



Bureau of Security and Investigative Services
Advisory Committee Meeting Minutes
April 17, 2025 Meeting
WebEx Teleconference Meeting

Industry Members Present (All Remote)

Shannon Beritzhoff (Alarm Industry)
Frank Huntington III (Private Investigator Industry)
Mark Miller (Private Patrol Operator Industry)
Darren Morgan (Public Member)
Chris Sayers (Proprietary Security Industry)
Leon Scroggins (Repossession Industry)
Angel Yanez (Training Facility Industry)

Bureau Staff Present

Lynne Jensen – Chief
Samuel Stodolski – Assistant Chief
Andrea Dailly – Deputy Chief of Licensing
Majdi Abdelsalam – Deputy Chief of Enforcement

DCA Staff Present

Leslie Barmby – Department of Consumer Affairs (DCA) Board and Bureau Relations, Executive Office Analyst
Suzanne Balkis – DCA Fiscal Office, Budget Manager
Julien Lux – DCA Fiscal Office, Budget Analyst

Minutes Taken By

Valerie Peterson – BSIS Policy Analyst

1. Call to Order / Roll Call

Chief Jensen greeted all participants and confirmed a quorum. The Chief reviewed the meeting schedule for the year.

The meeting was called to order at 10:02 am. The Chief brought up various housekeeping topics such as recent, multiple, and complex legislative changes and encouraged all to reach out to the generic email inbox at BSIS to ask questions. Chief Jensen notified the committee that the Bureau has experienced an uptick in licensees reaching out asking how to circumvent the new laws and regulations. She stated that the Bureau cannot assist with these types of inquiries.

BSIS Policy Analyst, Valerie Peterson, called roll.

2. Review and Approval of Advisory Committee Meeting Minutes from August 15, 2024

At 10:06 am, a motion to accept the minutes from the meetings of August 15, 2024 was made by Frank Huntington with Leon Scroggins providing the motion to second. 7 in favor/0 opposed/2 absent. Motion passes.

Chief Jensen opened the floor to the committee members for any questions about the previous meeting minutes. Q&A was closed with no questions from the committee members.

Chief Jensen then opened the meeting to public comments for this agenda item. Carl Vinson asked the frequency of Advisory Committee meetings and Chief Jensen answered three times per year, with the next two meetings being in August and November.

3. Department of Consumer Affairs Executive Update

At 10:09 am, Chief Lynne Jensen welcomed department updates from Leslie Barmby with the Department of Consumer Affairs' (DCA) Board and Bureau Relations.

Leslie informed the participants that Governor Newsom released his proposed 2025-2026 State Budget in January, which included a proposal to split the current Consumer Services and Housing Agency into two separate state agencies: California Housing and Homelessness Agency and the Business and Consumer Services Agency. The proposed Housing and Homelessness Agency will oversee housing and homelessness solutions and safeguard civil rights. The Business and Consumer Services Agency will be responsible for Consumer Affairs, Licensing, and Enforcement. DCA will be among the eight entities in the new agency. The reorganization plan was delivered to the Little Hoover Commission for review on April 4, 2025. If approved, the new agency will be created in July 2025 with one year of transition and will become operative on July 1, 2026. Detailed information is available on the Reorganization Plan website at <https://bcsb.ca.gov/about/reorganization>.

On March 3, 2025, Governor Newsom issued an executive order requiring all State agencies and departments to increase their in-office days to four days a week beginning July 1, 2025.

Chief Jensen opened the floor for questions from the Advisory Committee members regarding Ms. Barmby's update. Frank Huntington asked to repeat the name of the new agency DCA will fall under. Frank also inquired whether the decision is still pending the recommendation from the Little Hoover Commission, which Ms. Barmby confirmed.

Chief Jensen then asked for public comments and questions regarding the information that Ms. Barmby presented. There were no public comments or questions.

4. Bureau Chief's Introduction, Welcome Remarks, and Bureau Updates

At 10:16 am, Chief Jensen welcomed the committee members and thanked them for their continued service. The Chief then announced that the Committee is currently seeking four public members to join.

A brief legislative overview was given by Chief Jensen. The Chief repeated the Governor's Executive Order to return to the office four days a week starting July 1, 2025. She noted that the Bureau has been a three day a week office since the beginning of the pandemic, as it is a very paper-heavy bureau with public counter hours from 8am to 5pm daily. The Bureau's Disciplinary Review Hearings have been in-person only for some time, now, and will continue to be in-person only with no virtual option.

The Chief encouraged and reminded all applicants and licensees to apply and renew online, while also reminding the participants to email the Bureau instead of calling, as the calls go to the DCA general call center while email goes directly to BSIS staff and can be answered in a timely manner.

Chief Jensen then welcomed Julien Lux, a new Budget Analyst with the DCA Budget Office. Julien presented the Bureau's expenditure projections, revenue projections and the fund condition statement. Julien reminded the meeting participants that the fund condition is a snapshot in time and that future legislation or unanticipated events could result in the Bureau's need for additional resources.

Chief Jensen opened the floor to Advisory Committee members for questions to Mr. Lux. There were no questions posed by the Committee members.

Chief Jensen then opened the meeting to public comments on this agenda item. There were no public comments.

5. Update on the Bureau's Licensing Unit

At 10:28 am, Deputy Chief of Licensing, Andrea Dailly, presented the Licensing unit update.

Deputy Chief Dailly provided that the Bureau has been working to update applications to bring the Bureau up to date with the new Private Patrol Operator Qualified Manager (PPQ) and Private Investigator Qualified Manager (PIQ) requirements of SB 1454, which took effect on January 1, 2025. She advised that PIQs who wish to be associated with more than their own sole proprietorship PI license, must now apply for their own Qualified Manager license, which when approved, will be subject to a two-year expiration date and renewal process. To date, Licensing has received approximately 12 PIQ applications and the Bureau successfully issued the first PIQ certificate in March. To date, Licensing has processed approximately 130 PPQ renewals, which began in March.

Deputy Chief Dailly stated that application processing times are available on the Bureau's website and are updated weekly. The page provides information on current

processing times for employee and weapons applications. The Bureau is working on updating the page to include qualified manager and company application processing timeframes, as well.

Chief Jensen then asked Policy Analyst, Valerie Peterson, to update the committee on the Bureau's staffing numbers. BSIS is almost fully staffed and will be adding two student assistants.

Chief Jensen welcomed questions from the Advisory members on this agenda item. Leon Scroggins asked whether the Bureau is anticipating an increase in the number of licensees or needing to hire more staff to go along with the increase in fees? Chief Jensen answered that several factors go into the budget which may include an increase in fees as well as laws that go into effect that put new licensing requirements in place.

Chief Jensen explained the background of the fee increase that was approved in 2017. The auditors recommended that the Bureau increase the fees by forty percent. The Bureau decided on a thirty percent increase with the remaining ten percent cushion to be acted upon later. The remaining ten percent increase has already been approved by the legislature and is moving forward to help ensure that the Bureau does not fall into the red in the next few years.

Chief Jensen opened the floor for public comment. There were no questions.

6. Update on the Bureau's Enforcement Unit

At 10:38 am, Deputy Chief of Enforcement, Majdi Abdelsalam began the Enforcement update.

He began the update with unlicensed activity, which he stated is an ongoing priority of the unit as twenty-five percent of pending investigations involve unlicensed activity. Fifty-one percent of citations issued this FY accounted for unlicensed operations with alarm company operators accounting for about five percent of complaints.

Deputy Chief Abdelsalam stated that the average caseload for Enforcement analysts is approximately 56 complaints and 14 inspections with an average resolution time of 69 days. The new Enforcement Manager is scheduled to start on April 23.

In March, employees of the Bureau attended the Sacramento Area Alarm Association meeting as part of the unit's ongoing outreach.

The 2024 to March 2025 complaint trends were presented, and the unit is directing resources accordingly. Consumer restitution and savings through complaint resolution isn't just about enforcement discipline; it is also about protecting consumers and the impact it has.

Chief Jensen reiterated the ongoing problem with unlicensed activity. The Bureau is using new methods to try and address unlicensed activity.

Chief Jensen opened the floor for committee member questions. Leon Scroggins inquired about the high percentage of reposessor complaints when they are one of the

smaller groups of licensees. He also asked whether the Bureau would provide a type of summary on the types of complaints the Bureau is dealing with for educational purposes after the meeting? Chief Jensen confirmed with Asst. Chief Stodolski that generic complaints can be shared, and Asst. Chief Stodolski mentioned that this has previously been offered for PI complaints.

Chief Jensen opened the floor for public comments. There were no public comments.

7. Update on Legislation Impacting the Bureau and Private Security Industries

At 10:44 am, Bureau Policy Analyst, Valerie Peterson, presented updates on the 2024 and 2025 legislation impacting the Bureau. Chief Jensen reminded all that the 2024 legislation is included as well, since the November 2024 meeting when we usually summarize the legislation for the year was canceled. Ms. Peterson presented the legislative update to include two bills from 2024 and six bills for 2025.

Chief Jensen opened the discussion for comments and questions from Committee Members. There were no comments or questions.

Chief Jensen then invited public comment for this agenda item. There were no public comments.

8. Update on Enacted or Pending Regulations

At 10:52 am, Policy Analyst, Valerie Peterson, presented the update on current pending regulations.

Ms. Peterson named two pending regulations which include BSIS' Licensing Fee Adjustments and BSIS' Exam Application Repeal, Terminology, and Training-related Update.

Chief Jensen recapped the two regulations in progress and informed the participants that the second pending regulation is the Bureau's technical amendments and corrections bill to correct any typos or make minor, clarifying changes to some of the bills or training materials.

Chief Jensen opened the discussion to questions from committee members. There were no questions from the committee members regarding this agenda item.

Chief Jensen then opened the meeting to public comment regarding enacted and pending regulations. There were no other public comments.

9. Public Comment on Items Not on the Agenda

At 10:55 am, Chief Jensen opened public comment for items not on the agenda. Carl Vinson inquired about a licensing application that may be taking a bit of time to be processed, would the suggestion be to email instead of call? Chief Jensen confirmed email and that status checks usually don't take long. Carl asked which email address is

recommended and Chief Jensen provided the Bureau's general email address as bsis@dca.ca.gov.

James Barker inquired about the increase of robotic and electronic systems protecting sites and asked if a study is being conducted to consider the impact on private security in California. Chief Jensen answered that it is possible that other entities or agencies are embarking on research studies but since the Bureau is strictly a licensing and regulatory board, the Bureau does not carry out research projects.

10. Committee Members' Recommendations for Future Advisory Committee Meeting Agenda Items

At 10:58 am, Chief Jensen opened the discussion to committee members for recommendations on future Advisory Committee Meeting agenda items. Frank Huntington mentioned that he will not attend the next meeting.

11. Adjournment

At 10:59 am, the Chief adjourned the meeting.