

Tennessee Alarm Systems Contractors Board 10/18/18

MINUTES of the Tennessee Alarm Systems Contractors Board Meeting held
August 23, 2018, in Nashville Tennessee.



Vivian Hixson, Chair



Douglas Fraker



Lou Richard



William Scott Cockroft



John Keith Harvey

ALARM SYSTEMS CONTRACTORS

BOARD MEETING

August 23, 2018



Elite Reporting Services

Celebrating 27 Years of Reporting Excellence!

Sarah N. Linder, LCR, CCR
Senior Managing Reporter

Chattanooga (423)266-2332 Jackson (731)425-1222
Knoxville (865)329-9919 Nashville (615)595-0073 Memphis (901)522-4477
www.elitereportingservices.com

ALARM SYSTEMS CONTRACTORS
 BOARD MEETING
 August 23, 2018
 DAVY CROCKETT TOWER
 500 JAMES ROBERTSON PARKWAY, ROOM 1B
 NASHVILLE, TN 37243

TRANSCRIPT OF BOARD MEETING
 Commencing at 2:10 p.m.

Elite Reporting Services
 www.elitereportingservices.com
 Sarah N. Linder, LCR
 Post Office Box 292382
 Nashville, Tennessee 37229
 (615)595-0073

I N D E X

1 Roll Call
 2 Page 4
 3
 4 Agenda (Review/Adopt)
 5 Page 4
 6 Minutes 04/19/18 & 6/28/18 Board Meeting
 (Review/Approve)
 7 Page 5
 8 Legal Report
 9 Page 8
 10
 11 Monthly Report
 12 Page 43
 13 Budget Review
 14 Page 44
 15
 16 Request for Extension (Beacon Technologies)
 17 Page 45
 18 Education Report (Course Review/Approval)
 19 Page 49
 20
 21 Application Review
 22 Page 68
 23 Criminal History Review
 24 Page 68
 25
 26 Unfinished Business
 27 Page 84
 28 New Business
 29 Page 84
 30
 31 Recess
 32 Page
 33
 34
 35

A P P E A R A N C E S

BOARD MEMBERS

- Vivian L. Hixson, Chairperson
- Keith Harvey
- Doug Fraker
- Lou Richard
- William Scott Cockroft

ALSO PRESENT

- Ashley Thomas, Staff Attorney
- Stuart Huffman, Staff Attorney
- Cody Vest, Executive Director
- Shauna Balaszi Williams, Administrative Assistant

* * *

CHAIRPERSON HIXSON: Good afternoon,
 everybody. We're gonna call to order this Thursday,
 August the 23rd, 2018 meeting of the Alarm Systems
 Contractors Board.
 Ms. Vest, will you please call the roll?
 MS. VEST: Thank you.
 Scott Cockroft.
 MR. COCKROFT: Here.
 MS. VEST: Lou Richard.
 MR. RICHARD: Here.
 MS. VEST: Vivian Hixson.
 CHAIRPERSON HIXSON: Here.
 MS. VEST: Doug Fraker.
 MR. FRAKER: Here.
 MS. VEST: Keith Harvey.
 MR. HARVEY: Here.
 MS. VEST: You have a quorum, Madame
 Chair.
 CHAIRPERSON HIXSON: Thank you.
 Have Board Members had an opportunity to
 review the agenda for today's meeting, and if so, a
 motion to adopt?
 MR. FRAKER: Motion to adopt.

1 MR. COCKROFT: Second.
 2 CHAIRPERSON HIXSON: We have a motion by
 3 Mr. Fraker and a second by Mr. Cockroft to adopt
 4 today's agenda as presented. All in favor, voice by
 5 saying aye.
 6 THE BOARD: Aye.
 7 CHAIRPERSON HIXSON: All opposed?
 8 (No response.)
 9 CHAIRPERSON HIXSON: The agenda is
 10 adopted.
 11 The next item on our agenda are the
 12 minutes from the meetings held on April the 19th,
 13 2018 and June the 28th, 2018. I haven't been made
 14 aware of any changes to the June minutes, but there
 15 are some corrections for the April the 19th meeting.
 16 I also understand that changes are probably not gonna
 17 be forthcoming. But page 130, 131, and 132, all of
 18 these have S-E-N-T-R-Y -- this pertains to the
 19 continuing education company listed as Century,
 20 C-E-N-T-U-R-Y -- that change needs to be noted.
 21 And then there's a sentence, page 129
 22 into 130 that seems to be incomplete.
 23 And then on page 73 of the minutes, it's
 24 listed as P-M-E-S-A and F-A-A. Both of those should
 25 reflect ESA.

1 And those are the only changes. And I
 2 have a hard copy if y'all need it.
 3 MS. VEST: Okay. And what re- -- what
 4 report was that, the date?
 5 CHAIRPERSON HIXSON: It was the April the
 6 19th meeting.
 7 MS. VEST: Was that --
 8 MS. WILLIAMS: Yes, I've already
 9 explained it to them.
 10 CHAIRPERSON HIXSON: Well, we're -- we're
 11 clear but we just want it read into --
 12 MS. VEST: Okay. Aware. Into --
 13 CHAIRPERSON HIXSON: -- today's --
 14 MS. VEST: -- the record.
 15 CHAIRPERSON HIXSON: -- minutes --
 16 MS. VEST: Yes.
 17 CHAIRPERSON HIXSON: -- that there were
 18 errors on that -- on that transcription.
 19 MS. VEST: Okay. Thank you.
 20 CHAIRPERSON HIXSON: Okay. With that
 21 being done, we have a -- we need a motion to approve
 22 the minutes from these two prior meetings with the
 23 changes noted.
 24 MR. COCKROFT: I make a motion to approve
 25 the minutes from both meetings with the changes

1 noted.
 2 CHAIRPERSON HIXSON: Okay. We have a
 3 motion by Mr. Cockroft. Do we have a second?
 4 MR. HARVEY: Second.
 5 CHAIRPERSON HIXSON: And a second by Mr.
 6 Harvey. All in favor, voice by saying aye.
 7 THE BOARD: Aye.
 8 CHAIRPERSON HIXSON: All opposed?
 9 (No response.)
 10 CHAIRPERSON HIXSON: The minutes are
 11 approved from the two previous meetings.
 12 Mr. Huffman?
 13 MS. VEST: Could I -- can --
 14 CHAIRPERSON HIXSON: Go ahead. I'm
 15 sorry.
 16 MS. VEST: I'm sorry. Can I interrupt
 17 just a moment? I'm -- I'm sorry. We've neglected to
 18 introduce our newest Board Member --
 19 CHAIRPERSON HIXSON: Oh, well, that's
 20 true.
 21 MS. VEST: -- for the record. I'm sorry.
 22 CHAIRPERSON HIXSON: Well, that's
 23 because --
 24 MS. VEST: Yes.
 25 CHAIRPERSON HIXSON: -- that's because we

1 threw him into the deep end of the pool this morning
 2 and --
 3 MS. VEST: Right.
 4 MR. FRAKER: I'm already swimming, right?
 5 MS. VEST: Right. And we do want to say
 6 thank you for coming, thank you for your service, and
 7 we apologize you had to jump right in but at least
 8 you got your feet wet and now we're ready to go.
 9 And I'm sure any of the Board Members
 10 would be glad to help you and assist you with
 11 anything. And then, of course, you know, after the
 12 orientation this morning, you can call on myself; or
 13 Ashley, our attorney.
 14 MR. FRAKER: Thank you.
 15 MS. VEST: Not that attorney
 16 (indicating), this attorney.
 17 CHAIRPERSON HIXSON: Now --
 18 MR. HUFFMAN: Are we ready?
 19 CHAIRPERSON HIXSON: -- would you like to
 20 rise and shine?
 21 MR. HUFFMAN: I -- I guess unless the
 22 other attorney would like to.
 23 MS. THOMAS: That sounds good.
 24 CHAIRPERSON HIXSON: Okay. Mr. Huffman
 25 will now give us the legal report.

1 MR. HUFFMAN: Complaint Number 1,
 2 2018033071: Complainant alleges respondent was using
 3 the company credit card for unauthorized charges.
 4 Respondent was allowed to reimburse the company.
 5 Complainant all- -- alleges respondent
 6 was not showing for work and doing projects for
 7 another company when using complainant's company
 8 truck and license. Complainant alleges respondent
 9 resigned and would not release the company trucks
 10 until he removed his items which was four days later.
 11 Complainant alleges that all material and tools were
 12 removed. There are over \$1800 of unauthorized
 13 charges on company credit cards.
 14 Respondent denies all -- all allegations.
 15 The company credit card charges were employee
 16 advances that were authorized by the complainant due
 17 to not being paid for overtime. Respondent explains
 18 in his response of a wage and overtime dispute which
 19 caused him to -- eventually to resign. The \$1800 was
 20 money owed to respondent for overtime work.
 21 Respondent states that the work trucks
 22 never left his driveway and had GPS on them so they
 23 could track the location. No tool -- no tools or
 24 materials not owned by respondent were taken.
 25 Respondent provided a letter from the storage unit

1 where complainant rented and kept company items and
 2 materials.
 3 Complainant tried to accuse respondent of
 4 taking items out of storage. However, it was
 5 determined that he did not take any items not of his
 6 own and there was some confusion as to who had
 7 company authorization to the storage unit after
 8 respondent resigned.
 9 Recommendation is to close.
 10 MR. HARVEY: Make a motion to concur with
 11 Counsel and let them know that's a civil matter, not
 12 a Board matter.
 13 MR. COCKROFT: Second.
 14 CHAIRPERSON HIXSON: Okay. We have a
 15 motion by Mr. Harvey and a second by Mr. Cockcroft to
 16 close as this is a civil matter. All in favor, voice
 17 by saying aye.
 18 THE BOARD: Aye.
 19 CHAIRPERSON HIXSON: All opposed?
 20 (No response.)
 21 CHAIRPERSON HIXSON: Concur with Counsel.
 22 MR. HUFFMAN: Number 2, 2018034101:
 23 Complainant is a former QA for respondent and raised
 24 some concerns regarding compliance to the respondent.
 25 Complainant alleges:

1 1, the new QA was not a full-time
 2 employee in a separate division with no direct
 3 authority or oversight in the local branch;
 4 2, an alarm tech is registered under
 5 another branch's QA license;
 6 3, a sprinkler tech was sent to do fire
 7 alarm service at a nursing home;
 8 4, sales representatives advising and
 9 selling alarm devices without a license;
 10 5, access to customer information is not
 11 restricted;
 12 And, 6, the company's license is no -- is
 13 not displayed on advertising, vehicles, and
 14 correspondence.
 15 Respondent alleges that the former QA was
 16 demoted and afterwards caused many issues such as
 17 falsifying time records, mishandling customer service
 18 calls, and other compliance issues. Respondent also
 19 responded to each allegation:
 20 1, the new QA is a full-time employee and
 21 resides in Nashville where the local branch is
 22 located;
 23 2, the alarm tech is properly registered
 24 and employed in Nashville, Tennessee branch office;
 25 3, the nursing home requested an

1 emergency call for a siren going off. Due to the
 2 lack of information, respondent sent the sprinkler
 3 tech. Once there, the sprinkler tech realized it was
 4 a fire alarm issue and had the fire alarm tech
 5 dispatched;
 6 4, all sales representatives are properly
 7 registered or have registration pending because they
 8 are recently hired;
 9 5, customer information is restricted to
 10 the local level. The users are designated to the
 11 division in which they are assigned. Only assigned
 12 users have access to the customer data in that
 13 division;
 14 6, respondent submitted photos showing
 15 license numbers displayed on vehicles, letterhead,
 16 and advertising.
 17 Recommendation is to close.
 18 MS. VEST: Excuse me.
 19 CHAIRPERSON HIXSON: Were all of these
 20 allegations already taken care of by the time y'all
 21 contacted the person? I mean, what was the
 22 timeliness of it? Could there have been a period
 23 when this former QA's allegations were correct?
 24 MR. HUFFMAN: No, there could not have
 25 been.

1 CHAIRPERSON HIXSON: Okay. Thank you.
 2 MR. HUFFMAN: No.
 3 MR. HARVEY: Make a motion to concur with
 4 Counsel, close.
 5 CHAIRPERSON HIXSON: Okay. We have a
 6 motion by Mr. Harvey. Do we have a second?
 7 MR. RICHARD: Second.
 8 CHAIRPERSON HIXSON: And a second by Mr.
 9 Richard to concur with our counsel's recommendation
 10 to close this matter. All in favor, voice by saying
 11 aye.
 12 THE BOARD: Aye.
 13 CHAIRPERSON HIXSON: All opposed?
 14 (No response.)
 15 CHAIRPERSON HIXSON: The motion carries.
 16 MR. HUFFMAN: Number 3, 2018035241:
 17 Complainant alleges respondent is unlicensed and
 18 working a local construction project.
 19 Respondent states that their personnel
 20 have been onsite with a licensed Tennessee company
 21 for training purposes on a specific fire -- fire
 22 alarm system being installed at this construction
 23 project. Respondent will be installing this fire
 24 alarm system in Georgia where respondent is licensed.
 25 This licensed Tennessee company is solely responsible

1 for permits, installation, inspections, et cetera.
 2 Respondent has not contracted any work or with any
 3 other company in Tennessee.
 4 Recommendation is to close.
 5 MR. HARVEY: Make a motion to concur with
 6 Counsel, close it.
 7 CHAIRPERSON HIXSON: We have a motion by
 8 Mr. Harvey. Do we have a second?
 9 MR. FRAKER: Second.
 10 CHAIRPERSON HIXSON: And a second by
 11 Mr. Fraker to concur with our counsel's
 12 recommendation to close. All in favor, voice by
 13 saying aye.
 14 MR. HARVEY: Aye.
 15 MR. FRAKER: Aye.
 16 MR. RICHARD: Aye.
 17 CHAIRPERSON HIXSON: Aye.
 18 All opposed?
 19 MR. COCKROFT: Opposed.
 20 CHAIRPERSON HIXSON: Okay. The motion
 21 carries four to one with Mr. Cockroft opposing it.
 22 MR. HUFFMAN: Number 4, 2018035691:
 23 Complainant alleges that he hired an employee that
 24 thought he was licensed by his former company but
 25 determined that he was not licensed. Complainant

1 alleges the former company knowingly and
 2 intentionally employed this employee without
 3 obtaining his license.
 4 Respondent alleges that the old QA was
 5 transferring branches and that the new QA was
 6 transferring from another company to respondent.
 7 Respondent applied for the transfer on September
 8 25th, 2015. However, respondent alleges the website
 9 did not show the new QA until September 26th, 2016.
 10 Respondent alleges they made numerous
 11 inquiries with the Department regarding the website.
 12 Respondent produced an e-mail dated February 24th,
 13 2016 from the Department stating there were backlogs
 14 of applications due to a new database. However, the
 15 Department had the application to transfer the QA and
 16 acknowledged the new QA. Respondent alleges that
 17 they continued to check the website and the new QA
 18 was never transferred.
 19 On April 5th, 2016, the new employee was
 20 hired and signed the application, but the respondent
 21 alleges that the application had to be put on hold.
 22 At this time, the website still did not list the
 23 correct QA; therefore, the QA could not sign the
 24 application. According to employee's résumé, he was
 25 employed with the respondent for approximately two

1 years as a lead service technician.
 2 Recommendation is to authorize formal and
 3 send a consent order with a civil penalty in the
 4 amount of \$1,000 for employing unregistered employees
 5 in violation of TCA Section 62-32-312.
 6 MR. HARVEY: I'm not sure I understand.
 7 Was he -- was he really not employed, or did the
 8 website just say he wasn't employed?
 9 MR. HUFFMAN: The -- the website was not
 10 showing the new QA --
 11 MR. HARVEY: Right.
 12 MR. HUFFMAN: -- who was to sign the
 13 application and send it in. So the new QA felt like
 14 because he's not listed as the new QA on the website
 15 that he put the application on hold and never sent it
 16 in. But the employee was actually a lead service
 17 technician and doing jobs for two years and --
 18 MR. HARVEY: Without registration?
 19 MR. HUFFMAN: Without registration,
 20 without the application being sent in.
 21 MR. HARVEY: Okay. The new QA didn't
 22 know whether he should do it because he wasn't on the
 23 website?
 24 MR. HUFFMAN: Right.
 25 MR. HARVEY: What's first, the chicken or

1 the egg? Well, that is a precarious situation. But
 2 I don't know that it's illegal for the website to be
 3 wrong. He should've gone ahead and signed -- if he
 4 was the QA for the company and his paperwork was sent
 5 in, he should have gone on and acted as a QA.
 6 MR. HUFFMAN: Well, and the e-mail from
 7 the Department acknowledges the new QA. Whether or
 8 not it was changed on the website --
 9 MR. HARVEY: Right.
 10 MR. HUFFMAN: -- is irrelevant. I mean,
 11 they should have sent in the application.
 12 MR. HARVEY: So they had -- hey, they had
 13 unlicensed activity -- or unregistered employee
 14 regardless.
 15 MR. HUFFMAN: Correct.
 16 MR. HARVEY: Yeah.
 17 MR. COCKROFT: Do we have verification of
 18 this e-mail that they were told there was a backlog?
 19 MR. HUFFMAN: Yes.
 20 MR. COCKROFT: But it continued on for
 21 some time after that, is that the issue?
 22 MS. VEST: Well, I'll do that if you want
 23 me to, Stuart. I'll explain that.
 24 MR. HUFFMAN: Okay.
 25 MS. VEST: That was a -- that was Beth.

1 The e-mails were back and forth with Beth Bell during
 2 a period of time. Yes, she sent the e-mail. Yes,
 3 she said we were backed -- had a backlog. Yes, there
 4 was notes in the file that we had got his termination
 5 notice or trans- -- excuse me -- the transfer notice.
 6 There was correspondence. The only thing we did not
 7 get done was change his name on the website. That'
 8 doesn't --
 9 MR. COCKROFT: Oh, and that's in regards
 10 to the QA, not the registered employee?
 11 MS. VEST: That's right.
 12 MR. COCKROFT: Okay.
 13 MS. VEST: The registered employee, we
 14 never got an application; that's -- that's one thing.
 15 The other thing is, he's correct, we did not change
 16 the name on the website. And we have had companies
 17 that -- who lose their QAs and it says a qualifying
 18 agent or a representative on the form. So the office
 19 manager could have signed it, an officer could have
 20 signed it under the circumstances. But, yes, there
 21 was correspondence from our office concerning the QA
 22 not being on the website.
 23 MR. COCKROFT: Gotcha. That -- that
 24 clears it up for me. I -- I thought it was --
 25 CHAIRPERSON HIXSON: They did not submit

1 the employee registration package.
 2 MS. VEST: That's correct.
 3 CHAIRPERSON HIXSON: Do we have a motion?
 4 MR. FRAKER: Motion to concur with this
 5 penalty.
 6 CHAIRPERSON HIXSON: Motion to concur
 7 with Counsel?
 8 MR. FRAKER: Yes.
 9 CHAIRPERSON HIXSON: Okay. We have a
 10 motion from Mr. Fraker. Do we have a second to
 11 concur with our counsel's recommendation?
 12 MR. COCKROFT: Second.
 13 MR. HARVEY: Second.
 14 CHAIRPERSON HIXSON: Second by Mr.
 15 Cockroft. All in favor, voice by saying aye.
 16 THE BOARD: Aye.
 17 CHAIRPERSON HIXSON: All opposed?
 18 (No response.)
 19 CHAIRPERSON HIXSON: Motion carries.
 20 MR. HUFFMAN: Number 5, 2018032641:
 21 Complainant had an alarm system installed by
 22 respondent on March 6th, 2018. Complainant alleges
 23 that she received an alarm signal on April 14th, 2018
 24 but the police did not show until three hours later.
 25 Complainant has a disabled grandson living with her

1 and needs the requirement of emergency assistance.
 2 Complainant was told by the police
 3 department that when they received a call from a
 4 burglar alarm system the monitoring service calls the
 5 non-emergency number and receives a low-priority
 6 service. Complainant was not told by respondent of
 7 this low-priority stat- -- status and requested --
 8 excuse me -- and requested to have the service
 9 terminated on May 9th, 2018. Respondent refused
 10 termination on May 16th, 2018.
 11 The website -- the website states that if
 12 the customer is not completely satisfied with the
 13 purchase, respondent is willing to give a money-back
 14 guarantee. It states for whatever reason the
 15 customer is not satisfied within the first six months
 16 of the contract, respondent will allow a full refund
 17 of any installation charges and fees if respondent is
 18 unable to resolve the issue with certain restrictions
 19 that may apply.
 20 Respondent states that complainant wanted
 21 to cancel service because the local police department
 22 took too long to respond to an alarm. Complainant's
 23 concerns with the police department's prioritization
 24 of calls are unrelated to the quality of the
 25 installation or equipment which is a basis for

1 cancellation of the alarm services contract outside
2 of the initial three-day right of rescission period.
3 Respondent would allow a cancellation for
4 unresolved technical or service-related issues, but
5 there were no issues with respect to the security
6 system, itself, or the monitoring service provided by
7 respondent. However, due to the living situation of
8 complainant, respondent is offering to cancel her
9 service and agreement with no penalty if complainant
10 wants to do so.

11 Recommendation is to close.

12 CHAIRPERSON HIXSON: So she was using the
13 burglar alarm system but for a medical emergency,
14 correct?

15 MR. HUFFMAN: Well, the -- the system
16 went off as a burglar alarm, and her main complaint
17 was that the -- the police took too long to get
18 there. And that is because by the ordinance, states
19 that this would be a low priority and she didn't like
20 that, that the respondent didn't tell her when the
21 system was put in.

22 MR. COCKROFT: Is the complainant
23 satisfied at this point?

24 MR. HUFFMAN: I have not had any type of
25 rebuttal or any response from the complainant after

1 aye.

2 THE BOARD: Aye.

3 CHAIRPERSON HIXSON: All opposed?
4 (No Response.)

5 CHAIRPERSON HIXSON: The motion carries.

6 MR. HUFFMAN: Number 6, 2018038301:
7 Complainant decided to terminate with respondent and
8 go with another alarm company after a security breach
9 issue. Complainant alleges that respondent made
10 robocalls four to five times a day, 24/7 with a
11 recorded message.

12 Respondent states that a DocuSign e-mail
13 was sent to complainant to cancel the service.
14 However, complainant never signed and returned the
15 document so the account remained active. Due to the
16 account remaining active, it became past due and
17 respondent attempted to contact complainant.

18 Respondent has canceled the account and
19 waived any past due amount owed.

20 Recommendation is to close.

21 CHAIRPERSON HIXSON: So were the
22 robocalls from the complainant's company regarding
23 the outstanding balance or was it another issue?
24 Would --

25 MR. HUFFMAN: The robocalls were for --

1 the respondent has -- has offered what -- what
2 they're offering.

3 CHAIRPERSON HIXSON: And that's initially
4 what she wanted any way, wasn't it, to get out of her
5 contract?

6 MR. HUFFMAN: She wanted -- she wanted it
7 canceled, yes.

8 MR. COCKROFT: Sounds like the only
9 difference might be a refund of what she had already
10 paid. Sounds like they're willing to cancel with no
11 penalty. Their policy stated for refund --

12 CHAIRPERSON HIXSON: It would still
13 technically be civil anyway.

14 MR. COCKROFT: Right, it --

15 MR. HUFFMAN: It would.

16 MR. COCKROFT: It would.

17 MR. HUFFMAN: I think there's a
18 termination fee that they're willing to waive.

19 CHAIRPERSON HIXSON: Okay.

20 MR. HARVEY: Motion to concur.

21 MR. COCKROFT: Second.

22 CHAIRPERSON HIXSON: We have a motion by
23 Mr. Harvey and a second by Mr. Cockroft to concur
24 with our counsel's recommendation to close this due
25 to a civil matter. All in favor, voice by saying

1 for the DocuSign e-mail to have it signed so they
2 could cancel the service. And then, of course, after
3 it still was active and she hadn't paid, then the
4 calls were your account is past due.

5 CHAIRPERSON HIXSON: So the security --
6 what -- I guess what I'm getting at, the security
7 breach and the robocalls are not related? The
8 security -- the security breach is one issue and the
9 robocalls were over non-payment, or the DocuSign?

10 MR. HUFFMAN: Correct.

11 CHAIRPERSON HIXSON: Okay.

12 MR. HUFFMAN: Correct.

13 CHAIRPERSON HIXSON: Anymore discussion
14 or do we have a motion on this?

15 MR. FRAKER: Motion to concur with
16 Counsel.

17 CHAIRPERSON HIXSON: Okay. We have a
18 motion by Mr. Fraker. Do we have a second?

19 MR. HARVEY: Second.

20 CHAIRPERSON HIXSON: And a second by Mr.
21 Harvey to concur with Counsel to close this. All in
22 favor, voice by saying aye.

23 THE BOARD: Aye.

24 CHAIRPERSON HIXSON: All opposed?
25 (No response.)

1 CHAIRPERSON HIXSON: The motion carries.
 2 MR. HUFFMAN: Number 7, 2018042201:
 3 Complainant alleges a representative of respondent
 4 came to her house to upgrade her system. The
 5 representative claimed that the current system was
 6 old and needed to be replaced. She assumed he was
 7 from her current alarm company. However, in the
 8 complainant's BBB complaint she acknowledges a few
 9 times that the representative was from another
 10 company.

11 Complainant explained that she did not
 12 want to incur termination fees or pay for two systems
 13 per month. Complainant alleges representative said
 14 he would take care of it. Complainant alleges she
 15 has not been reimbursed for fees and that some of the
 16 sensors are not working properly.

17 Respondent states that complainant
 18 confirmed the equipment in the pre-installation
 19 survey. Complainant also participated in a
 20 post-install survey and had no concerns about quality
 21 assurance measures and was satisfied with the use and
 22 operation of the alarm system.

23 Respondent in an effort to resolve any
 24 issues is offering to dispatch a tech to ensure all
 25 sensors are working, lower the term of the agreement

1 from 60 months to 36 months, assist complainant in
 2 the previous alarm company's termination, and
 3 reimburse complainant for two months for any
 4 inconveniences.

5 There has been no rebuttal from
 6 complainant.

7 Recommendation is to close.

8 MR. HARVEY: Make a motion to concur with
 9 Counsel.

10 CHAIRPERSON HIXSON: Okay. We have a
 11 motion by Mr. Harvey to concur with our counsel's
 12 recommendation to close. Do we have a second?

13 MR. COCKROFT: Second.

14 MR. FRAKER: Second.

15 CHAIRPERSON HIXSON: Was that --

16 MR. COCKROFT: Yeah, I did but --

17 CHAIRPERSON HIXSON: Yeah, I -- I heard

18 --

19 MR. FRAKER: That's fine.

20 CHAIRPERSON HIXSON: And a second by Mr.
 21 Cockroft. All in favor, voice by saying aye.

22 THE BOARD: Aye.

23 CHAIRPERSON HIXSON: All opposed?

24 (No response.)

25 MS. VEST: I'm sorry, I didn't get that

1 either. Was that Keith who made the --

2 CHAIRPERSON HIXSON: Keith made the --

3 MS. VEST: -- motion?

4 CHAIRPERSON HIXSON: -- motion and then
 5 Scott seconded it.

6 MS. VEST: Scott seconded it. All right.

7 CHAIRPERSON HIXSON: When y'all do it at
 8 the same time, I take whoever's voice I hear first
 9 so --

10 MR. FRAKER: Don't matter.

11 MS. VEST: Okay.

12 CHAIRPERSON HIXSON: And I heard from the
 13 right first.

14 Next.

15 MR. HUFFMAN: Number 8, 2018043741:

16 Complainant contracted with respondent to go through
 17 their alarm system, reprogram, and monitor.

18 Complainant alleges respondent was unresponsive to
 19 alarm issues. Complainant asked respondent for the
 20 master code so that he could make adjustments,
 21 additions, or deletions of zones. Complainant
 22 alleges the respondent refused. Complaint alleges
 23 that respondent is messing with his alarm and wants
 24 the master code.

25 Respondent states that he monitored the

1 complainant's alarm system from April 6th, 2012 to
 2 April 1st, 2017. Complainant requested to terminate
 3 the service on April 17th, 2017 via e-mail.

4 Respondent states no warranties were made due to the
 5 alarm system being pre-existing. Respondent states
 6 that he does not have the master code and was told
 7 complainant -- and has told complainant numerous
 8 times the same.

9 Recommendation is to close.

10 CHAIRPERSON HIXSON: Am I mistaken, I
 11 thought the -- I thought the master codes for
 12 different systems were the same. For different
 13 systems, they don't all have the same master code.

14 MR. FRAKER: You can change master codes.

15 CHAIRPERSON HIXSON: You can change them?

16 MR. FRAKER: Yeah.

17 MR. COCKROFT: And it is a little odd
 18 that he wouldn't have the -- it's basically like the
 19 programming code. The only issue is someone could do
 20 a -- takeover and use a cell unit that will capture
 21 the phone and -- I mean, it -- where you don't get
 22 into programming the panel, and it'll just take and
 23 redirect the call to their central station.

24 Otherwise, it would be very odd that he didn't have
 25 the -- a -- the code. And you say the -- the

1 complainant is saying master code but they're
 2 probably talking about their programming code, not
 3 their main code to turn it off and on with.
 4 Have you had any other contact with the
 5 respondent -- the -- I mean with the complainant?
 6 MR. HUFFMAN: No, we haven't. No.
 7 MR. COCKROFT: I -- I don't believe
 8 there's anything in our current law or rules that
 9 require them to give that out. And it wasn't -- if
 10 it was an existing system, it shouldn't matter
 11 anyway.
 12 I -- I make a motion to close per our
 13 recommendation from Counsel.
 14 CHAIRPERSON HIXSON: We have a motion by
 15 Mr. Cockroft to concur with Counsel's recommendation
 16 to close. Do we have a second?
 17 MR. RICHARD: Second.
 18 CHAIRPERSON HIXSON: And a second by Mr.
 19 Richard. All in favor, voice by saying aye.
 20 THE BOARD: Aye.
 21 CHAIRPERSON HIXSON: All opposed?
 22 (No response.)
 23 CHAIRPERSON HIXSON: The motion carries.
 24 MR. HUFFMAN: Number 9, 2018045301:
 25 Complainant had respondent install a system and was

1 told she could cancel at anytime. She was also told
 2 it was \$46.99 per month so she explained that he
 3 could -- that she could only afford three months of
 4 service. Complainant alleges the installer did not
 5 have her sign the contract first and did not show her
 6 how to use the system.
 7 Complainant alleges her credit card was
 8 charged several times. Complainant informed
 9 respondent to cancel her service and was told that
 10 she needed to return the equipment. Complainant
 11 alleges respondent continued to charge her for the
 12 service after she returned the equipment.
 13 Respondent explained that complainant
 14 purchased a personal emergency response system that
 15 had a GPS button, billed monthly, and could be
 16 canceled at anytime. Respondent states that
 17 complainant did not return the equipment; however,
 18 they canceled the service after three months.
 19 Complainant has no further obligation to respond and
 20 the account was closed.
 21 Recommendation to close.
 22 MR. HARVEY: I make a motion to concur
 23 with Counsel.
 24 CHAIRPERSON HIXSON: We have a motion by
 25 Mr. Harvey to concur with our counsel's

1 recommendation to close. Do we have a second?
 2 (No response.)
 3 CHAIRPERSON HIXSON: I have one question.
 4 She says she returned the equipment and he says that
 5 she didn't?
 6 MR. HUFFMAN: Right. One says that they
 7 were -- they returned the equipment and the other
 8 person says, no, they didn't return the equipment.
 9 But I -- I think it has been returned because at the
 10 time, it wasn't returned when they canceled.
 11 MR. HARVEY: Oh, that's civil anyway.
 12 CHAIRPERSON HIXSON: Correct.
 13 MR. HARVEY: It has nothing to do with
 14 us.
 15 MR. FRAKER: I second the motion.
 16 CHAIRPERSON HIXSON: Okay. We have a
 17 motion by Mr. Harvey and a second by Mr. Fraker to
 18 concur with our counsel's recommendation to close.
 19 All in favor, voice by saying aye.
 20 THE BOARD: Aye.
 21 CHAIRPERSON HIXSON: All opposed?
 22 (No response.)
 23 CHAIRPERSON HIXSON: The motion carries.
 24 MR. HUFFMAN: Number 10, 2018027121:
 25 Complainant alleges that there are several employees

1 not licensed, website has no license number, and
 2 vehicles have no license number displayed.
 3 Complainant later contacted the Department and stated
 4 that he had not sent this complainant as he was on
 5 medical leave and does not know the respondent.
 6 Complainant believes a competitor may have included
 7 his contact information as a vendetta.
 8 Respondent states he is in the process of
 9 obtaining a license. He has successfully passed the
 10 CCTV exam and will be attending the nationally
 11 certified training class. Respondent alleges they
 12 have taken all steps to be in compliance with
 13 Tennessee State laws and regulations. As of now,
 14 respondent alleges work being performed is in
 15 Kentucky and Alabama.
 16 An investigation was made and confirmed
 17 that respondent is not performing work in Tennessee
 18 at this time. Complainant's allegations of
 19 unlicensed activity couldn't be substantiated. The
 20 respondent denies any business dealings in Tennessee.
 21 Subsequent contact made with the reported complainant
 22 in this matter revealed he did not file the complaint
 23 and claimed to not know anything about the matter.
 24 Subsequently, the complainant wasn't able to provide
 25 any additional supporting information evidencing the

1 respondent's business activities in this state.
 2 Recommendation is to close.
 3 CHAIRPERSON HIXSON: How did he know to
 4 call in and say that he hadn't made the complaint?
 5 Was he contacted by somebody at the State or -- I
 6 mean, how did -- how did he know he was brought into
 7 this?
 8 MR. HUFFMAN: He was contacted -- he was
 9 contacted by the State. And then, of course, when
 10 the response was given, it was sent to this person's
 11 e-mail and business. And whenever the complaint was
 12 actually submitted, it wasn't from that person. They
 13 believe that somebody else made the complaint and
 14 put --
 15 CHAIRPERSON HIXSON: No, I'm -- I'm
 16 clear --
 17 MR. HUFFMAN: -- his information --
 18 CHAIRPERSON HIXSON: -- on that. I was
 19 just wondering how he knew to even contact the State
 20 and say, hey, it wasn't me, somebody else has done
 21 it. But it -- you know, how did he know that a
 22 complaint had been filed using his name or
 23 information?
 24 MR. HUFFMAN: The -- the Department
 25 would -- would contact that person and say we've

1 received your complaint and then here's the response
 2 and -- so there -- there are contact measures.
 3 CHAIRPERSON HIXSON: Okay. Okay. Do we
 4 have a motion in this matter?
 5 MR. FRAKER: Motion to concur with
 6 Counsel.
 7 MR. COCKROFT: Second.
 8 CHAIRPERSON HIXSON: Okay. We have a
 9 motion by Mr. Fraker and a second by Mr. Cockcroft to
 10 concur with our counsel's recommendation to close.
 11 All in favor, voice by saying aye.
 12 THE BOARD: Aye.
 13 CHAIRPERSON HIXSON: All opposed?
 14 (No response.)
 15 CHAIRPERSON HIXSON: The motion carries.
 16 MR. HUFFMAN: Number 11, 2018042291:
 17 Complainant contracted with respondent to install a
 18 fire alarm system in a church. Complainant alleges
 19 that respondent terminated the monitoring and
 20 reporting -- and reported them to the Fire Marshal
 21 after a disagreement regarding payment.
 22 MR. FRAKER: Can I interrupt you? I need
 23 to step --
 24 MS. VEST: Yes.
 25 MR. FRAKER: -- out on this one.

1 MR. HUFFMAN: I was about to say.
 2 MS. VEST: All right. Let the record
 3 show that Doug Fraker is recusing himself and --
 4 and -- and -- and stepping out into the hallway.
 5 Thank you.
 6 MR. HUFFMAN: Complainant had a company
 7 inspect the system, discovered several issues
 8 including no power to three duct detectors, a short
 9 circuit allegedly caused by a shortcut and bypassed
 10 that pow- -- that powers the strobes. The hood
 11 system in the kitchen was not connected to the fire
 12 system, and six exit doors without pull stations
 13 within the 5-foot limit.
 14 Respondent states they were hired to
 15 install a fire system in a new church building and
 16 that the Tennessee State Fire Marshal inspected and
 17 passed the project on February 2nd, 2016; otherwise,
 18 complainant would not have received a certificate of
 19 occupancy. Respondent states that the complainant
 20 was always behind on billing and several times had to
 21 be warned of legal action.
 22 The last issue occurred in December of
 23 2016 when the complainant did not pay respondent; was
 24 forced -- when complainant did not pay respondent,
 25 was forced to terminate monitoring service and

1 informed the local Fire Marshal of not having a
 2 monitored fire system.
 3 Respondent denies the allegations and
 4 states that all issues such as the duct detectors,
 5 short circuit or rigged wiring arose after the
 6 installation. Respondent states that the kitchen
 7 hood system was not part of the original contract.
 8 Recommendation is to close.
 9 MR. HARVEY: Doesn't make sense to me.
 10 MR. COCKROFT: Sounds like there's two
 11 issues to the complaint. I'm trying to figure out
 12 what they're actually about. Are they complaining
 13 that they got turned into the Fire Marshal, or are
 14 they complaining about the system?
 15 MR. HUFFMAN: They -- they were upset
 16 because they believed that the -- the respondent
 17 called the Fire Marshal as a vendetta because they
 18 weren't paying --
 19 MR. COCKROFT: And -- and that's not true
 20 because it's a requirement. They're --
 21 MR. HUFFMAN: It's -- it's a requirement,
 22 but they took it as a --
 23 MR. COCKROFT: And I could see how
 24 someone could take that, but it's definitely the
 25 alarm contractor's responsibility to inform the Fire

1 Marshal. They could get in trouble if they ceased
 2 monitoring and didn't inform the Fire Marshal.
 3 MR. HUFFMAN: Right. And the other issue
 4 is just that they believe that there was some
 5 issue -- when they had it inspected for the new
 6 company coming in that there was some issues involved
 7 and they -- they blame the respondent. But the
 8 respondent's saying that -- all that stuff must have
 9 happened after we installed because they wouldn't
 10 have give -- received a certificate of occupancy with
 11 these issues.
 12 MR. HARVEY: Make a motion to concur with
 13 Counsel.
 14 MR. COCKROFT: Second.
 15 CHAIRPERSON HIXSON: Okay. We have a
 16 motion by Mr. Harvey; a second by Mr. Cockcroft to
 17 concur with our counsel's recommendation to close.
 18 All in favor, voice by saying aye.
 19 THE BOARD: Aye.
 20 CHAIRPERSON HIXSON: All opposed?
 21 (No response.)
 22 CHAIRPERSON HIXSON: The motion carries.
 23 MR. HUFFMAN: Okay. Number 12 is a
 24 re-present, 2018017211: Complainant alleges that
 25 respondent came to their house and stated he was with

1 their current security company looking to offer an
 2 upgrade due to recent connectivity issues.
 3 Complainant refused the offer but took a business
 4 card. The respondent's business card shows he was
 5 with a different security systems company selling
 6 systems of another company than the one complainant
 7 owns.
 8 The recommendation at that time was to
 9 issue a \$500 civil penalty for violation of Tennessee
 10 Rules and Regulations 0090-06-.02, door-to-door
 11 solicitation; and Tennessee Rules and Regs
 12 0090-06-.03, standards of conduct and ethics. Board
 13 decision at the time was concur.
 14 Update: Respondent never received the
 15 complaint. Respondent states that they have no
 16 record of the employee interacting with the
 17 complainant. The employee has been previously
 18 terminated by respondent. Stressed that there are
 19 processes and quality assurance measures that must be
 20 followed by the sales representatives to stay in
 21 compliance.
 22 Respondent provided a disclaimer form
 23 that is signed by the potential customer
 24 acknowledging that they are signing a new
 25 installation and monitoring agreement and will no

1 longer be a part of their previous alarm company.
 2 Respondent stated that due to there being no record
 3 of the complainant, they cannot provide this form for
 4 the alleged encounter with the former employee.
 5 Further, respondent believes that since
 6 they have never received a complaint of this type of
 7 violation is due to their quality assurance measures
 8 in place.
 9 New recommendation is to close.
 10 MR. COCKROFT: Do we send the notices out
 11 certified, or is there any proof that they did get
 12 it?
 13 MR. HUFFMAN: It's -- it is sent out
 14 certified. The complaint --
 15 I don't -- is the complaint sent out
 16 certified?
 17 MS. VEST: (Nods head affirmatively.)
 18 MR. HUFFMAN: It is? However, I believe
 19 this one there may have been an address issue so I
 20 contacted them through e-mail and made sure that they
 21 had it and then -- then they -- they made a response.
 22 CHAIRPERSON HIXSON: So was the original
 23 certification complaint sent out? Was it ever
 24 returned as not being deliverable because of a bad
 25 address?

1 MR. HUFFMAN: It -- I don't -- I don't
 2 believe we've actually received it back.
 3 MR. COCKROFT: And they don't deny the
 4 employee having worked for their company. They just
 5 say he's no longer there. That seems to substantiate
 6 some of the claim, the fact that --
 7 CHAIRPERSON HIXSON: And the fact he
 8 had -- he had the employee's business card.
 9 MR. COCKROFT: Right.
 10 MR. HUFFMAN: The -- the employee did
 11 work for the respondent but he was terminated, I
 12 believe, for other issues. But -- but they don't
 13 have any record of their employee meeting the
 14 complainant.
 15 MR. COCKROFT: Which they probably
 16 wouldn't. If he went to the door, you know, knocked
 17 on the door, gave his spiel, and gave them a card,
 18 there probably wouldn't be any record of that. But
 19 the complainant -- you know, the -- the complainant's
 20 position wouldn't change any from them not receiving
 21 the notice or -- or the fact that the employee
 22 doesn't work there anymore.
 23 I just find it hard to believe that
 24 someone would go to the trouble to -- to file a
 25 complaint and report it and do everything if there --

1 if they didn't truly feel like there was something
 2 going on there. I mean, this is a -- this is a
 3 homeowner, a person -- I mean, I -- I guess it's just
 4 a -- it is a home. Came to their house. I guess
 5 this could be a -- an employee of an alarm company.
 6 It doesn't say that but -- as far as the homeowner.
 7 But it's just hard to believe that a regular
 8 homeowner would go to this much trouble to report
 9 something if there wasn't something there.

10 MR. HUFFMAN: Well, I also think the --
 11 the respondent's saying that they have quality
 12 assurance measures in place and that it was not done
 13 at this house. And that's probably why the employee
 14 is terminated. But I mean, I understand that they
 15 should not solicit from another company and -- but --

16 MR. COCKROFT: And they may --

17 MR. HUFFMAN: -- what respondent's saying
 18 is -- is he didn't follow the rules.

19 CHAIRPERSON HIXSON: But if the homeowner
 20 didn't agree to change the system out -- I wouldn't
 21 sign anybody's paperwork -- if they came to my door,
 22 I wouldn't sign some second company's paperwork so,
 23 therefore, there wouldn't be a paper trail. You
 24 know, if I have Company A and this person says, well,
 25 I'm with Company A but I give -- they give me B's

1 card, I'm not gonna sign anything. I'd tell them,
 2 bye; you know, go ahead and leave me your card. I'd
 3 do exactly like this homeowner -- homeowner did.

4 I feel like it happened. The mere fact
 5 that the homeowner has a card from a different
 6 company tells me it happened. He had a door
 7 solicitation from a different company other than his
 8 or her own.

9 MR. HUFFMAN: And I'd also like to point
 10 out the fact that -- that the complainant did say
 11 that they had a video of it. And I did request the
 12 video but I never heard back from the complainant.

13 CHAIRPERSON HIXSON: Could be like mine,
 14 after 30 days, it's gone too so, you know, depending
 15 on how long it took the State to get the complaint
 16 and request the video, I couldn't get it either after
 17 30 days.

18 MR. HARVEY: Anymore questions?

19 CHAIRPERSON HIXSON: Huh?

20 MR. HARVEY: Anymore questions?

21 CHAIRPERSON HIXSON: Well, we're waiting
 22 on a motion from somebody. Did you --

23 MR. HUFFMAN: I would also recommend
 24 maybe a letter of warning.

25 MR. COCKROFT: I think at least it needs

1 a letter of warning. I think that's a -- a good idea
 2 if nothing else.

3 CHAIRPERSON HIXSON: Okay. We have a
 4 motion by Mr. Cockroft to issue a letter of warning
 5 to the respondent company for the violations of the
 6 above-cited Tennessee Comprehensive Rules and
 7 Regulations. Do we have a second?

8 MR. RICHARD: Second.

9 CHAIRPERSON HIXSON: And a second by Mr.
 10 Richard. All in favor, voice by saying aye.

11 THE BOARD: Aye.

12 CHAIRPERSON HIXSON: All opposed?
 13 (No response.)

14 CHAIRPERSON HIXSON: The motion carries
 15 with a letter of warning.

16 MR. HUFFMAN: And that concludes the
 17 legal report.

18 CHAIRPERSON HIXSON: Well, thank you very
 19 much.

20 Okay. We're skipping over appearances.

21 Ms. Vest, are you ready for the
 22 administrative matters?

23 MS. VEST: Yes. Just a moment. Let me
 24 put my stuff back in order here.

25 All right. We'll go ahead and do the

1 monthly report if you'd like. We have June of 2018
 2 and July of 2018 -- July of 2018. We had at that
 3 time a -- a vacancy which is now -- has been filled.
 4 And Scott Cockroft term -- term expired 12/31/17 and
 5 I still have not heard from the Governor's office.

6 And we appreciate you con- -- we
 7 appreciate you continuing to serve.

8 It's gonna be the same thing for July.

9 Just so Doug knows, we do send these out
 10 in advance to you --

11 MR. FRAKER: Yes, ma'am.

12 MS. VEST: -- every month in case there
 13 is any corres- -- any- -- anything that you wanted to
 14 correspond about.

15 The next thing, I believe, is the budget
 16 review. This budget's gonna take you all the way
 17 through the end of the year. Your June -- so our new
 18 Board Members will know, our fiscal year begins July
 19 the 1st so we end June the 30th for the year. So
 20 this budget carries all the way through July through
 21 June. And the Alarm Board has ended with a total of
 22 \$238,089. If we do operate in the red, then we would
 23 be -- for you new Board Members, we would be subject
 24 to a Sunset but that's not a problem with this
 25 particular board.

1 If there -- if there's not any questions
2 there we'll just move right on to Legislative
3 updates. We don't have any.

4 MS. WILLIAMS: We don't have any.
5 MS. VEST: Well, it's on the agenda so I
6 need to read it.

7 Well, you are gonna skip over that
8 application review. We're gonna go right to the
9 request for extension. Yes, I know I'm out of order
10 so I'm gonna give --

11 CHAIRPERSON HIXSON: But do I --

12 MS. VEST: -- just you a few minutes.

13 CHAIRPERSON HIXSON: I just -- we're
14 gonna get back to that one, though. I'm trying to
15 get my papers straightened out. So we're gonna come
16 back to --

17 MS. VEST: Yeah. We'll -- we may even do
18 that tomorrow. Let's see how I --

19 CHAIRPERSON HIXSON: Okay.

20 MS. VEST: -- get through this. But I
21 wanted to get the extension. And this is a little
22 odd, this one. So if you would, find your papers for
23 the request for extension. It is from Beacon
24 Technologies.

25 MR. COCKROFT: How long have they been

1 MR. COCKROFT: -- he had both and then he
2 left --

3 MS. VEST: Received request extension;
4 received application for new QA, Scott Mittler;
5 received termination from -- from a different
6 gentleman so we're waiting; request into an
7 extension. Let's see, termination -- here he is.
8 Scott Mittler, he's the one who attended the alarm
9 meeting on 4/20 of '17 and plead his case for the
10 prometric exams and did not get approved so he had to
11 take the PI exams. They --

12 MS. THOMAS: PSI.

13 MS. VEST: PSI exams. So they were given
14 an extension until 7/20 of 2018. And I don't know
15 when he left. I don't have that information in front
16 of me.

17 MR. COCKROFT: But he did get his license
18 and was the QA for some period of time?

19 MS. VEST: Yes.

20 MR. COCKROFT: After he came --

21 MS. VEST: Before the Board. Yeah.

22 MR. COCKROFT: So it sounds like they
23 haven't been without a --

24 MS. VEST: They've had different QAs for
25 diff- -- you know, you have to have --

1 without a Q- -- QA for that --

2 MS. VEST: Yeah. See, that's --

3 MR. COCKROFT: -- category?

4 MS. VEST: We're gonna talk about that.
5 They actually came to the Board. In April of 2017, I
6 granted the first extension which is what I normally
7 do. Then they came before the Board because the new
8 QA that they were trying to get appointed failed the
9 exams. That was -- and then the -- now they tried
10 another qualifying agent and that individual didn't
11 qualify either.

12 So now they're asking on this one --
13 excuse me -- this one is dated June the 27th. They
14 have another and are requesting an extension to
15 replace their CCTV QA. Scott Mittler has been both
16 their burg and their CT- -- -CTV, but now for the
17 burg is Jack Wapner. But they need their CCTV QA so
18 he's in the process of taking the exams.

19 MR. COCKROFT: So when did Scott Mittler
20 leave?

21 MS. VEST: The former Scott Mittler --
22 that, I might not have in front of me. I don't
23 know -- let me -- let me --

24 MR. COCKROFT: So he had --

25 MS. VEST: -- read what I have here.

1 MR. COCKROFT: Right.

2 MS. VEST: -- a QA in every
3 classification or one person in all four
4 classifications. They have had a QA but they don't
5 have one now in CCTV. This is the one they're trying
6 to replace.

7 CHAIRPERSON HIXSON: So is the gentleman
8 who -- who didn't pass -- or the person that didn't
9 pass it on the 8 -- or the June 22nd, are they
10 scheduled to take it again in the near future or is
11 someone else scheduled?

12 MS. VEST: According to this, it's August
13 the 15th, which was already passed, of '18 so I don't
14 have his -- any test results yet.

15 MR. HARVEY: I'd make a motion we grant
16 additional extension.

17 CHAIRPERSON HIXSON: We have a motion by
18 Mr. Harvey to grant Beacon extension. Do we have a
19 second?

20 MR. COCKROFT: Second.

21 MR. RICHARD: Second.

22 CHAIRPERSON HIXSON: Second by Mr.
23 Richard. All in favor, voice by saying aye.

24 THE BOARD: Aye.

25 CHAIRPERSON HIXSON: All opposed.

1 (No response.)
 2 CHAIRPERSON HIXSON: The extension's
 3 granted.
 4 MS. VEST: All right. If you would, I
 5 would like to jump down to the education report. And
 6 I believe it was decided at the last minute -- I mean
 7 at the last meeting that we're gonna just stick to
 8 one Board Member and do all of the ones that were
 9 assigned to that individual. Is that the way -- I do
 10 remember that conversation. That's not exactly the
 11 way it was working but we will do that for you.
 12 So we're gonna talk to Keith Harvey
 13 first.
 14 MR. HARVEY: Well, if I'm being perfectly
 15 honest with you, I was prepared to review this
 16 tonight so at our Board meeting tomorrow --
 17 MS. VEST: Well, I -- I don't see where
 18 there's a problem. We could present that tomorrow.
 19 MR. HARVEY: All right.
 20 CHAIRPERSON HIXSON: We can put it off
 21 'til tomorrow.
 22 MS. VEST: Get his -- okay. Is --
 23 anybody else? Well, I -- first of all, I do -- and
 24 the reason I'm asking, Mr. Fraker is not gonna be
 25 able to attend the Board meeting tomorrow so we do

1 need to go over his courses --
 2 CHAIRPERSON HIXSON: He didn't have -- he
 3 took --
 4 MR. FRAKER: Right.
 5 CHAIRPERSON HIXSON: -- just told me he
 6 didn't have any.
 7 MR. FRAKER: Was -- I looked over --
 8 MS. WILLIAMS: I sent you three of them.
 9 CHAIRPERSON HIXSON: Oh, you did?
 10 MS. WILLIAMS: Yeah.
 11 MR. FRAKER: Well, I didn't -- I read
 12 them, read over them so it was --
 13 MS. VEST: Well, that's what --
 14 MR. FRAKER: There's a whole explanation
 15 that I don't have them.
 16 MS. WILLIAMS: That's okay.
 17 CHAIRPERSON HIXSON: Simply stated, you
 18 review the courses, and if you agree with what
 19 they're requesting for continuing education, you say
 20 that you're okay with what they're requesting for --
 21 MR. FRAKER: Gotcha. Okay.
 22 CHAIRPERSON HIXSON: Either that or
 23 certification.
 24 MR. FRAKER: 'Cause I didn't know that it
 25 wasn't just one that went out to all of us to --

1 CHAIRPERSON HIXSON: No.
 2 MS. VEST: No.
 3 MR. COCKROFT: You're -- you're basically
 4 determining do you think it fits the time they're
 5 asking for. I mean, if it's a one-hour class but
 6 they're asking for eight hours or --
 7 CHAIRPERSON HIXSON: Do you think it's
 8 reasonable amount of CEU or --
 9 MR. FRAKER: Right. Okay.
 10 CHAIRPERSON HIXSON: -- certification.
 11 MR. COCKROFT: And -- and if it's
 12 training on how to fix a refrigerator versus how to
 13 work on an alarm or --
 14 MR. FRAKER: Yeah. I -- I -- I did
 15 review the Dahua.
 16 MS. VEST: I -- wait, just -- I'll try to
 17 help you just a little bit here, Doug.
 18 MR. FRAKER: Sure.
 19 MS. VEST: I'll have to spell this out.
 20 D-A-H-U-A Technology USA, Establishing Your Cyber
 21 Security Baseline. They've asked for one hour of
 22 continuing education and employee's initial.
 23 MR. COCKROFT: And one -- one issue we've
 24 had in the past with the employee initial, a lot of
 25 people are putting that down but it has to be one

1 course that's 16 hours. Right?
 2 MS. VEST: Yes, sir, in the first year of
 3 employment.
 4 MR. COCKROFT: So it -- it -- there's a
 5 lot of people that put that down but usually that
 6 won't apply. I mean, I -- I guess people think maybe
 7 they can get a lot of courses and add them all
 8 together. But that would be the only thing that
 9 probably wouldn't apply, would be the initial
 10 employee training. Can -- it's primarily for
 11 continuing education.
 12 MS. VEST: So -- okay. We would say the
 13 one hour for continuing education -- and I'm gonna
 14 strike through the initial employee. We would put it
 15 on the course list for continuing education for one
 16 hour. Is that right --
 17 MR. FRAKER: That works --
 18 MS. VEST: -- Mr. Fraker?
 19 MR. FRAKER: -- yes.
 20 MS. VEST: Okay. And the next one you
 21 had is ADI, Scott Bowen, and an expo for BICSI
 22 credits. We don't have how many hours.
 23 MS. WILLIAMS: It's -- it hadn't -- I
 24 think -- well, I believe the -- you have the copies.
 25 MR. FRAKER: It was very vague. What

1 I --
 2 MS. WILLIAMS: It was -- yes.
 3 MR. FRAKER: -- I remember looking at it
 4 but --
 5 MS. WILLIAMS: And I think it was an expo
 6 that's gonna happen in Sep- -- in September.
 7 MR. FRAKER: Let me pull -- let me pull
 8 it up right quick. The Dahua, I remember looking at
 9 it and saying, oh, that's cool. But the other one --
 10 MS. VEST: All right. Let me -- this is
 11 the e-mail. I'm working for ADI's Memphis expo which
 12 is scheduled for August the 14th.
 13 MR. COCKROFT: It's already happened so.
 14 MS. VEST: Yes. This is what I was
 15 talking about. Unfortunately, this will be too late
 16 for the Board meeting in front of you for the next
 17 one. I'd like to find out the State of Tennessee
 18 will accept BICSI credits in lieu of those classes
 19 certified with the State.
 20 CHAIRPERSON HIXSON: Which is that --
 21 MR. RICHARD: So is that --
 22 MR. COCKROFT: Is --
 23 MR. RICHARD: -- Scott Bowen or was that
 24 Michael Masten --
 25 MS. WILLIAMS: His says --

1 entire course. And if -- if the outline hasn't
 2 changed much from the original course, we'll go ahead
 3 and approve if it had been approved before.
 4 CHAIRPERSON HIXSON: But we don't --
 5 MR. RICHARD: But how do we know that?
 6 CHAIRPERSON HIXSON: We don't -- do --
 7 y'all have no way of matching this up to any previous
 8 courses, do you?
 9 MS. VEST: Only -- see, only if it's on
 10 the course list that's that -- that's been approved,
 11 we can look at that. But we didn't --
 12 MR. COCKROFT: We have had some BICSI
 13 classes in the past. I don't know if it's the same
 14 one but.
 15 MS. WILLIAMS: I don't know if the one
 16 sent that was sent to Keith, the ADI, is the same
 17 thing or not.
 18 MS. VEST: You mean Lou.
 19 MS. WILLIAMS: No. We sent the big one
 20 to Keith, this one.
 21 MR. FRAKER: Well, the one I have is --
 22 it says a Bowen PDF.
 23 MS. WILLIAMS: Uh-huh.
 24 MR. FRAKER: And I mean, there's nothing
 25 here really. It talks about some stuff that I would

1 MR. RICHARD: -- because it sounds like
 2 Michael Masten?
 3 MS. VEST: Masten.
 4 MR. RICHARD: So there are --
 5 MS. WILLIAMS: There's two of them.
 6 Uh-huh.
 7 MR. RICHARD: Okay.
 8 MR. COCKROFT: And it's -- it's BICSI.
 9 It's about terminating Cat 5 cables so --
 10 MR. RICHARD: Yeah. So --
 11 MR. FRAKER: Right.
 12 MR. RICHARD: -- so if I can just add a
 13 comment on this one here. On the one that's
 14 submitted Mr. Masten, basically all it gave me to
 15 look at was a BICSI website which I clicked on and
 16 then I went into their training and then it just
 17 brought me a menu of courses.
 18 MR. HARVEY: The outline?
 19 MR. RICHARD: No time -- really no
 20 specifics. So as far as I'm concerned as far as the
 21 Masten, I'm -- I'm not gonna approve that one until
 22 we get some further details.
 23 MR. HARVEY: Well, a lot of times if it's
 24 a course that had already been approved before,
 25 they'll send it just as an outline instead of the

1 love to be credited 'cause that would give me some
 2 credits but -- but I mean, there's nothing here to
 3 really review.
 4 MS. WILLIAMS: Right.
 5 MR. RICHARD: They just gave the -- the
 6 website.
 7 MR. FRAKER: Yeah.
 8 MR. RICHARD: Right?
 9 MR. FRAKER: They talk about training for
 10 BICSI and on Paxton access control.
 11 CHAIRPERSON HIXSON: How about we pass
 12 those to the October meeting, and then in the
 13 meantime --
 14 MR. FRAKER: See if we can get --
 15 CHAIRPERSON HIXSON: -- they send a --
 16 they send more course information as to what the
 17 specifics are and how many hours of CEU they're
 18 requesting?
 19 MS. VEST: Okay. That's gonna be for
 20 both Michael Masten and Scott Bowen.
 21 CHAIRPERSON HIXSON: Both of the ADI --
 22 MS. VEST: The ADIs.
 23 CHAIRPERSON HIXSON: -- so far. I think
 24 the rest of them...
 25 MR. HARVEY: Did you send me that -- that

1 one at the last minute, the ADS one, or does somebody
 2 else have that?
 3 MR. COCKROFT: I've got that.
 4 MS. WILLIAMS: I sent that to Scott.
 5 CHAIRPERSON HIXSON: Okay. So you just
 6 had the two, Doug?
 7 MR. FRAKER: I just had two, yes. I had
 8 Dahua and --
 9 MS. VEST: Okay. So I -- I think I've
 10 got this straight now. You want me to hold these two
 11 courses for the ADI for the October meeting, and you
 12 want me to get back with these individuals and say we
 13 don't have enough information at this particular time
 14 to make a decision?
 15 CHAIRPERSON HIXSON: That's correct. And
 16 also, there's -- hours is blank for what --
 17 MS. VEST: Right, how many hours.
 18 CHAIRPERSON HIXSON: -- what they're
 19 requesting, and we need specifically what they're
 20 requesting and how much.
 21 MS. VEST: All right. We can do that.
 22 CHAIRPERSON HIXSON: Okay.
 23 MS. VEST: Okay. Doug, I believe that
 24 was both of yours.
 25 MR. FRAKER: Yes.

1 Keith -- or Scott, are you ready to
 2 discuss yours?
 3 MR. COCKROFT: Sure.
 4 MS. VEST: All right.
 5 MR. COCKROFT: The ADS Security Back to
 6 Basics, it is primarily for fire inspection,
 7 personnel fire department but they're also gonna have
 8 some of their alarm people at it it sounds like.
 9 MS. VEST: Yes.
 10 MR. COCKROFT: But it's -- it's -- it has
 11 a lot of good information about fire alarms and
 12 related equipment. It -- it seems fine for what
 13 they've requested for -- they've got it down...
 14 MS. VEST: Well, Keith, did you -- could
 15 you show us how many hours this will be because we
 16 didn't have -- didn't even know what -- how many
 17 hours.
 18 MR. HARVEY: It was an eight-hour course.
 19 MR. COCKROFT: It says -- it's got like a
 20 core number of seven on it. I don't -- I didn't know
 21 if that was what the -- it -- it's submitted on the
 22 fire department's --
 23 MS. VEST: Yeah.
 24 MR. COCKROFT: -- form, but it's got a
 25 core credit of seven so I assume that's what --

1 MS. VEST: Seven hours? Would that be
 2 acceptable for the Alarm Board as well?
 3 CHAIRPERSON HIXSON: And it's for
 4 individual credit, not CEU, correct?
 5 MS. WILLIAMS: Yes.
 6 MR. COCKROFT: It would be for CEU. It
 7 would --
 8 CHAIRPERSON HIXSON: Okay.
 9 MR. COCKROFT: It would not be for --
 10 'cause here again, it's not a 16-hour course so it
 11 wouldn't be for initial employee training.
 12 MS. VEST: No. But I'm saying is I think
 13 what you meant was the individuals -- individuals
 14 would be going to this and then we're gonna get the
 15 certificates in for the individuals.
 16 CHAIRPERSON HIXSON: But it's --
 17 MS. VEST: But it's --
 18 CHAIRPERSON HIXSON: -- just seven hours
 19 for CEU?
 20 MS. VEST: Yes, for CEU is what I put
 21 down.
 22 CHAIRPERSON HIXSON: Okay.
 23 MS. VEST: That's correct.
 24 MR. COCKROFT: The Jade Learning, I had
 25 that one. There again, they've put down employee

1 training. It -- it's good for continuing education.
 2 They have four hours and it's 50 questions. I
 3 actually went -- you can go online -- they gave us a
 4 log-in. And it -- it does have some good content. I
 5 don't know that it's four hours, but if you just --
 6 but going by their calculations, they have a certain
 7 number of minutes and questions. I think you're
 8 mostly just taking a test as you go, but they -- they
 9 have it down for longer than that. I think we've
 10 approved it before. I mean, I'm fine with four
 11 hours. I think that might be stretching it but --
 12 CHAIRPERSON HIXSON: But you're okay with
 13 the four hours?
 14 MR. COCKROFT: I'm okay with that.
 15 CHAIRPERSON HIXSON: Okay.
 16 MR. COCKROFT: The -- the Alibi or the --
 17 that one, this is actually a multiple day seminar
 18 that covers a lot of different stuff. I really think
 19 it should have been submitted as individual classes
 20 because how are we gonna know that someone was at
 21 every one of these events for three days? I'm
 22 concerned 'cause it's -- they list separate classes.
 23 And they did include a PowerPoint, which I didn't
 24 print that. I just printed the overview. And if
 25 y'all want to look at that, you can. But it -- it --

1 it lists the -- the outline for the days. I mean,
2 some of it is like a working lunch and visiting their
3 office and stuff like that.

4 I mean, there is some good content in
5 there but I don't think it's 20 hours worth. And I
6 don't know how -- are they gonna make somebody sign
7 in for every class and you've got to see all these
8 different sign-ins to validate them?

9 MS. VEST: I don't know. I know whenever
10 I go to my class I have the amount -- my ID and have
11 to sign in and out, in and out and then I get credit
12 for the -- it's a three-day course.

13 MR. COCKROFT: Right.

14 MR. HARVEY: Ask them to break it up.

15 MR. COCKROFT: I think that one should be
16 broken up. That would -- maybe something we
17 should -- well, then that's something that's already
18 happened as well. I don't know if they're wanting to
19 go back on --

20 MS. VEST: Not really.

21 MR. COCKROFT: -- or if they're wanting
22 that for future classes.

23 MS. VEST: And it's for CCTV?

24 MR. COCKROFT: Yes. Yes. But we don't
25 differentiate on continuing education. We haven't

1 been.

2 CHAIRPERSON HIXSON: So when you say
3 break it into segments, how do -- do y'all understand
4 what he's saying on that, or do we need to specify
5 more?

6 MR. FRAKER: So see, like, this is one
7 technology here --

8 CHAIRPERSON HIXSON: Uh-huh.

9 MR. FRAKER: -- this HDTV so that should
10 be a course. IP hands-on, that's a course.

11 CHAIRPERSON HIXSON: So do we need to
12 specify how we want this broken down?

13 MS. VEST: Yes. If you want me to get
14 back with them and ask them how they want me to do
15 it.

16 CHAIRPERSON HIXSON: I mean, do you want
17 these classes bunched into core classes versus just
18 all individual classes is what I'm getting? We need
19 to know so y'all can tell them these classes for
20 this.

21 MR. HARVEY: How many is it?

22 MS. VEST: Okay. They could break it
23 down by hour or, I mean -- I mean, six hours the
24 first day, five hours the first day, or the third
25 day, so many. Or do you want it broken -- or -- down

1 into each class?

2 CHAIRPERSON HIXSON: That was my
3 question, was when we -- when Scott said break it
4 into segments, I don't know what that means.

5 MR. COCKROFT: I -- I would break it out
6 by the way where they've got certain classes 'cause
7 some of the things on there wouldn't count. The -- a
8 working lunch, I don't think counts as training, and
9 a visit to the manufacturing facility or some of
10 those sorts of things. But there are specific
11 classes that might have been for a one- or two-hour
12 period that they should be listed individually as a
13 class.

14 MS. WILLIAMS: Seems like these are all
15 subjects.

16 MR. HARVEY: Yeah.

17 MR. FRAKER: That dinner at Chuy's,
18 that's --

19 MR. COCKROFT: Yeah. I mean, that --

20 MR. FRAKER: -- that's -- that's worth a

21 cour- -- at least two hours.

22 MR. COCKROFT: And -- and they probably
23 were allowing for some of that because I think it is
24 a multiple day course. And they ask for -- maybe
25 it's three days and they ask for 20 hours but.

1 MS. VEST: Well, Scott, let's take a --
2 do you have those with you?

3 MR. COCKROFT: Huh?

4 MS. VEST: Do you have yours with you?

5 MR. COCKROFT: That's what -- they were
6 looking at it. We were passing it around.

7 MS. VEST: Okay. One, two, three,
8 four -- I think maybe the fifth page where you have
9 subjects to be covered, it does break down day one,
10 day two, day three. And if they put a time next to
11 them, would that be acceptable?

12 MR. HARVEY: Yeah.

13 MR. COCKROFT: I was thinking they should
14 submit these as individual classes if they're --

15 MS. VEST: Okay.

16 MR. COCKROFT: -- if they're taught that
17 way. I would think that would be better for them in
18 the long run if a -- if someone came to one day of
19 this, they could get credit for it without having to
20 stay the entire time. And they don't have to track
21 every single class to make sure someone's there.

22 MS. VEST: Okay. I understood that.

23 MR. COCKROFT: I --

24 MS. VEST: We can ask them to submit
25 it -- I'll go to this page here where they've got day

1 one, day two, day three and ask them to submit
 2 individual classes under these titles and give me the
 3 time.
 4 MR. COCKROFT: Okay.
 5 MS. VEST: All right.
 6 CHAIRPERSON HIXSON: Scott, did you have
 7 any others?
 8 MR. COCKROFT: That's all I had.
 9 CHAIRPERSON HIXSON: Lou, which -- did
 10 you have --
 11 MR. RICHARD: Let's see. I had Axis and
 12 that -- that looks fine with me. They writed (sic)
 13 everything they needed to include -- including their
 14 certificate of completion.
 15 CHAIRPERSON HIXSON: Is that another one
 16 that needs to be changed to continuing ed instead of
 17 initial employee, Scott, where it's --
 18 MS. VEST: Yes. Anything that's got
 19 initial employer I was gonna take off because Scott
 20 made that point.
 21 CHAIRPERSON HIXSON: Okay.
 22 MS. VEST: So it's actually -- this --
 23 CHAIRPERSON HIXSON: So it's one hour
 24 of --
 25 MS. VEST: Of --

1 discussed.
 2 MS. WILLIAMS: Yes, he did have that one.
 3 CHAIRPERSON HIXSON: Okay. Y'all want to
 4 hold off 'til tomorrow and vote on these in mass, or
 5 do you want to vote on what we've discussed today?
 6 MR. COCKROFT: Why don't we go on and
 7 vote on what we've got?
 8 CHAIRPERSON HIXSON: Okay. We need a
 9 motion. We've got it written into the -- read into
 10 the record on the changes that y'all have recommended
 11 for each of these classes so just a motion with the
 12 changes as noted would be, I think, okay.
 13 MR. COCKROFT: Okay. I make a motion to
 14 approve all of the classes with the exceptions noted
 15 for the ones we needed additional information on and
 16 removing the initial training.
 17 MR. RICHARD: Second.
 18 CHAIRPERSON HIXSON: Okay. We have a
 19 motion by Mr. Cockroft and a second by Mr. Richard to
 20 approve the CEU courses discussed today and with the
 21 requests for additional information. All in favor,
 22 voice by saying aye.
 23 THE BOARD: Aye.
 24 CHAIRPERSON HIXSON: All opposed?
 25 (No response.)

1 CHAIRPERSON HIXSON: -- CEU --
 2 MS. VEST: -- CEU credits, yes.
 3 CHAIRPERSON HIXSON: Okay.
 4 MR. RICHARD: Okay.
 5 MS. VEST: And, Lou, could you speak into
 6 the mic, please? You have a soft voice.
 7 MR. RICHARD: Oh, I'm sorry. So -- so
 8 Axis is approved as submitted.
 9 And then I had Honeywell, which that
 10 course looked fine. The only thing that it lacked
 11 was their certificate of completion. We just need to
 12 have them submit that.
 13 And the Masten, we -- I had the other one
 14 and we talked about that already.
 15 CHAIRPERSON HIXSON: Okay. Keith, did
 16 you have SDC?
 17 MR. HARVEY: I don't even know what I had
 18 to tell you the truth.
 19 MS. VEST: He was gonna review it tonight
 20 and --
 21 CHAIRPERSON HIXSON: Well, I knew he said
 22 Air- -- he -- I knew he said AIPHONE but I didn't
 23 know 'cause SDC was the only other one on the list --
 24 MS. WILLIAMS: Yes.
 25 CHAIRPERSON HIXSON: -- that we hadn't

1 CHAIRPERSON HIXSON: The motion carries.
 2 Do we have -- we have an application
 3 review on the agenda.
 4 MS. VEST: All right.
 5 CHAIRPERSON HIXSON: I don't have an
 6 application review.
 7 MS. WILLIAMS: It's just a criminal
 8 history.
 9 CHAIRPERSON HIXSON: Okay. So -- okay.
 10 So we only have that application.
 11 MS. WILLIAMS: This one. This is yours
 12 right here.
 13 MS. VEST: Did they get it?
 14 MS. WILLIAMS: They didn't get the TBI.
 15 That's most of it. It is 129 pages.
 16 MS. VEST: This one's gonna be just a
 17 little different.
 18 CHAIRPERSON HIXSON: Nothing we --
 19 MS. VEST: I'm sorry.
 20 CHAIRPERSON HIXSON: -- do is ever
 21 normal.
 22 MS. VEST: It was 119 pages of a criminal
 23 history.
 24 MR. HARVEY: For one case?
 25 MS. VEST: Yes. Yes.

1 MR. HARVEY: As Butch Burke would say
 2 this is a book.
 3 MS. VEST: I thought I had my notes but
 4 now, see, I don't have my notes.
 5 MS. WILLIAMS: No, because I have your
 6 copy.
 7 MS. VEST: Okay. This gentleman --
 8 MS. WILLIAMS: I have the e-mail that you
 9 gave me. It's three pages.
 10 MS. VEST: Okay.
 11 MS. WILLIAMS: It's right there.
 12 MS. VEST: Well, actually, there was over
 13 300 charges for one -- one offense.
 14 MR. HARVEY: What?
 15 MS. VEST: I know.
 16 CHAIRPERSON HIXSON: They probably had
 17 300 victims on -- based on what I've read in the
 18 letter that was --
 19 MS. VEST: Yes, it was -- had to do with
 20 the internet.
 21 CHAIRPERSON HIXSON: Yeah.
 22 MS. VEST: From what I understand --
 23 CHAIRPERSON HIXSON: An eBay store.
 24 MS. VEST: -- they were selling a product
 25 over the internet -- the internet and everybody who

1 bought it is the ones who came in and said -- the
 2 gentleman is on 30 years probation until he pays
 3 the --
 4 MS. THOMAS: Restitution.
 5 MS. VEST: -- restitution. And he's
 6 making a -- wants to make application as a registered
 7 employee. We have to take a look at this under the
 8 Fresh Start. This is the first one I've brought to
 9 you under the Fresh Start program. All criminal
 10 records now must be reviewed under the Fresh Start.
 11 MR. HARVEY: Would you mind explaining
 12 the Fresh Start?
 13 MS. THOMAS: Sure. So what the Fresh
 14 Start Act is, it says that any board that is choosing
 15 to deny an application on the basis of a criminal
 16 conviction must do so in consideration of about five
 17 or six factors prior to sending that denial to them.
 18 So when you're considering whether or not
 19 to deny an application, you have to consider the
 20 nature and seriousness of the crime for which the
 21 individual was convicted; the length of time since
 22 the commission of the crime; the relationship between
 23 the nature of the crime and the purposes of
 24 regulating. So he wants to be a registered employee
 25 so the conviction and his registration as a

1 registered employee. The relationship between the
 2 crime and the ability, capacity, and fitness required
 3 to perform the duties and discharge the
 4 responsibilities of the occupation, profession,
 5 business or trade; any evidence of rehabilitation or
 6 treatment undertaken by the individual that might
 7 mitigate against the relationship of crime to the
 8 occupation; and any applicable federal laws regarding
 9 an individual's participation in the occupation,
 10 profession, business, or trade.
 11 So in short, the Legislature would like
 12 for you to consider what that conviction is, how it
 13 relates to the profession that that person is trying
 14 to enter, and any rehabilitation, the length of time
 15 since the crime was committed before you deny it just
 16 based on that conviction.
 17 MR. HARVEY: I think we've always kinda
 18 done that really?
 19 MS. THOMAS: Yes, sir.
 20 And when was he convicted?
 21 MS. VEST: He was convicted of grand
 22 theft in the first degree.
 23 MS. THOMAS: Do you have a date?
 24 MS. VEST: Oh, you do have his letter of
 25 explanation if you wanted to take a moment to read

1 it.
 2 MR. HARVEY: Can I ask, is this the guy
 3 that we've talked to before about this same type
 4 thing?
 5 MS. VEST: No.
 6 CHAIRPERSON HIXSON: No.
 7 MR. HARVEY: Okay.
 8 MS. THOMAS: The last modification to his
 9 probation, looks like -- looks to be 2006. So even
 10 at that point, we're talking 12 years ago that they
 11 even looked at his conviction so that's something
 12 that you need to consider as well. As Cody said, the
 13 crime that he was convicted of was grand theft;
 14 that's something to consider also. It looks like
 15 this crime was committed out of the state of Florida
 16 which is something to consider for the Board. If
 17 there's any rehabilitation, I'll let you, you know,
 18 read his explanation for all of that and we can
 19 continue to discuss.
 20 MR. FRAKER: So to my -- so my
 21 understanding is he was charged with embezzling,
 22 right?
 23 MS. THOMAS: Yes.
 24 MR. FRAKER: 'Cause the --
 25 MS. VEST: Or grand theft.

1 MS. THOMAS: Well, he was regardless
2 convicted of grand theft.
3 MR. HARVEY: I know a lot of times in the
4 past that we've looked at probation as an indicator
5 as to a time limit of when they might be acceptable.
6 That'll be a long time from now.
7 MS. THOMAS: Yeah.
8 MR. FRAKER: Yeah.
9 MS. THOMAS: He still has to work.
10 MS. VEST: Yes, sir. And the point he
11 was trying to make is he has to pay the restitution;
12 therefore, he has to work.
13 MR. HARVEY: Not our problem but --
14 MS. VEST: That's true.
15 MS. THOMAS: That is a consideration for
16 the Board.
17 MR. COCKROFT: And he wants to work as a
18 technician, as a -- or installation --
19 MS. VEST: Yes, as a registered employee.
20 MR. COCKROFT: Working for a company?
21 He's not --
22 MS. VEST: Yes.
23 MR. COCKROFT: -- trying to get his own
24 company or get -- be a QA or anything?
25 MS. VEST: Correct.

1 MR. COCKROFT: Are there any -- is there
2 anything else on his record, or this -- it's --
3 MS. VEST: No, that was the only thing
4 that was on there.
5 MR. COCKROFT: It's a lot of charges but
6 it's related --
7 MS. VEST: That --
8 MR. COCKROFT: -- to the business.
9 MS. VEST: It's all -- yes, sir, it's
10 all --
11 MS. THOMAS: To one business.
12 MS. VEST: -- to -- to one offense. But
13 all of the people that -- who purchased whatever he
14 was selling came back and filed.
15 MS. THOMAS: Right, individual victims.
16 MS. VEST: Yes.
17 MR. COCKROFT: What kind of value --
18 what -- what did he sell and not provide or --
19 MR. HARVEY: \$428,000.
20 MS. VEST: He was a variety retail store
21 on eBay is what his written explanation is. Said our
22 first year in business was very successful. Halfway
23 through our second year, my best friend and business
24 partner embezzled 230,000 from the corporation and he
25 fled the country. This put a damper on the business

1 and would not -- which would not allow the company to
2 purchase inventory or refund moneys to the customers'
3 pending product.
4 MR. COCKROFT: I -- I did see that. I
5 was just trying to kind of get a grasp of was he
6 selling a whole bunch of \$5 items that the people
7 didn't get or --
8 MS. THOMAS: I don't know.
9 MR. COCKROFT: -- were they selling
10 thousand dollars items --
11 MS. VEST: I don't know.
12 MR. COCKROFT: -- they didn't get?
13 MS. VEST: He didn't say, and it doesn't
14 say in the report.
15 MR. COCKROFT: And it -- where did you
16 see the amount?
17 MR. HARVEY: It's way back here in the
18 back. This is what his total restitution is, is
19 428,000.
20 MR. COCKROFT: Which is way more than
21 what he says his business partner embezzled.
22 MS. VEST: Embezzled.
23 MR. HARVEY: No, that's \$428. My bad.
24 MS. VEST: That's how much he has to pay
25 every month, isn't it?

1 MR. COCKROFT: Oh, okay.
2 MR. HARVEY: Yeah.
3 MS. VEST: That's how much he has to make
4 payments.
5 CHAIRPERSON HIXSON: I wish you would
6 misread that on my salary.
7 MS. VEST: He says he hopes to have that
8 completely paid off in five years --
9 MS. THOMAS: If he's --
10 MS. VEST: -- if he gets --
11 MS. THOMAS: -- if he gets granted his
12 licence.
13 MS. VEST: Uh-huh. So the Court has told
14 him how much --
15 CHAIRPERSON HIXSON: So where's he been
16 working previous to this? He's got an e-mail address
17 with that company in Nashville.
18 MR. HARVEY: Well, if it's Tennessee, he
19 can draw unemployment.
20 CHAIRPERSON HIXSON: So has he been
21 working with them in some capacity?
22 MS. VEST: I -- I don't know the answer
23 to that.
24 MR. COCKROFT: Well, he could be working
25 currently if he's applied and --

1 CHAIRPERSON HIXSON: Well --
 2 MR. COCKROFT: -- has --
 3 CHAIRPERSON HIXSON: -- that's I'm
 4 saying, he must be working with them already if you
 5 look at his listed e-mail address and the company
 6 name.
 7 MS. VEST: Pardon me. On his
 8 application, date of employment and registered
 9 position is 4/20 of 2018 so he is working with the
 10 company. Okay. So we have to look at how long it's
 11 been. It's been since, what 200- --
 12 MS. THOMAS: 2003 it looks like.
 13 MS. VEST: 2003.
 14 MS. THOMAS: Is when he was put on
 15 probation.
 16 MS. VEST: Okay.
 17 CHAIRPERSON HIXSON: 2006, I believe.
 18 Isn't it?
 19 MR. FRAKER: No, 2003.
 20 MS. THOMAS: I think 2006 was a
 21 modification to the probation order.
 22 MS. VEST: So that's -- even by that
 23 date, it's 15.
 24 MR. FRAKER: This one is the original
 25 one.

1 CHAIRPERSON HIXSON: Yeah. I was going
 2 by the one on the court order for the restitution.
 3 MS. THOMAS: You want to look at the
 4 nature and seriousness of the crime.
 5 MS. VEST: I believe under the Fresh
 6 Start what we're asking, how would this affect him if
 7 he became a registered employee. How would it affect
 8 the company; how would it affect the -- the public.
 9 MR. HARVEY: Probably not at all. He's
 10 probably banned from eBay now.
 11 MS. THOMAS: Because it's essentially
 12 would that crime create -- create -- create an issue
 13 for him getting a license in the industry, should it
 14 stop him from entering the industry.
 15 MR. COCKROFT: I -- I would say that
 16 the -- what would apply would be the -- the nature of
 17 the crime would. I mean, embezzlement or taking
 18 some -- taking someone's money that's not yours would
 19 apply to the job when you're putting in an alarm in
 20 someone's house; you might even be there left alone.
 21 I think that applies. That's not to say that it --
 22 the length of time has been a long time. I do think
 23 the position applies because he's a technician
 24 working in someone's house so I think nature and
 25 position apply.

1 I don't know necessarily what
 2 rehabilitation and -- but I -- I think it definitely
 3 applies. Then it's like we've still got to decide
 4 are we willing to overlook that at this point, but
 5 I -- I think it --
 6 CHAIRPERSON HIXSON: Does his file show
 7 any rehabilitation efforts on his part?
 8 MS. VEST: It didn't say -- it didn't say
 9 anything in there.
 10 CHAIRPERSON HIXSON: So we don't know
 11 from 2003 'til now?
 12 MR. HARVEY: The only thing about is he's
 13 on probation so we're keeping a good eye on him.
 14 CHAIRPERSON HIXSON: That's true.
 15 MS. VEST: If there is another arrest,
 16 then the company's required to notify us and he is as
 17 well. Then I'm sure if he violates that probation,
 18 there's a problem.
 19 MR. HARVEY: Yeah.
 20 MR. COCKROFT: Do we know how much of it
 21 has currently been repaid?
 22 MS. VEST: I -- I didn't --
 23 MR. COCKROFT: We don't -- we don't have
 24 any of the numbers for what -- what the actual loss
 25 was or what was repaid, any of that information?

1 MS. THOMAS: No.
 2 MR. COCKROFT: He --
 3 MS. THOMAS: From what I can recall, the
 4 only thing we have is --
 5 MS. VEST: This was just --
 6 MS. THOMAS: -- just him --
 7 MS. VEST: -- his statement.
 8 MS. THOMAS: -- indicating that his plan
 9 is to have it completely paid off in the next five
 10 years but he didn't say exactly how much he's paid
 11 thus far.
 12 MR. FRAKER: I would assume he's staying
 13 current on his payments; otherwise, those people he
 14 owes money to would be filing a complaint, I would
 15 think.
 16 MS. THOMAS: Yeah. I believe pay --
 17 paying the restitution is part of his probation so
 18 failure to make those payments would be a violation
 19 of that probation.
 20 MR. FRAKER: Right. So as the newbie on
 21 the Board, you're looking to get an approval to grant
 22 him a registered employee license?
 23 MS. VEST: I'm asking the Board if you're
 24 gonna grant him to have a registered employee
 25 license, or are you going to deny it based on the

1 criminal record? Then you have the cite the -- the
2 denial.

3 MR. COCKROFT: We can approve it. We can
4 deny it. We can request for the person to come in
5 for that -- for an appearance. That's what's -- you
6 know, the ones tomorrow, some of those would be for.

7 CHAIRPERSON HIXSON: Roughly doing the
8 math, he's paid -- he's paid back about 80,000 if you
9 do --

10 MR. COCKROFT: How many years?

11 CHAIRPERSON HIXSON: -- 15 years and then
12 add four more on to it. That's roughly what it comes
13 out to.

14 MS. VEST: Well, according to his letter,
15 he is not the one who did it but he stood up and --

16 MR. COCKROFT: Right.

17 MS. VEST: -- took --

18 MR. FRAKER: He took the fall.

19 MS. VEST: Or i don't know whether he
20 stood up and said --

21 CHAIRPERSON HIXSON: Because he was a
22 corporation --

23 MS. VEST: -- said, yes, I'll take --

24 CHAIRPERSON HIXSON: -- officer.

25 MS. VEST: Yeah, he was an officer. He

1 couldn't locate the partner who was out of the
2 country, and that's according to his statement.

3 MR. COCKROFT: And I would like to take
4 everyone's word, but the only -- I'm still a little
5 doubtful. I'd like to believe that that's the case.
6 But the only thing I have is his word --

7 MS. VEST: His --

8 MR. COCKROFT: -- on this one letter that
9 says he didn't do it and then a -- but he pled guilty
10 to it. And I understand people do that sometimes.
11 Sometimes that's a choice you make; that it's easier
12 to plead guilty than to fight it. And maybe he was
13 partially responsible and he's trying to make right
14 on it. I'm not opposed necessarily to approving him.
15 I just don't feel like there's a lot of information
16 right there --

17 MR. HARVEY: Why don't we we get him to
18 come in?

19 MR. COCKROFT: -- to make a decision.

20 MR. HARVEY: He's here in Nashville.
21 Since he is on probation.

22 MR. COCKROFT: And it -- it is rare that
23 we've -- I don't know that we've approved anyone that
24 was on probation, but this is a really long probation
25 so that would seem unfair, to just on those grounds

1 to deny him.

2 CHAIRPERSON HIXSON: I think it's a good
3 idea. Just let him come in and talk to the Board,
4 explain what happened. We're not saying we're not
5 going to approve it or that we are. You know, we
6 don't know what he's done for the last 15 years, you
7 know, what type of work he's done, any type of
8 rehabilitation or anything like that. I mean, if
9 he's here in Nashville; it's not gonna be an
10 inconvenience. If he was --

11 MS. VEST: Okay.

12 CHAIRPERSON HIXSON: -- coming from Utah
13 or somewhere.

14 MR. COCKROFT: Typically when we're
15 asking them to come in, we're inclined to approve
16 them. It's --

17 CHAIRPERSON HIXSON: Right.

18 MR. COCKROFT: We haven't said flat out
19 no.

20 MS. VEST: Just need more information.
21 Okay. We can extend an invitation --

22 CHAIRPERSON HIXSON: We can invite him to
23 the Oct- --

24 MS. VEST: -- for him to come to the
25 October meeting.

1 MR. HARVEY: I make a motion that we do
2 so.

3 MR. COCKROFT: Second.

4 CHAIRPERSON HIXSON: We have a motion by
5 Mr. Harvey and a second by Mr. Cockroft to invite
6 this gentleman to our October meeting for a meet and
7 greet. All in favor, voice by saying aye.

8 THE BOARD: Aye.

9 CHAIRPERSON HIXSON: All opposed?
10 (No response.)

11 CHAIRPERSON HIXSON: The motion carries.
12 What else have we got today?

13 MS. VEST: Okay. We got that one done,
14 got that one done.

15 MR. HARVEY: All that's left is
16 appearances.

17 CHAIRPERSON HIXSON: I believe so. We've
18 got unfinished business and new business and recess
19 'til in the morning at 9 o'clock.

20 MS. VEST: I don't have any unfinished
21 business, and I do not have any new business, Madame
22 Chair.

23 CHAIRPERSON HIXSON: Okay. We'll be in
24 recess until 9:00 a.m. in the morning.

25 (WHEREUPON, the foregoing proceedings

were recessed for the day and will reconvene August 24th, 2018 at 9:00 a.m.)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

REPORTER'S CERTIFICATE

STATE OF TENNESSEE
COUNTY OF DAVIDSON

I, SARAH N. LINDER, Licensed Court Reporter, with offices in Nashville, Tennessee, hereby certify that I reported the foregoing Board Meeting of the ALARM SYSTEMS CONTRACTOR by machine shorthand to the best of my skills and abilities, and thereafter the same was reduced to typewritten form by me.

I further certify that I am not related to any of the parties named herein, nor their counsel, and have no interest, financial or otherwise, in the outcome of the proceedings.

I further certify that in order for this document to be considered a true and correct copy, it must bear my original signature and that any unauthorized reproduction in whole or in part and/or transfer of this document is not authorized, will not be considered authentic, and will be in violation of Tennessee Code Annotated 39-14-104, Theft of Services.



SARAH N. LINDER, LCR
Elite Reporting Services
Licensed Court Reporter (TN)
Senior Managing Associate and
Notary Public State of Tennessee
My Notary Commission Expires: 3/3/2020
LCR #153 - Expires: 6/30/2020



1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

<hr/> \$ <hr/>	18 48:13	2nd 35:17	<hr/> A <hr/>
\$1,000 16:4	19th 5:12,15 6:6	<hr/> 3 <hr/>	ability 71:2
\$1800 9:12,19	1st 28:2 44:19	3 11:6,25 13:16	above-cited 43:6
\$238,089 44:22	<hr/> 2 <hr/>	30 42:14,17 70:2	accept 53:18
\$428 75:23	2 10:22 11:4,23	300 69:13,17	acceptable 59:2 64:11 73:5
\$428,000 74:19	20 61:5 63:25	30th 44:19	access 11:10 12:12 56:10
\$46.99 30:2	200- 77:11	36 26:1	account 23:15,16,18 24:4 30:20
\$5 75:6	2003 77:12,13,19 79:11	<hr/> 4 <hr/>	accuse 10:3
\$500 38:9	2006 72:9 77:17,20	4 11:8 12:6 14:22	acknowledged 15:16
<hr/> - <hr/>	2012 28:1	4/20 47:9 77:9	acknowledges 17:7 25:8
-CTV 46:16	2015 15:8	428,000 75:19	acknowledging 38:24
<hr/> 0 <hr/>	2016 15:9,13,19 35:17,23	<hr/> 5 <hr/>	Act 70:14
0090-06-.02 38:10	2017 28:2,3 46:5	5 11:10 12:9 19:20 54:9	acted 17:5
0090-06-.03 38:12	2018 4:5 5:13 19:22,23 20:9,10 44:1,2 47:14 77:9	5-foot 35:13	action 35:21
<hr/> 1 <hr/>	2018017211 37:24	50 60:2	active 23:15,16 24:3
1 9:1 11:1,20	2018027121 31:24	5th 15:19	activities 33:1
10 31:24	2018032641 19:20	<hr/> 6 <hr/>	activity 17:13 32:19
11 34:16	2018033071 9:2	6 11:12 12:14 23:6	actual 79:24
119 68:22	2018034101 10:22	60 26:1	add 52:7 54:12
12 37:23 72:10	2018035241 13:16	62-32-312 16:5	additional 32:25 48:16 67:15,21
12/31/17 44:4	2018035691 14:22	6th 19:22 28:1	additions 27:21
129 5:21 68:15	2018038301 23:6	<hr/> 7 <hr/>	address 39:19,25 76:16 77:5
130 5:17,22	2018042201 25:2	7 25:2	ADI 52:21 55:16 56:21 57:11
131 5:17	2018042291 34:16	7/20 47:14	ADI's 53:11
132 5:17	2018043741 27:15	73 5:23	ADIS 56:22
14th 19:23 53:12	2018045301 29:24	<hr/> 8 <hr/>	adjustments 27:20
15 77:23	22nd 48:9	8 27:15 48:9	administrative 43:22
15th 48:13	230,000 74:24	<hr/> 9 <hr/>	adopt 4:24,25 5:3
16 52:1	23rd 4:5	9 29:24	adopted 5:10
16-hour 59:10	24/7 23:10	9th 20:9	ADS 57:1 58:5
16th 20:10	24th 15:12		advance 44:10
17 47:9	25th 15:8		advances 9:16
17th 28:3	26th 15:9		
	27th 46:13		
	28th 5:13		

advertising 11:13 12:16
advising 11:8
affect 78:6,7,8
affirmatively 39:17
afford 30:3
afternoon 4:3
agenda 4:23 5:4,9,11
45:5 68:3
agent 18:18 46:10
agree 41:20 50:18
agreement 21:9 25:25
38:25
ahead 7:14 17:3 42:2
43:25 55:2
AIPHONE 66:22
Air- 66:22
Alabama 32:15
alarm 4:5 11:4,7,9,23
12:4 13:22,24 19:21,23
20:4,22 21:1,13,16 23:8
25:7,22 26:2 27:17,19,23
28:1,5 34:18 36:25 39:1
41:5 44:21 47:8 51:13
58:8 59:2 78:19
alarms 58:11
Alibi 60:16
all- 9:5
allegation 11:19
allegations 9:14 12:20,
23 32:18 36:3
alleged 39:4
allegedly 35:9
alleges 9:2,5,8,11 10:25
11:15 13:17 14:23 15:1,
4,8,10,16,21 19:22 23:9
25:3,13,14 27:18,22
30:4,7,11 31:25 32:11,14
34:18 37:24
allowed 9:4
allowing 63:23
amount 16:4 23:19 51:8
61:10 75:16
any- 44:13

anybody's 41:21
anymore 24:13 40:22
42:18,20
anytime 30:1,16
apologize 8:7
appearances 43:20
applicable 71:8
application 15:15,20,21,
24 16:13,15,20 17:11
18:14 45:8 47:4 68:2,6,
10 70:6,15,19 77:8
applications 15:14
applied 15:7 76:25
applies 78:21,23 79:3
apply 20:19 52:6,9
78:16,19,25
appointed 46:8
approval 80:21
approve 6:21,24 54:21
55:3 67:14,20
approved 7:11 47:10
54:24 55:3,10 60:10 66:8
approximately 15:25
April 5:12,15 6:5 15:19
19:23 28:1,2,3 46:5
arose 36:5
arrest 79:15
Ashley 8:13
assigned 12:11 49:9
assist 8:10 26:1
assistance 20:1
assume 58:25 80:12
assumed 25:6
assurance 25:21 38:19
39:7 41:12
attempted 23:17
attend 49:25
attended 47:8
attending 32:10
attorney 8:13,15,16,22
August 4:5 48:12 53:12

authority 11:3
authorization 10:7
authorize 16:2
authorized 9:16
aware 5:14 6:12
Axis 65:11 66:8
aye 5:5,6 7:6,7 10:17,18
13:11,12 14:13,14,15,16,
17 19:15,16 23:1,2
24:22,23 26:21,22 29:19,
20 31:19,20 34:11,12
37:18,19 43:10,11 48:23,
24 67:22,23

B

B's 41:25
back 18:1 40:2 42:12
43:24 45:14,16 57:12
58:5 61:19 62:14 74:14
75:17,18
backed 18:3
backlog 17:18 18:3
backlogs 15:13
bad 39:24 75:23
balance 23:23
banned 78:10
based 69:17 71:16 80:25
Baseline 51:21
basically 28:18 51:3
54:14
Basics 58:6
basis 20:25 70:15
BBB 25:8
Beacon 45:23 48:18
begins 44:18
believed 36:16
believes 32:6 39:5
Bell 18:1
Beth 17:25 18:1
BICSI 52:21 53:18 54:8,
15 55:12 56:10
big 55:19
billed 30:15
billing 35:20
bit 51:17
blame 37:7
blank 57:16
board 4:6,22 5:6 7:7,18
8:9 10:12,18 13:12 19:16
23:2 24:23 26:22 29:20
31:20 34:12 37:19 38:12
43:11 44:18,21,23,25
46:5,7 47:21 48:24 49:8,
16,25 53:16 59:2 67:23
70:14 72:16 73:16 80:21,
23
book 69:2
bought 70:1
Bowen 52:21 53:23
55:22 56:20
branch 11:3,21,24
branch's 11:5
branches 15:5
breach 23:8 24:7,8
break 61:14 62:3,22
63:3,5 64:9
broken 61:16 62:12,25
brought 33:6 54:17 70:8
budget 44:15,20
budget's 44:16
building 35:15
bunch 75:6
bunched 62:17
burg 46:16,17
burglar 20:4 21:13,16
Burke 69:1
business 32:20 33:1,11
38:3,4 40:8 71:5,10 74:8,
11,22,23,25 75:21
Butch 69:1
button 30:15
bye 42:2
bypassed 35:9

C

C-E-N-T-U-R-Y 5:20

cables 54:9

calculations 60:6

call 4:4,7 8:12 12:1 20:3
28:23 33:4

called 36:17

calls 11:18 20:4,24 24:4

cancel 20:21 21:8 22:10
23:13 24:2 30:1,9

canceled 22:7 23:18
30:16,18 31:10

cancellation 21:1,3

capacity 71:2 76:21

capture 28:20

card 9:3,15 30:7 38:4
40:8,17 42:1,2,5

cards 9:13

care 12:20 25:14

carries 13:15 14:21
19:19 23:5 25:1 29:23
31:23 34:15 37:22 43:14
44:20 68:1

case 44:12 47:9 68:24

Cat 54:9

category 46:3

caused 9:19 11:16 35:9

CCTV 32:10 46:15,17
48:5 61:23

ceased 37:1

cell 28:20

central 28:23

Century 5:19

certificate 35:18 37:10
65:14 66:11

certificates 59:15

certification 39:23
50:23 51:10

certified 32:11 39:11,14,
16 53:19

cetera 14:1

CEU 51:8 56:17 59:4,6,
19,20 66:1,2 67:20

Chair 4:20

CHAIRPERSON 4:3,14,
21 5:2,7,9 6:5,10,13,15,
17,20 7:2,5,8,10,14,19,
22,25 8:17,19,24 10:14,
19,21 12:19 13:1,5,8,13,
15 14:7,10,17,20 18:25
19:3,6,9,14,17,19 21:12
22:3,12,19,22 23:3,5,21
24:5,11,13,17,20,24 25:1
26:10,15,17,20,23 27:2,
4,7,12 28:10,15 29:14,
18,21,23 30:24 31:3,12,
16,21,23 33:3,15,18
34:3,8,13,15 37:15,20,22
39:22 40:7 41:19 42:13,
19,21 43:3,9,12,14,18
45:11,13,19 48:7,17,22,
25 49:2,20 50:2,5,9,17,
22 51:1,7,10 53:20 55:4,
6 56:11,15,21,23 57:5,
15,18,22 59:3,8,16,18,22
60:12,15 62:2,8,11,16
63:2 65:6,9,15,21,23
66:1,3,15,21,25 67:3,8,
18,24 68:1,5,9,18,20
69:16,21,23 72:6 76:5,
15,20 77:1,3,17 78:1
79:6,10,14

change 5:20 18:7,15
28:14,15 40:20 41:20

changed 17:8 55:2
65:16

charge 30:11

charged 30:8 72:21

charges 9:3,13,15 20:17
69:13 74:5

check 15:17

chicken 16:25

choosing 70:14

church 34:18 35:15

Chuy's 63:17

circuit 35:9 36:5

circumstances 18:20

civil 10:11,16 16:3 22:13,
25 31:11 38:9

claim 40:6

claimed 25:5 32:23

class 32:11 51:5 61:7,10
63:1,13 64:21

classes 53:18 55:13
60:19,22 61:22 62:17,18,
19 63:6,11 64:14 65:2
67:11,14

classification 48:3

classifications 48:4

clear 6:11 33:16

clears 18:24

clicked 54:15

close 10:9,16 12:17
13:4,10 14:4,6,12 21:11
22:24 23:20 24:21 26:7,
12 28:9 29:12,16 30:21
31:1,18 33:2 34:10 36:8
37:17 39:9

closed 30:20

Cockroft 4:9,10 5:1,3
6:24 7:3 10:13,15 14:19,
21 17:17,20 18:9,12,23
19:12,15 21:22 22:8,14,
16,21,23 26:13,16,21
28:17 29:7,15 34:7,9
36:10,19,23 37:14,16
39:10 40:3,9,15 41:16
42:25 43:4 44:4 45:25
46:3,19,24 47:1,17,20,22
48:1,20 51:3,11,23 52:4
53:13,22 54:8 55:12 57:3
58:3,5,10,19,24 59:6,9,
24 60:14,16 61:13,15,21,
24 63:5,19,22 64:3,5,13,
16,23 65:4,8 67:6,13,19
73:17,20,23 74:1,5,8,17
75:4,9,12,15,20 76:1,24
77:2 78:15 79:20,23 80:2

code 27:20,24 28:6,13,
19,25 29:1,2,3

codes 28:11,14

Cody 72:12

comment 54:13

commission 70:22

committed 71:15 72:15

companies 18:16

company 5:19 9:3,4,7,9,
13,15 10:1,7 13:20,25
14:3,24 15:1,6 17:4 23:8,
22 25:7,10 35:6 37:6
38:1,5,6 39:1 40:4 41:5,
15,24,25 42:6,7 43:5
73:20,24 75:1 76:17
77:5,10 78:8

company's 11:12 26:2
41:22 79:16

competitor 32:6

complainant 9:2,5,8,11,
16 10:1,3,23,25 13:17
14:23,25 19:21,22,25
20:2,6,20 21:8,9,22,25
23:7,9,13,14,17 25:3,11,
13,14,17,19 26:1,3,6
27:16,18,19,21 28:2,7
29:1,5,25 30:4,7,8,10,13,
17,19 31:25 32:3,4,6,21,
24 34:17,18 35:6,18,19,
23,24 37:24 38:3,6,17
39:3 40:14,19 42:10,12

complainant's 9:7
20:22 23:22 25:8 28:1
32:18 40:19

complaining 36:12,14

complaint 9:1 21:16
25:8 27:22 32:22 33:4,
11,13,22 34:1 36:11
38:15 39:6,14,15,23
40:25 42:15 80:14

completely 20:12 76:8
80:9

completion 65:14 66:11

compliance 10:24 11:18
32:12 38:21

Comprehensive 43:6

con- 44:6

concerned 54:20 60:22

concerns 10:24 20:23
25:20

concludes 43:16

concur 10:10,21 13:3,9
14:5,11 19:4,6,11 22:20,
23 24:15,21 26:8,11
29:15 30:22,25 31:18
34:5,10 37:12,17 38:13

conduct 38:12
confirmed 25:18 32:16
confusion 10:6
connected 35:11
connectivity 38:2
consent 16:3
consideration 70:16
73:15
construction 13:18,22
contact 23:17 29:4 32:7,
21 33:19,25 34:2
contacted 12:21 32:3
33:5,8,9 39:20
content 60:4 61:4
continue 72:19
continued 15:17 17:20
30:11
continuing 5:19 44:7
50:19 51:22 52:11,13,15
60:1 61:25 65:16
contract 20:16 21:1 22:5
30:5 36:7
contracted 14:2 27:16
34:17
contractor's 36:25
Contractors 4:6
control 56:10
conversation 49:10
convicted 70:21 71:20,
21 72:13 73:2
conviction 70:16,25
71:12,16 72:11
cool 53:9
copies 52:24
copy 6:2 69:6
core 58:20,25 62:17
corporation 74:24
correct 12:23 15:23
17:15 18:15 19:2 21:14
24:10,12 31:12 57:15
59:4,23 73:25
corrections 5:15

corres- 44:13
correspond 44:14
correspondence 11:14
18:6,21
Counsel 10:11,21 13:4
14:6 19:7 24:16,21 26:9
29:13 30:23 34:6 37:13
counsel's 13:9 14:11
19:11 22:24 26:11 29:15
30:25 31:18 34:10 37:17
count 63:7
country 74:25
counts 63:8
cour- 63:21
courses 50:1,18 52:7
54:17 55:8 57:11 67:20
court 76:13 78:2
covered 64:9
covers 60:18
create 78:12
credit 9:3,13,15 30:7
58:25 59:4 61:11 64:19
credited 56:1
credits 52:22 53:18 56:2
66:2
crime 70:20,22,23 71:2,
7,15 72:13,15 78:4,12,17
criminal 68:7,22 70:9,15
CT- 46:16
current 25:5,7 29:8 38:1
80:13
customer 11:10,17 12:9,
12 20:12,15 38:23
customers' 75:2
Cyber 51:20

D

D-A-H-U-A 51:20
Dahua 51:15 53:8 57:8
damper 74:25
data 12:12

database 15:14
date 6:4 71:23 77:8,23
dated 15:12 46:13
day 23:10 60:17 62:24,25
63:24 64:9,10,18,25 65:1
days 9:10 42:14,17 60:21
61:1 63:25
dealings 32:20
December 35:22
decide 79:3
decided 23:7 49:6
decision 38:13 57:14
deep 8:1
degree 71:22
deletions 27:21
deliverable 39:24
demoted 11:16
denial 70:17
denies 9:14 32:20 36:3
deny 40:3 70:15,19
71:15 80:25
department 15:11,13,15
17:7 20:3,21 32:3 33:24
58:7
department's 20:23
58:22
depending 42:14
designated 12:10
details 54:22
detectors 35:8 36:4
determined 10:5 14:25
determining 51:4
devices 11:9
diff- 47:25
difference 22:9
differentiate 61:25
dinner 63:17
direct 11:2
disabled 19:25
disagreement 34:21

discharge 71:3
disclaimer 38:22
discovered 35:7
discuss 58:2 72:19
discussed 67:1,5,20
discussion 24:13
dispatch 25:24
dispatched 12:5
displayed 11:13 12:15
32:2
dispute 9:18
division 11:2 12:11,13
document 23:15
DocuSign 23:12 24:1,9
dollars 75:10
door 40:16,17 41:21 42:6
door-to-door 38:10
doors 35:12
Doug 4:15 35:3 44:9
51:17 57:6,23
draw 76:19
driveway 9:22
duct 35:8 36:4
due 9:16 12:1 15:14 21:7
22:24 23:15,16,19 24:4
28:4 38:2 39:2,7
duties 71:3

E

e-mail 15:12 17:6,18
18:2 23:12 24:1 28:3
33:11 39:20 53:11 69:8
76:16 77:5
e-mails 18:1
ebay 69:23 74:21 78:10
ed 65:16
education 5:19 49:5
50:19 51:22 52:11,13,15
60:1 61:25
effort 25:23

efforts 79:7
egg 17:1
eight-hour 58:18
embezzled 74:24 75:21, 22
embezzlement 78:17
embezzling 72:21
emergency 12:1 20:1 21:13 30:14
employed 11:24 15:2,25 16:7,8
employee 9:15 11:2,20 14:23 15:2,19 16:16 17:13 18:10,13 19:1 38:16,17 39:4 40:4,10, 13,21 41:5,13 51:24 52:10,14 59:11,25 65:17 70:7,24 71:1 73:19 78:7 80:22,24
employee's 15:24 40:8 51:22
employees 16:4 31:25
employer 65:19
employing 16:4
employment 52:3 77:8
encounter 39:4
end 8:1 44:17,19
ended 44:21
ensure 25:24
enter 71:14
entering 78:14
entire 55:1 64:20
equipment 20:25 25:18 30:10,12,17 31:4,7,8 58:12
errors 6:18
ESA 5:25
essentially 78:11
Establishing 51:20
ethics 38:12
events 60:21
eventually 9:19

evidence 71:5
evidencing 32:25
exam 32:10
exams 46:9,18 47:10,11, 13
exceptions 67:14
excuse 12:18 18:5 20:8 46:13
existing 29:10
exit 35:12
expired 44:4
explain 17:23
explained 6:9 25:11 30:2,13
explaining 70:11
explains 9:17
explanation 50:14 71:25 72:18 74:21
expo 52:21 53:5,11
extension 45:9,21,23 46:6,14 47:3,7,14 48:16, 18
extension's 49:2
eye 79:13

F

F-A-A 5:24
facility 63:9
fact 40:6,7,21 42:4,10
factors 70:17
failed 46:8
failure 80:18
falsifying 11:17
favor 5:4 7:6 10:16 13:10 14:12 19:15 22:25 24:22 26:21 29:19 31:19 34:11 37:18 43:10 48:23 67:21
February 15:12 35:17
federal 71:8
fee 22:18

feel 41:1 42:4
fees 20:17 25:12,15
feet 8:8
felt 16:13
figure 36:11
file 18:4 32:22 40:24 79:6
filed 33:22 74:14
filing 80:14
filled 44:3
find 40:23 45:22 53:17
fine 26:19 58:12 60:10 65:12 66:10
fire 11:6 12:4 13:21,23 34:18,20 35:11,15,16 36:1,2,13,17,25 37:2 58:6,7,11,22
fiscal 44:18
fitness 71:2
fits 51:4
fix 51:12
fled 74:25
Florida 72:15
follow 41:18
forced 35:24,25
form 18:18 38:22 39:3 58:24
formal 16:2
forthcoming 5:17
Fraker 4:15,16,25 5:3 8:4,14 14:9,11,15 19:4,8, 10 24:15,18 26:14,19 27:10 28:14,16 31:15,17 34:5,9,22,25 35:3 44:11 49:24 50:4,7,11,14,21,24 51:9,14,18 52:17,18,19, 25 53:3,7 54:11 55:21,24 56:7,9,14 57:7,25 62:6,9 63:17,20 72:20,24 73:8 77:19,24 80:12,20
Fresh 70:8,9,10,12,13 78:5
friend 74:23
front 46:22 47:15 53:16

full 20:16
full-time 11:1,20
future 48:10 61:22

G

gave 40:17 54:14 56:5 60:3 69:9
gentleman 47:6 48:7 69:7 70:2
Georgia 13:24
give 8:25 20:13 29:9 37:10 41:25 45:10 56:1 65:2
glad 8:10
good 4:3 8:23 43:1 58:11 60:1,4 61:4 79:13
Gotcha 18:23 50:21
Governor's 44:5
GPS 9:22 30:15
grand 71:21 72:13,25 73:2
grandson 19:25
grant 48:15,18 80:21,24
granted 46:6 49:3 76:11
grasp 75:5
guarantee 20:14
guess 8:21 24:6 41:3,4 52:6
guy 72:2

H

Halfway 74:22
hallway 35:4
hands-on 62:10
happen 53:6
happened 37:9 42:4,6 53:13 61:18
hard 6:2 40:23 41:7
Harvey 4:17,18 7:4,6 10:10,15 13:3,6 14:5,8, 14 16:6,11,18,21,25

17:9,12,16 19:13 22:20,
23 24:19,21 26:8,11
30:22,25 31:11,13,17
36:9 37:12,16 42:18,20
48:15,18 49:12,14,19
54:18,23 56:25 58:18
61:14 62:21 63:16 64:12
66:17 68:24 69:1,14
70:11 71:17 72:2,7 73:3,
13 74:19 75:17,23 76:2,
18 78:9 79:12,19

HDTV 62:9

head 39:17

hear 27:8

heard 26:17 27:12 42:12
44:5

held 5:12

hey 17:12 33:20

hired 12:8 14:23 15:20
35:14

hiss 35:3

history 68:8,23

Hixson 4:3,13,14,21 5:2,
7,9 6:5,10,13,15,17,20
7:2,5,8,10,14,19,22,25
8:17,19,24 10:14,19,21
12:19 13:1,5,8,13,15
14:7,10,17,20 18:25
19:3,6,9,14,17,19 21:12
22:3,12,19,22 23:3,5,21
24:5,11,13,17,20,24 25:1
26:10,15,17,20,23 27:2,
4,7,12 28:10,15 29:14,
18,21,23 30:24 31:3,12,
16,21,23 33:3,15,18
34:3,8,13,15 37:15,20,22
39:22 40:7 41:19 42:13,
19,21 43:3,9,12,14,18
45:11,13,19 48:7,17,22,
25 49:2,20 50:2,5,9,17,
22 51:1,7,10 53:20 55:4,
6 56:11,15,21,23 57:5,
15,18,22 59:3,8,16,18,22
60:12,15 62:2,8,11,16
63:2 65:6,9,15,21,23
66:1,3,15,21,25 67:3,8,
18,24 68:1,5,9,18,20
69:16,21,23 72:6 76:5,
15,20 77:1,3,17 78:1
79:6,10,14

hold 15:21 16:15 57:10
67:4

home 11:7,25 41:4

homeowner 41:3,6,8,19
42:3,5

honest 49:15

Honeywell 66:9

hood 35:10 36:7

hopes 76:7

hour 51:21 52:13,16
62:23 65:23

hours 19:24 51:6 52:1,22
56:17 57:16,17 58:15,17
59:1,18 60:2,5,11,13
61:5 62:23,24 63:21,25

house 25:4 37:25 41:4,
13 78:20,24

Huffman 7:12 8:18,21,
24 9:1 10:22 12:24 13:2,
16 14:22 16:9,12,19,24
17:6,10,15,19,24 19:20
21:15,24 22:6,15,17
23:6,25 24:10,12 25:2
27:15 29:6,24 31:6,24
33:8,17,24 34:16 35:1,6
36:15,21 37:3,23 39:13,
18 40:1,10 41:10,17
42:9,23 43:16

I

ID 61:10

idea 43:1

illegal 17:2

include 60:23 65:13

included 32:6

including 35:8 65:13

incomplete 5:22

inconveniences 26:4

incur 25:12

indicating 8:16 80:8

indicator 73:4

individual 46:10 49:9
59:4 60:19 62:18 64:14
65:2 70:21 71:6 74:15

individual's 71:9

individually 63:12

individuals 57:12 59:13,
15

industry 78:13,14

inform 36:25 37:2

information 11:10 12:2,
9 32:7,25 33:17,23 47:15
56:16 57:13 58:11 67:15,
21 79:25

informed 30:8 36:1

initial 21:2 51:22,24
52:9,14 59:11 65:17,19
67:16

initially 22:3

inquiries 15:11

inspect 35:7

inspected 35:16 37:5

inspection 58:6

inspections 14:1

install 29:25 34:17 35:15

installation 14:1 20:17,
25 36:6 38:25 73:18

installed 13:22 19:21
37:9

installer 30:4

installing 13:23

intentionally 15:2

interacting 38:16

internet 69:20,25

interrupt 7:16 34:22

introduce 7:18

inventory 75:2

investigation 32:16

involved 37:6

IP 62:10

irrelevant 17:10

issue 12:4 17:21 20:18
23:9,23 24:8 28:19 35:22
37:3,5 38:9 39:19 43:4
51:23 78:12

issues 11:16,18 21:4,5
25:24 27:19 35:7 36:4,11
37:6,11 38:2 40:12

item 5:11

items 9:10 10:1,4,5 75:6,
10

J

Jack 46:17

Jade 59:24

job 78:19

jobs 16:17

July 44:2,8,18,20

jump 8:7 49:5

June 5:13,14 44:1,17,19,
21 46:13 48:9

K

keeping 79:13

Keith 4:17 27:1,2 49:12
55:16,20 58:1,14 66:15

Kentucky 32:15

kind 74:17 75:5

kinda 71:17

kitchen 35:11 36:6

knew 33:19 66:21,22

knocked 40:16

knowingly 15:1

L

lack 12:2

lacked 66:10

late 53:15

law 29:8

laws 32:13 71:8

lead 16:1,16

Learning 59:24

leave 32:5 42:2 46:20

left 9:22 47:2,15 78:20

legal 8:25 35:21 43:17

Legislative 45:2

Legislature 71:11
length 70:21 71:14 78:22
letter 9:25 42:24 43:1,4,
15 69:18 71:24
letterhead 12:15
level 12:10
licence 76:12
license 9:8 11:5,9,12
12:15 15:3 32:1,2,9
47:17 78:13 80:22,25
licensed 13:20,24,25
14:24,25 32:1
lieu 53:18
limit 35:13 73:5
list 15:22 52:15 55:10
60:22 66:23
listed 5:19,24 16:14
63:12 77:5
lists 61:1
living 19:25 21:7
local 11:3,21 12:10 13:18
20:21 36:1
located 11:22
location 9:23
log-in 60:4
long 20:22 21:17 42:15
45:25 64:18 73:6 77:10
78:22
longer 39:1 40:5 60:9
looked 50:7 66:10 72:11
73:4
lose 18:17
loss 79:24
lot 51:24 52:5,7 54:23
58:11 60:18 73:3 74:5
Lou 4:11 55:18 65:9 66:5
love 56:1
low 21:19
low-priority 20:5,7
lower 25:25
lunch 61:2 63:8

M

Madame 4:19
made 5:13 15:10 23:9
27:1,2 28:4 32:16,21
33:4,13 39:20,21 65:20
main 21:16 29:3
make 6:24 10:10 13:3
14:5 26:8 27:20 29:12
30:22 36:9 37:12 48:15
57:14 61:6 64:21 67:13
70:6 73:11 76:3 80:18
making 70:6
manager 18:19
manufacturing 63:9
March 19:22
Marshal 34:20 35:16
36:1,13,17 37:1,2
mass 67:4
Masten 53:24 54:2,3,14,
21 56:20 66:13
master 27:20,24 28:6,11,
13,14 29:1
matching 55:7
material 9:11
materials 9:24 10:2
matter 10:11,12,16
13:10 22:25 27:10 29:10
32:22,23 34:4
matters 43:22
means 63:4
meant 59:13
meantime 56:13
measures 25:21 34:2
38:19 39:7 41:12
medical 21:13 32:5
meeting 4:5,23 5:15 6:6
40:13 47:9 49:7,16,25
53:16 56:12 57:11
meetings 5:12 6:22,25
7:11
Member 7:18 49:8
Members 4:22 8:9

44:18,23
Memphis 53:11
menu 54:17
mere 42:4
message 23:11
messaging 27:23
mic 66:6
Michael 53:24 54:2
56:20
mind 70:11
mine 42:13
minute 49:6 57:1
minutes 5:12,14,23
6:15,22,25 7:10 45:12
60:7
mishandling 11:17
misread 76:6
mistaken 28:10
mitigate 71:7
Mittler 46:15,19,21 47:4,
8
modification 72:8 77:21
moment 7:17 43:23
71:25
money 9:20 78:18 80:14
money-back 20:13
moneys 75:2
monitor 27:17
monitored 27:25 36:2
monitoring 20:4 21:6
34:19 35:25 37:2 38:25
month 25:13 30:2 44:12
75:25
monthly 30:15 44:1
months 20:15 26:1,3
30:3,18
morning 8:1,12
motion 4:24,25 5:2 6:21,
24 7:3 10:10,15 13:3,6,
15 14:5,7,20 19:3,4,6,10,
19 22:20,22 23:5 24:14,
15,18 25:1 26:8,11 27:3,

4 29:12,14,23 30:22,24
31:15,17,23 34:4,5,9,15
37:12,16,22 42:22 43:4,
14 48:15,17 67:9,11,13,
19 68:1

move 45:2
multiple 60:17 63:24

N

Nashville 11:21,24
76:17
nationally 32:10
nature 70:20,23 78:4,16,
24
necessarily 79:1
needed 25:6 30:10 65:13
67:15
neglected 7:17
newbie 80:20
newest 7:18
nods 39:17
non-emergency 20:5
non-payment 24:9
normal 68:21
noted 5:20 6:23 7:1
67:12,14
notes 18:4 69:3,4
notice 18:5 40:21
notices 39:10
notify 79:16
number 9:1 10:22 13:16
14:22 19:20 20:5 23:6
25:2 27:15 29:24 31:24
32:1,2 34:16 37:23 58:20
60:7
numbers 12:15 79:24
numerous 15:10 28:7
nursing 11:7,25

O

obligation 30:19

obtaining 15:3 32:9
occupancy 35:19 37:10
occupation 71:4,8,9
occurred 35:22
October 56:12 57:11
odd 28:17,24 45:22
offense 69:13 74:12
offer 38:1,3
offered 22:1
offering 21:8 22:2 25:24
office 11:24 18:18,21
44:5 61:3
officer 18:19
one's 68:16
one- 63:11
one-hour 51:5
online 60:3
onsite 13:20
operate 44:22
operation 25:22
opportunity 4:22
opposed 5:7 7:8 10:19
13:13 14:18,19 19:17
23:3 24:24 26:23 29:21
31:21 34:13 37:20 43:12
48:25 67:24
opposing 14:21
order 4:4 16:3 43:24
45:9 77:21 78:2
ordinance 21:18
orientation 8:12
original 36:7 39:22 55:2
77:24
outline 54:18,25 55:1
61:1
outstanding 23:23
overlook 79:4
oversight 11:3
overtime 9:17,18,20
overview 60:24

owed 9:20 23:19
owes 80:14
owned 9:24
owns 38:7

P

P-M-E-S-A 5:24
package 19:1
pages 68:15,22 69:9
paid 9:17 22:10 24:3
76:8 80:9,10
panel 28:22
paper 41:23
papers 45:15,22
paperwork 17:4 41:21,
22
Pardon 77:7
part 36:7 39:1 79:7 80:17
participated 25:19
participation 71:9
partner 74:24 75:21
pass 48:8,9 56:11
passed 32:9 35:17 48:13
passing 64:6
past 23:16,19 24:4 51:24
55:13 73:4
Paxton 56:10
pay 25:12 35:23,24 73:11
75:24 80:16
paying 36:18 80:17
payment 34:21
payments 76:4 80:13,18
pays 70:2
PDF 55:22
penalty 16:3 19:5 21:9
22:11 38:9
pending 12:7 75:3
people 51:25 52:5,6 58:8
74:13 75:6 80:13

perfectly 49:14
perform 71:3
performed 32:14
performing 32:17
period 12:22 18:2 21:2
47:18 63:12
permits 14:1
person 12:21 31:8
33:12,25 41:3,24 48:3,8
71:13
person's 33:10
personal 30:14
personnel 13:19 58:7
pertains 5:18
phone 28:21
photos 12:14
PI 47:11
place 39:8 41:12
plan 80:8
plead 47:9
point 21:23 42:9 65:20
72:10 73:10 79:4
police 19:24 20:2,21,23
21:17
policy 22:11
pool 8:1
position 40:20 77:9
78:23,25
post-install 25:20
potential 38:23
pow- 35:10
power 35:8
Powerpoint 60:23
powers 35:10
pre-existing 28:5
pre-installation 25:18
precarious 17:1
prepared 49:15
present 49:18
presented 5:4

previous 7:11 26:2 39:1
55:7 76:16
previously 38:17
primarily 52:10 58:6
print 60:24
printed 60:24
prior 6:22 70:17
prioritization 20:23
priority 21:19
probation 70:2 72:9
73:4 77:15,21 79:13,17
80:17,19
problem 44:24 49:18
73:13 79:18
process 32:8 46:18
processes 38:19
produced 15:12
product 69:24 75:3
profession 71:4,10,13
program 70:9
programming 28:19,22
29:2
project 13:18,23 35:17
projects 9:6
prometric 47:10
proof 39:11
properly 11:23 12:6
25:16
provide 32:24 39:3
74:18
provided 9:25 21:6
38:22
PSI 47:12,13
public 78:8
pull 35:12 53:7
purchase 20:13 75:2
purchased 30:14 74:13
purposes 13:21 70:23
put 15:21 16:15 21:21
33:14 43:24 49:20 52:5,
14 59:20,25 64:10 74:25
77:14

putting 51:25 78:19

Q

Q- 46:1

QA 10:23 11:1,5,15,20
15:4,5,9,15,16,17,23
16:10,13,14,21 17:4,5,7
18:10,21 46:1,8,15,17
47:4,18 48:2,4 73:24

QA's 12:23

QAS 18:17 47:24

qualify 46:11

qualifying 18:17 46:10

quality 20:24 25:20
38:19 39:7 41:11

question 31:3 63:3

questions 42:18,20 45:1
60:2,7

quick 53:8

quorum 4:19

R

raised 10:23

re- 6:3

re-present 37:24

read 6:11 45:6 46:25
50:11,12 67:9 69:17
71:25 72:18

ready 8:8,18 43:21 58:1

realized 12:3

reason 20:14 49:24

reasonable 51:8

rebuttal 21:25 26:5

recall 80:3

received 19:23 20:3
34:1 35:18 37:10 38:14
39:6 40:2 47:3,4,5

receives 20:5

receiving 40:20

recent 38:2

recently 12:8

recommend 42:23

recommendation 10:9
12:17 13:9 14:4,12 16:2
19:11 21:11 22:24 23:20
26:7,12 28:9 29:13,15
30:21 31:1,18 33:2 34:10
36:8 37:17 38:8 39:9

recommended 67:10

record 6:14 7:21 35:2
38:16 39:2 40:13,18
67:10 74:2

recorded 23:11

records 11:17 70:10

recusing 35:3

red 44:22

redirect 28:23

reflect 5:25

refrigerator 51:12

refund 20:16 22:9,11
75:2

refused 20:9 27:22 38:3

registered 11:4,23 12:7
18:10,13 70:6,24 71:1
73:19 77:8 78:7 80:22,24

registration 12:7 16:18,
19 19:1 70:25

Regs 38:11

regular 41:7

regulating 70:24

regulations 32:13 38:10
43:7

rehabilitation 71:5,14
72:17 79:2,7

reimburse 9:4 26:3

reimbursed 25:15

related 24:7 58:12 74:6

relates 71:13

relationship 70:22 71:1,
7

release 9:9

remained 23:15

remaining 23:16

remember 49:10 53:3,8

removed 9:10,12

removing 67:16

rented 10:1

repaid 79:21,25

replace 46:15 48:6

replaced 25:6

report 6:4 8:25 40:25
41:8 43:17 44:1 49:5
75:14

reported 32:21 34:20

reporting 34:20

representative 18:18
25:3,5,9,13

representatives 11:8
12:6 38:20

reprogram 27:17

request 42:11,16 45:9,
23 47:3,6

requested 11:25 20:7,8
28:2 58:13

requesting 46:14 50:19,
20 56:18 57:19,20

requests 67:21

require 29:9

required 71:2 79:16

requirement 20:1 36:20,
21

rescission 21:2

resides 11:21

resign 9:19

resigned 9:9 10:8

resolve 20:18 25:23

respect 21:5

respond 20:22 30:19

responded 11:19

respondent 9:2,4,5,8,
14,17,20,21,24,25 10:3,
8,23,24 11:15,18 12:2,14
13:17,19,23,24 14:2
15:4,6,7,8,10,12,16,20,
25 19:22 20:6,9,13,16,
17,20 21:3,7,8,20 22:1

23:7,9,12,17,18 25:3,17,
23 27:16,18,19,22,23,25
28:4,5 29:5,25 30:9,11,
13,16 32:5,8,11,14,17,20
34:17,19 35:14,19,23,24
36:3,6,16 37:7,25 38:14,
15,18,22 39:2,5 40:11
43:5

respondent's 33:1 37:8
38:4 41:11,17

response 5:8 7:9 9:18
10:20 13:14 19:18 21:25
23:4 24:25 26:24 29:22
30:14 31:2,22 33:10
34:1,14 37:21 39:21
43:13 49:1 67:25

responsibilities 71:4

responsibility 36:25

responsible 13:25

rest 56:24

restitution 70:4,5 73:11
75:18 78:2 80:17

restricted 11:11 12:9

restrictions 20:18

results 48:14

retail 74:20

return 30:10,17 31:8

returned 23:14 30:12
31:4,7,9,10 39:24

revealed 32:22

review 4:23 44:16 45:8
49:15 50:18 51:15 56:3
66:19 68:3,6

reviewed 70:10

Richard 4:11,12 13:7,9
14:16 29:17,19 43:8,10
48:21,23 53:21,23 54:1,
4,7,10,12,19 55:5 56:5,8
65:11 66:4,7 67:17,19

rigged 36:5

rise 8:20

robocalls 23:10,22,25
24:7,9

roll 4:7

rules 29:8 38:10,11
41:18 43:6

run 64:18
résumé 15:24

S

S-E-N-T-R-Y 5:18
salary 76:6
sales 11:8 12:6 38:20
satisfied 20:12,15 21:23
25:21
scheduled 48:10,11
53:12
Scott 4:9 27:5,6 44:4
46:15,19,21 47:4,8 52:21
53:23 56:20 57:4 58:1
63:3 64:1 65:6,17,19
SDC 66:16,23
seconded 27:5,6
Section 16:5
security 21:5 23:8 24:5,
6,8 38:1,5 51:21 58:5
segments 62:3 63:4
sell 74:18
selling 11:9 38:5 69:24
74:14 75:6,9
seminar 60:17
send 16:3,13 39:10 44:9
54:25 56:15,16,25
sending 70:17
sense 36:9
sensors 25:16,25
sentence 5:21
Sep- 53:6
separate 11:2 60:22
September 15:7,9 53:6
seriousness 70:20 78:4
serve 44:7
service 8:6 11:7,17 16:1,
16 20:4,6,8,21 21:6,9
23:13 24:2 28:3 30:4,9,
12,18 35:25
service-related 21:4

services 21:1
shine 8:20
short 35:8 36:5 71:11
shortcut 35:9
should've 17:3
show 15:9 19:24 30:5
35:3 58:15 79:6
showing 9:6 12:14
16:10
shows 38:4
sic 65:12
sign 15:23 16:12 30:5
41:21,22 42:1 61:6,11
sign-ins 61:8
signal 19:23
signed 15:20 17:3 18:19,
20 23:14 24:1 38:23
signing 38:24
Simply 50:17
single 64:21
sir 52:2 71:19 73:10 74:9
siren 12:1
situation 17:1 21:7
skip 45:7
skipping 43:20
soft 66:6
solely 13:25
solicit 41:15
solicitation 38:11 42:7
someone's 64:21 78:18,
20,24
sorts 63:10
sounds 8:23 22:8,10
36:10 47:22 54:1 58:8
speak 66:5
specific 13:21 63:10
specifically 57:19
specifics 54:20 56:17
spell 51:19
spiel 40:17

sprinkler 11:6 12:2,3
standards 38:12
Start 70:8,9,10,12,14
78:6
stat- 20:7
state 32:13 33:1,5,9,19
35:16 42:15 53:17,19
72:15
stated 22:11 32:3 37:25
39:2 50:17
statement 80:7
states 9:21 13:19 20:11,
14,20 21:18 23:12 25:17
27:25 28:4,5 30:16 32:8
35:14,19 36:4,6 38:15
stating 15:13
station 28:23
stations 35:12
status 20:7
stay 38:20 64:20
staying 80:12
step 34:23
stepping 35:4
steps 32:12
stick 49:7
stop 78:14
storage 9:25 10:4,7
store 69:23 74:20
straight 57:10
straightened 45:15
Stressed 38:18
stretching 60:11
strike 52:14
strobes 35:10
Stuart 17:23
stuff 37:8 43:24 55:25
60:18 61:3
subject 44:23
subjects 63:15 64:9
submit 18:25 64:14,24
65:1 66:12

submitted 12:14 33:12
54:14 58:21 60:19 66:8
Subsequent 32:21
Subsequently 32:24
substantiate 40:5
substantiated 32:19
successful 74:22
successfully 32:9
Sunset 44:24
supporting 32:25
survey 25:19,20
swimming 8:4
system 13:22,24 19:21
20:4 21:6,13,15,21 25:4,
5,22 27:17 28:1,5 29:10,
25 30:6,14 34:18 35:7,
11,12,15 36:2,7,14 41:20
systems 4:5 25:12
28:12,13 38:5,6

T

takeover 28:20
taking 10:4 46:18 60:8
78:17,18
talk 46:4 49:12 56:9
talked 66:14 72:3
talking 29:2 53:15 72:10
talks 55:25
taught 64:16
TBI 68:14
TCA 16:5
tech 11:4,6,23 12:3,4
25:24
technical 21:4
technically 22:13
technician 16:1,17
73:18 78:23
Technologies 45:24
technology 51:20 62:7
tells 42:6

Tennessee 11:24 13:20,
25 14:3 32:13,17,20
35:16 38:9,11 43:6 53:17
76:18

term 25:25 44:4

terminate 23:7 28:2
35:25

terminated 20:9 34:19
38:18 40:11 41:14

terminating 54:9

termination 18:4 20:10
22:18 25:12 26:2 47:5,7

test 48:14 60:8

That' 18:7

That'll 73:6

theft 71:22 72:13,25 73:2

thing 18:6,14,15 44:8,15
52:8 55:17 66:10 72:4
74:3 79:12 80:4

things 63:7,10

thinking 64:13

THOMAS 8:23 47:12
70:4,13 71:19,23 72:8,23
73:1,7,9,15 74:11,15
75:8 76:9,11 77:12,14,20
78:3,11 80:1,3,6,8,16

thought 14:24 18:24
28:11 69:3

thousand 75:10

three-day 21:2 61:12

threw 8:1

Thursday 4:4

til 49:21 67:4 79:11

time 11:17 12:20 15:22
17:21 18:2 27:8 31:10
32:18 38:8,13 44:3 47:18
51:4 54:19 57:13 64:10,
20 65:3 70:21 71:14
73:5,6 78:22

timeliness 12:22

times 23:10 25:9 28:8
30:8 35:20 54:23 73:3

titles 65:2

today 67:5,20

today's 4:23 5:4 6:13

told 17:18 20:2,6 28:6,7
30:1,9 50:5 76:13

tomorrow 45:18 49:16,
18,21,25 67:4

tonight 49:16 66:19

tool 9:23

tools 9:11,23

total 44:21 75:18

track 9:23 64:20

trade 71:5,10

trail 41:23

training 13:21 32:11
51:12 52:10 54:16 56:9
59:11 60:1 63:8 67:16

trans- 18:5

transcription 6:18

transfer 15:7,15 18:5

transferred 15:18

transferring 15:5,6

treatment 71:6

trouble 37:1 40:24 41:8

truck 9:8

trucks 9:9,21

true 7:20 36:19 73:14
79:14

truth 66:18

turn 29:3

turned 36:13

two-hour 63:11

type 21:24 39:6 72:3

U

Uh-huh 54:6 55:23 62:8
76:13

unable 20:18

unauthorized 9:3,12

understand 5:16 16:6
41:14 62:3 69:22

understanding 72:21

understood 64:22

undertaken 71:6

unemployment 76:19

unit 9:25 10:7 28:20

unlicensed 13:17 17:13
32:19

unregistered 16:4
17:13

unrelated 20:24

unresolved 21:4

unresponsive 27:18

Update 38:14

updates 45:3

upgrade 25:4 38:2

upset 36:15

USA 51:20

users 12:10,12

V

vacancy 44:3

vague 52:25

validate 61:8

variety 74:20

vehicles 11:13 12:15
32:2

vendetta 32:7 36:17

verification 17:17

versus 51:12 62:17

Vest 4:7,8,11,13,15,17,
19 6:3,7,12,14,16,19
7:13,16,21,24 8:3,5,15
12:18 17:22,25 18:11,13
19:2 26:25 27:3,6,11
34:24 35:2 39:17 43:21,
23 44:12 45:5,12,17,20

46:2,4,21,25 47:3,13,19,
21,24 48:2,12 49:4,17,22
50:13 51:2,16,19 52:2,
12,18,20 53:10,14 54:3
55:9,18 56:19,22 57:9,
17,21,23 58:4,9,14,23
59:1,12,17,20,23 61:9,
20,23 62:13,22 64:1,4,7,
15,22,24 65:5,18,22,25

66:2,5,19 68:4,13,16,19,
22,25 69:3,7,10,12,15,
19,22,24 70:5 71:21,24
72:5,25 73:10,14,19,22,
25 74:3,7,9,12,16,20
75:11,13,22,24 76:3,7,
10,13,22 77:7,13,16,22
78:5 79:8,15,22 80:5,7,
23

victims 69:17 74:15

video 42:11,12,16

violates 79:17

violation 16:5 38:9 39:7
80:18

violations 43:5

visit 63:9

visiting 61:2

Vivian 4:13

voice 5:4 7:6 10:16
13:10 14:12 19:15 22:25
24:22 26:21 27:8 29:19
31:19 34:11 37:18 43:10
48:23 66:6 67:22

vote 67:4,5,7

W

wage 9:18

wait 51:16

waiting 42:21 47:6

waive 22:18

waived 23:19

wanted 20:20 22:4,6
44:13 45:21 71:25

wanting 61:18,21

Wapner 46:17

warned 35:21

warning 42:24 43:1,4,15

warranties 28:4

website 15:8,11,17,22
16:8,9,14,23 17:2,8 18:7,
16,22 20:11 32:1 54:15
56:6

wet 8:8

whoever's 27:8

WILLIAMS 6:8 45:4
50:8,10,16 52:23 53:2,5,
25 54:5 55:15,19,23 56:4
57:4 59:5 63:14 66:24
67:2 68:7,11,14 69:5,8,
11

wiring 36:5

wondering 33:19

work 9:6,20,21 14:2
32:14,17 40:11,22 51:13
73:9,12,17

worked 40:4

working 13:18 25:16,25
49:11 53:11 61:2 63:8
73:20 76:16,21,24 77:4,9
78:24

works 52:17

worth 61:5 63:20

writed 65:12

written 67:9 74:21

wrong 17:3

Y

y'all 6:2 12:20 27:7 55:7
60:25 62:3,19 67:3,10

year 44:17,18,19 52:2
74:22,23

years 16:1,17 70:2 72:10
76:8 80:10

Z

zones 27:21