



2017-18 ANNUAL REPORT

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	57	62	116
ALARM COMPANY EMPLOYEE REGISTRATION	4,736	4,623	4,283
ALARM COMPANY OPERATOR	122	86	863
ALARM COMPANY QUALIFIED MANAGER	92	51	944
BATON PERMIT	4,136	4,136	N/A
FIREARM PERMIT	14,168	13,802	11,026
LOCKSMITH-BRANCH	16	10	20
LOCKSMITH COMPANY OPERATOR	317	269	1,109
LOCKSMITH EMPLOYEE REGISTRATION	359	341	667
PRIVATE INVESTIGATOR	408	278	4,217
PRIVATE INVESTIGATOR-BRANCH	36	34	37
PRIVATE PATROL OPERATOR-BRANCH	63	51	104
PRIVATE PATROL OPERATOR	446	268	1,097
PROPRIETARY PRIVATE SECURITY EMPLOYER	213	120	122
PROPRIETARY PRIVATE SECURITY OFFICER	2,440	2,200	1,123
REPOSSESSION AGENCY	25	22	133
REPOSSESSION AGENCY EMPLOYEE	276	300	343
REPOSSESSION AGENCY QUALIFIED MANAGER	16	15	119
SECURITY GUARD	64,077	60,249	81,879
TRAINING FACILITY-BATON	15	9	69
TRAINING FACILITY-FIREARM	39	26	138
TRAINING INSTRUCTOR-BATON	19	13	93
TRAINING INSTRUCTOR-FIREARM	71	52	263
TOTAL	92,147	87,017	108,765

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY OPERATOR-BRANCH	270	N/A	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	18,565	N/A
ALARM COMPANY OPERATOR	N/A	1,905	N/A
ALARM COMPANY QUALIFIED MANAGER	1,964	N/A	N/A
BATON PERMIT	36,587	N/A	N/A
FIREARM PERMIT	45,536	N/A	N/A
LOCKSMITH-BRANCH	41	N/A	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,808	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,299	N/A
PRIVATE INVESTIGATOR	N/A	8,831	N/A
PRIVATE INVESTIGATOR-BRANCH	127	N/A	N/A
PRIVATE PATROL OPERATOR-BRANCH	340	N/A	N/A
PRIVATE PATROL OPERATOR	N/A	2,403	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	N/A	540	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	6,569	N/A
REPOSSESSION AGENCY	N/A	271	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	851	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER	282	N/A	N/A
SECURITY GUARD	N/A	284,098	N/A
TRAINING FACILITY-BATON	173	N/A	N/A
TRAINING FACILITY-FIREARM	335	N/A	N/A
TRAINING INSTRUCTOR-BATON	217	N/A	N/A
TRAINING INSTRUCTOR-FIREARM	615	N/A	N/A
TOTAL	86,487	329,140	N/A



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ALARM COMPANY EMPLOYEE REGISTRATION	EVERY 2 YEARS	N/A
ALARM COMPANY OPERATOR	EVERY 2 YEARS	N/A
ALARM COMPANY QUALIFIED MANAGER	EVERY 2 YEARS	N/A
BATON PERMIT***	N/A	N/A
FIREARM PERMIT*	EVERY 2 YEARS	8
SECURITY GUARD REGISTRATION	EVERY 2 YEARS	16
LOCKSMITH-BRANCH	EVERY 2 YEARS	N/A
LOCKSMITH COMPANY OPERATOR	EVERY 2 YEARS	N/A
LOCKSMITH EMPLOYEE REGISTRATION	EVERY 2 YEARS	N/A
PRIVATE INVESTIGATOR	EVERY 2 YEARS	N/A
PRIVATE INVESTIGATOR- BRANCH	EVERY 2 YEARS	N/A
PRIVATE PATROL OPERATOR-BRANCH	EVERY 2 YEARS	N/A
PRIVATE PATROL OPERATOR	EVERY 2 YEARS	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	EVERY 2 YEARS	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	EVERY 2 YEARS	4
REPOSSESSION AGENCY**	EVERY 2 YEARS	N/A
REPOSSESSION AGENCY EMPLOYEE**	EVERY 2 YEARS	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER**	EVERY 2 YEARS	N/A
TRAINING FACILITY-BATON	EVERY 2 YEARS	N/A
TRAINING FACILITY- FIREARM	EVERY 2 YEARS	N/A
TRAINING INSTRUCTOR- BATON	EVERY 2 YEARS	N/A
TRAINING INSTRUCTOR- FIREARM	EVERY 2 YEARS	N/A

*Includes 4 range qualifications and 8 hours of continuing education

**Initial renewal frequency is 1 year; thereafter, renewal is every 2 years.

***Not subject to renewal

PRIVATE INVESTIGATOR QUALIFIED MANAGER	234	111	345
PRIVATE PATROL OPERATOR QUALIFIED MANAGER	208	132	340
REPOSSESSION AGENCY QUALIFIED MANAGER	12	1	13

Summary of Enforcement Activity

507	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,297	REFERRED FOR INVESTIGATION
98	PENDING

21,891	CLOSED/REFERRED FOR INVESTIGATION
1,969	PENDING

Inspections

95

Investigations

5,444	OPENED*
5,340	CLOSED
2,457	PENDING

*Includes Application Investigations and Firearms Prohibits

Number of Days to Complete Intake and Investigations

2,933	UP TO 90 DAYS
1,537	91 TO 180 DAYS
531	181 DAYS TO 1 YEAR
252	1 TO 2 YEARS
80	2 TO 3 YEARS
24	OVER 3 YEARS
134	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS*

*Includes Application Investigations and Firearms Prohibits



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Citations and Fines

62	ISSUED
62	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
297	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$116,274	ASSESSED
\$250	REDUCED
\$38,824	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

179	CASES OPENED/INITIATED
49	CASES CLOSED
246	CASES PENDING

Number of Days to Complete AG Cases

4	1 YEAR
37	1 TO 2 YEARS
24	2 TO 3 YEARS
10	OVER 3 YEARS
746	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

38	STATEMENTS OF ISSUES FILED
40	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
4	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
3	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

2,224	LICENSE APPLICATIONS DENIED
196	REVOCATION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
851	SUSPENSION ONLY
15	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA

\$28,815	ORDERED
\$21,293	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$20,154	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$39,432	ADJUSTMENTS/RETURNS/EXCHANGES
\$59,586	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

9	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

134	AVERAGE NUMBER OF DAYS*
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*Includes Application Investigations and Firearms Prohibits

Investigations: Closure of Investigation to Imposing Formal Discipline

607	AVERAGE NUMBER OF DAYS
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