# Board of Accountancy October 7, 2011

# Sheraton Suites 4400 West Cypress Street Tampa, Florida 33607

## Friday, October 7, 2011

The meeting was called to order at 9:00 a.m. by Ms. Caldwell, Chair. The roll was called by Ms. Kelly, Division Director, and reflected the following persons present:

BOARD MEMBERS		STAFF	
Teresa Borcheck	Present	Veloria Kelly	Present
Cynthia Borders-Byrd	Present	June Carroll	Present
Maria E. Caldwell	Present		
David L. Dennis	Present		
William Durkin	Present		
M.G. Fennema	Present		
Steve Riggs	Present		
Eric Robinson	Present		
H. Steven Vogel	Present		
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Mary Ellen Clark, Assistant Attorney General and Board Counsel was present. Kathleen Brown-Blake, Assistant General Counsel, Department of Business and Professional Regulation was present. Court Reporter was Pat Gough.

1. Approve Board Minutes

A. August 12, 2011

Motion was made by Mr. Durkin, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

2. OGC Action Request

A. ABBOTT, DALE J. – 2010057279

Ms. Caldwell and Ms. Borders-Byrd were recused.

Mr. Riggs chaired.

Motion was made by Mr. Durkin, seconded by Mr. Robinson, to reject the stipulation, dismiss the Administrative Complaint with no further prosecution. Upon vote, the motion passed unanimously.

Upon vote, the motion passed with Ms. Borcheck voting no.

B. BATLAGI, AHMAD LABIB – 2010031881

Ms. Caldwell and Ms. Borders-Byrd were recused.

Mr. Batlagi was present.

Mr. Durkin chaired.

Motion was made by Mr. Robinson, seconded by Mr. Riggs, to reject stipulation. Upon vote, the motion passed unanimously. Motion was made by Mr. Robinson, seconded by Mr. Riggs, to amend the stipulation with the following conditions; three (3) years suspension, reprimand, eight (8) hours of continuing professional education in ethics, and a \$3,000 fine to be paid within ninety days of date of Final Order, the amended stipulation must be accepted within thirty days. Upon vote, the motion passed unanimously.

C. DAY, RICHARD ROY – 2011007839

Ms. Caldwell and Ms. Borders-Byrd were recused.

Mr. Durkin chaired.

Motion was made by Dr. Fennema, seconded by Ms. Borcheck, that a right to hearing was waived. Upon vote, the motion passed unanimously. Motion was made by Dr. Fennema, seconded by Ms. Borcheck, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Mr. Riggs, seconded by Ms. Borcheck, to suspend license until such time as he returns the financial documents to First Coast Opera, Inc. and appears before the board at which time they may impose terms and conditions, and submit cost of \$165.19, to be due within thirty days of date of Final Order. Upon vote, the motion passed unanimously.

D. MATHIS, JULIE – 2011000411 [MC/CBB]

Ms. Caldwell and Ms. Borders-Byrd were recused.

Ms. Mathis was present.

Mr. Durkin chaired.

Motion was made by Dr. Fennema, seconded by Ms. Borcheck, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Mr. Robinson, seconded by Mr. Riggs to impose cost of \$148.06, to be due within thirty days of date of Final Order. Upon vote, the motion passed unanimously.

E. PHILLIPS, CHRISTOPHER DALE – 2011010606

No one was recused.

Ms. Caldwell chaired.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Riggs, to accept voluntary relinquishment of license. Upon vote, the motion passed unanimously.

## F. RICCIANI, MATHIS & JESSEN CPAS – 2011002612

Ms. Caldwell and Ms. Borders-Byrd were recused.

Ms. Mathis was present.

Mr. Durkin chaired.

Motion was made by Dr. Fennema, seconded by Ms. Borcheck, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Mr. Robinson, seconded by Mr. Riggs to impose cost of \$148.06, to be due within thirty days of date of Final Order. Upon vote, the motion passed unanimously.

# G. SCHMAUTZ, EMIL N – 2009014605

Ms. Caldwell and Ms. Borders-Byrd were recused.

Mr. Durkin chaired.

Motion was made by Mr. Riggs, seconded by Mr. Dennis, that a right to hearing was waived. Upon vote, the motion passed unanimously. Motion was made by Mr. Riggs, seconded by Ms. Borcheck, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Dr. Fennema, seconded by Mr. Robinson, to revoke license. Upon vote, the motion passed unanimously.

# H. SCHNEIDER, FREDERICK – 2010035884

Ms. Caldwell and Ms. Borcheck were recused.

Mr. Durkin chaired.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, that a right to hearing was waived. Upon vote, the motion passed unanimously. Motion was made by Dr. Fennema, seconded by Ms. Borders-Byrd, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Mr. Robinson, seconded by Mr. Dennis, to revoke license. Upon vote, the motion passed unanimously.

## I. SPENCER, SCOTT A – 2010044971

Ms. Caldwell and Ms. Borders-Byrd were recused. Mr. Durkin recused himself.

Mr. Spencer and his attorney Mr. Rankin were present.

Mr. Riggs chaired.

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to accept stipulation. Upon vote, the motion passed unanimously.

# 3. Petitions for Variance or Waiver A. LOWMAN, BRENT

Mr. Lowman was present.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to accept hours worked. Upon vote, the motion passed unanimously. Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to accept law school hours for the one semester hour of accounting. Upon vote, the motion passed unanimously.

## B. RAWLINSON, NOA

Ms. Rawlinson was present.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to approve. Upon vote, the motion passed unanimously.

4. Disciplinary Matters

A. PEVZNER, MICHAEL - 2008032875

No action taken.

5. Exams – Recommended Approvals

Juan C. Blanco

Applicant was charged with battery on a police officer on March 27, 1988; placed on 12 months probation. All sanctions have been satisfied. Applicant charged with possession of marijuana on October 29, 2010; case still pending investigation.

Mr. Blanco was present.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Daniel B. Carelli

Applicant was charged with assault on December 17, 1996; community service. All sanctions have been satisfied. Charged with possession of marijuana on November 24, 2001; community service. All sanctions have been satisfied.

Mr. Carelli was present.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Ryan M. Giacomin

Applicant charged with disorderly conduct and resisting arrest without violence on September 3, 2007, placed on probation and served community service hours. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Sean McHugh

Applicant was charged with trespassing construction site, larceny grand from posted construction site, and larceny petit theft 1st offense on December 2, 2002; pretrial diversion. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Daniel E. Page

Applicant was charged with driving while license suspended on September 24, 2002; three (3) months probation, \$300.00 fine, and court costs. All sanctions have been satisfied. Applicant charged with reckless driving on July 15, 2008; six (6) months probation and 100 hours community service. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Herman J. Perez

Applicant charged with possession of cannabis on May 22, 2002; adjudication withheld. All sanctions have been satisfied. Charged with DUI, possession of cannabis/paraphernalia, cocaine on January 9, 2009; convicted of DUI, adjudication withheld on cannabis/paraphernalia. All sanctions have been satisfied. Applicant charged with possession of controlled substance/cannabis/paraphernalia on October 15, 2009; adjudication withheld 24 months probation. All sanctions have been satisfied. Charged with possession of cannabis 20+, trafficking, paraphernalia on May 20, 2011; nolle pros, no action. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Michael D. Riser

Applicant charged with misdemeanor battery on October 25, 1994; placed on 18 months probation. All sanctions have been satisfied. Applicant charged with misdemeanor carrying a concealed weapon on March 27, 2006; fined and placed on 21 days of electronic monitoring. All sanctions have been satisfied. Applicant charged with misdemeanor battery on January 9, 2008; fined placed on 12 months probation and 20 days of work/school release. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Jason Serrano

Applicant charged with Manslaughter/Culpable negligence on July 7, 1991; served 1.5 yrs. in prison and three (3) years of probation along with 300 hours of community service. All sanctions have

been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Paola Valera

Applicant was charged with petit theft on September 21, 2006; nolle pros - court. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Bruce H. Weinberg

Applicant charged with insufficient funds on November 5, 1984; misdemeanor. All sanctions have been satisfied. Charged with burglary and battery on May 11, 2004; burglary dismissed - battery pled guilty to misdemeanor and adjudication withheld. All sanctions have been satisfied.

Motion was made by Mr. Robinson, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

6. Exams – Denials

Faisal K. Alkhalifah

Applicant deficient six (6) semester hours of graduate level courses from an accredited institution to include three (3) semester hours of accounting and three (3) semester hours of taxation. These hours must be taken after admission to graduate school.

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to deny. Upon vote, the motion passed unanimously.

Luiz C. Benette

Applicant is deficient three (3) semester hours of graduate level taxation from an accredited institution. These hours must be taken after admission to graduate school. Also deficient six (6) semester hours of business law to include coverage of contracts, torts and the Uniform Commercial Code.

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to deny. Upon vote, the motion passed unanimously.

Sarah R. Brown Applicant is deficient coverage of upper division

cost/managerial accounting.

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to deny. Upon vote, the motion passed unanimously.

Michael J. Casey Applicant is deficient three (3) quarter hours of

business law.

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to deny. Upon vote, the motion passed unanimously.

Stephen R. Farrier Applicant is deficient nine (9) semester hours of

upper division accounting to include coverage of

cost/managerial accounting.

Mr. Farrier was present.

Motion was made by Mr. Robinson, seconded by Mr. Dennis, to deny. Upon vote, the motion passed unanimously.

Muhammed J. Shafiqi Applicant deficient 15.66 semester hours of upper

division accounting to include coverage of cost/managerial and accounting information systems and 3.33 semester hours of business law.

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to deny. Upon vote, the motion passed unanimously.

## 7. Endorsement – Recommended Approvals

Amanda J. Davis

Applicant was charged with minor in possession of alcohol January 18, 2003; charges dismissed October 13, 2003. All sanctions have been satisfied. Applicant was charged with DUI October 24, 2003; probation. All sanctions have been satisfied.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Robinson, to approve for convictions only. Upon vote, the motion passed unanimously.

Lynne Marcus Applicant owed back payroll taxes which she was

unable to pay in full due to financial hardship. NYS Insurance Department in a mutual agreement; rescinded NY resident license. She states she has paid all payroll taxes owed to NY and they have

issued a release.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Robinson, to approve for convictions only. Upon vote, the motion passed unanimously.

Vera Vasileva Applicant was charged with MIS shoplifting on

March 11, 2003; \$215.00 fine and case set aside.

All sanctions have been satisfied.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Robinson, to approve for convictions only. Upon vote, the motion passed unanimously.

#### Addition

Leah M. Bonetti

Applicant was charged with DUI on August 8, 2002; one (1) year probation. All sanctions have been satisfied. Charged with possession of cannabis & paraphernalia on November 24, 2005; completed misdemeanor intervention program. All sanctions have been satisfied.

Applicant was on the August 12, 2011 board agenda. The board requested her appearance at the October 7, 2011 meeting.

Ms. Bonetti was present.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Robinson, to approve for convictions only.

8. Endorsement – Consideration

John S. Denlinger Applicant answered affirmative to question

regarding holding self out or practicing as a CPA in the geographical boundaries of the State of Florida.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Robinson, to approve. Upon vote, the motion passed unanimously.

Ariana M. Young Applicant answered affirmatively to the question

regarding holding self out or practicing as a CPA in the geographical boundaries of the State of Florida.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Robinson, to approve. Upon vote, the motion passed unanimously.

9. Maintenance and Reactivation – Consent Agenda – Staff Approvals

Motion was made by Mr. Robinson, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

10. Maintenance and Reactivation – Requests to Reactivate

Zenith F. Coombs

Ms. Coombs license reverted to "delinquent" status on January 1, 2009 for failure to submit four (4) continuing professional education (CPE) hours in board approved ethics. Her license reverted to "null and void" status on January 1, 2011.

Ms. Coombs was present

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

David G. Cornell

Mr. Cornell's license reverted to "delinquent "status on January 1, 2009 for failure to submit continuing professional education (CPE) hours and the license renewal fee. His license reverted to "null and void" on January 1, 2011.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Gregory A. Gelyon

Mr. Gelyon's license reverted to "delinquent" status on January 1, 2009 for failure to submit four (4) CPE hours of board approved ethics. His license reverted to "null and void" status on January 1, 2011.

Mr. Gelyon was present.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Nancy Greene

Ms. Greene's license reverted to "delinquent status on January 1, 2009 for failure to submit continuing professional education (CPE) hours, a passing score on the laws and rules exam and the license renewal fee. Her license reverted to "null and void" on January 1, 2011.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Terri L. Holley

Ms. Holley's reverted to "delinquent" status on January 12, 1997 for failure to submit continuing professional education (CPE) hours. Her license reverted to "null and void" status on January 11, 1999.

Ms. Holley was present.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Ross N. Jones Mr. Jones' license reverted to "delinquent status on

January 4, 2007 for failure to pay the license renewal fee. His license reverted to "null and void" on January 1, 2009.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Bonnie M. Krone Ms. Krone's license reverted to "delinquent" status on

January 1, 2009 for failure to submit continuing

professional education hours, a passing score on the laws and rules exam and the license renewal fee. Her license

reverted to "null and void" on January 1, 2011.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Adam D. Nickerson Mr. Nickerson's license reverted to "delinquent" status on

January 1, 1998 for failure to submit continuing

professional education (CPE) hours. His license reverted

to "null and void" status on January 1, 2000.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

David E. Parker Mr. Parker is requesting reinstatement of his license. His

license reverted to "delinquent "status on January 1, 1999 for failure to submit the (CPE) hours, a passing score on the laws and rules exam, and the license renewal fee. His license reverted to "null and void" on January 1, 2001.

Mr. Parker was present.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Adam W. Sandback Mr. Sandback license reverted to "delinquent" status on

January 1, 2009 for failure to submit continuing

professional education credits and the license renewal fee. His license reverted to "null and void" status on January 1,

2011.

Mr. Sandback was present.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Glenn T. Sundin Mr. Sundin's license reverted to "delinquent" status on

January 1, 2009 for failure to submit continuing

professional education (CPE) hours, a passing score on the laws and rules exam and the license renewal fee. His license reverted to "null and void" on January 1, 2011.

Mr. Sundin was present.

Motion was made by Ms. Borders-Byrd, seconded by Dr. Fennema, to approve extending the delinquent status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

11. Maintenance and Reactivation - Denials

Michael B. Anthony Mr. Anthony was required to meet 120 continuing

professional education (CPE) with 20 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. He is deficient three (3) total CPE hours, and sufficient proof of attendance for the course completed on April 4, 2011 - missing sponsor's

signature.

Motion was made by Mr. Robinson, seconded by Mr. Riggs, to deny. Upon vote, the motion passed unanimously.

Donna M. Eldridge Ms. Eldridge applied under the amnesty program and is

required to complete 120 continuing professional education (CPE) hours with 30 in A/A and eight (8) in board approved ethics by June 30, 2011. She submitted her application after the June 30, 2011 deadline. She is deficient 160 CPE hours for the period ending December

30, 2011.

Motion was made by Mr. Robinson, seconded by Mr. Riggs, to deny. Upon vote, the motion passed unanimously.

12. Maintenance and Reactivation – Voluntary Relinquishment

Laborde, Gregory T. 42614 Van Cola, Susan D. 14372

Motion was made by Mr. Durkin, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

13. Temporary Permits

No action taken.

## 14. Reports

#### A. COMMITTEE - CPE - MINUTES - 5-31-2011

Motion was made by Ms. Borders-Byrd, seconded by Mr. Durkin, to ratify. Upon vote, the motion passed unanimously.

#### B. COMMITTEE - CPE -MINUTES - 7-21-2011

Motion was made by Ms. Borders-Byrd, seconded by Mr. Durkin, to ratify. Upon vote, the motion passed unanimously.

# C. COMMITTEE - COMMITTEE ON ACCOUNTING EDUCATION - 8-12-2011

Motion was made by Ms. Borders-Byrd, seconded by Mr. Durkin, to ratify. Upon vote, the motion passed unanimously.

#### D. COMMITTEE - MINORITY SCHOLARSHIP MINUTES - 8-15-2011

Motion was made by Ms. Borders-Byrd, seconded by Mr. Durkin, to ratify. Upon vote, the motion passed unanimously.

#### E. PROSECUTING ATTORNEY REPORT

Ms. Brown-Blake reported.

#### 15. Administrative

# A. IRS REGISTERED TAX PREPARER CPE REQUIREMENTS

This was an informational item.

## B. RESOLUTION FOR DAVID TIPTON

Motion was made by Mr. Durkin, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

## 16. NASBA

# A. 11Q2 CANDIDATE CONCERNS REPORT

This was an informational item.

## B. EXPOSURE DRAFT

Ned Campbell of the Florida Institute of Certified Public Accounting was present for this item. Mr. Campbell informed the board that NASBA's Exposure Draft specifically talks about the QAS Program. Mr. Campbell told the board that NASBA decided to look at their Standards for Review. There is still concern regarding the terminology being used, and the fact that the Standards for Review should be reviewed at least every eighteen months, due to rapid changes in technology.

#### **ADDITIONS**

#### A. FOCUS QUESTIONS

The Board considered Division Director's responses.

#### 17. FICPA

#### A. DISCUSSION

Mr. Johnson updated the new Board of Accountancy members about the FICPA forming a "Board of Accountancy Privatization Task Force" to study the possibility of privatizing the board office. Mr. Johnson stated that this task force was put together based on overtures made by former DBPR Secretary Charlie Liem that he felt the time was right to move forward with privatization under the Scott Administration. The FICPA's Privatization Task Force committee includes former BOA members Marshall Gunn and Jim Thielen, current Board of Accountancy Chair Maria E. Caldwell, and FICPA President Stam Stathis. Mr. Johnson stated that some members of the Board of Accountancy Privatization Task Force met with current Secretary Ken Lawson and Deputy Secretary Tim Vaccaro to inform them of the committee's initial efforts. Secretary Lawson thought that exploring privatization for the Board of Accountancy would fall into the Governor's vision, and that he would follow-up with the Governor's office to get further guidance. Mr. Johnson reported that Deputy Secretary Vaccaro submitted several business case studies done by other boards to the Board of Accountancy's Privatization Task Force and that he also reported the board could pay for the required business case study.

The Florida Board of Accountancy appointed Board members Mr. Robinson, Dr. Fennema, Mr. Dennis and Ms. Borders-Byrd to a Board of Accountancy Board Privatization committee, which would work with the FICPA Privatization Task Force committee, to study the possible privatization for the Florida Board of Accountancy. The Board of Accountancy Privatization committee requested from Deputy Secretary Vaccaro a complete list of all duties and responsibilities currently being conducted by Department of Professional Regulation on behalf of the board, and cost associated, to be presented at the next Board meeting.

#### 18. Other Business

Deputy Secretary Vaccaro introduced himself to the new board members, and told them his role at the Department of Business and Professional Regulation.

George Ayrish, Director of Service Operations introduced himself to the new board members. Mr. Ayrish gave the board an overview of the new customer contact survey that his department had completed during the period of August 1, 2011 and September 30, 2011. Mr. Ayrish informed the board that the Department would be upgrading the IVR system and the cost is department wide. Board members requested Mr. Ayrish to determine at the conclusion of the customer's call they have an option to participate in a customer satisfaction survey.

Board members were invited to tour the Customer Contact Center as well as the Central Intake Unit while in Tallahassee for their December board meeting.

# ADDITIONS - Administrative

# A. DRAFT OF FEE SCHEDULE

This was an informational item.

## B. HOTEL COMPARISONS FOR 2012 MEETINGS

The board determined that when staying in Tampa for 2012, they will meet at the Marriott Airport.

C. PROPOSED NEW AND REVISED INTERPRETATIONS AND PROPOSED DELETIONS OF ETHIIC RULINGS

This was an informational item.

19. Future Meetings

This was an informational item.

20. Adjourn

The meeting was adjourned at 1:18 p.m.

Maria E. Caldwell, Chair