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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

	:	
In the Matter of	:	DOCKET NO. 910163-TL
	:	
Investigation into the	:	
integrity of SOUTHERN BELL	:	
TELEPHONE AND TELEGRAPH	:	
COMPANY'S repair service	:	
activities and reports.	:	

DEPOSITION OF: CLYDE C. BOURNE

TAKEN AT THE INSTANCE OF: Florida Public Service Commission

PLACE: 666 N.W. 79th Avenue
Room 640
Miami, Florida

TIME: Commenced at 5:35 p.m.
Concluded at 6:10 p.m.

DATE: Monday, April 19, 1993

REPORTED BY: JOY KELLY, CSR, RPR
Chief, Bureau of Reporting

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14 Staff.

15 ROBERT N. SCOLA, JR., 2400 South Dixie Highway,
16 Miami, Florida 33133, Telephone No. (305) 285-9600, on
17 behalf of the deponent, Clyde Bourne.

18

19 ALSO PRESENT:

20 STAN GREER, FPSC Division of Communications

21 CARL VINSON, FPSC Division of Research &
22 Regulatory Review

23 TERRILL BOOKER, FPSC Division of Communications

24 WALTER BAER, Office of Public Counsel

25 WAYNE TUBAUGH, Southern Bell

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WITNESS

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10 CLYDE C. BOURNE

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S T I P U L A T I O N

IT IS STIPULATED that this deposition was taken pursuant to notice in accordance with the applicable Florida Rules of Civil Procedure; that objections, except as to the form of the question, are reserved until hearing in this cause; and that reading and signing was not waived.

IT IS ALSO STIPULATED that any off-the-record conversations are with the consent of the deponent.

1 CLYDE C. BOURNE

2 appeared as a witness and, after being first duly sworn
3 by the court reporter, testified as follows:

4 EXAMINATION

5 BY MS. RICHARDSON:

6 Q And Mr. Bourne, are you represented by an
7 attorney here today?

8 A Yes, I am.

9 Q And would you please have your attorney put
10 his appearance on the record for us.

11 MR. SCOLA: Robert Scola on behalf of Mr.
12 Bourne.

13 Q (By Ms. Richardson) And Mr. Bourne, would
14 you please state your name for the record and spell it
15 so that we'll have it correct?

16 A Clyde C. Bourne. B-O-U-R-N-E.

17 Q All right. And can you give me your address,
18 please?

19 A

20
21 Q And your phone number?

22 A Area code

23 Q And Mr. Bourne, what is your present position
24 with the Company?

25 A I'm an associate manager, DESS, Digital

1 Equipment Support Specialist.

2 Q And what are your present duties?

3 A My present duties is to support the outside
4 technicians on anything digital, any digital problems
5 as far as electronics go.

6 Q Okay. Does this require an engineering
7 background?

8 A No, it does not.

9 Q Okay. Have you ever worked in installation
10 and maintenance for the Company?

11 A Yes. In Connecticut.

12 Q In Connecticut. But you have done none of
13 that work here in Florida?

14 A No, I have not.

15 Q Okay. How long have you been in DESS?

16 A Since April of 1991.

17 Q And what did you do prior to April of 1991?

18 A I was systems administrator in the North Dade
19 maintenance center.

20 Q And how long did you hold that position?

21 A Two years.

22 Q So that would be '89 to '91?

23 A Yes.

24 Q And what did you do, what were your
25 responsibilities as a system administrator?

1 A I maintained the controllers that had the
2 terminals, the MAs and the managers, and took care of
3 the links between those controllers and the host
4 computers.

5 Q Okay. So you dealt with the hardware?

6 A Yes. Hardware and software within the
7 controllers.

8 Q Okay. Did that part of your responsibility
9 deal with the LMOS, the LMOS system?

10 A No.

11 Q Okay. Did part of your responsibilities at
12 all deal with trouble reports?

13 A No.

14 Q Okay. And what did you do prior to '89 for
15 the Company?

16 A I was assistant manager of transmission
17 maintenance.

18 Q And was this also in the North Dade
19 maintenance center?

20 A No, it was not.

21 Q Where was this?

22 A It was in the North Dade turf. It's an
23 outside job.

24 Q And did this have anything to do -- your
25 duties have anything to do with trouble reports in any

1 way?

2 A No, it did not.

3 Q Okay. Have you discussed your deposition
4 here today with anyone other than Mr. Scola and
5 attorneys for the Company?

6 A No, I have not.

7 Q Okay. Have you been advised by anyone with
8 the Company that you would not be subject to discipline
9 based upon what you told us here today?

10 A Excuse me, would you --

11 Q Have you been given any assurances by the
12 Company that you would not be disciplined based upon
13 what you told us today?

14 A No.

15 Q Okay. Has anyone advised you as to whether
16 or not perjury applies to these depositions, penalties
17 of perjury might apply; discussed the laws of perjury
18 at all?

19 A No.

20 Q Okay. Mr. Bourne, do you have any knowledge
21 of anyone falsifying customer trouble reports?

22 A No.

23 Q Are you familiar with test-OK reports?

24 A Yes.

25 Q What is your understanding of a test-OK

1 report?

2 A A test-OK report is a trouble report that
3 comes in and when it is tested in the maintenance
4 center there is no trouble on it and you have not
5 dispatched it to either inside forces or outside.

6 Q Okay. And then how is it closed out?

7 A Closed out as a test-OK.

8 Q Would it be an out-of-service report?

9 A No, it would not.

10 Q Okay. Would it be, in your opinion, under
11 any circumstances proper to close a test-OK report out
12 as an out-of-service report?

13 A There are times when the test-OK can be
14 closed out as an out-of-service report, yes.

15 Q Is that a frequent occurrence?

16 A No, it's not.

17 Q So it's fairly rare in your opinion?

18 A Yes, it's rare.

19 Q Okay. Do you know of anyone who has taken a
20 group of test-OK reports and closed them out as
21 out-of-service in order to meet the PSC index on repair?

22 A No.

23 Q Do you know what the PSC index on repair is?

24 A Do I know at this time?

25 Q Uh-huh.

1 A At this point in time no, I don't. I know
2 what it was when I was in the bureau.

3 Q Okay. What was it when you were in the bureau?

4 A 95%. The out-of-service had to be cleared
5 within 24 hours.

6 Q Okay. And when were you in the bureau?

7 A From 1989 to 1991.

8 Q And that's when you were systems
9 administrator in North Dade?

10 A Yes.

11 Q Okay. As a systems administrator, test-OK
12 reports and out-of-service reports deal with customer
13 troubles. Then can you explain to me why this would be
14 part of your knowledge as a systems administrator about
15 test-OKs and out-of-service?

16 A I was in the repair bureau prior to being a
17 transmission supervisor for two months in Hialeah when
18 I first came down here, and most of my background in
19 Connecticut was test foreman and IMC staff.

20 Q Okay. So it would only be for a very short
21 period of time between '89 and '91 in your Hialeah
22 experience that you dealt --

23 A That was two months.

24 Q Two months that you dealt with customer
25 trouble reports

1 A That's correct.

2 Q Okay. Then during that two-month period, did
3 you ever hear of anyone statusing out-of-service
4 reports or statusing reports in order to build the
5 out-of-service base to meet the PSC index?

6 A No, I did not.

7 Q Did you ever -- are you familiar with
8 disposition and cause codes?

9 A Yes, I am.

10 Q All right. Do you know of anyone who has
11 used certain disposition and cause codes that would
12 exclude a trouble report from the PSC index?

13 A No.

14 Q Do you know of anyone who has ever used
15 someone else's employee code?

16 A No, I don't.

17 Q Have you ever done that yourself?

18 A No, I haven't.

19 Q Do you know of anyone who has ever directed
20 -- a manager who has directed a maintenance administrator
21 or an ST to use someone else's employee code?

22 A I know someone that was alleged.

23 Q All right. And who was that?

24 A

25 Q All right. And under what circumstances was she

1 supposed to have used another person's employee code?

2 A No, no. Excuse me. That's not what you
3 asked, I don't believe.

4 Q Okay. Then I'm sorry, let me go back.

5 A Would you go back to the original question?

6 Q Okay. Under what circumstances did you hear
7 this?

8 A The question prior to that --

9 Q The misuse of the employee code?

10 A I know of no one.

11 Q Alleged misuse. Let's say alleged misuse.

12 A No. I know of no one that used any code, or
13 an alleged person that used a code. I did not
14 understand your question.

15 Q All right. Do you know whether or not
16 trouble reports can be excluded from the system?

17 A Out of the system itself.

18 Q Uh-huh.

19 A I'm not sure I understand what you mean.

20 Q Okay. When closing out a trouble report is
21 it possible to exclude a report from being counted in
22 the out-of-service index?

23 A Yes.

24 Q All right. Are there times when that is
25 proper to do so?

1 A To exclude a trouble report? Yes.

2 Q Okay. Under what conditions would it be
3 proper to exclude a trouble report?

4 A If a trouble report was on a piece of
5 equipment that was nontelephone company equipment, and
6 this would have been prior to the 1200 code, which now
7 does not allow you to exclude those.

8 Q All right. And the 1200 code is a --

9 A It is a customer CPE type code that they come
10 up with for dispositions. Prior to that code you could
11 exclude a trouble report that was on customer equipment.

12 Q Okay. Do you know of anyone who has used or
13 closed out an out-of-service report to that CPE code when
14 the trouble was not really in the customer equipment?

15 A No, I don't.

16 Q Do you know whether or not an individual
17 customer would be due a rebate if his trouble exceeded
18 24 hours?

19 A Yes, they should.

20 Q Do you know of any customer who has been
21 denied a rebate because of miscoding or falsification
22 of reports?

23 A No, I do not.

24 Q Do you know of any situation where managers
25 have directed maintenance administrators to improperly

1 code reports in order to meet the index?

2 A Would you repeat that, please?

3 Q Okay. Do you know of any situation where a
4 manager has directed a maintenance administrator to
5 improperly code a trouble report in order to meet the
6 PSC out-of-service-over-24-hour index?

7 A No, I do not know that for a fact.

8 Q Have you heard that being done?

9 A I have heard the allegations that were in the
10 review feedback in 1991.

11 Q And was that in North Dade?

12 A Yes.

13 Q When you were in North Dade. And you
14 attended an operation review feedback?

15 A Yes.

16 Q Who else was present?

17 A Joe Lesko, Nancy D'Alessio, Linda Isenhour,
18 Bob Fecht.

19 Q F-E-C-H-T. Do you know?

20 A I don't know how you spell it. I don't recall
21 the other names.

22 Q Was Mr. Fecht the operational review staff
23 person that was giving the feedback?

24 A Yes, he was.

25 Q And do you recall what he said to the group

1 -- what the feedback was?

2 A No.

3 Q Do you recall what the problem was about that
4 he found?

5 A It was some alleged -- something alleged to
6 do with signing test-OKs off to out-of-service.

7 Q Okay. And was it your impression that that
8 was improper -- that it was being done improperly?

9 A No, I didn't give an impression at that time. I
10 was in there for my feedback for a system administration.

11 Q And what was your feedback? What feedback
12 were you given?

13 A I was given feedback on my portion of taking
14 care of the computers.

15 Q And was it satisfactory?

16 A Yes, it was. Above satisfactory.

17 Q Okay. So that was your purpose for being
18 there was because you were receiving specific feedback
19 in your particular area?

20 A That's correct.

21 Q And you just happened to be present when the
22 feedback was coming down on the test-OKs?

23 A That's correct.

24 Q Do you know of any instances where managers
25 have told MAS to contact the manager before closing out

1 an out-of-service report?

2 A No, I do not.

3 Q Do you know of any instances where managers
4 have told their maintenance administrator staff that
5 "We will not status any out-of-service reports today?"

6 A No, I do not.

7 Q Do you know of any instances where
8 out-of-service reports were closed out in order to meet
9 that 24-hour clock time, and then reopened as new reports?

10 A No, I do not.

11 Q Do you know what the CON, carried over no
12 code is, the CON code?

13 A Not specifically. I've heard a definition but
14 I'm not sure I could state it exactly the way it is.

15 Q Okay. Do you know what the no-access code is?

16 A Yes.

17 Q And what's your understanding of the
18 no-access code?

19 A A no-access code is when a service technician
20 goes out to a customer's premises and the trouble
21 appears to be inside and there is no access to the
22 customer's premises.

23 Q And do you know if that stops the repair clock
24 so it's not a miss for the Company on the PSC index?

25 A No, I do not know that.

1 Q You don't know that, okay.

2 Do you know whether certain disposition and
3 cause codes exclude a trouble report from being counted
4 against the Company on a PSC index?

5 A I believe there are certain cause codes that
6 will exclude a lot of service from being on the index,
7 or there was when I was --

8 Q Okay. For example, flood, if it was a flood
9 problem that would have been caused by a flood, do you
10 think that would count?

11 A There was a flood. There was --

12 Q What about the KCPE codes -- the inside wire,
13 would that count against the Company if it was used?

14 A I don't know.

15 Q Do you know of anyone who used these exclude
16 disposition and cause codes to prevent a report from
17 being counted against the Company?

18 A No, I do not.

19 Q Okay. Are you familiar with the terms
20 "routine, routining" a particular problem? When a ST
21 outside might routine a particular problem.

22 A I'm familiar with the routine, yes.

23 Q Okay. Have you ever heard a distinction made
24 between routine days and nonroutine or no routine days?

25 A No, I have not.

1 Q Have you ever heard of anyone who has backed
2 up the time on an out-of-service report in order to
3 meet the 24-hour index?

4 A No, I have not.

5 Q Okay. Have you ever heard the terms "backing
6 up the time?"

7 A Yes, I have.

8 Q In what context are you familiar with it?

9 A At one time it was possible if you go out and
10 you work on a trouble and you cleared that customer's
11 trouble, and you gave it to the customer, back in
12 service, you had more work to do and you worked on that
13 trouble for another hour doing some type of a routine
14 job, when you called in, the clear time would be the time
15 you gave it to the customer. The close time would be the
16 time that you called in to close the trouble.

17 Q Okay. And what kind of routine work then would
18 you be doing between the clearing and the closing?

19 A For example, you go out and the customer's
20 got an out-of-service and their inside wire is damaged.
21 You repair the inside wire and give the customer
22 service. There are trees all around their wire coming
23 into the house and you're going to go out and trim
24 those trees and put wiring guards on them to protect
25 them from further damage or any damage.

1 Placing that protective guard and trimming
2 those trees out, because it had nothing to do with the
3 out-of-service condition, would be routine work.

4 Q Okay.

5 A Or if he was going to dress up the wires on
6 the side of a house because they didn't look good, but
7 had nothing to do with the trouble itself, would be
8 routine work.

9 Q Okay. About how much time, in your opinion,
10 would routine work generally take on an average?

11 A It could be anywhere from 15 minutes to an
12 hour. It could be longer.

13 Q Okay. In your experience, what's the maximum
14 amount of time someone would routine?

15 A The maximum?

16 Q The maximum amount of time in your experience
17 that has occurred, routine work?

18 A I would think no more than an hour.

19 Q Okay. So, if you saw a routine work or a
20 clearing time and a closing time for six hours, would
21 you think that maybe something was wrong?

22 A I would have to see the circumstances.

23 Q Okay. Was there ever direction given that --
24 well, let me ask this first: Was it customary to do
25 routine work when individuals were sent out on trouble

1 reports to repair?

2 A It was when I was a ST. I'm not sure about
3 what it has been here in Florida.

4 Q Okay. So you're really speaking about your
5 time in Connecticut?

6 A My time in Connecticut, yes.

7 Q Okay. So you're not at all familiar then
8 with whether or not in Florida --

9 A They do any extra routine time or not, I
10 don't know.

11 Q You don't know. Okay. Are you familiar with
12 the CAT terminals in use by service technicians here in
13 Florida?

14 A I know they use them. I'm not familiar with
15 them. I've never used one.

16 Q Okay. Are you familiar, in your position as
17 systems administrator, with any instructions from one of
18 your supervisors to manipulate the system in order to
19 assist the Company in meeting that PSC index over 24?

20 A No.

21 Q Are you familiar as a systems administrator
22 with autoscreener rules?

23 A Yes.

24 Q Is it part of your duties to work with the
25 autoscreener rules?

1 A Yes.

2 Q Do you actually input autoscreener rules?

3 A Yes.

4 Q Are you responsible for making changes to the
5 autoscreener rules when they are dictated?

6 A Yes.

7 Q Is it part of your responsibility to make
8 those changes on your own discretion?

9 A No.

10 Q Who would be directing you as to what changes
11 to make in autoscreener rules?

12 A Staff.

13 Q When you say staff, I'm not quite clear.

14 A IMC staff.

15 Q And that would be a manager above you?

16 A It would be -- yeah, it would come from the
17 IMC staff.

18 Q All right.

19 A Either in a letter or -- generally in a
20 letter.

21 Q As systems administrator from North Dade, are
22 you located in the IMC physically or outside somewhere
23 else?

24 A Inside the IMC, yes. In a room behind the
25 IMC where the computers are located. It was my office.

1 Q And who is your direct supervisor?

2 A Joe Lesko.

3 Q When was Mr. Lesko your supervisor?

4 MR. ANTHONY: Are you talking about today?

5 Q Well, he's a systems administrator from '89
6 to '91. And so --

7 MR. ANTHONY: I'm asking you if that's the
8 time frame you're talking about?

9 MS. RICHARDSON: Okay. Yeah. Thank you.
10 No, I'm glad to get it clarified. So was Mr. Lesko
11 your supervisor from '89 to '91?

12 A From '89 until -- let's see, I had Manny
13 Carreno for a short period of time. And then Joe Lesko
14 was my supervisor until November, I believe it was in '91.
15 And then Ray Kummer was my supervisor until April.

16 Q Of '91?

17 A Of '91, yes.

18 Q Okay. And who is your present -- I'm sorry.

19 A My present supervisor? John O'Hare.

20 THE REPORTER: John who?

21 WITNESS BOURNE: John O'Hare.

22 Q (By Ms. Richardson) O'-H-A-R-E.

23 A Jr.

24 Q Jr. All right. And did you take your
25 directions specifically from Mr. Lesko, Mr. Kummer and

1 Mr. Carreno in their session of being your supervisor?

2 A Yes.

3 Q All right. Do you have any instances of
4 times when you were changed the autoscreener rules
5 where they were just feeding you directions from their
6 supervisors?

7 A No.

8 Q Okay. So in -- let's establish, did you ever
9 change the autoscreener rules during the period of time
10 between 1989 and 1991?

11 A There were times when I had to change the
12 autoscreen rules, yes, due to a letter. The exact
13 specific instance, I can't recall.

14 Q Okay. Do you know what change you made?

15 MR. ANTHONY: You have to say "yes" or "no".

16 A No.

17 Q (By Ms. Richardson) Did it have anything to
18 do with statusing of out-of-service reports and
19 affecting-service reports?

20 A No.

21 Q All right. In autoscreener rules, my
22 understanding is that the rules are a series of if/then
23 logic statements; is that accurate?

24 A That's correct.

25 Q All right. Prior to or back in the time that

1 you were working with them in '89 and '91, was there
2 any Company policy or procedure that said you will
3 always status certain type and VAR code combinations as
4 out-of-service?

5 A Yes.

6 Q All right. Did you have available to you a
7 series of rules, wet rules and a series of dry rules?

8 A I had a series of dry rules that were available
9 to me. There were a series of wet rules that were in the
10 computer that were never updated, to my knowledge.

11 Q Okay. Were those wet rules used?

12 A Not to my knowledge.

13 Q But they were available for use?

14 A They were there, but they were never updated
15 and never used that I know of.

16 Q Okay. In order to switch from a dry rule to
17 a wet rule it was simply a couple of computer key
18 strokes; right?

19 A There was a command in the computer you could
20 do to switch, yes.

21 Q You didn't have to take the system down, in
22 other words, to make the switch between dry rules and
23 wet rules?

24 A I don't believe so.

25 Q Okay. During that period of time, did Mr.

1 Lesko ever direct you to change the rules that would
2 affect the statusing of out-of-service reports?

3 A No, he did not.

4 Q During that period of time did Mr. Kummer,
5 who was your supervisor, did he ever direct you to
6 change the rules that would affect the statusing of
7 customer trouble reports?

8 A No, he did not.

9 Q During the period of time that Mr. Carreno
10 was your supervisor, did he ever direct you to change
11 the statusing of autoscreener rules that would affect
12 the statusing of out-of-service reports?

13 A No, he did not.

14 Q Are you aware of any recent, say, since
15 January of '92, Company policy changes on autoscreener
16 rules and statusing?

17 A No.

18 Q Were the rules ever kept in a paper format?

19 A Not that I'm aware of.

20 Q So they were only available on the computer
21 then?

22 A That's correct.

23 Q Do you know if the Company had any policy in
24 terms of retaining the autoscreener rules --

25 A No, I do not.

1 Q -- as changes were made?

2 And just a general question, do you know of
3 any misuse of the autoscreener rules?

4 A No, I do not.

5 Q Okay. Mr. Bourne, I think I've exhausted my
6 list of questions for you, and I want to tell you that
7 I appreciate your being here today. The Commission
8 Staff may have one or two questions, maybe Mr. Anthony,
9 maybe your attorney may want to put something on the
10 record. And unless they jog my memory, I think I'm
11 through. And I want to say I appreciate your coming
12 and I appreciate your waiting. And I apologize for
13 being so late. And I thank you.

14 EXAMINATION

15 BY MR. VINSON:

16 Q Mr. Bourne, after the problems at the North
17 Dade maintenance center were discovered, the Southern
18 Bell Security Department conducted a security
19 investigation and I have a copy of that investigation
20 report. I'd like to just let you, you know, hold this
21 and I'll be referring to a few pages in it that might
22 refresh your memory.

23 If you do recall you gave a statement to the
24 investigator, I believe Mr. Booker at the time. Let me
25 begin by referring you to Page 8, in most cases there

1 are some underlined passages that are the most
2 pertinent to my questions.

3 There Ms. Edwards, in her statement, refers
4 to a meeting where indicated to the managers
5 that since the July 1990 out-of-service-over-24 index
6 had been missed, that the center would not miss its
7 index again.

8 Do you recall what he told the managers? How
9 he discussed that point?

10 A No, I don't. I don't recall the meeting.

11 Q Okay. You don't recall anything about the
12 meeting. Do you recall ever telling you
13 about his supervisor or his supervisor's supervisor,
14 warning the maintenance center not to miss the index
15 again? Or expressing concern about the center having
16 missed the index?

17 A No.

18 Q You may have covered this earlier but I was
19 not exactly clear. When did you first learn about the
20 incorrectly stated trouble reports that involve
21 statusing some trouble reports
22 incorrectly at the request of ?

23 A When the review team was there, I heard one
24 of them discussing it.

25 Q Okay. So this was at the feedback?

1 troubles and go over them with her.

2 Q So that may be the real conversation that
3 she's misconstruing in some way?

4 A Yes. _____ never directed me to talk
5 to it all.

6 Q Let me refer you to Page 4 of the report, which
7 is _____ statement to the security investigator.
8 She indicates that she made a mistake in statusing a 156
9 trouble reports on or about July 30th, 1990.

10 A That's correct.

11 Q Could you tell me how you discovered this
12 mistake and what the circumstances surrounding that?

13 A I was in my office. I got up, I wanted to do
14 something. I went over there and she was statusing
15 some trouble reports she had, and she was using a mask
16 on the screen in LMOS that I was not familiar with.
17 And I asked her what she was doing. So she told me she
18 was statusing the out-of-service test-OKs, or the
19 test-OKs. And she was statusing them out-of-service.
20 And I said, "Those are not out-of-service trouble
21 reports." And I stopped her and I said, "Why are you
22 doing this work? And she said she was just finding
23 work to do. She was not normally a test center trouble
24 report type person. She had just come into the bureau
25 from the ICC portion of the test center, which is service

1 orders. And she had had a death in her family and she was
2 pretty upset and that's what she was doing.

3 Q And she got 156 of these statused and they
4 were, in fact, out-of-service and she was statusing --

5 A No, no.

6 Q They were test-OKs.

7 A They were test-OKs. There were some that
8 were over 24 hours that she statused out-of-service.
9 There were some that were not over 24 hours that she
10 statused.

11 Q Do you know what the relative breakdown is
12 between over and under 24?

13 A I checked the numbers the next day, and the
14 numbers -- the percentages for the bureau did not
15 change for the test-OK out-of-service, and we did miss
16 the index that month.

17 Q Right. Of the 156 that she was statusing
18 incorrectly, do you know how they broke down as to --

19 A Those exact 156, no, I do not. But I know
20 they were out-of-services that she statused. In other
21 words, test-OKs that she statused out-of-service that
22 were in excess of 24 hours.

23 Q Who did she directly report to in the
24 maintenance center?

25 A .

1 Q And --

2 A He was not there at that time.

3 Q Did you report her error in this incident to
4 , at any time?

5 A At a later time, yes, I did.

6 Q And what was response?

7 A I don't know.

8 Q You don't recall what he said about 156 errors?

9 A No, I don't.

10 Q In light of the later manipulation of
11 statusing that was involved in, did you come
12 to see a connection between what Ms. Brent was doing
13 and what was doing?

14 MR. SCOLA: I would object to the form of the
15 question. He's never characterized anything that
16 , did as being improper.

17 Q (By Mr. Vinson) Is there a difference, in
18 your opinion currently, between what did in
19 statusing the troubles that were test-OK as
20 out-of-service and statusing test-OKs as
21 out-of-service incorrectly?

22 A I do not know the full -- the full thing
23 behind it, , what she did and how she did it
24 or why she did it. I know what did. I
25 know what I saw her do. I know that I corrected her at

1 that time. But the two are separate incidences.

2 Q Did you -- in discussing with did
3 you discuss the possibility of having security
4 investigate what was doing?

5 A No, I did not.

6 Q Is there any chance that the trouble reports
7 that : was handling at the time that you
8 confronted her and asked her what she was doing are the
9 same or related to in any way the trouble reports that
10 was found to have misstated at a later
11 date? Is there any connection between these two
12 batches of trouble reports in your mind?

13 A Other than they were both in the test-OK DA
14 file. No, sir.

15 Q But they did appear -- they did occur one
16 month apart?

17 A Yes, they did.

18 MR. VINSON: I have no further questions.

19 MS. RICHARDSON: I'd like to -- I did spur my
20 memory.

21 FURTHER EXAMINATION

22 BY MS. RICHARDSON:

23 Q You said you ran some MTAS reports. Was part
24 of your systems administrative position to run MTAS
25 reports?

1 A No, it was not.

2 Q On what occasions then did you do MTAS
3 reports?

4 A When asked me to run those
5 trouble reports I ran the MTAS.

6 Q That's the only occasion.

7 A Yes.

8 Q Okay. Is part of your position as systems
9 administrator to track problems, miscodings and so on,
10 the improper codings?

11 A No.

12 Q Was part of your position as systems
13 administrator tracking the performance on the PSC
14 Schedule 11 by the Company?

15 A No.

16 Q Okay. Thanks.

17 MR. ANTHONY: I don't have any questions.

18 MS. RICHARDSON: Mr. Scola.

19 MR. SCOLA: No questions.

20 (Witness Bourne excused.)

21 (Thereupon, the deposition concluded at 6:10

22 p.m.)

23

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25

1 This is to certify that I, CLYDE C. BOURNE, have
 2 read the foregoing transcription of my testimony, Page
 3 6 through 34, given on April 19, 1993 in Docket No.
 4 910163-TL, and find the same to be true and correct,
 5 with the exceptions, and/or corrections, if any, as
 6 shown on the errata sheet attached hereto.

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 CLYDE C. BOURNE

Sworn to and subscribed before me this
 _____ day of _____, 19____

 NOTARY PUBLIC

State of _____

My Commission Expires:

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F L O R I D A)
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C O U N T Y O F L E O N)

CERTIFICATE OF OATH

I, the undersigned authority, certify that
CLYDE C. BOURNE personally appeared before me and was
duly sworn.

WITNESS my hand and official seal this 27
day of April, 1993.



JOY KELLY
Notary Public - State of Florida



