



Bureau of Security and Investigative Services
Advisory Committee Meeting Minutes
November 13, 2025 Meeting
WebEx Teleconference Meeting

Industry Members Present

Shannon Beritzhoff (Alarm Industry)
Anton Farmby (Public Member)
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)
Glenn Younger (Locksmith Industry)

Bureau Staff Present

Lynne Jensen – Chief
Samuel Stodolski – Assistant Chief
Andrea Dailly – Deputy Chief of Licensing
Majdi Abdelsalam – Deputy Chief of Enforcement
Kerry Ortman – Administration and Policy Manager

DCA Staff Present

Lucy Saldivar – Department of Consumer Affairs (DCA) Board & Bureau Relations,
Deputy Director
Suzanne Balkis – DCA Fiscal Office, Budgets Manager
Kaila Van Lindt – DCA Fiscal Office, Budgets Analyst

Minutes Taken By

Valerie Peterson – BSIS Policy Analyst

1. Call to Order / Roll Call

Chief Jensen greeted all participants and thanked them for attending.

The meeting was called to order at 10:00 am. It was established that a quorum had been reached. The Chief encouraged all to reach out to the generic email inbox at BSIS

to ask questions rather than calling, as calls go to the general DCA call center and not directly to BSIS. Next, she notified the committee that the Bureau continues to receive requests from licensees and applicants asking to ignore specific laws. Chief Jensen stated that the Bureau does not make the laws and cannot assist with these types of inquiries, as BSIS is bound by the same laws and regulations that the licensees are and cannot avoid or go around enforcement.

BSIS Policy Analyst, Valerie Peterson, called roll.

2. Review and Approval of Advisory Committee Meeting Minutes from August 21, 2025

At 10:05 am, a motion to accept the minutes from the meeting of August 21, 2025, was made by Glenn Younger with Leon Scroggins providing the motion to second. 6 in favor/0 opposed/2 absent/1 abstain. 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. There were no public comments or questions.

3. Department of Consumer Affairs Executive Update

At 10:09 am, Chief Jensen welcomed department updates from Lucy Saldivar with the Board & Bureau Relations Office of Department of Consumer Affairs' (DCA).

Ms. Saldivar introduced herself as one of the newest members of DCA's Executive Team, recently appointed by the Governor to serve as the Deputy Director of Board & Bureau Relations. Ms. Saldivar welcomed Ms. Shelly Jones to the Executive Team, who was appointed by the Governor as the Assistant Deputy Director of Board & Bureau Relations. Ms. Jones has been with DCA since 2015, assisting Board and Bureau Relations and most recently, SOLID and the Organizational Improvement Offices.

In other news from the Executive Team, Ms. Saldivar stated that after 36 years of dedicated service to DCA, Director Kimberly Kirkmeyer recently announced that she will be retiring at the end of this year. Director Kirkmeyer was appointed by the Governor as DCA Director in 2019 and extended her thanks and appreciation to the department, the State, and consumers of California.

On October 27, 2025, DCA launched its new sexual harassment prevention training in the Learning Management System known as LMS. Ms. Saldivar reminded the committee members that sexual harassment prevention training is mandated for completion within 30 days of appointment to the advisory committee and every 2 years thereafter. Going forward, the compliance deadline will either be 2 years from the last completion date or by December 27th.

Additionally, DCA's training unit has developed an Unconscious Bias Training for committee members, which will be added to their LMS account in November.

Lastly, through the Our Promise CA State Employees' Charitable Campaign, state employees and committee members have the opportunity to support non-profit organizations through payroll giving or one-time donations. The campaign runs through December 31, 2025.

Chief Jensen opened the floor for questions from the Advisory Committee members regarding Ms. Saldivar's update. There were no questions or comments.

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

4. Budget Update

At 10:16am, Chief Jensen introduced Kaila Van Lindt, DCA Budget Analyst. Ms. Van Lindt was joined by DCA Budget Manager, Suzanne Balkis. Due to technical difficulties bringing up the budget update numbers, Chief Jensen recommended skipping to agenda item #5 until the budget document can be retrieved and return to agenda item #4 when able.

Upon returning to the Budget update document, Ms. Van Lindt reviewed the Bureau's fund condition statement as of fiscal month thirteen FY 2024-2025. At the next advisory committee meeting, FY 2025-2026 projections will be presented based on the 2025 Budget Act. The budget office will continue to monitor the Bureau's revenue and expenditures and report back to the Bureau with monthly expenditure projections.

Ms. Van Lindt reminded the meeting participants that the fund condition statement is a snapshot in time and one of the main drivers of expenditure increases in future years will be a result of personal service adjustments, such as general salary increases, employee compensation, and retirement rate adjustments. Any future legislation or unanticipated events can also result in the Bureau's need for additional resources.

Chief Jensen opened the floor to Advisory Committee members for questions to Ms. Van Lindt. Mr. Scroggins inquired about the Bureau's fund balance and its positive movement from a few years ago. Chief Jensen responded to the inquiry by mentioning the current fee increase that went into effect on October 1, 2025, and the Bureau's ability to conserve funds and participate in cost-saving measures.

Chief Jensen asked for public comments relevant to this agenda item. Shane Lawler with Bay Alarm Company, who also represents CA Alarm Associations, asked a question about a revenue line item for surplus investments. Suzanne Balkis, Budget Manager, answered Mr. Lawler's question regarding surplus. There were no other public comments or questions.

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

At 10:20 am, Chief Jensen welcomed the committee members, thanked them for participating, and for their continued hard work. Chief Jensen announced that there are still four openings for public members to join the Advisory Committee. Committee members are appointed by the DCA Director and applications for the Advisory Committee can be found on the DCA homepage at dca.ca.gov. Chief Jensen reminded the attendees that licensees cannot apply to be a public member.

Chief Jensen mentioned the myriads of upcoming, large-scale events in CA that will impact the private security world and in conjunction, the goal of acquiring knowledge and expertise from the advisory committee members about issues facing the Bureau. Chief Jensen drew attention to agenda item #11, plans to update the Baton Training Manual, to spark conversation further along in the meeting.

Chief Jensen reiterated her regular reminder to apply online, as processing time is much quicker than paper.

Chief Jensen asked for questions and comments from the Advisory Committee. There were no questions or comments.

Chief Jensen asked for public comments and questions regarding this agenda item. There were no questions or comments related to this agenda item.

6. Bureau's Staffing Update

At 10:41 am, Kerry Ortman, BSIS Policy and Administration Manager, provided the staffing update for the Bureau. She advised that the Bureau is currently at a 4% vacancy rate and that management is working to fill all vacancies.

Chief Jensen asked for questions and comments from the Advisory Committee. There were no questions or comments.

Chief Jensen asked for questions and comments from the public. There were no public comments or questions.

7. Update on the Bureau's Licensing Unit

At 10:43 am, Deputy Chief of Licensing, Andrea Dailly, presented the Licensing unit update.

Deputy Chief Dailly provided that on October 1, 2025, the Bureau implemented a successful fee increase. Licensing is in the final stages of updating paper and online applications to comply with Senate Bill (SB) 652 and security guard requirements. Licensing currently has multiple vacancies and is actively working on filling the open positions. Company Licensing is running at a reduced capacity and has been experiencing longer than normal processing timelines.

Chief Jensen asked if there were any questions from the members. There were no questions or comments from the committee members.

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

8. Update on the Bureau's Enforcement Unit

At 10:46 am, Deputy Chief of Enforcement, Majdi Abdelsalam began the Enforcement update.

Deputy Chief Abdelsalam began the update with reporting that the Disciplinary Review Unit issued 751 application denials between July 1 and October 1, 2025. 680 of those denials were based on criminal convictions and 71 denials were due to firearm prohibits. There are 77 Case Management Unit cases pending at the Attorney General's office and the Complaint Resolution Unit received 1,166 complaints across all license types between July 1 and October 1, 2025. If this trend continues, the Bureau is on track to anticipate a 28% increase from last FY for total complaint intake. Deputy Chief Abdelsalam informed the attendees that two limited-term Staff Services Analysts were hired in September 2025 in the Complaint Intake/Resolution Unit and that the Intake team continues to achieve processing benchmarks averaging three days from complaint received. Complaint resolution efforts have resulted in over \$25,000 in consumer savings so far this fiscal year.

Deputy Chief Abdelsalam moved on to report that the Enforcement Unit hired a Special Investigator in October 2025 to assist in supporting unlicensed activity, which remains an enforcement priority. 23% of all pending investigations involve unlicensed actors and 57% of all citations issued through BSIS are tied to unlicensed activity. Caseloads remain steady across the unit with an average of 71 complaints and 28 inspections per enforcement analyst. The average time to close a complaint is 71 days.

Chief Jensen asked the committee members for any questions or comments related to this agenda item. There were no questions or comments.

Chief Jensen opened the floor for public comments. Mr. Shane Lawler asked how many of the 35 complaints for alarm company operators were from unlicensed activity? Deputy Chief Abdelsalam offered to gather that information offline, as the provided report does not break the numbers down that granularly. Mr. Scroggins asked if for future meetings, the report can have an additional column indicating unlicensed activity by license type? Assistant Chief Stodolski answered that the request can be looked into for future meetings and that because we are at the beginning of the fiscal year, limited information is available. There were no further questions or comments from the public.

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

At 10:51 am, Bureau Policy and Administration Manager, Kerry Ortman, presented updates on 2025 legislation impacting the Bureau and private security industries.

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

Chief Jensen then invited public comments for this agenda item. Mr. Phil Chachere inquired about new security guard training requirements and Chief Jensen responded that the 8 required hours pre-application pertain to the Powers to Arrest and Appropriate Use of Force training. Phil asked to confirm whether the additional thirty-two hours of training were still required, as he was receiving word otherwise. Chief Jensen confirmed that the additional thirty-two are still required, for a total of forty hours.

Mr. Michael Lin Han inquired about AB 667 and whether interpreters will be allowed to assist with license examinations. Ms. Ortman confirmed that the bill has been marked inactive, and Asst. Chief Stodolski informed the participants that the legislation has become a study and not a bill. There were no additional public comments or questions.

10. Update on Enacted or Pending Regulations

At 11:05 am, Bureau Policy and Administration Manager, Kerry Ortman, continued with updates on current and pending regulations.

Ms. Ortman announced that the regulatory package for the ten percent fee increase was approved by the Office of Administrative Law on June 17, 2025, and became effective on October 1, 2025. The Notice of Approval is posted on the Bureau's website.

BSIS' Exam Application Repeal, Terminology, and Training-related Updates regulatory package is approaching the concept phase, and a notice will be posted on the Bureau's website.

Ms. Ortman informed the participants that BSIS' Disciplinary and Denial Guidelines regulatory package is approaching the production phase, and a notice will also be posted on the Bureau's website when it is released for publication.

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 comments regarding enacted and pending regulations. There were no public comments or questions.

11. Discussion Regarding Upcoming Bureau Baton Training Manual Updates

At 11:07 am, Chief Jensen began the discussion about commencing updates to the Baton Training Manual which was last updated in 2006 by a group of subject matter experts. There have been numerous legislative updates since then and last year, there were significant mandate changes in procedures with BSIS taking back all aspects of the permitting process. As of January 1, 2024, BSIS handles all baton applications and permits for security personnel. Chief Jensen asked each Committee member to voice their industry, whether their industry uses batons, and their personal expertise with

batons and the baton training manual. Chief Jensen had organized pre-scripted questions to ask the panel and the public regarding whether there continues to be a need for batons in each industry, whether the inclination to use a baton is stronger than for other weapons, how baton usage has changed in each industry over the past 30 years, how technology and batons have changed in each industry, and whether consumer expectation has changed surrounding baton usage. Each industry member provided brief comments and insight into each proposed question.

Chief Jensen then opened the floor for public comments and questions. Mr. Phil Chachere provided that as a baton instructor in the Oakland area, he has seen an increase in the numbers of baton training attendees, having to offer two classes a month instead of one. Mr. Chachere offered his knowledge of the different types and brands of batons.

Mr. Monty Hecker voiced that the two-year baton permit renewal was important and necessary and that his company banned baton usage due to ongoing problems. He strongly encouraged ongoing training to be conducted in-person.

Mr. Michael Lin Hahn offered his opinions on baton usage, that there is not enough training or continuous training, and that he has often viewed batons being used incorrectly or with excessive force.

Mr. Shane Lawler asked whether alarm company employees are able to carry a baton or if the employee needs to be under a PPO, and if only under a PPO, asked the Bureau members to consider allowing alarm company employees to also carry a baton, as currently, they are only allowed to carry a licensed firearm.

Mr. Sean Sundahl requested that when the time comes to revise the training and instruction baton manual that law enforcement and properly experienced security professionals be included in the manual design.

12. Public Comments for Items Not on the Agenda

At 11:56am, Chief Jensen opened public comments for items not on the agenda.

Mr. Phil Chachere mentioned that he had a few questions and issues with the Firearms and PTA manuals, if those were also going to be revised, and that he would like to be included to participate in the updates for the Baton Training Manual.

There were no further public comments.

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

At 11:59 am, Chief Jensen opened the discussion to committee members for recommendations on future Advisory Committee Meeting agenda items.

Mr. Sayers inquired about adding the meeting preferences of in-person vs. virtual to the agenda for the next meeting with Mr. Scroggins and Mr. Miller in support.

Chief Jensen opened the floor for more comments or suggestions from the members. There were no additional comments or suggestions.

Chief Jensen asked the public for any comments or questions pertaining to this agenda item. Mr. Shane Lawler asked if an agenda item can be added regarding if a PPO is monitoring video remotely, does the individual who is monitoring also need to apply for a security guard license?

Mr. Sean Sundahl asked if a future agenda item may be added concerning BSIS opening up their allowable firearms to a patrol rifle or precision rifle. Chief Jensen responded by stating that revising the type of firearm security personnel can carry while on duty requires a law change, which the Bureau cannot propose as the Bureau does not run their own legislation, but encouraged the public to reach out to their legislators in attempts to revise or change laws.

14. Adjournment

At 12:06 pm, Chief Jensen adjourned the meeting.