

events in the afternoon of May 15, 2014.²

To resolve controverted evidence, this arbitrator considered, with each key witness, the following well-known criteria to assist in credibility determinations:

1. His demeanor while testifying and the manner in which he testifies.
2. The extent of his capacity to perceive, to recollect, or to communicate any manner about which he testifies.
3. The existence or nonexistence of a bias, interest, or other motive.
4. A statement previously made by him that is consistent or inconsistent with other witnesses' testimony.
5. Consistency with surrounding verifiable facts.
6. Consistency with what common sense suggests how things happen in the real world.
7. The existence or nonexistence of any fact testified to by him.
8. His attitude toward the action in which he testifies or toward the giving of testimony.