

MINUTES of the Tennessee Alarm Systems Contractors Board Meeting held
February 27, 2020, in Nashville Tennessee.

Doug Fraker

Doug Fraker (May 12, 2020)

Douglas Fraker

Lou Richard

Lou Richard (May 12, 2020)

Lou Richard

Scott Cockroft

Scott Cockroft (May 12, 2020)

William Scott Cockroft, Secretary

Keith Harvey

Keith Harvey (May 12, 2020)

John Keith Harvey, Vice Chair

Shauna Balaszi-Williams

Shauna Balaszi-Williams (May 12, 2020)

**Tennessee Alarm Systems Contractors Board Meeting
Board Meeting on 02/27/2020**

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TENNESSEE COMMERCE & INSURANCE
BOARD MEETING FOR ALARM CONTRACTORS
FEBRUARY 27, 2020
CONFERENCE ROOM 1-B
500 JAMES ROBERTSON PARKWAY, NASHVILLE, TN

VALERIE L. BALLARD
LICENSED COURT REPORTER Number 525

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<p align="center">Page 2</p> <p align="center">A P P E A R A N C E S</p> <p>1 Board Members Present:</p> <p>2 Scott Cockroft (Acting Chairman)</p> <p>3 Lou Richard</p> <p>4 Douglas Fraker</p> <p>5</p> <p>6</p> <p>7 For the Tennessee Department of</p> <p>8 Commerce and Insurance:</p> <p>9</p> <p>10 Jesse Gentry, Esq.</p> <p>11 Ashley Thomas, Esq.</p> <p>12 General Counsel</p> <p>13 500 James Robertson Parkway</p> <p>14 Nashville, TN 37243</p> <p>15 jesse.gentry@tn-gov</p> <p>16</p> <p>17 Cody Vest, Executive Director</p> <p>18 Shauna Balaszi-Williams, Admin. Asst.</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>	<p align="center">Page 4</p> <p align="center">* * * * *</p> <p align="center">P R O C E E D I N G S</p> <p align="center">* * * * *</p> <p>1 ACTING CHAIRMAN COCKROFT: All right.</p> <p>2 We're going to call the meeting. This is the</p> <p>3 February 27th, 2020 meeting of the Alarm</p> <p>4 Systems Contractors Board.</p> <p>5 Ms. Vest, will you call the roll?</p> <p>6 MS. VEST: Thank you.</p> <p>7 Keith Harvey?</p> <p>8 Lou Richard?</p> <p>9 MR. RICHARD: Here.</p> <p>10 MS. VEST: Scott Cockcroft?</p> <p>11 ACTING CHAIRMAN COCKROFT: Here.</p> <p>12 MS. VEST: Doug Fraker?</p> <p>13 MR. FRAKER: Here.</p> <p>14 MS. VEST: Let the record show that</p> <p>15 Keith Harvey is not here, but you do have a</p> <p>16 quorum.</p> <p>17 ACTING CHAIRMAN COCKROFT: All right.</p> <p>18 Have the members had an opportunity</p> <p>19 to review the agenda? And do we have a motion</p> <p>20 to approve?</p> <p>21 MR. FRAKER: Motion to approve.</p> <p>22 MR. RICHARD: Second.</p> <p>23</p> <p>24</p> <p>25</p>
<p align="center">Page 3</p> <p align="center">I N D E X</p> <p>1 Chair's Welcome 4</p> <p>2 Old Business, Minutes 5</p> <p>3 Legal Report 6</p> <p>4 Appearances 31</p> <p>5 Administrative Report 37</p> <p>6 New Business 49</p> <p>7 Presentation by Mr. Morelli 49</p> <p>8 Education 79</p> <p>9</p> <p>10 Reporter's Certificate 100</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16 Resources:</p> <p>17</p> <p>18 Michael Morelli, Director of Electrical and</p> <p>19 Residential Inspection</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>	<p align="center">Page 5</p> <p>1 ACTING CHAIRMAN COCKROFT: All those</p> <p>2 in favor say aye?</p> <p>3 (Unanimous aye vote).</p> <p>4 ACTING CHAIRMAN COCKROFT: All those</p> <p>5 opposed?</p> <p>6 The motion carries.</p> <p>7 So then we need to approve -- have</p> <p>8 you had the opportunity to review the minutes</p> <p>9 from the prior meeting? If so, a motion to</p> <p>10 approve?</p> <p>11 MR. RICHARD: Motion to approve the</p> <p>12 meeting [sic].</p> <p>13 MR. FRAKER: Second.</p> <p>14 ACTING CHAIRMAN COCKROFT: All those</p> <p>15 in favor say aye?</p> <p>16 (Unanimous aye vote).</p> <p>17 ACTING CHAIRMAN COCKROFT: All those</p> <p>18 opposed?</p> <p>19 Hearing none, the motion passes.</p> <p>20 So then, Ms. Vest, what, do we have</p> <p>21 the legal report?</p> <p>22 MS. VEST: Yes. Uh-huh.</p> <p>23 We're going to go through the legal</p> <p>24 report with our attorney.</p> <p>25 MR. GENTRY: All right.</p>

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<p>1 The first one on the report is Case 2 Number 2019-084721. 3 The summary is: The complainant 4 alleged that respondent was charging him for 5 monthly services without actually providing 6 these services. 7 The complainant stated shortly after 8 he changed his phone service in February of 9 2018, he was notified that respondent was 10 taking over his alarm system monitoring. 11 Complainant tested his alarm system 12 approximately six months later. And the alarm 13 went off. 14 However, he never received a call 15 from the respondent or the police. 16 Complainant tested the alarm again. 17 And called respondent, as he believed that the 18 respondent was charging him without providing 19 monitoring services. 20 Complainant further stated this 21 allegation was corroborated by the fact that 22 respondent never sent a representative to his 23 home after the respondent took over the 24 monitoring services. 25 Complainant stated he also never</p>	<p>1 not test its system, it does not appear to show 2 any misconduct by respondent, as respondent was 3 working with complainant as soon as complainant 4 called to express his concerns. 5 So my recommendation was to close. 6 ACTING CHAIRMAN COCKROFT: Was there 7 anything further from the complainant? 8 Did they ever resolve or get it 9 communicating or they don't want to at this 10 point? 11 MR. GENTRY: Never followed up with 12 us. 13 Last communication we had was from 14 the respondent actually saying they were 15 working with the complainant to get it 16 resolved. 17 MR. RICHARD: I make a motion to 18 concur with counsel and close. 19 MR. FRAKER: Second. 20 ACTING CHAIRMAN COCKROFT: We have a 21 motion by Mr. Richard and a second by 22 Mr. Fraker. 23 All those in favor say aye? 24 (Unanimous aye vote). 25 ACTING CHAIRMAN COCKROFT: All those</p>
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<p>1 received a contract from respondent. However, 2 the respondent had continued to charge him 3 monthly. 4 Respondent stated that it did not 5 need to come to complainant's home when it took 6 over the complainant's monitoring as the system 7 could be reprogrammed remotely. 8 Respondent provided a copy of the 9 letter it sent to complainant to let him know 10 that respondent was now providing monitoring 11 services. 12 Respondent also stated it had offered 13 to send complainant a copy of the contract. 14 However, complainant did not want it. 15 The respondent also stated that 16 complainant's system appeared to be working. 17 However, if the complainant changed its phone 18 line, that could interfere with the systems and 19 signals to its central station. 20 Further, respondent provided a copy 21 of the contractual language stating that 22 complainant had a responsibility to test its 23 system to insure it's working. 24 Based on this, if complainant was 25 charged -- or changed its phone service and did</p>	<p>1 opposed? So... 2 MR. GENTRY: Thank you. 3 MS. VEST: The ayes have it. 4 ACTING CHAIRMAN COCKROFT: The ayes 5 have it. 6 MR. GENTRY: Number two, 2019-079501. 7 The summary is that complainant had 8 an alarm system installed by respondent in 9 November of 2018. 10 After the installation, the employee 11 who did the installation took complainant's 12 cell phone number from the contract and began 13 sending sexually explicit pictures and texts to 14 complainant. 15 Due to this, complainant decided it 16 wanted to cancel its contract. And began 17 saving money to pay off its early termination 18 fee when it actually canceled respondent's 19 services. 20 In July 2019, complainant contacted 21 respondent to have its contract canceled. And 22 complainant believed that the contract would be 23 terminated effective August 29th after the 24 billing for July ended. 25 The contract was not canceled.</p>

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<p>1 The complainant was billed for 2 August, despite complainant following 3 respondent's request to have a formal written 4 notice filed to cancel the contract. 5 Throughout September, complainant 6 made numerous attempts to have its contract 7 canceled. 8 Complainant was told that the 9 termination was delayed after respondent had 10 posted complainant's termination payoff to 11 another customer's account. 12 The complainant called, e-mailed and 13 communicated with respondent via Facebook 14 numerous times throughout September. 15 And respondent never followed up with 16 complainant. And consistently did not follow 17 through with what was promised. 18 Upon investigation of this complaint, 19 complainant stated it had reached a settlement 20 with respondent. And no longer wished to 21 proceed with the complaint. 22 Complainant provided this statement 23 in writing. And did not provide any other 24 requested information. 25 According to CORE, our system, the</p>	<p>1 The summary is this case is related 2 to Case Number 2019-079-501, the one that was 3 just presented. 4 However, the respondent in this case 5 is the registered employee who allegedly sent 6 the sexually explicit materials to complainant. 7 This respondent responded to the 8 complainant and stated he and the complainant 9 were joking during the system installation 10 about different jokes and pictures they saw 11 online. 12 Respondent stated he and complainant 13 were each sending the pictures to each other. 14 And they thought they were funny. And that it 15 lead to each of them sending sexually explicit 16 materials to each other. 17 As stated in the related complaint, 18 complainant no longer wished to pursue its 19 complaint. And did not provide further 20 information or documentation as to what 21 respondent said. 22 So the recommendation was to close. 23 MR. FRAKER: Well, I hope this 24 employee is tagged, that he doesn't show up -- 25 he or she doesn't show up in another company.</p>
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<p>1 employee who sent the sexually explicit 2 materials to complainant was terminated as a 3 registered employee prior to respondent being 4 made aware of the inappropriate use of 5 complainant's information and harassment. 6 A second complaint was then opened 7 against this registered employee. 8 So the recommendation was to close. 9 MR. FRAKER: So then the complainant 10 has -- is satisfied from what I'm reading. 11 Correct? 12 MR. GENTRY: That's correct. 13 MR. FRAKER: All right. 14 Make the motion to concur with 15 counsel on this one. 16 MR. RICHARD: Second. 17 ACTING CHAIRMAN COCKROFT: A motion 18 by Mr. Fraker and second by Mr. Richard. 19 All those in favor say aye? 20 (Unanimous aye vote). 21 ACTING CHAIRMAN COCKROFT: All those 22 opposed? 23 The ayes have it. 24 MR. GENTRY: Number three, Number 25 2019-08742.</p>	<p>1 MR. GENTRY: Well, and I believe we 2 did find that he is actually working for 3 another company at this time. 4 So we could do a letter of warning. 5 The problem is that, you know, we 6 have the allegation by the complainant, but 7 there was never any proof of what was sent. 8 And respondent basically just said, well, we 9 were joking. It was mutual. 10 So if it would be preferable, we 11 could do a letter of warning to this individual 12 so that we would have something in our record 13 to at least flag it or show that there was an 14 issue. 15 MR. FRAKER: I think I would like to 16 make that recommendation that we send a warning 17 that that's... 18 ACTING CHAIRMAN COCKROFT: Even if it 19 was in -- it was joking, it was inappropriate 20 as an employee in a business-related -- 21 MR. FRAKER: Yeah. 22 So the recommendation is to send the 23 warning letter. And then to close this 24 account? 25 MR. GENTRY: Yes.</p>

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<p>1 MR. FRAKER: This here. 2 I make that motion then. 3 ACTING CHAIRMAN COCKROFT: Do we have 4 second? 5 MR. RICHARD: Second. 6 ACTING CHAIRMAN COCKROFT: All right. 7 So a motion by Fraker and a second by 8 Mr. Richard to close, but send a letter of 9 warning to the respondent. 10 All those in favor say aye? 11 (Unanimous aye vote). 12 ACTING CHAIRMAN COCKROFT: All those 13 opposed? 14 The ayes have it. 15 MS. VEST: I'm sorry. Who made the 16 motion? Doug. And Lou seconded it. Thank 17 you. 18 MR. GENTRY: Thank you. 19 Number four, it's Complaint Number 20 2019-096391. 21 The summary is the complainant 22 entered into a contract for monitoring services 23 by respondent in August 2014. 24 The contract term was for five years. 25 The complainant was billed after the</p>	<p>1 licensed company. 2 I know sometimes when we have these 3 companies that acquire other ones, sometimes 4 for some reason it shows up as unlicensed. 5 MR. FRAKER: Look into that -- 6 MS. VEST: We're going to look it up. 7 Just give us a second. We will look it up for 8 you. 9 MR. FRAKER: That could change my 10 thoughts. 11 MR. GENTRY: No, I think it does. 12 MS. VEST: We don't have this company 13 on our database under the name it is listed. 14 If there is another name, we would have to do 15 more research on it. 16 MR. GENTRY: Because I think at that 17 point, then we do have an issue with that. 18 So Ms. McLyn is also checking. 19 ACTING CHAIRMAN COCKROFT: Would we 20 need to open a separate complaint or would we 21 just pursue that with the same complaint? 22 MR. GENTRY: I don't believe we would 23 need to. I think you would have enough here to 24 go forth. 25 MS. VEST: I would open a separate</p>
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<p>1 initial five years ended. 2 And when he inquired about it, he was 3 told he needed to give 60 days notice in 4 writing to officially cancel the contract. 5 Otherwise, it would continue on a 6 month to month basis. 7 Complainant stated he had made such a 8 request. 9 And after he was billed again, he 10 made this complaint. 11 Respondent received the complaint. 12 And officially canceled the contract and all 13 owed fees. 14 So the recommendation was to close. 15 ACTING CHAIRMAN COCKROFT: Does sound 16 like a civil matter. And it sounds like it's 17 been resolved. 18 Do we have a motion? 19 MR. FRAKER: Yeah. 20 One question though, it says up here, 21 licensed status is unlicensed. Is that the 22 complainant -- I mean the company is 23 unlicensed? 24 MS. VEST: You need to look that up. 25 MR. GENTRY: I believe this was a</p>	<p>1 complaint. 2 MR. GENTRY: You would do a second 3 one? 4 MS. VEST: You don't think we need 5 to? 6 MS. THOMAS: I don't tink -- I'm 7 thinking make the recommendation based on the 8 evidence here for whatever violation they saw 9 based on that summary. 10 MS. VEST: Okay. So -- 11 MS. BALASZI-WILLIAMS: There's been a 12 complaint -- 13 MS. VEST: Hold on just a second. 14 What we're saying is: We can open a 15 complaint against this company with this 16 complaint number and attach hereto with it. 17 This company is not a licensed alarm 18 company. 19 MS. THOMAS: No, you're saying 20 something different. What I'm saying is -- 21 MS. VEST: Well, you tell them. 22 MS. THOMAS: It would be my opinion 23 that the evidence here, if what you're saying 24 is going to be unlicensed activity, I think the 25 evidence here supports that. And you can send</p>

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<p>1 that violation based on what our investigation 2 discovered. 3 MS. VEST: To the -- 4 MS. THOMAS: No. This complaint. 5 MS. VEST: Still this complaint 6 number. All right. 7 MR. FRAKER: So the recommendation 8 would be? 9 MR. GENTRY: It would be a thousand 10 dollar penalty for unlicensed activity. 11 MR. FRAKER: So -- okay. 12 So I'll make the recommendation that 13 we put the thousand dollar penalty on the 14 company for operating unlicensed, based on 15 2019-096391. Is that right? 16 MR. GENTRY: That's correct. 17 MR. FRAKER: All right. 18 I'll make that motion. 19 MR. RICHARD: I'll second. 20 ACTING CHAIRMAN COCKROFT: All right. 21 So we have a motion by Mr. Fraker and 22 a second by Mr. Richard to issue a thousand 23 dollar civil penalty. 24 All those in favor say aye? 25 (Unanimous aye vote).</p>	<p>1 Richard to concur with counsel. 2 All those in favor say aye? 3 (Unanimous aye vote). 4 ACTING CHAIRMAN COCKROFT: All those 5 opposed? 6 And the ayes have it. 7 MR. GENTRY: Number six, 2019-101351. 8 The complainant had a contract with 9 respondent to provide monitoring services. 10 Complainant was displeased with respondent's 11 services after signing a contract extension. 12 He was having issues getting the contract 13 canceled so he made this complaint. 14 Respondent has since canceled the 15 contract at the request of complainant. 16 So the recommendation is to close. 17 MR. RICHARD: Make a motion to concur 18 with counsel and close. 19 MR. FRAKER: Second. 20 ACTING CHAIRMAN COCKROFT: And so we 21 have a motion by Richard and a second by Mr. 22 Fraker to close with recommendation from 23 counsel. 24 All those in favor say aye? 25 (Unanimous aye vote).</p>
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<p>1 ACTING CHAIRMAN COCKROFT: All those 2 opposed? 3 The ayes have it. 4 MR. GENTRY: Thank you. 5 Number five, 2019-101961. 6 The summary is the complainant 7 alleged that his alarm system with respondent 8 was not operating properly. And that 9 complainant was being billed for services 10 despite the system not operating properly. 11 Respondent responded to this 12 complaint. Stated that the system had been 13 working properly. And that when there was a 14 service issue December 2019, it was promptly 15 addressed to complainant. 16 Complainant requested the contract be 17 canceled, which respondent agreed to do. 18 Complainant has since asked to 19 withdraw his complaint. 20 So the recommendation is to close. 21 MR. FRAKER: Motion to concur with 22 counsel on this one. 23 MR. RICHARD: Second. 24 ACTING CHAIRMAN COCKROFT: So we have 25 a motion by Mr. Fraker and a second by Mr.</p>	<p>1 ACTING CHAIRMAN COCKROFT: All those 2 opposed? 3 The ayes have it. 4 MR. GENTRY: Okay. Thank you. 5 Number seven, 2020-001991. 6 The complainant entered into a 7 contract with respondent in May 2019 to have a 8 security system upgraded. 9 After installation, complainant 10 noticed she was being billed higher than her 11 quoted amount. 12 Complainant filed this complaint 13 after having issues getting respondent to 14 address this issue. 15 The respondent responded to this 16 complaint. Issued a credit to her account, a 17 refund to her credit card. And corrected the 18 issues that should be billed the original 19 quoted amount. 20 The recommendation is to close. 21 MR. FRAKER: Make a motion to concur 22 with counsel and close. 23 MR. RICHARD: Second. 24 ACTING CHAIRMAN COCKROFT: Motion by 25 Mr. Fraker and a second by Mr. Richard to</p>

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<p align="right">Page 22</p> <p>1 concur with counsel and close. 2 All those in favor say aye? 3 (Unanimous aye vote). 4 ACTING CHAIRMAN COCKROFT: All those 5 opposed? 6 So the ayes have it. 7 MR. GENTRY: Okay. Thank you. 8 Number eight is one that's being 9 represented for reconsideration. It's 10 2019-04921. 11 The original summary was that 12 respondent advertised it on Facebook and 13 through a website that it performs alarm 14 installation and monitoring. 15 The respondent does not have an 16 active license. 17 A TDCI investigator attempted to 18 locate respondent and investigate these 19 allegations. 20 The investigator was able to get a 21 telephone number and an e-mail address from 22 respondent. 23 However, the investigator could not 24 get a physical address for respondent or get 25 respondent to meet with him.</p>	<p align="right">Page 24</p> <p>1 We also do not know the actual name 2 of respondent's owner, the company, which makes 3 it difficult to locate him. 4 I did do some cross verification 5 searching from pictures on the respondent's 6 Facebook. And I found a LinkedIn page. So we 7 thought we found a few names for respondent, 8 and we used a clear search. 9 However, a letter sent to these 10 addresses found in the clear report were 11 returned. And one was signed by someone with a 12 name that did not seem to match respondent. 13 After e-mail and consent order to 14 respondent, he did call our legal office and 15 say that he had previously installed alarms in 16 Puerto Rico. 17 However, after one of the recent 18 hurricanes, he had relocated to Tennessee. And 19 attempted to install alarms here as well. 20 Respondent agreed to remove his 21 Facebook page and not advertise or install any 22 alarms until he becomes licensed. 23 However, he still would not give his 24 physical address. 25 Respondent sent confirmation of the</p>
<p align="right">Page 23</p> <p>1 The most the investigator was able to 2 obtain was confirmation that respondent 3 received his e-mail. 4 There is no evidence respondent 5 performed any installations or has monitored 6 any alarms. 7 However, respondent's advertisements 8 are for installation and monitoring. 9 Due to not being able to get personal 10 service on respondent and respondent not 11 possessing a license, there would be little 12 likelihood of successfully being able to punish 13 respondent for violating program statutes. 14 Therefore, this case should close as 15 respondent has not been served with the 16 complaint and is unlikely to be served with any 17 further violations. 18 The original recommendation was to 19 close. The board decided to elect a thousand 20 dollar penalty for unlicensed activity. 21 So since then, we have some new 22 information, we've been unable to find a 23 physical address for respondent or been able to 24 locate him face to face to serve him with any 25 legal process.</p>	<p align="right">Page 25</p> <p>1 request to remove his Facebook page, which 2 stated that it would be removed on February 3 28th, 2020, that's Facebook's procedures I 4 guess for removing this. 5 It takes multiple weeks for the 6 removal to be processed. 7 Respondent also stated he took the 8 alarm exam, but he failed it and was going to 9 study before retaking it. 10 Since we have been unable to 11 physically locate respondent, we are unable to 12 prove service of process to move forward with a 13 hearing against him. 14 But based on the circumstances, it 15 may be appropriate to close this case by 16 sending him a cease and desist with a letter of 17 warning. 18 So that's the -- the recommendation 19 would be a letter of warning, slash, cease and 20 desist letter. 21 MR. FRAKER: How are you going to 22 send a letter of warning if you -- just via 23 e-mail? 24 MR. GENTRY: Via email. 25 MR. FRAKER: So can we -- I'm good</p>

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<p>1 with sending the letter of warning with a cease 2 and desist. Can we also make a note to 3 follow-up in March we'll say, since 4 February 28th, to make sure that the Facebook 5 page is down? 6 MR. GENTRY: Yes. I can do that as 7 well. 8 MR. RICHARD: When was this 9 originally opened? I don't see a date. 10 MR. GENTRY: It would have been in 11 2019, I believe. It's been a few months it's 12 been at least -- 13 ACTING CHAIRMAN COCKROFT: Well, it 14 says it's a re-present. So it would have -- is 15 that right? 16 MR. GENTRY: It is. 17 I think it was originally 18 presented -- it would have been in the summer 19 of 2019. 20 But I know we did give him some time. 21 He had stated he was going to take the test. 22 And he stated he had failed it after he took 23 it. 24 MR. RICHARD: So at what point did we 25 tell him to take the Facebook information down?</p>	<p>1 sure that it did come down. And if not, we 2 will reopen the case. 3 MR. GENTRY: And we could reopen as 4 well based on that violation of the cease and 5 desist as well for not violating the board's 6 order I suppose. 7 MR. FRAKER: All right. 8 MR. RICHARD: Second. 9 ACTING CHAIRMAN COCKROFT: All right. 10 So we have a motion by Mr. Fraker and 11 a second by Mr. Richard to concur with counsel. 12 And then to also send a letter of warning and 13 to follow-up. 14 All those in favor say aye? 15 (Unanimous aye vote). 16 ACTING CHAIRMAN COCKROFT: All those 17 opposed? 18 The ayes have it. 19 MR. GENTRY: Thank you. 20 That's the last case in the legal 21 report. 22 MS. VEST: Before we go any further, 23 we need to go back to number four, please. 24 That was the one with the unlicensed 25 activity for the company.</p>
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<p>1 MR. GENTRY: That was about a month, 2 two or three weeks ago. 3 MR. RICHARD: Okay. 4 MR. GENTRY: It was recently. 5 MR. RICHARD: Okay. I thought it 6 might have been hanging around since the 7 summer. 8 MR. GENTRY: No. Unfortunately, I 9 just had gotten in contact with him again. 10 And just said, go ahead and -- you 11 need to remove it because of a violation every 12 day it's up there. So... 13 And he had actually sent just a 14 screen shot of the page -- I guess, when you 15 try to remove a page, because he was a Spanish 16 speaker, it was in Spanish. So I had it 17 translated. 18 But based on that, it had said, you 19 know, it would be February 28th, 2020, I 20 figured we could still, you know, move forward 21 with it, but we would just have to verify. 22 MR. FRAKER: All right. 23 I'm going to make a motion that we 24 concur with counsel to close with a letter of 25 warning. And then ask you to follow-up to make</p>	<p>1 The company is licensed. It has a 2 name. And then it has a slash and then another 3 name. 4 So when you look it up under what we 5 looked it up under, it won't show up as a 6 d/b/a. 7 But we did find it on the system. 8 And it is an active company. 9 ACTING CHAIRMAN COCKROFT: So they 10 are licensed. 11 MS. VEST: So the company is 12 licensed. 13 MR. GENTRY: I apprec -- normally I 14 try to check on these. So I'm surprised that I 15 had missed it. 16 MS. VEST: We would normally put it 17 in as a d/b/a and it would pop right up. 18 But that's not the way they've set it 19 up -- their company up. They just have a name, 20 then a slash, and then another name. They 21 didn't make it a d/b/a. 22 ACTING CHAIRMAN COCKROFT: So what do 23 we need to do, make a -- someone can make a 24 motion or whoever made the motion -- 25 MS. VEST: Yes. We need to go back</p>

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<p>1 to number four for that motion. Because what 2 you did, the motion was a consent order for 3 unlicensed activity. 4 ACTING CHAIRMAN COCKROFT: Uh-huh. 5 MS. VEST: We need to rescind that 6 one. And just go back actually to the 7 complaint where you had suggested it was 8 closed. 9 MR. GENTRY: So go back to the 10 original recommendation of closing? 11 MS. VEST: Right. 12 MR. RICHARD: I'll make a 13 recommendation to close. 14 ACTING CHAIRMAN COCKROFT: All right. 15 So we have a motion by Mr. Richard 16 and a -- and we don't have a second. 17 MR. FRAKER: I'll second you. 18 You can second it if you want to. 19 ACTING CHAIRMAN COCKROFT: To -- to 20 amend the earlier decision to close since they 21 are licensed. 22 All those in favor say aye? 23 (Unanimous aye vote). 24 ACTING CHAIRMAN COCKROFT: All those 25 opposed?</p>	<p>1 going to take just a minute to review -- 2 MS. VEST: Yes. 3 ACTING CHAIRMAN COCKROFT: -- the 4 records here. 5 MS. VEST: I tried to put this 6 together for you. The one we are looking at is 7 the two felony charges. They are ten years 8 old. 9 We've got count one and count two, 10 maintaining dwelling where controlled substance 11 are being used, and possession of schedule with 12 intent to sell. 13 That's what you'll need to explain, 14 Ms. Wolfe, if you would, please. 15 MS. WOLF: Okay. Long story short -- 16 well, I guess I could just say the whole story. 17 I was living with my mother in 18 Maryville, Tennessee. She was growing 19 marijuana in her basement. 20 There was a domestic altercation at 21 our home. And the police got called. 22 And they went to the basement, saw 23 what was down there. 24 And because I lived there, I also got 25 charged with what was in the basement.</p>
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<p>1 And the ayes have it. 2 MR. GENTRY: I appreciate that. I 3 normally try to check that. You see a lot of 4 d/b/a's and companies that -- you know, where 5 they purchased another company and changes its 6 name. Thank you. 7 MS. VEST: All right. 8 If you wanted to move forward. I 9 believe we can go probably right down to the 10 appearance. 11 ACTING CHAIRMAN COCKROFT: All right. 12 MS. VEST: I believe we have a Ms. 13 Wolfe that is here today to talk to you. 14 ACTING CHAIRMAN COCKROFT: Is 15 Ms. Wolfe here? 16 MS. VEST: If you would, you and your 17 qualifying agent, when you come in, you need to 18 sign in. Is there a pen up there? 19 MS. WOLF: Yes. 20 MS. VEST: Don't sign on the 21 continuing education one. 22 MS. WOLF: This one? 23 MS. VEST: Yes, ma'am. This one, 24 please. 25 ACTING CHAIRMAN COCKROFT: And we're</p>	<p>1 I had a public defender. He 2 basically told me I didn't have a case. 3 So I plead guilty to all charges. 4 And did my probation. Paid off all my fines. 5 And I've not been in any trouble 6 since. 7 I've done best to go back to school, 8 stay out of trouble. 9 I've got my driver's license back 10 since then. 11 I've got a great job now. 12 And I'm trying to be a good citizen 13 and have a better life. 14 Wrong place, wrong time, and I've 15 paid for it ever since. And it will follow me 16 for the rest of my life. 17 ACTING CHAIRMAN COCKROFT: And I was 18 still trying to going through some of the file. 19 Had you worked at another alarm 20 company or something or said there was a -- 21 MS. WOLF: My father is Chip Wolf. 22 ACTING CHAIRMAN COCKROFT: Okay. 23 MS. WOLF: I had worked with him 24 previously. 25 ACTING CHAIRMAN COCKROFT: So then</p>

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<p>1 what are you doing now at your new job? 2 MS. WOLF: I'm an installer. 3 ACTING CHAIRMAN COCKROFT: Okay. 4 Do you like what you're doing? 5 MS. WOLF: I love it. Kind of grew 6 up around it, so... 7 MR. RICHARD: So in May of '15 and 8 September of '16 there was probation 9 violations? Was that based on this -- 10 MS. WOLF: The way that Blount County 11 works is, if you don't have all of your court 12 costs paid off by the time your probation is 13 up, they do a recirculation in the system. And 14 they write it up under violation. 15 MR. RICHARD: Okay. 16 MS. WOLF: So I didn't actually catch 17 any charges or anything like that. That's all 18 that was. 19 MR. RICHARD: Okay. Thanks. 20 MS. VEST: Ms. Wolf, do you have a 21 current driver's license? 22 MS. WOLF: I do. 23 MS. VEST: Well, board members, 24 that's why I pointed it out. There was a good 25 bit for you to read there. But it's driving --</p>	<p>1 Uh-huh. 2 ACTING CHAIRMAN COCKROFT: -- the 3 same incident. 4 MR. RICHARD: I'll make a motion to 5 approve the registration. 6 ACTING CHAIRMAN COCKROFT: And I can 7 second. I'll second the motion. So I didn't 8 know if chair can -- 9 MS. VEST: Yes. That will be fine. 10 ACTING CHAIRMAN COCKROFT: So we have 11 a motion for Mr. Richard and a second by 12 myself. 13 And so all those in favor please say 14 aye? 15 (Unanimous aye vote). 16 ACTING CHAIRMAN COCKROFT: Those 17 opposed? 18 Ayes have it. 19 MS. WOLF: Thank you so much. 20 ACTING CHAIRMAN COCKROFT: You're 21 welcome. Thank you. 22 MS. VEST: Ms. Wolf, your file has 23 been closed. But we will reopen it. So it 24 would be a little while before you hear from 25 us.</p>
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<p>1 but since she does have her driver's license 2 already returned to her, she did get judicial 3 diversion with it. There's a good bit of 4 driving. But I picked out really what I 5 thought you would need to make a decision on 6 it. 7 ACTING CHAIRMAN COCKROFT: Your main 8 concern was that -- 9 MS. VEST: It was the felonies. 10 ACTING CHAIRMAN COCKROFT: The -- 11 MS. VEST: Yes. 12 ACTING CHAIRMAN COCKROFT: And when 13 was that? 14 MS. WOLF: 2010. 15 MS. VEST: It says the offense date 16 of where they're doing it is January 1st of 17 2008 through 10-31 of 2010. It carried it 18 through the two years because she has count one 19 and count two running consecutive. 20 ACTING CHAIRMAN COCKROFT: So both of 21 those are from the same -- 22 MS. VEST: The same. 23 ACTING CHAIRMAN COCKROFT: -- the 24 same -- 25 MS. VEST: Yes. The same thing.</p>	<p>1 MS. WOLF: Yes, ma'am. Thank you. 2 MS. VEST: Thank you. 3 ACTING CHAIRMAN COCKROFT: And next 4 we have the -- 5 MS. VEST: If you would like, we can 6 take a small break. 7 ACTING CHAIRMAN COCKROFT: Okay. 8 That's fine. We'll take a short break. 9 (A short break). 10 ACTING CHAIRMAN COCKROFT: All right. 11 We're going to call this meeting of the Alarm 12 Contractors Board back to order. 13 And I believe we have the monthly 14 report next. 15 MS. VEST: Yes. We're going to go to 16 my administrative matters if that is all right 17 with you. 18 What we have is, first of all, is the 19 monthly reports for December and January. 20 I'll just look at December. 21 What we have is one vacant position. 22 Vivian Hixson's term expires 12-31-2019. 23 That's that part. 24 Then we'll go, if you would, to the 25 budget review.</p>

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<p>1 As it stands as of November, you're</p> <p>2 in a positive balance of 39,917.</p> <p>3 I don't really see anything wrong</p> <p>4 with the budget we're maintaining.</p> <p>5 We should be able to maintain based</p> <p>6 on the history that we're doing there.</p> <p>7 If you don't have any questions, I'll</p> <p>8 just move along.</p> <p>9 ACTING CHAIRMAN COCKROFT: Is there</p> <p>10 anything that we need to go ahead and do at</p> <p>11 this point as far as producing or changing fees</p> <p>12 in relation to the Sunset Hearing? Is that --</p> <p>13 MS. VEST: No.</p> <p>14 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>15 MS. VEST: Not as far as the money is</p> <p>16 concerned. No.</p> <p>17 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>18 MS. VEST: We didn't see anything</p> <p>19 wrong.</p> <p>20 You weren't on The Hill because of</p> <p>21 money. That I could ascertain.</p> <p>22 Now, they did discuss the reserve</p> <p>23 balance. That was a discussion that would --</p> <p>24 of course, I'm not allowed to get into the</p> <p>25 reserve.</p>	<p>1 propose any other legislative changes to the</p> <p>2 statute.</p> <p>3 But that is a particular Bill that</p> <p>4 will extend the Board through next year.</p> <p>5 MR. FRAKER: I thought they already</p> <p>6 did that.</p> <p>7 Is it still pending?</p> <p>8 MS. THOMAS: So the committee hearing</p> <p>9 that we went to in December, that was that</p> <p>10 committee's recommendation.</p> <p>11 And then they have to propose</p> <p>12 legislation to change the law to actually</p> <p>13 reflect what their recommendation was.</p> <p>14 And that's what this House Bill is.</p> <p>15 MR. FRAKER: Okay.</p> <p>16 MS. THOMAS: On statute right now, I</p> <p>17 believe it says June 30th of 2020.</p> <p>18 So they need this law to go through</p> <p>19 so they can extend it for another year.</p> <p>20 ACTING CHAIRMAN COCKROFT: But that</p> <p>21 was a committee meeting to go over what they</p> <p>22 are going to recommend.</p> <p>23 So are you saying that has or hasn't</p> <p>24 passed at this point?</p> <p>25 MS. THOMAS: So as of now, House Bill</p>
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<p>1 ACTING CHAIRMAN COCKROFT: Right.</p> <p>2 MS. VEST: But they are looking at</p> <p>3 different ways perhaps to assist us with that.</p> <p>4 But I don't think we have a problem with our</p> <p>5 fees at this time.</p> <p>6 MS. THOMAS: And that discussion may</p> <p>7 lead to a possible discussion on rules. But at</p> <p>8 this point, I think they are still working on</p> <p>9 the reserves.</p> <p>10 So I would advise holding off on</p> <p>11 looking at those fees until that's worked out.</p> <p>12 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>13 MS. VEST: Legislative update?</p> <p>14 MS. THOMAS: I think the only thing</p> <p>15 relevant, I think there is some bigger</p> <p>16 department-wide legislation. But it's still</p> <p>17 moving. So it's not effective yet.</p> <p>18 The one specific to the Alarm Board</p> <p>19 would be House Bill 1768. And it's just the</p> <p>20 Sunset Law that extended the Board through</p> <p>21 June 30th of 2021. That's still pending right</p> <p>22 now.</p> <p>23 I'm not sure if the State Senator and</p> <p>24 representative are going to go back in and make</p> <p>25 any additional changes that they are going to</p>	<p>1 1768 has not been signed or passed yet.</p> <p>2 But that has been proposed to extend</p> <p>3 it for a year.</p> <p>4 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>5 MR. FRAKER: But if they decline it,</p> <p>6 it would Sunset it June of this year?</p> <p>7 MS. THOMAS: That's correct.</p> <p>8 ACTING CHAIRMAN COCKROFT: All right.</p> <p>9 So is that everything other than,</p> <p>10 what, we have the education report?</p> <p>11 MS. VEST: We don't have a request</p> <p>12 for an extension.</p> <p>13 What we have now is a criminal</p> <p>14 history review.</p> <p>15 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>16 MS. VEST: You have one in your</p> <p>17 packet.</p> <p>18 And, I guess, Mr. Fraker, I showed</p> <p>19 you the wrong one this morning.</p> <p>20 MR. FRAKER: That's all right.</p> <p>21 MS. VEST: That's okay.</p> <p>22 Let me go ahead and make a statement.</p> <p>23 We do apologize for being late starting this</p> <p>24 morning. But we had some technical</p> <p>25 difficulties. But we're on track now.</p>

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<p>1 I'll go ahead and tell you about this 2 one here. What I was looking at is the felony 3 out of Washington State. 4 This individual does work for or will 5 be working for a monitoring company as a 6 dispatcher. It was possession and violation of 7 probation. And then there is the driving 8 offenses that go with that. 9 But I was looking at the felony. 10 Well, it says five felonies. It's for 11 possession of stolen property, forgery, theft, 12 forgery again and second count of theft. 13 Now, it was in 1995, 1998 and 2005. 14 We can go over a lot of this. But a 15 lot of it is dismissed. A lot of it is 16 driving. Probation. That's why I was just 17 telling you about the felonies. 18 That would be the ones that would 19 stop the individual, or be a disqualifier, if 20 possible. 21 If you look at those, we are looking 22 at, like the attorney said, at least 13 years 23 ago, if you looked at 2003. 24 ACTING CHAIRMAN COCKROFT: In the 25 letter they address -- the applicant addresses</p>	<p>1 that, got one year of probation. 2 Then you go to 2009 is driving 3 offenses. Some weren't convicted. Some was 4 nullee [sic]. 5 Then we go over to another state in 6 Washington. And you have some of the same 7 charges of 2003, obstructing law enforcement 8 officer. She was found guilty of that. 9 Drug paraphernalia was guilty. 10 The forgery, property -- possession 11 of stolen property, two counts. Guilty. Three 12 months -- three months and running concurrent, 13 twelve months in custody. 14 Waived her restitution. 15 MR. RICHARD: So in the applicant's 16 letter, she does not address the '95 and '98 -- 17 MS. VEST: No, she did not. 18 She just talked about the new -- yes, 19 you're correct. 20 But Washington State sent us a 21 report. 22 And that's what I was trying to read 23 that, felonies from 1995, '98, 2005. That was 24 all that forgery, stolen property. 25 MR. FRAKER: But her most current</p>
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<p>1 the 2003 and 2007 years. They also talk about 2 something in 2012. 3 MS. VEST: Right. The weed pipe. 4 That was kind of interesting. 5 Weed pipes found in my car that I had 6 just bought that I did not know was in there. 7 And I paid my fine. Did the drug class. 8 I guess they just didn't clean the 9 car out good when she purchased it. 10 ACTING CHAIRMAN COCKROFT: So what 11 were the charges to the earlier ones, the '03 12 to '07? 13 MS. VEST: Well, okay. We can go 14 down to 2015, possession of controlled 15 substance. But that was dismissed, all that 16 was dismissed. 17 The probation was discharged. She 18 was discharged from probation. 19 '13 was possession. And she was 20 guilty of that and given probation. 21 And then you have 2012 with 22 paraphernalia, guilty of that. 23 '10, she failed to be booked, along 24 with possession of drug para -- it just kind of 25 goes like that down. She was convicted of</p>	<p>1 stuff was 2013. Is that correct? 2 MS. VEST: Let me go back and look 3 again. 4 ACTING CHAIRMAN COCKROFT: Well, the 5 2013 I think is what she is saying -- 6 MS. VEST: 2015 was a possession of 7 controlled substance, which was dismissed. So 8 we cannot look at that. 9 ACTING CHAIRMAN COCKROFT: Okay. 10 MS. VEST: Then we go into the 2013 11 violation of probation, she was discharged from 12 her probation. So we're not looking at that. 13 We're starting on August of 2013, 14 possession. 15 That's -- again, she is going to be 16 working for a monitoring station. 17 ACTING CHAIRMAN COCKROFT: What do 18 you-all think about having her come to our 19 next... 20 MR. FRAKER: Well, she's been working 21 for COPS since August '19. So... 22 MR. RICHARD: On page two, pulled 23 over with two grams of marijuana. I do not 24 smoke. But then she said she went to 25 treatment.</p>

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<p>1 ACTING CHAIRMAN COCKROFT: Yeah, I 2 saw that too. 3 MS. VEST: Well, if you are 4 anticipating denying we will have to take it to 5 the Fresh Start Act. 6 ACTING CHAIRMAN COCKROFT: Which that 7 just involves as far as looking against what 8 her job would be and how this would affect it? 9 MS. THOMAS: That's correct. 10 So the factors again are the nature 11 and seriousness of the crime; the length of 12 time since the commission of the crime; the 13 relationship between the nature of the crime 14 and the purpose of regulating that profession; 15 the relationship between the crime and the 16 ability and fitness to perform the work; and 17 any evidence of rehabilitation or any federal 18 laws that would require consideration of that 19 in a denial. 20 MR. FRAKER: So based on what her job 21 would be or is, she's not in public -- she's 22 not in people's homes. So thinking about Fresh 23 Start. 24 MS. VEST: Uh-huh. 25 ACTING CHAIRMAN COCKROFT: But if she</p>	<p>1 idea. Let's have her -- ask her to appear. 2 MS. VEST: All right. 3 We'll need to have a motion for that, 4 please. 5 MR. RICHARD: Okay. So is that a 6 motion? 7 MS. VEST: Yes, sir. 8 MR. RICHARD: Motion to ask the -- 9 MR. FRAKER: And I'll second that. 10 ACTING CHAIRMAN COCKROFT: All right. 11 So we have a motion by Mr. Fraker and 12 a -- 13 MR. RICHARD: No. 14 MS. VEST: Richard. 15 ACTING CHAIRMAN COCKROFT: And a 16 second by Fraker to ask for -- 17 MS. VEST: To come in -- 18 ACTING CHAIRMAN COCKROFT: -- this 19 applicant to come in at our next meeting. 20 And so all those in favor say aye? 21 (Unanimous aye vote). 22 ACTING CHAIRMAN COCKROFT: All those 23 opposed? 24 And the ayes have it. 25 MS. VEST: All right.</p>
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<p>1 were impaired doing her job or felonies in the 2 past for forgery -- 3 MR. FRAKER: Right. 4 ACTING CHAIRMAN COCKROFT: -- I mean, 5 it's still -- I'm not saying that that's not 6 something that we could get past. 7 But it easily, as these have gone on, 8 and there are even more recent charges, it's 9 like there are statements that she doesn't use, 10 but she had a pipe. She doesn't use, but she 11 had marijuana. 12 She went to treatment. She was fine. 13 Why did she go to treatment if she didn't have 14 a problem? 15 She may be rehabilitated at this 16 point, and may be -- but there is a lot of just 17 bad patterns there. 18 We don't really have a real good 19 description of -- 20 MS. VEST: Well, the lady is local if 21 you wanted to -- 22 ACTING CHAIRMAN COCKROFT: Right. 23 MS. VEST: -- bring her in at the 24 next meeting. 25 MR. RICHARD: I think that's a good</p>	<p>1 We'll send her a letter, and her 2 qualifying agent as well, a letter, asking her 3 to appear. 4 All right. What we're going to do 5 next, if it's okay with the Commission, we have 6 the education -- I'm going to skip that right 7 now. Because we're going to go straight down 8 to a presentation. 9 It is considered under new business, 10 but we'll go ahead and put it in. 11 Michael Morelli -- 12 MR. MORELLI: Yes, ma'am. 13 MS. VEST: -- if I pronounced that 14 properly. 15 MR. MORELLI: You're right, Ms. Cody. 16 MS. VEST: Okay. 17 He's with permits and license. And 18 he's going to do a presentation for you. 19 ACTING CHAIRMAN COCKROFT: Okay. 20 MS. VEST: You might want to explain 21 it too, Michael. 22 MR. MORELLI: Yeah, I'll explain, no 23 worries at all. 24 Thank you-all again for having me 25 down here. I'm the director of the electrical</p>

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<p>1 and residential inspection section. 2 Approximately for 30, 40 years, we 3 did electrical permits on paper. Well, 4 recently, we have went from paper to a digital 5 format. And we brought everything into CORE. 6 So what your alarm contractors 7 already use to renew their licenses, 8 electricians use it, contractors, and 9 estheticians, real estate agents, they can all 10 go here to renew their licensing. 11 And so what we did at State Fire 12 Marshal's office is took a portion of this and 13 carved us out a little niche to renew permits 14 and included alarm contractors in here. 15 So what I'm going to do is simply go 16 through a demonstration of how one would go and 17 buy a permit online. 18 ACTING CHAIRMAN COCKROFT: Could you 19 hold on just a second -- 20 MS. VEST: Wait just a second until 21 we get the court reporter situated. 22 MR. MORELLI: Oh, I'm sorry. 23 THE COURT REPORTER: Yeah, when 24 you're facing that way -- 25 MS. VEST: She can't hear you.</p>	<p>1 for you, especially down here where you can add 2 existing licenses, things along those lines. 3 But what we want to do today for this 4 is we want to buy a permit. 5 So when you click this drop down, so 6 this right here, I am in here as an issuing 7 agent. But it will be very similar as a 8 customer going in. 9 So if I was a customer, I'm going to 10 come down here to purchase a standard 11 electrical permit. And I'm going to hit 12 select. 13 This is just basically your standard 14 electrical introduction that is on the paper 15 permit now saying that this is why you need to 16 buy an electrical permit. 17 You're going to click next on that. 18 We've got some questions right here 19 basically, kind of directing the customer where 20 they need to go. 21 The first one, is it in the range of 22 zero to one thousand amps? Click yes. 23 If it's over one thousand, they need 24 to do a nonstandard. 25 Did a project fail? No.</p>
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<p>1 MR. MORELLI: Yes, ma'am. 2 All right. So I'm going to go ahead 3 and start a demo. 4 Again, you're basically just starting 5 here, CORE, dot, TN, dot, GOV. You're going to 6 sign in using your normal credentials you've 7 always had. And we can go from there. 8 This is a development site. They run 9 just a tick slower than our normal live 10 production site, but just know that it is a 11 development site. 12 Stop me if you guys have any 13 questions. And I'll try to explain as we go 14 on. 15 So starting here, you're going to 16 sign in using your user ID and password that 17 you have already created. 18 And if you haven't created an 19 account, you can simply go to register new 20 account under new user. And simply go ahead 21 and create an account. Very similar to Amazon 22 or any other website you would use to go and 23 create an account. 24 So I'm going to go ahead and sign in. 25 Now, this should look very familiar</p>	<p>1 And is this an exempt jurisdiction? 2 No. 3 So right here we can put in the 4 contractor's information. 5 So if we wanted to do -- and then a 6 d/b/a do not have to be filled in there. So 7 you can just enter in the contractor's name. 8 Right here it's going to ask for 9 three addresses. 10 Most of the time your main address 11 here at the top will be the same as your owner 12 address down here at the bottom. 13 So what we can do here is just go 14 ahead and put in the contractor's information. 15 Say they are at 500 James Robertson Parkway is 16 where their offices are located. 17 MS. VEST: 37243. 18 MR. MORELLI: And we have a look up 19 feature as well. 20 So all you have to do is put in the 21 zip code, click look up. And it will 22 automatically populate where that zip code is 23 located. 24 Phone number and e-mail is not 25 required, but it is highly recommended to enter</p>

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<p>1 in there so we can get in touch with you. 2 Construction address, very 3 self-explanatory, it is where the service is 4 being performed. Where are you guys doing the 5 work? So we're going to say we're doing it at 6 612 Davidson Road. 7 Again, look up features automatically 8 populate it for you. 9 This one right here, this phone 10 number is required. This is the phone number 11 the electrical inspector will be contacting to 12 call and make the inspection. 13 So we're going to put in a phone 14 number and the name of the organization. 15 So it could be a homeowner, you know, 16 you're installing something for a homeowner. 17 So if I could spell my name right. 18 And right here you will notice it says first 19 and last name right here or organization name. 20 So if you're doing it for a 21 homeowner, put first and last name in there. 22 Or if you're doing it for a business, you can 23 put organization in. 24 You do not have to fill in all three. 25 It's one or the other.</p>	<p>1 will select county. And that is what drives 2 the power company. 3 If there are more than one, it will 4 give you all of the additional power companies 5 that service that area. 6 The customer should know who they 7 send their bill to. A lot of times they don't. 8 If they select their own one, we have the 9 ability to change that in the back office. 10 Just give us a call. 11 So we selected our power company. 12 Now is where we get into the meat and 13 potatoes of everything. This is what they need 14 to buy. 15 So we're -- you have the first 16 option, am I a contractor or am I a homeowner 17 doing this work? 18 More than likely I'm a contractor. 19 Permit type, it could be single 20 family, multi-family, industrial. 21 All these others, if I'm a contractor 22 or electrical vehicle service equipment, but 23 right now we're going to do other. And we can 24 do residential. And then type in something 25 along those lines that just delineates what</p>
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<p>1 So we've got that in there. 2 And like I said earlier, nine times 3 out of ten, your owner address is going to be 4 the same as your main address. 5 For that very reason, we built a copy 6 feature. All you have to do is click main 7 address. And we're going to click copy. It's 8 going to populate everything in there that was 9 from the main address. 10 We didn't put a phone number in 11 there. So it's required up there. 12 And we need to reenter the customer 13 information because it wasn't in the main 14 address. 15 So those are your addresses, contact 16 information of what you need to enter in there. 17 Sorry for all the phone calls coming in. We 18 are very busy. 19 Now, this one is you're going to 20 select the power provider in which power 21 provider supplies power to this address. For 22 me, this location, it is NES. So that is the 23 only one. It is driven solely off of the 24 construction address county. 25 So in the construction address, you</p>	<p>1 we're doing. 2 Now, with the alarm, I believe 3 you-all mostly only do like a final, I believe, 4 on getting the permits. I'm not one hundred 5 percent sure. 6 But say we need to get a rough end 7 and a final. So you have your rough end zero 8 to 200. You guys never go over 200 amps. I'm 9 pretty sure all of you-all are low voltage. 10 So we'll put it -- if we needed to 11 get a final on a zero to 200, and then down 12 here is rough end. 13 So we have all those options for you. 14 If they need to get a consultation, they can do 15 that too. 16 But for most purposes for what you 17 guys service, you'll just do final and rough 18 end if needed. 19 And again, I want to reiterate with 20 the paper permits a lot of times they wrote in 21 the price in that box of what it is. So for 22 instance, they would write 35 in that box. 23 This is a little bit different. It's 24 the number of services you want. 25 So you want one rough end, you'll</p>

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<p>1 type in one.</p> <p>2 We've had to teach people to change</p> <p>3 their thinking on that because if they type in</p> <p>4 35, they're going to be paying \$750 for 35</p> <p>5 rough ends.</p> <p>6 So we've decided what we want. We're</p> <p>7 going to go down here and click next.</p> <p>8 And this is where you can actually</p> <p>9 look up the license type of the person doing</p> <p>10 the work. So we base this all off of verify,</p> <p>11 TN. We have contractors, alarm contractors and</p> <p>12 LLEs. So we're going to do an alarm</p> <p>13 contractor.</p> <p>14 You can search them by their number</p> <p>15 or you can search them by their name. If they</p> <p>16 already know their license number they can type</p> <p>17 it in here and get their license number.</p> <p>18 But most times than not they don't</p> <p>19 know their license number, don't know who it</p> <p>20 is.</p> <p>21 So we're going to do a name search.</p> <p>22 And I'm just going to pick a name, see if</p> <p>23 something comes up.</p> <p>24 So I'm going to type in Bell. And</p> <p>25 I'm going to search.</p>	<p>1 MR. MORELLI: Yes, ma'am.</p> <p>2 MS. VEST: I get telephone calls from</p> <p>3 QAs that say, down here they won't let me pull</p> <p>4 a permit.</p> <p>5 Is it just the QAs that pull a permit</p> <p>6 or is it the registered employees or who is it</p> <p>7 that pull the permits? Anybody can? With</p> <p>8 alarms, anybody can go down there and pull a</p> <p>9 permit for you?</p> <p>10 ACTING CHAIRMAN COCKROFT: Well,</p> <p>11 honestly, I'm not entirely familiar. I don't</p> <p>12 know if this is strictly for buyer. But I</p> <p>13 mean, I've never pulled a permit on a state</p> <p>14 site before.</p> <p>15 I've pulled a permit in our local</p> <p>16 municipalities.</p> <p>17 MR. MORELLI: Uh-huh. Exactly.</p> <p>18 MS. VEST: Right.</p> <p>19 MR. MORELLI: So -- exactly. Some</p> <p>20 local municipalities --</p> <p>21 ACTING CHAIRMAN COCKROFT: Right.</p> <p>22 MR. MORELLI: -- do their own -- have</p> <p>23 their exempt on electrical.</p> <p>24 But if you were to go into a</p> <p>25 territory where the state controls --</p>
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<p>1 Anything that populates in this list</p> <p>2 will show you active licenses.</p> <p>3 It will not show you expired, it will</p> <p>4 not show you expired grace. So if they don't</p> <p>5 populate in this list, they are not licensed.</p> <p>6 So if you get one that's not -- and I can't</p> <p>7 find it, what not, you can click back.</p> <p>8 So I'm going to go ahead and select</p> <p>9 Bell Heating and Air. But you can go back and</p> <p>10 there is a link to verify right at the top.</p> <p>11 Verify will give you the full story of</p> <p>12 everybody. If either expired, if they're</p> <p>13 expired grace, you can find them through</p> <p>14 verify, TN, dot, GOV.</p> <p>15 So we found our contractor, Bell</p> <p>16 Heating and Air.</p> <p>17 And this right here is the</p> <p>18 affirmation detail of the person purchasing the</p> <p>19 permit, who is sitting behind the desk typing</p> <p>20 all of this out.</p> <p>21 So this way, it's a recordkeeping for</p> <p>22 us. And it's for you, the ones buying the</p> <p>23 permits of who bought this permit.</p> <p>24 MS. VEST: Well, I have a question</p> <p>25 right there.</p>	<p>1 ACTING CHAIRMAN COCKROFT: Uh-huh.</p> <p>2 MR. MORELLI: -- the electrical, you</p> <p>3 would come through here to purchase this</p> <p>4 permit. Yes, sir.</p> <p>5 But to Ms. Cody's question, whoever</p> <p>6 is allowed to purchase permits, this is where</p> <p>7 they would enter their information.</p> <p>8 So I put my name down. I'm a</p> <p>9 customer service rep. And I put my contact</p> <p>10 phone number there.</p> <p>11 I can also put an e-mail, but it is</p> <p>12 not required.</p> <p>13 We're going to next on through.</p> <p>14 This is the attachments page. We've</p> <p>15 got it here for mainly my electrical guys and</p> <p>16 my building guys if they need to put a plat</p> <p>17 down of a subdivision, or if they need to put</p> <p>18 down septic permits, pull alarms, things along</p> <p>19 those lines.</p> <p>20 ACTING CHAIRMAN COCKROFT: I mean, it</p> <p>21 almost looks as though anyone could pull the</p> <p>22 permit if it's -- because you're saying like,</p> <p>23 you know, you're searching in there. Could</p> <p>24 someone like a homeowner pull a permit --</p> <p>25 MR. MORELLI: Homeowner can buy a</p>

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<p>1 permit. Uh-huh.</p> <p>2 ACTING CHAIRMAN COCKROFT: -- and use</p> <p>3 my company license?</p> <p>4 MR. MORELLI: Now, they can -- they</p> <p>5 can search for your license and put it down.</p> <p>6 Now, once the inspector starts</p> <p>7 inspecting and sees, wait a minute, who -- why</p> <p>8 is so and so contracting on here and you're the</p> <p>9 one doing the work? It's on the inspector to</p> <p>10 let us know.</p> <p>11 And then we're going to let Ms.</p> <p>12 Cody's team know that somebody bought an</p> <p>13 incorrect permit and doing some fraudulent</p> <p>14 activity.</p> <p>15 So yes, sir, completely understand</p> <p>16 where you are coming from.</p> <p>17 This is a summary page. Gives you</p> <p>18 everything I just entered in. And you can</p> <p>19 simply, if you need to, if you notice something</p> <p>20 is wrong, click one of the edit buttons. And</p> <p>21 it will take you right to where you need to</p> <p>22 edit.</p> <p>23 And say I put in the wrong phone</p> <p>24 number, it needs to be 6891.</p> <p>25 So then I go down here. Save it.</p>	<p>1 credit card or e-check as a person can go</p> <p>2 online.</p> <p>3 E-check, of course, just type in the</p> <p>4 routing number, account number and it will</p> <p>5 process it.</p> <p>6 Credit cards, normally however you</p> <p>7 guys, you know, go online and purchase anything</p> <p>8 with a credit card, it's the same way through</p> <p>9 our site.</p> <p>10 And so once that processes through,</p> <p>11 you'll get an application summary. You'll get</p> <p>12 your receipt, which is called a payment</p> <p>13 summary.</p> <p>14 And then you will also be able to</p> <p>15 access your permit off of your quick start menu</p> <p>16 under manage licenses, the same way you would</p> <p>17 manage your license with your alarm contractors</p> <p>18 and what not.</p> <p>19 So in a nutshell, that is how you</p> <p>20 would buy a permit.</p> <p>21 I wish I could show you the payment</p> <p>22 screen, but they did some updates to the</p> <p>23 development site yesterday.</p> <p>24 MS. VEST: Well, let me ask another</p> <p>25 question --</p>
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<p>1 And it's going to take us right back to the</p> <p>2 summary page. No need to click through</p> <p>3 everything.</p> <p>4 So we're going to make sure</p> <p>5 everything looks good. Looks good.</p> <p>6 We're going to click next.</p> <p>7 This is your attestation that -- that</p> <p>8 will get you, Mr. Cockroft.</p> <p>9 You're looking right here and saying,</p> <p>10 everything I'm putting on this permit is</p> <p>11 truthful. And can be punishable by law if I'm</p> <p>12 lying. So it's basically that attestation</p> <p>13 saying, I'm not lying.</p> <p>14 So once we hit submit, the applica --</p> <p>15 okay, cool, awesome.</p> <p>16 MS. VEST: That's the way it does us</p> <p>17 too.</p> <p>18 MS. BALASZI-WILLIAMS: Good to know</p> <p>19 we're not the only ones.</p> <p>20 MR. MORELLI: Right.</p> <p>21 I will explain what would normally</p> <p>22 happen. All is after that is payment.</p> <p>23 So once we click submit it's going to</p> <p>24 take you to the payment screen. You're going</p> <p>25 to simply get -- we have the option of taking</p>	<p>1 MR. MORELLI: Sure.</p> <p>2 MS. VEST: -- off of Scott's</p> <p>3 statement there.</p> <p>4 So if I'm in Shelby County, I'm going</p> <p>5 to Shelby County to pull a permit. So when I</p> <p>6 come to Davidson County, I have to buy it</p> <p>7 through the state?</p> <p>8 MR. MORELLI: No. Davidson County is</p> <p>9 Davidson County.</p> <p>10 MS. VEST: Okay.</p> <p>11 What --</p> <p>12 MR. MORELLI: They handle their --</p> <p>13 MS. VEST: -- counties --</p> <p>14 MR. MORELLI: -- own.</p> <p>15 MS. VEST: -- are the counties you</p> <p>16 have to do this in?</p> <p>17 MR. MORELLI: So we have 23 exempt</p> <p>18 jurisdictions that handle their own electrical</p> <p>19 permits.</p> <p>20 So you're thinking mainly your bigger</p> <p>21 cities, Nashville, Memphis, Chattanooga,</p> <p>22 Murfreesboro, Cookeville, all of those</p> <p>23 jurisdictions do their own. Anything else is</p> <p>24 us.</p> <p>25 And I can get you-all --</p>

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<p>1 MS. VEST: So if I go to Perry 2 County, for instance, I'll just pick one -- 3 MR. MORELLI: Uh-huh. 4 MS. VEST: -- so I would buy mine 5 through the state? 6 MR. MORELLI: Yes, ma'am. 7 MS. VEST: Through -- 8 MR. MORELLI: Yes, ma'am. 9 Lauderdale County. 10 MS. VEST: So I can see the look on 11 your faces, like, well, I don't do that. 12 Well, if you get in these counties, 13 you will be doing this. 14 MR. MORELLI: Exactly. 15 Your larger municipalities handle 16 their own electrical. 17 MS. VEST: Yes. 18 MR. MORELLI: We, as the state, 19 handle it for anybody else. Yes, ma'am. 20 And again, guys, I do apologize for 21 the status 500, they did some testing to the 22 development site last night -- 23 MS. VEST: Uh-huh. 24 MR. MORELLI: -- and I think this is 25 one of the errors that they didn't completely</p>	<p>1 attesting that, yes, I'm telling the truth. 2 And when the inspector -- it's on the inspector 3 when he goes out there to verify, because he is 4 getting all that information on his tablet as 5 well. 6 ACTING CHAIRMAN COCKROFT: Right. 7 MR. MORELLI: And if he sees 8 something that's not right, he's going to 9 report it to my team. And I'm going to get 10 Ms. Cody involved if it does involve alarm 11 contractors. 12 ACTING CHAIRMAN COCKROFT: It just 13 does seem like there are some big loopholes in 14 there, because a lot of times when we do a job, 15 we're not there when it's inspected. 16 They don't -- they don't see us on 17 site. 18 They don't know who did the install. 19 MR. MORELLI: Yes, sir. 20 ACTING CHAIRMAN COCKROFT: So it 21 would be very easy for someone to pull a 22 permit -- 23 MR. MORELLI: Uh-huh. 24 ACTING CHAIRMAN COCKROFT: -- and 25 have it inspected.</p>
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<p>1 flush out. 2 But all that's left on this process 3 is payment. And so this -- this is how you 4 would get a -- 5 MS. VEST: They've got payment down 6 fine. 7 MR. MORELLI: No, I'm sure -- yes, 8 ma'am. 9 MS. BALASZI-WILLIAMS: Everybody 10 knows how to pay. 11 MR. MORELLI: Yeah. 12 But that -- that's -- it's very -- 13 very simple. 14 You know, what -- previously 15 contractors, electricians, what not would have 16 to go to the actual county in which the work 17 was being done to buy the permit. That is no 18 longer the case now. You can be in California 19 buying a permit for Tennessee off this website 20 now. 21 ACTING CHAIRMAN COCKROFT: And it's 22 all on the honor soci -- honor system 23 basically. 24 MR. MORELLI: The attestation 25 is going to -- then they're -- they're</p>	<p>1 I mean, I guess if they do it 2 properly, you know, they could use someone 3 else's license. 4 MR. MORELLI: Yes, sir. 5 ACTING CHAIRMAN COCKROFT: There's a 6 big -- a big flaw in that system. 7 MR. MORELLI: Yes, sir. 8 I can definitely understand where 9 you're coming from. And we are working through 10 some of the nuances of this system. 11 It is four weeks old. So it is very 12 in the infant stages, but we are growing into 13 it. And we will definitely -- you're not the 14 only person that has brought that up to us. 15 So we will definitely try to figure 16 something out, chew on it a little bit, see 17 what we can do to make that a little bit more 18 secure. 19 ACTING CHAIRMAN COCKROFT: It seems 20 like only that contractor should be able to log 21 in and use their own license. 22 It doesn't seem like -- 23 MR. MORELLI: The contractors are 24 able to purchase and log in. 25 And they -- it saves all of their</p>

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<p>1 information once they go through. And pulls 2 their license. 3 Now, there are times where other 4 contractors will allow a subcontractor to use 5 their license to pull permits. 6 So that's what you also have to think 7 about as well. 8 So that is why the main reason we 9 have that attestation up there to say -- 10 ACTING CHAIRMAN COCKROFT: Well, in 11 our industry they -- that's not -- 12 MS. VEST: You can't do that. 13 ACTING CHAIRMAN COCKROFT: You can't 14 do that. So... 15 MR. MORELLI: No. Understood. 16 What we can do is I will run -- I 17 will let Ms. Kimberly know that in your 18 industry that only that contractor can pull 19 under that license. And see if we can put a 20 fail safe in there for strictly alarm 21 contractors that you can only pull it under 22 your log in information, something along those 23 lines. Because a homeowner won't be able to 24 pull an alarm is kind of what I'm hearing from 25 you.</p>	<p>1 see if we can get some sort of confirmation 2 receipt when -- 3 MR. ROY POLLECK: To send to the QA. 4 MR. MORELLI: Uh-huh. 5 MR. ROY POLLECK: Because the QA 6 would know that -- 7 ACTING CHAIRMAN COCKROFT: Right. 8 MR. ROY POLLECK: -- I didn't pull 9 that permit. 10 MR. MORELLI: Of course. 11 MR. ROY POLLECK: And you're not 12 waiting for the inspector to hopefully catch 13 that later on. 14 MR. MORELLI: Right. 15 MR. ROY POLLECK: And somebody is 16 doing work under your -- 17 MR. MORELLI: I agree. 18 MR. ROY POLLECK: And then you're 19 here with the attorney suing unlicensed 20 activity or something. 21 MR. MORELLI: Definitely understand. 22 And we can definitely -- I'll explore 23 that option with the IT team. I think that is 24 something that is very easily -- 25 MR. ROY POLLECK: And I think it's</p>
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<p>1 ACTING CHAIRMAN COCKROFT: Right. 2 MR. MORELLI: Yes, sir. 3 ACTING CHAIRMAN COCKROFT: A 4 homeowner can do their own installation. And I 5 guess if it was required for them to have a 6 permit in a certain area, they should be able 7 to pull the permit. 8 MR. MORELLI: Yes, sir? 9 MR. ROY POLLECK: My name is Roy 10 Polleck. And I am a QA. 11 So I have a question. Since you have 12 all my information in there, if you pick my 13 name and pull down my company, since all of my 14 records would be on file, including my e-mail, 15 could you not simply attach a verification so 16 that if somebody used my name to Cockroft's 17 issue, if they used his name, my name, when 18 they do the payment summary, it sends an e-mail 19 saying you just pulled the permit -- 20 MR. MORELLI: Yeah. 21 MR. ROY POLLECK: -- we're going to 22 go, well, no, we didn't. 23 MR. MORELLI: That's -- that's 24 definitely something that's feasible. 25 And I can run back to my IT team and</p>	<p>1 very easy to do. 2 MR. MORELLI: Uh-huh. Agreed. Yes, 3 sir. 4 Get off this verify page. 5 MR. RICHARD: So if I -- when I'm 6 putting in the project address -- 7 MR. MORELLI: Uh-huh. 8 MR. RICHARD: -- let's say it's 9 Chattanooga -- 10 MR. MORELLI: Uh-huh. 11 MR. RICHARD: -- which is the exact 12 city they -- 13 MR. MORELLI: They are, yes. 14 MR. RICHARD: Will I get an error 15 that says -- 16 MR. MORELLI: We have an -- basically 17 it won't give you an error because the system 18 isn't that sophisticated yet to know what 19 jurisdictions are exempt and what are not. 20 But we did put a list on that page to 21 show, click here to view a list of all exempt 22 jurisdictions. 23 And we did -- tried to put a question 24 in there to say, is this project in an exempt 25 jurisdiction to kind of drive the customer to</p>

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1 look at that?
2 MR. RICHARD: Okay.
3 MR. MORELLI: So we did try to give
4 as much information, but I'm hoping when we get
5 the new enhancements into the system in the
6 summer, we can add those exempt jurisdictions.
7 And if a zip code populates, then it kicks it
8 out.
9 MR. RICHARD: Uh-huh.
10 MR. MORELLI: The problem is though,
11 is we do all the -- if there is a state
12 building in those exempt jurisdictions, we do
13 the inspection, so it's kind of one of those --
14 MR. RICHARD: Yeah.
15 MR. MORELLI: -- if they put it in,
16 but it's at UTC, we would do the inspection,
17 but it's exempt jurisdiction, but it's still
18 ours.
19 MR. RICHARD: Right.
20 MR. MORELLI: So there is those --
21 that gray area where we do -- we do step into
22 the exempt jurisdictions.
23 MR. RICHARD: Okay.
24 MR. MORELLI: Yes, sir.
25 Any other questions I can help

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1 answer?
2 I know that was a very brief and
3 action-packed demonstration. But I'm more than
4 welcome to answer any questions as well.
5 And before you-all leave, I can go
6 grab some business cards and hand them out if
7 you guys encounter any issues or anything along
8 those lines.
9 Additionally, we have created videos
10 online on how to purchase permits, as well as I
11 have handout basically how to documents that if
12 I can get Ms. Cody's team to distribute as
13 well.
14 MS. BALASZI-WILLIAMS: I just kind of
15 pulled a copy of what my presentation is --
16 MR. MORELLI: That's exactly -- yeah,
17 that's exactly what it looks like.
18 MS. BALASZI-WILLIAMS: Yeah.
19 MR. MORELLI: That's one hundred
20 percent.
21 MS. VEST: All right. Michael, I
22 appreciate that.
23 MR. MORELLI: Thank you, Ms. Cody.
24 Thank you-all again for having me.
25 ACTING CHAIRMAN COCKROFT: Thank you.

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1 MS. BALASZI-WILLIAMS: Thank you very
2 much.
3 MR. MORELLI: Thank you now. You-all
4 have a good rest of the evening.
5 MS. VEST: Well, anything that comes
6 up new with the industry I try to get you
7 informed of it.
8 I just didn't -- there were -- I had
9 attended a meeting. And I'm just sitting there
10 going, oh, well, okay. I think somebody else
11 in the industry needs to know about this
12 besides me.
13 But it sounds like the bigger
14 counties you just go -- business as usual is
15 going to be those other counties.
16 ACTING CHAIRMAN COCKROFT: Do you
17 need to take a minute and move back over there?
18 All right. So were we to the
19 education?
20 MS. VEST: Well, yeah, let's
21 finish -- I do have a little bit since we were
22 on new business, let me go ahead and finish up
23 with the new business if you don't mind.
24 ACTING CHAIRMAN COCKROFT: Okay.
25 MS. VEST: Parking, if you park in

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1 valet now, you will have to have a
2 justification at the hotels.
3 Parking at the hotel, to get valet
4 parking you will have to fill out a form that
5 tells us why you need to use valet parking.
6 ACTING CHAIRMAN COCKROFT: Some of
7 them -- like where I went last night didn't
8 do -- didn't charge for parking at all. But
9 some of them only do valet parking.
10 MS. VEST: That's right.
11 ACTING CHAIRMAN COCKROFT: Like even
12 the Holiday Inn, whatever, it used to be you
13 could park your own. And it takes longer now
14 to get it to the valet when you just go to the
15 car.
16 But you have to do valet parking.
17 MS. VEST: Well, then you would have
18 to have something from the hotel that says, all
19 we do is valet parking --
20 ACTING CHAIRMAN COCKROFT: Okay.
21 MS. VEST: -- unfortunately.
22 The new -- the Holiday Inn down
23 across from the park -- no. Let me --
24 MS. THOMAS: I live here.
25 MS. VEST: I forgot the name of it.

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<p>1 It's right across -- I'll have to get 2 that to you. Because they have opened and 3 they're doing free parking now. Like the 4 Holiday Inn Express suites, or whatever it's 5 called, down on West End. 6 ACTING CHAIRMAN COCKROFT: Okay. 7 MS. VEST: That hotel is available 8 now for you to -- 9 ACTING CHAIRMAN COCKROFT: What is 10 the Government rate now? 11 MS. BALASZI-WILLIAMS: Right now for 12 Nashville, I want to say it was in the two 13 hundreds. 14 MS. VEST: Just a second and we'll 15 get it. 16 MS. BALASZI-WILLIAMS: So right now 17 it's 223. And it will be that way all the way 18 for the rest of the year. 19 ACTING CHAIRMAN COCKROFT: Okay. 20 MS. BALASZI-WILLIAMS: July and 21 August it goes down to 201. 22 MS. VEST: If you would like to, 23 we'll just go on down -- I'm finished with 24 that. We'll go to the education. 25 ACTING CHAIRMAN COCKROFT: All right.</p>	<p>1 MR. FRAKER: -- up with Alarm 2 Contractors Board education review of -- 3 MS. BALASZI-WILLIAMS: That one right 4 there. 5 MR. FRAKER: Okay. 6 MS. VEST: You find it? 7 It's going to start with the Alarm 8 Monitoring Services Incorporated, ethics for 9 life safety and security professionals. They 10 wanted two hours for continuing education. 11 Then you have Axis, A-X-I-S, 12 Communications, open doors and revenue streams 13 with intercom solutions. They wanted one hour 14 for continuing education. 15 And ESA Security Sales Essentials, 16 two-day course online, they wanted 16 hours for 17 continuing education and employee training, 18 which they are already approved. But what 19 they're sending this in for now, they want to 20 do it online. They want to offer all these 21 services online. 22 MS. THOMAS: And what did Keith -- 23 you talked to him -- 24 MS. BALASZI-WILLIAMS: Yes. I put 25 the e-mail here, right there.</p>
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<p>1 MS. VEST: And I'm going to -- if 2 it's okay with you, Scott, I'm going to kind of 3 spearhead this because I've got something to 4 change. Okay. Thank you. 5 ACTING CHAIRMAN COCKROFT: Sounds 6 good to me. 7 MS. VEST: First of all, we sent a 8 couple of courses to Keith. Of course, he's 9 not with us. But Shauna had talked to him 10 because he did review his courses. 11 We have Alarm Monitoring Services 12 Incorporated there on our course list. 13 MR. FRAKER: Do we have any idea 14 where that is in... 15 MS. BALASZI-WILLIAMS: So there was 16 an issue with downloading all those. It went 17 in four different parts. So his would be right 18 under the main -- main one. 19 MS. VEST: So part one? 20 MS. BALASZI-WILLIAMS: It would have 21 the list first. 22 MR. FRAKER: Well, the first list 23 comes -- 24 MS. BALASZI-WILLIAMS: Okay. That 25 right there.</p>	<p>1 MS. VEST: Keith did respond by an 2 e-mail telling us that the courses all looked 3 good for the categories that they were applying 4 in, continuing education and the employee 5 training. 6 ACTING CHAIRMAN COCKROFT: Okay. 7 MS. VEST: Go ahead with that one. 8 Did you want to wait and vote on all 9 of it together or just -- I really prefer we 10 vote it -- because I've got other stuff to talk 11 about, can we just go ahead and vote on these 12 three and get these three approved? 13 ACTING CHAIRMAN COCKROFT: Do we have 14 a motion for these three classes, all for 15 continuing education and then the ESA for 16 employee training? 17 MS. VEST: That is for 16 hours, 18 online course. 19 ACTING CHAIRMAN COCKROFT: In the 20 past, employee training was like level one -- 21 MS. VEST: Yes. 22 ACTING CHAIRMAN COCKROFT: -- was the 23 equivalent, which doesn't -- I don't even think 24 it exists anymore, but... 25 MS. VEST: No.</p>

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<p>1 MR. FRAKER: I'll make the motion to 2 approve the courses. 3 ACTING CHAIRMAN COCKROFT: Second. 4 So we have a motion by Mr. Fraker and 5 a second by myself to approve the three courses 6 as presented that -- so all those in favor say 7 aye? 8 (Unanimous aye vote). 9 ACTING CHAIRMAN COCKROFT: All those 10 opposed? 11 Hearing none, the ayes have it. 12 MS. VEST: Thank you. 13 All right. Next we will go down to 14 Lou, the ones that we gave to Lou Richard. 15 We have Hikvision, H-I-K-V-I-S-I-O-N, 16 basic thermal and perimeter protection, one 17 hour, they wanted continuing education initial 18 app and employee training. 19 I looked at this myself. And we -- 20 continuing education is up to you, Lou, but we 21 have -- the Board has decided that one hour was 22 not efficient for initial application nor for 23 the employee training. But I'll leave that to 24 you, Lou. 25 All three -- the next one, all three</p>	<p>1 MS. VEST: All right. 2 I think the next one, we're going to 3 go down to Scott. 4 MS. BALASZI-WILLIAMS: Huh-uh. 5 MS. VEST: No. 6 MS. BALASZI-WILLIAMS: You missed 7 that. 8 MS. VEST: Oh, I'm sorry. 9 Lou, I had one more for you. I'm 10 sorry. 11 And they are not on our QA list. 12 Paxton Access Incorporated, Paxton10, essential 13 installer training. They wanted six hours 14 continuing ed and initial application. 15 Well, initial application is for 16 qualified agent. 17 And they are not on the course list. 18 So they would have to make application to be 19 placed on the course list in order to teach 20 that initial application. 21 What did you think about the 22 continuing education? 23 MR. RICHARD: So I'll make a motion 24 to approve for six hours of CE only. 25 MR. FRAKER: Second.</p>
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<p>1 of these I should say are Hikvision, network 2 and equipment for the security industry and 3 understanding network protocols, they wanted 4 the one hour each for continuing ed, initial 5 application employee. 6 MR. RICHARD: So I'll make a motion 7 to accept the courses as presented for one hour 8 CE only. 9 MS. VEST: All right. Very good. 10 ACTING CHAIRMAN COCKROFT: Do we have 11 a second? 12 MR. FRAKER: Second. 13 ACTING CHAIRMAN COCKROFT: All right. 14 So we have a motion by Mr. Richard 15 and a second by Mr. Fraker to approve the 16 Hikvision classes as -- well, only for 17 continuing education. 18 MS. VEST: Correct. 19 ACTING CHAIRMAN COCKROFT: So all 20 those in favor say aye? 21 (Unanimous aye vote). 22 ACTING CHAIRMAN COCKROFT: All those 23 opposed? 24 Hearing none, the ayes have it on 25 that.</p>	<p>1 ACTING CHAIRMAN COCKROFT: All right. 2 So we have a motion by Mr. Richard 3 and a second by Mr. Fraker to approve for six 4 hours of continuing education for Paxton 5 Access. 6 All those in favor say aye? 7 (Unanimous aye vote). 8 ACTING CHAIRMAN COCKROFT: All those 9 opposed? 10 The Paxton Access passes. 11 MS. VEST: Thank you. 12 All right. Now we'll go down to 13 Scott. 14 ACTING CHAIRMAN COCKROFT: All right. 15 The -- and mine were pretty much the same sort 16 of thing. They're all fine for continuing 17 education. 18 MS. VEST: That first one was, 19 there's two of them, R-E-S-I-D-E-O 20 Technologies, Incorporated, well, I found out 21 that was Honeywell. 22 ACTING CHAIRMAN COCKROFT: Right. I 23 think it's -- 24 MR. FRAKER: That's their new name. 25 ACTING CHAIRMAN COCKROFT: -- Resideo</p>

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<p>1 or --</p> <p>2 MS. VEST: Resideo.</p> <p>3 ACTING CHAIRMAN COCKROFT: But it's</p> <p>4 what used to be Honeywell.</p> <p>5 MS. VEST: Yes, sir.</p> <p>6 I have the same thing. They're not</p> <p>7 on the course list either to do the initial</p> <p>8 application.</p> <p>9 So are you looking at just the</p> <p>10 continuing education, Scott?</p> <p>11 ACTING CHAIRMAN COCKROFT: Yes.</p> <p>12 Because I think that's the -- all of the ones</p> <p>13 that I have were all short -- were all one-hour</p> <p>14 classes. Were they not?</p> <p>15 MS. VEST: Right.</p> <p>16 The next one was the R-E-S-I-D-E-O</p> <p>17 event driven marketing, for those two right</p> <p>18 there together. And normally they're doing one</p> <p>19 hour. We don't do that for employee training.</p> <p>20 ACTING CHAIRMAN COCKROFT: Right.</p> <p>21 MS. VEST: They didn't do initial</p> <p>22 app.</p> <p>23 So we'll just put them down as one</p> <p>24 hour continuing education under -- we'll call</p> <p>25 it Resideo, slash, Honeywell, because people</p>	<p>1 approve the five courses.</p> <p>2 All those in favor say aye?</p> <p>3 (Unanimous aye vote).</p> <p>4 ACTING CHAIRMAN COCKROFT: All those</p> <p>5 opposed?</p> <p>6 And that passes.</p> <p>7 MS. VEST: All right.</p> <p>8 Doug, then I think we're over to your</p> <p>9 part.</p> <p>10 MR. FRAKER: Yes.</p> <p>11 MS. VEST: You had Slayton Solutions.</p> <p>12 Two of Slayton Solutions, they wanted one hour,</p> <p>13 and they wanted continuing education and</p> <p>14 initial app.</p> <p>15 MR. FRAKER: And just like the</p> <p>16 others, they're good for continuing education</p> <p>17 only.</p> <p>18 MS. VEST: Okay.</p> <p>19 MR. FRAKER: And I make the motion to</p> <p>20 approve those.</p> <p>21 MS. VEST: Then how about S-O-N-O-S.</p> <p>22 MR. FRAKER: Sonos?</p> <p>23 MS. VEST: Yes.</p> <p>24 MR. FRAKER: Continuing education --</p> <p>25 MS. VEST: Only?</p>
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<p>1 get confused. We did.</p> <p>2 ACTING CHAIRMAN COCKROFT: And then</p> <p>3 the Security Solutions, the gun fire detection,</p> <p>4 they actually just submitted that for</p> <p>5 continuing education --</p> <p>6 MS. VEST: Only. Yes, sir.</p> <p>7 ACTING CHAIRMAN COCKROFT: And</p> <p>8 Trendnet and Vanco, I didn't -- did I have the</p> <p>9 Slayton Solutions? I didn't have those, did I?</p> <p>10 MS. VEST: No, sir, that's not you.</p> <p>11 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>12 Is that all I had the Securities</p> <p>13 Solutions?</p> <p>14 MS. VEST: Yes. You had Security</p> <p>15 Solutions, animal safe zone, Trendnet and</p> <p>16 Vanco, V-A-N-C-O, it was all for one hour of</p> <p>17 continuing education.</p> <p>18 ACTING CHAIRMAN COCKROFT: All right.</p> <p>19 So I make a motion to approve the two</p> <p>20 Resideo, and the three Security Solutions</p> <p>21 classes as presented, all for continuing</p> <p>22 education only.</p> <p>23 MR. FRAKER: Second.</p> <p>24 ACTING CHAIRMAN COCKROFT: So I made</p> <p>25 a motion and we have a second by Mr. Fraker to</p>	<p>1 MR. FRAKER: Only.</p> <p>2 ACTING CHAIRMAN COCKROFT: And then</p> <p>3 changing -- Stanley --</p> <p>4 MS. VEST: And then Stanley</p> <p>5 Convergent -- yeah, I didn't know if everybody</p> <p>6 knew that or not, but Stanley Convergent</p> <p>7 Security Solutions Incorporated has acquired</p> <p>8 centurynet [phonetic]. So they have a name</p> <p>9 change.</p> <p>10 And I just want everybody to be aware</p> <p>11 of that, to go on the course list under both</p> <p>12 names in case we get certificates under each</p> <p>13 name.</p> <p>14 ACTING CHAIRMAN COCKROFT: That's</p> <p>15 right.</p> <p>16 So is that all of the --</p> <p>17 MR. FRAKER: We need a motion on his,</p> <p>18 on those.</p> <p>19 ACTING CHAIRMAN COCKROFT: Okay.</p> <p>20 MR. FRAKER: I'll make the motion to</p> <p>21 approve. Sorry.</p> <p>22 MR. RICHARD: Second.</p> <p>23 MR. FRAKER: Only for continuing</p> <p>24 educations on Sonos and the Slayton --</p> <p>25 MS. VEST: Uh-huh.</p>

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<p>1 ACTING CHAIRMAN COCKROFT: All right. 2 So we have a motion by Mr. Fraker and 3 a second by Mr. Richard to approve. That was 4 for Slayton Solutions, Sonos and the name 5 change on Stanley, all, but agreeing for 6 continuing education. 7 All those in favor say aye? 8 (Unanimous aye vote). 9 ACTING CHAIRMAN COCKROFT: All those 10 opposed? 11 And that passes. 12 MS. VEST: Thank you. Hopefully that 13 made it a whole lot easier. 14 We did take a lot of time to look 15 at -- some of these are not on the course list, 16 so we will be telling these providers if they 17 want initial application, of course, we would 18 do an hour, that they will need to submit their 19 course -- everything to be placed on a provider 20 list, because there are two lists. 21 I don't have any unfinished business 22 that I know of. 23 MS. BALASZI-WILLIAMS: No. 24 MS. VEST: And we just did new 25 business.</p>	<p>1 if that was more directed at -- 2 MS. VEST: Me. 3 ACTING CHAIRMAN COCKROFT: -- Ms. 4 Vest or -- but it sounds like they are fixing 5 to make such overhauling changes that it's 6 not -- really isn't necessary for us to look at 7 some of those things. 8 MS. THOMAS: Right. And that does go 9 back to what I was saying. 10 We could look at fees now, but if 11 they're going to make statutory changes, which 12 is what they alluded to in December, those 13 changes will be trumped by any statutory 14 changes they could make. 15 All I've seen this particular session 16 thus far is the filing of the Sunset that would 17 extend the Board for a year. 18 And so then that gives them room to 19 go back and make those statutory changes 20 throughout the year. 21 So I would wait to see what 22 particular statutory changes are made before we 23 try to look at any rule changes at this time. 24 ACTING CHAIRMAN COCKROFT: And the 25 meeting that was -- or the -- I'm not sure</p>
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<p>1 ACTING CHAIRMAN COCKROFT: Any new 2 business? 3 MS. VEST: That's all we have of new 4 business. 5 MR. FRAKER: Well, I do want to 6 ask -- 7 MS. VEST: Okay. 8 MR. FRAKER: -- and would like to put 9 it on the record or whatever. 10 MS. VEST: Okay. 11 MR. FRAKER: So we went through the 12 Sunset deal in December. So as of right now, 13 as a Board, what should we be trying to do? 14 MS. THOMAS: I think that we continue 15 to operate until, you know, we receive further 16 statutory changes to the Board. 17 We have not received any indication 18 that anything needs to change as far as the 19 operating of Board business. 20 I think we continue business as usual 21 until we receive further permanent instruction 22 from the legislature. 23 ACTING CHAIRMAN COCKROFT: They did 24 at some point make suggestions, like we needed 25 to look at fees and things. And I don't know</p>	<p>1 what -- it was on Monday? 2 MS. VEST: Yes. 3 ACTING CHAIRMAN COCKROFT: Do you 4 have any update or anything on that or is that 5 something that's proposed at this point -- 6 MS. VEST: Oh, that's -- 7 ACTING CHAIRMAN COCKROFT: -- as a 8 Bill or -- 9 MS. VEST: I wasn't even going to 10 discuss that. 11 ACTING CHAIRMAN COCKROFT: Okay. 12 Well, I thought you were saying that we were 13 going to have an update on that, or I didn't 14 know if I was supposed -- 15 MS. VEST: Yeah, well -- 16 ACTING CHAIRMAN COCKROFT: -- to be 17 the update. 18 MS. VEST: Yeah. I didn't quite 19 understand all that myself, but... 20 ACTING CHAIRMAN COCKROFT: As I read 21 the Bill, what I understood it to say would 22 there would be, if someone comes in with a game 23 changing technology, that they don't have 24 experience in the industry, they could get an 25 exemption for two years. But they have to</p>

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<p>1 present it it is some sort of game changing 2 technology. And also they have to have a 3 business plan, financial plan. And then if you 4 get through your exemption -- 5 MS. VEST: They would have to make an 6 application like everyone else, pay the 7 application fee, do whatever that needed to be 8 done in that sense. Then they could renew -- 9 they don't call it renew. They call it an 10 extension -- 11 ACTING CHAIRMAN COCKROFT: Extension 12 for two years. 13 MS. VEST: -- what they called it. I 14 just call it a renewal. 15 So it would be a total of four years. 16 At the end of that four years, we 17 would have to sit down and take a look at it, 18 whoever that is, the Board or whoever. And if 19 that's been proven that it is effective, then 20 we would make some law changes or some rule 21 changes to that effect. 22 ACTING CHAIRMAN COCKROFT: And I 23 didn't see -- now, that may be their intent. 24 But I didn't see that it said there would be 25 any law changes.</p>	<p>1 ACTING CHAIRMAN COCKROFT: Right. 2 MS. THOMAS: -- would precede the law 3 or rule change. 4 It's not something that we would 5 normally regulate. 6 They discovered this new innovative 7 technology or new innovation to the industry. 8 Looking at that four years later, if it needs 9 that long that they need the extension, two or 10 four years later, it may require a change to 11 our regulations based on that innovation. 12 But all of that is preliminary 13 language. There could be amendments. There 14 could be changes to it. 15 But at this time, I think that's just 16 what has been proposed. 17 ACTING CHAIRMAN COCKROFT: Okay. 18 MS. VEST: Oh, yeah, it hasn't passed 19 or anything. They just wanted to have the 20 meeting -- and I'm glad you did not come in. 21 I did call Keith. And he was ill, 22 couldn't make it. 23 ACTING CHAIRMAN COCKROFT: I 24 just couldn't -- it was going to put me -- 25 MS. VEST: I'm glad you didn't</p>
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<p>1 I took it to mean that they would 2 have worked four years and they would have been 3 at four years of experience to get licensed. 4 In our review, they would have the 5 ability -- 6 MS. THOMAS: I'll have to read it 7 again. 8 ACTING CHAIRMAN COCKROFT: That's the 9 way I took it. 10 It didn't say anything about changing 11 laws, but that's not to say that's not their 12 intention. 13 MS. VEST: Well, what that -- they 14 were sitting and explaining it to us is well, 15 if that has worked, for this individual to come 16 in, show you what they've had, they didn't have 17 the experience, but they had the plan and the 18 actual -- the installation or whatever that 19 they might be doing as working, it's something 20 that you would look at to say, okay, we need to 21 make -- put it in our law that we can do -- 22 they can come in and do this or do that. 23 MS. THOMAS: So essentially that 24 industry innovation -- 25 MS. VEST: Yeah.</p>	<p>1 because it only -- 2 ACTING CHAIRMAN COCKROFT: -- on the 3 road -- 4 MS. VEST: -- lasted 30 minutes -- 5 ACTING CHAIRMAN COCKROFT: -- for 6 several days this week. 7 MS. VEST: -- 45 minutes, I hate to 8 bring you in for that length of time. 9 But again, that is something that 10 could affect your industry. 11 And we needed someone there to 12 represent -- and then I did bring in the PI 13 chair. Well, we didn't really see would be too 14 much for private investigators. But they 15 are -- do have polygraph examiners. And there 16 could be changes in that technology that -- I 17 don't see right now how it would affect private 18 protecting services. I mean, if you are a 19 security guard, you make application. That's 20 it. I didn't see how it was going to affect 21 that. But -- 22 ACTING CHAIRMAN COCKROFT: Do robots 23 or something -- 24 MS. VEST: But they're already -- 25 well, they're already doing robots. They're</p>

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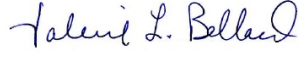
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1 already being established. They're right here
2 in Nashville as well, some of these functions
3 that they're having.
4 ACTING CHAIRMAN COCKROFT: Do they
5 have to get licensed?
6 MS. VEST: No. That's going to fall
7 under the federal government. The state of
8 Tennessee, from what I understand, would not be
9 regulating that. It will all fall under
10 federal regulations.
11 But we will have business as usual.
12 Hopefully next time we'll have Keith back with
13 us.
14 I don't have any update on whether
15 they're going to fill that other position or
16 not. We're just going to have to see what we
17 get from down at the hill.
18 ACTING CHAIRMAN COCKROFT: Okay.
19 MS. VEST: Or up The Hill. Excuse
20 me. I'm down the hill.
21 All right. That's really all I have
22 unless there's somebody in the audience that
23 wanted to speak. We haven't given them an
24 opportunity.
25 ACTING CHAIRMAN COCKROFT: Is there

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1 anyone that would like to speak that's here?
2 If not, we will adjourn this meeting.
3 Do I smack the gavel up here? Am I supposed --
4 MS. VEST: Yeah. You have to smack
5 the -- meeting is adjourned.
6 MR. FRAKER: Been looking at that
7 thing all morning.
8 (PROCEEDINGS ENDED AT 11:10 A.M.)
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1
2 CERTIFICATE OF REPORTER
3
4 STATE OF TENNESSEE)
5 COUNTY OF WILLIAMSON)
6
7 I, Valerie Ballard, do hereby certify that I
8 was authorized to and did stenographically report
9 the foregoing proceedings, and that the transcript
10 is a true record of the proceedings.
11
12 I further certify that I am not a relative,
13 employee, attorney or counsel of any of the parties,
14 nor am I a relative or employee of any of the
15 parties' attorney or counsel connected with the
16 action, nor am I financially interested in this
17 action.
18
19 
20 VALERIE L. BALLARD, TN-LCR
21 LICENSED COURT REPORTER 525
22
23
24
25

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