

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
January 27, 2020
BEGINNING AT 9:30 A.M.

3132 VALLEY CREEK
BATON ROUGE, LOUISIANA

REPORTED BY:
BETTY D. GLISSMAN, CCR

1 APPEARANCES:

2

3 VICE-CHAIRMAN:

MR. RICHARD WATTS

4

COMMISSIONERS PRESENT:

5

MR. JEFFEREY BRITT

6

MR. TONY CORMIER (arrived late)

7

MR. RICKY DONNELL

8

MR. GEORGE FLOYD

9

MR. STEPHEN OLAVE

10

Mr. MATTHEW PEDERSON

11

MR. HENRY "DARTY" SMITH

12

13

14

15

16

17

REPRESENTING THE LOUISIANA USED MOTOR

18

VEHICLE COMMISSION:

19

20

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

21

22

23

SHERI MORRIS, ESQUIRE
DAIGLE, FISSE & KESSENICH, PLC
8480 BLUEBONNET BOULEVARD, SUITE F
BATON ROUGE, LOUISIANA 70810

24

25

1 ALSO PRESENT:

2 MS. KIM BARON

3 MR. DEREK PARNELL

4 MS. MONA ANDERSON

5 MS. TONYA BURKS

6 MS. JEWEL HATFIELD

7 MR. MONROE ALLMOND

8 MS. EMILY DOMANGUE

9 MS. JILL JARREAU

10 MS. LAUREN DEBETAZ

11 MR. KEITH NEAL

12 MR. RUDY MARTINEZ

13

14

15

16

17

18

19

20

21

22

23

24

25

1 (Pledge of Allegiance)
2 MR. WATTS:
3 Okay. Roll call, Kim.
4 MS. BARON:
5 John Poteet?
6 MR. POTEET:
7 (No response.)
8 MS. BARON:
9 George Floyd?
10 MR. FLOYD:
11 Here.
12 MS. BARON:
13 Tony Cormier?
14 MR. CORMIER:
15 (No response.)
16 MS. BARON:
17 Matt Pederson?
18 MR. PEDERSON:
19 Here.
20 MS. BARON:
21 Richard Watts?
22 MR. WATTS:
23 Here.
24 MS. BARON:
25 Steve Olave?

1 MR. OLAVE:
2 Here.
3 MS. BARON:
4 Ricky Donnell?
5 MR. DONNELL:
6 Here.
7 MS. BARON:
8 Darty Smith?
9 MR. SMITH:
10 Here.
11 MS. BARON:
12 Dino Taylor?
13 MR. TAYLOR:
14 (No response.)
15 MS. BARON:
16 And Jefferey Britt?
17 MR. BRITT:
18 Here.
19 MS. BARON:
20 Mr. Vice-Chairman, we have a quorum.
21 MR. WATTS:
22 All right. Anybody for public
23 comments?
24 MS. BARON:
25 No, sir.

1 MR. WATTS:

2 All right. We're going to go to the
3 adoption and approval of the minutes from the
4 last meeting.

5 MR. SMITH:

6 I make a motion.

7 MR. WATTS:

8 Darty.

9 MR. DONNELL:

10 Second.

11 MR. WATTS:

12 Items for discussion and action.
13 Financial matters.

14 MR. OLAVE:

15 May I make a motion, Mr. Chairman?
16 Could we move up the dealer inventory plates
17 one step, so Ms. Jill -- Ms. Jill's time here
18 is --

19 MR. WATTS:

20 You can make the motion, yes.

21 MR. OLAVE:

22 I'd like to make that motion.

23 MR. SMITH:

24 Second.

25 MR. OLAVE:

1 We're going to let you have it, Jill.

2 MR. WATTS:

3 Ms. Jill, we'll let you have the
4 floor.

5 MS. JARREAU:

6 Oh, excellent. So following a
7 meeting last week or prior to even the meeting
8 last week, we were contacted by Derek and Kim,
9 who told us that you guys had some concerns
10 about the amendments to the dealer plate policy
11 where it limited the number of dealer plates
12 that a licensed entity could get for one -- per
13 salesperson. You guys suggested that we
14 increase that amount to five per -- five per
15 dealership or licensed dealership, and then one
16 per each additional salesperson.

17 We actually had, I think, a very
18 productive meeting at Motor Vehicles last week.
19 We heard your concerns and discussed it with
20 all parties at Motor Vehicles. We have since
21 put a policy amendment in, which should be
22 published -- it would have been published
23 either close of business Friday or today, that
24 amended the total amount to three per licensed
25 dealership, plus an additional one per every

1 salesperson that's licensed by that -- by that
2 licensee. We think that that's a happy medium.
3 We will continue to monitor it. If we see that
4 it is -- continues to be a problem or that the
5 problems have been resolved, we can go back and
6 further tweak it later. But we think that
7 that's a good start, a move in the right
8 direction. I think it will hopefully be
9 acceptable or feasible for everybody. Does
10 anybody have any questions.

11 MR. WATTS:

12 Yes. I've got a question.

13 MS. JARREAU:

14 Sure.

15 MR. WATTS:

16 The request for additional plates,
17 that paragraph in there, how big a problem is
18 that? Some dealers say they might need more
19 plates. Well, there's a paragraph in there.
20 Is that a long process or they've got to just
21 make a statement of why they need it or?

22 MS. JARREAU:

23 So it's not a long process. They --
24 you get routed up to administration for review
25 by myself and by Commissioner St. Germain. And

1 then we would just take that into account and
2 see --

3 MR. WATTS:

4 Okay.

5 MS. JARREAU:

6 -- what we think about that
7 situation. What we have -- what we have
8 received thus far, though -- and I do want to
9 caution everybody -- we've gotten three or four
10 before the -- before this policy change, we got
11 three or four that elected to request
12 additional plates, but it was, I need
13 additional plates to operate, period. Well,
14 when we say justification, we need to know why
15 --

16 MR. WATTS:

17 Yes.

18 MS. JARREAU:

19 -- because there's a method to our
20 madness. We're going to use that information
21 to basically look at our process and say, is
22 this something that we haven't thought about,
23 that we need to address or whatever? So if
24 it's very generic, (a), it doesn't give us
25 enough to make a determination of whether or

1 not we can approve it, and, (b), it doesn't let
2 us know if there's a bigger problem that we
3 haven't thought about. So we do ask if anybody
4 -- or if y'all hear of anybody that is going to
5 make application for additional, we do ask
6 that y'all let them know, please be specific.
7 It's not that we're trying to get all into the
8 ins and outs of your business, but there are
9 legitimate reasons that we want that additional
10 information.

11 MR. WATTS:

12 Okay.

13 MR. BRITT:

14 Well, that can curtail some of the
15 original problem that started all this.

16 MS. JARREAU:

17 And that's absolutely true.

18 MR. BRITT:

19 And that -- and I go back to what we
20 discussed last meeting. I brought up dollar
21 amounts per year per dealership and John used
22 the word "transaction." And I like that word
23 better. I mean, if you -- if you check out a
24 dealer and see their amount of transactions a
25 year that they're doing here in the state, that

1 should help you curtail, that tells you and
2 lets you know if they're viable to have those
3 other plates instead of somebody trying to use
4 the system to get -- to do it, so.

5 (Tony Cormier arrived.)

6 MR. OLAVE:

7 That's not foolproof either, though.
8 There's a lot of -- there's a lot of dealers
9 that use their dealer plates to conduct
10 wholesale transactions that aren't part of that
11 same record.

12 MR. BRITT:

13 Absolutely, absolutely.

14 MR. OLAVE:

15 So you could, in fact, be penalizing
16 a dealer that has quite a few transactions --

17 MR. BRITT:

18 Absolutely.

19 MR. OLAVE:

20 -- and a need for those plates.

21 And I would offer this, Ms. Jill:

22 First of all, thank you so much for showing up
23 today and coming to see us, and definitely
24 thank you for considering and compromising some
25 of the rules that came into place. I think we

1 all agree, and we've discussed at length, the
2 need for some reform. I would offer this as --
3 you know, I've had a lot of thoughts about
4 this. And I'm a dealer and understand the
5 logistics of dealing and things like that.

6 The first thing I'd offer is, you
7 know, commerce in our industry has been
8 conducted this way for a long time. And we can
9 sit here and say, you know, the need for
10 multiple plates isn't necessary. I've heard
11 from an investigator why can't they just take a
12 plate off of one vehicle and put it on -- you
13 know, take -- just move the plate around. And
14 that's all fine. We can sit here and address
15 this as, you know, specifics. This is what
16 should -- could happen. This is what should
17 happen. But at the end of the day, this is how
18 commerce has been done in our industry. People
19 have had the need for multiple plates and
20 gotten used to having multiple plates and
21 leaving them on a car when it goes to
22 reconditioning or family members that are,
23 maybe, on insurance driving on a vehicle. So
24 it's a pretty broad aspect as to the use of the
25 plates. And I think in my -- just in my

1 opinion, the effort that we're trying to make
2 is to control a small percentage -- to control
3 the small percentage of dealers out there that
4 have, maybe, larcenous intent or nefarious
5 ideas as far as the points go. But I do
6 believe that in some regards, we're penalizing
7 some of the industry that is used to dealing in
8 commerce that way with these -- with these
9 restrictions.

10 The second part that I'm still trying
11 to grasp is logistically. Who -- like, right
12 now, we need to verify -- now, there's a lot
13 more work that goes into the new rules and
14 regulations, because now we need to verify how
15 many licensed salespeople the dealership has.
16 We need to verify if they're on the insurance.
17 And then how do we reconcile that moving
18 forward? Like, are there any limitations on
19 how many salespeople a dealership can have?
20 Because if we're -- if -- again, just thinking
21 this through, if somebody is willing to, you
22 know, pay the extra \$25 to license a
23 salesperson, put them on the insurance, get the
24 40 tags that they need for the nefarious
25 aspects of their business, and then drop the

1 salespeople and the insurance, because they
2 fired them -- and, remember, this is a very
3 fluid industry. There's people that, you know,
4 don't stay very long, people -- so who -- I
5 would -- I would ask, who is going to reconcile
6 all of the changes that each dealership can
7 make in order to either, (a), get the tags that
8 they want for whatever purposes, whether it's
9 legitimate business or not.

10 MS. JARREAU:

11 So our business process prior to --
12 what you guys did not see, because, you know,
13 it's a lot of minutia that you probably don't
14 need to or want to be privy to. Each policy
15 that the Office of Motor Vehicles has, has an
16 associated procedure. Part of that procedure,
17 even prior to this iteration of the policy, was
18 that we had to verify through the Motor Vehicle
19 -- or Used Motor Vehicle Commission's database
20 website -- publicly accessible website that the
21 number of salespersons licensed actually
22 equated to those plates that they were asking
23 for. We started that process about a year ago.
24 We do understand that, you know -- and, look,
25 we were not trying to do any kind of

1 shock-and-awe campaign by any means. I
2 understand that the way that it was is the way
3 that it had been for years, you know. Our
4 intention was not by any means to cause a huge
5 uproar in the industry and say, oh, my God,
6 they're trying to limit the ability to do what
7 we need to do. Because we by no means were
8 trying to limit the things that you need to do
9 legitimately to conduct your business. What we
10 were trying to do is -- and, you know, for your
11 sake as well as ours, I don't think that any of
12 you want those nefarious people associated to
13 your industry.

14 MR. OLAVE:

15 Oh, absolutely, not.

16 MS. JARREAU:

17 You know, because, unfortunately, the
18 good suffer for the bad, right. It makes
19 everybody look bad. We felt that because of
20 the number of complaints that we had gotten,
21 those were merit not just to -- I mean, we get
22 complaints all day long. But because of the
23 number of complaints that we had with merit,
24 that there was something that we had truly had
25 to do. You know, what you see a lot of times

1 -- because motor vehicles is a small world,
2 whether it's in this state or another state,
3 there are trends that kind of happen. We are
4 hoping by limiting it that those bad actors
5 that may have been conducting business in this
6 state either move on -- not that I -- not that
7 I wish to push that burden onto another
8 jurisdiction, but that's what you see a lot of
9 times. When we limit it, they just go to
10 another state. You know, I hate to be that
11 person that says, well, you know, just move on.
12 But, in this case, I'd much prefer if it's
13 going to be somewhere, not be here. At least
14 let's do what we can do. So when we first
15 started getting complaints of those situations
16 going on, when it -- when it became evident
17 that we had a systemic problem, that's when we
18 actually changed our policy initially. There
19 was one iteration of change prior to the one
20 that limited the number of dealer plates and
21 that was how we were to address cancelling
22 dealer plates of those people that we found to
23 be in -- I don't want to say criminal activity,
24 but doing things that were not in line with
25 what the purpose of dealer plates were. Once

1 we got that cancellation process in place, we
2 did that for a couple months, and then we
3 limited the dealer plates thereafter when that
4 first change occurred with cancelling dealer
5 plates. That's when we actively started
6 checking the licensing. Prior to that, I can't
7 say that we even did that. So we've internally
8 tightened down -- tightened down the process as
9 well, which is pieces that you guys really
10 would not have been impacted by or at least if
11 you would have been, you would have -- you
12 would know it by this point. So there have
13 been a multitude of changes that you many or
14 may not be aware of.

15 In addition to that, once we got past
16 that internal process, we started checking the
17 insurance policy. I do want to let y'all know
18 -- let me just say, before we were asking to
19 see that dec page or the insurance certificate,
20 but in addition, who was -- who was authorized
21 on there, we did remove that. I do want y'all
22 to be aware that we did that piece of it, that
23 verification, really for your benefit, not for
24 ours, because, you know, we were really
25 limiting based on the number of licensed

1 dealers. We just wanted to make sure that the
2 two were kind of hand-in-hand in the event that
3 you had 12 licensed people and only three on
4 your insurance certificate. We were telling
5 you guys, you know, it really should match.

6 Well, in all actuality, you can let
7 whomever you want that's covered on that
8 insurance operate -- or whoever is covered
9 within that policy operate. The only reason we
10 were really looking into that is because we did
11 have a few instances where people that were not
12 covered or they were not being used properly
13 were involved in situations that resulted in
14 accidents, things like that, not being covered
15 on an insurance policy and the dealer would
16 have suffered. Because of that, they had to
17 personally cover those expenses. But at the
18 end of the day, that's for you guys to make
19 sure that you're operating within that. Our
20 responsibility is to make sure you have the
21 appropriate insurance. Your responsibility and
22 your insurance companies's responsibility and,
23 possibly, the Used Motor Vehicle Commission's
24 responsibility is to make sure that you're
25 doing what's within that policy. So at the end

1 of the day, we removed it. You know, just make
2 sure that you guys are aware that just because
3 we removed it, it doesn't mean you shouldn't be
4 conscientious of it. It's just not something
5 that really served any purpose at a motor
6 vehicle level, if that makes sense.

7 Other than that, you know, I -- like
8 I said, I think that -- I think that what we
9 have come to is a happy medium. You know, if
10 we find that it's not or that y'all have
11 problems or we have problems, then we'll have
12 to work between us and see if we can come up
13 with something better. But there are back end
14 processes that have been done for sometime --
15 or let me say sometime within the last six
16 months, even before this change, that would
17 have kind of tried to start aligning all the
18 different things. Is it -- is it a perfect
19 answer? No. I mean, I think there is some
20 definite need of reform outside of just that
21 dealer plate law that would really lock it
22 down, but it's a start, you know.

23 MR. OLAVE:

24 Yes, ma'am, yes, ma'am. And I've got
25 all the confidence in the world that the -- you

1 know, the partnership that exists between DMV
2 and the Used Motor Vehicle Commission will
3 continue. I just see that if the spirit of the
4 rule change is to eliminate the misuse or
5 misappropriation of tags, I'm not sure that the
6 rule has done that, only because there's no
7 limitation on how many salespeople a dealer can
8 have. And then how do you follow up with --
9 again, if people are willing to find a way to
10 misuse the system, they're going to find a way
11 to do that even with new rules. So, again, if
12 the spirit is to control that, then how are we
13 going to control somebody signing up 50
14 salespeople? And then it becomes cumbersome to
15 do that. Like, whose responsibility is it
16 going to be when a salesman's license gets
17 cancelled to find out that they have a tag in
18 that person's name, and then cancelled that
19 tag. I just see that being very cumbersome for
20 both entities.

21 MS. JARREAU:

22 I don't disagree with that. I know
23 that what we can limit or maintain or regulate
24 only is what falls under -- the laws and the
25 rules that that fall under that title and

1 registration section. Dealer plates happens to
2 be that. Any kind of widespread change or
3 additional modifications that would be needed
4 to limit salespersons or those kind of things,
5 that really kind of falls outside -- or not
6 kind of. It does fall outside of the rules and
7 the laws that Motor Vehicles has oversight
8 over. So, you know, that's why I'm saying I
9 don't know that this is the silver bullet. I
10 think that it is a part of it, you know. I
11 think there may need to be some additional
12 systemic changes, but that -- because the
13 majority of those things fall under the rules
14 that you guys are responsible for, that that
15 may be something that y'all want to internally
16 discuss. And we're more than happy to chime in
17 or tell you what we think, but -- or work
18 together. But, really, ultimately, at the end
19 of the day, that's something that doesn't fall
20 under the regulations that we oversee or
21 enforce.

22 MR. DONNELL:

23 Well, Jill, let me ask you: Would
24 putting a cap -- a number on that, would that
25 help you-all?

1 MS. JARREAU:

2 Of salespersons?

3 MR. DONNELL:

4 Just a cap per dealer, you know.

5 MS. JARREAU:

6 Of the number of plates?

7 MR. DONNELL:

8 Plates, yes.

9 MS. JARREAU:

10 I truly think that's through policy
11 and the limit that we've imposed per policy,
12 which is within our purview, I think that we
13 have done that already, you know. If for some
14 reason you think that because there is no limit
15 on the number of salespersons that that becomes
16 a problem, that may be something that needs to
17 be handled under that 32 section of the law
18 that is the oversight for which the Used Motor
19 Vehicles is responsible for.

20 MR. DONNELL:

21 Well, you know, if there's a will,
22 there's a way with a bad dealer and I just
23 thought, maybe, a cap.

24 MS. JARREAU:

25 I agree.

1 MR. DONNELL:

2 I think --

3 MR. OLAVE:

4 I think -- I think there may be a
5 simpler way of doing both things, you know,
6 appealing to the industry and, you know,
7 regulating to a certain degree how many tags
8 and, you know, the opportunity for using those
9 tags for misappropriations, so.

10 MS. JARREAU:

11 I don't disagree. But, you know, in
12 a nutshell, the definition of what a dealer
13 plate can be used for is very, very broad.
14 Probably -- well, not probably. I know that
15 that was constructed that way on purpose. You
16 know, is that -- because that does fall under
17 the laws and the rules that we're responsible
18 for oversight of, you know. Is that something
19 that could be amended? Possibly, but we would
20 never do that or even seek to do that without
21 getting input from all the licensing
22 authorities that regulate the licensees that
23 have those plates issued to them. So, yes,
24 it's possible. And you're right. There's --
25 if there's a will, there's a way. So do I

1 think this is the end of it? No. I think it
2 is a step in the right direction. It's no
3 different than law enforcement, you know.
4 You're always going to have nefarious people.
5 You just have to stay one step ahead or address
6 it as it comes up.

7 MR. WATTS:

8 If somebody comes in there today --
9 I'm sure all eyes are open -- and request 20
10 dealer plates, I'm sure everybody in the
11 building is going to, why do you want 20 dealer
12 plates?

13 MS. JARREAU:

14 Well -- and that was what we were
15 doing.

16 MR. WATTS:

17 Now, it's right now, you know, very
18 uphill.

19 MS. JARREAU:

20 Yes.

21 MR. WATTS:

22 But, I say, a year down the road, for
23 instance, will they have any problems with
24 pulling dealer plates? Or what do you do? How
25 long have you been in business?

1 MR. OLAVE:

2 Well, it sounds like you can do that
3 if you have the salespeople licensed. So if
4 you follow the rules that are in place, why
5 would there be any suspicion then?

6 MR. WATTS:

7 That's what I mean.

8 MR. OLAVE:

9 Right, right.

10 MR. WATTS:

11 That's what I'm saying. That's
12 something we have to address.

13 MS. JARREAU:

14 That's correct. And at some point --
15 you know, we have a very good working
16 relationship with the law enforcement community
17 as well. So what we find generally is if there
18 is some type of nefarious activity going on,
19 whether it's the same that's been going on
20 currently or something else, they generally
21 reach out to us. And at that point, we start
22 looking into it, because you're right. People
23 always find creative and inventive ways, you
24 know. There are some people in the world, if
25 they would -- they are just so smart and if

1 they would gear their brain in the right
2 direction, they -- what they could achieve
3 would be unbelievable.

4 MR. WATTS:

5 Yes.

6 MS. JARREAU:

7 But, you know, law enforcement
8 generally does reach out to us. So even if
9 becomes commonplace that our employees become,
10 you know, just old hat here, let me issue these
11 even if it's within the confines of those
12 policies, they're generally pretty good at
13 seeing trends. And if something starts
14 occurring that's out of the norm and/or law
15 enforcement reaches out to us, and then, of
16 course, much like we're doing now, we would
17 address that, you know.

18 MR. HALLACK:

19 Let me say this, also: You know, we
20 have in our law if a dealer misuses a temporary
21 tag or if a dealer misuses a dealer plate, we
22 have a law that addresses that. When the field
23 came to me and said we have this problem, we
24 have some dealers in this state who are
25 operating solely for the purpose of selling

1 their inventory plates. So they came to me and
2 said, is there anything we can do? Well, that
3 law that makes it a violation to misuse the
4 temporary tag and misuse the dealer plate did
5 not cover the inventory plate. So that's one
6 of the things that we can do to help Office of
7 Motor Vehicles enforce this, is to include that
8 within our law. The same statute that makes it
9 a violation for a dealer to misuse the
10 temporary tag and misuse the dealer plate, we
11 just simply need to include the dealer
12 inventory plate. So I think that's something
13 that we need to add to our legislation coming
14 up soon. It's a -- it's a two-word rewrite
15 that we can get done. And this -- you know,
16 when we became aware of it, I want you to know
17 this, we were aware of four dealers who were --
18 who had this practice. And when the field
19 looked into it, they didn't have an inventory.
20 They didn't have a legitimate business. They
21 were almost all foreign. And so as soon as we
22 became aware of the problem, we closed these
23 people down. So they couldn't get any plates
24 then.

25 MR. WATTS:

1 So what do we do to get this changed
2 under the statute?

3 MR. HALLACK:

4 Well, yes, I mean, the same statute
5 that makes it a violation for misusing the temp
6 tag and misusing the dealer plate, just include
7 inventory in the same statute.

8 MR. WATTS:

9 Duly noted. Do we need a motion to
10 add it?

11 MR. HALLACK:

12 Well, the session starts --

13 MR. WATTS:

14 Oh, okay. We have to go to session
15 to do that?

16 MR. HALLACK:

17 Yes.

18 MR. PARNELL:

19 It starts in March.

20 MS. MORRIS:

21 March 6th.

22 MS. JARREAU:

23 6th or 9th, yes.

24 MR. HALLACK:

25 Sure. Nobody would oppose that.

1 MR. WATTS:

2 I don't think so.

3 MR. HALLACK:

4 I mean, after what we saw with the
5 problem and how it reached the media.

6 MR. BRITT:

7 So we need to come up with the
8 language to have it amended.

9 MR. HALLACK:

10 Like I said, two words.

11 MR. BRITT:

12 We need to come up with it, and then
13 find somebody to run the ball with it for us.

14 MR. HALLACK:

15 Right. But y'all agree, right?
16 That's something that y'all would like to see
17 done?

18 MR. PARNELL:

19 That's definitely something that
20 should have been in that language.

21 MR. BRITT:

22 To start with.

23 MR. HALLACK:

24 Sure.

25 MR. BRITT:

1 Just overlooked in the beginning.

2 MR. HALLACK:

3 Yes. Didn't have this problem. We
4 didn't have dealers misusing inventory plates.

5 MR. WATTS:

6 We have no criminal charge against
7 somebody misusing a dealer plate like that or
8 selling stolen plates, except we're going to
9 pull their license, you're no longer a dealer,
10 get out of here.

11 MR. HALLACK:

12 They do.

13 MR. BRITT:

14 They have a criminal charge. We
15 don't.

16 MR. HALLACK:

17 Right.

18 MS. JARREAU:

19 So, you know, we do have state police
20 that we work with or locals that we work with
21 when there truly is criminal activity going on.
22 There's sometimes a fine line between what
23 they're doing and whether it's a criminal
24 charge or whether it's, like, an administrative
25 violation. But, generally, anything we've come

1 across thus far where they're doing something
2 truly nefarious, there is a criminal violation
3 somewhere sufficient for them to be charged and
4 those dealer plates be taken away.

5 MR. WATTS:

6 Okay.

7 MR. HALLACK:

8 But that -- the enforceability of
9 that, though, it really depends on the
10 individual officer.

11 MS. JARREAU:

12 Right.

13 MR. HALLACK:

14 Sometimes, they -- I mean, you can
15 imagine, police are -- have a lot of work to
16 do, period. Picking up a plate is not
17 something that he's going to make that a
18 priority.

19 MS. JARREAU:

20 He doesn't necessarily go pick up the
21 plate. More often than not, what they do is,
22 they'll -- you know, a lot of times, you have
23 filing false public records. You have injuring
24 public records, those type of charges that they
25 will charge them with in addition to whatever

1 their criminal activity actually is. And we'll
2 cancel based on that.

3 MR. BRITT:

4 Yes. By the time it gets to the
5 point of picking up plates, they're loaded down
6 pretty hard.

7 MS. JARREAU:

8 Right.

9 MR. OLAVE:

10 Do we include that in any of our
11 audits, dealer plates?

12 MR. HALLACK:

13 What do we do to verify salespeople?
14 I know they send in an application. I know
15 they have to be on the insurance. But it's
16 not, like --

17 MR. WATTS:

18 They do a criminal check. They do a
19 criminal background check.

20 MR. HALLACK:

21 Right. But to see if that's a
22 legitimate person. Like Steve said, what if
23 there were 40 reported salespeople's
24 application and he had two cars on the lot.

25 MS. JARREAU:

1 I know the inventory involves a gray
2 area.

3 MR. ALLMOND:

4 I think a lot of that is going to
5 come into play if we enforce the fact that
6 they've got to be listed on their liability --
7 garage liability insurance. If they're selling
8 two cars a year and they've got 15, 20, 50
9 salesmen listed, by the time they pay the
10 premium, they're going to stop and think, well,
11 wait a minute, I'm trying to save myself, my
12 friend, my family, whatever, I'm going to save
13 them from having to register that vehicle. But
14 by the time I turn around and include these
15 people on my insurance, my premium just goes
16 through the roof. And they're going to stop
17 and say, wait a minute, maybe, I really don't
18 need to have all these plates.

19 That gets back to the -- forcing the
20 requirement that they have that proof of
21 liability insurance with all the listed
22 salesmen in the vehicle as being operated by
23 that salesman. I mean, you're stopping people
24 out here all hours of the day and night and
25 you're trying to figure out, well, is this a

1 listed person or not? I had one of them call
2 me eleven o'clock Saturday night, Central PD,
3 because he knows I do all this. He called me,
4 look, I've got a five-day plate that's
5 registered or is written up to expire on -- he
6 was actually showing an issue date, I'm sorry,
7 2/7 of '20. And it's a dealer out of Kenner.
8 So I'm going to be getting with Stacy and we're
9 going to deal with him on that. But, you know.

10 MS. BARON:

11 I was talking to one of the insurance
12 companies last week and she said it costs the
13 dealer anywhere from 600 to \$1,000 to add
14 somebody to their insurance. So, hopefully,
15 that will curb it a little bit.

16 MR. PEDERSON:

17 That's cheap.

18 MS. BARON:

19 That's cheap. And she said -- I
20 said, well, what happens if the dealer has all
21 these people on the insurance, and then they
22 let them go or whatever? And she said, if they
23 want to take them off their insurance, they
24 have to prove to us that they've gone to Motor
25 Vehicle and turned in the plate that was for

1 that salesperson. And they bring something to
2 us showing that they are no longer employed.
3 So that one insurance company is helping with
4 all of this, you know, to make sure that, you
5 know, the dealer plate that was assigned to
6 that particular salesperson has been turned in,
7 and then they'll take them off the insurance.

8 MR. HALLACK:

9 But we've also heard about how
10 lucrative it is for these people to rent out
11 these plates.

12 MR. OLAVE:

13 Well, I mean, we're -- I think we're
14 adding cumbersome elements to verifications
15 here and they may be warranted. Don't get me
16 wrong. I just -- I think there's a much
17 simpler way of doing it. And in Monroe, you
18 know, I've been working -- I've work for
19 franchise car dealers, used car dealers,
20 what-have-you. And I -- again, I'm not sure if
21 this is one of the applications for the dealer
22 tags, but even from a franchise dealer
23 standpoint, when a customer would come in with
24 a vehicle -- used vehicle and they had an issue
25 with it and you put them in a loaner vehicle,

1 you give them a vehicle while you're repairing
2 their vehicle -- we always give them a vehicle
3 with a dealer tag. So how does that apply if
4 you get pulled over and you have an insurance
5 card with all the licensed salespeople on it,
6 but it's a consumer who's got a loaner car,
7 because their vehicle is in the shop that they
8 just bought and it broke?

9 MR. ALLMOND:

10 And going back to the time that the
11 officer is going to try and be thorough, he's
12 going to be calling the dealership, hey, what's
13 the deal with this dealer plate? This person
14 is not a dealer. He's not an employee. Oh,
15 well, their car is being worked on, you know.
16 Commonsense.

17 MR. OLAVE:

18 A cumbersome approach to it.

19 MR. ALLMOND:

20 Right.

21 MR. OLAVE:

22 You can do all of that.

23 MR. ALLMOND:

24 Well, that's what I'm saying. Nine
25 times out of ten, they won't do it.

1 MR. OLAVE:

2 Yes.

3 MR. ALLMOND:

4 But, you know --

5 MR. OLAVE:

6 And I'd offer to Ms. Jarreau, that
7 may or may not be a legitimate reason to have
8 more dealer tags. And, you know, from the
9 industry standpoint, just one scenario is, you
10 know, an independent used car dealer has an
11 option when a customer comes back. If you sign
12 the buyer's guide and, you know, disclose
13 anything you had to disclose, you have an
14 opportunity there to tell the customer, I can't
15 fix it, I can't help you, go on your merry way.
16 And that's really not -- you know, if you can
17 afford to do it, you do it, because it's good
18 business. Well, what do you do in the meantime
19 when that consumer has to get to work and
20 different things like that? That may be a
21 legitimate reason to have a dealer tag, to put
22 in them in another vehicle and, you know, send
23 them on their way.

24 MS. JARREAU:

25 And, truthfully, in my mind, that

1 vehicle would be in your inventory to be sold,
2 which means it would technically be eligible to
3 have a dealer plate on it and be operated in
4 that capacity, you know. I haven't yet, at
5 least, had anybody say, you know, the number of
6 plates that you guys are allowed is prohibited
7 because of me having to use it in that case.
8 Because I don't know -- you know, inventory --
9 how much inventory a dealer has, has always
10 been one of those gray areas for, I think,
11 y'all as well as us. But I haven't come
12 across, to my knowledge at least, a dealer that
13 has an inventory so large that they can loan
14 out so many vehicles that it would conflict
15 with the number of dealer plates that you are
16 allowed, at least not yet, so. But that may be
17 one of those things that going forward, we may
18 have to address.

19 MR. WATTS:

20 Well, I know in the new car business
21 world, they've got rental programs of their own
22 fleet.

23 MS. JARREAU:

24 Correct.

25 MR. WATTS:

1 They don't put a lot of dealer plates
2 on customer service cars.

3 MS. JARREAU:

4 Right.

5 MR. WATTS:

6 They go rent -- they'll go rent a
7 car.

8 MR. OLAVE:

9 Drack units -- Drack units now in the
10 franchise world have dealer tags on all of
11 them.

12 MR. WATTS:

13 The dealers I fool with don't. I
14 don't know about -- I know they got -- because
15 their insurance is so high.

16 MR. OLAVE:

17 But that's new car franchises, too --

18 MR. WATTS:

19 Yes, yes.

20 MR. OLAVE:

21 -- which I don't think are included
22 in this rule.

23 MS. JARREAU:

24 I mean, I do -- I do know of a couple
25 of dealers that have dealer plates on their

1 loaner type vehicles, not necessarily their
2 rental vehicles if they're going to put
3 somebody in a car for a week or a month or
4 whatever. Those are handled separately. But
5 they do have true loaner vehicles, hey, I know
6 you're getting an oil change, we're going to
7 give you a loaner, and you get to work and
8 bring it back this afternoon. Those they do
9 use dealer plates on. And I -- and I haven't
10 come across any issues with those yet. Doesn't
11 mean there isn't any. It just means --

12 MR. OLAVE:

13 Yes, ma'am. But we're still feeling
14 the effects of the rule change, too, so.

15 MS. JARREAU:

16 Right.

17 MR. DONNELL:

18 You know, it's kind of, like, if
19 Karen St. Germain breaks down in Winnsboro,
20 she's going to call Ricky. And she's going to
21 really want a dealer plate instead of that
22 in-transit, because Mississippi, when she's
23 going back home, respects that plate more than
24 that tag.

25 MS. JARREAU:

1 That's true.

2 MR. MARTINEZ:

3 Excuse me. With all due respect, I'm
4 in the in-house financing business. If my cars
5 happen to break, then the only way my customer
6 is going to pay is as long as the car is
7 rolling out on the streets. We normally get
8 eight plates a year. We have four salesmen. I
9 keep four sales -- I mean, sales license plates
10 in the event. A lot of times, my customer
11 comes to repair that car and I put them in a
12 loaner for a day or two. I have a perfect
13 example. A customer brought me a Cadillac,
14 2006. We happened to lost the key -- one of my
15 employees lost the key, brought it to the
16 Cadillac place in September. GMC was on
17 strike. I just got the car last week out of
18 the shop. Just to avoid suing and all that, I
19 put a -- picked a car out of my lot, not to
20 worry about it. I'm going to gas up your tank
21 as long as you -- as long as I can deliver your
22 car back, just to keep peace in the family. I
23 feel very restricted in what y'all are trying
24 to say. But, also, if I'm blamed for
25 something, take me to jail, do everything

1 necessary, but don't penalize the good guys for
2 what the bad guys do. In my opinion, we should
3 have a little bit of relief. New franchise
4 people have -- new franchise dealers have a
5 number of plates. We are not asking for
6 massive plates. Audit us, whatever is
7 necessary, but just give us an opportunity,
8 allow us to make money and pay taxes to you
9 guys. That's all I have to say.

10 MR. OLAVE:

11 Thank you.

12 MR. WATTS:

13 With that being said, any more
14 questions? Answers? Discussion?

15 MR. HALLACK:

16 Just so everybody knows, we had a
17 meeting where we approached Office of Motor
18 Vehicles and asked for five plates, one for
19 each salesperson and the response was, three
20 plus one. In Mr. Martinez's situation, he went
21 from having unlimited plates to then only
22 having four. And, now, he -- it sounds like he
23 -- the max he can get is seven, because he has
24 four salespeople. So, I mean, I just want to
25 let everybody know how it works, where we are,

1 how we got to where we are today.

2 MR. WATTS:

3 And I think that comes in a paragraph
4 that you can suggest more plates, you know, if
5 it ever goes through and they'll look at it.
6 If they bring four before Jill and look at it
7 and say, she knows Rudy now, you know, put a
8 name with a face.

9 MS. JARREAU:

10 And that is what we would suggest.
11 In that situation, if you feel that there's
12 something that we have not addressed, then you
13 need to put a detailed justification in
14 writing, send it up, so that we can take that
15 under advisement, look at it, see if it's a
16 situation that -- how do we need to deal with
17 that situation? If there's some other avenue
18 other than a dealer plate that's better geared
19 toward that situation? Or do we need to
20 revisit the amount of dealer plates that we've
21 allowed? Or just allow the exception in that
22 case. So that's what I would suggest in that
23 situation.

24 MS. BARON:

25 Is there an email address where they

1 need to send that letter or do you want them to
2 send it --

3 MS. JARREAU:

4 It has to be in writing on
5 letterhead.

6 MS. BARON:

7 To that P.O. Box?

8 MS. JARREAU:

9 Absolutely.

10 MS. BARON:

11 Okay.

12 MS. JARREAU:

13 Or they can put it on letterhead in
14 writing and drop it off. It's entirely up to
15 them.

16 MR. HALLACK:

17 I just want to point out one other
18 thing. Mr. Taylor had brought this up in our
19 discussions with Office of Motor Vehicles, that
20 there's a provision within the law that allows
21 a dealer to provide cars to educators. And I
22 don't know how that works. But whatever cars
23 you send to an educator, you can put a dealer
24 inventory plate on it. And Mr. Taylor --
25 actually, he said in our discussion, he

1 actually does that. He provides dealer cars to
2 educators, specifically the professors out at
3 ULM. So how does that work?

4 MS. JARREAU:

5 And that's actually a subsection of
6 that dealer plate law that's authorized
7 specifically in statute. So that would be one
8 of those examples where you would say, look, I
9 have this many dealer plates that I'm entitled
10 to get, but I do this, which is outside of that
11 and it's authorized by law. So I need an
12 additional three only for those vehicles, which
13 helps us and you, because we can document that
14 you have a legitimate -- because they're tax
15 exempt. So you have a legitimate purpose or
16 need for those and they're in this capacity and
17 you're taking into account that piece of the
18 law. So we will all have that documented for
19 taxability purposes, for use purposes, all
20 those things. So that is a legitimate
21 exception to that -- to that limit.

22 MR. ALLMOND:

23 In that scenario there, he's got a
24 vehicle. He's using it for educational
25 purposes or whatever. The garage liability

1 insurance for the dealer is in play. So if
2 they have a wreck in it, it goes against the
3 garage or the dealer's insurance.

4 MR. HALLACK:

5 Sure.

6 MR. ALLMOND:

7 And after that happens a few times,
8 you know, the dealer is going to wake up and
9 say, no, I'm going to quit doing that, you
10 know.

11 MS. JARREAU:

12 There are very few people that I know
13 that do that, probably, primarily for that
14 reason.

15 MS. BARON:

16 He's the only one I've ever heard of.

17 MR. ALLMOND:

18 Like I said, insurance is going to
19 take care of a lot of this, you know, when they
20 start having to pay out the wazoo to have all
21 these extra plates and people.

22 MR. HALLACK:

23 But, you know, they start checking
24 that to your insurance.

25 MR. ALLMOND:

1 Huh?

2 MR. HALLACK:

3 You don't have to report that to your
4 insurance. You don't have to report that you
5 have cars in your inventory that are being let
6 out to educators.

7 MR. ALLMOND:

8 No, no. You don't have to report it
9 to them, but if they have a wreck, the claim is
10 going to go against the dealer's inventory.

11 MR. WATTS:

12 I don't know -- I don't know about
13 that, how the insurance works. Everybody has
14 their own insurance. That doesn't concern us.

15 MS. BARON:

16 I'm still having numerous calls about
17 the temp tag database. Is there a specific
18 person -- is Gerald over that or?

19 MS. JARREAU:

20 No. He's actually not.

21 MS. BARON:

22 Okay.

23 MS. JARREAU:

24 It falls -- it falls under Lauren's
25 section now.

1 MS. BARON:

2 Okay. I've got your number.

3 MS. JARREAU:

4 Yes. I'm not aware at this point of
5 any issues other than, maybe, like, password
6 resets, that kind of stuff.

7 MS. BARON:

8 Okay.

9 MS. JARREAU:

10 But there shouldn't be any impacted
11 functionality on that database.

12 MR. WATTS:

13 All right. Any more questions?

14 MR. OLAVE:

15 I've got a lot more, but just not
16 right now.

17 MR. FLOYD:

18 About the temp tags, I have a
19 situation where I put in a number and it has
20 already been used. So what are you guys doing
21 to stop this? What's happening is, my notary
22 told me, a dealer may have a temp tag. He'll
23 put the number in and instead of looking back
24 to see if he got it right, he just re-writes
25 that same number. That number happens to be

1 one of my numbers. I've got a picture. It
2 says that my temp tag is no good, but it is
3 good. I have it in my hand. So he says,
4 there's a problem that needs to be corrected.
5 So I don't know if you know about it or not.

6 MS. JARREAU:

7 We've had that happen a few times in
8 the past. The current dealer -- so, currently,
9 the way we sell dealer temp tags is through a
10 very antiquated system. There is no inventory
11 module currently. We are actually in the
12 process of rebuilding that system, which would
13 address -- because that was our primary concern
14 initially when we brought up the temp tag
15 database. We wanted to have an inventory
16 module, which would eliminate problems of that
17 nature. I mean, you may still accidentally
18 enter it yourself, but as far as another dealer
19 accidentally entering that number, it won't
20 occur in new iteration. The problem is at the
21 point that we launched the temp tag database,
22 the first thing that we had to address was
23 getting that information out on NCIC -- well,
24 inlet, so that law enforcement would have
25 access to it. That did lead to some unintended

1 consequences like that. But if -- we haven't
2 heard that happen but, maybe, two or three
3 times.

4 MR. FLOYD:

5 It's happened to me three times. I
6 have three tags.

7 MR. OLAVE:

8 I've actually had that same occasion
9 more than once.

10 MR. FLOYD:

11 So, in Texas, dealers have their own
12 printer. They print their own tag. It comes
13 out of your system so you know what dealer has
14 that number, but.

15 MS. JARREAU:

16 I've been wanting to do print on
17 demand for, probably, seven years, not just the
18 temp tags, but I can think of all kinds of
19 things that I want to do print on demand for.
20 The problem is, you've got to find something
21 that's not cost prohibitive to anybody. So
22 that's definitely something that we want to do
23 and have discussed internally as opposed to
24 selling temp tags, selling lots of numbers, for
25 lack of a better term, and allow you to print

1 nothing you can do. You can get a refund from
2 DMV. But I purchased the tags and I have one
3 that's trash.

4 MS. JARREAU:

5 Right. I mean, if it's one, you
6 know, \$4 per, but when it's a multitude, that's
7 a problem. We'll look into it for sure. Just
8 reach out to Lauren.

9 MR. FLOYD:

10 It is not about the money.

11 MR. OLAVE:

12 Thank you for coming today.

13 MS. JARREAU:

14 We appreciate it. Any time. We're
15 happy to work with you guys and we'll continue
16 to work with y'all until we find something that
17 works for everyone.

18 MR. WATTS:

19 Yes. We enjoyed that meeting we had
20 the other day. If we can do more of those,
21 every once in a while, on a six-month basis
22 just to get together and rehash. Plus we have
23 to get the dealers to settle in and rehash
24 again.

25 MS. JARREAU:

1 Yes. We're happy to do that.

2 MR. OLAVE:

3 One question I had: Were all the
4 renewals from -- are all the renewals
5 completed?

6 MS. JARREAU:

7 100 percent caught up.

8 MR. OLAVE:

9 I had some dealers that -- they
10 called me and they had the option of either
11 driving on an expired tag or not taking any
12 dealer tags.

13 MS. JARREAU:

14 Completely non-related to this issue,
15 we did have a backlog because of the cyber
16 incident, a pretty substantial backlog, but
17 Commissioner St. Germain approved that office
18 to work some overtime, specifically to catch up
19 on those. And they did zero out their backlog
20 the day we met, that same weekend. They stayed
21 and complete it.

22 MR. BRITT:

23 Y'all were -- y'all -- you told us
24 that number that I can't remember, but --

25 MS. JARREAU:

1 It was almost 3,000, I want to say.

2 MR. BRITT:

3 How many people did y'all have stay
4 that weekend?

5 MS. JARREAU:

6 Just about the whole office, huh?

7 MS. DEBETAZ:

8 Yes. Probably about -- anywhere from
9 eight to 10.

10 MS. JARREAU:

11 Yes. And they worked -- we happened
12 to be off that following Monday, too. So they
13 actually worked through the weekend and Monday
14 and got it caught up. So anybody who -- so
15 anybody who hasn't been reviewed at this point,
16 it's either because we didn't receive it -- it
17 wasn't sitting in the backlog. Either we
18 didn't receive it as of that point or it's --
19 they should have all received them by now back
20 out through the mail. Well, any time y'all
21 need anything, y'all are more than welcome to
22 reach out.

23 MR. WATTS:

24 All right. We'll take about a
25 five-minute recess.

1 (Recess taken.)

2 MR. WATTS:

3 Financial matters. Here's Mona.

4 MS. ANDERSON:

5 I just want to say before we start
6 that they were talking about dealer plates
7 being -- their request being delayed. At least
8 once or twice a week, we get a packet of dealer
9 plates mailed to us. And so we send that back
10 to them and -- with a letter saying who it
11 needs to go to. They just mail it to us,
12 because they've put a copy of the license with
13 it, but our address is on there. So it comes
14 to us in error. So if they did that, then
15 that's going to delay their plate. And if it
16 comes back -- it has come back more than once
17 to us, the same person, and if it does that,
18 then I personally call them and try to find
19 out, you know, if somebody in their office
20 that's new or whatever that doesn't know where
21 this needs to go. But we send it back with a
22 letter that says -- that states where it needs
23 to go.

24 MR. WATTS:

25 Well, hopefully, in the future --

1 David mentioned this, not us -- that we'll be
2 -- take over the dealer plate section. Until
3 they do the math on it, I don't think we want
4 to do that. But, maybe, we can do it as a fee,
5 charge them and they'll pay us to handle it or
6 something like -- something where we'll have
7 complete control of the dealer plate and all
8 this is going to go away.

9 MS. ANDERSON:

10 If you'll turn in your packets to the
11 financial statements for December 2019. The
12 operating account balance is \$2,420,522. The
13 accounts receivable fines increase were
14 \$541,165. All of the noncurrent assets were
15 the same. At the bottom of the page and up on
16 page 2, the current liabilities were \$96,609.
17 And long-term liabilities increased to
18 \$4,811,625. December is the last month that
19 you're going to see the 2020 revenue appear on
20 the statement of net position. That money will
21 be moved to -- it will be fully earned as of
22 1/1 and it has been transferred to revenue and
23 will appear on next month's statement.

24 On pages 3 through 5 is the statement
25 of revenues, expenses, and changes in net

1 position. The year-to-date revenues were
2 \$1,046,756. Salaries -- on page 4, salaries
3 and related benefits were \$27,421 higher than
4 the prior year, mainly due to retirement
5 benefitting increases. The remainder of the
6 year-to-date expenses were about \$4,500 higher
7 than the previous year. We've had a number of
8 issues with the building maintenance of doors.
9 We had some doors that split. We had vehicle
10 electrical problems that were considerable that
11 had to be repaired. And batteries on two
12 vehicles.

13 On page 5, the change in net position
14 was a positive \$82,467 for the month and
15 \$377,078 year to date. On page 6 is the
16 four-year revenue comparison and the -- this
17 year's revenue compares positively with the
18 '17/'18 revenue due primarily to fines. But
19 the license revenues is negative with an
20 average decrease of 11 percent. Moving on to
21 the graph on page 8, this shows the number of
22 new and renewal licenses for the fiscal year to
23 date for the past four years. On page 9, the
24 certificate of deposit summary, there were no
25 changes in that report for December.

1 MR. BRITT:

2 I've got a question. How do you shop
3 that?

4 MS. ANDERSON:

5 We have a list of state banks that --
6 fiscal agents for the state and we search those
7 and find. Pretty much, I think Sheri had told
8 us that Bank One has been a leader for some
9 time in the interest rates and -- but I'll tell
10 you, we placed those two that you see for
11 January and the rates for this year are going
12 down. So we'll be investigating other avenues,
13 other banks. Sometimes, when you -- when I
14 spoke to St. Francisville, they quoted one rate
15 and I told them I got a better rate at Bank One
16 and they went back and came up with a better
17 rate. So it's a little bit of a game, okay.

18 So on page 10, the accounts
19 receivable hearings report, \$6,900 was assessed
20 in December and we collected \$31,429. The
21 accounts receivable balance at the end of
22 December was \$541,165. And so unless there are
23 any questions, Mr. Vice-Chairman, that
24 concludes my report on the financial statements
25 of December.

1 MR. WATTS:

2 Thank you. We need a motion.

3 MR. DONNELL:

4 So moved.

5 MR. BRITT:

6 Second.

7 MR. WATTS:

8 Next on the agenda, general
9 discussion. We did the dealer plates. LUMVC
10 staffing, any comments?

11 MR. PARNELL:

12 I think Commissioner Donnell has
13 something.

14 MR. DONNELL:

15 I've talked to several board members.
16 I've had problems myself of reaching this
17 office or getting through this automated
18 system, navigating through the automated phone
19 system we have. And I just would like to ask
20 if we could go back to the way it was before we
21 got this phone system and have a live person
22 answer the phone and direct calls?

23 MR. PARNELL:

24 Okay. We -- when we put this phone
25 system in place, the general intent was to try

1 to modernize what we're doing day to day in our
2 functionality. This phone system has been in
3 place since eight months ago -- eight or nine
4 months ago. We find that it works far better
5 for us here in the office moving through the
6 renewal process. We've processed 4,000 -- a
7 little bit over 4,000 renewals during the last
8 2 1/2 months.

9 There are some issues. I get that.
10 I do not believe and I do not think hiring
11 someone who just does -- is a receptionist is
12 going to be beneficial for one reason. When we
13 put the system in place, we kind of put it in
14 place to operate as it is right now. We've met
15 as managers and sat down, what is working?
16 What's not working? Moving forward -- what it
17 doesn't have right now is zero for operator.
18 So moving forward, I'm going to incorporate
19 that within the module that's out there. And
20 so, therefore, persons will be able to get
21 directed to somebody immediately. And I think
22 that solves the issue. I don't think going
23 backwards helps our productivity.

24 MR. DONNELL:

25 My next -- my next question was: Did

1 we let somebody go after we got this new phone
2 system?

3 MR. PARNELL:

4 No. We actually added people.

5 MR. DONNELL:

6 Okay.

7 MR. OLAVE:

8 Listen, I can -- I can -- I can, you
9 know, weigh things equally, you know. The
10 modernization is wonderful. Personally, I like
11 to have a person on the other end of the line
12 as well. And, again, it doesn't defeat the
13 modernization. And not to get off into
14 specific cases, but if the modernization
15 doesn't facilitate a return call or fixing
16 whatever problem that the consumer or the
17 dealer is calling about, I'm not sure that a
18 live person would be able to solve that problem
19 either, but it does help when you have somebody
20 that you've actually spoken to. And you and I
21 have spoken. We've had -- I've had some
22 dealers that get a little frustrated, because
23 they feel like they've complied with the
24 request for fixes and licenses and things like
25 that.

1 MR. PARNELL:

2 Right.

3 MR. OLAVE:

4 And when they can't get a return call
5 through the modernization of the system, they
6 get really frustrated. And, like I told you,
7 by the time they get to me, it's because they
8 haven't been satisfied, for whatever reason.
9 But because they haven't been satisfied here.

10 MR. WATTS:

11 Are you talking --

12 MR. PARNELL:

13 Yes. Again, like I said, what we're
14 doing moving forward, I'm going to put the
15 operator, zero, on there. So that is going to
16 go directly to somebody. Somebody is going to
17 pick up the phone.

18 MR. DONNELL:

19 Okay.

20 MR. PARNELL:

21 Also, I'm also going to put in place
22 that when someone leaves a voicemail with
23 someone, they're going to have a certain time
24 frame to respond back. I think that solves the
25 issue. I don't think it needs to go beyond

1 that. I think that solves that issue.

2 MR. WATTS:

3 I agree.

4 MR. BRITT:

5 Well, I think -- I think you're on
6 the right track. But I would -- I would put --
7 the most important one is the zero --

8 MR. PARNELL:

9 Yes.

10 MR. BRITT:

11 -- where you can get an operator.

12 MR. PARNELL:

13 That will be the first thing.

14 MR. BRITT:

15 Secondly, you put a time frame on
16 when these messages are returned, I mean,
17 within the day. And I think we monitor it over
18 the next or five months and see how it works,
19 and then revisit it again and see if you're
20 still getting --

21 MR. PARNELL:

22 We definitely have had an influx of
23 calls coming in at this time, especially
24 because of dealer plate issues. That was
25 abnormal. That is normally not what's

1 happening. When they changed the policy in
2 dealer plates, a ton of calls were coming in,
3 specifically about dealer plates. I talked to
4 several Commissioners and you-all have told me,
5 the majority of calls that you were getting, if
6 you were getting calls, was because of dealer
7 plates. Historically, what's always happened
8 is, the persons that are calling are the
9 persons that submitted information late and/or
10 did not submit applications. That's usually
11 the person that's going to be calling you.
12 Now, granted, you did discuss with me the issue
13 with a compliance investigator not returning
14 calls and I have spoken to that. So I think
15 moving forward, it's going to be solved.

16 MS. BURKS:

17 And it's very difficult -- during
18 renewal time, there's so many calls, so many
19 walk-ins, so much paperwork, it's very
20 difficult to return every phone call,
21 especially when the majority of them is
22 checking the status.

23 MR. PARNELL:

24 Working on status.

25 MS. BURKS:

1 And you're really slowing up our
2 process and we're trying to keep all your
3 license renewals within a 14-day period. So
4 when you have to return all these phone calls
5 -- yes, some of them are not -- 14-business
6 days allowing -- most of them are status calls.
7 But we are constantly talking to people. They
8 call and you are on the phone all day. They
9 skip their lunch break talking to people trying
10 to get in, license out. So, I mean, it's --
11 renewals, it's very, very busy.

12 MR. PARNELL:

13 It's in a short amount of time
14 throughout our fiscal year.

15 MS. BARON:

16 14-business days.

17 MR. WATTS:

18 Some are complaints. But when a
19 Commissioner calls --

20 MR. PARNELL:

21 Right.

22 MR. WATTS:

23 -- he wants -- he wants somebody to
24 call him right back, because we don't want to
25 wait. We got somebody in our ear.

1 MR. PARNELL:

2 Right, right.

3 MR. WATTS:

4 If we want to know something, let me
5 call and find out. And, sometimes, we don't
6 get an immediate response. And we're trying to
7 do something, too, but.

8 MR. PARNELL:

9 I think that remedy --

10 MR. DONNELL:

11 Yes. I think people -- that operator
12 procedure --

13 MR. PARNELL:

14 Yes.

15 MR. DONNELL:

16 -- that's going to solve --

17 MR. PARNELL:

18 Right.

19 MR. DONNELL:

20 -- 75 percent of the problem.

21 MR. PARNELL:

22 Because her primary purpose -- she
23 does license some people. But she licenses
24 very few. Her primary role is to answer
25 phones. So I already have someone in place.

1 But moving through the process, what we watched
2 happening and moving forward, I kind of felt
3 what we need to do to make the changes and
4 that's what we're going to do.

5 MR. WATTS:

6 Mona, do have anything to add?

7 MS. ANDERSON:

8 I just want to say on the old system,
9 I personally saw that the three people up front
10 each had in one day 90 calls on their
11 voicemail. You can't -- you can't write that
12 down. You can't call back that in a week. So,
13 you know.

14 MR. PARNELL:

15 And the thing --

16 MR. DONNELL:

17 That was during renewal time.

18 MR. PARNELL:

19 Yes. What I love about the system
20 now that we have in place is that, you know,
21 the staff members are not stuck to their desk
22 now. They literally all have phone pieces that
23 they can walk around in the office and they can
24 talk to whoever is calling in on their line at
25 their desk. If you're on the line with

1 somebody, if you noticed a little while ago,
2 something popped up on Kim's email. If we --
3 if you get a voicemail, it pops up, you know.
4 So it's going to be helpful. And I think when
5 we put -- implement the zero and implement some
6 of the other rules that we're going to put in
7 place, I think it's --

8 MR. BRITT:

9 Let's watch it and revisit it four or
10 five months from now.

11 MR. WATTS:

12 The best thing to do is, Ricky don't
13 call.

14 MR. OLAVE:

15 Look, I know you are in jest about
16 that, but, you know, I told Derek, my name and
17 my cell phone number are on the website. So
18 when a consumer calls me, I don't know them.
19 Dealers call me, I may or may not know them.
20 But how do -- how do I respond when a dealer
21 calls me and says their license isn't renewed,
22 do I need to shut my doors, because I don't
23 have a license? No fault of the Commission.
24 I'm just saying they were missing documents,
25 but couldn't verify that the documents that

1 they sent in that they were missing. So my
2 question again, maybe, somewhat rhetorical, is:
3 How do I respond to that other than contacting
4 the Commission?

5 MR. PARNELL:

6 Contact me.

7 MR. WATTS:

8 Well, in our packets, we get what we
9 need to get our dealer's license. So most of
10 that is their own fault if they have missing
11 documents. I'm not putting the blame on this
12 --

13 MR. OLAVE:

14 I can give you specifics. They
15 actually -- they claimed they sent -- when I
16 got contacted, they claimed they sent the
17 missing documents in, but couldn't verify that
18 the missing documents had gotten in. They
19 waited. They didn't call until January. When
20 they didn't get their license, they weren't
21 able to get through to verify whether or not
22 they needed to resend them in or that it was in
23 process or anything. So they kind of -- they
24 were kind of in limbo.

25 MR. PARNELL:

1 said. A lot of it is the dealer who's not
2 submitting things properly. Now, granted, can
3 we fix some of the processes? Yes. And that's
4 what I'm doing.

5 MR. OLAVE:

6 But I'm not of the -- I'm not of the
7 opinion that we need to scold a dealer that
8 doesn't --

9 MR. PARNELL:

10 That does comply?

11 MR. OLAVE:

12 Well, no, no, no, no. That should
13 not do it piecemeal. In this particular case
14 -- and this is -- I hate to use this as a
15 microcosm for a bigger thing, but, you know, in
16 this particular case, the dealer contacted me
17 and he did admit that he didn't include the
18 bond or something else.

19 MR. PARNELL:

20 He submitted a bond, but he didn't
21 submit the right bond amount. But we changed
22 that law about four years ago about a bond.
23 And for him not to know to submit something as
24 old law, whereas, he did the proper thing in
25 years past.

1 MR. OLAVE:

2 I get it. No problem. And he
3 understood his mistake and sent a return. He
4 fixed it -- claiming he fixed it and sent it
5 in, but then, again, when he didn't get his
6 license, couldn't verify if he needed to send
7 it again, because they didn't receive it or
8 whatever, that's, again, back to --

9 MR. PARNELL:

10 I also want you to know that when we
11 receive documents in, everything is placed in
12 date order. So, for example, if I'm a dealer
13 and I submit everything on this date, I'm -- my
14 14 days of business day turn around starts
15 then. But if I'm a dealer who submitted part
16 of my information and another part of my
17 information after a letter has gone out to me,
18 your dealer -- your date starts over here, you
19 know. That's in order to keep track and make
20 everything run smooth.

21 MR. WATTS:

22 Would it be better for them to come
23 hand carry the stuff up here to the office if
24 it that's big a problem?

25 MR. PARNELL:

1 Well, I mean --

2 MR. WATTS:

3 It would be --

4 MR. PARNELL:

5 -- it would be better if he submits
6 everything in the beginning, period.

7 MS. BARON:

8 What we like to encourage them to do
9 is email, because it's so much -- do a date
10 receipt, received receipt, or whatever, so we
11 know that we got it.

12 MR. DONNELL:

13 We're dealing with 40-year dealers
14 that don't understand that.

15 MS. BARON:

16 I know. We have those that don't do
17 computers and all that. But, you know, there
18 are some that can do the email and other stuff.

19 MR. PARNELL:

20 Like I say, I looked at the system.
21 I knew -- I heard all of the issues and I have
22 heard on my own, but I think once we do that,
23 we're good to go.

24 MR. DONNELL:

25 I've got a question for Ms. Mona.

1 Ms. Mona --

2 MS. ANDERSON:

3 Yes.

4 MR. DONNELL:

5 -- how many -- I know Robert and
6 Sheri is under contract. How many folks have
7 we got working for us under contract?

8 MS. ANDERSON:

9 Betty is under contract. And we have
10 a CPA that but we haven't been using him in a
11 few yes since I am here. But we've talked
12 some, but not, you know, billable.

13 MR. DONNELL:

14 How many technology contracts have we
15 got?

16 MS. ANDERSON:

17 We only have one.

18 MR. PARNELL:

19 Just one.

20 MR. DONNELL:

21 One. I'd like to look at all those.

22 MR. OLAVE:

23 We used -- we used to vote on all of
24 that stuff. We used to vote on it.

25 MS. BARON:

1 Y'all do still.

2 MR. PARNELL:

3 You still vote on it. You have voted
4 on all of that.

5 MR. OLAVE:

6 Well, let me ask you: Don't we renew
7 the attorneys's contracts every year?

8 MR. PARNELL:

9 Is it every year? No.

10 MS. ANDERSON:

11 Yes. We do a full contract every
12 three years, and then in between that, we do
13 three years and we extend it. That's state.

14 MR. DONNELL:

15 I'd like to look at them.

16 MS. BARON:

17 All of them are every three years.
18 And then are all of them -- are all of them
19 every three years?

20 MS. ANDERSON:

21 Yes. Every three years, we have to
22 do a full contract. It's pretty much the same
23 contract, but that's a state process. The
24 state oversees it. There's no -- you have to
25 go into the online system and upload all the

1 documents and all the information. Ask Robert
2 how much information they ask of the
3 contractors. They -- the state makes sure that
4 you don't owe the state any -- anything to
5 Department of Revenue. You know, all of that
6 gets uploaded to the state, and then they
7 approve that contract. It's quite a process.
8 We start, you know, well in advance of the
9 expiration.

10 MR. DONNELL:

11 I just didn't remember voting on any.
12 I just want to take a look at them.

13 MR. BRITT:

14 We've renewed their contracts since I
15 was on the Commission, because I read both of
16 their contracts. I'm pretty sure. For some
17 reason, I read both of their contracts. I
18 don't know.

19 MS. MORRIS:

20 It's a required form that the AG's
21 Office uses. It has to be approved by the
22 Attorney General, Civil Service, and the
23 Division of Administration.

24 MS. BARON:

25 All three.

1 MR. WATTS:

2 While we're on the discussion,
3 Chairman Britt, I want to bring up
4 identification cards for Commissioners.

5 MR. BRITT:

6 They were discussed after the last
7 meeting about if -- let's say next meeting,
8 everybody wear what they want their picture in.
9 We'll get a -- y'all have got an office camera,
10 don't you? Or we'll bring a camera.

11 MR. PARNELL:

12 We use the phone.

13 MR. BRITT:

14 Well, I need it on my -- on my jump
15 drive. One of you young guys tell me. I mean
16 one of those little cards.

17 MR. WATTS:

18 And the reason being is, when we talk
19 to so many people so you can say I'm a
20 Commissioner. It helps out a lot.

21 MR. BRITT:

22 What I did today -- and I came in
23 early to check in the hotel and I got asked for
24 my -- for my ID. I had to give them one of my
25 other IDs. And I thought about it. You know,

1 what if one of the other guys didn't have
2 another one like me and a couple of other guys
3 have, you know, and he goes somewhere and they
4 ask for it. And the other thing -- and I think
5 we can get this corrected -- but when they do
6 our oath of offices, you're suppose to get --
7 and I'm sure you've got one, Derek, from the
8 Secretary of State's Office. Do you have one?

9 MR. PARNELL:

10 No.

11 MR. BRITT:

12 We can get that corrected.

13 MS. MORRIS:

14 You should have an employee ID.

15 MR. PARNELL:

16 I have an employee ID number.

17 MR. BRITT:

18 Yes, but no ID card. But we can --
19 but we can -- we can get those printed. We get
20 LSP to do it or I can take it back to one of
21 the sheriff's offices and we can -- we can do
22 it, because a lot of them have those machines
23 now. It's so modern. Used to be back in my
24 day, originally, it was a big deal, you know.
25 You had to make your own. You had to hire

1 somebody to come in and do it. Now, they can
2 do it just with that little -- everybody's
3 picture. We can do it.

4 MR. WATTS:

5 All right. Well, let's move right
6 along. Ratification of civil penalties.

7 MR. PARNELL:

8 All right. Commissioners, you'll
9 find in your packet a chart that illustrates
10 the licensees that were in violation of state
11 law. These cases have been investigated and it
12 was determined that public interest can be
13 served without further administrative
14 proceedings. Thus civil penalties were
15 administered. I will announce the names as
16 usual.

17 Do we have anyone present for any of
18 the licensees?

19 MS. BARON:

20 I will check. No, sir.

21 MR. PARNELL:

22 C & K Automotive, LLC, from Baton
23 Rouge, Louisiana, violation fine amount is
24 \$950. Bruce's Auto Sales, Incorporated, from
25 Lafayette, Louisiana, fine amount is \$450.

1 Riverside Automotive, LLC, from Plaquemine,
2 Louisiana, fine amount is \$1,200. Pointe
3 Coupee Auto Sales, LLC, from Baker, Louisiana,
4 fine amount is \$1,200. Kirk Melancon, doing
5 business as, Kirk's Auto Sales, from Lafayette,
6 Louisiana, fine amount is \$800. Tony's Auto
7 Sales, Incorporated, doing business as,
8 Boulevard Motors, from Baton Rouge, Louisiana,
9 fine amount is \$300. JP Enterprises SWLA, LLC,
10 doing business as JP Auto Sales, from Lake
11 Charles, Louisiana, fine amount is \$200.
12 Houston Motors of Louisiana, LLC, from Baton
13 Rouge, Louisiana, fine amount is \$1,500. SW
14 Auto, LLC, from Lafayette, Louisiana, fine
15 amount is \$650. Wilson Auto Sales, LLC, from
16 New Orleans, Louisiana, fine amount is \$450.
17 Jennifer Escher, doing business as Live Oak
18 Motor Works, from Denham Springs, Louisiana,
19 fine amount is \$500. Jermaine Anthony, doing
20 business as Anthony's Auto Sales, from New
21 Iberia, Louisiana, fine amount is \$300.
22 Redline Motors, LLC, from West Monroe,
23 Louisiana, fine amount is \$3,200. KADA Used
24 Car Sales, LLC, from Abbeville, Louisiana, fine
25 amount is \$600. 1st Stop Auto, LLC, from

1 Slidell, Louisiana, fine amount is \$600. Roy
2 King, Sr., doing business as King's Auto Sales,
3 from Shreveport, Louisiana, fine amount is
4 \$250. Barnesbiz, LLC, doing business as Auto
5 Correct, from Baton Rouge, Louisiana, fine
6 amount is \$350. JP Enterprises SWLA, LLC,
7 doing business as JP Auto Sales, from Lake
8 Charles, Louisiana, fine amount is \$300. The
9 total amount of fines that were imposed is
10 \$13,800.

11 Commissioners, I ask that you ratify
12 the imposed civil penalties assessed.

13 MR. OLAVE:

14 I have a question about Redline Motor
15 Cars. I have a question about Redline. That's
16 a lot of non-delivery of titles. What did --
17 we shouldn't have had a hearing or something
18 over that or?

19 MR. PARNELL:

20 With this alone, no. What I'll have
21 him do is schedule an audit to go out and take
22 a look at the --

23 MR. OLAVE:

24 Do you know the circumstances? Have
25 the consumers been satisfied?

1 MR. PARNELL:

2 Not offhand. I can call you back.

3 MR. DONNELL:

4 I know the guy.

5 MR. BRITT:

6 Is that --

7 MR. DONNELL:

8 It's David Albritton.

9 MS. BARON:

10 David Albritton.

11 MR. DONNELL:

12 The one that's got all the Jeeps.

13 Now, he's telling me that he's worked it out

14 with his floor planner and they got their

15 titles. So, undoubtedly, they may have.

16 Because y'all haven't gotten any calls, have
17 you?

18 MR. WATTS:

19 How long -- how long ago was that?

20 MR. DONNELL:

21 Probably, five or six months ago.

22 MR. WATTS:

23 Last year? Six months?

24 MR. DONNELL:

25 Yes.

1 MR. PARNELL:

2 Montie took care of it?

3 MS. BARON:

4 I think Montie took care of all
5 those.

6 MR. DONNELL:

7 I think he did.

8 MS. BARON:

9 He's taken care of all those.
10 They've all been taken care of, if I'm not
11 mistaken, or they're in the process of being
12 taken care of.

13 MR. BRITT:

14 Do you want to table that one?

15 MR. DONNELL:

16 We can. We can. And let Montie look
17 into it. But, yes, we can.

18 MR. HALLACK:

19 Is he still in business?

20 MS. BARON:

21 Yes. He is still in business, but
22 somebody else is running his dealership.

23 MR. DONNELL:

24 Because he's actually working for
25 another dealer.

1 MS. BARON:

2 I know. Yes, he is.

3 MR. WATTS:

4 He's still got a license in his name?

5 MS. BARON:

6 Yes.

7 MR. WATTS:

8 Okay.

9 MS. BARON:

10 Montie is on top of the situation.
11 And he's in the process of writing up the --
12 there will be the case report and everything.

13 MR. OLAVE:

14 One more question. I'm just curious.
15 JP Enterprises, I've never seen that, making an
16 unsubstantiated claim regarding the dealership,
17 one count. I've never seen that violation
18 before.

19 MR. HALLACK:

20 It could be advertising.

21 MR. PARNELL:

22 It's an advertising violation. What
23 it is, specifically, I cannot tell you right
24 now. I can later, though, when I go back and
25 research it.

1 MS. BARON:

2 David is in the process of -- he
3 wanted to know if he could make payment
4 arrangements with Mr. Parnell. And Mr. Parnell
5 talked -- Mr. Parnell agreed to that and he has
6 paid all but 1500 of his fine. But he is still
7 in business and he has one or two salespeople
8 that work for him. He's got Mary Bridges and
9 Alan Inland is in the process of getting his
10 license renewed.

11 MR. HALLACK:

12 You can have a dealership and be a
13 salesperson at another dealership?

14 MS. BARON:

15 As long as you're not a salesperson
16 at your own dealership, yes. He was working
17 for Commissioner Taylor. And, now, he's gone
18 to --

19 MR. DONNELL:

20 LA Auto Sales.

21 MS. BARON:

22 Thank you. LA Auto Sales.

23 MR. OLAVE:

24 I'm actually glad you brought that up
25 as -- not to get off on a tangent. Let's

1 finish this and I'd like to make a comment.

2 MR. WATTS:

3 One other comment: I see monthly --
4 failing to submit monthly reports. Now, is the
5 LIADA telling y'all dealers they've got to do
6 this?

7 MS. DOMANGUE:

8 We called them and we sent it out in
9 emails. We've been pretty active in discussing
10 this every opportunity.

11 MR. WATTS:

12 Well, it comes up every meeting as a
13 problem. We don't go out looking for it.

14 MS. DEBETAZ:

15 If it's, like, a few days before the
16 20th, I have it programmed in my calendar and I
17 talk to them about it at the auction --

18 MR. WATTS:

19 Yes.

20 MS. DEBETAZ:

21 -- you know, make sure you submit
22 your reports. I don't know why it's so
23 difficult.

24 MR. WATTS:

25 Well, I hate to fine them for

1 something like that, you know.

2 MS. DOMANGUE:

3 It will print their report. All they
4 have to do is make sure they get in their temp
5 tag number --

6 MR. WATTS:

7 Yes.

8 MS. DEBETAZ:

9 -- and it will print the report for
10 them. All they have to do is get it notarized
11 and sent in. And the address is printed on the
12 top of the report.

13 MR. WATTS:

14 Well, some of these I talked to --
15 well, they thought they were -- I did an online
16 temp tag and they know when I sold the car. I
17 said, no, it is a different ball game.

18 MS. DOMANGUE:

19 Right. They think that is it. They
20 think they are double working them is what they
21 think.

22 MR. WATTS:

23 Maybe, that will get it fixed.

24 MR. OLAVE:

25 We need to ratify whatever --

1 MR. WATTS:

2 We'll ratify -- make a motion to
3 ratify.

4 MR. OLAVE:

5 Are we -- are we excluding that one?

6 MR. WATTS:

7 Are we excluding Redline?

8 MR. PARNELL:

9 I think that is what you suggested
10 until the next commission meeting.

11 MR. BRITT:

12 Let's move Redline to the next
13 meeting and let's find out what all is going on
14 there before we move forward with Redline.

15 MR. PARNELL:

16 Whether the consumers have been --

17 MR. BRITT:

18 Whether the consumers have been whole
19 is most important. Two, if there's been any
20 type of other investigation going on, because
21 from my standpoint, when you start seeing that,
22 something else is going on. We just find that
23 out, and then we'll move forward.

24 MS. BARON:

25 I know for a fact that he got out of

1 trust with his -- with his floor planner and
2 that's what caused the problem.

3 MR. WATTS:

4 That will do it.

5 MS. BARON:

6 That will do it every time. If you
7 do it correctly, then you won't have a problem.
8 But if you get behind by one payment, you're
9 done.

10 MR. BRITT:

11 My two things: I want to make sure
12 the consumers are whole.

13 MS. BARON:

14 Okay.

15 MR. BRITT:

16 And, two, that there's nothing else
17 going on, nobody else is investigating anything
18 else. And Montie will know both. And we can
19 just move that to the next. Do I need to put
20 that in the form of a motion?

21 MS. BARON:

22 I've got it right here.

23 MR. BRITT:

24 Okay.

25 MR. WATTS:

1 So that's a motion. So I need --

2 MR. DONNELL:

3 Second. Second.

4 MR. WATTS:

5 Mr. Donnell seconds.

6 MS. BARON:

7 As far as the unsubstantiated thing,
8 he made -- he's making a unsubstantiated claim
9 regarding the dealership as being the largest
10 or biggest dealer and being the number one
11 dealer in an area. So he was making these sort
12 of claims that he couldn't substantiate and
13 that was -- it's an advertising violation.

14 MR. DONNELL:

15 So we need to get a motion and second
16 to ratify?

17 MR. WATTS:

18 I make a motion to ratify.

19 MR. SMITH:

20 Second.

21 MR. WATTS:

22 And a second by Darty.

23 And, Steve, you had some comments?

24 MR. OLAVE:

25 Yes. Maybe -- remember, actually,

1 not significant. But, you know, I've had the
2 occasion to have one dealership where I'm
3 licensed as a salesperson, but have other
4 vehicles at another place that I cannot talk to
5 a customer about, because I'm not licensed at
6 this other dealership. So, again, on a
7 personal basis, it's inhibited my ability to do
8 that and I'm just curious as to why that was a
9 rule and why is it -- is it that important?

10 MS. BARON:

11 Was it a rule before -- I mean, prior
12 to 20 years ago? Because, I mean, I've been
13 here for 17, 18 years and it's always been the
14 same, that you could only be a dealer at one --
15 have one dealer -- have one salesperson
16 license.

17 MR. OLAVE:

18 Well, you could be licensed as a new
19 car dealership and a used car dealership.

20 MS. BARON:

21 Yes. You can. That's two different
22 -- two separate commissions.

23 MR. OLAVE:

24 Again, what -- no, no, understood.
25 Why -- I understand the two commissions is the

1 reason that's available.

2 MS. BARON:

3 Right.

4 MR. OLAVE:

5 But if that's available and doesn't
6 cause the public any injury, why wouldn't we
7 let more -- just, again, for conversation only,
8 just why couldn't we have --

9 MS. BARON:

10 It would be a bear to keep up with as
11 far as to make sure you're on the right
12 dealership or you're at the right dealership
13 giving information about the right cars. If
14 you're a salesperson at two or three -- but if
15 you're a salesperson at two or three different
16 dealerships and you're at this dealership --
17 you're at Tony's dealership trying to sell a
18 car and they're, like, well, that's not the car
19 I want, I want a car like this or whatever, and
20 you go, well, at the other dealership where I
21 work, and you're not there. But at the other
22 dealership where I work, I can get you
23 something like that. Well, you're injuring
24 this dealer, because you're taking business
25 away from him.

1 MR. PARNELL:

2 Maybe, that was why.

3 MR. OLAVE:

4 No. But, again, to use your example,
5 if I work for Tony, Tony would know that I work
6 -- also work for another dealership.

7 MS. BARON:

8 Right. But he wouldn't necessarily
9 know that you were taking business from his
10 dealership and putting it over at the other
11 dealership. So, you know, and it would happen.

12 MR. HALLACK:

13 But we can do David Albritton that
14 way, because he can have his own dealership
15 where he's his own -- obviously, he has a
16 salesperson license at his own dealership.

17 MS. BARON:

18 No. He does not. He just owns the
19 dealership, but he does have a salesperson
20 license.

21 MR. HALLACK:

22 But he's a salesperson at another
23 dealership.

24 MR. OLAVE:

25 A franchise dealer? Another used

1 dealer?

2 MS. BARON:

3 Another used dealer, yes.

4 MR. HALLACK:

5 But we won't let a salesperson do
6 that. We'll let a dealer do it?

7 MS. BARON:

8 If they don't want to have a -- if
9 they don't want to have a salesperson license
10 at Tony's and they want to go to this other
11 dealership, that's fine. David Albritton does
12 not have two salespeople licenses. He has one
13 salesperson license. He owns Redline Motors,
14 but he works at a different dealership.

15 MR. HALLACK:

16 Well, at the dealership, Redline
17 Motors, he doesn't automatically get a
18 salesperson license?

19 MS. BARON:

20 No. He does not.

21 MR. OLAVE:

22 But, Kim, if we play your train of
23 thought out and using the Tony example, and the
24 idea of the spirit of the license is to protect
25 Tony from me being licensed at another

1 dealership and sending customers over there,
2 well, I can be licensed at Tony and own another
3 dealership and send those same customers to my
4 own dealership, which doesn't protect Tony
5 whatsoever.

6 MR. WATTS:

7 Ratification of revocations.

8 MR. PARNELL:

9 You'll find in your packet another
10 chart that illustrates licensees that have been
11 revoked.

12 Do we have anyone present?

13 MS. BARON:

14 No. We do not.

15 MR. PARNELL:

16 All right. Bayou State Auto Sales,
17 Zachary, Louisiana, notice of revocation, 11/26
18 of '19. Graceland Auto Sales, LLC, doing
19 business as Graceland Auto Sales, from Baton
20 Rouge, Louisiana, notice of revocation is 11/26
21 of '19. Imports, Etc, LLC, from Metairie,
22 Louisiana, notice of revocation 10/3 of '19.
23 Kilbride Cars, LLC, from Hammond, Louisiana,
24 notice of revocation 11/26 of '19. You Auto
25 Buy, West Monroe, Louisiana, notice of

1 revocation 10/2 of 2019. Commissioners, I ask
2 that you ratify the revocation of the dealers I
3 have just announced.

4 MR. WATTS:

5 I need a motion.

6 MR. DONNELL:

7 So moved.

8 MR. BRITT:

9 Second.

10 MR. WATTS:

11 Second by Mr. Britt.

12 Items for next agenda.

13 MR. DONNELL:

14 I just have one more question. If
15 y'all see that we have more than a quorum here.
16 And I was wanting to know why we cancelled it,
17 and then after that, we called and we're back
18 on? Why was it cancelled? Because we surely
19 have a quorum.

20 MR. PARNELL:

21 We absolutely have a quorum. That's
22 on me and I apologize to all of you if I was
23 out of line for doing that. It won't happen
24 again. I looked at the agenda and I saw we
25 only had truly one item on the agenda at that

1 time.

2 MR. DONNELL:

3 Yes. But that was pretty big, real
4 important.

5 MR. PARNELL:

6 It is very important. But I also
7 knew we could move it anyway to the next,
8 because there was no --

9 MR. DONNELL:

10 I feel that we needed to be here and
11 need to know an answer on these dealer tags,
12 you know.

13 MR. PARNELL:

14 My apologies to all of you.

15 MR. DONNELL:

16 And I would just suggest that if
17 we're going to do it again, maybe, you just
18 poll these board members.

19 MR. PARNELL:

20 I'm sorry about that. It won't
21 happen again.

22 MR. DONNELL:

23 Okay.

24 MR. WATTS:

25 All right. Time to adjourn.

1 MR. OLAVE:

2 So moved.

3 MR. SMITH:

4 I'll second.

5

6 (Meeting adjourned at 11:05 a.m.)

7

8

9

10

11

12

13

14

15

16

17

18

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 the
5 State of Louisiana, do hereby certify that the
6 Louisiana Used Motor Vehicle Commission January
7 27, 2020, meeting was reported by me in the
8 stenotype reporting method, was prepared and
9 transcribed by me or under my personal
10 direction and supervision, and is a true and
11 correct transcript to the best of my ability
12 and understanding.

13 This January 31, 2020, Baton Rouge,
14 Louisiana.

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