

LOUISIANA USED MOTOR VEHICLE COMMISSION
STATE OF LOUISIANA

REGULAR MEETING
FEBRUARY 20, 2017
BEGINNING AT 9:30 A.M.

3132 VALLEY CREEK
BATON ROUGE, LOUISIANA

REPORTED BY:
BETTY D. GLISSMAN, CCR

1 APPEARANCES:

2

3 CHAIRMAN:

4 MR. JOHN POTEET

5 COMMISSIONERS PRESENT:

6 MR. TONY CORMIER

7 MR. RICKY DONNELL

8 MR. RON DUPLESSIS

9 MR. GEORGE FLOYD

10 MR. STEPHEN OLAVE

11 MR. HENRY "DARTY" SMITH

12 MR. DINO TAYLOR

13 MR. RICHARD WATTS

14

15

16

17 REPRESENTING THE LOUISIANA USED MOTOR

18 VEHICLE COMMISSION:

19

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

23 SHERI MORRIS, ESQUIRE
24 ROEDEL, PARSONS, KOCH, BLACHE,
BALHOFF & McCOLLISTER
8440 JEFFERSON HIGHWAY, SUITE 301
25 BATON ROUGE, LOUISIANA 70809

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ALSO PRESENT:

- MS. KIM BARON
- MR. DEREK PARNELL
- MS. MONA ANDERSON
- MR. NESTOR GUILLORY
- MR. PERRY ESPONGE
- MR. DWAYNE TAMBLING

1 (Pledge of Allegiance.)

2 MR. POTEET:

3 Roll call.

4 MS. BARON:

5 John Poteet?

6 MR. POTEET:

7 I'm here.

8 MS. BARON:

9 Dino Taylor?

10 MR. TAYLOR:

11 Here.

12 MS. BARON:

13 Tony Cormier?

14 MR. CORMIER:

15 (No response.)

16 MS. BARON:

17 Ron Duplessis?

18 MR. DUPLESSIS:

19 (No response.)

20 MS. BARON:

21 George Floyd?

22 MR. FLOYD:

23 Here.

24 MS. BARON:

25 Darty Smith?

1 MR. SMITH:

2 Here.

3 MS. BARON:

4 Steve Olave?

5 MR. OLAVE:

6 Here.

7 MS. BARON:

8 Ricky Donnell?

9 MR. DONNELL:

10 Here.

11 MS. BARON:

12 Richard Watts?

13 MR. WATTS:

14 Here.

15 MS. BARON:

16 Mr. Chairman, we have a quorum.

17 MR. POTEET:

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

20 MS. BARON:

21 We do not.

22 MR. POTEET:

23 We need to start off with adoption and
24 approval of the minutes from the prior meeting. Has
25 everybody had a chance to read those?

1 MR. SMITH:

2 I make a motion.

3 MR. TAYLOR:

4 Second.

5 MR. POTEET:

6 A motion and a second.

7 All in favor, say, "Aye."

8 (All "Aye" responses.)

9 MR. POTEET:

10 Any opposed?

11 (No response.)

12 MR. POTEET:

13 The motion carries.

14 Let the record show that Mr. Cormier has
15 arrived.

16 Next, we have items for discussion and
17 action.

18 Let the record reflect that Mr. Duplessis
19 is here.

20 MS. ANDERSON:

21 Good morning.

22 MR. POTEET:

23 Good morning.

24 MS. ANDERSON:

25 We have quite a few financials to talk

1 about today. So we're going to -- because we have
2 three months to review, we're going to -- we -- and
3 we normally just look at the year-to-date figures.
4 We're going to skim through November and December,
5 and then just concentrate on January.

6 So if you'll turn in your binders to the
7 November financial statement, the operating account
8 balance was \$2,145,010. The fines account
9 receivable were \$219,633. On the second page,
10 current liabilities were \$40,717 and the long-term
11 liabilities were \$4,238 -- I'm sorry, \$4,238,115.

12 On the statement of revenues, expenses,
13 and changes in net position on Page 3, the
14 year-to-date revenues were \$507,517. Salaries and
15 related benefits have been decreased by \$11,653 from
16 the prior year. The remainder of the expenses were
17 \$30,000 lower than the prior year, also.

18 And on Page 5, the change in net position
19 was a positive \$104,998. The chart on Page 6 shows
20 you the month-to-month figures. And Page 8 shows
21 the comparison of the -- those figures. I'm sorry,
22 Page 7 shows the monthly figures and Page 8 shows
23 the year-to-date fee revenue.

24 On Page 9, the certificate of deposit
25 report did not change in November. And Page 10, the

1 accounts receivable hearings, fines that were
2 assessed were \$9,150 and we collected \$10,200,
3 leaving the balance at \$219,633.

4 Moving on to December -- do you want to
5 pass these one at a time or --

6 MR. POTEET:

7 I think we can do them as a group.

8 MS. ANDERSON:

9 All at once?

10 MR. POTEET:

11 Yes, we'll do them as a group.

12 MS. ANDERSON:

13 Okay. The December financials, the
14 operating account, on the statement of net position,
15 the operating account balance was \$2,413,177.
16 Accounts receivable were \$219,500. On Page 2, the
17 current liabilities were \$40,678. And the long-term
18 liabilities increased to \$4,443,590. This is the
19 last month that you're going to see the 2017 revenue
20 under long-term liabilities.

21 The change in net -- I'm sorry, moving on
22 to the year-to-date revenues on the -- on Page 3,
23 year-to-date revenues were \$791,033. Again, salary
24 and related benefit expenses were lower than the
25 prior year. And the remainder of the expenses were

1 \$20,000 -- \$20,500 lower.

2 The computer-related expenses line item
3 includes the -- a month -- a one month deposit on
4 the new licensing program and that will be applied
5 to the first month after we go live. On Page --
6 Pages 6 -- Page 6 is the month-to-month chart and
7 Page 7 is the breakdown of the fee revenue.

8 Page 8 is the graph of the first chart on
9 a monthly basis. On Page 9, there were no changes
10 to the certificates of deposit. And on Page 10, the
11 accounts receivable hearings, there were no fines
12 assessed in December, because we didn't have a
13 meeting. And we collected \$12,099 on Auto World.

14 Moving on to January, our bank account
15 balance was \$2,439,388. Accounts receivable was
16 \$221,650. And on the second page, the current
17 liabilities were \$54,269, which is a normal balance.
18 The long-term liabilities decreased, because we
19 moved the 2017 deferred inflows into revenue. So
20 the total liability from deferred inflows was
21 \$4,206,445.

22 On Page 3, the year-to-date revenue was
23 \$1,146,014, which was an increase of \$70,900 over
24 last year. The salaries and related benefits
25 expenses remained lower as they were in the prior

1 two reports. On Page 5, the remainder of the
2 expenses were \$25,600 lower than the prior year and
3 our net -- our change in net position was \$560,024.

4 On Page 6 is the month-to-month report
5 and Page 7 shows the chart of that report. Page 8
6 shows our year-to-date fee revenue. And all
7 categories, except fines were increased over last
8 year. On Page 9, the certificate of deposit
9 summary, we had the two banks that had CDs that
10 matured. The CDs at First -- Business First Bank
11 matured. We were getting 1.05 percent and we're now
12 getting 1.15 percent on those CDs. The Landmark CD
13 also matured and it went from point 6 to point 65.

14 On Page 10, the accounts receivable
15 hearing report shows \$8,500 in fines were assessed
16 in January and 65 -- I'm sorry, 6,500 was collected.
17 The balance on -- in -- at the end of January was
18 \$221,650.

19 Unless anyone has any questions, that
20 concludes my report, Mr. Chairman.

21 MR. POTEET:

22 All right. Thank you, Mona. It's good
23 to have you back and we should do quarterly reports
24 from here on out.

25 I do have a question. Did we -- wasn't

1 there something hanging from the Legislative
2 Auditor, did we ever get that resolved?

3 MS. ANDERSON:

4 I will be contacting them. I've been
5 out. So I haven't done that, but I do still have
6 that to do, to contact them and talk to them about
7 our -- it was the net pension liability --

8 MR. POTEET:

9 Right.

10 MS. ANDERSON:

11 -- that he felt like we were being --

12 MR. POTEET:

13 Overly aggressive.

14 MS. ANDERSON:

15 -- overcharged. Our percentage was out
16 of line with other similar agencies.

17 MR. POTEET:

18 Okay.

19 MS. ANDERSON:

20 And I found out on some other things,
21 also, we got -- we finally got the final word on our
22 business insurance. They had miscalculated when
23 they charged us for the business insurance and we
24 got a significant credit on that. So that was good.

25 MR. POTEET:

1 Okay. Before we entertain a motion, does
2 anyone else have any questions about the financial
3 reports?

4 (No response.)

5 MR. POTEET:

6 All right. We need a motion.

7 MR. CORMIER:

8 I make a motion.

9 MR. OLAVE:

10 I second that motion, Mr. Chairman.

11 MR. POTEET:

12 All in favor, say, "Aye."

13 (All "Aye" responses.)

14 MR. POTEET:

15 Any opposed?

16 (No response.)

17 MR. POTEET:

18 All right. The motion passes.

19 So next we have on the agenda
20 ratification of imposed penalties. Mr. Parnell.

21 MR. PARNELL:

22 Commissioners, you'll find in your packet
23 a chart that illustrates the ratification of imposed
24 civil penalties. I have determined that the public
25 interest can be served without further

1 administration proceeding. I will announce the
2 names for the record of the dealers that have
3 imposed civil penalties.

4 Do we have anyone present here that's a
5 representative of any of those dealers on the list?

6 MS. BARON:

7 No, sir.

8 MR. PARNELL:

9 All right. I'll go through the list.
10 Thomas L. Grant doing business as TLG Used Auto in
11 Baton Rouge, Louisiana, fine amount was \$650. Top 2
12 Bottom Motors, LLC, owner, Leroy Kelly, from
13 Slidell, Louisiana, violation was \$300. Swain's
14 Auto Sales, Incorporated from Minden, Louisiana,
15 fine amount was \$950. The total amount of civil
16 penalties for the month was \$1,900. Commissioners,
17 I would ask that you ratify the imposed civil
18 penalties assessed.

19 MR. SMITH:

20 I make a motion.

21 MR. OLAVE:

22 I second that motion, Mr. Chairman.

23 MR. POTEET:

24 All in favor, say, "Aye."

25 (All "Aye" responses.)

1 MR. POTEET:

2 Any opposed?

3 (No response.)

4 MR. POTEET:

5 All right. The ratification passes.

6 MR. PARNELL:

7 Next on the list, the ratification of
8 revocations, same thing. You'll find in your packet
9 a chart that illustrates that. I will go through
10 and list the names of the dealers and the date that
11 their notification was sent out.

12 First on the list is Cool Cars,
13 Incorporated from Denham Springs, Louisiana, notice
14 of revocation of January 30th of 2017. Garcia's
15 Auto Body & Auto Sales from Kenner, Louisiana,
16 notice of revocation is January 30th of 2017.
17 Automotive Sales of Louisiana, LLC from Gonzales,
18 Louisiana, notice of revocation is January 30th of
19 2017. Wayne Toms Autos, LLC from Bossier City,
20 Louisiana, notice of revocation is January 30th of
21 2017.

22 Commissioners, I would ask that you
23 ratify the revocation list.

24 MR. SMITH:

25 I'll make a motion.

1 MR. POTEET:

2 Darty.

3 MR. OLAVE:

4 I second the motion, Mr. Chairman.

5 MR. POTEET:

6 Steve seconds.

7 All in favor, say, "Aye."

8 (All "Aye" responses.)

9 MR. POTEET:

10 Any opposed?

11 (No response.)

12 MR. POTEET:

13 All right. The next thing we have is the
14 Legislative Committee. Now, today, we do have a
15 Legislative meeting at 11 o'clock or sooner if we
16 keep going this fast. But we want to discuss H.R.
17 153.

18 MR. DUPLESSIS:

19 It's a resolution by Representative
20 Carmody. I'm not familiar it.

21 Sheri, are you up-to-date?

22 MS. MORRIS:

23 I think we are. The study resolution was
24 passed after legislation to require the creation of
25 databases withdrawn during the last session and we

1 have been working with the Office of Motor Vehicles
2 and the Department of Revenue to complete the study
3 resolution, which was due in January, but we got an
4 extension, I think until the 22nd, this week --

5 MR. DUPLESSIS:

6 Yes.

7 MS. MORRIS:

8 -- to complete that. And the Department
9 of Revenue has submitted their inserts. We
10 submitted our inserts. But, basically, we were
11 asked to analyze the feasibility of creating a
12 statewide database to track transactions involving
13 the sale of wrecked or repairable motor vehicles to
14 unlicensed individuals or entities and to determine
15 whether a statewide database would assist in
16 identifying unlicensed activity, lost tax revenues
17 from transactions, violations of current statutes,
18 or any other similar concerns related to the sale of
19 wrecked or repairable vehicles to unlicensed
20 individuals or entities, which could be resolved or
21 improved.

22 Of course, there is already reporting
23 through NMVTIS and through the Auto Hulk database.
24 And so the Department -- the Office of Motor
25 Vehicles submitted all the background information on

1 NMVTIS and Auto Hulk, so the committee would know
2 what information is incorporated in those entities.
3 And we submitted information about the number of
4 transactions. There was some suggestion that
5 millions of dollars of sales tax are being lost,
6 because individuals who are not purchasing salvage
7 for resale, which should be paying sales tax and not
8 paying sales tax, we don't know whether that's true
9 or not, because it appears that some of the salvage
10 auctions are collecting sales tax, but we don't have
11 access to the tax records to know.

12 So we were trying to demonstrate to the
13 committee that what they're looking at is not really
14 the total number of salvage transactions, it's
15 salvage transactions to individuals who don't have a
16 motor vehicle dealer license or motor vehicle
17 license or parts license or some other license where
18 they will be purchasing without sales tax. So we
19 provided the number of -- the number and the names
20 of the salvage auctions, which really is only five
21 entities. Some of them have multiple locations. We
22 provided the number of salvage transactions for the
23 last three fiscal years and that shows that it has
24 increased by 10,000 each year. And it looks like
25 from our report this morning it's going to increase

1 by more for the current fiscal year probably due to
2 the floods.

3 And then we concluded that -- we audited
4 one particular month, January 2016, three reports,
5 which we were able to gather information about
6 sellers' addresses and purchasers' addresses, that
7 only 37 percent of the transactions for those
8 particular audited transactions were purchased by
9 Louisiana residents. So that significantly lowers
10 the number of transactions that we'll be looking at
11 for lost sales tax and about 59 percent of those
12 purchasers, we could tell from the report that they
13 were dealers, so purchasing for resale. The other
14 purchasers, we don't know the purpose of their
15 purchasing, so.

16 MR. POTEET:

17 We obviously get information from the
18 seller when we get our reports.

19 MS. MORRIS:

20 We're getting it from the salvage.

21 MR. POTEET:

22 From the auction and the auction only
23 says --

24 MS. MORRIS:

25 We don't require that information.

1 MR. POTEET:

2 Right.

3 MS. MORRIS:

4 But some --

5 MR. PARNELL:

6 Some have the buyer and the seller on it.

7 MR. POTEET:

8 Okay.

9 MS. MORRIS:

10 But it's not required.

11 MR. POTEET:

12 It's not required and it's not -- we
13 don't normally keep that.

14 MS. MORRIS:

15 No. And the records that we get are
16 unaudited, too, because we don't go back and --

17 MR. POTEET:

18 It's not reported.

19 MS. MORRIS:

20 It's not reported and we have not audited
21 that information.

22 MR. POTEET:

23 Right.

24 MS. MORRIS:

25 So we indicated that in the report, but

1 it appears that if there is a sales tax issue, it
2 could really be resolved by collection at the
3 auctions, which is only five entities, and it could
4 be done by if you don't have a dealer's license or
5 some other business that allows you to purchase
6 something, you just pay the sales tax. So the
7 purchaser would then prove whether or not they are
8 entitled to the exemption.

9 MR. POTEET:

10 Well, couldn't that be part of the
11 reporting, couldn't they just report that along with
12 their --

13 MR. PARNELL:

14 We can change -- I think we would have to
15 change the law in order to do that.

16 MR. POTEET:

17 Well, I'm just saying, wouldn't that be
18 the most expedient way to do that?

19 MS. MORRIS:

20 I think the Department of Revenue already
21 has the ability to go to anybody that's selling
22 retail and say, you are a collector and you have to
23 turn in those -- you have to comply with this. So I
24 think it's already there. So I don't know that the
25 database would really assist in that effort.

1 The other part of it is, there was an
2 allegation that there are people going to the
3 salvage auctions and purchasing more than 10
4 vehicles. They might be purchasing two at one
5 auction, two in Mississippi, two at another auction,
6 whatever, and they're running some sort of parts
7 business on the Internet. But the only way we could
8 tell that is if there was a central database that
9 all came to one place, and then we could identify
10 those individuals if there are such individuals.
11 But we would only be able to identify them to the
12 extent that the purchases were made in Louisiana.
13 If they went to Mississippi or Texas or Arkansas, we
14 wouldn't know how many vehicles they were
15 purchasing.

16 So it seems like it's not -- it wouldn't
17 give us full information to enforce and it probably
18 would just drive people to not purchase 10 vehicles
19 in Louisiana, to scatter them out to avoid that, so
20 -- if they're trying to avoid licensure anyway. So
21 we are in the final stage of just kind of cleaning
22 up and editing the report. So if anybody knows of
23 any other information we should include that might
24 be relevant, we can certainly include it. But that
25 was all we came up with.

1 MR. DUPLESSIS:

2 It's an exercise in futility unless you
3 have a national database and that's what we sat and
4 discussed. The enormity of it is just insane. The
5 amount of money to put this in place is off the
6 chart.

7 MR. POTEET:

8 There's no return.

9 MR. DUPLESSIS:

10 It's a national issue.

11 MR. POTEET:

12 There's no return for the amount of work
13 for the investment.

14 MR. PARNELL:

15 We will be the first state to have that
16 in place anyway.

17 MR. POTEET:

18 How many states use NMVTIS?

19 MR. DUPLESSIS:

20 Yes, let Texas take on this fight. No,
21 seriously.

22 MS. MORRIS:

23 It was kind of interesting to look at the
24 report that we did look at to see that the majority
25 of the purchasers were not Louisiana residents.

1 MR. PARNELL:

2 They're going out the country.

3 MR. DUPLESSIS:

4 That's correct.

5 MR. POTEET:

6 Not a significant number of foreign
7 transactions?

8 MS. MORRIS:

9 If those vehicles are ultimately
10 registered in another state, we wouldn't get that
11 tax anyway.

12 MR. POTEET:

13 Who asked us to do --

14 MS. MORRIS:

15 The Commerce Committee, which is the
16 committee that has jurisdiction over our rules and
17 our legislation. So we wanted to provide as
18 complete information as we could and we worked
19 really -- it seemed like the Office of Motor
20 Vehicles had the bulk of the information, because
21 they're the reporter and the titling agency. And
22 then the Department of Revenue is the collector for
23 retail transactions on parts or vehicles that are
24 not going to be road worthy.

25 MR. POTEET:

1 This also gets back to what we were
2 saying before about selling cars on the Internet. I
3 mean, you can't -- I can't, you know, regulate
4 somebody that's in Massachusetts buying cars in
5 Louisiana.

6 MS. MORRIS:

7 If they're not selling.

8 MR. POTEET:

9 I mean, we could.

10 MR. DUPLESSIS:

11 It's a national, international issue that
12 you can't contain.

13 MR. POTEET:

14 All right. So how much more work do you
15 have to do on this?

16 MS. MORRIS:

17 I think we just are kind of in the final
18 editing stage. We'll probably have a conference
19 call with Revenue and the Office of Motor Vehicles
20 to get it in final form and get it out.

21 MR. PARNELL:

22 Do you think that the Office of Motor
23 Vehicles wants to make those strong suggestions
24 within the document? We tried to direct them to go
25 in the opposite direction, but --

1 MS. MORRIS:

2 The conclusions as they were in the last
3 draft, we did, you know, inform the committee that
4 with respect to this agency, we operate solely on
5 self-generated fees from licensing and enforcement,
6 and then enforcement against unlicensed is usually a
7 sensitive proposition that doesn't result in any
8 return, and that if we were in charge of the
9 tracking database, we would need some stream of
10 revenue to be able to support it.

11 So I think Revenue and Office of Motor
12 Vehicles didn't actually say that, but Office of
13 Motor Vehicles is largely self-generated as well.
14 And so they would have some difficulty in
15 implementing the system. It seems like if there was
16 a system, it would need to be nationwide and since
17 NMVTIS is already nationwide, it could be another
18 component of NMVTIS rather than a whole different
19 system. We also could point out that if there was
20 another database, then the sellers and OMV would be
21 entering into NMVTIS, Auto Hulk, and another
22 database. So it will be a duplication of that.

23 MR. OLAVE:

24 I remember some specifics from one
25 meeting that there was only like 15 states that had

1 actually implemented something and only three or
2 four of them were doing it properly. I remember --

3 MS. MORRIS:

4 I think one of our licensees has said
5 that -- I don't know whether that's accurate, that
6 most states aren't doing NMVTIS properly, but we
7 don't really --

8 MR. POTEET:

9 That's because the federal government
10 only gave so much money. It's like seed money, and
11 then we had to provide the rest to make it work.
12 But you're right, Ron, I think somebody has got to
13 do it at the federal level to get it all. We can't
14 keep track of all that.

15 MR. DUPLESSIS:

16 I wouldn't see the benefit at the federal
17 level, to tell you the truth.

18 MR. POTEET:

19 That's another subject. I don't know see
20 a lot of --

21 MR. DUPLESSIS:

22 Unless you're going to stop international
23 business and you'll stop the gateway from Mexico.
24 Just sit on I-10 and just watch the parade of cars
25 after some of these auctions going south and that's

1 what they do. So it's kind of worthless. It's a
2 noble cause, but it's not a frugal effort.

3 MS. MORRIS:

4 So once we finalize the report, we can
5 circulate it by e-mail so everybody could have a
6 copy.

7 MR. POTEET:

8 Put what's in the heading, so we know how
9 important it is to read.

10 All right. Executive Director's report.

11 MR. PARNELL:

12 Commissioners, you'll find in your packet
13 a chart with the alleged issue counts for our entire
14 compliance investigation. For the month of January,
15 there were 103 alleged issues. The second document
16 that you'll see is the case report. It illustrates
17 the amount of cases that were assigned and completed
18 in the month of January. 71 cases were assigned.
19 Of those cases, 14 of those were completed, a total
20 of 46. The next chart shows a total number of 46
21 complaints have been closed for the month of
22 January.

23 General information, we did post again
24 for the compliance investigator position. We did it
25 two times. The first time, we didn't get as many

1 applicants. The second time, we did get some
2 applicants that we did look at. We interviewed
3 someone. He has a lot of experience, about 20 years
4 of experience. And so we will be sending out an
5 offer letter to him this week.

6 Also, we found out that Mr. Nestor
7 Guillory, he'll be joining us and returning back in
8 March. March 1st, he'll be coming back with us and
9 the investigative staff. So we're growing in
10 investigative staff. We'll add one more
11 investigator than we've had over the years. We're
12 continuing -- we want to try to be more proactive in
13 what we're doing. Of course, manpower and personnel
14 is the big issue with that.

15 The next item that I want to inform you
16 on, we've been going -- meeting pretty well with our
17 new program, Software Solutions -- GL Solutions.
18 We're pretty excited about the possibilities of this
19 program and what it can do for us, streamline
20 everything we're doing. It makes us more efficient
21 on what we're doing and just not as much -- so we
22 won't be as cumbersome throughout our process.
23 Everything that we're doing is very antiquated and
24 kind of hard to do a lot of work around in order to
25 get our software to do what we want it to do. So

1 we're kind of excited about moving in that
2 direction.

3 There's going to be a lot of meetings
4 we'll be attending and phone conferences. So we've
5 got a lot of that going. Our kick off date, we want
6 to have it in place, is August of 2017 for the new
7 renewal period. We want to make sure that we are up
8 and rolling and we'll be going forward. So that's
9 all I have.

10 Are there any other questions or
11 comments?

12 MR. TAYLOR:

13 Who's on the dealer side versus just our
14 side of the dealer coming in and applying for a
15 license, have y'all done any prices on that? Is it
16 as cumbersome on the dealer as well?

17 MR. PARNELL:

18 Yes, yes. Right. The whole program --
19 this program is actually framed with the other
20 program. The other program we have is not, you
21 know. There's not a lot of cross things that we can
22 do. For example, one thing that we pointed out,
23 because I know the way it's set up now, the dealer
24 would apply online for their application and may get
25 -- say, you have seven licensees and your

1 application and your used dealer license, you have
2 to have seven different passwords. You have to go
3 in and out in order to get each person to apply, you
4 know. If you're a dealer and you have seven, you
5 want to do all in one screen and we find that that's
6 something that's very cumbersome. That would
7 benefit the dealer.

8 One of the things we have is an
9 automation system that's kind of built in with the
10 past when we changed statuses. So we should be able
11 to get prompts out to the dealers via e-mail letting
12 them know where the project is, where the licensing
13 application is during the process. So it cuts down
14 on a lot of calls that we do in the office. We get
15 a ton of calls just asking the status and that slows
16 down the process quite a bit. So I think it's going
17 to be beneficial for everybody.

18 MR. TAYLOR:

19 This system, is this a new platform or is
20 this something that they're using in other states?

21 MR. PARNELL:

22 No, it's a canned program. It's a
23 program that's been used in about seven different
24 states. It's based out of Oregon. That was
25 something that we kind of really needed, someone to

1 kind of help us understand which direction we want
2 to go. We know what's not working in the program
3 that we currently have. We don't always know what
4 questions to ask about moving forward with a
5 completely custom program. They're going to
6 customize the program to us, but there's going to be
7 some canned functions that are used throughout.

8 MR. TAYLOR:

9 All right.

10 MR. POTEET:

11 All right. That's August, huh?

12 MR. PARNELL:

13 Yes.

14 MR. POTEET:

15 You're confident?

16 MR. PARNELL:

17 I'm confident and hopeful. I'm hopeful
18 and confident. We'll see what happens. The
19 communication between the two is really great. So
20 that's something that we're not accustomed to.
21 We're not accustomed to that.

22 MR. POTEET:

23 They actually call you back.

24 MR. PARNELL:

25 They're pushy. They're constantly

1 calling us, you know, looking for more information.
2 So that's something rare that we have not dealt with
3 since I've been here.

4 MR. POTEET:

5 Good. All right. What about items for
6 the next agenda, does anybody have anything that we
7 need to discuss? Obviously, we can add things up
8 until the Friday before the meeting -- the Thursday
9 before the meeting.

10 MS. BARON:

11 I would like to have it out. The earlier
12 the better.

13 MR. POTEET:

14 All right. Well, I guess we need to
15 adjourn this meeting.

16 All in favor of adjourning, say, "Aye."

17 (All "Aye" responses.)

18

19 (Meeting adjourned at 9:59 a.m.)

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REPORTER'S CERTIFICATE

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I, BETTY D. GLISSMAN, Certified Court Reporter,
Certificate No. 86150, in and for the State of
Louisiana, do hereby certify that the Louisiana Used
Motor Vehicle Commission February 20, 2017, meeting
was reported by me in the stenotype reporting
method, was prepared and transcribed by me or under
my personal direction and supervision, and is a true
and correct transcript to the best of my ability and
understanding.

This February 24, 2017, Baton Rouge, Louisiana.

BETTY D. GLISSMAN, CCR
CERTIFIED COURT REPORTER