#### IN THE COUNTY COMMISSION OF WOOD COUNTY, WEST VIRGINIA

IN RE: MINUTES OF MEETING HELD MONDAY, JUNE 8, 1992

PRESENT: PRESIDENT STEVEN A. GRIMM
COMMISSIONER HOLMES R. SHAVER
COMMISSIONER JEAN GRAPES

On this date, the County Commission met in regular session. They signed purchase orders, invoices and correspondence.

On this date, the County Commission approved Personal Property Impropers for Margarets Beauty Salon, Stealey's Dry Cleaners, James H. Sheppard and Revco Discount Drug Centers. Attached to these minutes are five pages of Personal Property Impropers that were also approved on this date.

At 9:00 A.M., the County Commission met with Mary Rader to discuss County business.

At 1:30 P.M., the County Commission met with Jeff DeFries, Diana Joachim and Pete Jones to discuss the NCR maintenance agreement with the Sheriff's Tax Office. Mr. DeFries stated that the time frame on the maintenance agreement is Monday through Friday, 8:00 A.M. to 5:00 P.M. They discussed the problems they have been having lately. Mr. DeFries provided an overview, which is attached to these minutes, that outlined a day by day account of actions taken to address the most recent system problems. They then discussed this overview. Commissioner Shaver urged Mr. DeFries to stock parts in the future since this was one of the problems. Ms. Joachim stated that she had to pay overtime because of a part not being available. Commissioner Grapes stated that she feels that NCR is responsible for the overtime. Commissioner Shaver stated that they need a contractual agreement in case this happens again. The Commission also wants Mary Rader contacted in the future if there is any problems.

On this date, the County Commission met with Jeffrey Reed, Prosecuting

Attorney to discuss a letter that Commissioner Grapes had sent to him on June 4, 1992. In said letter, Commission Grapes asked the Commission to request Mr. Reed to seek a judge's opinion or to use any legal means to establish the legality of the newly adopted Sheriff's policy to pay accumulated back sick leave pay to an employee who leaves his employment. Mr. Reed stated that he wasn't sure what she wanted him to do. Commissioner Grapes asked if his policy should stand or be contested; she wants an opinion. Mr. Reed stated that the Commission should either file a declaratory judgement action or do nothing. The declaratory judgement action would answer the questions that they have. Commissioner Grapes stated that she would like to do this, but would like to discuss it with the Sheriff so that they may keep it on friendly terms. President Grimm agreed that it should be done. Commissioner Grapes stated that they need to get an attorney. Mr. Reed stated that a similar case had been taken to Circuit Court and the County had to pay the sick leave. The Commission stated that they would try to reach the Sheriff to discuss this further with him.

On this date, and pursuant to an Order appearing in Order Book 55, at Page 170 and bearing the date of June 4, 1992, at which time the County Commission awarded the bid for a computer mapping system, the amount of \$3,600.00 for recommended training and support was inadvertently omitted. Therefore, the total awarded bid should read as follows: Digital Mapping Associates, Rt. 2 Box 51A, Walker, WV 26180 - Digital Mapping Associates Component of Bid - \$17,888.00, Connecting Point Computer System Component - \$15,178.69, Training and Support - \$3,600.00 for a total bid of \$36,666.69. An Amended Order was prepared regarding this matter.

On this date, the County Commission, upon a motion made by Holmes R. Shaver, seconded by Steven A. Grimm and passed, authorized Steven A. Grimm, in his official capacity as President, to sign a Resolution which gives the President of the Wood County Commission authorization to apply for a Grant of Section 408 Alcohol Incentive Plan funds from the Criminal Justice and

Highway Safety Office of the Governor's Office of Community and Industrial Development. The Grant Application, hereby authorized by Resolution, was signed by Steven A. Grimm, President, and funds in the amount of \$76,940.00 were requested. Local matching funds in the amount of \$3,200.00 would be required. An Order was prepared regarding this matter.

Having no scheduled appointments or further business to attend to, the County Commission adjourned at 4:00 P.M.

## Approved:

THE COUNTY COMMISSION OF WOOD COUNTY

Steven A. Grimm, President

Holmes R. Shaver, Commissioner

Jean Grapes, Commissioner

# PURCHASE ORDERS SIGNED ON JUNE 8, 1992

No.	15950	Tri-State Roofing & Sheet Metal	\$ 280.00
	15965	State Electric Supply Co.	224.39
	15983	American Office Systems	49.35
	16000	Broadwaters Motorcar	15.46
	16049	American Office Systems	160.00
	16052	Miller Communications	102.00
	16061	Miller Communications	121.85
	16078	Buckeye Supply	690.47
	16080	Broadwaters Motorcar	18.42
	16082	State Electric Supply Co.	82.56
	16087	U.S. Armor	4600.00
	16088	K-Mart	47.47
	16090	Radio Shack	119.80
	16091	Miller Communications	63.00
	16093	Char Ann Service Company	39.36
	16095	Miller Communications	125.00
	16097	Sturm Supply	2.75

YEAR	TICKET NUMBER	DIST.	NAME .	· VALUE REMOVED	TAXES REMOVED	REASON
1988	18849	10	MOUNTAINEER LOGGING & PERFORATING	\$ 9,673	\$ 300.30	0.0.B.
1989	201804	10	MOUNTAINEER LOGGING & PERFORATING	10,254	316.68	n
1990	1890	10	MOUNTAINEER LOGGINE & PERFORATING	11,278	346.86	11
1988	05985	05	JOHNSON, DAVID ENT. INC.	71,216	1856.76	11
1988	05734	05	DAY LIGHT JEWELRY & LOAN	4,308	134.40	Ħ
1989	200599	05	DAY LIGHT JEWELRY & LOAN	4,566	141.62	и
1990	665	05	DAY LIGHT JEWELRY & LOAN	5,022	155.24	н
1991	841	05	DAY LIGHT JEWELRY & LOAN	5,524	178.94	н
1992	788	05	DAY LIGHT JEWELRY & LOAN	6,076	184.70	11
1988	22446	12	CHAPMAN CONSTRUCTION	1,263	31.82	11
1988	05795	05	EQUITABLE LIFE ASSURANCE	1,530	47.74	Ħ
1988	05827	05	FOUR SEASONS POWER EQUIPMENT	11,568	325.82	н
1988	05916	05	HERITAGE HOMES	1,645	51.32	11
1989	200759	05	HERITAGE HOMES	1,743	54.06	Ħ
1989	200266	04	K. & V. COMPANY	1,757	44.24	ii.
1989	201211	05	SEVENTH STREET MOTORS	2,533	78.56	11
1988	17722	09	PARKERSBURG AUTO RANCH	22,000	554.32	11
1989	201601	09	PARKERSBURG AUTO RANCH	23,320	587.10	11
1988	17717	09	NRM-BEREA	847	21.34	п
1988	17718	09	NRM-BEREA	3,636	91.62	Ħ
1988	17719	09	NRM-BEREA	12,616	317.88	ff .
1988	17713	09	MR. PIZZA	10,677	269.02	tt.
1988	01984	03	MR. PIZZA	11,097	279.60	11
Appro	ved by Eug	gen∕e A√Kn	oṭts, Assessor, or his authorized deputy	. Eg th		
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Commissioner

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YEAR	TICKET NUMBER	DIST.	NAME	VALUE REMOVED	TAXES REMOVED	REASON
1988	18879	10	PETTREY BROS. CO. #8	\$ 9,055	\$ 282.74	0.0.B.
1988	06219	05	P-I-E NATIONWIDE INC.	8,410	262.36	īf
1988	06209	05	OLD B&O THE WILLIAM DOHERTY	467	14.58	H
1988	06401	05	SANTA FE DRILLING CORP.	3,699	115.40	11
1988	18965	10	YOUR HOME CTR. INC. DBA G B R	141,059	3824.58	11
1988	06535	05	ULTIMATE CYCLES INC.	18,047	563.00	н
1988	00072	01	SKINNER AUTO SALES	2,575	64.88	11
1988	06358	05	RIBBITS & MUGS INC.	4,402	137.32	Ħ
1988	06278	05	PAUL DRILLING CO.	77,952	2431.80	tt .
1988	04600	04	NEWELLS AUTOMOTIVE SUPPLY	4,152	104.62	tt.
1988	06248	05	PARKERSBURG MECHANICAL CO.	371,349	5305.58	11
1988	06250	05	PARKERSBURG MEDICAL WEIGH	1,202	37.50	tī
1988	06267	05	PARKERSBURG TREE SERVICE	4,262	132.96	14
1988	04608	04	PIC N PAY STORES INC. #381	429,899	10831.74	11
1988	06155	05	N. F. C. LEASING	69,507	2168.34	ī f
1988	04598	04	MUNZENRIERDER CORP., THE	92,490	2330.38	11
1988	01979	03	MILLER, BARNEY CARPET INC.	17,611	315.68	u ,
1988	06116	05	MID-OHIO VALLEY RENTALS	46,775	1393.46	11
1988	06079	05	MARKO CONTRACTORS	8,476	264.42	Ħ
1988	06077	05	MARKET PLACE FABRICS	1,263	39.40	11
1988	16782	80	IECO INC. DBA INDUST. ERECTION	41,250	1022.60	17
1988	18805	10	HOWELLS RICHARD & CHRIS DB	7,790	343.24	11
1988	05910	05	HAWTHORNE INN	5,463	170.42	Ħ
Appro	ved by Eug	gene A. Kn	otts, Assessor, or his authorized deputy	, to Uhn		
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Commissioner

TICKET NUMBER   DIST.   NAME   NAME   REMOVED   REMOVED   REASON								
1988 05973 05 GOOD NEIGHBOR REALTY 2,435 75,96 " 1988 05852 05 GEMINI II 2,607 81.34 " 1988 05840 05 GAMBLES C & M LEASING CO. 2,919 91.06 " 1988 05839 05 GAINS MOTORCYCLE LEASING 936 29.20 " 1988 23582 13 FURNITURE FASHION 295 8.92 " 1988 05809 05 FAN LADY 28,087 876.20 " 1988 05801 01 F C A LEASING CORP. 1,202 37.50 " 1988 05785 05 ECON-O-WASH 22,282 695.12 " 1988 15475 06 DONS CUSTODIAL SVC./WAY CARPET 27,211 685.62 " 1988 05717 05 D & T'S VENTURE INN 4,527 141.22 " 1988 05590 05 BUCKS BARBER SHOP 452 14.10 " 1988 05590 05 BUCKS BARBER SHOP 452 14.10 " 1988 05766 05 COME ON INN 5,011 156.32 " 1988 05716 05 D & S CERAMICS 9,554 298.06 " 1988 05722 05 DARRELS SOUTH INC. 200,009 5651.20 " 1988 06577 05 WARRENS BODY SHOP 1,827 57.00 " 1988 06565 05 VITA STAT SYSTEMS INC. 2,107 65.74 " 1988 18946 10 VIENNA SURGICAL CLINIC 5,943 167.02 " 1988 06552 05 TSACO ROUNDUP LOUNGE 1,842 57.46 " 1988 06552 05 TSACO ROUNDUP LOUNGE 1,842 57.46 " 1988 06526 05 TSACO ROUNDUP LOUNGE 1,842 57.46 "	YEAR		DIST.	NAME			REASON	
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1988       05590       05       BUCKS BARBER SHOP       452       14.10       "         1988       05664       05       COME ON INN       5,011       156.32       "         1988       05716       05       D & S CERAMICS       9,554       298.06       "         1988       05722       05       DARRELS SOUTH INC.       200,009       5851.20       "         1988       23620       13       WILLIAMSTOWN MINI MART       12,584       380.00       "         1988       06577       05       WARRENS BODY SHOP       1,827       57.00       "         1988       06565       05       VITA STAT SYSTEMS INC.       2,107       65.74       "         1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,283       69.72       "	1988	22451	12	DICKEY, BETTY L. CPA	4,792	120.74	11	
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1988 05716 05 D & S CERAMICS 9,554 298.06 " 1988 05722 05 DARRELS SOUTH INC. 200,009 5851.20 " 1988 23620 13 WILLIAMSTOWN MINI MART 12,584 380.00 " 1988 06577 05 WARRENS BODY SHOP 1,827 57.00 " 1988 06565 05 VITA STAT SYSTEMS INC. 2,107 65.74 " 1988 18946 10 VIENNA SURGICAL CLINIC 5,943 167.02 " 1988 06552 05 VALLEY IMPORTED CAR PARTS 74,472 2323.24 " 1988 06526 05 TSACO ROUNDUP LOUNGE 1,842 57.46 " 1988 18917 10 STONEWALL INN 22,283 69.72 "	1988	05590	05	BUCKS BARBER SHOP	452	14.10	H	
1988       05722       05       DARRELS SOUTH INC.       200,009       5851.20       "         1988       23620       13       WILLIAMSTOWN MINI MART       12,584       380.00       "         1988       06577       05       WARRENS BODY SHOP       1,827       57.00       "         1988       06565       05       VITA STAT SYSTEMS INC.       2,107       65.74       "         1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,283       69.72       "	1988	05664	05	COME ON INN	5,011	156.32	Ħ	
1988       23620       13       WILLIAMSTOWN MINI MART       12,584       380.00       "         1988       06577       05       WARRENS BODY SHOP       1,827       57.00       "         1988       06565       05       VITA STAT SYSTEMS INC.       2,107       65.74       "         1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,283       69.72       "	1988	05716	05	D & S CERAMICS	9,554	298.06	и	
1988       06577       05       WARRENS BODY SHOP       1,827       57.00       "         1988       06565       05       VITA STAT SYSTEMS INC.       2,107       65.74       "         1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,283       69.72       "	1988	05722	05	DARRELS SOUTH INC.	200,009	5851.20	***	
1988       06565       05       VITA STAT SYSTEMS INC.       2,107       65.74       "         1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,233       69.72       "	1988	23620	13	WILLIAMSTOWN MINI MART	12,584	380.00	п	
1988       06565       05       VITA STAT SYSTEMS INC.       2,107       65.74       "         1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,283       69.72       "	1988	06577	05	WARRENS BODY SHOP	1,827	57.00	11	
1988       18946       10       VIENNA SURGICAL CLINIC       5,943       167.02       "         1988       06552       05       VALLEY IMPORTED CAR PARTS       74,472       2323.24       "         1988       06526       05       TSACO ROUNDUP LOUNGE       1,842       57.46       "         1988       18917       10       STONEWALL INN       2,233       69.72       "	1988	06565	05	VITA STAT SYSTEMS INC.	•		**	
1988 06552 05 VALLEY IMPORTED CAR PARTS 74,472 2323.24 " 1988 06526 05 TSACO ROUNDUP LOUNGE 1,842 57.46 " 1988 18917 10 STONEWALL INN 2,233 69.72 "	1988	18946	10	VIENNA SURGICAL CLINIC	•		ti	
1988 06526 05 TSACO ROUNDUP LOUNGE 1,842 57.46 " 1988 18917 10 STONEWALL INN 2,233 69.72 "	1988	06552	05	VALLEY IMPORTED CAR PARTS	,		11	
1988 18917 10 STONEWALL INN 2,233 69.72 "	1988	06526	05			`	n	
	1988	18917	10			/	н	
	Appro	oved by Eug	gene A. H		TO UX			

Commissioner

									***	
	YEAR	TICKET NUMBER	DIST.	NAME		VALUE REMOVED	TAXES REMOVED	REASON		:
	4000	17746	00	CTOCKAGE DETDOLEUM		0.400	00 50	0.0.0		;
	1988		09	STOCKADE PETROLEUM		2,480	62.50	0.0.B.		
	1988	06367	05	RITZ STEAK HOUSE		22,341	696.96	ff		
	1988	06328	05	QUINN ENTERPRISES		32,286	981.66	DOUBLE		
	1988	05650	05	CLEAN MACHINE CAR WASH		2,028	63.28	DOUBLE		
	1989	200895	05	MARKLEY, JAMES		6,849	212.44	0.0.B.		
	1988	04619	04	ST. PAUL F & M INSURANCE CO.		1,702*	42.86*	0.0.B.	*2ND HALF	,
	1989	200790	05	I H S S INC.		840	26.06	0.0.B.		
	1988	01981	03	MITCHELL HOMES INC.		20,171	508.24	Ħ		
	1989	200178	03	MITCHELL HOMES INC.		21,381	538.30	<b>f</b> 1		
	1990	225	03	MITCHELL HOMES INC.		23,519	590.62	11		
	1991	326	03	MITCHELL HOMES INC.	*	25,870	687.94	Ħ		
	1992	287	03	MITCHELL HOMES INC.		28,457	702.20	75		
	1988	17633	09	AM PENN POLARIS 79 142		31,542	794.74	17		
l	1988	17634	09	AM PENN POLARIS 80 143		8,732	220.02	57		
ŀ	1988	17635	09	AM PENN POLARIS 80 143		15,981	402,66	ff		
	1988	17636	09	AM PENN POLARIS 80 143		, 768	19.36	19		
	1988	17637	09	AM PENN POLARIS 80 143		7,149	180.14	71		
	1989	201509	09	AM PENN POLARIS 79 142		6,505	163.78	rr .		
	1989	201510	09	AM PENN POLARIS 80 143		3,900	98.20	н		
	1989	201511	09	AM PENN POLARIS 80 143		4,805	120.98	11		
	1989	201512	09	AM PENN POLARIS 80 143		2,298	57.86	11		
	1989	201513	09	AM PENN POLARIS 80 143				T <del>i</del>		
	1988				1	7,767	195.54			
		06560	05	VIDEO MANIA	7 3 7	10,288	320.94	17		
	Appro	ived by EU	yene A.	Knotts, Assessor, or his authorized deputy,	- Ye Xan It	1 Drive	2			

 ${\tt Commissioner}$ 

YEAR	TICKET NUMBER	DIST.	NAME		VALUE REMOVED	TAXES REMOVED	REASON
1988	18912	10	STANDARD ASSOCIATES	\$	1,530	\$ 47.78	0.0.B.
1989	201862	10	STANDARD ASSOCIATES		1,622	50.40	11
1990	1951	10	STANDARD ASSOCIATES		1,784	55.20	Ħ
1988	00030	01	H & R PIPE INC.		15,840	399.10	11
1989	200022	01	H & R PIPE INC.		16,790	422.72	11
1990	24	01	H & R PIPE INC.		18,469	463.80	Ħ
1991	35	01	H & R PIPE INC.		20,315	540.22	11
1992	25	01	H & R PIPE INC.		22,347	551.44	11
1989	200954	05	MOTOR CENTER AUTO SALES	-	14,668	454.94	Eŧ
1990	1022	05	MOTOR CENTER AUTO SALES		16,134	498.74	**

Approved by Eugene A. Knotts, Assessor, or his authorized deputy,

Commissioner

Commissioner

to ax

Honorable Wood County Commission Wood County Courthouse Parkersburg, WV 26101

Dear Sirs and Madam:

For your review, we provide the following overview that will outline a day by day account, where applicable, of actions taken to address your most recent system problems.

Response time of NCR Customer Services Division for Wood County Sheriff's Tax Department

Information a result of discussions with the following participants:

Mr. Doug Herrington, Data Processing

Mr. Pete Jones, NCR CSD Zone Manager

Mr. Pat Frum, NCR Field Engineer

Mr. Mike McMahan, NCR Field Engineer

In an effort to assist in outlining each participants actions and responsibilities, it should be pointed out that there existed two issues that lead to your system needing a response by a NCR Field Engineer. The first issue involved the conversion of your data. The second issue involved a malfunction in the original disk unit connected to your system.

#### Saturday, May 23, 1992

Doug Herrington attempts to begin conversion of data to another disk unit. His original plan was to do the conversion over the weekend in an effort to avoid any down time as a result of moving data. He encountered a concern that the data was not being copied reliably to tape. His solution to this concern was to obtain a "good" copy from the system residing in the Wood County Clerk's office, and load the data onto the "new" disk unit. It was then that Doug contacted Diane Joachim to discuss his plan and mentioned

that because of this unexpected issue, the conversion would take longer than originally planned. Doug suggested that it would be better to wait until Tuesday, May 26th to undertake Diane, with the approval such a complex project. Commission, opted to request to go forward with the conversion on Saturday, May 23. (NOTE: Wood County Sheriff's Tax Department is not set up for weekend coverage. Local NCR CSD has agreed to overlook this charge in an effort to help Because this conversion would now correct the problem). involve a connection of this additional disk unit and would need a certified NCR Field Engineer, Doug placed a call the local NCR Field Engineer on call for the weekend. The NCR Field Engineer on call for the weekend, Don Grasley, arrived on site at 4:15p.m. and worked on connecting additional disk unit until 8:00p.m. During installation, there was discovered a problem with the unit communicating correctly. A decision was made re-connect the original disk unit and try the conversion at a When the original disk unit was re-installed it later time. not operating properly. A call was placed for Field Engineer who has had experience with communication problems. This Field Engineer, Pat Frum, dispatched out of the Clarksburg office and the earliest could arrive on site would be Tuesday, May 26th. A decision was made to have Pat look over the system on Tuesday. determined after a thorough diagnostics was run that problem must be in the cable. It was at approximately 3/3:30p.m. that Pat found the problem to be a bent pin in the cable that connects the disk unit to your main system. pin was fixed and the system operational by 4:00p.m. on the afternoon of Tuesday, May 26th.

# Wednesday, May 27th, 1992

The system was functioning and NCR was not informed of any possible problems.

#### Thursday, May 28th, 1992

The system was functioning and NCR was not informed of any possible problems.

#### Friday, May 29th, 1992

At approximately 9:30 a.m. Doug Herrington was called over to address a problem you were having with the system locking everyone out. Doug arrived on site within the next half hour. Doug noticed that the original disk unit would shut off and on while in operation. This would cause the system to jump into what is called "single user mode" and it would lock everyone off of the system. Doug worked on the problem until approximately 12 Noon when an equipment call was placed to NCR. Your targeted Field Engineer, Mike

McMahan, received the call and he contacted Doug via the phone. Based on the problem, Mike needed to order parts that could be shipped to him by, the earliest, Monday, June 1st. Doug explained that the problem could be worked around.

### Saturday, May 30th, 1992

Because of Doug needing to do a complete restore to correct the corruption of data, the system was down the rest of Friday May 29th. Employees came in to key in that information needed for Monday's processing.

### Monday, June 1st, 1992

Parts arrived and Mike McMahan dropped by to begin installation. The decision was made to delay the installation of theses parts due to the workload on Monday. Mike was asked to come back at a later time. I, Jeff DeFries -- Account Manager out of Charleston, was first made aware of this problem.

### Tuesday, June 2nd, 1992

Mike returned and it was mutually decided that it would be best to run through the installation when Doug Herrington would be available. Doug was not available on Tuesday.

#### Wednesday, June 3rd, 1992

Mike was called away for a meeting in Charleston. The two other Field Engineers trained were previously committed. One was in training school in Dayton, OH. The other was on call in the Clarksburg, WV area.

#### Thursday, June 4th, 1992

Mike had some medical problems that required attention immediately. The barriers to the other engineers were still in place.

## Friday, June 5th, 1992

Mike, along with Doug Herrington, worked on installing the parts and addressing any conversion issues.