

June 28th 2018

Tennessee Alarm Systems Contractors Board ~~04/19/2018~~

MINUTES of the Tennessee Alarm Systems Contractors Board Meeting held ~~April 19, 2018~~, in Nashville Tennessee.

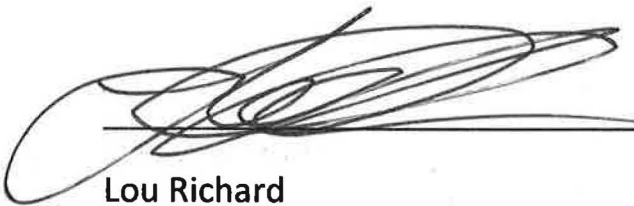
June 28th 2018



Vivian Hixson, Chair

N/A

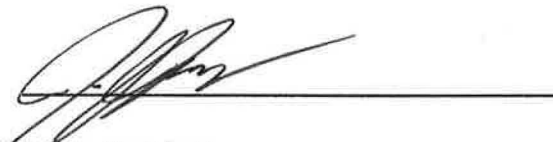
Douglas Fraker



Lou Richard



William Scott Cockroft



John Keith Harvey

ALARM SYSTEMS CONTRACTORS

June 28, 2018

Elite Reporting Services

JENNY CHECUGA, LCR, RPR
Associate 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
 June 28, 2018
 DAVY CROCKETT TOWER
 500 JAMES ROBERTSON PARKWAY, ROOM 1B
 NASHVILLE, TN 37243

TRANSCRIPT OF BOARD MEETING
 Commencing at 9:00 a.m.

Elite Reporting Services
 www.elitereportingservices.com
 Jenny Checuga, LCR, RPR
 Post Office Box 292382
 Nashville, Tennessee 37229
 (615)595-0073

I N D E X

Chair's Welcome
 Page 4
 Legal Report
 Page 5
 Appearances
 Page 24
 Administrative Report
 Page 62
 Criminal History Reviews
 Page 70
 Education Report
 Page 92

A P P E A R A N C E S

BOARD MEMBERS

Captain Vivian L. Hixson, Chair
 Keith Harvey
 William Scott Cockroft
 Lou Richard

ALSO PRESENT

Ashley Thomas, Staff Attorney
 Stuart Huffman, Staff Attorney
 Cody Vest, Executive Director
 Shauna Balszi, Administrative Assistant

* * *

CHAIRPERSON HIXSON: Good morning, everyone. We want to welcome you to this Thursday, June the 28th, meeting of the Alarm Systems Contractors Board. We would also want to welcome our new board member, Mr. Lou Richard. Ms. Vest, would you please call the role.
 MS. VEST: Scott Cockroft?
 MR. COCKROFT: Here.
 MS. VEST: Keith Harvey?
 MR. HARVEY: Here.
 MS. VEST: Vivian Hixson?
 CHAIRPERSON HIXSON: Here.
 MS. VEST: Lou Richard?
 MR. RICHARDS: Here.
 MS. VEST: Madam Chair, you have a quorum.
 CHAIRPERSON HIXSON: Okay. Thank you. Have the members had an opportunity to review the agenda for today's meeting? And if so, a motion to adopt?
 MR. HARVEY: I'd like to make a motion to adopt the agenda as presented.
 MR. COCKROFT: Second.
 CHAIRPERSON HIXSON: Okay. We have a

1 motion by Mr. Harvey, a second by Mr. Cockroft to
2 adopt our agenda for today's meeting. All in favor,
3 voice by saying aye.

4 THE BOARD: Aye.

5 CHAIRPERSON HIXSON: All opposed?

6 The motion carries. I understand we
7 don't have the minutes from the last meeting yet; is
8 that correct?

9 MS. VEST: Right. We don't have minutes
10 to vote on. We will, once we get those minutes, send
11 them out to you, but then at the next Board meeting
12 we will ask you to vote on those, as well.

13 CHAIRPERSON HIXSON: Okay. Thank you.

14 The next is our legal report of Mr. Stuart Huffman.

15 MR. HUFFMAN: Good morning. Number 1,
16 2018007311. Complainant has cancelled the contract
17 and automatic withdrawals with Respondent. However,
18 the Respondent withdrew a month's billing shortly
19 thereafter. The Respondent agreed it was an error
20 and issued a refund. Short time after that,
21 Complainant received another bill from Respondent.
22 After contacting Respondent, they informed
23 Complainant to ignore the billing and any past due
24 balances have been deleted. Respondent has confirmed
25 that no funds are due and the account has been

1 February 2018 meeting, requested this complaint be
2 opened against Respondent. The issue stems from
3 complaint number 201707151. The summary was as
4 follows. Complainant states that he attempted to
5 contact Respondent and was connected to a monitoring
6 company. Complainant states that the monitoring
7 company denies offering services for Respondent since
8 2016. Respondent indicates the Complainant does not
9 have an account with them. Respondent states that
10 the Complainant's account was owned by a similarly
11 named incorporated company, which was subsequently
12 sold in 2015. Respondent states that his company,
13 formed as an LLC, opened after Complainant's
14 contracting with the unrelated company. Respondent
15 states that they are not responsible for serving as
16 the alarm contractor for Complainant.

17 Research corroborates Respondent's
18 explanation and the Complainant's confusion.
19 Respondent in this complaint admitted they are not
20 licensed. However, they do not install or monitor
21 the alarm systems, only handle billing. Respondent
22 contracts with licensed alarm contracting companies
23 to install and/or monitor, which those licenses were
24 verified. Respondent uses a different monitoring
25 service and stated that if Complainant had called the

1 deleted. Respondent admitted they are not licensed;
2 however, they do not install or monitor the alarm
3 systems, only handle billing. Respondent contracts
4 with licensed alarm contracting companies to install
5 and/or monitor, which those licenses were verified.
6 Recommendation is to close.

7 MR. COCKROFT: So is this a funding
8 company, or something that would be excluded, or is
9 it a --

10 MR. HUFFMAN: It's a funding company.

11 MR. COCKROFT: Okay.

12 MR. HARVEY: I make a motion to concur
13 with Counsel.

14 CHAIRPERSON HIXSON: Okay. We have a
15 motion by Mr. Harvey to concur with Counsel. Do we
16 have a second?

17 MR. RICHARD: Second.

18 CHAIRPERSON HIXSON: And a second by
19 Mr. Richard.

20 All in favor, voice by saying aye.

21 THE BOARD: Aye.

22 CHAIRPERSON HIXSON: All opposed? The
23 motion carries.

24 MR. HUFFMAN: Number 2 is related to
25 Number 1, 2018012211. The Board, in its

1 number on his billing, he would have been connected
2 to the correct monitoring service provider.
3 Complainant has since cancelled all contracts,
4 Respondent has confirmed that no funds are due, and
5 the account has been deleted. Recommendation is to
6 close.

7 MR. HARVEY: I make a motion to concur
8 with Counsel's recommendation.

9 MR. COCKROFT: Second.

10 CHAIRPERSON HIXSON: Okay. We have a
11 motion by Mr. Harvey, and a second by Mr. Cockroft to
12 concur with our Counsel in this matter. All in
13 favor, voice by saying aye.

14 THE BOARD: Aye.

15 CHAIRPERSON HIXSON: All opposed? The
16 motion carries. Number 3?

17 MR. HUFFMAN: Number 3, 2018009101.

18 Complainant had monitoring service established in a
19 vacant home that was listed for sale. Complainant
20 alleges that salesperson stated since the contract
21 was for less than a year, the service would be
22 terminated upon notification. After six months, the
23 house was sold and Complainant has tried to cancel
24 the service, but alleges that Respondent will not
25 cancel. Complainant has cancelled the credit card

1 that was being charged and has not received any
2 billing. Respondent states that they are not the
3 account holder and the Complainant contracted with
4 their authorized dealer that installs and monitors.
5 Respondent forwarded a complaint to the authorized
6 dealer, quote, unquote, a D-4 response. The AD
7 stated that they contracted with Complainant on 5/26
8 of '17.

9 On 7/10 of '17, Complainant requested to
10 downgrade the system, but was outside the 30-day
11 courtesy period; however, they agreed to downgrade.
12 AD alleges that Complainant did not contact them
13 until 2/8 of '18, which was outside the six-month,
14 no-termination-fee cancellation period. The AD
15 offered to transfer the service to the new property
16 and waive the termination fee, but Complainant
17 refused. Complainant did not pay the termination fee
18 and the account has -- was sent to collections after
19 numerous attempts to settle with Complainant.
20 Recommendation is to close.

21 MR. COCKROFT: Since it does sound to be
22 a civil matter, I would make a motion to concur with
23 the recommendation of our Counsel, to close.

24 MR. HARVEY: Second.

25 CHAIRPERSON HIXSON: Okay. We have a

1 motion by Mr. Cockroft, a second by Mr. Harvey to
2 concur with our Counsel's recommendation. All in
3 favor, voice by saying aye.

4 THE BOARD: Aye.

5 CHAIRPERSON HIXSON: All opposed? The
6 motion carries.

7 MR. HUFFMAN: Number 4, 2018017211.
8 Complainant alleges that Respondent came to their
9 house and stated he was with their current security
10 company, looking to offer an upgrade due to recent
11 connectivity issues. Complainant refused the offer,
12 but looked -- but took a business card. The
13 Respondent's business card shows he is with a
14 different security systems company, selling systems
15 of another company than the one Complainant owns.
16 Recommendation is to issue a \$500 civil penalty for
17 violation of Tennessee Rules and Regulations
18 0090-06-.02, door-to-door solicitation; and Tennessee
19 Rules and Regs 0090-06-.03, standards of conduct.
20 And that's it.

21 MR. HARVEY: Was the door-to-door
22 salesman actually licensed?

23 MR. HUFFMAN: He is an employee of a
24 licensed company.

25 MR. COCKROFT: And he was registered?

1 MR. HUFFMAN: Yes.

2 MR. HARVEY: Yet making claims to be with
3 a different company?

4 MR. HUFFMAN: He was making claims to be
5 with their current company, and he was not.

6 MR. COCKROFT: Am I to understand, is the
7 Complainant an owner of an alarm company? At the
8 very end it says, "another company than the one
9 Complainant owns."

10 MR. HUFFMAN: No. The Complainant is the
11 homeowner.

12 MR. COCKROFT: Okay.

13 CHAIRPERSON HIXSON: So the owner just
14 basically has service with --

15 MR. HUFFMAN: Yes.

16 MR. COCKROFT: I make a motion to concur
17 with the recommendations of our Counsel.

18 MR. RICHARD: Second.

19 CHAIRPERSON HIXSON: Okay. We have a
20 motion by Mr. Cockroft, a second by Mr. Richard to
21 concur with our Counsel in this matter. All in
22 favor, voice by saying aye.

23 THE BOARD: Aye.

24 CHAIRPERSON HIXSON: All opposed? The
25 motion carries.

1 MR. HUFFMAN: Number 5, 2018013731.
2 Anonymous complaint that Respondent is advertising
3 selling security systems on a Facebook page.
4 Complainant also alleges Respondent is a convicted
5 felon. Respondent's Facebook page shows him
6 advertising sales and installation of self-monitoring
7 systems. Also, Respondent recently began advertising
8 position open for an installer. Recommendation is
9 authorize a formal and send a consent order with
10 civil penalty in the amount of \$1,000 for engaging in
11 unlicensed activity in violation of TCA 62-32-304(a).

12 MR. HARVEY: I make a motion that we
13 concur with Counsel on this one. And if there's any
14 further discussion about it from the Complainant,
15 then they can come here and explain the situation
16 better.

17 MR. COCKROFT: Second.

18 CHAIRPERSON HIXSON: Okay. We have a
19 motion by Mr. Harvey, a second by Mr. Cockroft to
20 concur with our Counsel's recommendation in this
21 matter. All in favor, voice by saying aye.

22 THE BOARD: Aye.

23 CHAIRPERSON HIXSON: All opposed?

24 Will you have language in your letter to
25 this person that they need to cease and desist, as

1 well?
 2 MR. HUFFMAN: The consent order does
 3 include that language.
 4 CHAIRPERSON HIXSON: Okay. Thank you.
 5 MS. VEST: Excuse me. Just to make sure,
 6 I want to clarify this. We are charging \$1,000 for
 7 unlicensed activity. So if we come in and say you
 8 have to have a license, they'll have to wait six
 9 months to make application.
 10 CHAIRPERSON HIXSON: Okay.
 11 MS. VEST: Is that something that you
 12 want me to bring back to the Board, if they make
 13 application?
 14 MR. COCKROFT: I would think that if they
 15 responded and wanted to -- we want to get people in
 16 compliance.
 17 MS. VEST: Right.
 18 MR. COCKROFT: But without some further
 19 input from them, I don't see how we can do anything
 20 else. If they wanted to come forward and request
 21 something, I don't see anything wrong with that.
 22 MS. VEST: Okay.
 23 MR. COCKROFT: Just my opinion.
 24 MR. HUFFMAN: All right. Number 6,
 25 2018022921. Complainant observed Respondent's

1 company vehicle without a license number. Respondent
 2 stated that they'd just added some vehicles to their
 3 fleet and were in the process of having them wrapped.
 4 One of their vehicles broke down and the worker was
 5 put in a new vehicle, but it wasn't -- it was unknown
 6 that the wrapping process was not complete. All
 7 vehicles had been properly wrapped with a license
 8 number. Complainant rebutted and just wanted to make
 9 sure that the corrective action was made and is fine
 10 with the outcome. Recommendation is to close.
 11 MR. HARVEY: Make a motion to concur with
 12 Counsel.
 13 MR. RICHARD: Second.
 14 CHAIRPERSON HIXSON: Okay. We have a
 15 motion by Mr. Harvey, a second by Mr. Richard to
 16 concur with our Counsel in this matter. All in
 17 favor, voice by saying aye.
 18 THE BOARD: Aye.
 19 CHAIRPERSON HIXSON: All opposed? Motion
 20 carries.
 21 MR. HUFFMAN: Number 7, 2018026841.
 22 Complainant alleges that Respondent is not licensed
 23 for any of their employees -- or any of their
 24 employees. Complainant also alleges the qualified
 25 agent is not affiliated with the Respondent. There

1 are no other allegations that are not under the
 2 authority of this Board. Let me repeat that. There
 3 are other allegations that are not under the
 4 authority of this Board. Respondent states this
 5 complaint is from a disgruntled former employee. It
 6 was verified that Respondent's properly license, as
 7 well as all employees being registered. The QA was
 8 also verified to be affiliated with Respondent.
 9 Recommendation is to close.
 10 MR. HARVEY: I make a motion to concur
 11 with Counsel.
 12 CHAIRPERSON HIXSON: Okay. We have a
 13 motion by Mr. Harvey. Do we have a second?
 14 MR. COCKROFT: I'm just concerned as to
 15 why they had a -- but you found that the complaint
 16 was baseless? All of it? The -- everyone at the
 17 company is licensed; all the employees are licensed.
 18 MR. HUFFMAN: Yes, everybody is properly
 19 licensed. The QA is a manager of the Respondent.
 20 MR. COCKROFT: Was there any confusion as
 21 far as name? Or it just was a baseless claim?
 22 MR. HUFFMAN: It was a very disgruntled
 23 employee --
 24 MR. COCKROFT: Okay.
 25 MR. HUFFMAN: -- that was fired.

1 CHAIRPERSON HIXSON: Did the employee
 2 give you names of registered employees that weren't
 3 registered or employees that were supposed to be,
 4 that they all turned out to be registered?
 5 You didn't find any discrepancies, in
 6 other words?
 7 MR. HUFFMAN: We did not. No.
 8 Everything that they said was that they were not
 9 licensed or anything like that, any violations -- was
 10 not true.
 11 MR. COCKROFT: I'll second the motion.
 12 CHAIRPERSON HIXSON: Okay. We have a
 13 motion by Mr. Harvey, a second by Mr. Cockcroft to
 14 concur with our Counsel. All in favor, voice by
 15 saying aye.
 16 THE BOARD: Aye.
 17 CHAIRPERSON HIXSON: All opposed? The
 18 motion carries.
 19 MR. HUFFMAN: Number 8, 2018024781.
 20 Complainant contracted with Respondent to install an
 21 alarm system in their new house. Complainant has
 22 paid \$1900; however, Respondent was sold to another
 23 company. This new company denies responsibility to
 24 remedy the situation and to complete the install.
 25 Respondent is in Chapter 11 bankruptcy and the

1 Trustee has notified the Complainant of possible
2 relief through the court, but they will need to file
3 a claim. Recommendation is to close.

4 MR. HARVEY: I would notify the
5 Complainant that that's more of a civil issue than a
6 State issue, and would agree with your recommendation
7 to close.

8 MR. RICHARD: Second.

9 CHAIRPERSON HIXSON: Okay. We have a
10 motion by Mr. Harvey, a second by Mr. Richard to
11 concur with our Counsel, but to notify the
12 Complainant of the civil nature of this matter. All
13 in favor, voice by saying aye.

14 THE BOARD: Aye.

15 CHAIRPERSON HIXSON: All opposed? The
16 motion carries.

17 MR. HUFFMAN: Number 9, 2018029701.
18 Complainant alleges that she had her home phone
19 service terminated in January of 2017, and called the
20 Respondent to make sure the termination would not
21 mess up the monitoring. Complainant alleges
22 Respondent told her that it would not cause a
23 problem. In October of 2017, Complainant's alarm was
24 set off, but she did not receive a call. Respondent
25 sent a technician to look at the issue. Complainant

1 alleges the technician fried the security system and
2 she did not learn about it until February 9, 2018.
3 Complainant requested a refund of the months she was
4 without monitoring service, which is about \$250.
5 Respondent responded and stated that although they
6 disagree and feel that it is the Complainant's
7 responsibility to maintain telephone signal for
8 monitoring, they have processed a refund of \$250 to
9 the Complainant. Recommendation is to close.

10 MR. HARVEY: I make a motion to concur
11 with Counsel's recommendation to close.

12 MR. COCKROFT: Second.

13 CHAIRPERSON HIXSON: Okay. We have a
14 motion by Mr. Harvey, a second by Mr. Cockroft to
15 concur with Counsel to close this matter. All in
16 favor, voice by saying aye.

17 THE BOARD: Aye.

18 CHAIRPERSON HIXSON: All opposed? The
19 motion carries.

20 MR. HUFFMAN: Number 10, 2018032621.
21 Complaint was filed against Respondent that alleged
22 unlicensed activity. Complainant purchased a home
23 inspection from Lowe's through its referral program
24 called PORTS. Complainant alleges that Respondent
25 contacted her, unlawfully soliciting an alarm system

1 for her home. Complainant looked up the Respondent
2 and could not find proper licensure. Executive
3 director advised Counsel that there was a clerical
4 error with the d/b/a name, which caused the
5 Respondent to show up as unlicensed in CORE. This
6 has been corrected. Respondent presented information
7 regarding the referral program of Lowe's forced
8 partners with local, licensed contractors to offer
9 products and services to its customers. The customer
10 signed a TCPA consent to be contacted by PORTS and
11 other home-service providers such as Respondent.
12 Respondent is properly licensed and there are no
13 violations. Recommendation is to close.

14 CHAIRPERSON HIXSON: What's TCPA?

15 MR. HUFFMAN: Consumer Protection Act.

16 CHAIRPERSON HIXSON: Okay.

17 MR. COCKROFT: I make a motion to concur
18 with the recommendation of our Counsel to close.

19 MR. HARVEY: Second.

20 CHAIRPERSON HIXSON: Okay. We have a
21 motion by Mr. Cockroft, a second by Mr. Harvey to
22 concur with our Counsel in this matter to close. All
23 in favor, voice by saying aye.

24 THE BOARD: Aye.

25 CHAIRPERSON HIXSON: All opposed? The

1 motion carries.
2 MR. HUFFMAN: Number 11, 2018035981.
3 Complainant alleges Respondent is performing
4 unlicensed activity after being issued a previous
5 civil penalty. Respondent was penalized \$1,000 in
6 case 2017021511 in April of 2017. The civil penalty
7 was -- has been paid. Respondent then made
8 application on 11/20/2017, as a registered employee
9 of a licensed alarm system company, and is currently
10 licensed. Recommendation is to close.

11 MR. COCKROFT: Was this person operating
12 a company before?

13 MR. HUFFMAN: The -- before he was a
14 company, I guess, but he was unlicensed.

15 MR. COCKROFT: But he's now gone to work
16 for a licensed company or --

17 MR. HUFFMAN: Yes. He was on his own,
18 but now he is working for another company as a
19 registered employee.

20 CHAIRPERSON HIXSON: But is he working on
21 the side?

22 MR. COCKROFT: That would be my concern,
23 too. Is this -- did he just kind of -- buddy get him
24 registered and he's trying to operate under their
25 license? Or is this --

1 MR. HUFFMAN: There's no evidence of
 2 that.
 3 MR. COCKROFT: Okay.
 4 MR. HUFFMAN: It looks like he -- that he
 5 was not licensed and then figured out he needed to be
 6 licensed, so he just worked for another company.
 7 CHAIRPERSON HIXSON: So the Complainant
 8 couldn't provide you with specific addresses or
 9 businesses where this alleged illegal activity had
 10 taken place?
 11 MR. HUFFMAN: No. There was none of that
 12 information. It was just a complaint saying that he
 13 is out there doing work and is probably not licensed,
 14 because of the previous complaint -- which I believe
 15 the Complainant in that complaint.
 16 MR. COCKROFT: I just hope there's not
 17 other unlicensed activity that's still going on. But
 18 I'll make a motion to concur with the recommendations
 19 of Counsel and to close the matter.
 20 CHAIRPERSON HIXSON: Before we get a
 21 second on this, was this an anonymous complaint or
 22 does this complaint have a name attached to it?
 23 MR. HUFFMAN: There is a name attached to
 24 it, and it looks like it's an industry complaint.
 25 CHAIRPERSON HIXSON: Has anyone on your

1 staff asked this Complainant specifically for
 2 addresses or locations?
 3 MR. HUFFMAN: There is one address that
 4 they saw this person installing a CCTV system, and
 5 it's across from the police department in the city.
 6 CHAIRPERSON HIXSON: So what company put
 7 the CCTV system in?
 8 MR. HUFFMAN: The Respondent's company.
 9 They saw the Respondent installing the system.
 10 CHAIRPERSON HIXSON: But he was working
 11 under -- he was working for the new company he's
 12 licensed with?
 13 MR. HUFFMAN: Yes.
 14 CHAIRPERSON HIXSON: Okay. We have a
 15 motion by Mr. Cockcroft to concur with our Counsel.
 16 Do we have a second?
 17 MR. HARVEY: Second.
 18 CHAIRPERSON HIXSON: We have a second by
 19 Mr. Harvey. All in favor, voice by saying aye.
 20 THE BOARD: Aye.
 21 CHAIRPERSON HIXSON: All opposed? Motion
 22 to close carries.
 23 MR. HUFFMAN: And we have one re-present.
 24 Number 12, 2017007131. The Complainant claims he was
 25 not provided with a working alarm system that is

1 compatible with his existing phone system. The
 2 Complainant states the Respondent did not inform him
 3 that it was not compatible, prior to signing the new
 4 contract. The Respondent now wants the Complainant
 5 to sign a new contract and/or pay a \$360 fee for an
 6 upgrade to this current alarm system.
 7 The Complainant states that this sale was
 8 made to him by a telemarketing call to the
 9 Complainant. And the Complainant states he is on
 10 both the national and the State "do-not-call" list.
 11 The Complainant states that the alarm system is still
 12 not working properly. The Respondent did not provide
 13 a response. The recommendation then was to authorize
 14 formal charges with authority to settle for \$5,000
 15 civil penalty. The Board decision concurred.
 16 Update. Respondent was finally contacted
 17 about the outstanding consent order that was
 18 previously issued. Respondent provided an e-mail
 19 response dating February 14, 2017, stating that the
 20 Complainant's account was terminated with no fees or
 21 billing owed. Further, research also shows that the
 22 Complainant was an existing customer of Respondent at
 23 the time of the call, which is not covered by the
 24 national "do-not-call" registry. The new
 25 recommendation is to close.

1 MR. HARVEY: Make a motion to concur with
 2 Counsel's recommendation.
 3 CHAIRPERSON HIXSON: What was their
 4 explanation for it being over a year before they sent
 5 a response?
 6 MR. HUFFMAN: They did send a response in
 7 time. It was just -- actually went to centralized
 8 and did not come to the legal department. So it was
 9 not in our file.
 10 MR. COCKROFT: Second.
 11 CHAIRPERSON HIXSON: We have a motion by
 12 Mr. Harvey, a second by Mr. Cockcroft to concur with
 13 our Counsel's recommendation to close this. All in
 14 favor, voice by saying aye.
 15 THE BOARD: Aye.
 16 CHAIRPERSON HIXSON: All opposed? The
 17 motion carries.
 18 MR. HUFFMAN: And that's the end of the
 19 legal report.
 20 CHAIRPERSON HIXSON: Thank you.
 21 MR. HUFFMAN: Thank you.
 22 CHAIRPERSON HIXSON: Okay. Next on our
 23 agenda are the appearances for today's meeting.
 24 Ms. Vest, I'll defer to you for that.
 25 MS. VEST: Yes, thank you. The first

1 person we would like to talk to is Tyler McGehee, if
 2 I pronounced that properly. Is he here? Okay.
 3 Appears that the gentleman's not here. So we'll move
 4 on to our other appearances.
 5 If you look on your iPad, you will see
 6 Exhibit A. That's going to be Brian Cravens.
 7 Mr. Cravens, are you here?
 8 **THE WITNESS: Yes, ma'am.**
 9 MS. VEST: Would you sign in to the one
 10 on the right?
 11 This is a gentleman that the Board had
 12 already heard his case, but had requested his
 13 appearance.
 14 Mr. Cravens, did you bring anything for
 15 the Board to see? Any additional documents or
 16 anything?
 17 MR. CRAVENS: No, ma'am.
 18 MS. VEST: Did you bring your qualifying
 19 agent?
 20 MR. LEDFORD: Yes, I'm here.
 21 MS. VEST: Well, would you come up and
 22 sign in please, also?
 23 I believe the reason that you had
 24 requested that he appear is because of the -- some
 25 items that was on his background -- a 2 -- a

1 7/3/2009. I got two counts of fraudulent use of a
 2 credit card, the way I looked at it, which was
 3 guilty, 11/29, and then also theft under \$500, which
 4 was guilty.
 5 CHAIRPERSON HIXSON: Sir, do you want to
 6 introduce yourself to the Board? We know who
 7 Mr. Cravens is.
 8 MR. LEDFORD: I'm Jeff Ledford,
 9 L-E-D-F-O-R-D.
 10 MS. VEST: Here's what they're going to
 11 look at, if you'd like to look at it. I'll need
 12 those back when you're finished.
 13 CHAIRPERSON HIXSON: Mr. Cravens, do you
 14 want to explain to the Board what happened in 2010
 15 with these theft and fraudulent credit card charges?
 16 MR. CRAVENS: Sure. All three of these
 17 are dealing with the same case. It was just a
 18 reflection of what addiction did in my life. Made
 19 some bad choices. Had a friend, owed me some money
 20 at the time. They gave me this credit card to use
 21 to --
 22 CHAIRPERSON HIXSON: Make sure the light
 23 stays on when you're speaking.
 24 MR. CRAVENS: They gave me a credit card
 25 to use, to go purchase some items to sell, to get

1 money back for what they owed me. And -- when you're
 2 -- when you're gripped by addiction like that, I
 3 mean, you're willing to do anything. And there's no
 4 justification for it, but that is the essence of what
 5 happened. Because at my core, that's not who I am.
 6 And my track record for the past few years, I think
 7 states that pretty clearly. But all three of these
 8 are dealing with the same case, same credit card, and
 9 a purchase.
 10 CHAIRPERSON HIXSON: What have you been
 11 doing in the last few years that's changed?
 12 MR. CRAVENS: Since this incident, I've
 13 graduated from college. I'm involved with my church.
 14 I teach kindergarten through third grade at church
 15 every weekend. I've been on two mission trips to
 16 Haiti. I coached -- volunteer coached at my old
 17 middle school, coaching their baseball team. And I
 18 guess the highest authority above all is that I've
 19 been clean for eight years.
 20 CHAIRPERSON HIXSON: How many?
 21 MR. CRAVENS: Eight, yes, ma'am.
 22 CHAIRPERSON HIXSON: Okay.
 23 MR. CRAVENS: So that's led to a much
 24 better life and much better choices made by myself.
 25 CHAIRPERSON HIXSON: Mr. Ledford, how

1 long has Mr. Cravens been working for you?
 2 MR. LEDFORD: Since the end of last year.
 3 He -- I think he applied in December for his alarm
 4 license within the 30 days when he was hired, so.
 5 And he's been with me for about the past six months
 6 at this point in time, and he's been a model employee
 7 during that time. I don't come here often. I've
 8 been here once before for this type of situation.
 9 And that employee, by the way, just to update, has
 10 worked out perfectly. It's been five years --
 11 CHAIRPERSON HIXSON: Excellent.
 12 MR. LEDFORD: -- and he's actually moved
 13 into leadership roles. And I believe Brian has the
 14 same capabilities and is a responsible kind of person
 15 that would be able to maintain -- become a good
 16 employee of the company.
 17 CHAIRPERSON HIXSON: Okay. Y'all have
 18 questions for Mr. Cravens or Mr. Ledford?
 19 MR. HARVEY: I think that was the main
 20 thing we were after, was just kind of get a face and
 21 a story. Sometimes you look worse on paper. After
 22 hearing what was -- what's been presented today, I
 23 make a motion that we grant Mr. Cravens his
 24 registered employee license.
 25 MR. COCKROFT: Second.

1 CHAIRPERSON HIXSON: Okay. We have a
 2 motion by Mr. Harvey, a second by Mr. Cockroft to
 3 grant Mr. Cravens his registered employee license.
 4 All in favor, voice by saying aye.
 5 THE BOARD: Aye.
 6 CHAIRPERSON HIXSON: All opposed? Thank
 7 you for coming in, and good luck.
 8 MR. CRAVENS: Yes, ma'am. Thank you.
 9 MS. VEST: All right. You'll be hearing
 10 from us, we'll go ahead and process your application.
 11 Thank you.
 12 I believe the next one on your iPad would
 13 be Exhibit B -- would be Paul Hoard, if I pronounced
 14 that properly.
 15 CHAIRPERSON HIXSON: Mr. Hoard and
 16 Mr. Owens?
 17 MR. HOARD: Yes, ma'am.
 18 MR. HARVEY: Ms. Vest, I probably should
 19 recuse myself.
 20 MS. VEST: We will ask you to step out in
 21 the hall, please, Keith.
 22 (WHEREUPON, Mr. Harvey excused himself
 23 from the meeting.)
 24 MS. VEST: Go ahead and sign in, if you
 25 would, please.

1 MR. COCKROFT: And we haven't seen this
 2 application before, right? This is saying that they
 3 were requesting to come --
 4 MS. VEST: Yes.
 5 MR. COCKROFT: -- with the application?
 6 MS. VEST: Uh-huh.
 7 CHAIRPERSON HIXSON: While you're signing
 8 in, give us just a second to read the documents we
 9 have in the file.
 10 THE BOARD: (Board viewing documents.)
 11 CHAIRPERSON HIXSON: Mr. Hoard, according
 12 to the documents in the file, it appears that you
 13 were arrested, I believe, 2008, for possession of a
 14 Schedule II drug under .5 grams; is that correct?
 15 MR. HOARD: Yes, ma'am.
 16 CHAIRPERSON HIXSON: Is that your
 17 one-and-only arrest?
 18 MR. HOARD: Yes, ma'am, before and after.
 19 Yes, ma'am.
 20 CHAIRPERSON HIXSON: How long have you
 21 been working for the subcontractor associated with
 22 Mr. Owens's company?
 23 MR. HOARD: Since 2000.
 24 CHAIRPERSON HIXSON: Since 2000?
 25 MR. HOARD: It was back in -- well, as

1 far as -- I've been an employee with him for the last
 2 month, but I got in the business back in 2000. And I
 3 think Pat Gillespie was the -- on the Board back then
 4 and -- I don't know. That's when I got into the
 5 business. But in 2008 is when I was --
 6 MR. OWENS: I think she's asking for a
 7 JPI.
 8 THE WITNESS: Oh, I'm sorry. Yes, ma'am.
 9 MR. OWENS: That was your question,
 10 right, ma'am? The last place he worked, before he
 11 worked for us?
 12 CHAIRPERSON HIXSON: You totally confused
 13 me with all of your information.
 14 MR. HOARD: I'm sorry. I didn't -- I
 15 thought you asked me when I got into the business.
 16 CHAIRPERSON HIXSON: How long have you
 17 been working in the industry?
 18 MR. HOARD: Well, actually, for probably
 19 20 years or so.
 20 CHAIRPERSON HIXSON: Doing what?
 21 MR. HOARD: Installation.
 22 MS. VEST: In Tennessee?
 23 MR. HOARD: Yes, ma'am. Yes, ma'am.
 24 CHAIRPERSON HIXSON: How have you been
 25 doing installations in Tennessee and not been

1 registered?
 2 MR. HOARD: Well, I was registered as a
 3 sub back in 2000, from -- through the State. And
 4 then I got into work with JPI Company. My license
 5 ended in '16, is when it lapsed.
 6 MS. VEST: I believe the gentleman must
 7 be talking about the Contractors Board?
 8 MR. HOARD: Yes, ma'am.
 9 CHAIRPERSON HIXSON: Okay.
 10 MS. VEST: He's not talking about the
 11 Alarm Board.
 12 CHAIRPERSON HIXSON: Thank you.
 13 MR. HOARD: Yes, ma'am. I'm sorry. I
 14 was confused with the question. I'm sorry.
 15 CHAIRPERSON HIXSON: That's okay. You've
 16 never been licensed with the Alarm Systems
 17 Contractors Board before, correct?
 18 MR. HOARD: No, ma'am.
 19 CHAIRPERSON HIXSON: And that's what
 20 you're making application for?
 21 MR. HOARD: Yes, ma'am. I'm sorry.
 22 CHAIRPERSON HIXSON: To become employed
 23 by --
 24 MR. HOARD: ADS.
 25 CHAIRPERSON HIXSON: ADS. Okay.

1 MR. HOARD: Yes, ma'am.
 2 CHAIRPERSON HIXSON: And you've had one
 3 arrest, in 2008?
 4 MR. HOARD: Yes, ma'am.
 5 CHAIRPERSON HIXSON: No arrests -- no
 6 other trouble since then? -
 7 MR. HOARD: Nothing since then, nothing
 8 before then. No, ma'am.
 9 CHAIRPERSON HIXSON: Okay. Mr. Owens,
 10 tell us about this gentleman. I think he's been with
 11 you a month now?
 12 MR. OWENS: Yes, ma'am. So I've known
 13 Paul -- I've been with ADS since 1999, September;
 14 Paul was doing subcontract work then. I became a
 15 service manager 2008. I knew Paul there; he did a
 16 little bit of work for me in service -- wise. I've
 17 been operations manager and been dealing with
 18 installing more heavier since about 2015, '16. My
 19 knowledge of Paul and my relationship with Paul is
 20 that my customers love Paul. He always leaves his
 21 jobs clean --
 22 MS. VEST: Excuse me.
 23 MR. OWENS: Go ahead.
 24 MS. VEST: Can you slow down just a
 25 little bit, please?

1 at all, and we've talked about hiring him. But I
 2 understand stuff happens, you know. It's the way it
 3 is. But I was shocked by that from his professional
 4 demeanor.
 5 CHAIRPERSON HIXSON: What drug was it you
 6 had?
 7 MR. HOARD: It was cocaine.
 8 CHAIRPERSON HIXSON: Okay. Other
 9 questions for these gentlemen?
 10 MR. COCKROFT: Not for them, but what are
 11 -- what were the statuses of -- because -- hadn't --
 12 you had applied to this Board before?
 13 MR. HOARD: No. But all of that was
 14 to the --
 15 MS. VEST: Contractors.
 16 MR. OWENS: I have input for that.
 17 MR. COCKROFT: Okay.
 18 MR. OWENS: So I looked at his license on
 19 CORE.
 20 MR. COCKROFT: Uh-huh.
 21 MR. OWENS: The license he had with the
 22 -- with our contractor, it was -- the status was
 23 expired. And I've had a couple of them myself. We
 24 do internal audits every so often where if those
 25 expired, you've got to kind of call and check on it.

1 MR. OWENS: I'm sorry. I was -- that was
 2 slow for me.
 3 CHAIRPERSON HIXSON: She's the best we've
 4 ever had, but she's got her limits.
 5 MR. OWENS: So I've known Paul to be
 6 ethical in business; I don't know Paul outside of
 7 business. I've known him to be ethical; I've known
 8 him to be professional. I've never had a problem
 9 with Paul, as operations manager/service manager and
 10 when I wasn't a manager. Sorry, I didn't have any
 11 trouble at that time, either. I apologize for
 12 talking fast, I'm trying. But --
 13 CHAIRPERSON HIXSON: We're not going to
 14 attack you.
 15 MR. OWENS: I'm not nervous; I just talk
 16 real fast. And I'm from here, I promise. But either
 17 which way, Paul has never done my company wrong. My
 18 customers have always raved about Paul. He -- he's
 19 exemplary of what I want in an employee, as far as an
 20 installation technician.
 21 CHAIRPERSON HIXSON: So you agree that
 22 this was a one-time incident? It doesn't reflect the
 23 character of the person he is today?
 24 MR. OWENS: No. If I hadn't seen that
 25 report, I was -- I was surprised there was anything

1 So right now, he has two applications -- actually,
 2 it's one from a long time ago; it was not in effect
 3 in '96. But one says expired and one says active for
 4 applicant, which is the one we did.
 5 CHAIRPERSON HIXSON: Not under the Alarm
 6 Systems Contractors, under the Contractors?
 7 MR. OWENS: Under Alarm Systems
 8 Contractors, he has one that says, application
 9 expired. And I know that when it happened to us, we
 10 made notification to --
 11 CHAIRPERSON HIXSON: Have you applied
 12 before?
 13 MR. HOARD: Well, that was with a company
 14 that I did apply with, and we never heard anything
 15 back. And so just being busy, we kept on going with
 16 -- going with it. And then I was offered a position
 17 with ADS, and then that's when we reapplied here
 18 recently with ADS. Yes, ma'am.
 19 CHAIRPERSON HIXSON: Okay.
 20 MR. COCKROFT: That's what I was
 21 wondering about, were those -- just the prior ones.
 22 Because it says in here that there was a denied and
 23 an expired.
 24 MR. OWENS: I think that expired one will
 25 sneak up on you if you're not careful. I've had a

1 couple contractors to call and say, I've applied,
2 it's expired, what happened? And it's been different
3 reasons.

4 MR. COCKROFT: Are you-all still looking
5 for something?

6 MS. VEST: Yes, we -- if you would, just
7 give me a minute, because we're looking.

8 Looks like he has several of them,
9 doesn't he? Yes, it does appear that he has made
10 application before. He does have different file
11 numbers that we will have to convert over to one file
12 number, whether he's issued or whether he's denied.
13 With the new system, we have difficulty when they
14 make more than one application, carrying over from
15 the old system to the new system? But in other
16 words, he still has never had a -- held a license
17 with the Alarm Systems Contractors Board.

18 MR. COCKROFT: My concern, I guess, more
19 was about the one that was denied. I can understand
20 that the ones to expire might have been with a
21 company that he's no longer employed or...

22 MS. VEST: Well, hold just a minute. We
23 do show say it says, denied other. So hold -- see if
24 we can find it for you.

25 MR. COCKROFT: Okay.

1 MS. VEST: According to what we have on
2 our old system, it says that this gentleman here made
3 initial application in 1996, reapplied -- that one
4 didn't get processed. Then he reapplied again in
5 '99. That's when he had a charge in 1996. I can't
6 make it work. But in 2000, the Board determined to
7 approve his application. Now, why it didn't get
8 carried through, I don't have that information at my
9 fingertips here. But he -- this application has come
10 before the Board in 2000, and the application was
11 approved at that time, based on the criminal record.
12 See, there was a 19 --

13 CHAIRPERSON HIXSON: So what happened in
14 the '90s that we don't know about?

15 MR. HOARD: Well, that -- I'll be honest
16 with you, that was -- I was actually working at the
17 time. And this was back in the '90s, and I didn't
18 think it was on the record. They told me that that
19 was taken off. It was very stupid. It was -- I was
20 sitting there on a pay phone -- back then we had pay
21 phones everywhere, so. And I was over around
22 Dickerson Road; I was doing a service call. And some
23 lady across the street came over to me and asked me
24 for a cigarette. And I'm, like, I'm on the phone.
25 And I was talking on the phone to a customer. And

1 then she got off the phone -- when I got off the
2 phone, I said, here -- I gave her a cigarette out
3 there. And she goes, do you want a date, or
4 something like that. I had no cash on me, no money
5 on me, nothing. And I was not -- I was married at
6 the time, with two kids.

7 CHAIRPERSON HIXSON: Prostitution
8 solicitation?

9 MR. HOARD: Right. And she was an
10 undercover one and I was just joking with her. And I
11 was like, well, how much is it, nowadays? And she
12 said \$10. And I was, like, oh, my God, that's a
13 great deal. And that's -- and I was kidding around
14 with the lady. But I had no cash on me, and I wasn't
15 planning on doing anything. I mean, I was in a work
16 vehicle. And as soon as I said something like that,
17 to that approach, she did something and the police
18 came over. Then I went to court and they said they
19 dismissed it, because her -- I wasn't trying to get
20 her in my truck; I didn't offer her any money. And
21 then that's when I went in front of the Board. So I
22 thought that was taken off my record. I wasn't even
23 arrested.

24 CHAIRPERSON HIXSON: That's enough.

25 MR. OWENS: You've got bad luck, man.

1 MR. HOARD: I'm telling you.

2 CHAIRPERSON HIXSON: So 2000, he was
3 approved, but nothing -- but that was -- was that
4 with the Alarm System? Or was that --

5 MS. VEST: Yes. He's made several
6 applications with this program, but has not --

7 CHAIRPERSON HIXSON: Is there a problem
8 in his file that we should not -- is there something
9 else we don't know about?

10 MS. VEST: No. There's nothing else
11 there. It just -- it carried over, the one file, one
12 computer system to another. And all the information
13 did not get pulled together into one file. He's got
14 two different file numbers.

15 CHAIRPERSON HIXSON: And this can all be
16 combined and cleaned up --

17 MS. VEST: Yeah.

18 CHAIRPERSON HIXSON: -- and he'll have
19 one file number?

20 MS. VEST: Right.

21 CHAIRPERSON HIXSON: Do we have a motion?
22 Or more questions?

23 MR. COCKROFT: I don't have any more
24 questions. I would make a motion to approve the
25 application.

1 MR. RICHARD: Second.
 2 CHAIRPERSON HIXSON: We have a motion by
 3 Mr. Cockroft, a second by Mr. Richard to approve his
 4 employee registration application. All in favor,
 5 voice by saying aye.
 6 THE BOARD: Aye.
 7 CHAIRPERSON HIXSON: All opposed?
 8 Congratulations.
 9 MR. HOARD: Thank you, very much.
 10 MR. OWENS: Thank you. I'm sorry.
 11 CHAIRPERSON HIXSON: And I think these
 12 ladies will get all of this mess cleaned up, And you
 13 can move forward with --
 14 MS. VEST: It's going to take a few
 15 minutes -- a little bit to get -- pull this together.
 16 CHAIRPERSON HIXSON: Thank you for
 17 coming.
 18 MR. OWENS: Thank you for your time.
 19 MR. HOARD: Thank you.
 20 MS. VEST: Sure.
 21 CHAIRPERSON HIXSON: Is Mr. Murray here?
 22 MR. MURRAY: Yes, ma'am.
 23 CHAIRPERSON HIXSON: Go ahead and come
 24 forward and sign in while they clear up that matter.
 25 (WHEREUPON, Mr. Harvey rejoined the

1 at that time, agreed to grant that application --
 2 grant him a registered-employee registration, with
 3 the agreement that he would sign a litigation
 4 monitoring consent order, whereby he would submit to
 5 random drug screens. If he failed those drug
 6 screens, his registration would be revoked. When
 7 that first test came through, he did not pass that
 8 drug screen. We revoked the application, and a few
 9 weeks ago he contacted my office and requested to
 10 appear before the Board. And so that's why he's here
 11 today.
 12 MR. RICHARD: Okay. Thank you.
 13 MS. THOMAS: Uh-huh.
 14 MS. VEST: We don't have an application.
 15 MS. THOMAS: There's been no new
 16 application filed in that interim time.
 17 CHAIRPERSON HIXSON: Would it be
 18 necessary for him to apply again under the
 19 circumstances? Or is it still valid?
 20 MS. THOMAS: If I'm completely honest --
 21 and I don't know if Cody has spoken with him, I'm not
 22 exactly sure what he's requesting of the Board at
 23 this time.
 24 CHAIRPERSON HIXSON: Well, yeah. First,
 25 tell us why you're here.

1 meeting.)
 2 MS. VEST: This gentleman may be
 3 recognizable to you because he's been here before.
 4 Mr. Murray asked to appear today. This gentleman had
 5 some drug screens -- or had some charges. You agreed
 6 to give him his license, provided that he would take
 7 drug screens. He failed those drug screens. We
 8 revoked the registration, and so he's here today to
 9 talk to you.
 10 CHAIRPERSON HIXSON: Are you from New
 11 Jersey originally?
 12 MR. MURRAY: Yes. Originally what
 13 happened was, I failed a drug screen for ACT. Which
 14 we --
 15 CHAIRPERSON HIXSON: Let's hold on just a
 16 second. I'm just getting it clear in my head.
 17 You're the same one I remember appearing before us
 18 before.
 19 MR. MURRAY: Uh-huh. This is my third
 20 time.
 21 CHAIRPERSON HIXSON: Uh-huh.
 22 THE BOARD: (Board viewing document.)
 23 MS. THOMAS: Mr. Richard, just for your
 24 information, Mr. Murray appeared at the end of 2017
 25 with a registered employee application. The Board,

1 MR. MURRAY: Well, first of all, the drug
 2 screening that I failed was over a year ago for ACT
 3 Security. I was -- I'm confused by the story here,
 4 but I did come back here at the end of 2017, and I
 5 was told that in order for me to possibly get my
 6 status changed from revoked, that I had to do six
 7 months of drug testing, which I have completed for
 8 Beacon Technologies, working under their cabling
 9 department. I have proof that I have taken six drug
 10 screens and haven't failed one in the last seven
 11 months. So the license being revoked for failing a
 12 drug screen was prior to my previous visit here,
 13 which is why my license was revoked from ACT
 14 Security.
 15 CHAIRPERSON HIXSON: It was my
 16 understanding you had had -- didn't you submit
 17 somebody else's urine for a specimen?
 18 MR. MURRAY: Yes. That is why I failed
 19 the drug screen, because I was nervous about --
 20 CHAIRPERSON HIXSON: Then you came in and
 21 you promised us all that you were clean, straight,
 22 got away from New Jersey because that's where all the
 23 negative influence was --
 24 MR. MURRAY: Right.
 25 CHAIRPERSON HIXSON: -- and then you left

1 out of here. Within 30 days, you had another dirty
 2 drug screen, correct?
 3 MR. MURRAY: When I was -- yes. When I
 4 was with ACT. Yes.
 5 CHAIRPERSON HIXSON: I do remember you
 6 coming before us. And each time we've asked you not
 7 to disappoint us. But --
 8 MR. MURRAY: Yeah.
 9 CHAIRPERSON HIXSON: -- you've always
 10 disappointed us.
 11 MR. MURRAY: I have -- well, I think
 12 everything's confused. Because the last time I was
 13 in here, I was told that I could do six months of
 14 drug testing, and I did not disappoint anyone in the
 15 last seven months. I've passed all of them --
 16 CHAIRPERSON HIXSON: And when was your
 17 last appearance?
 18 MR. MURRAY: December of '17. I don't
 19 think you were here.
 20 CHAIRPERSON HIXSON: You're right, I
 21 wasn't here.
 22 MR. CUNNINGHAM: I'm Adam. I'm his QA.
 23 We sat right there --
 24 CHAIRPERSON HIXSON: I wasn't here.
 25 MR. CUNNINGHAM: -- and you went through

1 the instructions about what we'll do. I spoke
 2 directly with you. We said we were going to send him
 3 to six random drug tests; he was going to work in our
 4 cabling division.
 5 CHAIRPERSON HIXSON: You have to make
 6 sure this is on, so it keeps recording.
 7 MR. CUNNINGHAM: Oh. We were going to do
 8 six random drug tests. He was going to work in our
 9 cabling division.
 10 CHAIRPERSON HIXSON: Uh-huh.
 11 MR. CUNNINGHAM: And then once we brought
 12 proof of this, that he could reapply. That's what we
 13 talked about in December. So I don't know if the
 14 notes are a little bit askew, but that's where we
 15 were.
 16 MR. HARVEY: I do recall that happening.
 17 I'm just -- I'm a little bit confused on was there or
 18 was there not a bad drug screen between then and now?
 19 MR. CUNNINGHAM: No. No. No.
 20 MS. THOMAS: No.
 21 MS. VEST: Okay. If I can, I'll go ahead
 22 and read what we have -- what's in our notes. On
 23 4/24/17, per April 24th Board meeting, applicant set
 24 to revoke. We did that. He was with ACT Security.
 25 We received a termination notice because he didn't

1 pass the tampering-with-drug-test specimen. On 5/20
 2 of '17, I received a telephone call and explained why
 3 he was revoked and gave him then the number for our
 4 attorney. On November 27th of '17, received call
 5 explaining he could make new application online, but
 6 would need to go before the Board on 12/7 of '17, if
 7 he was able to get everything together in time. I
 8 told him to call me when he was going to apply online
 9 so I could place him on the agenda. On 12/11 of '17,
 10 Mr. Murray will take drug tests for six months by
 11 Adam Cunningham, the QA for Beacon. At the end of
 12 the six months, new application may be submitted --
 13 to be submitted. Then he'd have to come back before
 14 the Board. And there is no application yet. I
 15 believe this is why he's here to talk to you before
 16 he made -- he spent all that money.
 17 CHAIRPERSON HIXSON: Okay. Go ahead.
 18 MR. CUNNINGHAM: Well, that's it. That's
 19 where we are today. We've done the six random drug
 20 tests. He's stayed an employee in the cabling
 21 division and we're just trying to get him back on the
 22 alarm side, so we can --
 23 CHAIRPERSON HIXSON: What have you-all
 24 done to ensure he'd not substituted someone else's
 25 urine for these screens, since he's done that in the

1 past?
 2 MR. CUNNINGHAM: He has a -- about a
 3 15-minute window to go take the drug test.
 4 MR. MURRAY: And it's on random days.
 5 MR. CUNNINGHAM: And it's on random days,
 6 and he doesn't know when it's going to happen. I go
 7 to my HR and say, hey, we're going to do a drug test
 8 tomorrow for him. She gets me the paperwork and I --
 9 sometimes I've called and talked to him, said, hey,
 10 come pick this up, You've got a drug test. He
 11 doesn't know until he's got to go do it, right then
 12 and there.
 13 CHAIRPERSON HIXSON: Do you drive him to
 14 the collection place?
 15 MR. CUNNINGHAM: I do not. I do not. It
 16 is almost literally across the street from us. I can
 17 watch him drive to it. But through the training --
 18 through the State, of what my rights are as an
 19 employer, I can't really do a whole lot of that.
 20 CHAIRPERSON HIXSON: Can't do a lot of
 21 what?
 22 MR. CUNNINGHAM: I can't hand off someone
 23 in there. It's not -- it's a violation of some
 24 little things -- when I had to go through the
 25 training of how to handle employees in drug

1 situations, I'm really not allowed to hand-walk them
2 and do that. But I just didn't overstep my
3 boundaries.

4 CHAIRPERSON HIXSON: You can't -- you're
5 telling me you can't drive him to the collection
6 center?

7 MR. CUNNINGHAM: I can. Yes, ma'am.

8 CHAIRPERSON HIXSON: I don't mean go into
9 the stall with him, you just don't let him drive by
10 himself from point A to point B.

11 MR. CUNNINGHAM: He did drive by himself,
12 across the street to it.

13 CHAIRPERSON HIXSON: Why did he drive, if
14 it's across the street?

15 MR. CUNNINGHAM: Because it's crossing
16 Donelson Pike.

17 CHAIRPERSON HIXSON: Uh-huh. You-all
18 have questions?

19 MR. HARVEY: I don't think so. I
20 apologize for the confusion. I think we were all a
21 little messed up on why we were back here in the
22 timeframe and all that. But that is exactly what we
23 talked about six months ago -- say, eight months ago
24 -- whatever it was. If you guys have got the proof
25 that he's passed, I don't have any problem with him

1 applying for the new application at that point.

2 MR. COCKROFT: And I wasn't at that
3 meeting either, but it sounds like what you said was,
4 he needed to have six months clean on drug tests and
5 then reapply. This meeting wasn't necessarily
6 necessary, so.

7 MR. MURRAY: It was to show proof.

8 MS. VEST: Well, yes. This meeting was
9 necessary --

10 MR. COCKROFT: Okay.

11 MS. VEST: -- because I was not going to
12 approve an application that the Board had already
13 revoked.

14 MR. COCKROFT: Well, it sounds like maybe
15 the application needs to be put in and then he come
16 to the Board with -- because there could also be
17 other criminal charges or something else on there
18 that we don't know about at this time. Hopefully
19 there aren't and --

20 MR. HARVEY: Do we need to make a motion
21 to accept his application?

22 MS. VEST: I don't even have an
23 application. I think what the gentleman -- if you
24 tell him it's all right, he would make an
25 application, we would accept those drug screens, and

1 then whatever else you might put on there. You know,
2 it's a renewal period of two years. Maybe you might
3 want to get other drug tests. Whatever you tell me
4 to do, I'll do. But he'll need -- once you approve
5 it, I will tell him how to make the application
6 online. Then we can go ahead and approve it without
7 coming back to the Board if everything else is okay.
8 Yeah. If everything else is okay.

9 MR. HARVEY: Sir, does your company do
10 random drug tests, anyway? Is that part of your
11 program?

12 MR. CUNNINGHAM: We don't really do a
13 whole lot because every time we start a new job,
14 like, they require it. To be on the site, we have to
15 do a nine-panel for -- gosh, I have 17 different
16 sites. So everybody gets it. We do -- we would do
17 it, but there's no reason to. Everybody's done,
18 every couple months, so. And he got -- he did all of
19 those for the job sites to be required to work on,
20 and then plus these, so. We didn't count those with
21 the randoms.

22 MR. HARVEY: So you feel good about it?

23 MR. CUNNINGHAM: I don't know the old
24 version of him. All I know is this guy, and he is
25 just a heck of a worker. I know in my -- all I can

1 do is know him from what I've seen. And I wouldn't
2 put my neck out for that. We've hired and fired 15
3 and so people in the last year, but I like this guy.

4 MR. HARVEY: All right. Give us the
5 application, go from there.

6 MS. VEST: Okay. I don't think we need a
7 vote. All right. So what the gentleman's going to
8 do, Mr. Murray, is make application. I would like
9 for you to submit those drug tests with the
10 application.

11 MR. CUNNINGHAM: Okay.

12 MS. VEST: And there's no -- anything
13 else that the Board wants done? Oh, okay. All
14 right. Once I get that application and I have the
15 drug screenings and everything is okay, I would
16 prefer to go ahead and approve it. Or do you want me
17 to bring it back to the Board?

18 MR. HARVEY: I would say that unless
19 there's something outside of what we've seen, approve
20 it. If there's something additional that we need to
21 look at, then --

22 MS. VEST: Okay. If it meets all the
23 other qualifications?

24 MR. COCKROFT: Right.

25 MS. VEST: All right. I can do that.

1 Mr. Murray, you got that?
 2 MR. MURRAY: Yes, ma'am. I understand.
 3 MS. VEST: All right.
 4 MR. MURRAY: And there's no new charges,
 5 just saying -- just letting you know.
 6 MR. COCKROFT: I mean, I don't feel like
 7 there's really anything for us to make a decision on
 8 here. The decision was already made. If we told him
 9 at another meeting, you're clean for six months, you
 10 can reapply, that's what we need to do. I honestly
 11 am not real comfortable with that, but if that's what
 12 we decided, that's what we should do.
 13 MS. VEST: Right. But he didn't make the
 14 application. He wanted to come and talk to the Board
 15 before they spent that money again.
 16 MR. COCKROFT: Okay.
 17 MS. VEST: Well, all right. Mr. Murray?
 18 MR. MURRAY: Yes, ma'am.
 19 MS. VEST: All right. Thank you for
 20 coming in.
 21 MR. MURRAY: Thank you.
 22 MS. VEST: We appreciate it.
 23 Okay. I believe the next one on the
 24 agenda is Exhibit D, Mr. Tatum. If you gentlemen
 25 would sign in?

1 MR. TATUM: I've already signed in.
 2 MS. VEST: Okay. Good. You, as well?
 3 All right.
 4 CHAIRPERSON HIXSON: Are you Mr. Tatum?
 5 MR. TATUM: Yes.
 6 CHAIRPERSON HIXSON: And you are?
 7 MR. TROVILLO: I'm Steve Trovillo,
 8 T-R-O-V-I-L-L-O.
 9 THE BOARD: (Board viewing document.)
 10 MS. VEST: I don't know if you brought
 11 that with you or not, but this is what they're going
 12 to be discussing.
 13 MR. TATUM: Thank you.
 14 MS. VEST: I gave Mr. Tatum a copy of the
 15 written explanation that you have in the file, as
 16 well, so you can go over it with him.
 17 MR. HARVEY: Was this one we had asked to
 18 appear or what are the circumstances on this one?
 19 MS. VEST: Yes, I asked him to appear --
 20 MR. HARVEY: Okay.
 21 MS. VEST: -- based on the criminal
 22 record.
 23 MR. COCKROFT: Do you have the actual
 24 criminal record? I mean, this is just all
 25 explanation, what I'm looking at. Is that --

1 MS. VEST: I do have the TBI and FBI, but
 2 I'm not at liberty to share it with you. That's why
 3 I've written it down on a piece of paper. It should
 4 have got -- I'm sorry if it didn't get copied over.
 5 I had in 2012, criminal trespassing, guilty. We had
 6 another criminal trespass in 2006, and I wasn't able
 7 to determine whether that was guilty or not. 2009,
 8 looked like we had possession of tools and marijuana,
 9 which he was found guilty.
 10 MR. RICHARD: Nothing in 2006.
 11 MS. VEST: Yes, the criminal trespassing.
 12 MR. RICHARD: Oh, okay.
 13 MR. COCKROFT: I guess I was just
 14 confused. But sometimes we'll have some of the other
 15 documents there and this --
 16 MS. VEST: Right. If he supplies -- or
 17 if the individual supplies the court documents or
 18 whatever, yes, I can put them in the packet --
 19 MR. COCKROFT: Gotcha. Okay.
 20 MS. VEST: -- other than that -- from the
 21 TBI or the FBI, so that Mr. Richards --
 22 MR. COCKROFT: And this all --
 23 MS. VEST: -- can --
 24 MR. COCKROFT: -- this all corresponds
 25 with the --

1 MS. VEST: With the record, yes, sir.
 2 MR. COCKROFT: Okay.
 3 MR. RICHARD: Ms. Vest --
 4 MS. VEST: Go ahead.
 5 MR. RICHARD: Oh, I'm sorry.
 6 MS. VEST: Go ahead.
 7 MR. RICHARD: What was the criminal
 8 charge in 2006, again? I'm sorry.
 9 MS. VEST: I had criminal trespassing.
 10 CHAIRPERSON HIXSON: Ours shows
 11 possession of marijuana.
 12 MS. VEST: Then I'm mistaken, then.
 13 CHAIRPERSON HIXSON: I mean, his
 14 explanation is --
 15 MR. TATUM: Yeah. I'm not familiar with
 16 the criminal trespassing in 2006.
 17 MS. VEST: Well, all right. Let me take
 18 a look, if you don't mind. I'll just take a look,
 19 and I may --
 20 CHAIRPERSON HIXSON: While she's looking,
 21 I have a question. When did you type out this letter
 22 of explanation?
 23 MR. TATUM: Well, actually right before I
 24 submitted my application.
 25 CHAIRPERSON HIXSON: And that would be

1 when?
 2 MR. TATUM: Eight to nine weeks ago.
 3 CHAIRPERSON HIXSON: I have a lot of
 4 concern with the explanation you provided on the 5/25
 5 of 2012. Not so much for the offense, but your
 6 explanation. You think you did nothing wrong by
 7 going past a locked gate?
 8 MR. TATUM: No, not at all. I just don't
 9 think I should have been arrested, that's all.
 10 MS. VEST: All right. Here it is.
 11 MR. TATUM: That wasn't on my record that
 12 I got.
 13 MS. VEST: Well, it might not be on your
 14 record, if you went back for the -- sometimes the
 15 companies do pay to have the backgrounds done, but
 16 they only go back maybe ten years, seven years. We
 17 go all the way back to juvenile. We don't look at
 18 the juvenile record, of course, but we sometimes see
 19 things.
 20 MR. HARVEY: I guess -- let's just hear a
 21 little bit about what you have to say about maybe the
 22 more recent -- the 2012, 2008 incidents. I guess
 23 that's what we're here to talk about.
 24 MR. TATUM: Yeah, I just -- in 2012,
 25 criminal trespassing, I was definitely breaking the

1 law. I was being stupid. But I guess when I got
 2 into Hamilton County, all the officers said that the
 3 UTC cops, they would have just given me a ticket, I
 4 guess, because we weren't harming anyone. The 2008's
 5 just a complicated, convoluted story -- also in the
 6 wrong place with the wrong person at the wrong time.
 7 CHAIRPERSON HIXSON: You have to maintain
 8 your green light for the audio system.
 9 MR. TATUM: Sorry. Do y'all have any
 10 specific questions?
 11 CHAIRPERSON HIXSON: How much money was
 12 involved in the theft in 2008?
 13 MR. TATUM: I think it was, like, 300. I
 14 didn't endorse him taking any money or anything like
 15 that. Me and my friend did all we could to try to
 16 talk him out of it.
 17 MR. HARVEY: What was your warrant for,
 18 when the police had showed up?
 19 MR. TATUM: I believe it was burglary.
 20 MR. COCKROFT: The friend's dad named
 21 both of you?
 22 MR. TATUM: Uh-huh. Yes, sir. I wasn't
 23 even present when it was taken.
 24 MR. COCKROFT: And what's UTC? Is that
 25 -- where you say, "UTC cop," is that --

1 MR. TATUM: University of Tennessee.
 2 MR. COCKROFT: Tennessee Chattanooga?
 3 Okay.
 4 MR. TATUM: Of Chattanooga, yeah.
 5 MR. HARVEY: Mr. Trovillo?
 6 MR. TROVILLO: Yes, sir.
 7 MR. HARVEY: Are you speaking on his
 8 behalf? He needs a little help here.
 9 MR. TROVILLO: I am. So I've known the
 10 family for a very long time and very good friends.
 11 Pillars of the community, Mr. Tatum -- his dad's a
 12 business owner; his mom's a business owner. Jeff
 13 went through a rough patch. I believe in second
 14 chances. I think the last six years he's been clean
 15 -- cleaned up his act, kind of changed, found a
 16 little better of circle of friends and -- you know,
 17 sometimes when we go through our younger years, we go
 18 through a rebellious stage based on certain things.
 19 But I think he's coming out of that -- came out of
 20 that. And I think he deserves an opportunity to move
 21 into a career that will benefit him and his future
 22 family.
 23 MR. HARVEY: He's worked for you --
 24 MR. TROVILLO: No. He hasn't really
 25 worked for me yet, because I insist on them getting

1 licensed before they come to work. He did do two
 2 training runs with my QA and went out in the field
 3 and assisted him. The report is, very hard worker,
 4 climbed in ceilings, was able to do everything, you
 5 know, very well. Understands the wiring and
 6 everything else, and he did a really good job there.
 7 Kind of a, you know, test to see if he was actually a
 8 hard worker. And he was really good, really
 9 responsible, on time, and he communicates well once
 10 he gets to know you. He's very shy. It's one thing
 11 that I have noticed about him. So sometimes
 12 everything he wants to communicate doesn't really
 13 come out the way exactly it does if you know him
 14 really well.
 15 MR. COCKROFT: What have you been doing
 16 lately while you're --
 17 MR. TATUM: I work for my dad. I've
 18 worked for him pretty much all my life. I also do
 19 freelance mechanical work. I'm building a motorcycle
 20 for my friend. I'm kind of weaning myself off of
 21 working with my father, trying to move on, get my own
 22 life started. And that's about it. I don't know if
 23 he mentioned, my dad owns an electrical contractor
 24 business.
 25 MR. COCKROFT: Well, I think you -- you

1 had said in one of your responses that your parents
 2 had a lighting showroom.
 3 MR. TATUM: Yeah. My mother owns the
 4 lighting showroom.
 5 MR. COCKROFT: So you've done some work
 6 -- electrical work or working with your dad on that?
 7 MR. TATUM: Yes, sir.
 8 MR. COCKROFT: Do y'all have any other
 9 questions or --
 10 MR. HARVEY: I don't really. I -- I
 11 mean, I get kids do what kids do and we all grew out
 12 of that. These charges are fairly old. I don't have
 13 a lot of problem with what's in here. I just think
 14 there's some discrepancies here and there. But I --
 15 I'd say, you know, if -- Mr. Trovillo, if you're
 16 ready to give him a chance, I don't have a problem
 17 with it, if the Board doesn't.
 18 CHAIRPERSON HIXSON: Is that your motion?
 19 MR. HARVEY: That can be my motion.
 20 CHAIRPERSON HIXSON: Thank you.
 21 MR. HARVEY: I'll make a motion to grant
 22 the employee registration.
 23 MR. COCKROFT: Second.
 24 CHAIRPERSON HIXSON: Okay. We have a
 25 motion by Mr. Harvey, a second by Mr. Cockcroft to

1 (Short break.)
 2 CHAIRPERSON HIXSON: Okay. We're going
 3 to call today's meeting back to order. The next item
 4 on our agenda are the administrative reports,
 5 Ms. Vest?
 6 MS. VEST: Yes. If you would look on
 7 your iPad, I believe the first thing that we have is
 8 our monthly report. Just so our new Board member
 9 will know, we do send this out in advance to you, for
 10 you to look at. The only thing I wanted you to --
 11 that I'm going to mention on this report was, the
 12 last thing in May, we did have a Board member, but he
 13 resigned, Mr. Cockburn. He resigned May the 1st. He
 14 was unable to serve. So we are still looking for
 15 another Board member. Okay. Of course, they are
 16 appointed by the Governor. And Mr. Cockcroft's has
 17 expired in '17; appreciate him continuing to serve.
 18 I have not heard anything at all, Scott, on your
 19 reappointment or anything.
 20 MR. COCKROFT: Okay.
 21 MS. VEST: If you do, just please let me
 22 know.
 23 MR. COCKROFT: Okay.
 24 MS. VEST: That's the only thing about
 25 that one. If you don't have any questions on that,

1 grant Mr. Tatum's registered employee application.
 2 All in favor, voice by saying aye.
 3 THE BOARD: Aye.
 4 CHAIRPERSON HIXSON: All opposed? The
 5 motion carries. And I did not vote.
 6 Congratulations.
 7 MR. TATUM: Thank you very much.
 8 CHAIRPERSON HIXSON: But I would strongly
 9 suggest you improve your interpersonal skills because
 10 you're going to have a hard time dealing with
 11 consumers that are paying your salary, when you find
 12 everybody else is at fault for your own actions.
 13 MR. TATUM: Right. Gotcha.
 14 CHAIRPERSON HIXSON: Thank you.
 15 MR. HARVEY: Good luck.
 16 MR. TROVILLO: Thank you, very much.
 17 MS. VEST: We'll go ahead and process
 18 your application. You'll be hearing from us.
 19 MR. TATUM: Okay. Great.
 20 CHAIRPERSON HIXSON: Okay. Do we have
 21 any more appearances?
 22 MS. VEST: No. We don't have any more
 23 appearances, so we'd like to take a break.
 24 CHAIRPERSON HIXSON: Certainly --
 25 20 minutes.

1 we'll move right on to the budget review. I hope you
 2 can read that, because I had to have it reprinted
 3 again. It was a little blurry, so I hope you can
 4 read yours. Of course, this is through April of this
 5 year. Looks like we're going to be ending for the
 6 month of April, \$179,157. So there's no fear of you
 7 being in the red there for the next two months. So
 8 you will -- the Alarm Board will be ending positive
 9 when we end the fiscal year.
 10 All right. With no questions with that,
 11 I believe we can move right on to the budget --
 12 excuse me, the legislative update. And yes, we do
 13 have some, and I am going to turn that over to our
 14 attorney, Ms. Thomas.
 15 MS. THOMAS: Okay. There are just a
 16 couple of legislative changes I wanted to bring to
 17 the Board's attention. Most importantly will be
 18 Public Chapter 793. It's known as the Fresh Start
 19 Act. It takes effect July 1st. And what this act
 20 requires is that prior to denying an application on
 21 the basis of a criminal conviction, the Board or
 22 Commission has to make a connection between that
 23 crime and the profession that that person is applying
 24 for. I know we have statutory language that says we
 25 can deny for evidence of poor moral character, but we

1 also have to look at that in relation to the
2 fresh-start factors. Those factors are, the nature
3 and seriousness of the crime for which the individual
4 was convicted; the length of time since the
5 commission of the crime; the relationship between the
6 nature of the crime and the purposes of regulating
7 the occupation, profession, business, or trade for
8 which the license, certificate, or registration is
9 sought; the relationship between the crime and the
10 ability, capacity, and fitness required to perform
11 the duties; any evidence of rehabilitation or
12 treatment undertaken by that individual that might
13 mitigate against the relationship of the crime to the
14 profession; and then any other federal laws that
15 speak to that individual's participation in that
16 occupation. So, like I said, that takes effect
17 July 1st.

18 The applications that Cody will bring to
19 you when she does her criminal history review or if
20 we have appearances, if the Board decides to deny
21 that based on whatever crime is on that record, we
22 have to let them know that we're going to deny it
23 based on this crime, and then they have certain
24 appeal rights related to that. They can let us know
25 that they want to appear before you, if they aren't

1 here for an appearance, to kind of argue against
2 those factors. So if we decide that a conviction in
3 2012 is close enough to a 2018 denial, they can let
4 us know they want to appeal that, and they can argue
5 that 2012 was far enough away that it shouldn't be
6 the reason that they're denied. Does that make
7 sense? Any questions?

8 Then the other ones are just small things
9 that the administration has to go through. When
10 we -- if we decide to do a rulemaking hearing, we
11 have to provide the public with a copy of the red
12 line, instead of just the changed rules, so they can
13 see exactly what we're changing in the rules. Like I
14 said, this is more administrative stuff, but I wanted
15 to make sure the Board was aware of the Fresh Start
16 Act that goes into effect July 1st.

17 MS. VEST: All right. Any questions
18 for -- I'm sure we will have quite a few once we get
19 -- actually sit down in the office and start going
20 over this. I've already talked with Attorney Thomas
21 and told her we'd be setting up a meeting. I have
22 three people that do the criminal records in the
23 department, so we'll need to sit down, because it may
24 change the way we're looking at the criminal
25 histories.

1 MR. COCKROFT: Can you think of any
2 examples of something that wouldn't apply? I mean,
3 there's a lot things that -- I mean, obviously -- in
4 my mind, drug charges, you know, would still apply.
5 The -- if it was a robbery or burglary, that very
6 definitely applies. But, I guess, you get into some
7 gray areas like a DUI or something, that --

8 MS. THOMAS: And I don't think Cody
9 really looks at those -- like the DUIs. But maybe
10 the drug possession or something like that, we have
11 to say we're not just denying it because there's a
12 drug possession conviction on there. We have to say
13 it's close enough to their application date, that
14 there was no real evidence of rehabilitation since
15 then; it affects their ability to serve as an
16 installer or working for the monitoring company in
17 some way.

18 CHAIRPERSON HIXSON: Let me go on -- if I
19 was speaking to the public safety, you know, they're
20 -- because they're going into people's homes and
21 businesses --

22 MS. THOMAS: Right.

23 CHAIRPERSON HIXSON: -- you know, versus
24 other things. I think a lot of ours can be pulled in
25 under that umbrella. But our concern's for the

1 safety of the public that they're serving.

2 MS. THOMAS: Right. And what this law
3 does, we just have to make sure that it's open and on
4 the record as to what the connection is and that we
5 have looked -- that the Board has looked at those
6 factors in making that determination.

7 CHAIRPERSON HIXSON: Okay.

8 MS. VEST: Okay. If you don't have any
9 more questions on that, I do not have any
10 applications to review.

11 CHAIRPERSON HIXSON: We have an extension
12 for a QA in our file, does that -- is that still --

13 MS. VEST: Yes, but that's --

14 CHAIRPERSON HIXSON: Uh-huh.

15 MS. VEST: Okay.

16 CHAIRPERSON HIXSON: Well, that comes
17 after the application. Never mind.

18 MS. VEST: That's all right.

19 CHAIRPERSON HIXSON: It comes up next in
20 the iPad.

21 MS. VEST: Yes, it does. It's next, and
22 we don't have any application reviews.

23 CHAIRPERSON HIXSON: Okay. All right.

24 MS. VEST: What we have here, and you
25 should have on your iPad, is a S-I-T-E S-A-F-E

1 Security. They had made application on November the
2 5th -- I'm sorry, they were issued February the 5th
3 of '18 and expires 2/29 of '20. They have lost their
4 qualifying agent. And it says that they must notify
5 us of intent, in ten days, who they wish to -- that
6 they have lost it and they have 30 days to replace
7 the qualifying agent or ask for an extension for
8 three months. So this is a request for an extension.

9 MR. HARVEY: I make a motion that we
10 extend or grant the extension for --

11 CHAIRPERSON HIXSON: Site Safe Security
12 Systems.

13 MR. HARVEY: There you go -- Site Safe
14 Security -- grant the extension until they find a
15 qualifying agent.

16 MR. COCKROFT: Will it be for -- would it
17 be another 90 days or would it be a 90-day extension?

18 MR. HARVEY: Yes.

19 MS. VEST: Yes.

20 MR. COCKROFT: Okay. Second.

21 CHAIRPERSON HIXSON: Okay. We have a
22 motion by Mr. Harvey, a second by Mr. Cockroft to
23 grant the extension request for qualifying agent for
24 Site Safe for 90 days. All in favor, voice by saying
25 aye.

1 THE BOARD: Aye.

2 CHAIRPERSON HIXSON: All opposed? The
3 motion carries.

4 MS. VEST: All right. Thank you. I will
5 be notifying them that we did grant the extension.
6 And if it's all right with the Board, I'm going to
7 tell the gentleman that -- it says in here that he
8 was taking some test or whatever. He needs to go
9 ahead and make his application, himself, the
10 individual who wrote the letter -- the one who wants
11 to be the QA. So he needs to go ahead and make the
12 application while he's trying to get everything
13 together so we can show that it's within the
14 timeframe. I will do that.

15 All right. The next thing we have is
16 criminal history reviews. This does not fall under
17 the Fresh Start Act, which will start in July.

18 Well, one good thing I can say about this
19 Board -- whatever we did -- for Mr. Richard, as well
20 -- whatever we do or the Board decides to deny
21 someone, we do quote the statute that it falls under.
22 That way, whenever they call me or there's any
23 correspondence, we can go right back and say, the
24 Board did it due to this and this, whatever.

25 CHAIRPERSON HIXSON: Uh-huh.

1 MR. COCKROFT: Right.

2 MS. VEST: We would have that
3 documentation. Not all programs do that.

4 All right. I think the first one -- I
5 hope so, on your Exhibit A is John Calderon -- that's
6 the way I pronounce that. I've tried to make it just
7 a little bit easier. I have a sheet -- should have a
8 sheet there.

9 In 1996, was breaking and entering into a
10 motor vehicle, two counts. He's found guilty of both
11 counts. And I also had possession of burglary tools,
12 which was dismissed with leave -- without leave.
13 Again, in 1996 had larceny, which he's found guilty.
14 In 2001, it was embezzlement, but it was reduced down
15 to a misdemeanor. You will find in your packet a
16 written explanation from the gentleman. You will all
17 probably also see in that --

18 Did you copy these?

19 MS. BALASZI: Uh-huh.

20 MS. VEST: Okay. Good.

21 You will also see the information that he
22 provided to us, Lou? If the individual provides the
23 criminal history or anything related to a criminal
24 history, it goes into the packet. The only thing
25 that does not is the actual TBI and FBI record.

1 THE BOARD: (Board viewing document.)

2 CHAIRPERSON HIXSON: On this one that we
3 are reviewing now --

4 MS. VEST: Uh-huh.

5 CHAIRPERSON HIXSON: -- I can't remember
6 what you said his name was.

7 MS. VEST: Calderon, isn't it? C-A --

8 CHAIRPERSON HIXSON: Calderon.

9 MS. VEST: Uh-huh.

10 CHAIRPERSON HIXSON: This company, this
11 CBE, are they an Alarm Systems Contractor?

12 MS. VEST: Capital Business Equipment,
13 license number 876.

14 CHAIRPERSON HIXSON: Am I missing it on
15 their paperwork? Why I was asking what kind of
16 company it is?

17 MS. VEST: All right. We're going to
18 look that up. The gentleman's making application to
19 be a field service technician.

20 MS. THOMAS: I'll just read from their
21 website. It says, "CBE is an industry leader in
22 point-of-sale solutions and security products, with
23 the expertise to develop systems based on the
24 specific business environment."

25 Want me to keep reading? I can keep

1 reading. "While many of our customers are part of
2 the c-store industry, our client base includes
3 restaurants, clothing stores, and unique specialty
4 shops."

5 MR. COCKROFT: I think the issue is
6 probably due to there's no license number on the
7 letter.

8 MS. VEST: Is that what you're saying,
9 there's no license number?

10 CHAIRPERSON HIXSON: Yeah. It says CBE,
11 but there's no -- an Alarm Systems license number on
12 their correspondence. And it's something about
13 long-term investment; I wasn't sure what kind of
14 company it was.

15 MS. VEST: They're classified in burg and
16 CCTV. All right. There's no number; that's usually
17 a hundred dollar fine -- or a letter of warning, for
18 the first. I'm sorry. So it's a letter of warning,
19 if that's what the Board wants me to -- if that's
20 what the Board wants me to do.

21 CHAIRPERSON HIXSON: It is. Now we'll
22 look at this gentleman's explanation.

23 THE BOARD: (Board viewing document.)

24 CHAIRPERSON HIXSON: He doesn't provide
25 any real explanation for the embezzling charge. Is

1 there anything in his file that gives an explanation
2 for it?

3 MS. VEST: All I have is that one letter
4 from the CBE. It's on the CBE letterhead. That's
5 all we had.

6 MS. THOMAS: Ms. Hixson, it looks like
7 the embezzlement was the charge, but he was convicted
8 and it was reduced down to misdemeanor larceny. So
9 if I were guessing, I would think that's why he
10 didn't have that explanation there, because it was
11 reduced down. So he gave an explanation for the
12 larceny conviction, rather than the embezzlement
13 charge.

14 CHAIRPERSON HIXSON: But that's two
15 allegations of theft from an employer?

16 MS. THOMAS: Yes.

17 CHAIRPERSON HIXSON: Okay.

18 MR. HARVEY: Any thoughts?

19 MR. COCKROFT: It is a long time ago, but
20 it is troubling. He doesn't really have a lot of
21 explanation for the -- he says he didn't embezzle,
22 but that he was convicted of misdemeanor larceny. He
23 was convicted of something. Sounds like the other --
24 the '96 -- if I'm reading it right, he was a minor at
25 the time and they waited 'til he turned 18 to charge

1 him? Or...

2 MS. VEST: You need to speak into the
3 mic, please, sir.

4 MR. COCKROFT: Sorry about that.

5 MS. VEST: Could you repeat your
6 question?

7 MR. COCKROFT: Well, I was making
8 somewhat of a statement. But it appears that he was
9 a juvenile when the '96 charge took place. He says
10 they waited until he was 18 to try him. And the
11 2001, he doesn't say -- he just says he didn't do it,
12 yet he was convicted of it.

13 CHAIRPERSON HIXSON: Uh-huh.

14 MR. COCKROFT: He was convicted of a
15 lesser charge; he was convicted of misdemeanor
16 larceny. And I'm just saying that even that was a
17 long time ago.

18 CHAIRPERSON HIXSON: According to the
19 date of birth and the date -- he -- I think he would
20 have been 19.

21 MS. VEST: That's what I got.

22 MR. COCKROFT: When that happened.

23 CHAIRPERSON HIXSON: Uh-huh. And it
24 says, they were waiting for me to turn 18 to be tried
25 as an adult. But if his arrest was in January of

1 '96...

2 MS. VEST: His birthday is 1977, so I
3 made it 19.

4 CHAIRPERSON HIXSON: Uh-huh. What's this
5 guy going to do?

6 MR. COCKROFT: Installing.

7 MS. VEST: He's just a field technician,
8 service technician.

9 MR. HARVEY: I don't have a real problem,
10 with it being as old as it is. Any other thoughts?
11 Motions?

12 CHAIRPERSON HIXSON: Are you making a
13 motion?

14 MR. HARVEY: I can make a motion. I was
15 wondering if there was any other thoughts out there.

16 MR. RICHARD: It's just this 2001 --

17 MS. VEST: Need to speak into the mic --

18 MR. RICHARD: I'm sorry.

19 MS. VEST: -- Mr. Richard.

20 MR. RICHARD: I'm sorry. This 2001 --
21 December of 2001 is just a little foggy as far as
22 exactly what happened. As a new member, can we -- I
23 apologize. Can we ask this applicant to appear?

24 MR. COCKROFT: We can.

25 MS. VEST: To appear? Yes.

1 CHAIRPERSON HIXSON: Another option would
2 be for the staff to reach out to him for a more
3 in-depth explanation for what happened -- what was
4 taken and so forth. And then we can defer to them to
5 say yeah, it's okay, under these conditions.

6 MS. VEST: That -- I can do that. I can
7 go back and make a telephone call and have him put it
8 in writing. His home is in North Carolina and the
9 company's in Alabama.

10 MR. RICHARD: Okay.

11 MS. VEST: But still, if you -- if the
12 Board requests somebody to come in, they come in --
13 no matter where they live at. But I will first reach
14 out, try to get any additional information, and then
15 bring it back to the Board?

16 CHAIRPERSON HIXSON: In August.

17 MR. HARVEY: I think my number one
18 question about it, when I ask myself if I want to do
19 that or not -- it's a 17-year-old crime, it's kind of
20 petty to begin with. And no matter what the person
21 says, one way or another, is it really going to make
22 that big a difference to put them through the cost
23 and time and expense to get here and go through it --

24 CHAIRPERSON HIXSON: Well, that's why I
25 say let Cody reach out to him. And if comes with,

1 you know, an explanation, then I agree with you.
2 It's been 17 years ago.

3 MR. HARVEY: Yeah.

4 CHAIRPERSON HIXSON: And, you know, if it
5 was something minor, whatever, then okay. But it's
6 kind of, like, well, I don't know. We really don't
7 know what he did.

8 MR. HARVEY: Or didn't do.

9 CHAIRPERSON HIXSON: Or didn't do, yeah.
10 And if she's -- and if she feels comfortable with --
11 you know, with his explanation, then go ahead and
12 approve it.

13 MS. VEST: Okay.

14 CHAIRPERSON HIXSON: You need a motion on
15 that?

16 MS. VEST: Please, ma'am.

17 CHAIRPERSON HIXSON: Are you okay with
18 that motion?

19 MR. COCKROFT: Uh-huh.

20 CHAIRPERSON HIXSON: I'm not requesting
21 him to --

22 MS. VEST: Well, that is Mr. -- Board
23 member Richard who made the motion, is that --

24 CHAIRPERSON HIXSON: No. Keith made the
25 motion to approve.

1 MR. HARVEY: No, he went first.

2 CHAIRPERSON HIXSON: Oh, did he?

3 MR. RICHARD: I just -- I raised a
4 question; I didn't make a motion.

5 CHAIRPERSON HIXSON: I still say, Keith
6 made the motion to approve it, and then Lou asked the
7 question about the explanation.

8 MS. VEST: Uh-huh.

9 CHAIRPERSON HIXSON: So we don't have a
10 second yet.

11 MS. VEST: Oh, okay.

12 MR. COCKROFT: So what's the motion at
13 this point in time?

14 CHAIRPERSON HIXSON: To approve him, if
15 he offers a reasonable explanation that Cody feels
16 comfortable with and he -- you know, he provides
17 details about the embezzlement charge that was
18 reduced to larceny.

19 MR. COCKROFT: Okay. Well, I second the
20 motion.

21 CHAIRPERSON HIXSON: Okay. We have a
22 motion by Mr. Harvey, a second by Mr. Cockcroft to get
23 a little bit more information. And if everything's
24 okay, then the Board approves his employee
25 registration application. All in favor, voice by

1 saying aye.

2 THE BOARD: Aye.

3 CHAIRPERSON HIXSON: All opposed? Okay.

4 MS. VEST: All right. I believe the next
5 one is going to be Alvin Alexander. It will be
6 Exhibit B.

7 CHAIRPERSON HIXSON: We're going to need
8 about an hour.

9 MR. HARVEY: Do we got cliff notes?

10 MS. VEST: On February 24th of 1998 and
11 February the 27th, controlled substance in the --
12 well, forget that one, he wasn't prosecuted. 5/12 of
13 1998, controlled substance, concealment of
14 merchandise reduced down to a public order crime,
15 which is guilty. 5/23/99, failure to appear several
16 times and also concerning trespassing. Larceny was
17 changed to shoplifting. He was guilty; got five
18 years probation. In 2000 -- in 19 -- 2 -- let me
19 back up. February the 10th of 1991, robbery, two
20 counts, reduced to attempted robbery, guilty.
21 January 23rd of '94, resisting arrest, that was
22 nulli. 4/8 of 1996, there was another robbery but
23 there was no complaint filed. 4/27/1996, was
24 controlled substance. 3/31 of '97 was robbery in the
25 first degree. And I forgot the 5/30/2008,

1 misconduct, controlled substance in the 4th degree,
 2 guilty of felony.
 3 MR. RICHARD: What was that date,
 4 Ms. Vest?
 5 MS. VEST: 5/30/2008. Okay. For that
 6 2008 time on your iPad, the judgment's on Page 52, if
 7 you need to see that.
 8 THE BOARD: (Board viewing document.)
 9 MR. HARVEY: Most of it's been a long
 10 time ago. He had plenty of it.
 11 MS. VEST: Might be a little difficult
 12 for this gentleman to come in. He's from Alaska.
 13 CHAIRPERSON HIXSON: Is he going to be
 14 doing monitoring or something?
 15 MS. VEST: He's going to be a sales
 16 representative. Of course, he could work in a call
 17 center, something like that.
 18 MR. COCKROFT: His address shows
 19 Anchorage, but yet the company shows Utah. And he's
 20 also addressed his letter to the State of Arkansas.
 21 I guess he's trying to get licensed in a number of
 22 states, that's -- none of that's a big issue, but I
 23 think his criminal history is.
 24 MR. RICHARD: So the company name is
 25 Alder? What does that company do? Do we know?

1 CHAIRPERSON HIXSON: Alder Home
 2 Protection, something like that. Yeah, Alder Home.
 3 MS. VEST: Hold on just a moment and
 4 we'll look it up.
 5 MR. COCKROFT: He -- yes. He does say
 6 the name in his response at the very bottom, "new job
 7 offer at Alder Home Protection."
 8 MS. VEST: Yeah. They're a burg and
 9 fire. So you're -- you are correct. The application
 10 says Alaska. The company that wants to employ this
 11 gentleman is out of Utah, as a sales representative.
 12 MR. HARVEY: These are always the tough
 13 ones to look at, because it would be a lot easier to
 14 have a conversation with the fellow and maybe know a
 15 little more about him. But that's not going to
 16 happen. He's at a central station, probably across
 17 the country from here.
 18 MR. COCKROFT: Well, you're saying that
 19 he was going to be a sales representative of --
 20 MS. VEST: Yes, sir.
 21 MR. COCKROFT: I mean, it shouldn't
 22 really matter what the position is. And it shouldn't
 23 matter where they are. If he wants to come in, he or
 24 she -- if they -- if the person wants to come in --
 25 MS. VEST: Well, let me -- let me ask the

1 Board. Now, he could call -- the person could call
 2 in.
 3 CHAIRPERSON HIXSON: Yes.
 4 MR. COCKROFT: I would think that would
 5 be satisfactory. But I don't think we should really
 6 give much to where they are. It's not fair to give
 7 someone different if they happen to live in Nashville
 8 versus they live in Alaska.
 9 MR. HARVEY: I agree completely. I go
 10 back to my former statement of --
 11 MR. RICHARD: What difference would it
 12 make?
 13 MR. HARVEY: -- what difference does it
 14 really make? If this guy's got enough of a criminal
 15 history, which we have done in the past -- have seen
 16 and we just said they're just not suitable for our
 17 type work, you know.
 18 MR. COCKROFT: I would be more inclined
 19 to just deny. I'm not suggesting that we request the
 20 person to come in, but they always have that option.
 21 Any other feelings from anybody?
 22 MS. VEST: I'm sorry. I didn't write
 23 down what you decided.
 24 MR. COCKROFT: We didn't decide anything.
 25 MS. VEST: Oh, okay. I'm thinking I

1 didn't write a thing. What did they say?
 2 MR. COCKROFT: I'll make a motion to deny
 3 the application.
 4 MR. RICHARD: Second.
 5 CHAIRPERSON HIXSON: Okay. We have a
 6 motion by Mr. Cockroft, a second by Mr. Richard to
 7 deny the application. All in favor, voice by saying
 8 aye.
 9 THE BOARD: Aye.
 10 CHAIRPERSON HIXSON: All opposed?
 11 Application is denied. Thank you.
 12 MS. VEST: Denied on poor moral
 13 character?
 14 MS. THOMAS: Yes. That citation is TCA
 15 62-32-312(e)(2).
 16 MS. VEST: All right. Thank you. We'll
 17 move on to the next one. That's Exhibit C, Joshua
 18 Dapper is the way I pronounce it. But I'm going to
 19 give you a brief history of this -- well, maybe not
 20 brief, but...
 21 8/27/2010, failure to pay fines, guilty.
 22 2000 -- December of 2002, passing bad checks; I
 23 wasn't able to determine what that was. 1/11/2003,
 24 possession of paraphernalia, guilty, 11/29. 7/31/03,
 25 violation of probation, guilty, paraphernalia. The

1 other charges were dismissed except for the DUI.
 2 8/21/2003, failed to be booked and processed, guilty.
 3 5/14/2005, DUI, guilty. Violation of vehicle
 4 registration was dismissed. 5/14/2006, a DUI third
 5 offense, guilty, 45 days, license suspended. Public
 6 intoxication, possession, refusal to submit, and
 7 reckless driving; and he went to the correctional
 8 center for that, for the 45 days. 9/20/2006,
 9 violation of vehicle registration was dismissed,
 10 along with the DUI. 11/21/2006, violation of
 11 probation. 12/21/2006, violation of probation.
 12 January 2, 2007, violation of probation, two counts,
 13 dismissed. And on January 26, 2007, violation of
 14 probation was dismissed. January the 7th of 2008,
 15 I've got DUI, third offense, 120 days, reckless
 16 driving and license suspended. November 9th of '09,
 17 petition to revoke. On 6/24/2012, emerged from a
 18 financial loss suspended license. I
 19 didn't determine--

20 MR. COCKROFT: What was that?

21 MS. VEST: Emerged from -- this is
 22 driving offenses. Yeah. Financial loss, no
 23 insurance, had suspended license, 6/24 of '12.

24 From now on, if it'd be helpful to y'all,
 25 I'll put my cliff notes on a sheet of paper and copy

1 MR. COCKROFT: Second.
 2 CHAIRPERSON HIXSON: We have a motion by
 3 Mr. Harvey, a second by Mr. Cockroft to deny this
 4 employee registration application, based on TCA
 5 62-32-312(e)(2).

6 All in favor, voice by saying aye.

7 THE BOARD: Aye.

8 CHAIRPERSON HIXSON: All opposed? Thank
 9 you.

10 MS. VEST: The next one on the agenda
 11 will be Exhibit D. This one here is February the
 12 13th of 2012, possession of Class E controlled
 13 substance, guilty. 6/26/2012, theft of property,
 14 deferred adjudication. She has her court documents
 15 and her explanation.

16 THE BOARD: (Board viewing document.)

17 CHAIRPERSON HIXSON: It doesn't say what
 18 she possessed. I know it was -- appears to be less
 19 than two something, but we don't know what she
 20 possessed, correct?

21 MS. VEST: No, ma'am. All her written
 22 explanation said, it was just not properly labeled in
 23 a bottle.

24 MR. HARVEY: I make a motion, due to the
 25 age of this event and the explanation here, that we

1 them over for you. If that would be --

2 CHAIRPERSON HIXSON: Uh-huh.

3 THE BOARD: (Board viewing document.)

4 MS. VEST: This gentleman here wants to
 5 be a technician.

6 MR. COCKROFT: Why is there this letter
 7 from the TBI about fingerprints? Is that because he
 8 requested this without fingerprints?

9 MS. VEST: That document -- you can go to
 10 the TBI and FBI and you can run your own background
 11 check. That's what this is.

12 MR. COCKROFT: So he did his own --

13 MS. VEST: He did his own.

14 MR. COCKROFT: Requested his own records?

15 MS. VEST: What we see, yes. But then
 16 we're going to compare what he got, to what I got.
 17 Once you get back past the criminal record he
 18 submitted, he did put written charges. It doesn't
 19 say what they were for or what happened or anything,
 20 but, I mean, it does say what they're for. But it
 21 goes down from 1 to 19.

22 MR. HARVEY: I think this is another one
 23 that we'll have to look at. I'm not real fond of the
 24 criminal history myself, but -- even though -- I make
 25 a motion to deny.

1 grant registration to this employee.

2 CHAIRPERSON HIXSON: Okay. We have a
 3 motion by Mr. Harvey to grant this employee
 4 registration. Do we have a second?

5 MR. RICHARD: Second.

6 CHAIRPERSON HIXSON: Second by
 7 Mr. Richard. All in favor, voice by saying aye.

8 THE BOARD: Aye.

9 CHAIRPERSON HIXSON: All opposed? The
 10 registration's granted.

11 MS. VEST: Thank you. The next one is
 12 actually -- last name is Jackson, Rodney Royce
 13 Jackson. We forgot to put the name -- last name on
 14 there. This one here is February 13th of 2012,
 15 battery, convicted. 4/10/2012, a DUI, convicted.

16 THE BOARD: (Board viewing document.)

17 MS. VEST: This individual here is just
 18 out for an alarm monitoring, customer support
 19 operator.

20 CHAIRPERSON HIXSON: We're missing a
 21 number 2 on this correspondence.

22 MS. VEST: Is that the one from --

23 MR. COCKROFT: Don't they list them on
 24 the back sometimes?

25 MS. VEST: I beg your pardon?

1 MR. COCKROFT: One of the -- there's a
2 company that lists all of their licenses on the back
3 of -- they're missing the license. Is that what
4 you're talking about? They're missing the license
5 number on the --

6 CHAIRPERSON HIXSON: Yes. You got the
7 logo but they don't have any --

8 MS. VEST: Oh, that's what I'm saying.
9 It's -- but it's written from him. So if it's
10 written from the QA, it probably has the number on
11 it. But he didn't -- probably just picked up a piece
12 of paper and just typed it up, or something. I don't
13 -- however you want me to handle that.

14 You want to hear anything, you want me to
15 send a letter of warning?

16 CHAIRPERSON HIXSON: It's got their logo
17 on it. It's lacking other information, but it does
18 have their logo on it. Do we have a motion on
19 Mr. Jackson?

20 MR. COCKROFT: With the new Fresh Start,
21 which doesn't apply to this, we're supposed to keep
22 in mind what their job would be. In the past, we
23 weren't really supposed to consider that, because the
24 person could be licensed for any position.

25 MS. THOMAS: Right. And I think that's

1 still true. They get -- once they receive the
2 registration, they can move within the company with
3 what they do. But, yes. The Fresh Start does also
4 say that we need to look at the position that they're
5 applying for versus whatever the conviction is that
6 you're considering.

7 MR. COCKROFT: I wouldn't diminish the
8 charges. I think they're serious charges, but I
9 don't think they would apply to the position. I make
10 a motion to approve the application.

11 MR. HARVEY: Second.

12 CHAIRPERSON HIXSON: Okay. We have a
13 motion by Mr. Cockroft, a second by Mr. Harvey to
14 approve this employee registration application. All
15 in favor, voice by saying aye.

16 THE BOARD: Aye.

17 CHAIRPERSON HIXSON: All opposed? The
18 motion carries.

19 Next, I think we have a Mr. --

20 MS. VEST: Calloway.

21 CHAIRPERSON HIXSON: Calloway?

22 MS. VEST: That's the last one we have
23 for criminal records. And that should be Exhibit F.
24 And what I found on the record was 8/4 of 2016, fraud
25 -- filed false fund reimbursement. He got three

1 years of probation.

2 MR. HARVEY: Bad check.

3 MS. VEST: No. Let me look at it.

4 And this individual would be a
5 monitoring -- with a monitoring company, as well.

6 Actually, what the U.S. District Court says is,
7 criminal false and fictitious claims.

8 CHAIRPERSON HIXSON: The document says
9 TVA authority, \$109,000, and U.S. Department of
10 Energy, Office of Inspector General, over \$7,000; a
11 total of \$116,493.

12 MS. VEST: That's why I said no, to a bad
13 check.

14 CHAIRPERSON HIXSON: I don't --

15 MR. COCKROFT: Am I reading this correct,
16 that this was -- the judgment or whatever was in
17 2017? And it's three years probation?

18 MS. THOMAS: You're right. That's when
19 it happened and they signed the judgment --

20 MS. VEST: Okay. Yes. The violation
21 looks like it says, concluded December of 2015. Date
22 of the judgment's January the 19th of 2017. So the
23 answer is yes -- three years from 2017.

24 MR. HARVEY: I make a motion to deny
25 Mr. Callaway's employee registration.

1 MR. COCKROFT: Second.

2 CHAIRPERSON HIXSON: We have a motion by
3 Mr. Harvey, a second by Mr. Richard to deny this
4 employee registration application of Mr. Calloway.

5 All in favor, voice by saying aye.

6 THE BOARD: Aye.

7 CHAIRPERSON HIXSON: All opposed?
8 Application's denied.

9 MS. VEST: Is that the same -- it would
10 be under the same one?

11 CHAIRPERSON HIXSON: Yes, ma'am. 16 --

12 MS. VEST: 62-30 --

13 CHAIRPERSON HIXSON: 62-32-3 --

14 MS. VEST: 312 --

15 CHAIRPERSON HIXSON: -- (e)(2).

16 MS. VEST: -- (e)(2).

17 All right. That's all I have for the
18 criminal history section.

19 CHAIRPERSON HIXSON: Next, I think we
20 have the education review?

21 MS. VEST: Yes, ma'am. I want to ask the
22 Board if we can do this in order that we have it,
23 instead of jumping around. Lou, did you get your
24 information from us?

25 MR. RICHARD: Yes, I did.

1 MS. VEST: All right. We gave you the
 2 one from Axis -- it's the first one we gave you was
 3 the Axis for Network Video Fundamentals and
 4 Certification. They want 21 hours of continuing
 5 education for the burg, fire, and CCTV. Now, all of
 6 you got these courses, right, Shauna?
 7 MS. BALASZI: No, they all got -- they --
 8 it just went to certain people.
 9 MS. VEST: Okay. But Lou's the only one
 10 that got that one to review? Okay.
 11 MR. COCKROFT: And typically we have a --
 12 I mean, just, they're approved for all areas, right?
 13 They request them for burg, fire, or --
 14 MS. VEST: Yeah. They request them for
 15 whatever area they want them. Uh-huh.
 16 MR. COCKROFT: But I don't think we've
 17 been approving them for a specific category, have we?
 18 MS. VEST: Oh, I see what you're saying.
 19 What you -- what they've asked for you to approve is
 20 for continuing education, period. I might have just
 21 confused the situation by writing my own notes. And
 22 then, Lou, we also gave you AMG/UNIVIEW Tec,
 23 Competitive Advantages of New Video Technology. They
 24 want two hours of continuing education for that
 25 course. Do you have an opinion on those?

1 MR. RICHARD: I would approve.
 2 CHAIRPERSON HIXSON: How many -- how far
 3 down the list did Mr. Richard have?
 4 MS. VEST: He has a couple more.
 5 CHAIRPERSON HIXSON: A lot of times what
 6 we do is by person. You know, if they approve the
 7 five courses, we can do it.
 8 MS. VEST: I got it listed on this piece
 9 of paper here. It says it's a lot easier to say
 10 approved than I can get it put onto the -- but I'll
 11 do it any way the Board would like for me to do it.
 12 If you wish for me to do it that way, I can.
 13 Okay, Lou, let's move right along to your
 14 other courses, if you don't mind. So you said
 15 approve both of those courses?
 16 MR. RICHARD: Yes.
 17 MS. VEST: All right. And then I believe
 18 you also had Intelligent Marketing Incorporated,
 19 Talk-a-phone, Area of Rescue Systems, two hours for
 20 continuing education.
 21 MR. RICHARD: Yes, I approved that one.
 22 There was one more that lacked the certificate -- a
 23 copy of the certificate. And I think that was --
 24 MS. VEST: The Uplink Security?
 25 MR. RICHARD: It's the one Shauna had

1 sent me on a --
 2 MS. BALASZI: Oh, the one that was late?
 3 MR. RICHARD: -- single one. Yeah.
 4 MS. VEST: We have Uplink Security,
 5 Increasing Recurring Revenue with Cellular Synopsis,
 6 one hour continuing education.
 7 MR. RICHARD: I believe that was the one
 8 that didn't have the certificate. But if we can ask
 9 for a copy of that certificate, I would -- you know,
 10 I see no problem with the course. So we can approve
 11 it.
 12 MS. VEST: Okay. Hold on. I have it
 13 here with me, so let me just -- because it could have
 14 been something we just forgot to copy or something.
 15 So let me look through it just a moment. That's the
 16 one I made a note on. Looks like all they gave you
 17 was the PowerPoint.
 18 MR. RICHARD: Uh-huh.
 19 MS. VEST: So you want me to go back and
 20 ask them for the copy of the certificate, then it
 21 would be approved?
 22 MR. RICHARD: Yes.
 23 MR. HARVEY: It's no good without the
 24 certificate, anyway.
 25 MS. BALASZI: Right.

1 MR. RICHARD: Right.
 2 MR. COCKROFT: I don't know that everyone
 3 sends a copy of the certificate.
 4 MS. VEST: They don't always do that.
 5 No.
 6 MR. COCKROFT: But they're required to,
 7 aren't they?
 8 MR. RICHARD: I think on the
 9 application --
 10 MS. VEST: I think in the past, we --
 11 yes. We prefer to have a copy of what the actual
 12 certificate's going to look like. But I'll get with
 13 them and ask them for the certificate. And looks
 14 like it was all handwritten, and it's just a
 15 PowerPoint. That's why I made my notes. All right.
 16 That's all that you had, Lou.
 17 Scott, would you like to do yours next?
 18 MR. COCKROFT: Sure.
 19 MS. VEST: Okay. We sent you the Elite,
 20 to start with. There's quite a few of the Elite.
 21 MR. COCKROFT: And they're all good for
 22 their -- for continuing education. And that's all --
 23 that's what they asked for on everything, I believe.
 24 MS. VEST: Yeah. They asked for the one
 25 hours, two hours, and one is for three hours. So all

1 yes, because it's all continuing education.

2 MR. COCKROFT: And those -- do we have
3 others that were renewals? Are those renewals, as
4 well.

5 MS. VEST: Continuing ed for your other
6 ones?

7 MS. BALASZI: Let me go down here and
8 look. Scott -- Jade.

9 MS. VEST: Yes, sir, it is. All of them
10 that you have -- well, I believe everything we have
11 is continuing education today.

12 MR. COCKROFT: No, I meant for -- the --
13 I think the Jade had already been approved, so. So
14 all of the Elite and Jade looked good, and I also had
15 -- what? The Monitoring Association?

16 MS. VEST: Yes. The reason you have that
17 one -- because it's already been on the course list,
18 but it was the Monitoring Association and they've
19 changed name from CSAA.

20 MR. COCKROFT: Right, okay.

21 MS. VEST: So we brought it back to make
22 sure it got on the list correctly.

23 MR. COCKROFT: Everything looked good on
24 what I have.

25 MS. VEST: All right. That's going to

1 leave Scott -- I mean, Keith, then. Keith, we gave
2 you the Hikvision, H-I-K-V-I-S-I-O-N. All of that is
3 continuing education.

4 MR. HARVEY: Yes, the Hikvision?

5 MS. VEST: Hikvision. Okay. Did I say
6 "hick"?

7 MR. HARVEY: Yeah. It was a good course.
8 It's definitely good for continuing ed.

9 MS. VEST: All right. And then you had
10 the Nortek Security & Control. They wanted two hours
11 for continuing ed.

12 MR. HARVEY: Yeah. That was a very, very
13 much brand specific, but it was -- you know, I'm sure
14 it's for their own personal training program. So
15 that's fine for continuing ed.

16 MS. VEST: I believe that's all we had
17 then.

18 CHAIRPERSON HIXSON: What about -- I've
19 got one for Intelligent Marketing?

20 MS. VEST: That was Lou; he approved that
21 one.

22 CHAIRPERSON HIXSON: Okay. I missed it
23 on my list. So all are approved as presented except
24 the second Up -- was it Uplink needs the certificate
25 submitted?

1 MR. RICHARD: Yes. Uplink, yes.

2 MS. VEST: Yes. All of them was approved
3 except for Uplink Security, Increasing Recurring
4 Revenue with Cellular Synopsis. I will ask for -- if
5 that's what you want me to do, I will ask for a copy
6 of the certificate; then will it be approved?

7 MR. RICHARD: Yes. I was just going by
8 what's on the application, where it says, exact
9 course title certificate, showing exact course title
10 must be submitted, so. That's what I was basing that
11 decision on.

12 MS. VEST: Okay.

13 MR. COCKROFT: So do we need a motion?

14 CHAIRPERSON HIXSON: We need a motion.

15 MR. COCKROFT: I make a motion to approve
16 all of the classes as presented for continuing
17 education.

18 MR. HARVEY: Second.

19 CHAIRPERSON HIXSON: Okay. We have a
20 motion by Mr. Cockroft to accept all of the courses
21 presented for continuing education, second by
22 Mr. Harvey. All in favor, voice by saying aye.

23 THE BOARD: Aye.

24 CHAIRPERSON HIXSON: All opposed? The
25 education is approved.

1 MS. VEST: All right. I don't have any
2 unfinished business, unless the Board does.

3 MR. HARVEY: I have -- I've got some new
4 business. Can I do that?

5 MS. VEST: That's next. Yes, sir, sure
6 can.

7 MR. HARVEY: Just something that might
8 help myself and some of the other Board members. I
9 know that you guys are covered up all the time and we
10 get all this information to you as quick as we can.
11 But if there's any way we could get those course
12 reviews a little sooner -- like, this happens to me,
13 seems like every time. This past week I was on
14 vacation and I got back the day -- I had one day
15 between. And had I had 50, like I did last time,
16 there'd have been no way I was going to get that
17 done. But --

18 MS. BALASZI: We send them out a week in
19 advance.

20 MR. HARVEY: Yeah.

21 MS. VEST: Would it help if we send
22 them -- well, we don't want them to get so old you
23 don't remember them --

24 MR. HARVEY: Right.

25 MS. VEST: -- but we can start sending


1 them out as we get them, if you'd like.
 2 MR. HARVEY: I'll tell you what I think
 3 --
 4 MS. BALASZI: Only thing with that is, we
 5 don't know who we're going to -- how many we're going
 6 to need. So we tell them we give them a cutoff --
 7 CHAIRPERSON HIXSON: How about we do a
 8 two-week cutoff before the meeting?
 9 MS. BALASZI: A two-week cutoff?
 10 CHAIRPERSON HIXSON: Well, you're not
 11 usually gone for more than two weeks?
 12 MR. HARVEY: No.
 13 MS. VEST: Well, some of them -- you
 14 know, they're getting ready to have maybe a seminar
 15 or a course and --
 16 MR. HARVEY: Sure. And that's going to
 17 happen.
 18 MS. VEST: And even that can be --
 19 CHAIRPERSON HIXSON: Yeah, but there can
 20 be an exception, you know. For example, like, in
 21 Keith's situation, if he was on vacation, then, you
 22 know, he needs to let Shauna know or put out an
 23 out-of-office reply or whatever. And then, if you
 24 don't hear back, you need to find somebody else.
 25 MR. COCKROFT: And you can always -- you

1 really been that big of a problem. Hopefully we'll
 2 have another Board member pretty soon. Maybe we can
 3 get back to full Board, or you can just quit taking
 4 vacations. Or take us with you. I mean, you know,
 5 we can move the whole Board meeting to wherever
 6 you're going.
 7 MR. COCKROFT: What is it we have to
 8 have? Three?
 9 MS. VEST: Yes. You have to have three.
 10 CHAIRPERSON HIXSON: Okay. We've got new
 11 business. Any unfinished business?
 12 MS. VEST: No, I didn't have any. Thank
 13 you, Keith. We'll do that.
 14 CHAIRPERSON HIXSON: This meeting is
 15 adjourned. We'll be back in August.
 16 (WHEREUPON, the proceedings concluded at
 17 12:03 p.m.)
 18
 19
 20
 21
 22
 23
 24
 25

1 know, you could have the two-week cutoff, send them
 2 out -- what you have in two weeks. If you end up
 3 getting another couple or -- we could even review
 4 them the day of, if we had to.
 5 MS. BALASZI: Yeah. That happened this
 6 last summer. I think I had two that were a couple
 7 days before, so.
 8 CHAIRPERSON HIXSON: Another thing is, we
 9 need to start making sure we're going to have a
 10 quorum for these meetings, too, because there's been
 11 times in the past, you know, we've had to cancel or
 12 postpone the meeting. Used to, we were polled to
 13 make sure we were going to have a quorum and that
 14 needs to start back again.
 15 MS. VEST: Well, actually, Board members
 16 -- if you're not going to attend, you need to let me
 17 know.
 18 CHAIRPERSON HIXSON: I agree. But you
 19 also need to verify, too, sometimes.
 20 MS. VEST: I can do that. I'll be glad
 21 to do that. Thank you very much. I will put that on
 22 my notepad here. But I would like -- honestly, if
 23 you have --
 24 MR. COCKROFT: Right. You need to --
 25 MS. VEST: You know, this has never

1 REPORTER'S CERTIFICATE
 2
 3 STATE OF TENNESSEE
 4 COUNTY OF SUMNER
 5 I, JENNY CHECUGA, Licensed Court Reporter,
 6 with offices in Nashville, Tennessee, and Registered
 7 Professional Reporter, hereby certify that I reported
 8 the foregoing Board meeting of ALARM SYSTEMS
 9 CONTRACTOR by machine shorthand to the best of my
 10 skills and abilities, and thereafter the same was
 11 reduced to typewritten form by me.
 12 I further certify that I am not related to
 13 any of the parties named herein, nor their counsel,
 14 and have no interest, financial or otherwise, in the
 15 outcome of the proceedings.
 16 I further certify that in order for this
 17 document to be considered a true and correct copy, it
 18 must bear my original signature and that any
 19 unauthorized reproduction in whole or in part and/or
 20 transfer of this document is not authorized, will not
 21 be considered authentic, and will be in violation of
 22 Tennessee Code Annotated 39-14-104, Theft of
 23 Services.
 24
 25

JENNY CHECUGA, LCR, RPR
 Elite Reporting Services
 Licensed Court Reporter (TN)
 Notary Public State of Tennessee
 My Notary Commission Expires: 5/22/2019
 LCR #690 - Expires: 6/30/2020



<hr/> \$ <hr/>	12/7 47:6	2009 55:7	<hr/> 4 <hr/>
\$1,000 12:10 13:6 20:5	120 85:15	2010 26:14	4 10:7
\$10 39:12	13th 87:12 88:14	2012 55:5 57:5,22,24 66:3,5 87:12 88:14	4/10/2012 88:15
\$109,000 91:9	14 23:19	2015 7:12 33:18 91:21	4/24/17 46:23
\$116,493 91:11	15 52:2	2016 7:8 90:24	4/27/1996 80:23
\$179,157 64:6	15-minute 48:3	2017 17:19,23 20:6 23:19 42:24 44:4 91:17,22,23	4/8 80:22
\$1900 16:22	16 32:5 33:18 92:11	2017007131 22:24	45 85:5,8
\$250 18:4,8	17 9:8,9 45:18 47:2,4,6,9 51:15 63:17 78:2	2017021511 20:6	4th 81:1
\$360 23:5	17-year-old 77:19	201707151 7:3	<hr/> 5 <hr/>
\$5,000 23:14	18 9:13 69:3 74:25 75:10, 24	2018 7:1 18:2 66:3	5 12:1 30:14
\$500 10:16 26:3	19 38:12 75:20 76:3 80:18 86:21	2018007311 5:16	5/12 80:12
\$7,000 91:10	1977 76:2	2018009101 8:17	5/14/2005 85:3
<hr/> (<hr/>	1991 80:19	2018012211 6:25	5/14/2006 85:4
(e)(2) 92:15,16	1996 38:3,5 71:9,13 80:22	2018013731 12:1	5/20 47:1
<hr/> - <hr/>	1998 80:10,13	2018017211 10:7	5/23/99 80:15
--become 28:15	1999 33:13	2018022921 13:25	5/25 57:4
<hr/> 0 <hr/>	19th 91:22	2018024781 16:19	5/26 9:7
0090-06-.02 10:18	1st 63:13 64:19 65:17 66:16	2018026841 14:21	5/30/2008 80:25 81:5
0090-06-.03 10:19	<hr/> 2 <hr/>	2018029701 17:17	52 81:6
09 85:16	2 6:24 25:25 80:18 85:12 88:21	2018032621 18:20	5th 69:2
<hr/> 1 <hr/>	2/29 69:3	2018035981 20:2	<hr/> 6 <hr/>
1 5:15 6:25 86:21	2/8 9:13	21 93:4	6 13:24
1/11/2003 84:23	20 31:19 62:25 69:3	23rd 80:21	6/24 85:23
10 18:20	2000 30:23,24 31:2 32:3 38:6,10 40:2 80:18 84:22	24th 46:23 80:10	6/24/2012 85:17
10th 80:19	2001 71:14 75:11 76:16, 20,21	26 85:13	6/26/2012 87:13
11 16:25 20:2	2002 84:22	27th 47:4 80:11	62-30 92:12
11/20/2017 20:8	2006 55:6,10 56:8,16	28th 4:4	62-32-3 92:13
11/21/2006 85:10	2007 85:12,13	<hr/> 3 <hr/>	62-32-304(a) 12:11
11/29 26:3 84:24	2008 30:13 31:5 33:3,15 57:22 58:12 81:6 85:14	3 8:16,17	62-32-312(e)(2) 84:15 87:5
12 22:24 85:23	2008's 58:4	3/31 80:24	<hr/> 7 <hr/>
12/11 47:9		30 28:4 45:1 69:6	7 14:21
12/21/2006 85:11		30-day 9:10	7/10 9:9
		300 58:13	
		312 92:14	

7/3/2009 26:1
7/31/03 84:24
793 64:18
7th 85:14

8

8 16:19
8/21/2003 85:2
8/27/2010 84:21
8/4 90:24
876 72:13

9

9 17:17 18:2
9/20/2006 85:8
90 69:17,24
90-day 69:17
90s 38:14,17
94 80:21
96 36:3 74:24 75:9 76:1
97 80:24
99 38:5
9th 85:16

A

ability 65:10 67:15
accept 50:21,25
account 5:25 7:9,10 8:5
9:3,18 23:20
act 19:15 42:13 44:2,13
45:4 46:24 59:15 64:19
66:16 70:17
action 14:9
actions 62:12
active 36:3
activity 12:11 13:7 18:22
20:4 21:9,17
actual 54:23 71:25 96:11

AD 9:6,12,14
Adam 45:22 47:11
added 14:2
addiction 26:18 27:2
additional 25:15 52:20
77:14
address 22:3 81:18
addressed 81:20
addresses 21:8 22:2
adjudication 87:14
administration 66:9
administrative 63:4
66:14
admitted 6:1 7:19
adopt 4:21,23 5:2
ADS 32:24,25 33:13
36:17,18
adult 75:25
advance 63:9
Advantages 93:23
advertising 12:2,6,7
advised 19:3
affects 67:15
affiliated 14:25 15:8
age 87:25
agenda 4:20,23 5:2
24:23 47:9 53:24 63:4
87:10
agent 14:25 25:19 69:4,
7,15,23
agree 17:6 34:21 78:1
83:9
agreed 5:19 9:11 42:5
43:1
agreement 43:3
ahead 29:10,24 33:23
41:23 46:21 47:17 51:6
52:16 56:4,6 62:17 70:9,
11 78:11
Alabama 77:9
alarm 4:4 6:2,4 7:16,21,
22 11:7 16:21 17:23

18:25 20:9 22:25 23:6,11
28:3 32:11,16 36:5,7
37:17 40:4 47:22 64:8
72:11 73:11 88:18

Alaska 81:12 82:10 83:8
Alder 81:25 82:1,2,7
Alexander 80:5
allegations 15:1,3 74:15
alleged 18:21 21:9
alleges 8:20,24 9:12
10:8 12:4 14:22,24
17:18,21 18:1,24 20:3
allowed 49:1
Alvin 80:5
AMG/UNIVIEW 93:22
amount 12:10
Anchorage 81:19
and/or 6:5 7:23 23:5
anonymous 12:2 21:21
apologize 34:11 49:20
76:23
appeal 65:24 66:4
appearance 25:13
45:17 66:1
appearances 24:23
25:4 62:21,23 65:20
appeared 42:24
appearing 42:17
appears 25:3 30:12 75:8
87:18
applicant 36:4 46:23
76:23
application 13:9,13 20:8
29:10 30:2,5 32:20 36:8
37:10,14 38:3,7,9,10
40:25 41:4 42:25 43:1,8,
14,16 47:5,12,14 50:1,
12,15,21,23,25 51:5
52:5,8,10,14 53:14 56:24
62:1,18 64:20 67:13
68:17,22 69:1 70:9,12
72:18 79:25 82:9 84:3,7,
11 87:4 90:10,14 92:4
96:9
Application's 92:8

applications 36:1 40:6
65:18 68:10
applied 28:3 35:12 36:11
37:1
applies 67:6
apply 36:14 43:18 47:8
67:2,4 89:21 90:9
applying 50:1 64:23
90:5
appointed 63:16
approach 39:17
approve 38:7 40:24 41:3
50:12 51:4,6 52:16,19
78:12,25 79:6,14 90:10,
14 93:19 94:1,6,15 95:10
approved 38:11 40:3
93:12 94:10,21 95:21
97:13 98:20,23
approves 79:24
approving 93:17
April 20:6 46:23 64:4,6
area 93:15 94:19
areas 67:7 93:12
argue 66:1,4
Arkansas 81:20
arrest 30:17 33:3 75:25
80:21
arrested 30:13 39:23
57:9
arrests 33:5
askew 46:14
assisted 60:3
Association 97:15,18
attached 21:22,23
attack 34:14
attempted 7:4 80:20
attempts 9:19
attention 64:17
attorney 47:4 64:14
66:20
audio 58:8
audits 35:24

August 77:16
authority 15:2,4 23:14
27:18 91:9
authorize 12:9 23:13
authorized 9:4,5
automatic 5:17
aware 66:15
Axis 93:2,3
aye 5:3,4 6:20,21 8:13,14
10:3,4 11:22,23 12:21,22
14:17,18 16:15,16 17:13,
14 18:16,17 19:23,24
22:19,20 24:14,15 29:4,5
41:5,6 62:2,3 69:25 70:1
80:1,2 84:8,9 87:6,7
88:7,8 90:15,16 92:5,6

B

back 13:12 26:12 27:1
30:25 31:2,3 32:3 36:15
38:17,20 44:4 47:13,21
49:21 51:7 52:17 57:14,
16,17 63:3 70:23 77:7,15
80:19 83:10 86:17 88:24
89:2 95:19 97:21
background 25:25
86:10
backgrounds 57:15
bad 26:19 39:25 46:18
84:22 91:2,12
balances 5:24
BALASZI 71:19 93:7
95:2,25 97:7
bankruptcy 16:25
base 73:2
baseball 27:17
based 38:11 54:21 59:18
65:21,23 72:23 87:4
baseless 15:16,21
basically 11:14
basis 64:21
battery 88:15
Beacon 44:8 47:11
beg 88:25

began 12:7
begin 77:20
behalf 59:8
benefit 59:21
big 77:22 81:22
bill 5:21
billing 5:18,23 6:3 7:21
8:1 9:2 23:21
birth 75:19
birthday 76:2
bit 33:16,25 41:15 46:14,
17 57:21 71:7 79:23
blurry 64:3

board 4:5,6 5:4,11 6:21,
25 8:14 10:4 11:23 12:22
13:12 14:18 15:2,4 16:16
17:14 18:17 19:24 22:20
23:15 24:15 25:11,15
26:6,14 29:5 30:10 31:3
32:7,11,17 35:12 37:17
38:6,10 39:21 41:6
42:22,25 43:10,22 46:23
47:6,14 50:12,16 51:7
52:13,17 53:14 54:9
61:17 62:3 63:8,12,15
64:8,21 65:20 66:15 68:5
70:1,6,19,20,24 72:1
73:19,20,23 77:12,15
78:22 79:24 80:2 81:8
83:1 84:9 86:3 87:7,16
88:8,16 90:16 92:6,22
94:11

Board's 64:17
booked 85:2
bottle 87:23
bottom 82:6
boundaries 49:3
brand 98:13
break 62:23 63:1
breaking 57:25 71:9
Brian 25:6 28:13
bring 13:12 25:14,18
52:17 64:16 65:18 77:15
broke 14:4
brought 46:11 54:10

97:21
buddy 20:23
budget 64:1,11
building 60:19
burg 73:15 82:8 93:5,13
burglary 58:19 67:5
71:11
business 10:12,13 31:2,
5,15 34:6,7 59:12 60:24
65:7 72:12,24
businesses 21:9 67:21
busy 36:15

C

C-A 72:7
c-store 73:2
cabing 44:8 46:4,9
47:20
Calderon 71:5 72:7,8
call 4:7 17:24 23:8,23
35:25 37:1 38:22 47:2,4,
8 63:3 70:22 77:7 81:16
83:1
Callaway's 91:25
called 7:25 17:19 18:24
48:9
Calloway 90:20,21 92:4
cancel 8:23,25
cancellation 9:14
cancelled 5:16 8:3,25
capabilities 28:14
capacity 65:10
Capital 72:12
card 8:25 10:12,13 26:2,
15,20,24 27:8
career 59:21
careful 36:25
Carolina 77:8
carried 38:8 40:11
carries 5:6 6:23 8:16
10:6 11:25 14:20 16:18

17:16 18:19 20:1 22:22
24:17 62:5 70:3 90:18
carrying 37:14
case 20:6 25:12 26:17
27:8
cash 39:4,14
category 93:17
caused 19:4
CBE 72:11,21 73:10 74:4
CCTV 22:4,7 73:16 93:5
cease 12:25
ceilings 60:4
Cellular 95:5
center 49:6 81:17 85:8
central 82:16
centralized 24:7
certificate 65:8 94:22,23
95:8,9,20,24 96:3,13
98:24
certificate's 96:12
Certification 93:4
Chair 4:16
CHAIRPERSON 4:2,13,
18,25 5:5,13 6:14,18,22
8:10,15 9:25 10:5 11:13,
19,24 12:18,23 13:4,10
14:14,19 15:12 16:1,12,
17 17:9,15 18:13,18
19:14,16,20,25 20:20
21:7,20,25 22:6,10,14,
18,21 24:3,11,16,20,22
26:5,13,22 27:10,20,22,
25 28:11,17 29:1,6,15
30:7,11,16,20,24 31:12,
16,20,24 32:9,12,15,19,
22,25 33:2,5,9 34:3,13,
21 35:5,8 36:5,11,19
38:13 39:7,24 40:2,7,15,
18,21 41:2,7,11,16,21,23
42:10,15,21 43:17,24
44:15,20,25 45:5,9,16,
20,24 46:5,10 47:17,23
48:13,20 49:4,8,13,17
54:4,6 56:10,13,20,25
57:3 58:7,11 61:18,20,24
62:4,8,14,20,24 63:2
67:18,23 68:7,11,14,16,
19,23 69:11,21 70:2,25

72:2,5,8,10,14 73:10,21,
24 74:14,17 75:13,18,23
76:4,12 77:1,16,24 78:4,
9,14,17,20,24 79:2,5,9,
14,21 80:3,7 81:13 82:1
83:3 84:5,10 86:2 87:2,8,
17 88:2,6,9,20 89:6,16
90:12,17,21 91:8,14
92:2,7,11,13,15,19 94:2,
5 98:18,22

chance 61:16

chances 59:14

change 66:24

changed 27:11 44:6
59:15 66:12 80:17 97:19

changing 66:13

Chapter 16:25 64:18

character 34:23 64:25
84:13

charge 38:5 56:8 73:25
74:7,13,25 75:9,15 79:17

charged 9:1

charges 23:14 26:15
42:5 50:17 53:4 61:12
67:4 85:1 86:18 90:8

charging 13:6

Chattanooga 59:2,4

check 35:25 86:11 91:2,
13

checks 84:22

choices 26:19 27:24

church 27:13,14

cigarette 38:24 39:2

circle 59:16

circumstances 43:19
54:18

citation 84:14

city 22:5

civil 9:22 10:16 12:10
17:5,12 20:5,6 23:15

claim 15:21 17:3

claims 11:2,4 22:24 91:7

clarify 13:6

Class 87:12

classified 73:15

clean 27:19 33:21 44:21
50:4 53:9 59:14

cleaned 40:16 41:12
59:15

clear 41:24 42:16

clerical 19:3

client 73:2

cliff 80:9 85:25

climbed 60:4

close 6:6 8:6 9:20,23
14:10 15:9 17:3,7 18:9,
11,15 19:13,18,22 20:10
21:19 22:22 23:25 24:13
66:3 67:13

clothing 73:3

coached 27:16

coaching 27:17

cocaine 35:7

Cockburn 63:13

Cockroft 4:8,9,24 5:1
6:7,11 8:9,11 9:21 10:1,
25 11:6,12,16,20 12:17,
19 13:14,18,23 15:14,20,
24 16:11,13 18:12,14
19:17,21 20:11,15,22
21:3,16 22:15 24:10,12
28:25 29:2 30:1,5 35:10,
17,20 36:20 37:4,18,25
40:23 41:3 50:2,10,14
52:24 53:6,16 54:23
55:13,19,22,24 56:2
58:20,24 59:2 60:15,25
61:5,8,23,25 63:20,23
67:1 69:16,20,22 71:1
73:5 74:19 75:4,7,14,22
76:6,24 78:19 79:12,19,
22 81:18 82:5,18,21
83:4,18,24 84:2,6 85:20
86:6,12,14 87:1,3 88:23
89:1,20 90:7,13 91:15
92:1 93:11,16 96:2,6,18,
21 97:2,12,20,23

Cockroft's 63:16

Cody 43:21 65:18 67:8
77:25 79:15

collection 48:14 49:5

collections 9:18

college 27:13

combined 40:16

comfortable 53:11
78:10 79:16

commission 64:22 65:5

communicate 60:12

communicates 60:9

community 59:11

companies 6:4 7:22
57:15

company 6:8,10 7:6,7,
11,12,14 10:10,14,15,24
11:3,5,7,8 14:1 15:17
16:23 20:9,12,14,16,18
21:6 22:6,8,11 28:16
30:22 32:4 34:17 36:13
37:21 51:9 67:16 72:10,
16 73:14 81:19,24,25
82:10 89:2 90:2 91:5

company's 77:9

compare 86:16

compatible 23:1,3

Competitive 93:23

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

Complainant's 7:10,13,
18 17:23 18:6 23:20

complaint 7:1,3,19 9:5
12:2 15:5,15 18:21
21:12,14,15,21,22,24
80:23

complete 14:6 16:24

completed 44:7

completely 43:20 83:9

compliance 13:16

complicated 58:5

computer 40:12

concealment 80:13

concern 20:22 37:18
57:4

concern's 67:25

concerned 15:14

concluded 91:21

concur 6:12,15 8:7,12
9:22 10:2 11:16,21
12:13,20 14:11,16 15:10
16:14 17:11 18:10,15
19:17,22 21:18 22:15
24:1,12

concurred 23:15

conditions 77:5

conduct 10:19

confirmed 5:24 8:4

confused 31:12 32:14
44:3 45:12 46:17 55:14
93:21

confusion 7:18 15:20
49:20

Congratulations 41:8
62:6

connected 7:5 8:1

connection 64:22 68:4

connectivity 10:11

consent 12:9 13:2 19:10
23:17 43:4

Consumer 19:15

consumers 62:11

contact 7:5 9:12

contacted 18:25 19:10
23:16 43:9

contacting 5:22

continuing 63:17 93:4,
20,24 94:20 95:6 96:22
97:1,5,11 98:3,8,11,15

contract 5:16 8:20 23:4,
5

contracted 9:3,7 16:20

contracting 6:4 7:14,22

contractor 7:16 35:22

60:23 72:11
contractors 4:5 19:8
32:7,17 35:15 36:6,8
37:1,17
contracts 6:3 7:22 8:3
Control 98:10
controlled 80:11,13,24
81:1 87:12
conversation 82:14
convert 37:11
convicted 12:4 65:4
74:7,22,23 75:12,14,15
88:15
conviction 64:21 66:2
67:12 74:12 90:5
convoluted 58:5
cop 58:25
copied 55:4
cops 58:3
copy 54:14 66:11 71:18
85:25 94:23 95:9,14,20
96:3,11
core 19:5 27:5 35:19
correct 5:8 8:2 30:14
32:17 45:2 82:9 87:20
91:15
corrected 19:6
correctional 85:7
corrective 14:9
correctly 97:22
correspondence 70:23
73:12 88:21
corresponds 55:24
corroborates 7:17
cost 77:22
Counsel 6:13,15 8:12
9:23 11:17,21 12:13
14:12,16 15:11 16:14
17:11 18:15 19:3,18,22
21:19 22:15
Counsel's 8:8 10:2
12:20 18:11 24:2,13
count 51:20

country 82:17
counts 26:1 71:10,11
80:20 85:12
County 58:2
couple 35:23 37:1 51:18
64:16 94:4
courses 93:6 94:7,14,15
court 17:2 39:18 55:17
87:14 91:6
courtesy 9:11
covered 23:23
Cravens 25:6,7,14,17
26:7,13,16,24 27:12,21,
23 28:1,18,23 29:3,8
credit 8:25 26:2,15,20,24
27:8
crime 64:23 65:3,5,6,9,
13,21,23 77:19 80:14
criminal 38:11 50:17
54:21,24 55:5,6,11 56:7,
9,16 57:25 64:21 65:19
66:22,24 70:16 71:23
81:23 83:14 86:17,24
90:23 91:7 92:18
crossing 49:15
CSAA 97:19
Cunningham 45:22,25
46:7,11,19 47:11,18
48:2,5,15,22 49:7,11,15
51:12,23 52:11
current 10:9 11:5 23:6
customer 19:9 23:22
38:25 88:18
customers 19:9 33:20
34:18 73:1

D

D-4 9:6
d/b/a 19:4
dad 58:20 60:17,23 61:6
dad's 59:11
Dapper 84:18
date 39:3 67:13 75:19
81:3 91:21

dating 23:19
days 28:4 45:1 48:4,5
69:5,6,17,24 85:5,8,15
deal 39:13
dealer 9:4,6
dealing 26:17 27:8 33:17
62:10
December 28:3 45:18
46:13 76:21 84:22 91:21
decide 66:2,10 83:24
decided 53:12 83:23
decides 65:20 70:20
decision 23:15 53:7,8
defer 24:24 77:4
deferred 87:14
degree 80:25 81:1
deleted 5:24 6:1 8:5
demeanor 35:4
denial 66:3
denied 36:22 37:12,19,
23 66:6 84:11,12 92:8
denies 7:7 16:23
deny 64:25 65:20,22
70:20 83:19 84:2,7 86:25
87:3 91:24 92:3
denying 64:20 67:11
department 22:5 24:8
44:9 66:23 91:9
deserves 59:20
desist 12:25
details 79:17
determination 68:6
determine 55:7 84:23
determine-- 85:19
determined 38:6
develop 72:23
Dickerson 38:22
difference 77:22 83:11,
13
difficult 81:11

difficulty 37:13
diminish 90:7
directly 46:2
director 19:3
dirty 45:1
disagree 18:6
disappoint 45:7,14
disappointed 45:10
discrepancies 16:5
61:14
discussing 54:12
discussion 12:14
disgruntled 15:5,22
dismissed 39:19 71:12
85:1,4,9,13,14
District 91:6
division 46:4,9 47:21
do-not-call 23:10,24
document 42:22 54:9
72:1 73:23 81:8 86:3,9
87:16 88:16 91:8
documentation 71:3
documents 25:15 30:8,
10,12 55:15,17 87:14
dollar 73:17
Donelson 49:16
door-to-door 10:18,21
downgrade 9:10,11
drive 48:13,17 49:5,9,11,
13
driving 85:7,16,22
drug 30:14 35:5 42:5,7,
13 43:5,8 44:1,7,9,12,19
45:2,14 46:3,8,18 47:10,
19 48:3,7,10,25 50:4,25
51:3,10 52:9,15 67:4,10,
12
due 5:23,25 8:4 10:10
70:24 73:6 87:24
DUI 67:7 85:1,3,4,10,15
88:15
DUIS 67:9

duties 65:11

E

e-mail 23:18

easier 71:7 82:13 94:9

ed 97:5 98:8,11,15

education 92:20 93:5,
20,24 94:20 95:6 96:22
97:1,11 98:3

effect 36:2 64:19 65:16
66:16

electrical 60:23 61:6

Elite 96:19,20 97:14

else's 44:17 47:24

embezzle 74:21

embezzlement 71:14
74:7,12 79:17

embezzling 73:25

emerged 85:17,21

employ 82:10

employed 32:22 37:21

employee 10:23 15:5,23
16:1 20:8,19 28:6,9,16,
24 29:3 31:1 34:19 41:4
42:25 47:20 61:22 62:1
79:24 87:4 88:1,3 90:14
91:25 92:4

employees 14:23,24
15:7,17 16:2,3 48:25

employer 48:19 74:15

end 11:8 24:18 28:2
42:24 44:4 47:11 64:9

ended 32:5

ending 64:5,8

endorse 58:14

Energy 91:10

engaging 12:10

ensure 47:24

entering 71:9

environment 72:24

Equipment 72:12

error 5:19 19:4

essence 27:4

established 8:18

ethical 34:6,7

event 87:25

Everybody's 51:17

everything's 45:12
79:23

evidence 21:1 64:25
65:11 67:14

examples 67:2

Excellent 28:11

excluded 6:8

excuse 13:5 33:22 64:12

excused 29:22

Executive 19:2

exemplary 34:19

Exhibit 25:6 29:13 53:24
71:5 80:6 84:17 87:11
90:23

existing 23:1,22

expense 77:23

expertise 72:23

expire 37:20

expired 35:23,25 36:3,9,
23,24 37:2 63:17

expires 69:3

explain 12:15 26:14

explained 47:2

explaining 47:5

explanation 7:18 24:4
54:15,25 56:14,22 57:4,6
71:16 73:22,25 74:1,10,
11,21 77:3 78:1,11 79:7,
15 87:15,22,25

extend 69:10

extension 68:11 69:7,8,
10,14,17,23 70:5

F

face 28:20

Facebook 12:3,5

factors 65:2 66:2 68:6

failed 42:7,13 43:5 44:2,
10,18 85:2

failing 44:11

failure 80:15 84:21

fair 83:6

fairly 61:12

fall 70:16

falls 70:21

false 90:25 91:7

familiar 56:15

family 59:10,22

fast 34:12,16

father 60:21

fault 62:12

favor 5:2 6:20 8:13 10:3
11:22 12:21 14:17 16:14
17:13 18:16 19:23 22:19
24:14 29:4 41:4 62:2
69:24 79:25 84:7 87:6
88:7 90:15 92:5

FBI 55:1,21 71:25 86:10

fear 64:6

February 7:1 18:2 23:19
69:2 80:10,11,19 87:11
88:14

federal 65:14

fee 9:16,17 23:5

feel 18:6 51:22 53:6

feelings 83:21

feels 78:10 79:15

fees 23:20

fellow 82:14

felon 12:5

felony 81:2

fictitious 91:7

field 60:2 72:19 76:7

figured 21:5

file 17:2 24:9 30:9,12
37:10,11 40:8,11,13,14,

19 54:15 68:12 74:1

filed 18:21 43:16 80:23
90:25

finally 23:16

financial 85:18,22

find 16:5 19:2 37:24
62:11 69:14 71:15

fine 14:9 73:17 98:15

fines 84:21

fingerprints 86:7,8

fingertips 38:9

finished 26:12

fire 82:9 93:5,13

fired 15:25 52:2

fiscal 64:9

fitness 65:10

fleet 14:3

foggy 76:21

fond 86:23

forced 19:7

forget 80:12

forgot 80:25 88:13 95:14

formal 12:9 23:14

formed 7:13

forward 13:20 41:13,24

forwarded 9:5

found 15:15 55:9 59:15
71:10,13 90:24

fraud 90:24

fraudulent 26:1,15

freelance 60:19

Fresh 64:18 66:15 70:17
89:20 90:3

fresh-start 65:2

fried 18:1

friend 26:19 58:15 60:20

friend's 58:20

friends 59:10,16

front 39:21

fund 90:25
Fundamentals 93:3
funding 6:7,10
funds 5:25 8:4
future 59:21

G

gate 57:7
gave 26:20,24 39:2 47:3
54:14 74:11 93:1,2,22
95:16 98:1
General 91:10
gentleman 25:11 32:6
33:10 38:2 42:2,4 50:23
70:7 71:16 81:12 82:11
86:4
gentleman's 25:3 52:7
72:18 73:22
gentlemen 35:9 53:24
get all 41:12
Gillespie 31:3
give 16:2 30:8 37:7 42:6
52:4 61:16 83:6 84:19
God 39:12
good 4:2 5:15 28:15 29:7
51:22 54:2 59:10 60:6,8
62:15 70:18 71:20 95:23
96:21 97:14,23 98:7,8
gosh 51:15
Gotcha 55:19 62:13
Governor 63:16
grade 27:14
graduated 27:13
grams 30:14
grant 28:23 29:3 43:1,2
61:21 62:1 69:10,14,23
70:5 88:1,3
granted 88:10
gray 67:7
great 39:13 62:19
green 58:8

grew 61:11
gripped 27:2
guess 20:14 27:18 37:18
55:13 57:20,22 58:1,4
67:6 81:21
guessing 74:9
guilty 26:3,4 55:5,7,9
71:10,13 80:15,17,20
81:2 84:21,24,25 85:2,3,
5 87:13
guy 51:24 52:3 76:5
guy's 83:14
guys 49:24

H

H-I-K-V-I-S-I-O-N 98:2
Haiti 27:16
hall 29:21
Hamilton 58:2
hand 48:22
hand-walk 49:1
handle 6:3 7:21 48:25
89:13
handwritten 96:14
happen 48:6 82:16 83:7
happened 26:14 27:5
36:9 37:2 38:13 42:13
75:22 76:22 77:3 86:19
91:19
happening 46:16
hard 60:3,8 62:10
harming 58:4
Harvey 4:10,11,22 5:1
6:12,15 8:7,11 9:24 10:1,
21 11:2 12:12,19 14:11,
15 15:10,13 16:13 17:4,
10 18:10,14 19:19,21
22:17,19 24:1,12 28:19
29:2,18,22 41:25 46:16
49:19 50:20 51:9,22
52:4,18 54:17,20 57:20
58:17 59:5,7,23 61:10,
19,21,25 62:15 69:9,13,
18,22 74:18 76:9,14
77:17 78:3,8 79:1,22

80:9 81:9 82:12 83:9,13
86:22 87:3,24 88:3
90:11,13 91:2,24 92:3
95:23 98:4,7,12
he'll 40:18 51:4
head 42:16
hear 57:20 89:14
heard 25:12 36:14 63:18
hearing 28:22 29:9
62:18 66:10
heavier 33:18
heck 51:25
held 37:16
helpful 85:24
hey 48:7,9
hick 98:6
highest 27:18
Hikvision 98:2,4,5
hired 28:4 52:2
hiring 35:1
histories 66:25
history 65:19 70:16
71:23,24 81:23 83:15
84:19 86:24 92:18
Hixson 4:2,12,13,18,25
5:5,13 6:14,18,22 8:10,
15 9:25 10:5 11:13,19,24
12:18,23 13:4,10 14:14,
19 15:12 16:1,12,17
17:9,15 18:13,18 19:14,
16,20,25 20:20 21:7,20,
25 22:6,10,14,18,21
24:3,11,16,20,22 26:5,
13,22 27:10,20,22,25
28:11,17 29:1,6,15 30:7,
11,16,20,24 31:12,16,20,
24 32:9,12,15,19,22,25
33:2,5,9 34:3,13,21 35:5,
8 36:5,11,19 38:13 39:7,
24 40:2,7,15,18,21 41:2,
7,11,16,21,23 42:10,15,
21 43:17,24 44:15,20,25
45:5,9,16,20,24 46:5,10
47:17,23 48:13,20 49:4,
8,13,17 54:4,6 56:10,13,
20,25 57:3 58:7,11
61:18,20,24 62:4,8,14,
20,24 63:2 67:18,23

68:7,11,14,16,19,23
69:11,21 70:2,25 72:2,5,
8,10,14 73:10,21,24
74:6,14,17 75:13,18,23
76:4,12 77:1,16,24 78:4,
9,14,17,20,24 79:2,5,9,
14,21 80:3,7 81:13 82:1
83:3 84:5,10 86:2 87:2,8,
17 88:2,6,9,20 89:6,16
90:12,17,21 91:8,14
92:2,7,11,13,15,19 94:2,
5 98:18,22
Hoard 29:13,15,17
30:11,15,18,23,25 31:14,
18,21,23 32:2,8,13,18,
21,24 33:1,4,7 35:7,13
36:13 38:15 39:9 40:1
41:9,19
hold 37:22,23 42:15 82:3
95:12
holder 9:3
home 8:19 17:18 18:22
19:1 77:8 82:1,2,7
home-service 19:11
homeowner 11:11
homes 67:20
honest 38:15 43:20
honestly 53:10
hope 21:16 64:1,3 71:5
hour 80:8 95:6
hours 93:4,24 94:19
96:25 98:10
house 8:23 10:9 16:21
HR 48:7
Huffman 5:14,15 6:10,
24 8:17 10:7,23 11:1,4,
10,15 12:1 13:2,24 14:21
15:18,22,25 16:7,19
17:17 18:20 19:15 20:2,
13,17 21:1,4,11,23 22:3,
8,13,23 24:6,18,21
hundred 73:17

I

ignore 5:23
II 30:14

illegal 21:9
importantly 64:17
improve 62:9
in-depth 77:3
incident 27:12 34:22
incidents 57:22
inclined 83:18
include 13:3
includes 73:2
incorporated 7:11
94:18
Increasing 95:5
individual 55:17 65:3,12
70:10 71:22 88:17 91:4
individual's 65:15
industry 21:24 31:17
72:21 73:2
influence 44:23
inform 23:2
information 19:6 21:12
31:13 38:8 40:12 42:24
71:21 77:14 79:23 89:17
92:24
informed 5:22
initial 38:3
input 13:19 35:16
insist 59:25
inspection 18:23
Inspector 91:10
install 6:2,4 7:20,23
16:20,24
installation 12:6 31:21
34:20
installations 31:25
installer 12:8 67:16
installing 22:4,9 33:18
76:6
installs 9:4
instructions 46:1
insurance 85:23
Intelligent 94:18 98:19

intent 69:5
interim 43:16
internal 35:24
interpersonal 62:9
intoxication 85:6
introduce 26:6
investment 73:13
involved 27:13 58:12
ipad 25:5 29:12 63:7
68:20,25 81:6
issue 7:2 10:16 17:5,6,
25 73:5 81:22
issued 5:20 20:4 23:18
37:12 69:2
issues 10:11
item 63:3
items 25:25 26:25

J

Jackson 88:12,13 89:19
Jade 97:8,13,14
January 17:19 75:25
80:21 85:12,13,14 91:22
Jeff 26:8 59:12
Jersey 42:11 44:22
job 51:13,19 60:6 82:6
89:22
jobs 33:21
John 71:5
joking 39:10
Joshua 84:17
JPI 31:7 32:4
judgment 91:16,19
judgment's 81:6 91:22
July 64:19 65:17 66:16
70:17
jumping 92:23
June 4:4
justification 27:4

juvenile 57:17,18 75:9

K

Keith 4:10 29:21 78:24
79:5 98:1
kidding 39:13
kids 39:6 61:11
kind 20:23 28:14,20
35:25 59:15 60:7,20 66:1
72:15 73:13 77:19 78:6
kindergarten 27:14
knew 33:15
knowledge 33:19

L

L-E-D-F-O-R-D 26:9
labeled 87:22
lacked 94:22
lacking 89:17
ladies 41:12
lady 38:23 39:14
language 12:24 13:3
64:24
lapsed 32:5
larceny 71:13 74:8,12,22
75:16 79:18 80:16
late 95:2
law 58:1 68:2
laws 65:14
leader 72:21
leadership 28:13
learn 18:2
leave 71:12 98:1
leaves 33:20
led 27:23
Ledford 25:20 26:8
27:25 28:2,12,18
left 44:25
legal 5:14 24:8,19

legislative 64:12,16
length 65:4
lesser 75:15
letter 12:24 56:21 70:10
73:7,17,18 74:3 81:20
86:6 89:15
letterhead 74:4
letting 53:5
liberty 55:2
license 13:8 14:1,7 15:6
20:25 28:4,24 29:3 32:4
35:18,21 37:16 42:6
44:11,13 65:8 72:13
73:6,9,11 85:5,16,18,23
89:3,4
licensed 6:1,4 7:20,22
10:22,24 14:22 15:17,19
16:9 19:8,12 20:9,10,16
21:5,6,13 22:12 32:16
60:1 81:21 89:24
licenses 6:5 7:23 89:2
licensure 19:2
life 26:18 27:24 60:18,22
light 26:22 58:8
lighting 61:2,4
limits 34:4
list 23:10 88:23 94:3
97:17,22 98:23
listed 8:19 94:8
lists 89:2
literally 48:16
litigation 43:3
live 77:13 83:7,8
LLC 7:13
local 19:8
locations 22:2
locked 57:7
logo 89:7,16,18
long 28:1 30:20 31:16
36:2 59:10 74:19 75:17
81:9
long-term 73:13

longer 37:21
looked 10:12 19:1 26:2
35:18 55:8 68:5 97:14,23
loss 85:18,22
lost 69:3,6
lot 48:19,20 51:13 57:3
61:13 67:3,24 74:20
82:13 94:5,9
Lou 4:6,14 71:22 79:6
92:23 93:22 94:13 96:16
98:20
Lou's 93:9
love 33:20
Lowe's 18:23 19:7
luck 29:7 39:25 62:15

M

Madam 4:16
made 14:9 20:7 23:8
26:18 27:24 36:10 37:9
38:2 40:5 47:16 53:8
69:1 76:3 78:23,24 79:6
95:16 96:15
main 28:19
maintain 18:7 28:15
58:7
make 4:22 6:12 8:7 9:22
11:16 12:12 13:5,9,12
14:8,11 15:10 17:20
18:10 19:17 21:18 24:1
26:22 28:23 37:14 38:6
40:24 46:5 47:5 50:20,24
51:5 52:8 53:7,13 61:21
64:22 66:6,15 68:3 69:9
70:9,11 71:6 76:14 77:7,
21 79:4 83:12,14 84:2
86:24 87:24 90:9 91:24
97:21
making 11:2,4 32:20
68:6 72:18 75:7 76:12
man 39:25
manager 15:19 33:15,17
34:9,10
manager/service 34:9
marijuana 55:8 56:11

Marketing 94:18 98:19
married 39:5
matter 8:12 9:22 11:21
12:21 14:16 17:12 18:15
19:22 21:19 41:24 77:13,
20 82:22,23
McGehee 25:1
meant 97:12
mechanical 60:19
meeting 4:4,20 5:2,7,11
7:1 24:23 29:23 42:1
46:23 50:3,5,8 53:9 63:3
66:21
meets 52:22
member 4:6 63:8,12,15
76:22 78:23
members 4:19
mention 63:11
mentioned 60:23
merchandise 80:14
mess 17:21 41:12
messed 49:21
mic 75:3 76:17
middle 27:17
mind 56:18 67:4 68:17
89:22 94:14
minor 74:24 78:5
minute 37:7,22
minutes 5:7,9,10 41:15
62:25
misconduct 81:1
misdemeanor 71:15
74:8,22 75:15
missed 98:22
missing 72:14 88:20
89:3,4
mission 27:15
mistaken 56:12
mitigate 65:13
model 28:6
mom's 59:12

moment 82:3 95:15
money 26:19 27:1 39:4,
20 47:16 53:15 58:11,14
monitor 6:2,5 7:20,23
monitoring 7:5,6,24 8:2,
18 17:21 18:4,8 43:4
67:16 81:14 88:18 91:5
97:15,18
monitors 9:4
month 31:2 33:11 64:6
month's 5:18
monthly 63:8
months 8:22 13:9 18:3
28:5 44:7,11 45:13,15
47:10,12 49:23 50:4
51:18 53:9 64:7 69:8
moral 64:25 84:12
morning 4:2 5:15
mother 61:3
motion 4:20,22 5:1,6
6:12,15,23 8:7,11,16
9:22 10:1,6 11:16,20,25
12:12,19 14:11,15,19
15:10,13 16:11,13,18
17:10,16 18:10,14,19
19:17,21 20:1 21:18
22:15,21 24:1,11,17
28:23 29:2 40:21,24 41:2
50:20 61:18,19,21,25
62:5 69:9,22 70:3 76:13,
14 78:14,18,23,25 79:4,
6,12,20,22 84:2,6 86:25
87:2,24 88:3 89:18
90:10,13,18 91:24 92:2
Motions 76:11
motor 71:10
motorcycle 60:19
move 25:3 41:13 59:20
60:21 64:1,11 84:17 90:2
94:13
moved 28:12
Murray 41:21,22 42:4,
12,19,24 44:1,18,24
45:3,8,11,18 47:10 48:4
50:7 52:8 53:1,2,4,17,18,
21

N

named 7:11 58:20
names 16:2
Nashville 83:7
national 23:10,24
nature 17:12 65:2,6
necessarily 50:5
neck 52:2
needed 21:5 50:4
negative 44:23
nervous 34:15 44:19
Network 93:3
nine-panel 51:15
no-termination-fee
9:14
Nortek 98:10
North 77:8
note 95:16
notes 46:14,22 80:9
85:25 93:21 96:15
notice 46:25
noticed 60:11
notification 8:22 36:10
notified 17:1
notify 17:4,11 69:4
notifying 70:5
November 47:4 69:1
85:16
nowadays 39:11
nulli 80:22
number 5:15 6:24,25 7:3
8:1,16,17 10:7 12:1
13:24 14:1,8,21 16:19
17:17 18:20 20:2 22:24
37:12 40:19 47:3 72:13
73:6,9,11,16 77:17 81:21
88:21 89:5,10
numbers 37:11 40:14
numerous 9:19

O

observed 13:25
occupation 65:7,16
October 17:23
offense 57:5 85:5,15
offenses 85:22
offer 10:10,11 19:8 39:20
82:7
offered 9:15 36:16
offering 7:7
offers 79:15
office 43:9 66:19 91:10
officers 58:2
one-and-only 30:17
one-time 34:22
online 47:5,8 51:6
open 12:8 68:3
opened 7:2,13
operate 20:24
operating 20:11
operations 33:17 34:9
operator 88:19
opinion 13:23 93:25
opportunity 4:19 59:20
opposed 5:5 6:22 8:15
10:5 11:24 12:23 14:19
16:17 17:15 18:18 19:25
22:21 24:16 29:6 41:7
62:4 70:2 80:3 84:10
87:8 88:9 90:17 92:7
option 77:1 83:20
order 12:9 13:2 23:17
43:4 44:5 63:3 80:14
92:22
originally 42:11,12
outcome 14:10
outstanding 23:17
overstep 49:2
owed 23:21 26:19 27:1

Owens 29:16 31:6,9
33:9,12,23 34:1,5,15,24
35:16,18,21 36:7,24
39:25 41:10,18

Owens's 30:22
owned 7:10
owner 11:7,13 59:12
owns 10:15 11:9 60:23
61:3

P

packet 55:18 71:15,24
paid 16:22 20:7
paper 28:21 55:3 85:25
89:12 94:9
paperwork 48:8 72:15
paraphernalia 84:24,25
pardon 88:25
parents 61:1
part 51:10 73:1
participation 65:15
partners 19:8
pass 43:7 47:1
passed 45:15 49:25
passing 84:22
past 5:23 27:6 28:5 48:1
57:7 83:15 86:17 89:22
96:10
Pat 31:3
patch 59:13
Paul 29:13 33:13,14,15,
19,20 34:5,6,9,17,18
pay 9:17 23:5 38:20
57:15 84:21
paying 62:11
penalized 20:5
penalty 10:16 12:10
20:5,6 23:15
people 13:15 52:3 66:22
93:8
people's 67:20

perfectly 28:10
perform 65:10
performing 20:3
period 9:11,14 51:2
93:20
person 12:25 20:11 22:4
25:1 28:14 34:23 58:6
64:23 77:20 82:24 83:1,
20 89:24 94:6
personal 98:14
petition 85:17
petty 77:20
phone 17:18 23:1 38:20,
24,25 39:1,2
phones 38:21
pick 48:10
picked 89:11
piece 55:3 89:11 94:8
Pike 49:16
Pillars 59:11
place 21:10 31:10 47:9
48:14 58:6 75:9
planning 39:15
plenty 81:10
point 28:6 49:10 50:1
79:13
point-of-sale 72:22
police 22:5 39:17 58:18
poor 64:25 84:12
PORTS 18:24 19:10
position 12:8 36:16
82:22 89:24 90:4,9
positive 64:8
possessed 87:18,20
possession 30:13 55:8
56:11 67:10,12 71:11
84:24 85:6 87:12
possibly 44:5
Powerpoint 95:17 96:15
prefer 52:16 96:11
present 58:23

presented 4:23 19:6
28:22 98:23
pretty 27:7 60:18
previous 20:4 21:14
44:12
previously 23:18
prior 23:3 36:21 44:12
64:20
probation 80:18 84:25
85:11,12,14 91:1,17
problem 17:23 34:8 40:7
49:25 61:13,16 76:9
95:10
process 14:3,6 29:10
62:17
processed 18:8 38:4
85:2
products 19:9 72:22
profession 64:23 65:7,
14
professional 34:8 35:3
program 18:23 19:7
40:6 51:11 98:14
programs 71:3
promise 34:16
promised 44:21
pronounce 71:6 84:18
pronounced 25:2 29:13
proof 44:9 46:12 49:24
50:7
proper 19:2
properly 14:7 15:6,18
19:12 23:12 25:2 29:14
87:22
property 9:15 87:13
prosecuted 80:12
Prostitution 39:7
Protection 19:15 82:2,7
provide 21:8 23:12
66:11 73:24
provided 22:25 23:18
42:6 57:4 71:22
provider 8:2

providers 19:11
public 64:18 66:11 67:19
68:1 80:14 85:5
pull 41:15
pulled 40:13 67:24
purchase 26:25 27:9
purchased 18:22
purposes 65:6
put 14:5 22:6 50:15 51:1
52:2 55:18 77:7,22 85:25
86:18 88:13 94:10

Q

QA 15:7,19 45:22 47:11
60:2 68:12 70:11 89:10
qualifications 52:23
qualified 14:24
qualifying 25:18 69:4,7,
15,23
question 31:9 32:14
56:21 75:6 77:18 79:4,7
questions 28:18 35:9
40:22,24 49:18 58:10
61:9 63:25 64:10 66:7,17
68:9
quorum 4:17
quote 9:6 70:21

R

raised 79:3
random 43:5 46:3,8
47:19 48:4,5 51:10
randoms 51:21
raved 34:18
re-present 22:23
reach 77:2,13,25
read 30:8 46:22 64:2,4
72:20
reading 72:25 73:1
74:24 91:15
ready 61:16

real 34:16 53:11 67:14
73:25 76:9 86:23
reapplied 36:17 38:3,4
reapply 46:12 50:5
53:10
reappointment 63:19
reason 25:23 51:17 66:6
97:16
reasonable 79:15
reasons 37:3
rebellious 59:18
rebutted 14:8
recall 46:16
receive 17:24 90:1
received 5:21 9:1 46:25
47:2,4
recent 10:10 57:22
recently 12:7 36:18
reckless 85:7,15
recognizable 42:3
recommendation 6:6
8:5,8 9:20,23 10:2,16
12:8,20 14:10 15:9 17:3,
6 18:9,11 19:13,18 20:10
23:13,25 24:2,13
recommendations
11:17 21:18
record 27:6 38:11,18
39:22 54:22,24 56:1
57:11,14,18 65:21 68:4
71:25 86:17 90:24
recording 46:6
records 66:22 86:14
90:23
Recurring 95:5
recuse 29:19
red 64:7 66:11
reduced 71:14 74:8,11
79:18 80:14,20
referral 18:23 19:7
reflect 34:22
reflection 26:18

refund 5:20 18:3,8
refusal 85:6
refused 9:17 10:11
registered 10:25 15:7
16:2,3,4 20:8,19,24
28:24 29:3 32:1,2 42:25
62:1
registered-employee
43:2
registration 41:4 42:8
43:2,6 61:22 65:8 79:25
85:4,9 87:4 88:1,4 90:2,
14 91:25 92:4
registration's 88:10
registry 23:24
Regs 10:19
regulating 65:6
Regulations 10:17
rehabilitation 65:11
67:14
reimbursement 90:25
rejoined 41:25
related 6:24 65:24 71:23
relation 65:1
relationship 33:19 65:5,
9,13
relief 17:2
remedy 16:24
remember 42:17 45:5
72:5
renewal 51:2
renewals 97:3
repeat 15:2 75:5
replace 69:6
report 5:14 24:19 34:25
60:3 63:8,11
reports 63:4
representative 81:16
82:11,19
reprinted 64:2
request 13:20 69:8,23
83:19 93:13,14

requested 7:1 9:9 18:3
25:12,24 43:9 86:8,14
requesting 30:3 43:22
78:20
requests 77:12
require 51:14
required 51:19 65:10
96:6
requires 64:20
Rescue 94:19
research 7:17 23:21
resigned 63:13
resisting 80:21
responded 13:15 18:5
Respondent 5:17,18,19,
21,22,24 6:1,3 7:2,5,7,8,
9,12,14,19,21,24 8:4,24
9:2,5 10:8 12:2,4,7 14:1,
22,25 15:4,8,19 16:20,
22,25 17:20,22,24 18:5,
21,24 19:1,5,6,11,12
20:3,5,7 22:9 23:2,4,12,
16,18,22
Respondent's 7:17
10:13 12:5 13:25 15:6
22:8
response 9:6 23:13,19
24:5,6 82:6
responses 61:1
responsibility 16:23
18:7
responsible 7:15 28:14
60:9
restaurants 73:3
Revenue 95:5
review 4:19 64:1 65:19
68:10 92:20 93:10
reviewing 72:3
reviews 68:22 70:16
revoke 46:24 85:17
revoked 42:8 43:6,8
44:6,11,13 47:3 50:13
Richard 4:6,14 6:17,19
11:18,20 14:13,15 17:8,
10 41:1,3 42:23 43:12

55:10,12 56:3,5,7 70:19
76:16,18,19,20 77:10
78:23 79:3 81:3,24 83:11
84:4,6 88:5,7 92:3,25
94:1,3,16,21,25 95:3,7,
18,22 96:1,8

Richards 4:15 55:21

rights 48:18 65:24

Road 38:22

robbery 67:5 80:19,20,
22,24

Rodney 88:12

role 4:7

roles 28:13

rough 59:13

Royce 88:12

rulemaking 66:10

rules 10:17,19 66:12,13

run 86:10

runs 60:2

S

S-A-F-E 68:25

S-I-T-E 68:25

Safe 69:11,13,24

safety 67:19 68:1

salary 62:11

sale 8:19 23:7

sales 12:6 81:15 82:11,
19

salesman 10:22

salesperson 8:20

sat 45:23

satisfactory 83:5

Schedule 30:14

school 27:17

Scott 4:8 63:18 96:17
97:8 98:1

screen 42:13 43:8 44:12,
19 45:2 46:18

screening 44:2

screenings 52:15

screens 42:5,7 43:5,6
44:10 47:25 50:25

section 92:18

security 10:9,14 12:3
18:1 44:3,14 46:24 69:1,
11,14 72:22 94:24 95:4
98:10

self-monitoring 12:6

sell 26:25

selling 10:14 12:3

send 5:10 12:9 24:6 46:2
63:9 89:15

sends 96:3

sense 66:7

September 33:13

seriousness 65:3

serve 63:14,17 67:15

service 7:25 8:2,18,21,
24 9:15 11:14 17:19 18:4
33:15,16 38:22 72:19
76:8

services 7:7 19:9

serving 7:15 68:1

set 17:24 46:23

setting 66:21

settle 9:19 23:14

share 55:2

Shauna 93:6 94:25

sheet 71:7,8 85:25

shocked 35:3

shoplifting 80:17

shops 73:4

short 5:20 63:1

shortly 5:18

show 19:5 37:23 50:7
70:13

showed 58:18

showroom 61:2,4

shows 10:13 12:5 23:21

56:10 81:18,19

shy 60:10

side 20:21 47:22

sign 23:5 25:9,22 29:24
41:24 43:3 53:25

signal 18:7

signed 19:10 54:1 91:19

signing 23:3 30:7

similarly 7:10

single 95:3

sir 26:5 51:9 56:1 58:22
59:6 61:7 75:3 82:20
97:9

sit 66:19,23

site 51:14 69:11,13,24

sites 51:16,19

sitting 38:20

situation 12:15 16:24
28:8 93:21

situations 49:1

six-month 9:13

skills 62:9

slow 33:24 34:2

small 66:8

sneak 36:25

sold 7:12 8:23 16:22

solicitation 10:18 39:8

soliciting 18:25

solutions 72:22

sought 65:9

sound 9:21

sounds 50:3,14 74:23

speak 65:15 75:2 76:17

speaking 26:23 59:7
67:19

specialty 73:3

specific 21:8 58:10
72:24 93:17 98:13

specifically 22:1

specimen 44:17 47:1

spent 47:16 53:15

spoke 46:1

spoken 43:21

staff 22:1 77:2

stage 59:18

stall 49:9

standards 10:19

start 51:13 64:18 66:15,
19 70:17 89:20 90:3
96:20

started 60:22

State 17:6 23:10 32:3
48:18 81:20

stated 7:25 8:20 9:7 10:9
14:2 18:5

statement 75:8 83:10

states 7:4,6,9,12,15 9:2
15:4 23:2,7,9,11 27:7
81:22

stating 23:19

station 82:16

status 35:22 44:6

statuses 35:11

statute 70:21

statutory 64:24

stayed 47:20

stays 26:23

stems 7:2

step 29:20

Steve 54:7

stores 73:3

story 28:21 44:3 58:5

straight 44:21

street 38:23 48:16 49:12,
14

strongly 62:8

Stuart 5:14

stuff 35:2 66:14

stupid 38:19 58:1

subcontract 33:14

subcontractor 30:21
submit 43:4 44:16 52:9
85:6
submitted 47:12,13
56:24 86:18 98:25
subsequently 7:11
substance 80:11,13,24
81:1 87:13
substituted 47:24
suggest 62:9
suggesting 83:19
suitable 83:16
summary 7:3
supplies 55:16,17
support 88:18
supposed 16:3 89:21,23
surprised 34:25
suspended 85:5,16,18,
23
Synopsis 95:5
system 9:10 16:21 18:1,
25 20:9 22:4,7,9,25 23:1,
6,11 37:13,15 38:2 40:4,
12 58:8
systems 4:4 6:3 7:21
10:14 12:3,7 32:16 36:6,
7 37:17 69:12 72:11,23
73:11 94:19

T

T-R-O-V-I-L-L-O 54:8
takes 64:19 65:16
taking 58:14 70:8
talk 25:1 34:15 42:9
47:15 53:14 57:23 58:16
Talk-a-phone 94:19
talked 35:1 46:13 48:9
49:23 66:20
talking 32:7,10 34:12
38:25 89:4
tampering-with-drug-
test 47:1

Tatum 53:24 54:1,4,5,13,
14 56:15,23 57:2,8,11,24
58:9,13,19,22 59:1,4,11
60:17 61:3,7 62:7,13,19
Tatum's 62:1
TBI 55:1,21 71:25 86:7,
10
TCA 12:11 84:14 87:4
TCPA 19:10,14
teach 27:14
team 27:17
Tec 93:22
technician 17:25 18:1
34:20 72:19 76:7,8 86:5
Technologies 44:8
Technology 93:23
telemarketing 23:8
telephone 18:7 47:2
77:7
telling 40:1 49:5
ten 57:16 69:5
Tennessee 10:17,18
31:22,25 59:1,2
terminated 8:22 17:19
23:20
termination 9:16,17
17:20 46:25
test 43:7 48:3,7,10 60:7
70:8
testing 44:7 45:14
tests 46:3,8 47:10,20
50:4 51:3,10 52:9
theft 26:3,15 58:12 74:15
87:13
thing 28:20 60:10 63:7,
10,12,24 70:15,18 71:24
84:1
things 48:24 57:19 59:18
66:8 67:3,24
thinking 83:25
Thomas 42:23 43:13,15,
20 46:20 64:14,15 66:20
67:8,22 68:2 72:20 74:6,
16 84:14 89:25 91:18

thought 31:15 39:22
thoughts 74:18 76:10,15
Thursday 4:3
ticket 58:3
til 74:25
time 5:20 23:23 24:7
26:20 28:6,7 34:11 36:2
38:11,17 39:6 41:18
42:20 43:1,16,23 45:6,12
47:7 50:18 51:13 58:6
59:10 60:9 62:10 65:4
74:19,25 75:17 77:23
79:13 81:6,10
timeframe 49:22 70:14
times 80:16 94:5
today 28:22 34:23 42:4,8
43:11 47:19 97:11
today's 4:20 5:2 24:23
63:3
told 17:22 38:18 44:5
45:13 47:8 53:8 66:21
tomorrow 48:8
tools 55:8 71:11
total 91:11
totally 31:12
tough 82:12
track 27:6
trade 65:7
training 48:17,25 60:2
98:14
transfer 9:15
treatment 65:12
trespass 55:6
trespassing 55:5,11
56:9,16 57:25 80:16
trips 27:15
trouble 33:6 34:11
troubling 74:20
Trovillo 54:7 59:5,6,9,24
61:15 62:16
truck 39:20
true 16:10 90:1

Trustee 17:1
turn 64:13 75:24
turned 16:4 74:25
TVA 91:9
Tyler 25:1
type 28:8 56:21 83:17
typed 89:12
typically 93:11

U

U.S. 91:6,9
Uh-huh 30:6 35:20
42:19,21 43:13 46:10
49:17 58:22 68:14 70:25
71:19 72:4,9 75:13,23
76:4 78:19 79:8 86:2
93:15 95:18
umbrella 67:25
unable 63:14
undercover 39:10
understand 5:6 11:6
35:2 37:19 53:2
understanding 44:16
Understands 60:5
undertaken 65:12
unique 73:3
University 59:1
unknown 14:5
unlawfully 18:25
unlicensed 12:11 13:7
18:22 19:5 20:4,14 21:17
unquote 9:6
unrelated 7:14
update 23:16 28:9 64:12
upgrade 10:10 23:6
Uplink 94:24 95:4 98:24
urine 44:17 47:25
Utah 81:19 82:11
UTC 58:3,24,25

V

vacant 8:19
valid 43:19
vehicle 14:1,5 39:16
71:10 85:3,9
vehicles 14:2,4,7
verified 6:5 7:24 15:6,8
version 51:24
versus 67:23 83:8 90:5
Vest 4:6,8,10,12,14,16
5:9 13:5,11,17,22 24:24,
25 25:9,18,21 26:10
29:9,18,20,24 30:4,6
31:22 32:6,10 33:22,24
35:15 37:6,22 38:1 40:5,
10,17,20 41:14,20 42:2
43:14 46:21 50:8,11,22
52:6,12,22,25 53:3,13,
17,19,22 54:2,10,14,19,
21 55:1,11,16,20,23
56:1,3,4,6,9,12,17 57:10,
13 62:17,22 63:5,6,21,24
66:17 68:8,13,15,18,21,
24 69:19 70:4 71:2,20
72:4,7,9,12,17 73:8,15
74:3 75:2,5,21 76:2,7,17,
19,25 77:6,11 78:13,16,
22 79:8,11 80:4,10 81:4,
5,11,15 82:3,8,20,25
83:22,25 84:12,16 85:21
86:4,9,13,15 87:10,21
88:11,17,22,25 89:8
90:20,22 91:3,12,20
92:9,12,14,16,21 93:1,9,
14,18 94:4,8,17,24 95:4,
12,19 96:4,10,19,24
97:5,9,16,21,25 98:5,9,
16,20
Video 93:3,23
viewing 30:10 42:22
54:9 72:1 73:23 81:8
86:3 87:16 88:16
violation 10:17 12:11
48:23 84:25 85:3,9,10,
11,12,13 91:20
violations 16:9 19:13
visit 44:12
Vivian 4:12

voice 5:3 6:20 8:13 10:3
11:22 12:21 14:17 16:14
17:13 18:16 19:23 22:19
24:14 29:4 41:5 62:2
69:24 79:25 84:7 87:6
88:7 90:15 92:5
volunteer 27:16
vote 5:10,12 52:7 62:5

W

wait 13:8
waited 74:25 75:10
waiting 75:24
waive 9:16
wanted 13:15,20 14:8
53:14 63:10 64:16 66:14
98:10
warning 73:17,18 89:15
warrant 58:17
watch 48:17
weaning 60:20
website 72:21
weekend 27:15
weeks 43:9 57:2
window 48:3
wiring 60:5
wise 33:16
withdrawals 5:17
withdrew 5:18
wondering 36:21 76:15
words 16:6 37:16
work 20:15 21:13 32:4
33:14,16 38:6 39:15
46:3,8 51:19 60:1,17,19
61:5,6 81:16 83:17
worked 21:6 28:10
31:10,11 59:23,25 60:18
worker 14:4 51:25 60:3,8
working 20:18,20 22:10,
11,25 23:12 28:1 30:21
31:17 38:16 44:8 60:21
61:6 67:16

worse 28:21
wrapped 14:3,7
wrapping 14:6
write 83:22 84:1
writing 77:8 93:21
written 54:15 55:3 71:16
86:18 87:21 89:9,10
wrong 13:21 34:17 57:6
58:6
wrote 70:10

Y

y'all 28:17 58:9 61:8
85:24
year 8:21 24:4 28:2 44:2
52:3 64:5,9
years 27:6,11,19 28:10
31:19 51:2 57:16 59:14,
17 78:2 80:18 91:1,17,23
you-all 37:4 47:23 49:17
younger 59:17