



ServiceTrade/ Five Star Follow Up Call

Clint Mathis with Five Star Mechanical - WA
Recorded on 4/13/23 via Zoom, 32 min.

Participants

SERVICETRADE

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FIVE STAR MECHANICAL - WA

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Transcript

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LAUREN

0:02 Kinda dreary out.

CLINT

0:04 Yeah, it's awful here today. I thought we lived in California.

LAUREN

0:08 Dude. This rain and weather has been just herendous.

CLINT

0:13 Yeah, it's been crazy.

LAUREN

0:15 We don't pay these taxes to live in like in Seattle. No fence, Jim, if you're listening to this later.

LAUREN

0:42 I...

LAUREN

1:00 I think they're done with the gateway mechanical RFP. I'm gonna review it when I have a chance and then send it over to him this afternoon. Probably perfect. They did it. They did it by the thirteenth.

CLINT

1:15 Real nice.

LAUREN

1:17 Yeah, I'll tell you what the solutions architect team is like, gotten so good?

CLINT

1:25 That's good.

CLINT

1:32 See what Sears said?

LAUREN

1:37 Well, I don't love what he said. Yes.

LAUREN

1:46 He thinks he can come in and make all these decisions.

LAUREN

2:02 He doesn't show, maybe you can try calling to him directly. Yeah.

LAUREN

2:26 Everybody's excited. You're going to the office for K BR?

CLINT

2:30 Yeah. I'm gonna book everything today once we get done with our call.

LAUREN

2:35 What day were you planning to go back?

CLINT

2:38 Probably Wednesday.

LAUREN

2:40 There's like some there's like some lunch on Wednesday, and that might be okay. Interesting. Nicole suggested since Monday and Tuesday or Nicole is the BDR manager, the... Monday or Monday and Tuesday or kinda busy with like her sessions and stuff. It may be good to meet up with your pod people on Wednesday if you wanted to do like perfect. Like a focus time with them. Perfect. Yes.

LAUREN

3:25 Jim... I was missing is now, it could be... Jimbo. Kim.

CLINT

3:39 Hello? Hey, Jeff.

JIM

3:42 Hey, guys doing.

CLINT

3:43 Great. How are you doing?

JIM

3:44 Doing pretty good, doing pretty good. Yeah.

CLINT

3:47 We were just talking about that. You need it because your name says Jim B for your email, you just need to add on it and you.

JIM

3:55 Yeah, I know, right? It's funny. I always get that it's like when I was in the army, mine was James dot, R, dot brown 364 and it was hilarious because people like where did you come with the number? I'm like, I really didn't you know, it's just.

LAUREN

4:11 I put that together so you're James brown?

JIM

4:14 Yup. All. Yeah, totally. That's awesome. Isn't it. Yep. And so, my sniper buddy back when I was in a rack, his name was Phil Collins and he's from Uganda?

CLINT

4:23 Get out. So.

JIM

4:25 We would go to like, we go to the call to get, you know, food or whatever at lunch and they'd be show our ID cards and then be Phil Collins and James brown. They'd be like, and, you know, me, the pasty white guy from the pacific northwest, right? And then my sniper buddy who's like six eight from Uganda and they're you know, and they're like you guys mess your names up? Shouldn't he be James brown and you should be Phil Collins and I'm like a funny, let us eat.

LAUREN

4:49 Is...

CLINT

4:50 A great story.

JIM

4:52 So, just, so funny. But yeah, so yeah, about our meeting, we actually haven't had been able to have our second, our company follow up because our owner, he got shoulder searcher and he's been out a little bit longer than we anticipated. So.

LAUREN

5:09 A super bumner. Yeah.

JIM

5:11 So, I mean, we've been doing some stuff here. We just did the northern boundary bump earlier this week and that was great. That was super good, answered a ton of questions and it's funny. So just yesterday, I was kind of getting our write up done for us about what we're looking for and, you know, just making sure we've got the stuff answered.

--- Purchase decision ---

JIM

5:30 So, I think that we're in a good point. Good, you know, we're and we're looking at ways to realistically, it always funding is always a thing, right? We need to look at... how much this is gonna cost and, you know, all that good stuff and make sure that it makes sense.

--- Purchase decision ends ---

JIM

5:47 But we're also looking at ways that we can... ways that we can transition, you know, ways that we can make that work better if that makes sense, right? For us as a company perspective. So.

CLINT

5:58 Just so I know that I'm newer to you but not newer to service trade. And obviously, this industry and whatnot, one thing I like to do just to get a feel of, you know, where the company's at. Obviously, I know budget is going to be a concern and things of that sort. But I also like to work backwards like if you had a magic wand. So if you had a magic wand, everything works out with budget things of that sort. What is your kind of head space around? Like timing wise of like, hey, I would love to have this up and running type of, so in the best scenario.

JIM

6:37 So, yeah. And that's a good point because, you know, we need to, we've been looking at that as well. So for me, from my perspective, I would like to be pushing through Q3 with like all of the onboarding and all of that stuff and everything to be operational come the beginning of Q4. And the reason not pulling the trigger earlier is, you know, hvac mechanical, right? We're about to hit... our chaos time, right? So I don't want to be in the middle of July going, hey, guess what guys were switching software? And, you know, I know how that is. We did Salesforce like that. When I was at honeywell, Salesforce came in and the high load for honeywell was the beginning of the year with hospitals and joint commission testing and all the stuff, right? And so we did our Salesforce transition in Q1 and it was a nightmare.

CLINT

7:29 Got you. Yeah. So that because obviously, we don't want to mess up any flow in business or anything like that, but at the same time, we want to give us ample amount of time to do a great transition because that's where you're going to be the most successful because obviously, you're going to be moving into a better software

than you're currently having right now. And that's why I like to try to find out those dates and times because I always work backwards because sometimes I'll get on these phone conversations and yep, they're excited we want to sign today. Can you have it installed by next month? And I'm like that's not the way it works absolutely.

--- Pricing ---

JIM

8:08 Right. Yeah.

CLINT

8:09 Yeah, you're looking probably with like what I've looked at with products that you're looking at things of that sort with the partsledger with, you know, the northern boundary stuff like that. Correct me if I'm wrong, Lauren, but we're probably looking at about, I would say three to four months closer to four months timeframe from when we can get this thing going.

--- Implementation and ongoing support ---

LAUREN

8:30 Yeah, I'd probably say four months. So, if you're thinking Jim is to start your implementation in Q3, you should be live by the beginning to middle of Q4.

JIM

8:42 Kind of what I was thinking is that we're you know, we're not making any transitions. We're just getting all this stuff going, getting the data we need to all and making sure that we're we've got a clean slate start. Yeah, totally. It's that way company Q4 in our low time is when we're transitioning into this stuff. And then by the first of the year, you know, we would be done with our training and be done with all of our hiccups that we have and all of our, no, this doesn't work because we did something wrong and good stuff that happens, you know, before the transition and contract signing and everything else that happens come, you know, January.

--- Purchase decision ---

CLINT

9:14 Right. And then... who else is gonna be involved in this final decision making besides?

JIM

9:24 You know, really for me, I'm just the conduit to get it to, you know... we run our business here as a lot of like round table discussion. So we'll be on it and I'll be involved in it.

--- Purchase decision ends ---

JIM

9:39 But really it's pretty much everybody who sat in on the demo, we'll have a say in there. So you've had like your finance side, you've had your it side and we've had the ownership side and then the service side as well. So everybody can kinda bless off and say, yep, yep.

--- Type of work ---

JIM

9:52 Yep. You know, there is, I know that we've got a couple, not another software service software look at, but we're looking at BuildOps just for the PM side too, just not for the PM side. Sorry, I just read PM on my computer screen for the Construction project management side for some big Construction projects, but we don't know if that's necessarily a thing that we need to do as well, either, you know?

--- Type of work ends ---

JIM

10:19 So that's just something we had scheduled prior and they wanna look at it. They came back from a convention and talked to build up so, but, you know, looking at trying to do all these things, the idea is that if we end up bringing those things in there that we have, we, it all goes at the same time.

--- Implementation and ongoing support ---

JIM

10:35 You know what I mean? We implement into everything in that low time frame. That way by the time we hit realistically, the idea is that by this time next year, we'd be 100 percent operational right before the influx of coming into our heavy season. You know, June, July, August in here in Seattle as it's funny.

--- Implementation and ongoing support ends ---

JIM

10:52 You know, the cooling season is the most difficult season for us because it's been so cold all winter. Nobody gives a shit. And then all of a sudden they get their first hot data like.

LAUREN

11:04 God, the world's...

JIM

11:05 Ending, you know, fix it now. So it's a nightmare.

LAUREN

11:09 Best build ups for the project management side of the house.

JIM

11:15 Well, let me see who's loud here. I know you can't see my camera. So realistically, I don't think anybody's looking at BuildOps. It's just that we already had something prescheduled. So we're gonna, we're gonna listen to it because that's just the way it is. You know, somebody else has been on board and they like it. But the rest of the board is like, I don't think it's something we need. So just throwing that out there, you know, we got to appease everybody that said, you know, because the way we do run stuff as we run stuff as a whole with, you know, everybody's thrown their ideas into the pot and then, you know, we kinda choose from there. So it makes it, it's a pretty cool business model, you know, open book and everything we do. So it's kinda nice.

LAUREN

11:51 Are you employee owned or is it?

CLINT

11:54 So...

LAUREN

11:55 We're not publicly.

JIM

11:56 Traded. We're not publicly traded. And so we aren't necessarily employee owned, but we do profit share... which is kinda cool. It's kind of a cool model. And so it's open book. So it's kinda neat. It actually makes it really cool. The way that it's designed because we get to see, you know, every month, how, where the finances are at, and everybody from the guys in the shop to the brand new technician we hire knows where the profits are at and what they need to do and how they're driving and how they're facilitating that for everybody. So it's kinda cool. Yeah, different take, right? Different take on it versus being that guy, the cog in the wheel. You get to see like this is what my contribution is doing to the wheel or my lack there of, you know, it helps too when you get a lot of guys who are like, hey, Billy, you're not pulling your fair share man like get over here and do something, you know, we can see so pretty neat.

--- Type of work ---

LAUREN

12:52 But yeah, so there's a...

JIM

12:53 You know, looking at that and going through and making sure that we're good to go. You know, like I said, from my perspective, I think that anything that we can handle Construction or install side, we can do with service trade and the software contained within because we don't have a lot of huge Construction projects. And if we do, we're not the GC on them. You know, we're maybe a sub with a, with an electrical and plumbing sub, you know? So I think that we're suited to handle that

kind of stuff with the software that we're in. We're service trade and the stuff that comes.

--- Type of work ends ---

CLINT

13:27 Yeah, I...

LAUREN

13:28 If we were doing more Construction, it would make more sense. But since that's sort of the, what they're known for is the Construction he, I tend to, I tend to agree with you thinking on that.

JIM

13:40 You know, but we're also looking, you know, I guess the other side of that too is that they want to have, you know, we wanna have, we wanted like an ERP, right?

--- Type of work ends ---

JIM

13:47 We know we're not gonna, nothing is going to be perfect at everything, right? So we have to be, where can we give and take? You know, the cool thing about the company in general is that, yeah, the Construction side puts a lot of revenue in the pot, but the service side, you know, keeps the lights on.

--- Type of work ends ---

LAUREN

14:06 Yeah.

CLINT

14:07 I used to work, I used do software before I got Construction on the automotive side. So software for car dealerships, and literally just took the words out of my mouth because everybody was always worried about the front of the house selling all new vehicles, but the margins were a lot slimmer on new cars versus used cars. And then I would always focus my software sales and talk to the service side of the business because that's where they're making most of their money. And that's all the service guys would be like, yeah, everybody gets all the flash and show up front and everything. But we're the real reason these lights stay on.

JIM

14:44 No, definitely... you know, you find that especially, you know, we're trying to look at, you know, what can we do to maintain if, you know, the impending economic downturn that talks about and really we're in it and I think that it's gonna Eb and flow. It's not going to be a crash, I don't believe, but, you know, you need to be prepared to be sustainable and that's the big thing that, you know, trying to keep the guys that mindset of if the Construction industry slows, how are we, what can we do

to make sure that we're sustaining on the service side? And... we're making finite choices... that don't have a lot of blow back potential that's the big thing, you know, is looking at it like, you know, a huge software transition to something weird. You know, they've already bought. I think they did Sam pro or something before I got here and it didn't work.

--- Accounting integrations ---

JIM

15:35 You know, they bought into this thing. And so then they end up with ESC which ESC is the current software we're using which isn't great. Either. I mean, it's a decent software but it doesn't give a it's a decent software for, you know, 2006 time frame.

--- Accounting integrations ends ---

JIM

15:50 You know, I mean not where we're at now and where we wanna be. You know, what I mean? You know, in the company goals, you know, where we want to be in 10 years, you know, we wanna be, you know, we want to transition into a 50,000,000 dollar company and then so on and so forth. You know, so my idea in what I was brought on for was to help on the service side would also help with the growth to say, how do we develop this? And how do we build this model that we can grow into versus trying to catch up after we've grown, let's, you know, let's do scaled growth and build growth versus ballooning and bursting?

CLINT

16:24 Have you been reading some of our slides that's exactly what we, there's companies like yourself that are wanting to grow? Like I said, I mean, the beauty about this company. And this, you know, software. Just the reason that I even came back here is just that it focuses on what we're good at. You know, we're on the mechanical side. You know, we probably have what five to 600 or something mechanical companies.

LAUREN

16:51 Over.

CLINT

16:53 600 on the mechanical side. And so it's companies just like yourself that are doing the same thing. That, I mean, I was working here during the whole COVID times and things like that. And it was crazy to see how the business boomed and kept going through this whole COVID thing. What you're talking about because where everything hated was on the new Construction side, know what was going to happen? They didn't want to throw out cash flow. But what they were doing is they were the people that were smart were really focusing just on that service side and all of this predictable revenue that could come in. And then they were, you know, like little chitmunks just filling up their little chat or whatever and being able to go and do that. And then once they got through that now they're the ones on top, they've acquired other companies and now they're able to do that Construction thing. So, I'd love the fact that your head space is exactly in line with that because that's what

we've been able to do and help people in companies be able to grow during that time when they are worried about cash flow.

JIM

17:54 Yeah, yeah. It's a big thing. And so, you know, for me, what brought me on to you guys as a whole? And I don't know, I talked a little bit with Rick before and other stuff I said is that when I was at honeywell prior, one of my counterparts in Hawaii had left honeywell and went to a new company. And so I stayed in contact with him and his company in Hawaii has transitioned to all.

--- *Purchase decision* ---

JIM

18:16 So we have been listening to how and I talked to him, you know, every other day or so about how's it going? What are they seeing? What are some of the hiccups? So we've kinda got somebody that we can follow. Their company is much larger, but we've got somebody that we can kinda follow along the path and be able to bounce questions off of and him to say, hey, this thing, this is the thing from a company perspective.

--- *Purchase decision ends* ---

JIM

18:37 This is the thing that we missed or this is the thing that, you know, we wish we would have done differently. And so that it's going to help us along our journey. And this is just, you know, he was my mentor when I came to honeywell. He was a guy that trained me there. So, you know, when he left, I naturally transitioned out to it's kind of the way those things go sometimes, you know?

CLINT

18:53 And that's good that you have that to ask those questions because, you know, sometimes when, like with all these different companies, businesses run in different ways and so that's good that you have that because, you know, you can see the trials and tribulations of that or maybe, hey, you know, what if we would have done this type of business model, this software, you know, can still, you know, most likely do that. It's just the way that they set it up and how you're using with what you got because people use service trade in so many different ways is continuing to evolve and getting feedback from customers and things of that sort. So that's the cool thing about it as well.

--- *Accounting integrations* ---

CLINT

19:31 It's not like what you were talking about in ESC where it's just gonna be that flat software that was cool back 15 years ago, 20 years ago.

JIM

19:42 It irritates me, you know, just in today, one of my big complaints in ESC, I'm trying to figure out data about, you know, what am I trying to say?

--- Assets ---

JIM

19:54 I lost my train of thought, trying to look at equipment and say, hey, this piece of equipment has had X amount of maintenance or repairs done to it, ESC, in general, the way you have to utilize it. If you haven't selected that piece of equipment in that individual dispatch or work order, right? It doesn't tie it to the equipment. So, what we tend to find is that the guys that go out for like a preventive maintenance, right? Which makes sense, you know, it's got to be tied to the piece of equipment. And I understand that. But guys that go out for a PM and on their PM, it'll have 25 pieces of equipment listed because that's the equipment they need to go maintain and that's where they get their checklist and all this other stuff, right? That we don't have, we actually use paper checklist right now or no checklist and the guys just kinda write up their notes because none of that stuff in inter, right? In the software, right? So they'll go out and do this stuff. And now I'll print out an equipment report, equipment history, and every single piece of equipment will have every single dispatch tied to it. So, I've got to extrapolate the data and spend, I mean, I'm probably 15 hours into this thing now trying to get this data out to give to a customer showing what they have spent on each piece of equipment, just because the software in itself the way it's designed, it's not intuitive enough to tell you in the beginning like, hey, all these notes are going to go on this one piece of equipment or all these notes are gonna go on every piece because they've all been selected, you know, so trying to figure out... how you do that, that's fast sustainable and in the software being intuitive enough that I mean, realistically that anybody can figure out and it's funny.

--- Assets ends ---

JIM

21:29 They always talk about like all these guys can't figure this stuff out will hold on. The problem. I have my software is my guys that have been in the business for 25 years. Those are the guys that are hard to get to transition in the software, right? The 19 year old kid that's brand new too. It's like, yeah, I use my iPhone every day and I'm on Snapchat all day long. Man. I got this. Yeah, it is, you know, they're like this is easy, yeah, but then it's gotta be the software is got to be sexy.

--- Accounting integrations ---

JIM

21:52 It's gotta be intuitive. It's gotta be other stuff too because if they see sharepoint based, right? And this 18 year old kids like what's sharepoint, I'm like what's fancy Microsoft access? You don't remember this and they're like, what are you talking about? You know, but, you know, so you got those gaps that you got to bridge.

--- Accounting integrations ends ---

JIM

22:07 So it's gotta be something that's simple and something that's easy to train somebody here in the office to then train the text. And that's where I've been talking to the guys in why? Like when you get a new guy, what's the ramp up procedure and he's like, man, it's pretty easy because they get the device and they get in there and it's intuitive versus ESC. I spent my first two months here in ESC and I still like, I'm still over my partner like, hey, man, what is this freak and button do? What is this thing? Do you know? Like cause stuff we don't use and things that I think it should do? It doesn't so.

--- Customer engagement ---

CLINT

22:38 Nice. No. I mean, I'm excited to want to get the chat with you a little bit and learn a little bit more. So it's been nice to hear this. Is that more?

LAUREN

22:45 Yeah. Did we talk through our client portal? That unique problem that you're having with in all that time to give customers visibility on the end on each equipment? Did we walk through the client portal or?

JIM

22:59 Yes. And that's been my biggest that's like my thing is, I mean, I love it when they call me when the customers call me and ask questions, but at the same time, like did look on your portal. I mean, like, and if there's not something you see there, then ask, you know, because this stuff is going to be there.

--- Customer engagement ends ---

JIM

23:15 And if they know everybody wants data, right? Everybody wants data and you get that idea of like, hey, this facility manager. Yeah, the FM doesn't care in the building. He doesn't care. He's got a key ring and he's doing this thing and he's doing you now especially if it's like this older companies and stuff like, you know, older clients out there.

--- Recurring maintenance ---

JIM

23:31 But for the most part, your guys paying the bills now, you've got a Bill to in a ship to right in my, you know, my ship to location, my service locations in downtown Seattle. My Bill to, is in Chicago. And the guy in Chicago wants to know what he's spending money on.

--- Customer engagement ---

JIM

23:43 And so being able to look back at those invoices and be able to see tied to, you know, piece of equipment to be able to graph that and look at that and whatever they want to do with that data. That, that's a big deal because, you know, we're in a time, we're in a time now where everybody's used to having massive amounts of data in their hands to do stuff within make decisions and they want that, you know, so that portal and that customer portal is a huge thing to me to be able to see, you know, huge thing. So, yep. And that's one of the points that I've pushed here is that, you know... every hour that I spend doing something for a customer is an hour that I don't have to push the business and drive the business. You know, it is, it's facilitating the business, but it's not driving.

--- Customer engagement ends ---

JIM

24:29 You know what I mean? There's that being in the business or being on the business, you know, it's kind of the thing I've been trying to push here. You know, I don't need to be in the business is not my job. I need to be on the business. You know, I don't need to be driving day to day operations. I need to be looking at our culture and our strategy and, you know, making sure that we trend, we know we work towards those goals versus just sitting here making sure it trucks at a location.

CLINT

24:51 Right. And another thing that I like to with you guys being profit sharing throughout the company that everybody has, you know, a say and if we can get you guys to where you guys are being more profitable, making more money with the software, I think it'll help all those older guys want to change a little bit more.

JIM

25:13 Totally. Well, when they see it, they're like, hey, man, this is cool. You know, this is great and they're you know, the problem too is that they're gun shy, they're you know, the company as a whole, it's gun shy. Like I said, I've only been here since January but they've done this before and it didn't work out and, you know, it was a massive. I mean, I don't know, I've heard stories up to like, you know, 200,000 dollars an investment on software that didn't work and that they still have licenses too, and stuff like that. It just sits in the server because it was, you know, it didn't work. So there's a lot of that like man, you know, and that's a huge, you know, chunk to cover, you know, and there's ways business ways to get around that and stuff like that, you know, of pass through cost and, you know, without it coming direct out of profits and margins. You know what I mean? That? You know, we need to make sure that we're handled and that's you know, that's on my side to handle the, how are we going to pay for this? But, you know, and that's not a, that's not a huge issue. I mean, the funding is there, but how do we pay for the sustainable? You know, how are we forecasting those costs? You know, how are we looking at that? So, yeah, no, I think it's good. I think we're in a good spot and, you know, we're touch bases. I just shot an email to the owner to say, hey, let's you know, when's our next conversation about this. I'll let them know we, how to talk and, you know, we need to see when we're gonna sit down and figure out stuff and then we'll go from there.

CLINT

26:27 Perfect. Yeah. I think me and Lauren are actually going to be out in that area. I think that week of may eighth, okay around there.

--- Purchase decision ---

CLINT

26:36 So, yeah, if we could, if we could find out a time to be able to talk before... then maybe in person, if we can come in at that time, then that could be a good time to maybe sit down with John or whoever needs to sit down, ask any questions. We can go over numbers things of that sort. So I guess.

--- Purchase decision ends ---

JIM

26:57 Any time in there. So, so John is here, he lives in eastern washing and it comes over. So he's here Tuesday through Thursday and then he usually leaves Friday mornings, so.

CLINT

27:09 See date? Okay?

JIM

27:11 Yeah. Down here in the lake with to come office. So the best time to hit him up would be in that like on the eleventh if you guys are here that week, if you guys are still in the area on the eleventh, that'll be that Thursday, that'll be good time because usually he kinda sets like his job walks and stuff that he's gotta do on the Construction side because he really runs like the Construction side still and does a lot of the bidding and everything for that. So he's usually ninth tenth doing those, you know, the Tuesday and Wednesday doing those things. And then Thursday, he's doing a lot of office stuff here and everything. And then, you know?

CLINT

27:42 John is the one that John is going to be signing off?

JIM

27:45 He's the owner vice president.

CLINT

27:48 Okay.

LAUREN

27:50 Should we go ahead and block that time and send you just like a calendar hold gem? And then when, whenever you talk?

JIM

27:56 Totally send me a calendar hole for that, and then I'll forward that to them and say, hey, you guys will be here on this time. Does this work for everybody? And then get them to buy in on that, you know?

LAUREN

28:05 Yeah, that'll work.

CLINT

28:07 What's a good time on that day, John?

JIM

28:11 Preferably... Nathan, we think is a better time for meeting in the morning 10 10? Yeah. About 10 o'clock works good. That kinda gets the daily grind going and follow up the tech drama that happens in the morning, you know, my vans got a flat tire and I don't know what happened and I'm stocking traffic, you know, all those things.

CLINT

28:27 Exactly. I did it Seattle.

JIM

28:30 Everything in this area is an hour from itself, you know?

CLINT

28:33 Yeah, no, a lot of family there, a lot of cousins and stuff. So we come there to visit. We have, you ever heard of lake short?

JIM

28:43 No, so.

CLINT

28:44 It's it's up by just north of art, and I forget that other a little bit bigger up there. But, yeah, and so, yeah, it's just a small lake that I think you can have like four boats out, four or five boats out at a time. Okay? We'll go there to the lake house. And then they also have a ski cabin up at Stevens past. So we visit there a lot. So, a lot of a lot of out of the families in that whole Seattle area.

JIM

29:12 Man. Yep, about dome with the Seattle area.

CLINT

29:17 Well, well, don't come here right now because we're I'm in southern California. So, is Lauren we're san clementie, okay?

JIM

29:27 So, I'm from northern California originally. And so when I say, but it's funny when I say northern California, I'm like anything south of Sacramento is southern California to me?

CLINT

29:38 So, you know?

JIM

29:39 I'm from minnasino, humbolt, county area up there, so way up north here.

CLINT

29:47 Yeah.

JIM

29:47 Like I'm from north, can I'm like we're at north calendar? Like San Jose? I'm like I've actually never been there so far south.

CLINT

29:55 That's too. Funny. Well, good. Well, why don't I do this? We'll send a calendar block for that eleventh. But what do you think about? Obviously, I want to talk to you before then, so we can be fully prepared for anything just in case.

JIM

30:11 Let's do the let's do the week prior. Okay? We can see kind of how we, you know, maybe like that Tuesday, the second, some that are. So that way we can kinda be in the know on everything and kinda know what's going on just to make sure that we're good to hook before that meeting.

CLINT

30:26 What I'll do is I'll put something on your calendar as well on the second just to send to you and I'll just do as well. Yeah.

JIM

30:33 So we can just touch bases and make sure that we're still good to go. And again, if they change as soon as we get this calendar invite sent to me, I'll forward it to everybody and if they change, then we'll you know, we'll get that pushed back out immediately so we can make sure that we're not, you know, logged in.

CLINT

30:48 Did you say on nine?

LAUREN

30:50 I'll be out of the office that day, but then I think you've got it handled. Okay?

CLINT

30:55 On the second? Yeah. Yeah, that's fine. Yeah, I know you are, yeah.

JIM

31:00 I'll be out on the fifth that's my birthday, so.

CLINT

31:03 No. Happy birthday coming up.

JIM

31:05 Sync a mile, right? Sync.

CLINT

31:07 To...

LAUREN

31:08 Fun, I had a roommate, college. He's birthday was thinking.

JIM

31:11 Yeah. What happens is, you know what's funny when I lived other places, it didn't mean anything like I was in Missouri and I'm like, what does that mean? I'm like never mind, you guys wouldn't get it. It's totally a California thing.

LAUREN

31:22 A a...

CLINT

31:24 Thank you for your time, Jim. I really appreciate it. I'll throw both those dates on the calendar for the second to have a phone call like a pre game phone call for the eleventh, and then we'll that out on the eleventh as well.

JIM

31:36 Sounds good. Thank you.

CLINT

31:37 Have a wonderful day. Jim you to reach out if something else comes up or, you know, you want to change the date to the tenth or something like that?

JIM

31:45 No deal. As soon as I touch base with everybody will figure it out from there.

CLINT

31:49 Wonderful. Have a great day.

JIM

31:51 All right. Thank you all. Be safe, bye.

LAUREN

31:53 Thank you. Yeah. All right. Bye.

The End