



**DEPARTMENT OF CONSUMER AFFAIRS**  
**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**

P.O. Box 989002, West Sacramento, CA 95798-9002

P (916) 322-4000 | P (800) 952-5210 | F (916) 575-7290 | [www.bsis.ca.gov](http://www.bsis.ca.gov)



## **Frequently Asked Questions**

### **Private Patrol Operator (PPO)**

#### **1. What are the licensing requirements for a Private Patrol Operator?**

The general requirements for Private Patrol Operator's license are:

- Be at least 18 years old
- Must have at least two years of paid experience totaling not less than 4,000 hours as a patrolman, guard or watchman, or the equivalent and one year of paid experience totaling no less than 2,000 hours as manager or in an administrative position with a licensed and current private patrol operator.
- Pass a written examination
- Undergo a criminal history review by the Department of Justice and the FBI

#### **2. What forms must be included in the application package?**

- Private Patrol Operator Application for License (Form 31A-4)<sup>1</sup>
- Personal Identification Form: Private Patrol Operator, Principals, Corporate Officers, and Private Patrol Operator Qualified Manager (Form 31A-9)<sup>2</sup>
- Two recent passport quality photographs for each owner, partner, corporate officer, and qualified manager.
- Private Patrol Operator Request for Authorization of Business Name (Form 31A-12)<sup>3</sup>
- **Corporate applicants only:**
  - Copy of endorsed Articles of Incorporation (Domestic Corporation) or copy of endorsed Statement and Designation by a Foreign Professional Corporation Form (Foreign Corporation) filed with the Secretary of State (SOS), and
  - Copy of Statement of Information filed with the SOS.
- Private Patrol Operator Qualified Manager Qualifying Experience (Form 31A-8)<sup>4</sup>

#### **3. How do I apply?**

You can apply online using BreZze<sup>5</sup>, which bypasses the Cashiering Office and can reduce the application processing time by up to two weeks. Alternatively, you can submit your application and payment to the Bureau by mail to:

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<sup>1</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppo\\_app.pdf#page=10](https://www.bsis.ca.gov/forms_pubs/ppo_app.pdf#page=10)

<sup>2</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppo\\_app.pdf#page=12](https://www.bsis.ca.gov/forms_pubs/ppo_app.pdf#page=12)

<sup>3</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppo\\_app.pdf#page=16](https://www.bsis.ca.gov/forms_pubs/ppo_app.pdf#page=16)

<sup>4</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppo\\_app.pdf#page=18](https://www.bsis.ca.gov/forms_pubs/ppo_app.pdf#page=18)

<sup>5</sup> <https://www.breeze.ca.gov/>

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**4. How much does it cost to apply for a Private Patrol Operator license?**

Visit [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf) to see the BSIS fee schedule.

**5. How do I retake the Qualified Manager exam?**

If you did not pass the exam, complete and submit the Application for Qualified Manager Reexamination<sup>6</sup> along with the reexamination fee. You may also submit a request for reexamination online using BreEZe, which updates in real-time. Create a BreEZe account, pay the application fee<sup>7</sup>, and submit your application for reexamination online<sup>8</sup>. Once the request for reexamination is processed, you will receive a new eligibility notification and instructions for scheduling your exam with PSI, Inc.

Mail application and fee to:

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**6. How long after I submit the application will it take before I receive my license?**

Due to the complexities of the organizational structure of many company applications as well as the various pathways individuals who will serve as the qualified manager on a license use to satisfy the qualifying experience requirements, the total processing time for a company application is approximately 4 months provided the application is complete and contains no deficiencies. If the individual who will serve as the qualified manager has not already passed the qualifying exam, the processing timeframe can be longer based on the time it takes the individual to pass the exam.

**7. How long is a Private Patrol Operator's license valid?**

A Private Patrol Operator license is valid for two years.

**8. I was denied a Private Patrol Operator's license. When can I reapply?**

You may submit a new application one year from the date of denial.

**9. I was only convicted of a misdemeanor. Can the Bureau of Security and Investigative Services still deny my license?**

Yes. A conviction does not have to be a felony for the Bureau to deny licensure. The nature of the crime, whether it was related to the duties of a Private Patrol Operator, the length of time elapsed since conviction, any evidence of rehabilitation, or mitigating circumstances are all considered when deciding whether or not to deny licensure.

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<sup>6</sup> [https://www.bsis.ca.gov/forms\\_pubs/qm\\_reexam.pdf](https://www.bsis.ca.gov/forms_pubs/qm_reexam.pdf)

<sup>7</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)

<sup>8</sup> <https://www.breeze.ca.gov/>

**10. Is a Private Patrol Operator required to carry liability insurance?**

Yes. All licensed Private Patrol Operators must maintain general liability insurance as a condition of licensure. Specifically, Private Patrol Operators are required to have commercial general liability insurance policies which provide minimum limits of one million dollars (\$1,000,000) for any one loss or occurrence due to bodily injury, including death, or property damage, or both. For additional information on insurance requirements, visit Private Patrol Operator Insurance<sup>9</sup>.

**11. How does a Private Patrol Operator renew his/her license?**

Prior to the expiration of the license, the licensee may receive a courtesy renewal application mailed to the last address of record approximately 60-120 days in advance. If you did not receive a renewal application, complete and submit the Private Patrol Operator License Renewal Application<sup>10</sup> along with the applicable renewal fee(s)<sup>11</sup>. You may also renew online using BreEZe<sup>12</sup>, which updates your license in real-time. Create a BreEZe account, pay the renewal fee(s), and submit your renewal application online.

Mail the renewal application and renewal fee(s) to:

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**12. When does a Private Patrol Operator's license become delinquent?**

A PPO license is delinquent 30 days after your license's expiration date. To renew a delinquent license, you must pay the renewal fee(s) and delinquent fee(s). To view the BSIS fee schedule, visit [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf).

**13. How long after the expiration of my license am I able to renew my license?**

You may renew your PPO license up to three years after expiration. Please note, if you renew more than two years after expiration, you should contact the Bureau by email to determine the correct renewal fee amount due at [PrivateSecurityServices@dca.ca.gov](mailto:PrivateSecurityServices@dca.ca.gov). The license may only be renewed upon payment of the renewal fee(s) and delinquent fee(s). If, after three years, you fail to renew, you must submit a new application and begin the application process again to be licensed as a PPO.

**14. How do I notify the Bureau of my change of address?**

You must notify the Bureau in writing within 30 days of an address change. To change your company's address, complete and submit the Address Change (Company) form<sup>13</sup> to the Bureau. You may email the completed form to [PrivateSecurityServices@dca.ca.gov](mailto:PrivateSecurityServices@dca.ca.gov) or mail the form to:

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<sup>9</sup> [https://www.bsis.ca.gov/industries/insurance\\_ppo.shtml](https://www.bsis.ca.gov/industries/insurance_ppo.shtml)

<sup>10</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppo\\_ren.pdf](https://www.bsis.ca.gov/forms_pubs/ppo_ren.pdf)

<sup>11</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)

<sup>12</sup> <https://www.breeze.ca.gov/>

<sup>13</sup> [https://www.bsis.ca.gov/forms\\_pubs/company\\_chngadd.pdf](https://www.bsis.ca.gov/forms_pubs/company_chngadd.pdf)

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**15. If I lost, destroyed or damaged my license, how do I obtain a duplicate?**

If you have lost or destroyed your PPO license, complete and submit the Application for Replacement of Private Patrol Operator Company License<sup>14</sup>. You may also submit a request for a replacement license online using BreEZe<sup>15</sup>, which updates in real-time. Create a BreEZe account, pay the application fee<sup>16</sup>, and submit your application for a replacement license online.

Mail the application and fee to:

Bureau of Security and Investigative Services  
P.O. Box 989002  
West Sacramento, CA 95798-9002

Please allow 6-8 weeks for replacement, if submitting by mail.

**16. How do I change my business name?**

In order for you to change your company's business name, you must submit a completed Private Patrol Operator Licensee: Request Company Name Change Form/Request Additional Fictitious Business Name Form<sup>17</sup> along with the processing fee of \$75.

Mail form and fee to:

Bureau of Security and Investigative Services  
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**You may not operate under your requested new name until an approval is received.**

**17. The name/address was misspelled on my license. Is there a fee for a new one?**

No. An error made by the Bureau should be corrected without charge. Please clarify the error in writing, include proof of the Bureau's error (preferably a copy of the submitted application), and submit by email to [bsis@dca.ca.gov](mailto:bsis@dca.ca.gov) or by mail to:

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(This does not apply to address changes when submitted after a renewal was paid and already mailed.)

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<sup>14</sup> <https://www.bsis.ca.gov/replacementlicense/ppo.pdf>

<sup>15</sup> <https://www.breeze.ca.gov/>

<sup>16</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)

<sup>17</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppo\\_namechange.pdf](https://www.bsis.ca.gov/forms_pubs/ppo_namechange.pdf)

**18. Can a Private Patrol Operator use a post office box for an address?**

Yes. The Private Patrol Operator may list a Post Office box (PO Box) as the Address of Record (AOR) only if mail delivery to the business address is not possible, or if the place of business is located at the licensee's personal residence. NOTE: if providing a PO Box as the AOR, you must provide the Bureau with your residence address. This request must be explained in writing. Otherwise, the company must state address by street, number and city. In addition, no licensee shall conduct business from any location other than the location for which a license or branch office registration was issued.

**19. How long does it take to process a new license following a request for a change of name, address or branch office?**

Approximately six to eight weeks from the date the payment is cashiered, if there are no application deficiencies.

**20. There has been a change in the type of ownership/entity after receiving the Private Patrol Operator license. What do I have to do?**

Licenses cannot be transferred or reassigned to new entities. A change of ownership or partners constitutes a new entity. You must submit a new application with appropriate fees. For example: if you apply and become licensed as a sole owner and later decide to form a partnership or corporation, you must apply for a new license. To delete a partner, a new application for licensure is required. It is not necessary to reapply for a new license, for the addition of a partner(s) to an existing license issued to a partnership.

**21. What forms are required to open a branch office? Is there a fee?**

To apply for a Private Patrol Operator Branch Office certificate, submit a completed Branch Office Certificate Application Private Patrol Operator<sup>18</sup> and pay the application fee<sup>19</sup>.

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<sup>18</sup> [https://www.bsis.ca.gov/forms\\_pubs/ppb\\_reg.pdf](https://www.bsis.ca.gov/forms_pubs/ppb_reg.pdf)

<sup>19</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)