

BOSSIER PARISH POLICE JURY  
ROAD/SUBDIVISION REGULATIONS COMMITTEE MEETING  
MINUTES

Mr. Philip Rodgers, Chairman  
Mr. Bob Brotherton, Co-Chairman  
June 19, 2024

The Road/Subdivision Regulations Committee of the Bossier Parish Police Jury met on this 19<sup>th</sup> day of June, 2024, at 11:00 a.m., in the Police Jury Conference Room, Bossier Parish Courthouse, Benton, Louisiana. Mr. Philip Rodgers, Chairman, called the meeting to order, with the following members present:

Mr. Philip Rodgers, Chairman, Mr. Bob Brotherton Co-Chairman, Mr. Glenn Benton, Ms. Pam Glorioso, Mr. John Ed Jordan, Mr. Chris Marsiglia, Ms. Julianna Parks, Mr. Doug Rimmer.

Others present for the meeting:

Ms. Erika Akpan	Ms. Rachael Graves
Ms. Carlotta Askew-Brown	Mr. Eric Hudson
Ms. Carolina Blunck	Mr. Patrick Jackson
Mr. Jimmy Cochran	Mr. Graydon Kitchens, III
Mr. Stephen Coppola	Mr. Paul Linder, Sr.
Ms. Ashley Ezell	Mr. Heath Lyles
Ms. Stacie Fernandez	Ms. Megan Ramos
Mr. Jim Firth	Mr. Matt Redmon
Mr. Butch Ford	Mr. Tom Salzer
Mr. Daniel Garen	Mr. Keith Sutton
Ms. Julie Gill	Dr. Ken Ward
Ms. Monica Grappe	Mr. Rod White

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Mr. Graydon Kitchens, III, Kitchens Law Firm, addressed the committee, advising that he has been retained as a consultant for Vivint Home Security. He stated that representatives of Vivint Home Security are present to discuss the matter of a peddler permit in Bossier Parish. Mr. Kitchens stated that in March, 2023, Vivint Home Security was acquired by NRG Energy, Inc., and has since undergone reorganization and has established accountability and communications protocols.

Mr. Daniel Garen, Vivint Home Security, stated that since the time Vivint was last in Bossier Parish, the company has undergone tremendous changes. He advised of a Federal Trade Commission violation in May, 2021, which resulted in an order and fines. Mr. Garen stated that he was brought on board in August, 2021, advising that his function is to help companies turn course and Vivint has made significant progress including reorganization. He stated that there are only two remaining members of the original team.

Mr. Garen stated that the terms of the Federal Trade Commission order required an initial assessment by a government auditor, and biennial assessments thereafter. He further stated that Vivint's commitment to change led the team to develop a policy to perform internal audits on a

quarterly basis checking approximately 25% of the audit requirements of the Federal Trade Commission order, with an outside government auditor in each following quarter evaluating the same 25% of requirements. Mr. Garen stated that each quarterly audit is submitted to the Federal Trade Commission, with their ninth report submitted today, and Vivint has had no major nor minor findings. He further stated that the cost of audits performed above the requirements of the Federal Trade Commission order have been paid by Vivint to ensure continued improvement and compliance. Mr. Garen stated that due to the commitment Vivint has displayed, discussion with the Federal Trade Commission has begun concerning lifting the order prematurely. He further stated that complaints have dropped 74-75%, and artificial intelligence programs have been implemented to track issues that may lead to outcomes which caused the previous issues, and those processes are working at a 96% effective rate.

Mr. Garen stated that a training plan has been developed which must be completed and passed prior to working in the parish, and any compliance violation requires a repeat of training by the sales representative that must be completed and passed before sales can resume. He further stated that zip code blocks will require the sales representative to produce a peddler permit before accessing the system to sell in Bossier Parish. Mr. Garen stated that any substantiated infractions will result in immediate termination of the sales representative's ability to work in the state of Louisiana. He further stated that periodic audits of sales teams' permits will be completed, and any substantial violation discovered will result in immediate termination of the representative. Mr. Garen advised that all audits performed in Bossier Parish will be provided to the parish, and there will be a dedicated point of contact in Louisiana.

Mr. Glenn Benton discussed how sales representatives arrive and depart neighborhoods, and previous complaints regarding scare tactics used by Vivint representatives. Mr. Garen provided information on daily operations and advised that part of the training requirement involves no misrepresentation by sales representatives, with ongoing employee training on what is allowed during a sales presentation. He further stated that a standard right of rescission for ages 65 and over is seven days; however, Vivint has extended its 30-day right of rescission to 60 days for customers 65 years of age and over, allowing those customers to complete a full billing cycle before deciding.

Mr. Jimmy Cochran stated that many complaints were received regarding vehicles that were not properly marked, and representatives that were not in uniform when going door to door.

Mr. Garen stated that the uniform policy requires a polo shirt with logo and a name tag. He further stated that placing logos on sales representatives' vehicles is problematic due to the use of personal vehicles; however, all technicians travel in company vehicles with company markings.

Mr. Cochran expressed concern regarding the process in which sales representatives travel in personal vehicles and are deposited in neighborhoods for the day. Mr. Garen stated that this process is standard nationwide. Mr. Benton stated that he has received complaints from elderly constituents advising him that scare tactics were being utilized. Mr. Garen stated that the company monitors public commentary to address those issues immediately. Mr. Benton stated he has also received complaints about Vivint representatives entering gated communities with Homeowners' Associations which prohibit solicitation. Mr. Garen advised that another component of training covers Homeowners' Associations and no soliciting signs which must be obeyed.

Ms. Julianna Parks stated that she previously experienced contact with Vivint representatives and felt that they were very pushy and barged into her home without being invited. She further stated that she would like to see training dealing with those types of situations. Mr. Garen stated that there is a contact telephone number located prominently at the top of their website that reaches his team in the event of a problem. Ms. Parks requested information on the process for handling domestic violence situations when one party is ordered to be removed from access. Mr. Garen stated that he will research that question and provide an answer to the jury.

In response to Mr. Chris Marsiglia, Mr. Garen advised that Vivint currently services Caddo Parish, DeSoto Parish and Webster Parish. Ms. Carlotta Askew-Brown, Bossier City-Parish MPC Executive Director and Benton MPC Executive Director, asked when Vivint generally operates. Mr. Garen stated that typical sales seasons are the summer months, from the beginning of May until the end of September. He further stated that their system keeps track of the neighborhoods visited, and there is space in the system for notes made by representatives, as well.

Mr. Tom Salzer requested clarification on how representatives are compensated and whether training is a consultative or high-pressure approach. Mr. Garen stated that training is based on a needs assessment approach, and because NRG is a multi-brand company, representatives are also trained in cross-selling solutions for needs determined during the consultation. Mr. Salzer stated that complaints he received involved representatives not taking no for an answer and arriving at late hours, such as 8:00 p.m. Mr. Patrick Jackson, Parish Attorney, stated that the ordinances developed by the parish are a result of complaints regarding late night sales calls, scare

tactics and the violation of homeowners' association rules. He further stated that the rules currently in place are designed to prevent those issues from continuing. Ms. Monica Grappe, Right of Way Agent, clarified that the system is flagged when a resident declines service. Mr. Garen stated that the system is designed with a notes section, but it is up to the individual representative to make complete notes.

Mr. Doug Rimmer asked if crime statistics are being used by sales representatives as a part of their sales presentation. Mr. Garen stated that the use of crime statistics is never allowed in any sales presentation, but representatives are trained to cross-sell solutions due to the number of services offered by Vivint's parent company, NRG Energy, Inc.

Mr. Philip Rodgers clarified that the police jury office handles permits for the unincorporated areas of the parish. Ms. Carlotta Askew-Brown stated that no door-to-door solicitation is allowed inside Bossier City limits.

Mr. Rodgers stated that the committee will take the information presented today under advisement for further consideration.

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Mr. Eric Hudson, Parish Engineer, advised of an issue involving a request to subdivide property located on a private road within the jurisdiction of Haughton MPC. He stated that Mr. Sam Marsiglia, Haughton MPC Commissioner, could not be here today due to illness.

Mr. Hudson stated that the Haughton MPC Unified Development Code provides that only property fronting public roads can be subdivided, but the caretaker provision may apply due to the need for the second residence. He further stated that this property is located on a gravel, private road that is not maintained by the parish. Mr. Butch Ford, Parish Administrator, stated that this matter has been discussed previously and the private road in question also crosses over a railroad track. Mr. Hudson stated that the re-subdivision meets Louisiana Department of Health and Human Services, Department of Health requirements due to the size of the property being seven acres. Mr. Jackson stated that parish ordinances are general guidelines and rules, but some situations are unique in nature. Mr. Hudson recommended that a meeting of the Rural Development Committee be scheduled for further discussion of this matter.

Mr. Rodgers stated that another item to be considered under the caretaker provision is how to address the matter when the caretaker need no longer exists. He further stated that a common problem is the family does not have the funds or ability to remove the second living structure. Ms.

Carlotta Askew-Brown stated that the only recourse is to file litigation to remove the structure once the caretaker is no longer needed, but while an order can be issued in litigation, that does not guarantee the structure will be removed due to cost.

Ms. Monica Grappe, Right of Way Agent, asked if there is an existing ingress and egress to the property. Mr. Hudson stated he believes the property does have ingress and egress.

Mr. Jackson stated that there is a policy issue at hand to be addressed by this jury. He further stated that the committee has been made aware of this situation at the front end, but there are always issues caught on the back end which have catastrophic results, such as Green Road. Mr. Jackson stated former police jury bodies set up these guidelines in an effort to prevent problems in the future, and at times the jury must make decisions concerning unintended consequences.

Mr. Hudson advised that in any potential solution, the property must have public access. The jurors discussed potential issues and solutions regarding this matter. Mr. Hudson advised that he will call a Rural Development Committee meeting to discuss this matter further. Mr. Benton recommended that Mr. Jackson attend the meeting.

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Mr. Hudson stated that he has prepared a document with a list of plats recently approved administratively through his office. He stated that these are generally minor plats which have already been approved by the MPC offices, which he can approve administratively without the need for an agenda item for a regular meeting of the police jury. Mr. Hudson stated he prefers to provide plats of this nature in committee meetings to keep the jurors aware of development in their districts and to have a record of these developments recorded in the minutes. The following plats have been approved administratively:

1. Meek Subdivision – granted additional right of way on Camp Joy Road
2. Gregory and Lacey Manning Minor Plat – granted additional right of way on Padgett Road
3. Kirby Manning Minor Plat – granted additional right of way on St. Mary Road
4. Jerry and Rachel Welton Minor Plat – granted additional right of way on Diaper Circle
5. W Scott Subdivision
6. Giving Tree Medical LLC Subdivision

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Mr. Ford stated that he has received information concerning the traffic study for the Swan

Lake Road and Interstate 220 on and off ramps, advising that the state will be installing signals soon. He further stated that any further development at the Forest Hills and Highway 80 area will require significant improvements, including a turn lane and signal.

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Mr. Ford stated that he has received a request from the Cypress Black Bayou Recreation and Water Conservation District for repairs needed at the boat launch and dam area on Parks Road. He further stated that the estimated cost for the repairs is \$10,000, and with committee approval, he will advise the Board of the cost for reimbursement to the parish.

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Ms. Carlotta Askew-Brown stated that the City of Bossier has requested she research digital signage in residential subdivisions, which is not allowed under current regulations. She further stated that these types of signs are typically used by Homeowners' Associations to alert residents of news and events. Mr. Jackson stated that certain digital signs have recently been criticized. Mr. Benton stated that he believes any such sign should not be in the public right of way, but instead be owned by the Homeowners' Association. Mr. Cochran recommended that no action be taken on this issue.

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Mr. Jackson stated that he has received a request for review of the traffic situation near Cypress Baptist Church and St. Jude Catholic Church on Palmetto Road in Benton, LA. He further stated that he is requesting a sub-committee meeting to discuss the issues and possible solutions. Mr. Rodgers stated that a sub-committee meeting will be scheduled prior to the next regular meeting.

There being no further business, the meeting was adjourned at 12:14 p.m. by the Chairman.

MEGAN C. RAMOS  
INTERIM PARISH SECRETARY

PHILIP RODGERS, CHAIRMAN  
BOSSIER PARISH POLICE JURY