

DEPARTMENT OF CONSUMER AFFAIRS

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES



MEMBER ORIENTATION AND REFERENCE MANUAL

FOR THE BSIS ADVISORY COMMITTEE

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DEPARTMENT OF CONSUMER AFFAIRS

MISSION

To protect consumers through effective enforcement activities and oversight of California's licensed professionals.

VISION

To be the premier consumer protection agency.

VALUES

Accountability: We operate transparently and encourage public participation in our decision-making when appropriate.

Consumer Protection: We make effective and informed decisions to protect the health and safety of Californians.

Customer Service: We acknowledge our stakeholders as customers, listen to them, and take their needs into account.

Innovation: We value creative problem-solving, responsible risk-taking, and enthusiastic pursuit of new ideas.

Integrity

We are committed to honesty, ethical conduct, and responsibility.

Diversity: We foster a welcoming environment of openness and appreciation for all.

Employees: We recognize and value employee contributions and talent, and foster leadership development and professional growth of our workforce.

Leadership: We set the standard for leadership in government by holding ourselves accountable to our employees and stakeholders.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

MISSION

To protect and serve consumers while ensuring a competent and fair marketplace.

VISION

To set the standard for innovation and quality consumer service, consumers, licensees and businesses will have a safe, fair and competitive marketplace.

VALUES

- The interests of California consumers are the measuring stick for all of the Bureau's actions and decisions.
- Our licensees are our customers.
- The Bureau will always remember that each application is an individual who wants to work or a business that wants to open, and as a result, timelines in issuing registrations and licenses is a priority.
- All investigations will be prompt and fair.
- Bureau staff and the industries it regulates will work together to reach the common goals of professionalism and consumer safety.
- The Bureau of Security and Investigative Services will be a workplace that values the people that work there, their career paths, and the potential for innovation that exists within each person.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES ADVISORY COMMITTEE INFORMATION

GENERAL OVERVIEW

The Advisory Committee is comprised of six (6) public members and seven (7) industry members that encompass the following Bureau of Security and Investigative Services (Bureau and BSIS) regulated industries: Alarm, Locksmith, Repossessor, Private Investigator, Proprietary Private Security, Private Security and Bureau-certified Firearm Training Facilities.

PURPOSE

The Advisory Committee is an informal committee comprised of voluntary members who provide insight and perspective to the Bureau on issues relating to the Alarm, Locksmith, Repossessor, Private Investigator, Proprietary Private Security, and Private Security including Bureau-certified Firearm Training Facilities in California. This committee may make recommendations to the Bureau for consideration.

DEFINITIONS

Industry Member means an individual who holds a current Bureau license, certificate, or registration or is a member of an association relating to a Bureau-regulated industry.

Public Member means an individual with a background in consumer protection/advocacy or law enforcement, as well as individuals involved with the businesses who contract with Bureau licensees for services and associations relating to these businesses.

DUTIES

The Committee's input is in an advisory capacity only. The Committee is expected to provide important professional and technical assistance to the Bureau on issues related to the regulation of California licensed Locksmiths, Repossessor, Private Investigator, Proprietary Private Security, Private Security, and Alarm industries. Specifically, the Committee, as directed by the Bureau Chief, may be asked to provide input on the following functions:

- ❖ Perspectives on issues affecting private security consumers and industries;
- ❖ Outreach to the public/consumers, licensees, registrants, and the industry on private security issues; and
- ❖ Viewpoints on the legislative, regulatory and policy efforts impacting private security industries.

TERM OF APPOINTMENT

The Director of the Department of Consumer Affairs (Department) appoints members to the Advisory Committee for two-year terms. However, the Director may elect to re-appoint a member to more than one term.

REMOVAL OF MEMBERS

All members of the Advisory Committee serve at the pleasure of the Director of the Department of Consumer Affairs. The Director may remove any member from the Committee at any time for disruptive or unprofessional behavior counterproductive to the orderly conduct of the business of the Committee.

Consistent attendance by committee members is vital to the success of the committee's efforts. Members who miss two consecutive meetings without a reasonable excuse may be removed from the Committee at the discretion of the Director.

COMPENSATION FOR MEMBERS

The Advisory Committee is not established in statute; rather, it is a committee comprised of volunteers appointed by the Director of the Department of Consumer Affairs. As such, the Bureau does not have the authority to provide members reimbursement. Committee members are not entitled to and will not receive a salary and/or any form of compensation for attending committee meetings. Members are responsible for all costs incurred to attend and participate in the committee meetings.

MEETINGS

The Bureau Chief or his/her designee shall preside over all committee meetings and oversee all of the business of the Committee. Meetings shall be held two to four times per year in Sacramento. Members must attend meetings in person, and cannot attend meetings via a teleconference.

Advisory Committee meetings are subject to the Bagley-Keene Open Meeting Act. A notice and agenda of each meeting shall be posted on the Bureau's website at least 10 days prior to the date of the meeting and shall include the time and place of the meeting, an agenda of issues to be discussed, and applicable meeting materials. Meetings are open to the public and all attendees shall be afforded an opportunity to comment on the meeting's agenda items, as well as items that are not on the agenda. Meetings will be audio recorded and, as scheduling permits, transmitted publically via webcast. Minutes will be recorded and posted on the BSIS public website.

Meetings will be held in facilities that are accessible to persons with disabilities in accordance with the *Americans with Disabilities Act*.

Advisory Committee Member Expectation Guidelines

Committee members should be familiar with these guidelines and are expected to conduct themselves accordingly.

1. Arrive at least 15 minutes before the meeting's scheduled start time to allow time to take care of any possible pending issues.
2. Speak audibly and clearly during the meeting to enable everyone in the room to hear and understand you.
3. Please respect the Bureau Chief's or his/her designee's right to control the process of the meeting.
4. Please refrain from peripheral discussions during the meeting (i.e. sidebar discussions).
5. Be fair, impartial, and respectful of the public, Bureau staff, and other committee members including ensuring all committee members have an opportunity to participate in committee discussions.
6. Be respectful of differences in points of view whether from each other, the public, or Bureau staff.
7. Serial communications regarding matters within the committee's jurisdiction between a majority of committee members is prohibited. It is a violation of the Bagley Keene Open Meeting Act to discuss, deliberate or take action to obtain a collective commitment on any issue or item of business within the committee's subject matter jurisdiction outside of the meeting. Members must refrain from calling or otherwise contacting other members on a one-to-one basis or conducting meetings in order to discuss, deliberate or take action outside a committee meeting on a subject matter of the Committee.
8. Attendance of committee meetings must be in person; this committee will not conduct meetings by teleconference.
9. Do not use cell phones (including texting), laptops, iPads, or any other electronic device for personal use during a committee meeting as that could give the impression that you are not providing full attention to the meeting's proceedings.

Bagley-Keene Open Meeting Act – Key Provisions

(Note: GC = Government Code)

All Advisory Committee Meetings must be carried out in accordance with the provisions of the Bagley-Keene Open Meeting Act (Act). It should be noted that the Act's provisions also apply when three or more Advisory Committee members are in communication by telephone or email. This means that these communications are subject to the Act's notice and minute taking requirements, as well as Public Records Act requests.

Key Provisions:

1. The Advisory Committee meetings are open to the public. (GC §11123)
2. All Advisory Committee meetings must be publicly noticed. The Notice and Agenda must be posted on the BSIS website at least 10 calendar days in advance of the scheduled meeting and include a brief description of each item to be discussed. (GC §11126)
3. No item will be added to a meeting's Agenda after the meeting has been noticed. (GC§11125)
4. Advisory Committee members must permit public comment on an Agenda item before or during discussion of the item, **unless** the public was provided an opportunity to comment at a previous meeting and the item has not substantially changed since the last meeting. (GC §11125.7)
5. Advisory meetings are audio recorded. These recordings are retained for 30 days from the date of the meeting and then destroyed. (GC §11124.1(b))
6. The public has the right to record Advisory Committee meeting proceedings with an audio or video recording device **unless** doing so creates undue noise or other persistent disruption to the meeting. (GC G11124.1)
7. The Meeting Agenda will include an item entitled "Agenda Items for Future Advisory Committee Meetings" to provide Advisory Committee members and the public the opportunity to request a specific item for a future meeting. Issues raised under this Agenda item should be discussed only to the extent necessary to determine whether they should be included as an Agenda item for a future meeting.
8. The purposes for which a closed session may be called are outside of the jurisdiction of the Advisory Committee. Therefore, this committee will not convene a closed session to transact any business.

ADVISORY COMMITTEE MEETING RULES OF ORDER

The Advisory Committee Rules of Order (Rules) are to ensure committee meetings are carried out consistently, appropriately and orderly. All committee members should become familiar with these Rules and ensure that all committee meeting activities are conducted in accordance with these Rules.

Opening the Committee Meeting

1. The Bureau Chief or his/her designee shall call the meeting to order and conduct a roll call of the members to establish a quorum of the Committee. Each committee member must verbally acknowledge his/her presence for the Meeting Minutes.
2. Upon establishment of a quorum, the Bureau Chief or his/her designee will note the official time the meeting is called to order and that time is recorded for the Meeting Minutes.
3. The Bureau Chief or his/her designee shall note for the record that the meeting will be conducted in accordance with the Agenda, as noticed. A matter may be heard out of order only upon a properly noticed motion. The motion, properly noticed, shall be carried out in accordance with the "Meeting Motions" section of these Rules.
NOTE: Items cannot be added to the Meeting's Agenda during a meeting.
4. A motion should be made to adopt the Minutes from the previous Advisory Committee Meeting. The motion shall be carried out in accordance with the "Meeting Motions" section of these Rules.
5. Only one matter will be before the Committee at any time.

Meeting Motions

1. Motions shall be made and seconded by a committee member prior to the matter being discussed.
2. The minutes shall reflect the maker of the motion as well as the committee member who seconds the motion.
3. The Bureau Chief or his/her designee shall restate the motion prior to the discussion and shall restate the motion prior to taking the vote on the motion.
4. Each motion shall be dispensed with before moving to the next agenda item.
5. The official vote on the motion shall be recorded in the meeting minutes.
6. A majority of the votes cast for a motion is required to carry a motion.
7. Following the vote on a motion, the Bureau Chief or his/her designee shall announce the outcome of the vote and whether the motion was passed or failed.

Agenda Items

The Bureau Chief or his/her designee must verbally recognize all items listed on the Agenda on the Public Notice. Should action be required on an Agenda item, it shall be carried out in accordance with the "Meeting Motions" section of these Rules.

Public Sign-in

Public attendees will be provided an opportunity to sign a meeting attendance log; however, signing the log is strictly voluntary.

Public Comment

The public will have the opportunity to comment to the Committee on each agenda item as well as matters not on the agenda at the appropriate time. The Bureau Chief or his/her designee may limit a public attendee's comments if the individual's comments are repetitive, unreasonably lengthy, disruptive or unrelated to the Agenda item.

Adjourning Meeting

1. A motion to adjourn the meeting shall be carried out in accordance with the "Meeting Motions" section of these Rules.
2. The adjournment and time will be announced by the Bureau Chief or his/her designee and recorded for the Meeting Minutes.