

1 COMMUNITY ASSOCIATION MANAGERS COUNCIL

2

3

4

5

6

7

8

9 DIGITALLY RECORDED TELEPHONIC MEETING

10 JULY, 31, 2009

11

12

13

14

15

16

17

18

19 Transcribed by:

20 Marlo D. Farnsworth

21 Certified Shorthand Reporter

22

23

24

25

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1                    P R E S E N T  
2                    CHRIS BROWN, CHAIRMAN  
3                    ANTHONY SPIVEY, EXECUTIVE DIRECTOR  
4                    TERENCE BRENNAN  
5                    STEVEN CZONSTKA  
6                    KELLEY ANN MORAN  
7                    MARGARET ROGERS  
8                    PATRICIA ROGERS

9                    \* \* \*

10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21

22

23

24

25

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 DIGITALLY RECORDED PROCEEDINGS

2 MR. SPIVEY: Okay. Good morning, this is  
3 Anthony Spivey from the Department of Business and  
4 Professional Regulation. I am the Executive  
5 Director for the Regulatory Council of the  
6 Community Association Managers.

7 We are here to take input from the CAM council  
8 members regarding legislative suggestions for the  
9 Department, and this is -- today's date is  
10 July 31st, 2009. And I will have Ms. Renese Jones  
11 call the roll call for the counsel members.

12 MS. JONES: Chris Brown?

13 CHAIRMAN BROWN: Present.

14 MS. JONES: Terence Brennan?

15 MR. BRENNAN: Present.

16 MS. JONES: Steve Czonstka?

17 MR. CZONSTKA: Present.

18 MS. JONES: Kelley Moran?

19 MS. MORAN: Present.

20 MS. JONES: Maggie Rogers?

21 MS. M. ROGERS: Present.

22 MS. JONES: Patricia Rogers?

23 MS. P. ROGERS: Present.

24 MS. JONES: Okay, all present.

25 MR. SPIVEY: Okay.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 MR. PORTH: My name wasn't called. I was  
2 invited to participate as well. It's Ari Porth  
3 from House District 96.

4 MR. ARMBRUSTER: And this is Bill Armbruster.  
5 I was -- also received an invite to attend.

6 MR. SPIVEY: Okay. This is Anthony Spivey --

7 MR. COLIONE: And my is Bill Colione. I would  
8 also like to attend also.

9 MR. SPIVEY: Just a moment, please. Thank  
10 you. This is Anthony Spivey, Executive Director.  
11 I will ask the council members that when you do  
12 speak to the different suggestions or comments,  
13 that each individual identify themselves so that  
14 we'll get an accurate recording of the information  
15 and --

16 MS. HELEN: And one more thing, this is Helen  
17 from Representative Robaina's office.

18 MR. SPIVEY: Okay, thank you.

19 UNKNOWN SPEAKER: My name is --

20 MR. SPIVEY: I would like to go ahead and turn  
21 this over to the Chair, Mr. Brown.

22           CHAIRMAN BROWN: Thank you, Tony. This is  
23           Chris Brown, and I will go around, and we will get  
24           comments from each of the council members.  
25           One thing I'd like to remind the members is

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 the purpose of the suggestions from Governor Crist  
2 is due to the economy, that the suggestions will  
3 increase savings to the State. This is part of the  
4 Accelerate Florida, and this is what the  
5 Legislature and Governor are going to be, again,  
6 addressing this year.

7 They also did quite a few cost cutting  
8 measures last year. And they're looking for  
9 suggestions from us that will either increase  
10 efficiency or generate some type of savings, and I  
11 don't know if anyone from the Department wanted to  
12 elaborate on --

13 (Unknown voices.)

14 CHAIRMAN BROWN: -- if Tim or anyone wanted  
15 to --

16 MR. VACCARO: Mr. Chair, this is Tim Vaccaro,  
17 and to kind of elaborate --

18 MR. SPIVEY: Excuse me? Hello? This is  
19 Anthony Spivey with the Department. I want to ask  
20 that whoever is speaking in the background that you  
21 please be quiet for a moment because your

22 conversation is coming through on the conversation

23 for the meeting, thank you.

24 MS. M. ROGERS: Point of information, Anthony,

25 this is Maggie Rogers. How do -- can you tell us

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 all how to mute the phone? I know that it was in  
2 the instructions, but I didn't quite get the  
3 number.

4 MS. P. ROGERS: I can tell you, this is  
5 Patricia Rogers, it's star 6.

6 MR. SPIVEY: You can't mute the conference  
7 call. I can only do it here.

8 MS. P. ROGERS: Oh, except when you call in,  
9 it says you can.

10 MR. SPIVEY: You can mute your phone.

11 MS. M. ROGERS: Yeah, that's what I mean. And  
12 so if there were any background noise happening, if  
13 we hit star 6, that would help. And then how do we  
14 get out of it?

15 MR. SPIVEY: I think those are limited to the  
16 phone of the leader of the conference.

17 MR. BRENNAN: To get out of it, you would hit  
18 pound 6. Star 6 to mute you specific phone, pound  
19 6 to unmute your specific phone.

20 MS. M. ROGERS: Thank you so much. Thank you.

21 MR. VACCARO: Mr. Chair, this is Tim Vaccaro.

22 CHAIRMAN BROWN: Yes, please. Thanks, Tim.

23 MR. VACCARO: Thank you. Just to elaborate a

24 little on the Governor's Accelerate Florida

25 initiative, it does relate to two specific areas.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 One has to do with reducing regulatory barriers to  
2 entering professions, and the other one has to do  
3 with streamlining the application process.

4 So more so than just worrying about cost  
5 savings for the State, it has more to do really  
6 with cost savings and efficiencies for the folks  
7 that we license and regulate.

8 CHAIRMAN BROWN: Good, very good.

9 I have one suggestion, which I will hold to  
10 see if, you know, anyone else comes up with any.  
11 I'll turn it over to whichever council member wants  
12 to go first.

13 MS. P. ROGERS: Why don't we go in  
14 alphabetical order? This is Patricia Rogers.

15 CHAIRMAN BROWN: Terence Brennan.

16 Alphabetical order is fine with me, Terence  
17 Brennan.

18 MR. BRENNAN: Oh, am I first upon alphabetical  
19 order?

20 CHAIRMAN BROWN: Yes.

21 MR. BRENNAN: Okay. Well, that's fine. I was

22 unclear, and still am a little unclear, as to the  
23 purpose of the meeting.

24 I had sent a message to staff asking a little  
25 bit about it, and I never got a response. The

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 agenda item is entitled, "Legislative Suggestions  
2 for the Upcoming Legislative Session."

3 I do have suggestions, and they aren't  
4 necessarily cost saving, but since the topic is  
5 simply, "Legislative Suggestions," and doesn't make  
6 any reference to the efficiency initiative, I think  
7 that they're probably appropriate to --

8 CHAIRMAN BROWN: Okay. Well, let me read  
9 something that was received from Secretary Drago  
10 and Governor Crist, it says, "In the coming weeks,  
11 the Department will also begin compiling  
12 legislative recommendations for the 2010  
13 legislative session, which we will present to the  
14 Governor's office for approval.

15 "As you recall, Governor Crist initiated  
16 Accelerate Florida last year to reduce or eliminate  
17 unnecessary regulation and to streamline licensing  
18 processes.

19 "We wish to continue our efforts to promote  
20 Accelerate Florida and hope you will provide us  
21 your recommendations.

22           "Your Executive Director will be seeking Board  
23   input at your next meeting, and we look forward to  
24   your suggestions." So --

25           MR. BRENNAN: Okay, yes, I'm familiar with

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 the -- with that, and it certainly -- I took that  
2 to be part of this, but not necessarily the entire  
3 direction of it.

4 So I can just go ahead and present what my  
5 suggestions are, and you can consider them or not  
6 within the context, but I think that it is for the  
7 council members to present their thoughts and  
8 ideas.

9 So what -- it will probably take less time  
10 just to go through it than it will be to discuss  
11 that. Okay.

12 CHAIRMAN BROWN: If I could interrupt you a  
13 minute, Terence, I'm sorry, but we've got to really  
14 stress, there's a lot of people on the line, and  
15 those people who are doing background conversations  
16 or have background noise, you must mute your phone  
17 or leave the conference because it's very  
18 disruptive to whoever is trying to talk.

19 MR. BRENNAN: Okay, we seem to have quiet.

20 CHAIRMAN BROWN: Hopefully. Go ahead,  
21 Terence, thank you.

22 MR. BRENNAN: Okay. Yes, I'll go through my

23 little list, which is essentially four items.

24 One of my first concerns when I came to the

25 council was a lack of enforcement. And last year,

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 I pointed out that 97 percent of complaints are  
2 discarded before they're -- they result in  
3 discipline. 500 complaints, 15 disciplines.

4 I have seen comments from the public that  
5 suggest that this isn't a believable statistic,  
6 that -- in the sense that things are going right.

7 So I think the -- there's something happening  
8 here that requires an analysis by someone and  
9 probably something that the Legislature needs to  
10 address, but that's a very vague statement, I  
11 realize. I'm not pointing toward any statute or  
12 specific -- specific item except to say that I  
13 think that an analysis of what's been happening is  
14 necessary so that we can understand what's to be  
15 done about it. Perhaps that's something for the  
16 Legislature to take a look at.

17 Other comments I've seen, I don't think this  
18 is -- impact is there have been comments by some  
19 CAMs that complaints being posted on the website  
20 are a problem for them because the complaints are  
21 dismissed as unfounded, and yet they remain on the

22 website. I've also -- as I just mentioned,

23 97 percent of the complaints are dismissed.

24 So it's my feeling, and I think the feeling of

25 probably a lot of consumers, that this information

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 remaining on the website is the best thing to  
2 happen under the current circumstances, that it's  
3 unfair to everybody, both the public and to the  
4 CAMs to have complaints that may be unfounded, but,  
5 in fact, probably a lot of those complaints are  
6 founded and just have, through whatever is wrong  
7 with the procedure, are being swept aside.

8 I think that the remedy for that could be to  
9 provide for a more expanded dissemination of  
10 information on the website, that would be the  
11 original -- making the original complaint available  
12 and the CAM's defense perhaps so that an interested  
13 party will see more than just that there was a  
14 complaint and go away with that impression but can  
15 actually look at the thing and see for themselves  
16 what they think was going on.

17 So I'd propose that there be an expanded  
18 online dissemination on the -- of the process with  
19 complaints. And the fact that it's done  
20 differently for different professions, I think that  
21 would probably be a good thing for almost any

22 profession.

23 So for us to emulate other professions by

24 removing the complaint history and making that the

25 way that we do things I think would be a poor

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 choice.

2 This probably would result -- third topic  
3 here, is that this probably would result in  
4 increased costs, but I'll just suggest it anyway, I  
5 think that the number of hours for a CAM's -- a  
6 CAM's required education is so low that it's almost  
7 meaningless.

8 I'd contrast the licensing of a CAM with the  
9 licensing of a massage therapist. A massage  
10 therapist has to take 500 hours of courses. They  
11 have to take 25 CEU hours, which I think 12 of  
12 those have to be in a classroom setting, and this  
13 ends up costing a massage therapist maybe \$300,  
14 \$500 every two years, biennially.

15 A CAM only -- it was the -- I could be wrong  
16 on this, the current requirement is 18 hours,  
17 and --

18 MS. P. ROGERS: Excuse me?

19 MR. BRENNAN: Excuse me?

20 MS. P. ROGERS: This is Patricia. It's 18  
21 hours, and we've asked, in the rule change, that it

22 be increased to 24.

23 MR. BRENNAN: I would suggest far more than

24 that, and I would suggest it should be based on an

25 analysis of what a CAM is expected to know and what

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 their duties are. I would just suppose that it  
2 probably should be in the range of hundreds of  
3 hours.

4 There's an alternative. If cost savings is  
5 essential, I think that it would -- another  
6 possibility, which I would not favor, would be the  
7 delicensure of CAMs, and -- but I really don't  
8 think that's a good idea.

9 CAMs are controlling so much money in Florida  
10 and affect the lives of millions of people that I  
11 think that they really should be licensed and  
12 regulated, and that comes back to enforcement  
13 again, which is good for the CAMs because it will  
14 weed out the people who are causing problems if  
15 it's actually accomplished.

16 MR. SPIVEY: Mr. Brennan, this is Anthony  
17 Spivey. Just for our clarification, are you  
18 referring to prelicensure courses or the regular  
19 continuing education?

20 MR. BRENNAN: No, I'm referring to the actual  
21 licensure in the first place. I think that there's

22 an awful lot that a CAM needs to know about that  
23 just cannot be taught even in 25 hours. It's  
24 really quite a responsibility, and the impact on  
25 the public is significant.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1       So as far as the continuing education goes, my  
2 feeling on that is that changes in the law  
3 certainly have to be understood by every CAM  
4 whenever the statutes change, but, in general, the  
5 other aspects of their education are probably kind  
6 of permanent. And once they've got those, I don't  
7 think that they need to be repeated again and  
8 again.

9       Going back to discussing massage therapists,  
10 every time around, they have to take courses in  
11 ethics, in -- oh, there's a couple of things like  
12 HIV management, a number of things that it's --  
13 they're just repeated over and over. I think  
14 that's inefficient for everybody. But -- so the  
15 CEUs I think should principally address the changes  
16 in the law and rule, of course.

17       So those are basically what I came to this  
18 meeting with. I have a concern for the lack of  
19 enforcement. I think that it needs to be -- there  
20 needs to be some analysis to determine what the  
21 problem is, and I do believe there's a problem

22 because the -- there are continuing complaints  
23 that -- from consumers, that they have presented a  
24 problem, and it gets swept off the table before it  
25 gets anywhere at all.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1           And expansion of the website to include more  
2 information for the public in the nature of what  
3 complaint processing consists of and the change in  
4 the education requirements so that CAMs are a  
5 genuine profession and not what almost seems like  
6 it's sometimes a pseudo-profession, where somebody  
7 goes and takes a quickie course, and goes off and  
8 then is in a position of great responsibility and  
9 power.

10          Those are my comments.

11          MR. SPIVEY: Thank you.

12          Mr. Brown?

13          Okay. Steve Czonstka, you're next on the  
14 list.

15          MR. CZONSTKA: Yeah, was Chris Brown going to  
16 speak or --

17          MR. SPIVEY: Do you want to speak now, Chris,  
18 or you'll hold your comments until later?

19          Chris, are you there?

20          CHAIRMAN BROWN: Can you hear me?

21          MR. SPIVEY: Mr. Brown, are you there?

22 CHAIRMAN BROWN: Can you hear me?

23 MR. SPIVEY: Yes.

24 CHAIRMAN BROWN: Can you hear me now?

25 MR. SPIVEY: Yes.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1           CHAIRMAN BROWN: Okay. I don't know what  
2 happened.

3           MR. SPIVEY: Okay.

4           CHAIRMAN BROWN: I was going to speak at the  
5 end, and next would be Steve Czonstka.

6           MR. CZONSTKA: Okay. I just have one item  
7 that I'd like to see addressed by the Legislature,  
8 and I don't know whether it's to the point or not,  
9 but we've been working on privatization for several  
10 years, and I know some of the new members of the  
11 council are not aware of what the whole effort has  
12 been about. Those of us that have been on the  
13 council for several years know that -- have some  
14 background in it.

15           Essentially, I think it would produce some  
16 cost savings because of the added efficiency we  
17 would have in dealing with the mechanics of  
18 organizing the meetings and communication.

19           So I don't know what the status of the  
20 privatization effort is, and I don't know whether  
21 it's at the point where it would be ready to go to

22 the Legislature.

23 I have been talking with my State Senator and

24 my State Representative, and I'm ready to ask them

25 for assistance if it's to the point where we can

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 put a bill before the Legislature in the next  
2 session. So that's my main input.

3 I think that part of the problem with the lack  
4 of what's shown to be the lack of response to  
5 complaints is the fact that we receive so many  
6 complaints which are not germane, that they're  
7 complaints about board members, they're complaints  
8 about things which the council has no power to  
9 really investigate, and I think, therefore, they're  
10 dismissed. So that's my input.

11 CHAIRMAN BROWN: Okay. Thank you very much,  
12 Steven.

13 Kelley Moran?

14 MS. MORAN: The -- some of the statements that  
15 have already been made are some of the concerns  
16 that I also had, too. So I don't have anything  
17 else to add.

18 CHAIRMAN BROWN: Thank you, Kelley.  
19 Margaret Rogers?

20 MS. M. ROGERS: Yes. First of all, I really  
21 think this Board is almost inefficient, and I try

22 to think why that's true, and I think it's probably  
23 because it is not a board. It is a regulatory  
24 commission, and it has no teeth to it. And I've  
25 gotten that from everybody I've talked to in staff

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 and that I've questioned about this, as well as  
2 former regulatory commission members.

3 And so I really think it either needs to be  
4 privatized or it needs to be -- come aboard, but,  
5 as a regulatory commission, it just doesn't have  
6 any teeth.

7 Secondly, I would like to say I agree with  
8 Terence about the number of hours that have to be  
9 put in to get licensed. Perhaps if we require  
10 more, we will get less people who are just in to  
11 rob people blind, which seems to be the easiest way  
12 to steal money in the State of Florida is to become  
13 a CAM person.

14 I think it's extremely important that any  
15 owner be able to receive any information at any  
16 time within a 24 to 48-hour period and that nothing  
17 should be held back from them. It is, after all,  
18 their records. They should be able to look and --  
19 at the records of their association.

20 So that's a biggie I think. I think that that  
21 might help curb some of the stealing that's gone on

22 in the State of Florida where you have people who

23 have fraudulent bills.

24 And, you know, not a lot of people really will

25 put in the effort to try to find out what's going

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 on in their associations, but for those who do, it  
2 is such a difficult task to get through to the  
3 records that it just wears them down. And if you  
4 don't -- and if the CAM people don't present it,  
5 there's no alternative. There's nothing that can  
6 be done about it. I mean, if it's reported, then  
7 it might take years to get any information back.

8 And also there needs to be information sent to  
9 people. When they report something that is not an  
10 appropriate report, then I think that the staff or  
11 the Department needs to let these people know where  
12 they should go to get help.

13 For example, if you report somebody who is  
14 saying that they have a CAM license and they don't,  
15 well, that doesn't fall under your bailiwick, but  
16 it would be nice -- I mean, that's one of the  
17 biggest abuses there is, and it would be nice if we  
18 could see that people were guided to the right  
19 place to report that, which might be the State's  
20 Attorney's office, but whatever it is, I think that  
21 it would be nice.

22           Is there -- do you know of anything, Tony,

23           that helps people like that now?

24           MR. SPIVEY: To report individuals that do not

25           have a CAM license?

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 MS. M. ROGERS: Yeah, that are functioning as  
2 CAM people who have said they had a CAM license.

3 MR. SPIVEY: We have that mechanism in the  
4 department for our unlicensed activity division.

5 MS. M. ROGERS: But what can be done about it?  
6 What is done about it?

7 CHAIRMAN BROWN: They actually research it,  
8 they make the manager become licensed, they can  
9 take a lot of action --

10 MR. SPIVEY: Right.

11 CHAIRMAN BROWN: -- against them. So, I mean,  
12 they --

13 MS. M. ROGERS: You would actually license a  
14 person who had fraudulently told somebody, told an  
15 association, that they had a CAM license? You  
16 would actually do that?

17 CHAIRMAN BROWN: They review it on a  
18 case-by-case basis to see whether or not the  
19 circumstances would require they take additional  
20 action or if getting the person licensed is in the  
21 best interest of the community and the State.

22 MS. M. ROGERS: How could licensing a person  
23 who fraudulently put themselves out as a CAM person  
24 be anything but participating in an illegal action?

25 MR. SPIVEY: Well, this is Anthony Spivey.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 Maggie, first of all, as Chris just said, you just  
2 can't blanket everyone as being fraudulently. It  
3 has to be alleged, and that's why we do the  
4 investigation, to determine it, and then everything  
5 is taken on a case-by-case basis.

6 MR. VACCARO: And this is Tim Vaccaro, and I  
7 say this very respectfully, but please remember  
8 that the purpose of today's teleconference is to  
9 talk about legislative --

10 MS. M. ROGERS: Well, that's why I'm talking  
11 about it because I think there has to be some  
12 additional thing because -- and I think that the  
13 people who make a complaint should be notified of  
14 what's happening, what's going on, if there's ever  
15 any action taken. Because they make the complaint,  
16 they stick their necks out, and then there's never  
17 anything heard again, but nobody ever reports back  
18 to them.

19 And it just, you know -- and I know of a case  
20 where a man said that he had his CAM license, told  
21 the whole Board that, and, you know, proceeded to

22     come in and rob the Association of its money and  
23     disappeared, and he actually has an application to  
24     become a CAM person, CAM manager, but it hasn't  
25     gone forward apparently.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1           But still, that's the kind of thing that  
2 shouldn't be happening. That person should never  
3 be licensed. A person like that should never be  
4 licensed.

5           And I want to be sure that the Legislature  
6 does something to protect people of the State of  
7 Florida that seems to be outside of the realm of  
8 what we do. And, of course, that is probably why,  
9 you know, if we were a private -- privatized or we  
10 were a board, we could do more, hopefully.

11          Thank you so much, everybody.

12          CHAIRMAN BROWN: Okay. Thank you, Margaret.

13          MR. ARMBRUSTER: This is Bill Armbruster. Can  
14 I make a quick comment on Maggie's comments there?

15          MS. M. ROGERS: I wish you would.

16          MR. ARMBRUSTER: Yeah, okay. First of all,  
17 both 718 and 721 have provisions in there for  
18 providing information within a request within a  
19 relatively limited period of time. The Condo Act  
20 basically says within ten working -- or wait a  
21 minute, let me get this right.

22 MS. P. ROGERS: Five working days.

23 MR. ARMBRUSTER: It should be given to them

24 within five working days, and provides the penalty

25 that if they don't get them within ten working days

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 that they can get \$50 per calendar day after ten  
2 days, starting on the eleventh day, of receiving  
3 the written request.

4 The Timeshare Act says the manager has to  
5 provide association records, not including mailing  
6 lists, which is a whole other thing, within seven  
7 days of receipt of a request.

8 So both 721 and 718 do have provisions for  
9 providing records upon request within a --  
10 basically, within a week. But I can tell you, one,  
11 that doesn't happen, and I know of a number of  
12 cases where people have told me they've requested  
13 information and just gotten completely blown off by  
14 the managing entity in the timeshares, and just  
15 told, no, we're not giving it to you.

16 Well, first, they take months and months, and  
17 when they try and get something done with it, they  
18 basically don't seem to have a response.

19 Now, I cannot say, nor can I give an example,  
20 of anybody in those situations who have filed a  
21 complaint with the State. So I don't really know

22 if there's any real merit to that.

23 CHAIRMAN BROWN: This is --

24 MR. ARMBRUSTER: But --

25 CHAIRMAN BROWN: And I thank you for the

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 comments, but we're really getting way off track.

2 MS. M. ROGERS: Well, I want to -- may I  
3 respond to that, please, because that's -- I know  
4 that, and thank you for saying that. I know that's  
5 true. That is my point, it is exactly my point.  
6 People can request things and be denied and  
7 reported and never hear back.

8 So I think it's crucial that the staff, or  
9 whoever is responsible for giving this back to the  
10 people, should get -- should keep people in the  
11 loop, that is my point, keep people in the loop so  
12 they can know what's going on.

13 Because, basically, that's one of the biggest  
14 problems is that people make these complaints, and  
15 they never hear back. They don't know what's going  
16 on. So I think it's important that we respond to  
17 people who make complaints.

18 CHAIRMAN BROWN: Okay, thank you.  
19 Patricia Rogers?

20 MS. P. ROGERS: Thank you. I have a number of  
21 things that -- I've been giving great thought both

22 to the information I've received from other  
23 managers and from what I've heard this morning and  
24 from my own experiences. I have a number of  
25 suggestions.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 I do agree that there's a problem with the  
2 apparent lack of enforcement. And I say apparent  
3 because I do agree that there are a lot of  
4 complaints that are made that are probably not  
5 appropriate, and I think that there are two ways  
6 that we can address that.

7 One is that I notice in the Condominium Act,  
8 there's a time frame for the DBPR to respond to  
9 complaints. Perhaps we should consider a time  
10 frame to respond to complaints within -- about a  
11 CAM or a CAM licensure, maybe 120 days or  
12 thereabout that gives sufficient time to be able to  
13 do an initial investment -- investigation and at  
14 least send back a letter saying we found  
15 information in our research and are doing  
16 something, or we found that it's not valid, sorry,  
17 or however.

18 The second issue along those lines has to do  
19 with the invalid complaints. And while I agree  
20 that probably some of it is because individuals  
21 don't know how to put together the appropriate

22 information to show that the complaint is valid, I  
23 think that if a complaint is found invalid, it  
24 should not sit on the record forever. That if a  
25 complaint is made, and it's found invalid, and no

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 other complaints are made, after five years, it  
2 should be expunged from the record. That's similar  
3 to what is done for other entities.

4 Third, I hear what everybody is saying about  
5 the CAM education, and I wholeheartedly agree.

6 There is no way, in 24 hours, we can prepare  
7 someone to be a manager.

8 However, that being said, I think that those  
9 of us who are managers are going to tell you that  
10 this is like many professions. Just like a doctor,  
11 when you come out of med school and you get your  
12 degree and you've been an intern and now you get to  
13 go be a doctor, you know very little, and what you  
14 learn is through classroom and through experience.

15 They can only teach you so much in the class.

16 Likewise, that's true for a CAM or a real estate  
17 agent or any other professional.

18 I would like to see the class increase to 40  
19 hours. I would like to see more emphasis on  
20 certain areas of education, such as physical  
21 maintenance, which we really have very little time

22 to review at this point.

23 So there are certain issues that I think need

24 to be addressed within education that could better

25 prepare the CAM for the job.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1       Secondly, I think that there needs to be  
2       greater, not less, CE requirements. Again, it's  
3       like a doctor. He comes out of school, he knows  
4       very little. He gets a lot from his patients, he  
5       gets a lot from the CE. As he learns from his  
6       patients and gains questions from their conditions,  
7       he goes back to the CE classes and asks questions  
8       and gains additional information.

9       Likewise, that's true in class. You go in and  
10      find out that the pipe burst in the wall. Now you  
11      go to a class on maintenance, you can ask about  
12      those things. You didn't know that you lacked that  
13      knowledge until it happened. There's no way you  
14      can make a person a master of all trades, which  
15      would be what you would have to do. So those would  
16      be my comments on education.

17      Next I do think that the CAM council should be  
18      changed into a board with the powers vested in a  
19      board. I think that we've discussed that before,  
20      so I won't go any further on that.

21      Let's see, a couple of other things. I hear

22 what you're saying, Maggie, about the 24 to 48  
23 hours, but I think what has to happen is that there  
24 has to be swifter enforcement on the five day, five  
25 working day and ten working day business rule

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 issue, and that that really falls under  
2 administrative rules, but I agree that that's  
3 something that needs to be looked at at a different  
4 date.

5 Last, on the subject I know that is, in some  
6 of our minds, tangential to the council, I do think  
7 that we need to support an omnibus community  
8 association, though. And I give that as something  
9 I think we need to do without perhaps being  
10 directly involved in the language for the following  
11 reasons: As the Legislature has proceeded over the  
12 past several years, the laws pertaining to condos,  
13 co-ops, timeshares, HOAs, mobile homes have become  
14 incredibly divergent. And for a management firm  
15 that might manage cooperatives, condominiums, HOAs,  
16 it's very difficult for them to know all of the  
17 rules.

18 We need to bring those that can be consistent  
19 more into consistency. And I'll give you examples.  
20 In estoppel fees, a condominium must pass a motion  
21 for estoppel fees. HOAs can establish any estoppel

22 fee they want. Co-ops can only do what's in the  
23 maximum of the -- that's 719. Financial reports,  
24 each one has slightly different regulations.  
25 Liens, each one has slightly different lien

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 requirements, and it's very difficult for a manager  
2 to keep it clear.

3 And I think that if we can agree that we  
4 support the idea of an omnibus community  
5 association bill, we do not have to directly be  
6 involved in the writing of it. That would be it  
7 for me.

8 CHAIRMAN BROWN: Okay. Thank you, Patricia.  
9 This is Chris Brown. Of those that were mentioned,  
10 Patricia just mentioned about the removal of a  
11 complaint, which is on a CAM's record even after  
12 it's been found that the CAM didn't commit the  
13 violation or do anything wrong, that was the one  
14 issue that I felt we received the most comments on  
15 in support of removing that from the CAM's record.

16 I also think the Department spends a lot of  
17 needless time where this would be consistent with,  
18 you know, the request for the Accelerate Florida  
19 for today because they have to keep explaining to  
20 CAMs why it's still there, and my understanding is  
21 that CAMs are the only profession that leaves

22 unfounded complaints on their record.

23 Also the General Counsel's office also

24 requested the change, that it be removed, because

25 they also spend a lot of time talking to CAMs about

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 getting it removed and explain they can't do it, it  
2 can't be removed even after the CAM has been found  
3 not to have done anything wrong.

4 So I think that that change would definitely  
5 be in the best interest of the CAMs, but would also  
6 save time and money from the State's point of view.

7 Regarding Steve's suggestion on privatization,  
8 I believe our next meeting that we have in August,  
9 that will be the -- one of the main issues. The  
10 study is being, you know, forwarded to the  
11 different council members, and I believe we will  
12 be, at that time, deciding whether or not to have  
13 the representative that created the study would  
14 come to the next meeting after that so that he  
15 could answer any questions that the council members  
16 had. I believe that, Steve, will be addressed at  
17 the next council meeting.

18 And I'm going to ask Tony and Tim where we  
19 actually go from this point in today's meeting as  
20 far as -- because I don't believe the Department  
21 actually wanted motions. We were told that we

22 weren't going to really do any motions, they wanted

23 this to be more -- I'm getting some --

24 MR. BRENNAN: Mr. Chair, this is Terence

25 Brennan.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1           CHAIRMAN BROWN: Yes?

2           MR. SPIVEY: Just a minute. Mr. Brown, let me  
3 comment on that first. This is Tony Spivey.

4           Chris, that is correct. We are not taking any  
5 motions from the council members today. I just  
6 wanted to get your suggestions, as I've already  
7 done from my other boards, and we're just taking  
8 this information and submitting it directly to the  
9 Secretary's office and our Legislative Affairs  
10 office for review.

11          CHAIRMAN BROWN: Okay.

12          MR. SPIVEY: So there are no motions required  
13 today.

14          CHAIRMAN BROWN: Okay. And so then I'm  
15 assuming that council members don't need to debate  
16 each suggestion or anything? I mean, just the fact  
17 that it was made is sufficient for you all to then  
18 review it?

19          MR. SPIVEY: That is correct.

20          CHAIRMAN BROWN: Okay, very good.

21          MS. M. ROGERS: Will we get -- this is Maggie

22 Rogers. Will we get a copy of your review?

23 MR. VACCARO: Ms. Rogers, this is Tim Vaccaro

24 from the Department. I don't know, at this point,

25 whether or not there's going to be any formal sort

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 of written report of the suggestions. We'll just  
2 bring those suggestions to the Secretary's office  
3 and the Office of Legislative Affairs.

4 MS. M. ROGERS: Can we get a copy of it?  
5 Could you send a copy to the Regulatory Commission  
6 members, please, or post it?

7 MR. VACCARO: When you say a copy, do you mean  
8 a copy of the final proposal?

9 MS. M. ROGERS: Yes, a copy of your final  
10 report, could we see that?

11 MR. VACCARO: I will check on that for you.  
12 We'll be happy to get back to you on that.

13 MS. M. ROGERS: Okay. Thank you, Tim.

14 MS. P. ROGERS: Mr. Chair, this is Patricia  
15 Rogers.

16 CHAIRMAN BROWN: Yes, Patricia?

17 MS. P. ROGERS: Tony and Chris, I just wanted  
18 to thank you for putting together the meeting. I  
19 think it's really important that we get to, you  
20 know, view the concerns and hear concerns in this  
21 matter, and I really appreciate your giving us the

22 opportunity.

23 CHAIRMAN BROWN: Thank you.

24 MR. BRENNAN: Mr. Chair?

25 CHAIRMAN BROWN: Yes?

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1           MR. BRENNAN: Would it be possible for us to,  
2 just since we spoke in order and just kind of went  
3 in a circle, to go around again to comment on  
4 things that we may have picked up on the way or  
5 amplify on other people's observation?

6           CHAIRMAN BROWN: Well, that was -- that was  
7 Terence who was just talking, right?

8           MR. BRENNAN: Yes, it was. It was.

9           CHAIRMAN BROWN: Okay, thank you.

10          MR. COLIONE: This is Bill Colione with a  
11 question. Are the CAM license --

12          CHAIRMAN BROWN: I need to address Terence.  
13 Terence asked a question, let me answer Terence.

14          MR. BRENNAN: We have a lot of background  
15 noise all of a sudden from somewhere. Okay, it  
16 seems to be gone.

17          CHAIRMAN BROWN: Let me try to answer that.  
18 That's what I was asking Tony and Tim about,  
19 Terence, was whether it was necessary to go around  
20 again so the members can comment on any of the  
21 other members' comments, and it was believed that

22 that wasn't necessary, that they were just going to

23 take, you know, all of the suggestions and begin

24 their process from that, so --

25 MR. BRENNAN: Well --

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 CHAIRMAN BROWN: -- the other gentleman that  
2 wanted to speak?

3 MR. COLIONE: Yes, it was me, Bill Colione.

4 CHAIRMAN BROWN: Okay, Bill, go ahead.

5 MR. COLIONE: I have a question. Are the CAMs  
6 licensed to work part time or full time?

7 CHAIRMAN BROWN: If CAM --

8 MR. COLIONE: Are the license issued on a  
9 full-time basis or a part-time basis?

10 CHAIRMAN BROWN: If a CAM breaks the threshold  
11 where a license is required, it's required, whether  
12 he's working full time or whether he's working part  
13 time. It depends on the, you know, number of  
14 associations, the number of money that's involved.

15 If he meets that threshold, he has to be  
16 licensed whether he's doing it on a part-time basis  
17 or a full-time basis.

18 MR. COLIONE: I see, so it's not a requirement  
19 from the Board?

20 MS. P. ROGERS: No, that's -- Mr. Chair, can I  
21 respond? This is Patricia.

22 CHAIRMAN BROWN: Sure.

23 MS. P. ROGERS: Let me clarify, there's no

24 requirement in Florida that a community association

25 hire a manager; however, if someone is paid to

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 provide community association work, compensated  
2 with money or a unit or in any other manner, and he  
3 provides oversight, that community association  
4 management, to more than ten units, whether it's  
5 one association or two or three, or more than  
6 \$100,000 revenues, whichever is less, that person  
7 must be a licensed community association manager.

8 Does that clarify it?

9 CHAIRMAN BROWN: Right, regardless of whether  
10 he's doing it in a part-time or full-time capacity.

11 MR. COLIONE: But it's not a requirement to if  
12 a CAM association decides not to?

13 MS. P. ROGERS: No, it's not.

14 MR. COLIONE: Thank you.

15 CHAIRMAN BROWN: An association could be  
16 self-managed, right.

17 MR. COLIONE: Okay, then I have the next  
18 question. Do husband and -- okay, let me give you  
19 example, where I am. We have the CAM, who just  
20 took the license, and his wife as the treasurer.

21 In my opinion, it's a strict conflict of interest.

22 CHAIRMAN BROWN: You'd really --

23 MR. COLIONE: -- controls.

24 CHAIRMAN BROWN: You really would need to

25 direct that either to the Bureau or to the

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 Association's attorney for a legal opinion. We  
2 really couldn't address --

3 MR. COLIONE: No, no, I understand that.

4 CHAIRMAN BROWN: Okay.

5 MR. COLIONE: But can something be done about  
6 it? We do have a lot of fraud going on and would  
7 like to protect that if we anticipate the problem.

8 CHAIRMAN BROWN: If you believe that there's a  
9 violation, you really would want to get in touch  
10 with the Bureau, you know, and file a complaint,  
11 you know, for your association, or discuss the  
12 matter, if you're on the Board, with the  
13 Association's attorney, then the Association's  
14 attorney will tell you whether or not, you know,  
15 that there's a probable violation here or what the  
16 Board of Directors should do about it.

17 MR. COLIONE: Well, according to the statute,  
18 it's legal. But according to the ethical  
19 procedure, it's not. That's the reason why I'm  
20 proposing the question.

21 CHAIRMAN BROWN: Okay. Well, if it's legal,

22 the Bureau is probably going to tell you that it's  
23 legal, and you really then would probably just need  
24 to discuss it with the association's attorney and  
25 see what the association's attorney advises.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 MR. COLIONE: Of course nobody is going to  
2 advise.

3 CHAIRMAN BROWN: And I did want to give you  
4 your opportunity to talk. I mean, we really  
5 have --

6 MR. COLIONE: No, no, that's fine. Thank you,  
7 you've answered my question.

8 CHAIRMAN BROWN: But I did want to give you  
9 your opportunity.

10 Did we have any other closing --

11 MR. RICHARDS: Yes, Chairman Brown?

12 CHAIRMAN BROWN: Yes?

13 MR. RICHARDS: David Richards, I'm one of the  
14 providers of both prelicensure and continuing  
15 education for the CAMs.

16 CHAIRMAN BROWN: Uh-huh, go ahead.

17 MR. RICHARDS: I have a comment as to the  
18 legislative suggestions.

19 CHAIRMAN BROWN: Okay.

20 MR. RICHARDS: My comment is that in reference  
21 to the in-person instruction, it is my

22 recommendation that, in these hard economic times,  
23 that's expected to continue for years, the  
24 in-person instruction should be reworded to allow  
25 candidates the choice of online distance

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 correspondence, or, if they choose, in-person  
2 prelicensure or education.

3 As to the comment of increasing the  
4 prelicensure requirements to 40 hours, some of the  
5 providers that have to rent space in hotels and  
6 motels to present this course, it would be cost  
7 prohibitive.

8 The other thing is within that same paragraph,  
9 it's paragraph 23(d) states, "A licensee shall not  
10 be required to comply with continuing education  
11 requirements prior to the first licensing renewal."

12 Statistically, in 2007, there was 2,052 CAMs;  
13 and in 2008, 2,185 CAMs; and currently this year,  
14 1,182 new CAMs. That means that of the 13,000  
15 currently licensed CAMs, approximately 40 percent  
16 of those licensed are not taking the legal updates.  
17 Therefore, they're at a disadvantage.

18 I get calls all the time from people that have  
19 their license, "What do I do in this case?" I say,  
20 "You need to take the legal update each year."

21 CHAIRMAN BROWN: Okay.

22 MR. RICHARDS: So that would be my  
23 recommendations as a provider and one of those  
24 people that are also out there, you know, having to  
25 teach these people to get their managers' license.

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 CHAIRMAN BROWN: Okay, thank you very much.

2 Did we have any other closing --

3 MR. ARMBRUSTER: Yes, this is --

4 MR. BRENNAN: Mr. Chairman?

5 CHAIRMAN BROWN: Yes?

6 MR. BRENNAN: I'm just returning to my request

7 to kind of do at least one little -- one go around.

8 Is it -- might I make a motion that we take the

9 census of the Board and see what the Board -- or

10 the council members, excuse me, not board members,

11 would like to do?

12 CHAIRMAN BROWN: It was specific that we

13 weren't going to do any motions. That was specific

14 instructions that the Department had received, that

15 there wouldn't be any motions.

16 MR. BRENNAN: I see. Might I request then

17 that you, as chairman, take the census of the

18 council and see what the council members would like

19 to do on that?

20 I doubt that it would take very much time and

21 give some people an opportunity to express thoughts

22 that they had along the way.

23 MR. ARMBRUSTER: Before you do that, could I

24 make a real quick comment? This is Bill

25 Armbruster, and I'd like to see one thing, if it

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 would be possible to add into the statute, under  
2 the definitions, it tells what a community  
3 association means. I would request that you add  
4 timeshare resort or timeshare association into  
5 that, even though it would certainly be covered  
6 under the other residential units, which are part  
7 of a residential development, and recognizing that  
8 there is a provision specifically regarding  
9 timeshare.

10 I have been in the situation where there has  
11 been a developer who said, "Well, that really  
12 doesn't apply to us because our timeshare is not a  
13 condominium, and, therefore, it doesn't -- you  
14 don't need to have a manager that's CAM licensed."  
15 And those folks need it as desperately as anybody  
16 out there.

17 So I would request that that just be added in  
18 as part of the definitions of what a community  
19 association means as far as related to requiring a  
20 CAM.

21 CHAIRMAN BROWN: Okay, thank you.

22           And going back to Terence's suggestion, I'll  
23           ask the other council members, do you want to go  
24           around again?  
25           I don't know that it's necessary, but if

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1 that's what all the council members would like to  
2 do, we can do that.

3 MS. MORAN: This is Kelley Moran. I have  
4 nothing further.

5 MR. CZONSTKA: Steve Czonstka, I don't think  
6 it's necessary.

7 MR. BRENNAN: Well, Terence Brennan, obviously  
8 I would prefer to do it.

9 MS. P. ROGERS: Patricia Rogers. I don't  
10 really have anything to add, but if Terence wanted  
11 to comment, I would be certainly open to hearing  
12 it.

13 CHAIRMAN BROWN: All right. Why don't we just  
14 do this, Terence, if you've got something, you  
15 know, some closing thought --

16 MR. BRENNAN: Yeah, okay. I just wanted to  
17 comment on getting a little closer to efficiency,  
18 that providing if the Department can provide  
19 feedback to complainants on what is going on with  
20 their complaints, it would perhaps save time and  
21 money by keeping a valid complaint on the right

22 track and taking care of complaints that are on the

23 wrong track.

24 I think, currently, there's kind of a wall in

25 between that prevents really an efficient

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 processing of what's really being complained about,  
2 sometimes.

3 On the number of hours for education, I very  
4 much agree with Patricia, that an omnibus bill  
5 would be a very good thing for improving the  
6 efficiency of education for CAMs, and I would  
7 certainly favor that as something to develop.

8 Regarding CEUs, the comments a moment ago on  
9 CAMs not taking their legal updates and perhaps  
10 taking other things, you can't really force an  
11 education on somebody. I think that encouraging  
12 it, though, is a very good thing, and perhaps CAMs  
13 could be certified in selected areas when they took  
14 courses but be required to take legal updates and  
15 stay updated with the law.

16 I would say on privatization that I strongly  
17 feel that regulatory operations, such as we have  
18 here, should be a State responsibility, and  
19 privatization, I think, is a bad economy. I think  
20 that this should stay firmly within the hands of  
21 the State and should be, of course, made as

22 efficient as possible. I don't think that

23 privatization is a good thing.

24 And let me see, that was about it I think on

25 what I had to comment on. Oh, on the removal of

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 complaints, which is where I started out in the  
2 first place, I could see removing complaints after  
3 a number of years, and that might be a compromise  
4 of sorts for -- to allow somebody's record to  
5 improve with time as opposed to getting  
6 contaminated.

7 But I do think that providing the -- providing  
8 genuine information to the public without requiring  
9 members of the public to go through the rigors of a  
10 public records request and paying large amounts of  
11 money to get big piles of paper, doing as much of  
12 that as possible on the Internet would reduce the  
13 cost to the Department because people could do  
14 their own research and see what was going on and --  
15 both in understanding their own and other  
16 complaints.

17 So, anyway, that's -- those are the further  
18 comments I had, and I appreciate the opportunity to  
19 make them. Thank you.

20 CHAIRMAN BROWN: Okay, thank you. I think  
21 that concludes our business. Tony, Tim, did you

22 have anything else?

23 MR. VACCARO: Nothing to add, other than if

24 the members have any individual suggestions that

25 they want to get back to us by August 7th, that

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

1 would be fine.

2 CHAIRMAN BROWN: Okay, very good.

3 MR. DENNIS: Tony, this is Tim Dennis with the  
4 AG's office. I just wanted to make sure that I was  
5 noted on the role. I had said my name earlier, but  
6 I don't think it got caught at the beginning of the  
7 meeting.

8 MR. SPIVEY: This is Tony. Yes, we did, we  
9 got you.

10 MR. DENNIS: Thank you.

11 MR. SPIVEY: You're welcome.

12 CHAIRMAN BROWN: All right. I thank everyone  
13 for coming, and thank you for your participation,  
14 and we will let the Department work this matter  
15 through from here.

16 MR. SPIVEY: Yeah, thank you all for your  
17 participation. This is Tony Spivey.

18 MS. M. ROGERS: Thank you.

19 MS. P. ROGERS: Thank you.

20 CHAIRMAN BROWN: Thanks.

21 (Whereupon, the digitally recorded meeting was

22 concluded.)

23

24

25

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491



1           C E R T I F I C A T E

2 STATE OF FLORIDA )

3 COUNTY OF LEON )

4       I hereby certify that the foregoing transcript  
5 is of a digital recording taken down by the  
6 undersigned, and the contents thereof were reduced to  
7 typewriting under my direction;

8       That the foregoing pages 3 through 44  
9 represent a true, correct, and complete transcript of  
10 the digital recording;

11       And I further certify that I am not of kin or  
12 counsel to the parties in the case; am not in the  
13 regular employ of counsel for any of said parties; nor  
14 am I in anywise interested in the result of said case.

15       Dated this 20th day of October, 2009.

16

17

18

19

\_\_\_\_\_

20

MARLO D. FARNSWORTH

21

Certified Shorthand Reporter

22	Notary Public
23	State of Florida at Large
24	
25	

FOR THE RECORD REPORTING TALLAHASSEE FLORIDA 850.222.5491

