20, 7:23, 9:15, 9:23, 9:24, 19:25, 22:25, 23:3, 23:8, 24:18, 24:23, 25:23, 29:8, 30:1, 31:13, 31:15, 31:16, 32:25, 47:19, 51:9 month-to-date [1] - 7:20 month-to-month [1] - 7:23 months [2] - 8:21, 29:23 Montie [4] - 12:17, 12:20, 15:2, 27:25 MONTIE [1] - 3:7 morning [3] - 36:11, 37:5, 41:4 morris [2] - 47:11, 52:25 MORRIS [22] - 2:20, 19:5, 35:25, 38:1, 38:6, 39:13, 39:20, 39:24, 40:4, 40:21, 41:8, 41:19, 47:12, 47:18, 48:3, 48:11, 48:21, 50:21, 51:7, 53:1, 55:12, 56:2</p>
I	J	L	M	
<p>idea [1] - 49:24 illustrates [3] - 18:19, 21:5, 23:7 impact [1] - 53:9 Impalas [4] - 26:3, 26:6, 27:7, 27:8 imply [1] - 53:21 important [2] - 31:11, 52:14 imposed [3] - 18:16, 19:1, 20:2 includes [1] - 6:24 including [1] - 32:5 income [1] - 28:8 increase [2] - 7:9, 7:14 increased [1] - 23:19 independent [4] - 29:8, 40:6, 52:13, 52:21 individuals [2] - 26:9, 54:12 industry [4] - 45:14, 45:25, 49:14, 50:16 inflows [1] - 7:3 information [3] - 25:22, 27:1, 27:13 input [3] - 49:13, 50:16, 50:18</p>	<p>J&M [1] - 19:21 January [1] - 12:4 JEFFERSON [1] - 2:22 job [4] - 25:12, 52:11, 52:14, 52:23 John [1] - 4:5 JOHN [1] - 2:4 joint [1] - 23:23 July [1] - 27:11 June [2] - 26:3, 27:10 JUSTICE [1] - 2:18</p>	<p>LA [1] - 19:13 Lafayette [3] - 19:14, 19:16, 19:17 Lake [2] - 21:18, 21:19 Landmark [1] - 9:2 Lane [1] - 27:2 language [8] - 36:9, 51:19, 51:21, 53:11, 53:13, 54:8, 55:21, 55:22 last [20] - 5:25, 7:8, 7:13, 7:21, 7:23, 8:7, 8:20, 8:23, 12:14, 13:1, 14:4, 23:6, 25:22, 29:7, 36:4, 38:12, 48:19, 49:22, 49:23, 52:16 Last [1] - 8:9 late [1] - 28:21 latest [1] - 54:3 law [7] - 23:21, 32:23, 42:14, 47:22, 48:19, 49:20, 54:1 LAW [1] - 2:18 leave [3] - 53:4, 54:15, 55:3 leaves [1] - 23:5 left [1] - 40:12 legislation [5] - 52:12, 52:22, 54:4, 55:1, 56:16 Legislative [1] - 49:5 legislative [2] - 35:2, 51:15 Legislature [1] - 49:3 less [1] - 40:15 letter [1] - 26:15 level [1] - 44:17 liabilities [1] - 6:23 license [3] - 29:21, 29:22, 36:18 licensed [1] - 54:12 LIDA [1] - 52:6 likely [1] - 47:7 line [1] - 14:14 lines [1] - 42:10 list [8] - 18:22, 19:13,</p>	<p>M&A [1] - 19:17 mail [3] - 36:12, 46:13, 46:14 maintenance [1] - 7:17 matter [2] - 13:21, 42:18 McCOLLISTER [1] - 2:21 McCranie [2] - 54:24, 55:13 mean [5] - 33:21, 45:3, 47:16, 47:21, 47:22 means [3] - 44:16, 55:10, 55:11 MEETING [1] - 1:13 meeting [6] - 5:25, 12:15, 13:1, 14:5, 38:12, 58:7 Meeting [1] - 57:18 meets [1] - 40:18</p>	
K				

<p>Morris ^[1] - 48:18 Morris' ^[2] - 11:1, 11:7 most ^[5] - 31:10, 32:2, 34:17, 47:7, 52:14 mostly ^[1] - 37:6 motion ^[16] - 6:2, 6:4, 6:12, 10:9, 10:21, 11:9, 11:21, 17:15, 17:17, 20:11, 20:13, 22:3, 22:5, 22:7, 57:10, 57:12 Motor ^[1] - 58:6 motor ^[3] - 36:20, 36:21, 53:16 MOTOR ^[2] - 1:5, 2:16 move ^[5] - 10:11, 11:11, 21:9, 25:21, 34:2 moved ^[2] - 7:2, 10:13 moving ^[4] - 7:4, 28:25, 32:21, 35:14 MR ^[186] - 2:4, 2:7, 2:9, 2:10, 2:11, 3:4, 3:8, 3:10, 4:2, 4:6, 4:10, 4:14, 4:18, 4:22, 5:5, 5:13, 5:17, 5:22, 6:3, 6:5, 6:7, 6:11, 8:1, 8:5, 8:14, 9:18, 10:3, 10:7, 10:10, 10:12, 10:14, 10:16, 10:20, 10:24, 11:8, 11:10, 11:12, 11:14, 11:16, 11:20, 11:25, 13:14, 13:16, 14:3, 14:7, 14:10, 14:17, 14:22, 15:3, 15:6, 15:8, 15:12, 15:16, 15:20, 15:23, 15:25, 16:2, 16:5, 16:8, 16:14, 16:21, 16:23, 17:2, 17:6, 17:9, 17:11, 17:16, 17:18, 17:20, 17:23, 18:2, 18:12, 18:14, 19:10, 19:12, 20:5, 20:8, 20:10, 20:12, 20:14, 20:16, 20:20, 20:22, 20:23, 21:2, 21:14, 22:2, 22:4, 22:6, 22:8, 22:10, 22:14, 22:19, 27:4, 27:6, 27:14, 27:20, 27:22, 28:12, 28:15, 28:19, 29:13, 29:15, 29:19, 30:4, 30:6, 30:14, 30:16, 30:19, 30:22, 30:25,</p>	<p>31:2, 31:12, 31:14, 31:17, 31:22, 31:24, 32:3, 32:10, 32:12, 32:14, 32:16, 32:19, 33:1, 33:3, 33:7, 33:12, 33:17, 33:20, 33:22, 33:24, 34:4, 34:9, 34:23, 35:4, 37:18, 38:3, 38:24, 39:15, 39:22, 40:1, 40:14, 41:5, 41:11, 41:23, 42:3, 42:12, 42:21, 42:23, 43:9, 43:11, 43:19, 43:21, 44:8, 44:12, 44:14, 44:19, 44:21, 44:25, 46:20, 46:23, 46:25, 47:5, 47:10, 47:15, 47:20, 48:6, 48:8, 48:14, 48:17, 50:13, 51:5, 52:3, 52:24, 55:5, 55:7, 55:25, 56:12, 56:14, 56:17, 56:21, 57:1, 57:3, 57:6, 57:8, 57:11, 57:13 MS ^[39] - 3:3, 3:5, 4:8, 4:12, 4:16, 4:24, 5:3, 5:7, 5:11, 5:15, 5:20, 6:15, 8:3, 8:8, 8:10, 8:12, 8:17, 9:21, 19:5, 19:7, 21:12, 34:15, 35:25, 38:1, 39:20, 39:24, 40:4, 40:21, 41:8, 41:19, 47:18, 48:3, 48:11, 48:21, 50:21, 51:7, 53:1, 55:12, 56:2 must ^[1] - 12:6 muster ^[2] - 40:25, 41:6</p>	<p>35:10, 35:16 NESTOR ^[1] - 3:8 net ^[6] - 6:19, 7:6, 7:18, 7:20, 7:25, 8:19 never ^[4] - 28:13, 41:15, 42:17, 42:24 new ^[16] - 24:25, 25:7, 25:14, 29:24, 30:20, 53:16, 53:20, 54:16, 54:25, 55:10, 55:11, 55:21, 56:5, 56:7 New ^[10] - 21:21, 32:18, 51:12, 51:17, 53:6, 53:19, 53:22, 54:1, 54:6, 54:23 next ^[15] - 7:11, 9:24, 11:22, 16:9, 18:15, 20:25, 35:18, 45:8, 47:19, 49:5, 49:19, 50:17, 51:9, 56:23 Next ^[1] - 10:22 NIADA ^[1] - 45:9 nice ^[1] - 26:21 Nine ^[1] - 19:22 Nissan ^[1] - 26:13 normally ^[1] - 26:10 north ^[1] - 32:8 northern ^[1] - 27:25 note ^[2] - 23:17 nothing ^[1] - 50:11 notice ^[2] - 21:22, 24:11 November ^[1] - 12:3 numbers ^[1] - 29:10</p>	<p>one ^[33] - 9:4, 9:19, 12:11, 13:4, 13:6, 13:7, 13:12, 13:19, 17:25, 19:13, 19:14, 21:15, 21:17, 21:20, 22:24, 23:16, 28:16, 29:8, 31:7, 31:8, 33:15, 36:3, 37:2, 40:3, 40:7, 40:16, 40:22, 43:1, 43:4, 46:9, 48:12, 49:6, 56:18 ones ^[1] - 29:25 open ^[3] - 23:5, 40:13 opened ^[1] - 33:8 opinion ^[2] - 15:11, 15:15 opposed ^[2] - 20:21, 43:18 options ^[3] - 29:1, 32:5, 34:24 order ^[11] - 7:2, 11:24, 12:6, 12:11, 12:16, 17:14, 18:21, 24:21, 25:13, 26:25, 49:14 orders ^[1] - 20:4 original ^[5] - 16:11, 16:12, 17:14, 51:17, 55:23 originally ^[2] - 9:3, 12:3 Orleans ^[2] - 21:21, 32:18 outside ^[2] - 19:6, 19:8 outstanding ^[3] - 12:12, 13:2, 13:12 overflow ^[1] - 24:16 overrode ^[1] - 54:5 overtime ^[1] - 28:8 owed ^[2] - 13:18, 14:9 own ^[3] - 35:10, 45:23, 48:19</p>	<p>Page ^[11] - 6:19, 7:3, 7:6, 7:18, 7:22, 8:2, 8:18, 8:21, 8:25, 9:7, 53:13 paid ^[2] - 9:13, 20:7 PARNELL ^[1] - 31:19 PARNELL ^[28] - 3:4, 10:24, 11:25, 15:3, 15:8, 18:17, 19:12, 20:8, 21:2, 21:14, 22:19, 27:6, 27:20, 28:12, 28:19, 29:19, 30:6, 30:16, 30:22, 31:2, 31:14, 31:24, 32:10, 32:14, 33:20, 33:24, 34:9, 55:25 PARSONS ^[1] - 2:21 part ^[4] - 27:25, 32:2, 42:7, 43:12 particular ^[3] - 40:12, 41:21, 42:6 parts ^[10] - 35:19, 36:22, 36:23, 36:24, 37:10, 41:15, 42:5, 43:5 pass ^[5] - 33:23, 40:24, 41:6, 46:18, 48:10 passed ^[2] - 32:23, 36:2 paved ^[1] - 26:21 pay ^[2] - 13:20, 14:16 payment ^[4] - 9:22, 10:22, 11:6, 18:22 penalties ^[5] - 18:16, 19:2, 19:25, 20:2, 20:6 pending ^[2] - 13:6, 56:19 people ^[4] - 31:18, 34:7, 40:9, 56:25 per ^[1] - 29:25 performed ^[1] - 11:3 person ^[2] - 29:9, 53:15 personal ^[1] - 58:10 persons ^[1] - 36:21 physical ^[1] - 23:10 place ^[2] - 47:22, 49:10 playing ^[1] - 51:13 pledge ^[1] - 4:1 point ^[17] - 9:4, 9:6, 13:19, 15:10, 16:20, 16:22, 17:1, 18:8, 18:9, 25:19, 29:3, 30:11, 35:15, 43:4, 44:5, 51:24, 52:1 pole ^[2] - 47:22, 47:23</p>
	<p style="text-align: center;">N</p> <p>NADA ^[1] - 39:9 names ^[2] - 19:1, 21:8 National ^[1] - 24:4 nature ^[2] - 45:12, 56:4 need ^[15] - 10:9, 11:9, 17:15, 17:17, 26:18, 26:21, 26:22, 32:4, 37:24, 49:3, 49:13, 49:18, 57:4, 57:9 needed ^[1] - 49:18 needs ^[3] - 25:19, 31:9, 38:4 negotiated ^[2] -</p>	<p style="text-align: center;">O</p> <p>object ^[1] - 44:5 objection ^[2] - 37:6, 46:14 objections ^[2] - 40:22, 44:4 OF ^[1] - 1:6 offers ^[1] - 53:15 OFFICE ^[1] - 2:18 Office ^[2] - 24:2, 24:3 office ^[1] - 26:17 official ^[2] - 21:7, 24:2 offset ^[1] - 28:4 often ^[1] - 51:14 Olave ^[1] - 5:12 OLAVE ^[1] - 5:13 older ^[1] - 25:13 once ^[10] - 12:4, 21:8, 25:8, 31:13, 31:15, 32:25, 33:13, 38:21, 39:10, 39:18</p>	<p style="text-align: center;">P</p> <p>packed ^[1] - 24:18 packet ^[5] - 12:10, 18:19, 21:4, 22:23, 36:15 packets ^[2] - 6:17, 11:1 packing ^[2] - 24:23, 27:18 page ^[3] - 7:11, 29:5, 36:16</p>	

<p>Police [1] - 23:25 polling [1] - 47:25 pondering [1] - 25:1 popped [1] - 35:19 position [7] - 6:19, 7:6, 7:19, 7:20, 7:25, 8:19, 47:1 possibility [1] - 25:4 possible [1] - 28:13 posture [1] - 54:20 POTEET [81] - 2:4, 4:2, 4:6, 5:17, 5:22, 6:7, 6:11, 10:3, 10:7, 10:12, 10:16, 10:20, 11:8, 11:12, 11:16, 11:20, 13:14, 14:3, 14:10, 14:22, 15:6, 15:12, 15:20, 16:8, 16:21, 17:6, 17:11, 17:18, 18:2, 18:14, 19:10, 20:5, 20:10, 20:16, 20:20, 20:23, 22:2, 22:6, 22:10, 22:14, 29:15, 30:4, 30:14, 30:25, 31:12, 31:17, 31:22, 32:3, 32:12, 32:19, 33:1, 33:7, 34:23, 37:18, 38:3, 38:24, 39:15, 39:22, 40:1, 40:14, 41:11, 41:23, 42:12, 42:23, 43:11, 43:21, 44:12, 44:19, 44:25, 46:23, 47:5, 47:20, 48:8, 48:14, 55:7, 56:12, 56:17, 56:21, 57:3, 57:8, 57:13 Poteet [1] - 4:5 practical [1] - 34:8 prefer [1] - 43:16 Premier [1] - 19:22 prepared [1] - 58:9 present [4] - 29:4, 40:17, 46:18, 48:12 PRESENT [2] - 2:6, 3:1 pretty [8] - 14:12, 17:4, 24:11, 26:17, 26:20, 46:2, 46:11, 47:8 primarily [1] - 7:15 principle [2] - 16:3, 16:4 priority [1] - 52:19 private [1] - 52:2 problem [1] - 41:24 problematic [1] - 51:21 proceeding [1] - 18:25</p>	<p>process [7] - 36:8, 36:9, 37:8, 38:10, 41:10, 49:5, 51:15 produced [1] - 36:10 product [1] - 53:17 production [3] - 26:3, 27:3, 27:10 products [1] - 37:23 professional [1] - 7:16 Professional [1] - 21:16 program [14] - 29:9, 36:7, 37:21, 37:22, 38:23, 39:9, 39:17, 40:10, 40:24, 41:18, 45:18, 45:24, 50:25 programs [1] - 39:5 progress [1] - 16:24 progressed [1] - 17:12 prohibited [1] - 38:7 proof [1] - 38:9 property [1] - 26:25 proposed [1] - 54:8 protect [1] - 42:19 protecting [1] - 47:2 protection [1] - 23:20 provided [1] - 37:10 provision [7] - 36:19, 36:25, 48:25, 50:1, 50:8, 50:9, 56:6 provisionally [1] - 36:6 provisions [3] - 53:17, 54:10, 55:15 public [3] - 5:19, 18:23, 23:18 publishing [1] - 45:24 purchase [5] - 25:25, 26:23, 26:25, 48:24, 49:12 put [1] - 54:19</p>	<p>48:15 quoted [1] - 9:3</p> <p style="text-align: center;">R</p> <p>rate [1] - 9:3 rather [1] - 38:16 ratification [2] - 18:16, 47:3 ratifications [2] - 20:24, 21:1 ratified [2] - 20:24, 22:16 ratify [3] - 20:2, 21:6, 21:24 re [1] - 35:18 re-look [1] - 35:18 reach [2] - 14:1, 54:7 read [6] - 5:24, 41:12, 42:14, 46:14, 47:24, 55:14 reads [1] - 42:14 ready [1] - 18:5 real [1] - 54:17 reality [1] - 17:8 really [13] - 17:7, 24:9, 25:16, 25:17, 26:14, 30:9, 35:12, 46:15, 49:16, 49:18, 49:22, 51:3, 52:23 reason [1] - 46:17 receivable [2] - 9:8, 9:14 received [2] - 9:10, 18:21 recited [1] - 51:19 recognize [1] - 53:25 recognized [1] - 50:14 recommend [2] - 42:1, 49:4 recommendation [1] - 15:1 record [1] - 31:20 recreational [2] - 53:16, 56:9 recycled [1] - 41:15 recycler [1] - 41:21 recyclers [1] - 43:6 refunds [1] - 23:14 regards [1] - 43:13 regional [1] - 40:10 REGULAR [1] - 1:13 regulate [1] - 56:10 regulation [2] - 52:12, 53:22 regulations [2] - 53:18, 54:11 related [2] - 7:11,</p>	<p>7:16 relates [1] - 48:5 remainder [1] - 7:12 remember [1] - 14:4 renewed [2] - 9:2, 9:5 rent [2] - 35:10, 48:19 rent-to-own [2] - 35:10, 48:19 rental [3] - 48:23, 49:12, 50:24 report [8] - 6:14, 9:17, 22:18, 23:1, 23:2, 23:6, 23:7, 28:17 REPORTED [1] - 1:24 reported [1] - 58:8 Reporter [1] - 58:4 REPORTER [1] - 58:24 REPORTER'S [1] - 58:1 reporting [1] - 58:8 reports [2] - 22:23, 35:1 representative [1] - 31:5 Representatives [1] - 52:9 REPRESENTING [1] - 2:16 representing [2] - 19:3, 21:11 required [3] - 31:1, 31:3, 33:15 requirements [1] - 12:9 requires [1] - 50:25 resolution [1] - 49:10 resolve [3] - 49:1, 49:14, 50:17 resolved [1] - 13:21 respect [1] - 36:4 respond [1] - 12:7 responded [1] - 12:12 response [6] - 4:15, 4:19, 5:14, 10:6, 20:22, 56:20 responses [5] - 6:10, 10:19, 11:19, 20:19, 22:13 responsible [1] - 35:15 rest [2] - 44:1, 56:7 retail [1] - 50:6 revenue [7] - 7:2,</p>	<p>7:4, 7:7, 8:23, 27:19, 28:3, 28:4 Revenue [1] - 23:24 revenues [3] - 7:5, 7:24, 8:19 revert [1] - 17:13 review [2] - 6:13, 22:21 reviewed [3] - 11:2, 11:3, 53:8 revocation [2] - 21:23, 36:18 revocations [4] - 21:1, 21:7, 21:25, 22:15 revoked [1] - 21:6 riding [1] - 26:9 risk [1] - 50:7 ROBERT [1] - 2:17 ROEDEL [1] - 2:21 roll [1] - 4:3 RON [1] - 2:8 Ron [2] - 4:21, 35:3 RONNIE [1] - 3:9 room [2] - 25:12, 28:6 rooms [1] - 34:21 Rouge [7] - 19:15, 19:19, 19:20, 19:21, 19:23, 19:24, 58:14 ROUGE [3] - 1:21, 2:19, 2:22 roY [1] - 8:10 Roy [1] - 5:4 ROY [10] - 2:10, 5:5, 8:1, 8:5, 8:14, 10:10, 20:14, 22:4, 27:4, 30:19 rules [4] - 53:18, 53:20, 53:23, 54:10 run [1] - 24:17 runs [1] - 31:7</p>
	<p style="text-align: center;">Q</p> <p>qualifies [2] - 45:11, 46:17 qualify [2] - 40:20, 45:7 Quality [1] - 19:19 questions [5] - 9:16, 10:5, 12:23, 27:15, 43:4 quite [1] - 24:15 quo [1] - 46:22 quorum [2] - 5:16,</p>			<p style="text-align: center;">S</p> <p>Saints [1] - 19:20 salaries [1] - 7:10 Sales [8] - 9:19, 19:14, 19:16, 19:17, 19:21, 19:22, 19:24, 21:21 sales [1] - 36:21 salesmen [1] - 30:21 salesperson [1] - 31:6 salespersons [1] - 30:23 satisfying [1] - 17:1 saw [1] - 53:10</p>

<p>schedule [1] - 34:20 seal [6] - 37:10, 41:1, 41:18, 47:7, 47:24, 48:2 second [16] - 6:6, 9:5, 10:15, 10:17, 11:15, 11:23, 12:5, 12:10, 19:14, 20:15, 20:17, 21:17, 22:9, 23:1, 31:15, 35:22 Second [4] - 6:8, 11:13, 11:17, 22:11 section [3] - 6:25, 49:7, 49:8 secure [1] - 13:8 secured [1] - 13:5 see [4] - 6:24, 7:22, 41:24, 49:25 Select [1] - 12:1 sell [2] - 42:9, 53:16 selling [2] - 41:14, 42:17 sells [2] - 42:4, 53:15 seminar [10] - 24:10, 24:15, 24:22, 25:8, 28:2, 29:23, 30:3, 30:8, 33:10, 33:14 seminars [5] - 25:2, 27:17, 29:17, 31:13, 33:4 Senate [4] - 36:1, 51:2, 51:8, 54:22 Senator [1] - 52:10 send [1] - 31:4 sent [3] - 21:23, 27:1, 54:8 Sentra [1] - 26:13 separate [2] - 25:2, 42:11 separated [1] - 25:9 seriously [1] - 17:4 served [1] - 18:24 Service [1] - 21:21 services [4] - 7:17, 11:2, 11:3, 37:24 session [1] - 35:3 set [2] - 34:6, 37:3 sets [1] - 25:17 seventh [1] - 19:20 several [1] - 52:9 shall [1] - 12:12 sheet [1] - 42:8 Sheri [2] - 25:3, 35:8 SHERI [1] - 2:20 sheri [1] - 35:23 Sheriff's [2] - 24:1, 24:3 shows [2] - 8:22, 9:1 Shreveport [2] - 32:18, 33:6</p>	<p>side [2] - 36:2, 51:14 signed [1] - 20:3 similar [1] - 38:9 simple [1] - 46:2 sit [2] - 30:10, 51:1 site [1] - 23:9 six [3] - 29:23, 39:4, 46:9 sixth [1] - 19:19 slap [2] - 45:1, 45:16 Slidell [1] - 21:16 small [2] - 14:12, 26:14 smaller [3] - 28:1, 28:7, 28:9 SMITH [1] - 11:10 Smith [1] - 5:8 SMITH [5] - 2:11, 5:9, 6:3, 20:12, 22:8 solution [1] - 28:24 solutions [1] - 49:17 someone [2] - 39:6, 43:18 sometimes [4] - 16:6, 25:11, 25:13, 31:6 somewhere [2] - 14:14, 28:6 sorry [1] - 7:19 sort [1] - 8:20 sorts [1] - 50:4 space [3] - 26:21, 26:22, 31:5 specialty [1] - 56:8 specific [4] - 25:7, 25:18, 39:17, 49:20 specifically [1] - 37:9 speed [1] - 35:24 split [1] - 24:14 sponsored [1] - 24:2 St [2] - 24:1, 24:3 staff [1] - 23:13 standard [2] - 43:17, 46:1 standards [1] - 46:2 standpoint [1] - 43:18 start [3] - 26:3, 27:9, 32:21 started [2] - 45:24, 52:17 State [6] - 23:25, 26:6, 29:18, 30:18, 52:8, 58:5 state [2] - 25:24, 26:1 STATE [1] - 1:6 statement [3] - 6:17,</p>	<p>6:18, 7:5 status [1] - 46:22 statute [2] - 25:5, 36:16 stay [1] - 46:21 stenotype [1] - 58:8 step [3] - 16:9, 25:10, 45:8 Steve [1] - 5:12 sticker [2] - 45:1, 45:19 stickers [1] - 45:16 still [10] - 13:2, 13:6, 13:11, 13:12, 13:18, 28:20, 28:22, 29:7, 46:1 stipulated [6] - 11:24, 12:6, 12:11, 18:21, 20:3, 24:21 Storage [1] - 21:17 storming [1] - 53:4 straw [2] - 47:21, 47:23 Stroder [2] - 52:6, 52:22 stuck [1] - 40:8 subject [2] - 53:17, 53:22 submit [3] - 38:16, 38:19, 47:16 submitted [1] - 37:17 submitting [1] - 43:24 substantive [1] - 37:2 substitute [3] - 51:16, 53:8, 53:11 substituted [1] - 55:22 SUITE [1] - 2:22 summary [3] - 9:1, 23:7, 55:8 supervision [1] - 58:11 support [1] - 44:10 suspend [1] - 12:8 suspension [1] - 36:18 sympathetic [1] - 16:20 system [1] - 28:18</p>	<p>Taylor [1] - 4:13 TAYLOR [1] - 4:14 technical [1] - 56:4 telephone [1] - 36:13 terms [1] - 38:9 test [1] - 33:23 THE [1] - 2:16 theft [1] - 24:1 they've [1] - 27:1 thinking [1] - 14:8 third [2] - 19:15, 21:18 three [3] - 8:21, 17:8, 43:25 title [2] - 13:2, 13:13 titles [2] - 12:13, 23:15 today [6] - 5:19, 7:1, 12:17, 12:18, 12:20, 35:6 together [1] - 49:25 tomorrow [1] - 33:9 Tony [1] - 4:17 TONYA [1] - 3:6 took [1] - 52:15 top [4] - 6:25, 9:11, 52:8, 52:19 total [5] - 9:13, 11:4, 19:25, 22:24, 23:11 totaling [1] - 12:8 totals [1] - 22:22 towards [1] - 34:2 training [2] - 24:1, 24:2 transcribed [1] - 58:9 transcript [1] - 58:12 travel [1] - 28:3 treat [1] - 37:2 tried [1] - 40:5 troop [1] - 34:17 troops [1] - 34:22 true [1] - 58:11 try [2] - 13:10, 13:24 trying [13] - 13:8, 17:25, 24:14, 25:20, 25:21, 25:24, 28:25, 29:2, 29:11, 33:25, 42:19, 46:11, 49:6 Tuesday [1] - 31:16 turn [2] - 6:16, 22:20 two [23] - 9:1, 12:15, 13:2, 13:4, 18:7, 24:4, 24:5, 25:2, 25:24, 25:25, 26:2, 26:24, 29:1, 31:6, 32:7, 32:24, 35:6, 40:17, 42:11, 45:6, 46:9, 55:15, 56:24 type [1] - 27:5</p>	<p style="text-align: center;">U</p> <p>Ultimate [1] - 19:18 ultimate [1] - 34:10 ultimately [2] - 38:14, 55:1 unable [1] - 12:19 under [2] - 7:9, 58:10 undo [1] - 49:23 unfortunately [1] - 53:2 United [1] - 19:15 Unless [1] - 9:16 up [18] - 13:7, 15:19, 16:12, 19:4, 24:14, 25:1, 27:11, 27:25, 29:16, 34:6, 35:19, 35:24, 43:5, 47:7, 49:7, 49:11, 49:15, 50:12 USED [2] - 1:5, 2:16 uses [2] - 37:15, 41:22</p> <p style="text-align: center;">V</p> <p>VALLEY [1] - 1:20 value [1] - 50:6 Vehicle [1] - 58:6 VEHICLE [2] - 1:5, 2:16 vehicle [11] - 7:17, 13:19, 14:9, 26:7, 26:9, 26:10, 26:14, 26:17, 36:20, 36:21, 53:16 vehicles [8] - 23:15, 25:24, 26:1, 26:4, 26:24, 27:3, 56:8, 56:9 versed [1] - 35:20 video [1] - 33:19 violations [3] - 24:12, 25:8, 30:13 visits [1] - 23:10 vote [2] - 44:1, 47:8</p> <p style="text-align: center;">W</p> <p>wait [1] - 38:17 waiting [2] - 9:12, 27:2 warranty [1] - 41:10 watch [1] - 54:23 webinar [1] - 34:1 webinars [1] - 34:8 week [5] - 17:25, 18:4, 18:9, 32:6,</p>
		T		
		<p style="text-align: center;">TAMBLING [2] - 3:10, 52:3 Tammany [2] - 24:1, 24:3 target [1] - 25:18</p>		

48:19
weeks [4] - 12:15,
 13:4, 14:25, 46:9
Wego [1] - 9:19
whole [2] - 35:13,
 50:8
Wholesale [1] -
 19:23
wide [1] - 40:13
wind [2] - 49:15,
 50:12
wise [1] - 27:23
WISENOR [15] - 3:7,
 3:9, 12:25, 13:16,
 14:7, 14:17, 16:14,
 17:9, 32:22, 33:3,
 33:12, 42:3, 42:21,
 43:9, 43:19
Wisenor [1] - 12:17
wISENOR [1] - 16:23
word [8] - 36:5, 38:4,
 38:12, 42:18, 45:13,
 53:20, 55:9, 55:10
wording [1] - 42:20
words [1] - 38:8
works [1] - 29:7
World [1] - 19:15
worried [1] - 15:18
worry [1] - 42:25
wrote [1] - 26:15

Y

year [22] - 7:7, 7:8,
 7:10, 7:14, 7:18, 7:22,
 7:23, 7:24, 8:7, 8:9,
 8:22, 8:23, 8:24, 32:2,
 35:18, 49:6, 49:19,
 49:21, 49:22, 49:23,
 50:17, 52:16
year-to-date [3] -
 7:7, 7:18, 8:22
years [3] - 30:9,
 45:14
yourself [1] - 41:14

Z

Z-Best [2] - 13:7,
 13:10