Department of Consumer Affairs
Bureau of Security and Investigative Services

Sunset Review Report 2014

Presented to the Senate Business, Professions, and Economic Development Committee and the Assembly Business, Professions, and Consumer Protection Committee

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Bureau of Security and Investigative Services

Sunset Review Report 2014

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BUREAU OF SECURITY AND INVESTIGATIVE SERVICES
BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM
As of November 1, 2014

Section 1
Background and Description of the Bureau and Regulated Profession

Provide a short explanation of the history and function of the bureau. Describe the occupations/ profession that are licensed and/or regulated by the bureau (Practice Acts vs. Title Acts).

The private security industry in this country dates back to the 19th century with private citizens performing many duties that today are associated with Federal and state law enforcement. The growth in the number of individuals and breadth of activities performed (guarding railroad shipments, detective work to investigate crimes, tracking down and apprehending criminals, and providing security advice to banks) was integral in determining that regulation of the industry was necessary.

In California, regulatory oversight of the private security industry began in 1915 with the creation of the Detective Licensing Board under the State Board of Prison Directors to license and regulate private detectives. The Detective Licensing Board was subsequently renamed the Detective Licensing Bureau and today its statutes are known as the Private Investigator Act. In 1955, the Detective Licensing Bureau became the Bureau of Private Investigators and Adjustors that in 1970 was combined with the Collection Agency Licensing Bureau and renamed the Bureau of Collection and Investigative Services. As a result of legislation (Assembly Bill 936, Chapter 1263, Statutes of 1993), the Bureau was formally renamed as its current identifier, the Bureau of Security and Investigative Services (Bureau).

The Bureau issues licenses, registrations, certificates, and permits; however, for the purpose of this discussion, the terms “license” and “licensee” will be used. The Bureau currently licenses about 380,000 companies and employees serving in the areas of alarm systems, locks, private investigation, private security, repossession, and firearm and baton training facilities. Specifically, the Bureau regulates the following Acts:

Alarm Company Act
An alarm company operator is a business that sells (at the buyer’s home or business), installs, maintains, monitors, services, or responds to alarm systems. An alarm agent is an employee of the alarm company. Each company must have a person designated as the qualified manager to manage the day-to-day activities of the business. The Act permits a company owner to serve as the qualified manager or to designate another person to serve in this capacity. As a condition for licensure, the person serving as the alarm company operator’s qualified manager must pass a licensing exam.

As specified in the Alarm Company Act, alarm companies must hold a Bureau alarm company operator license, alarm company qualified managers must hold a Bureau qualified manager certificate, and alarm agents must hold a Bureau alarm employee registration. The Act authorizes alarm company operator licensees, qualified managers, and agents to obtain a Bureau-issued firearm

permit under specified conditions. Retail stores do not have to be licensed if they sell alarm systems only at the store, do not install the equipment, and do not perform any other alarm company operator functions. There are 2,096 licensed alarm company operators, 18,996 registered alarm company employees, 2,105 qualified managers, and 215 branch offices certified by the Bureau.

Locksmith Act
Pursuant to the Locksmith Act, a locksmith operates a business that installs, repairs, opens, or modifies locks, as well as originates keys for locks. Locksmiths must hold a Bureau locksmith license and employees of locksmiths who perform locksmithing duties must hold a Bureau locksmith registration. Persons who only make duplicate keys from an existing key are exempt from regulation. The Bureau currently has 2,908 locksmith companies, 2,854 employee licensees, and 59 certified locksmith branch offices.

Private Investigator Act
A private investigator is an individual who investigates crimes; investigates the identity, business, occupation, or character of a person; investigates the location of lost or stolen property; investigates the cause of fires, losses, accidents, damage, or injury; or secures evidence for use in court. Private investigators may protect persons only if such services are incidental to an investigation; they may not protect property.

As specified in the Private Investigator Act, individuals performing private investigation activities must hold a Bureau private investigator license. Each licensee must designate a person to manage the day-to-day activities of the business. If the licensee assigns this responsibility to another individual, that person is identified as the qualified manager. However, the Act does not require the qualified manager to hold a separate certificate. As a condition of licensure, the person managing the business—either the private investigator or a designated qualified manager—must pass a licensing exam. Employees of private investigators are not required to register with the Bureau. The Act authorizes the private investigator licensee and the qualified manager to obtain a Bureau-issued firearm permit under specified conditions. There are 9,885 private investigators and 139 private investigator branch offices licensed and certified by the Bureau.

Private Security Services Act
The Private Security Services Act regulates private patrol operators (PPOs) and security guards. A PPO is a company that employs security guards and contracts with entities (such as apartment owners) to protect persons or property, or to prevent theft. A security guard is not authorized to provide contracted private security services unless he or she is also licensed as a PPO. PPOs are prohibited from making any investigation except those that are incidental to the theft or loss of property for a company it has contracted with to provide such services.

Each licensee must designate a person to manage the day-to-day activities of the business. If the licensee assigns this responsibility to another individual, that person is identified as the qualified manager. However, the Act does not require the qualified manager to hold a separate certificate. As a condition of licensure, the person managing the business—either the licensee or the qualified manager—must pass a licensing exam. As specified, a company providing private security services must hold a Bureau PPO license and a person performing the duties of a security guard must register with the Bureau as a security guard. The Act authorizes licensees, qualified managers, and security guards to obtain a Bureau firearm permit under specified conditions. The Bureau regulates 2,765

PPOs, 280,702 security guards, and 408 branch offices.

The Private Security Services Act also regulates firearm and baton training facilities and instructors who provide the specified training for applicable Bureau licensees, registrants, and certificate holders to qualify for a Bureau firearms or baton permit. The specific license types are the Bureau firearm training facility certificate, firearm instructor certificate, baton training facility certificate, and baton instructor certificate. There are currently 995 firearm instruction facilities and instructors and 449 baton facilities and instructors certified by the Bureau.

Proprietary Security Services Act
The Proprietary Security Services Act regulates proprietary private security employers (PPSEs) and proprietary private security officers (PPSOs). A PPSE is a person or company that employs one or more PPSOs to provide security services for only the PPSE. The key distinction between a PPO and a PPSE is that a PPSE is not permitted to contract out the services of its PPSOs to any other business, person, or entity; the PPSOs may only provide security services to their respective PPSE. PPSOs provide services for PPSEs, such as large corporations that employ their own security. Also, unlike security guards, PPSOs are not authorized to carry a firearm. There are currently 594 PPSEs and 6,201 PPSOs.

Collateral Recovery Act
A repossession agency contracts with the legal owner (i.e., credit grantor of personal property to locate and/or recover property sold under a security agreement). A repossession agent is the employee of the repossession agency who carries out recovering the property. Each agency must have a designated qualified manager to manage the day-to-day activities of the business. The Collateral Recovery Act permits a repossession agency owner to serve as the qualified manager or to designate another person to serve in this capacity. As a condition for a repossession agency license, the person serving as the qualified manager must pass a licensing exam.

The Act specifies that a repossession agency must hold a repossession agency license, persons serving as the qualified manager must hold a qualified manager certificate, and employees of a repossession company who perform repossessions must register with the Bureau as a repossession agent. There are currently 309 repossessor agencies, 891 repossession agency employees, and 330 qualified managers.

1. Describe the makeup and functions of each of the Bureau's committees (cf., Section 12, Attachment B).

   Disciplinary Review Committees (See Section 13)
   The Alarm Company Act establishes one Disciplinary Review Committee and the Private Security Services Act establishes two Disciplinary Review Committees to provide their respective applicants and licensees an alternate path to consider appeals of the Bureau's license denials and suspensions, as well as assessment of administrative fines. In accordance with this questionnaire's format, the Bureau is providing specific information regarding these Committees in Section 13.

Bureau of Security & Investigative Services Advisory Committee (See Tables 1a–1e)
Effective July 1, 2014, the Bureau re-established its 13-member Advisory Committee. The Committee is comprised of seven professional and six public member volunteers who provide insight and perspective to the Bureau on policy issues relating to the Alarm Company, Locksmith, Repossessor, Private Investigator, Proprietary Security Services, and Private Security Services industries, including Bureau-certified firearm and baton training facilities and instructors.

Under current Committee requirements, members are appointed to two-year terms, serve under the Director of the Department of Consumer Affairs (DCA/Department), and receive no salary or benefits to participate in Committee meetings and other activities. Members of the current Committee will serve from July 1, 2014, to June 30, 2016; however, a member's appointment may be shortened or extended at the discretion of the Director.

The re-established Advisory Committee held its first meeting on August 28, 2014.

Table 1a. Attendance: Advisory Committee Industry Members			
Simon M. Cruz – Training Facilities			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Marcelle Lynn Egley – Repossessor Industry			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Sandra Lee Hardin – Locksmith			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Matthew J. Lujan – Private Patrol Operator Industry			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Aaron "Riley" Parker – Private Investigator Industry			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes

Table 1a. Attendance: Advisory Committee Industry Members			
Thomas Martin Uretsky – Proprietary Private Security Industry			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2014			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Tim Bradley Westphal – Alarm Industry			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2014			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August/September 2014	Sacramento, CA	Yes

Table 1b. Attendance: Advisory Committee Public Members			
Vacant, California Restaurant Association			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	No
James B. Gordon, Jr., Consumer Federation of California			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Commander Greg P. Ferrero, California State Threat Assessment Center (CHP)			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Captain Mark Thomas Franke, California Sheriffs' Association			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Lynn Steven Mohrfeld, California Hotel & Lodging Association			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes
Nancy Lee Murrish, Congress of California Seniors			
Date Appointed: July 1, 2014			
Term Expires: June 30, 2016			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	August 28, 2014	Sacramento, CA	Yes

Table 1c. Attendance: Prior Advisory Committee Members			
Roy Rahn, California Assn. of Licensed Security Agencies, Guards & Associates (CALSAGA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	Yes
Patty O'Ran, Department of Justice (DOJ)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
	May 3, 2011	Sacramento, CA	Yes
Advisory Committee	January 10, 2012	Sacramento, CA	No
Tom Rankin, Southern California Security Association (SCSA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	No
Joe Valenzuela, Sacramento Police Department			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	Yes
Jim Diaz, California Institute for Professional Investigators (CIPI)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
	May 3, 2011	Sacramento, CA	Yes
Advisory Committee	January 10, 2012	Sacramento, CA	Yes
Glenn Younger, California Locksmith Association (CLA)			
Date Appointed:			
Term Expires:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
	May 3, 2011	Sacramento, CA	No
Advisory Committee	January 10, 2012	Sacramento, CA	Yes

Table 1c. Attendance: Prior Advisory Committee Members			
David G. Herrera, Professional Investigators of California (PICA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	No
Steve Reed, Proprietary Private Security Officers			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	Yes
Jon Sargent, California Alarm Association (CAA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	Yes
Chris Wilson, California Association of License Repossessors			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
	May 3, 2011	Sacramento, CA	Yes
Advisory Committee	January 10, 2012	Sacramento, CA	Yes
Dennis Sebenick, Customer Protection Services			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
	May 3, 2011	Sacramento, CA	Yes
Advisory Committee	January 10, 2012	Sacramento, CA	Yes
Jim Zimmer, California Association Licensed Investigators			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	No

Table 1c. Attendance: Prior Advisory Committee Members			
David Chandler, California Association of Training Facilities			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
	May 3, 2011	Sacramento, CA	Yes
Advisory Committee	January 10, 2012	Sacramento, CA	Yes
Rick Von Geldern, Professional Investigators of California Association			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	Yes
Advisory Committee	May 3, 2011	Sacramento, CA	No
Steve Leibrock, Sacramento Sheriff's Department			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	No
Advisory Committee	May 3, 2011	Sacramento, CA	No
Jimmy Hunt, California Association of Licensed Repossessors (CALR)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
	December 6, 2010	Sacramento, CA	No
Advisory Committee	May 3, 2011	Sacramento, CA	No
John Brueggeman, California Locksmith Association (CLA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	May 3, 2011	Sacramento, CA	Yes
Bryon A. Bayer, California Alliance of Licensed Security Agencies, Guards & Associates (CALSAGA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	January 10, 2012	Sacramento, CA	Yes
Chris Reynolds, California Association of Licensed Investigators (CALI)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	January 10, 2012	Sacramento. CA	Yes

Table 1c. Attendance: Prior Advisory Committee Members			
Matt Westphal, California Alarm Association (CAA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	January 10, 2012	Sacramento, CA	Yes
Rob Dick, Professional Investigators of California (PICA)			
Date Appointed:			
Term Expired:			
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Advisory Committee	January 10, 2012	Sacramento, CA	Yes

Table 1d. Bureau Advisory Committee: Current Members
Members serve two-year terms. The Director may elect to reappoint a member to more than one term.

Member Name	Date First Appointed	Date Reappointed	Date Term Expires	Appointing Authority	Type: Public or Professional
Simon M. Cruz, Training Facilities	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Marcelle Lynn Egley, Repossessor Industry	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Sandra Lee Hardin, Locksmith Industry	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Matthew J. Lujan, Private Patrol Operator Industry	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Aaron "Riley" Parker, Private Investigator Industry	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Thomas Martin Uretsky, Proprietary Private Security Industry	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Tim Bradley Westphal, Alarm Company Industry	July 1, 2014	N/A	June 30, 2016	DCA Director	Professional
Vacant, California Restaurant Association	July 1, 2014	N/A	June 30, 2016	DCA Director	Public
James B. Gordon, Jr., Consumer Federation of California	July 1, 2014	N/A	June 30, 2016	DCA Director	Public
Commander Gregg P. Ferrero, California State Threat Assessment Center	July 1, 2014	N/A	June 30, 2016	DCA Director	Public
Captain Mark Thomas Franke, California Sheriffs' Association	July 1, 2014	N/A	June 30, 2016	DCA Director	Public
Lynn Steven Mohrfeld, California Hotel & Lodging Association	July 1, 2014	N/A	June 30, 2016	DCA Director	Public
Nancy Lee Murrish, Congress of California Seniors	July 1, 2014	N/A	June 30, 2016	DCA Director	Public

Table 1e. Bureau Advisory Committee: Prior Members					
Member Name	Date First Appointed	Date Reappointed	Date Term Expired	Appointing Authority	Type: Public or Professional
Roy Rahn, CALSAGA			*	DCA Director	Professional
Patty O'Ran, DOJ			*	DCA Director	Public
Tom Rankin, SCSA			*	DCA Director	Professional
Joe Valenzuela, Sacramento Police Department			*	DCA Director	Public
Jim Diaz, CIPI			*	DCA Director	Professional
Glenn Younger, CLA			*	DCA Director	Professional
David G. Herrera, PICA			*	DCA Director	Professional
Steve Reed, Proprietary Private Security Officers			*	DCA Director	Professional
Jon Sargent, CAA			*	DCA Director	Professional
Chris Wilson, CALR			*	DCA Director	Professional
Dennis Sebenick, Customer Protection Services			*	DCA Director	Public
Jim Zimmer, CALI			*	DCA Director	Professional
David Chandler, California Association of Training Facilities			*	DCA Director	Professional
Rick Von Geldern, Professional Investigators of California Association			*	DCA Director	Professional
Steve Leibrock, Sacramento Sheriff's Department			*	DCA Director	Public
Jimmy Hunt, CALR			*	DCA Director	Professional
John Brueggeman, CLA			*	DCA Director	Professional
Bryon A. Bayer, CALSAGA			*	DCA Director	Professional
Chris Reynolds, CALI			*	DCA Director	Professional
Matt Westphal, CAA			*	DCA Director	Professional
Rob Dick, PICA			*	DCA Director	Professional

* The last meeting of the prior advisory committee was held January 10, 2012. The Committee was re-established with the current members identified in Table 1d, above. The Bureau held an initial meeting of the new committee on August 28, 2014.

2. In the past four years, was the Bureau unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?

   Of the Bureau's four committees—an Advisory Committee and three Disciplinary Review Committees (DRCs)—the Bureau was only unable to hold Alarm Company Operator Disciplinary Review Committee meetings from December 2010 to March 2012 due to lack of a quorum. However, because of the low volume of appeals, this particular committee generally meets two to four times a year so the impact was minimal. Meeting and attendance information for the Bureau's DRCs may be found in Section 13 of this report.

3. Describe any major changes to the Bureau since the last Sunset Review, including:

   - Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning).

     The Bureau has not been subject to a prior Sunset Review. The Bureau has implemented the following major changes during the past four years:

     - In April 2013, then-Bureau Chief Jeffrey Mason was appointed as the Chief Deputy Commissioner at the Bureau of Real Estate. Laura Alarcon was appointed as Bureau Chief on May 22, 2013, and confirmed by the Senate on May 8, 2014.

     - In June 2011, the Bureau established its 2011–2013 Strategic Plan. The Bureau is in the process of updating the plan for 2014–15.

     - In March 2011, the Bureau streamlined the business processes and renamed its Licensing and Applicant Review Units. As part of the restructuring of these units, company licensing functions were transferred from the Applicant Review Unit to the Licensing Unit, and the disciplinary review functions were transferred from the Licensing Unit to the Applicant Review Unit. Also, the Applicant Review Unit was renamed the Disciplinary Review Unit (DRU).

   - All legislation sponsored by the Bureau and affecting the Bureau since the last Sunset Review.

     The Bureau has not sponsored legislation in the past four years. Below is the list of enacted legislation that has impacted the Bureau and its activities:

Table 1f. Bureau Legislation

Year and Bill Number	Bill Author	Industry Affected	Description
2010 SB 870 Ch. 712	Ducheny	Proprietary and Private Security Services	Authorizes a half-time (0.5), two-year limited-term position to implement new licensing requirements pursuant to Senate Bill 741 (Maldonado, Chapter 361, Statutes of 2009).

Table 1f. Bureau Legislation			
Year and Bill Number	**Bill Author**	**Industry Affected**	**Description**
2010 SB 1190 Ch. 109	Cedillo	Private Security Services	Removes the requirement that animal control officers and illegal dumping enforcement officers complete baton training by a facility certified by the Bureau in order to carry a club or baton, and instead requires these officers to complete training approved by the Commission on Peace Officers Standards and Training.
2012 AB 1720 Ch. 113	Torres	Private Investigators	Allows a private investigator to enter a gated community where a guard is present to perform service of process or a subpoena.
2012 AB 1821 Ch. 117	Hall	Private Security Services	Authorizes security guards who carry a firearm while posting duty to use a printout of their firearm certification from the Bureau, along with a valid picture identification, while awaiting a new or replacement Bureau firearms permit.
2012 AB 1877 Ch. 476	Ma	Repossessors	Exempts dealers who sell equipment used in agriculture, lawn and garden care, special construction equipment, and equipment used in the generation, storage, and transmission of electrical or mechanical energy from having to contract with a licensed repossession agency to recover their property financed by a security agreement.
2012 SB 1077 Ch. 291	Price	Alarm Companies	Makes several changes to the Alarm Company Act, including authorizing: 1) alarm companies to organize as limited liability companies; 2) the Bureau to cite and fine for unlicensed alarm company activity; and 3) the Bureau to grant probationary licenses.
2013 AB 791 Ch. 340	Hagman	Repossessors	Makes several changes to the Collateral Recovery Act, including: 1) allows a repossessor to remove a locking mechanism attached to property; 2) prohibits a licensed repossessor from making a demand for payment in lieu of repossession; 3) prohibits a repossession agency from disclosing its employees' personal information with specified exceptions; and 4) allows repossessors to wear a badge, cap insignia, or jacket patch as a form of identification.
2014 AB 759 Ch. 14	Daly	Alarm Companies; Locksmiths	Expands the exemptions from locksmith licensure and locksmith employee registration to include persons licensed, certified, or registered pursuant to the Alarm Company Act if the duties that constitute locksmithing are performed as part of alarm system work and limited to electronic locks or access control devices controlled by an alarm system.

Table 1f. Bureau Legislation			
Year and Bill Number	**Bill Author**	**Industry Affected**	**Description**
2014 AB 1608 Ch. 669	Olsen	Private Investigators: Limited Liability Companies	Allows a private investigator, licensed by the Bureau, to organize as a limited liability company. The limited liability company provisions in the bill have a sunset date of January 1, 2018, and require private investigator limited liability companies to maintain a minimum amount of liability insurance as a condition of licensure.
2014 AB 2220 Ch. 423	Daly	Private Security Services: Private Patrol Operators	Creates a new process under the DOJ that allows private patrol operators to be the registered owners of firearms and to lend those firearms to security guards employed by the company. This bill also revises mandatory insurance requirements for private patrol operators.
2014 AB 2503 Ch. 390	Hagman	Repossessors	Makes a number of noncontroversial changes to the Collateral Recovery Act, within the Business and Professions Code, as well as changes to the Vehicle Code relating to repossession. Specifically, this bill clarifies reporting requirements and fine authority of the Bureau, relating to repossession.
2014 SB 1226 Ch. 657	Correa	Veterans: Professional Licensing; Proprietary Private Security Officers	Requires programs under the Department to expedite the licensure process for former members of the U.S. Armed Forces that are honorably discharged and seek professional or occupational licensure. This bill also permits programs within the Department to assist these veterans in the licensure process. Further, this bill allows a person registered by the Bureau and hired as a proprietary private security officer to submit a verification of military training in lieu of completing a course in security officer skills.

- All regulation changes approved by the Bureau since the last Sunset Review. Include the status of each regulatory change approved by the Bureau.

Table 1g. Bureau Regulations			
Year and File Number	**Subject**	**Acts/ Industry Affected**	**Description**
2011 Approved 2011-1114-02-S	Unlicensed Activity	All Bureau Regulated Acts	Provides the Bureau the ability to implement, cite, and fine programs for each practice act to help deter unlicensed activity. Sections affected: 600.1, 601.6, 601.7, 601.8, 601.9, and 601.10 of the California Code of Regulations.
2011 Approved 2011-0315-01-N	Section 100 Nonsubstantive Changes	All Bureau Regulated Acts	Makes corrections and nonsubstantive changes to sections 600.1, 601.5, 602, 602.1, 603, 605, 607.4, 608.3, 627, 634, 635, and 645 of the California Code of Regulations.

4. Describe any major studies conducted by the Bureau (cf. Section 12, Attachment C).

   The Bureau has not conducted any major studies.

5. List the status of all national associations to which the Bureau belongs.

   The Bureau does not belong to any national associations at this time.

   - Does the Bureau's membership include voting privileges?

     Not applicable; the Bureau does not belong to a national association.

   - List committees, workshops, working groups, task forces, etc., on which the Bureau participates.

     Not applicable; the Bureau does not belong to a national association.

   - How many meetings did Bureau representative(s) attend? When and where?

     Not applicable; the Bureau does not belong to a national association.

   - If the Bureau is using a national exam, how is the Bureau involved in its development, scoring, analysis, and administration?

     The Bureau does not use a national exam for any of its licenses.

Section 2
Performance Measures and Customer Satisfaction Surveys

6. Provide each quarterly and annual performance measure report for the Bureau as published on the DCA website.

   See attachments in Section 12, Attachment E, for the following:

   - Performance Measures Quarterly Reports 2013–14.
     (Updated information for 3rd quarter 2014 will be provided as soon as it is available.)
   - Performance Measures Quarterly and Annual Reports 2012–13.
   - Performance Measures Quarterly and Annual Reports 2011–12.
   - Performance Measures Quarterly and Annual Reports 2010–11.

7. Provide results for each question in the Bureau's customer satisfaction survey broken down by fiscal year. Discuss the results of the customer satisfaction surveys.

Table 2a. 2011–12 Customer Satisfaction Survey			
Q1	How did you contact our Board/Bureau?	Number	% of Total
	Website	2	3.33%
	Regular mail	8	13.33%
	E-mail	7	11.67%
	Phone	7	11.67%
	In-person	36	60.00%
	Total	60	100%
Q2	How satisfied were you with the format and navigation of our website?	Number	% of Total
	Very satisfied	1	50%
	Somewhat satisfied	1	50%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	2	100%
Q3	How satisfied were you with the information pertaining to your complaint available on our website?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	2	100%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	2	100%
Q4	How satisfied were you with the time it took to respond to your initial correspondence?	Number	% of Total
	Very satisfied	4	100%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	4	100%
Q5	How satisfied were you with our response to your initial correspondence?	Number	% of Total
	Very satisfied	4	100%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	4	100%
Q6	How satisfied were you with the time it took to speak to a representative of our Bureau?	Number	% of Total
	Very satisfied	0	0
	Somewhat satisfied	0	0
	Neither satisfied nor dissatisfied	0	0
	Somewhat dissatisfied	0	0
	Very dissatisfied	0	0
	Total	0	0

Table 2a. 2011–12 Customer Satisfaction Survey			
Q7	How satisfied were you with our representative's ability to address your complaint?	Number	% of Total
	Very satisfied	0	0
	Somewhat satisfied	0	0
	Neither satisfied nor dissatisfied	0	0
	Somewhat dissatisfied	0	0
	Very dissatisfied	0	0
	Total	0	0
Q8	How satisfied were you with the time it took for us to resolve your complaint?	Number	% of Total
	Very satisfied	52	86.67%
	Somewhat satisfied	5	8.33%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	3	5.00%
	Total	60	100%
Q9	How satisfied were you with the explanation you were provided regarding the outcome of your complaint?	Number	% of Total
	Very satisfied	47	78.33%
	Somewhat satisfied	7	11.67%
	Neither satisfied nor dissatisfied	1	1.67%
	Somewhat dissatisfied	1	1.67%
	Very dissatisfied	4	6.67%
	Total	60	100%
Q10	Overall, how satisfied were you with the way in which we handled your complaint?	Number	% of Total
	Very satisfied	53	88.33%
	Somewhat satisfied	2	3.33%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	1	1.67%
	Very dissatisfied	4	6.67%
	Total	60	100%
Q11	Would you contact us again for a similar situation?	Number	% of Total
	Definitely	54	90.00%
	Probably	2	3.33%
	Maybe	2	3.33%
	Probably not	1	1.67%
	Absolutely not	1	1.67%
	Total	60	100%
Q12	Would you recommend us to a friend or family member experiencing a similar situation?	Number	% of Total
	Definitely	53	88.33%
	Probably	3	5.00%
	Maybe	2	3.33%
	Probably not	0	0%
	Absolutely not	2	3.33%
	Total	60	100%

Table 2b. 2012–13 Customer Satisfaction Survey			
Q1	How did you contact our Board/Bureau?	Number	% of Total
	Website	2	3.70%
	Regular mail	6	11.11%
	E-mail	8	14.81%
	Phone	12	22.22%
	In-person	16	29.63%
	No Response	10	18.52%
	Total	54	100%
Q2	How satisfied were you with the format and navigation of our website?	Number	% of Total
	Very satisfied	1	50%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	1	50%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	2	100%
Q3	How satisfied were you with the information pertaining to your complaint available on our website?	Number	% of Total
	Very satisfied	1	50%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	1	50%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	2	100%
Q4	How satisfied were you with the time it took to respond to your initial correspondence?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	1	100%
	Total	1	100%
Q5	How satisfied were you with our response to your initial correspondence?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	1	100%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	1	100%
Q6	How satisfied were you with the time it took to speak to a representative of our Bureau?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	1	100%
	Total	1	100%

Table 2b. 2012–13 Customer Satisfaction Survey			
Q7	How satisfied were you with our representative's ability to address your complaint?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	1	100%
	Total	1	100%
Q8	How satisfied were you with the time it took for us to resolve your complaint?	Number	% of Total
	Very satisfied	37	69.81%
	Somewhat satisfied	4	7.55%
	Neither satisfied nor dissatisfied	5	9.43%
	Somewhat dissatisfied	3	5.66%
	Very dissatisfied	4	7.55%
	Total	53	100%
Q9	How satisfied were you with the explanation you were provided regarding the outcome of your complaint?	Number	% of Total
	Very satisfied	38	70.37%
	Somewhat satisfied	3	5.56%
	Neither satisfied nor dissatisfied	5	9.26%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	8	14.81%
	Total	54	100%
Q10	Overall, how satisfied were you with the way in which we handled your complaint?	Number	% of Total
	Very satisfied	40	74.07%
	Somewhat satisfied	6	11.11%
	Neither satisfied nor dissatisfied	2	3.70%
	Somewhat dissatisfied	2	3.70%
	Very dissatisfied	4	7.41%
	Total	54	100%
Q11	Would you contact us again for a similar situation?	Number	% of Total
	Definitely	42	77.78%
	Probably	7	12.96%
	Maybe	1	1.85%
	Probably not	0	0%
	Absolutely not	4	7.41%
	Total	54	100%
Q12	Would you recommend us to a friend or family member experiencing a similar situation?	Number	% of Total
	Definitely	42	80.77%
	Probably	5	9.62%
	Maybe	3	5.77%
	Probably not	0	0%
	Absolutely not	2	3.85%
	Total	52	100%

Table 2c. 2013–14 Customer Satisfaction Survey			
Q1	How did you contact our Board/Bureau?	Number	% of Total
	Website	2	3.92%
	Regular mail	6	11.76%
	E-mail	4	7.84%
	Phone	10	19.61%
	In-person	14	27.45%
	No Response	15	29.41%
	Total	51	100%
Q2	How satisfied were you with the format and navigation of our website?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	1	50%
	Neither satisfied nor dissatisfied	1	50%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	2	100%
Q3	How satisfied were you with the information pertaining to your complaint available on our website?	Number	% of Total
	Very satisfied	1	50%
	Somewhat satisfied	1	50%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	2	100%
Q4	How satisfied were you with the time it took to respond to your initial correspondence?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	0	0%
Q5	How satisfied were you with our response to your initial correspondence?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	0	0%
Q6	How satisfied were you with the time it took to speak to a representative of our Bureau?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	0	0%

Table 2c. 2013–14 Customer Satisfaction Survey			
Q7	How satisfied were you with our representative's ability to address your complaint?	Number	% of Total
	Very satisfied	0	0%
	Somewhat satisfied	0	0%
	Neither satisfied nor dissatisfied	0	0%
	Somewhat dissatisfied	0	0%
	Very dissatisfied	0	0%
	Total	0	0%
Q8	How satisfied were you with the time it took for us to resolve your complaint?	Number	% of Total
	Very satisfied	41	83.67%
	Somewhat satisfied	4	8.16%
	Neither satisfied nor dissatisfied	1	2.04%
	Somewhat dissatisfied	0	0.00%
	Very dissatisfied	3	6.12%
	Total	49	100%
Q9	How satisfied were you with the explanation you were provided regarding the outcome of your complaint?	Number	% of Total
	Very satisfied	37	75.51%
	Somewhat satisfied	2	4.08%
	Neither satisfied nor dissatisfied	1	2.04%
	Somewhat dissatisfied	3	6.12%
	Very dissatisfied	6	12.24%
	Total	49	100%
Q10	Overall, how satisfied were you with the way in which we handled your complaint?	Number	% of Total
	Very satisfied	39	81.25%
	Somewhat satisfied	2	4.17%
	Neither satisfied nor dissatisfied	2	4.17%
	Somewhat dissatisfied	1	2.08%
	Very dissatisfied	4	8.33%
	Total	48	100%
Q11	Would you contact us again for a similar situation?	Number	% of Total
	Definitely	39	78.00%
	Probably	4	8.00%
	Maybe	2	4.00%
	Probably not	2	4.00%
	Absolutely not	3	6.00%
	Total	50	100%
Q12	Would you recommend us to a friend or family member experiencing a similar situation?	Number	% of Total
	Definitely	39	78.00%
	Probably	2	4.00%
	Maybe	5	10.00%
	Probably not	1	2.00%
	Absolutely not	3	6.00%
	Total	50	100%

The Bureau's complaints are handled by the Department's Complaint Resolution Program (CRP). As the data shows, the average number of surveys received annually is 53. While the response rate is low, the vast majority of individuals who responded gave satisfaction responses of "very satisfied."

Due to the large licensee population, the Bureau is exploring using an Internet-based survey tool for customer satisfaction information.

Section 3
Fiscal and Staff

Fiscal Issues

8. Describe the Bureau's current reserve level, spending, and if a statutory reserve level exists.

   The Bureau oversees two funds, the Private Security Services Fund and the Private Investigator Fund. There is a statutory reserve limit on both. Pursuant to Business and Professions Code (BPC) § 128.5(b), if either fund exceeds 24 months in reserve, the Bureau must reduce fees associated with the applicable license types.

   Private Security Services (PSS) Fund
   The Bureau's PSS Fund ended Fiscal Year (FY) 2013–14 with a reserve balance of $6,316,000, which equates to 6.2 months in reserve. The Bureau estimates the FY 2014–15 reserve balance will be approximately $4,797,000, equaling 3.8 months in reserve.

   The Bureau anticipates the reserve balance will be higher than projected as a result of regular yearly savings because it is not expected to expend its full appropriation authority.

   In FY 2013–14, the Bureau's PSS Fund reverted $791,400 due to spending $11,610,935 of its $12,402,355 budget.

   Private Investigator (PI) Fund
   The Bureau's PI Fund ended FY 2013–14 with a reserve balance of $693,000, which equates to 12.0 months in reserve. The Bureau estimates the FY 2014–15 reserve balance to be approximately $697,000, equaling 11.8 months in reserve. The decrease in fund balance and months in reserve in FY 2010–11 are a result of the $1.5 million loan to the General Fund that year.

   In FY 2013–14, the Bureau's PI Fund reverted $41,464 due to spending $636,333 of its $677,797 budget.

Table 3a. Fund Condition: PSS Fund						
(Dollars in Thousands)	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14	FY 2014–15	FY 2015–16
Beginning Balance	$8,468*	$9,724*	$6,553*	$7,003	$6,316	$4,797
Revenues and Transfers	$10,594	$7,033	$10,965	$10,977	$10,801	$14,791
Total Revenue	**$10,594**	**$11,033**	**$10,965**	**$10,977**	**$10,801**	**$10,791**
Budget Authority	$10,044	$10,630	$10,447	$11,799	$12,395	$12,643
Expenditures	$9,354	$10,307	$10,447	$11,611	$12,395**	$12,643**
Loans to General Fund	0	$4,000	0	0	0	0
Accrued Interest, Loans to General Fund	$40	$24	$17	$15	$11	$1
Loans Repaid From General Fund	0	0	0	0	0	$4,000
Fund Balance	**$9,686**	**$6,409**	**$7,003**	**$6,316**	**$4,797**	**$4,385**
Months in Reserve	**11.2**	**7.3**	**7.1**	**6.2**	**3.8**	**3.9**

* These include beginning balance adjustments
** Projected to spend full budget

Table 3b. Fund Condition: PI Fund						
(Dollars in Thousands)	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14	FY 2014–15	FY 2015–16
Beginning Balance	$1,786*	$1,700*	$403*	$508	$693	$697
Revenues and Transfers	$728	-$722	$708	$824	$697	$697
Total Revenue	$728	$778	$708	$824	$697	$697
Budget Authority	$893	$655	$646	$662	$692	$706
Expenditures	$825	$590	$599	$636	$692**	$706**
Loans to General Fund	$0	$1,500	$0	$0	$0	$0
Accrued Interest, Loans to General Fund	$9	$3	$2	$2	$2	$2
Loans Repaid From General Fund	$0	$0	$0	$0	$0	$0
Fund Balance	$1,686	$387	$508	$693	$697	$688
Months in Reserve	34.2	7.7	9.2	12.0	11.8	11.5

* These include beginning balance adjustments
** Projected to spend full budget

9. Describe if/when a deficit is projected to occur and if/when a fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the Bureau.

   Current Bureau projections do not indicate a future deficit in either the PSS or PI Fund. Accordingly, the Bureau does not have plans to increase or reduce fees. Also, the Bureau has two General Fund loan repayments to the PSS Fund scheduled of $4 million in FY 2015–16 and $4 million in 2016–17, and one General Fund loan repayment of $1.4 million to the PI Fund after FY 2017–18, which could supplement the funds if there were to be a deficit. Loan repayments are subject to change.

   See Tables 3a and 3b for the Bureau's fee schedule and revenue for the past four years.

10. Describe the history of general fund loans. When were the loans made? When have payments been made to the bureau? Has interest been paid? What is the remaining balance?

PSS Fund
Since FY 2003–04, the Bureau has made two loans to the General Fund: $4 million in FY 2003–04 and $4 million in FY 2011–12. The Bureau is scheduled to receive repayment of the total $8 million in two parts: $4 million in FY 2015–16 and $4 million in FY 2016–17. This is subject to change.

PI Fund
In FY 2011–12, the Bureau made one loan to the General Fund of $1.5 million. The Bureau is scheduled to receive repayment of the total loan after FY 2017–18. The loan repayment is subject to change.

11. Describe the amounts and percentages of expenditures by program component.

PSS Fund
On average, during the past four fiscal years, the Bureau's enforcement program accounted for 33 percent of the Bureau's expenditures, the examination program accounted for 0.36 percent, and the licensing program accounted for 19 percent. The Bureau's administration costs accounted for 8 percent of the Bureau's expenditures.

PI Fund
On average, during the past four fiscal years, the Bureau's enforcement program accounted for 52 percent of the Bureau's expenditures, the examination program accounted for 3 percent, and the licensing program accounted for 20 percent. The Bureau's administration costs accounted for 2 percent of the Bureau's expenditures.

The charts below reflect the Bureau's expenditures by program component:

Table 3c. Expenditures by Program Component: PSS Fund

(Dollars in Thousands)	FY 2010–11		FY 2011–12		FY 2012–13		FY 2013–14	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	$1,491	$1,967	$1,654	$2,002	$1,482	$2,021	$1,741	$1,784
Examination	$0	$79	$0	$73	$0	$9	0	$53
Licensing	$1,308	$621	$1,367	$660	$1,371	$673	$1,464	$699
Administration*	$491	$234	$611	$295	$660	$324	$507	$242
DCA Pro Rata	0	$3,800	0	$4,320	0	$4,587	0	$5,121
Diversion (if applicable)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTALS	$3,290	$6,701	$3,632	$7,350	$3,513	$7,614	$3,712	$7,899

*Administration includes costs of executive staff, Bureau, administrative support, and fiscal services.

Table 3d. Expenditures by Program Component: PI Fund								
(Dollars in Thousands)	FY 2010–11		FY 2011–12		FY 2012–13		FY 2013–14	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	$165	$277	$137	$201	$154	$148	$166	$158
Examination	$0	$4	$0	$7	$0	$46	$0	$21
Licensing	$59	$53	$72	$62	$81	$49	$87	$60
Administration*	$12	$11	$7	$6	$8	$5	$9	$6
DCA Pro Rata	$0	$251	$0	$111	$0	$120	$0	$129
Diversion (If Applicable)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTALS	$236	$596	$216	$387	$243	$368	$262	$374
*Administration includes costs of executive staff, Bureau administrative support, and fiscal services.								

12. Describe license renewal cycles and history of fee changes in the last 10 years.

The renewal period for most licenses, registrations, permits, and certifications is two years and based on the issue date. Below are the exceptions:

- An initial repossession agency license, registration, or qualified manager certification must be renewed one year following the date of issuance. Thereafter, the license is renewed every two years.
- The Private Security Services Act does not provide for an expiration of the Bureau baton permit; however, the permit is valid only when the holder possesses a valid security guard registration.
- Pursuant to the Private Investigator Act, Private Security Services Act, and Alarm Company Act, when an eligible licensee, registrant, or certificate holder is issued, a Bureau firearm permit, the expiration on the required professional license, registration, or certification must be modified to align with the firearm permit two-year term and expiration.

In 2006, due to a change in law requiring Proprietary Private Security Officers to be regulated, a related registration fee was established. In 2010, due to a change in law requiring Proprietary Private Security Employers to be regulated, a related registration fee was established. Further, legislation was enacted in 2012 to permit an alarm company to assign its license to another business entity under specified conditions and a related assignment fee was established. There have been no fee changes in the past ten years for Bureau licenses that have been in existence this entire time.

Prior to 2014, the Delinquent Renewal Fee for PPOs was $150 because the Bureau incorrectly applied Business and Professions Code section 163.5 to calculate the fee.
An evaluation of all fees prompted by the BreEZe Project brought to light that the correct delinquency fee is $350 pursuant to Business and Professions Code section 7588 (e). This is not a fee increase, only a correction to be in compliance with the law.

The authorities for each license fee charged by the Bureau are as follows:

Table 3e. Bureau Fee Authority		
Industry	**Business & Professions Code**	**CA Code of Regulations Title 16, Division 7**
Locksmiths	6980.79	638
Repossessors	7503.1; 7506.5; 7511	642
Private Investigators	7525.1; 7528; 7529 7532; 7570	639
Proprietary Security Services	7574.11; 7574.13	642.5
Private Security Services	7582.7; 7582.11; 7582.13; 7582.17; 7583.9; 7583.12; 7583.17; 7583.20; 7583.30; 7585.16; 7588	640
Alarm Company	7593.1; 7596.5; 7598.4; 7598.14; 7598.17; 7599.70	641

Table 3f. Fee Schedule and Revenue: PSS Fund (List Revenue Dollars in Thousands)

Fee Type	Current Fee Amount	Statutory Limit	FY 2010–11 Revenue	FY 2011–12 Revenue	FY 2012–13 Revenue	FY 2013–14 Revenue	% of Total Revenue
Alarm Company – Application	$35	$35	$6	$6	$7	$5	0%
Alarm Company – Initial License	$280	$280	$42	$41	$44	$38	0%
Alarm Company – Qualified Manager (Application and Examination Fees)	$105	$105	$13	$14	$16	$14	0%
Alarm Company – Initial Branch	$35	$35	$1	$3	$1	$0	0%
Alarm Company – Re-examination for Qualified Manager	$165	$240	$6	$6	$8	$4	0%
Alarm Company – Application for Employee	$17	$17	$62	$76	$91	$111	1%
Alarm Company – Reinstatement of Qualified Manager	$180	$180	$0	$0	$1	$0	0%
Alarm Company – Biennial Renewal	$335	$335	$313	$308	$328	$314	3%
Alarm Company – Biennial Renewal Qualified Manager	$120	$120	$113	$120	$121	$122	1%
Alarm Company – Biennial Renewal – Employee	$7	$7	$26	$27	$28	$31	0%
Alarm Company – Biennial Renewal – Branch Location	$35	$35	$2	$2	$2	$4	0%
Alarm Company – Delinquent Renewal	$167.5	$167.5	$15	$18	$17	$18	0%
Alarm Company – Delinquent Renewal – Qualified Manager	$60	$60	$8	$8	$10	$8	0%
Alarm Company – Delinquent Renewal – Employee	$25	$25	$4	$6	$5	$6	0%
Alarm Company Duplicate License	$10	$10	$0	$0	$0	$1	0%
Alarm Company Duplicate License – Employee	$10	$10	$0	$0	$1	$1	0%
Alarm Company Fingerprint Processing Fee	$0	$3	$0	$0	$0	$0	0%
Locksmith Company – Application	$30	$30	$8	$8	$7	$8	0%
Locksmith Employee – Application	$20	$20	$6	$10	$10	$8	0%
Locksmith Company – Initial Branch Application	$35	$35	$0	$0	$1	$0	0%
Locksmith Company – Initial License	$45	$45	$13	$12	$11	$11	0%

Table 3f. Fee Schedule and Revenue: PSS Fund							(List Revenue Dollars in Thousands)
Fee Type	Current Fee Amount	Statutory Limit	FY 2010–11 Revenue	FY 2011–12 Revenue	FY 2012–13 Revenue	FY 2013–14 Revenue	% of Total Revenue
Locksmith Company – Biennial Renewal – Branch	$35	$35	$2	$1	$1	$1	0%
Locksmith Company – Biennial Renewal – Company	$45	$45	$57	$52	$59	$54	1%
Locksmith Company – Delinquent Renewal	$22.5	$22.5	$3	$3	$3	$3	0%
Locksmith – Biennial Renewal – Employee	$20	$20	$15	$2	$15	$24	0%
Locksmith – Delinquent Renewal – Employee	$10	$10	$0	$1	$0	$1	0%
Private Patrol Operator (PPO) – Application and Examination	$500	$500	$243	$204	$224	$208	2%
PPO – Application Firearm Permit and Security Guard	$80	$80	$1,066	$1,138	$1,013	$929	10%
PPO – Initial License	$700	$700	$191	$215	$218	$208	2%
PPO – Re-examination – Qualified Manager	$40	$40	$25	$15	$10	$10	0%
PPO – Branch Application	$250	$250	$14	$12	$17	$11	0%
PPO – Renewal	$700	$700	$720	$776	$755	$836	7%
PPO – Delinquent Renewal**	$150 $350	$150 $350	$21	$20	$21	$27	0%
PPO – Biennial Renewal – Branch	$75	$75	$10	$13	$10	$13	0%
PPO – Duplicate Firearm PPO and Security Guard	$10	$10	$14	$15	$13	$12	0%
PPO – Duplicate License	$10	$10	$0	$0	$1	$1	0%
PPO – Re-Examination Qualified Manager	$40	$40	$25	$15	$10	$10	0%
PPO – Change of Name	$25	$25	$3	$3	$3	$2	0%
PPO – Delinquent Renewal – Branch	$37.50	$37.50	$0	$0	$0	$1	0%
PPO – Fingerprint Processing Fee	$0	$3	$0	$0	$0	$0	0%
PPO – Enhanced Pocket Card	$0	$6	$0	$0	$0	$0	0%
PPO – Replacement Baton Permit	$5	$5	$2	$2	$2	$2	0%
Proprietary Private Security Employer (PPSE) – Application	$75	$75	$18	$14	$12	$9	0%
PPSE – Renewal	$35	$35	$0	$1	$6	$5	0%
PPSE – Delinquent Renewal	$25	$25	$0	$0	$0	$1	0%
PPSE – Registration	$50	$50	$105	$89	$79	$73	1%
PPSE – Biennial Renewal	$35	$35	$48	$38	$57	$47	0%
PPSE – Delinquent Renewal	$25	$25	$3	$2	$2	$2	0%
Repossession Agency – Application and Examination for Qualified Manager	$325	$325	$17	$13	$10	$7	0%
Repossession Agency – Re-examination for Qualified Manager	$30	$30	$1	$0	$0	$0	0%
Repossession Agency – Initial License	$825	$825	$50	$30	$26	$26	0%
Repossession Agency – Biennial Renewal	$715	$715	$109	$123	$100	$104	1%
Repossession Agency – Biennial Renewal for Qualified Manager	$450	$450	$73	$37	$75	$53	1%
Repossession Agency – Annual Renewal for Qualified Manager	$450	$450	$23	$22	$15	$1	0%
Repossession Agency – Reinstatement of Qualified Manager	$675	$675	$0	$0	$5	$0	0%

Table 3f. Fee Schedule and Revenue: PSS Fund							(List Revenue Dollars in Thousands)
Fee Type	Current Fee Amount	Statutory Limit	FY 2010–11 Revenue	FY 2011–12 Revenue	FY 2012–13 Revenue	FY 2013–14 Revenue	% of Total Revenue
Repossession Agency – Delinquent Renewal	$357	$357	$2	$6	$4	$4	0%
Repossession Agency – Delinquent Renewal – Qualified Manager	$225	$225	$6	$7	$2	$4	0%
Repossession Agency Employee – Application	$75	$75	$24	$24	$22	$21	0%
Repossession Agency Employee – Re-registration Application*	$30	$30	$5	$5	$3	$4	0%
Repossession Agency Employee – Biennial Renewal	$60	$60	$24	$21	$19	$20	0%
Repossession Agency Employee – Delinquent Biennial Renewal	$30	$30	$1	$1	$1	$1	0%
Repossession Agency – Fingerprint Processing Fee	$0	$3	$0	$0	$0	$0	0%
Security Guard – Application	$50	$50	$2,778	$2,883	$2,826	$2,766	26%
Security Guard – Renewal Fee	$35	$35	$14	$13	$3,002	$3,109	28%
Security Guard – Duplicate License	$10	$10	$35	$41	$43	$43	0%
Security Guard – Delinquent Renewal	$25	$25	$121	$124	$132	$149	1%
Biannual Renewal – Firearm (all qualifying licenses types)	$60	$60	$616	$702	$694	$739	7%
Training Facility – Application - Baton	$500	$500	$14	$17	$15	$16	0%
Training Facility – Baton Reinstatement	$750	$750	$2	$1	$4	$2	0%
Training Facility – Baton Instructor	$250	$250	$11	$11	$9	$8	0%
Training Facility – Baton Instructor Reinstatement	$375	$375	$1	$2	$2	$0	0%
Training Facility – Baton Biennial Renewal for Instructor	$250	$250	$17	$23	$23	$28	0%
Training Facility – Baton Biennial Renewal	$500	$500	$25	$31	$34	$35	0%
Training Facility – Application – Firearm	$500	$500	$21	$28	$24	$23	0%
Training Facility – Firearm Reinstatement	$750	$750	$2	$3	$4	$2	0%
Training Facility – Firearm Instructor Reinstatement	$375	$375	$3	$2	$3	$1	0%
Training Facility – Application for Firearm Instructor	$250	$250	$22	$25	$26	$21	0%
Training Facility – Biennial Renewal – Firearm	$500	$500	$52	$55	$59	$67	1%
Training Facility – Biennial Renewal – Firearm Instructor	$250	$250	$54	$54	$58	$64	1%
Baton Certificate	$50	$50	$324	$341	$319	$264	3%

* A repossession agent must re-register with the Bureau for each company that employs the agent.

** Prior to 2014 the Delinquent Renewal Fee for PPOs was $150 because the Bureau was using Business and Professions Code section 163.5 to calculate the fee. A re-evaluation of all fees and their statutory authorities prompted by the BreEZe Project in 2014 resulted in the discovery that the correct delinquency fee is $350 pursuant to Business and Professions Code section 7588(e), not $150. This is not a fee increase, only a correction to be in line with the law.

Table 3g. Fee Schedule and Revenue: PI Fund							(List Revenue Dollars in Thousands)
Fee	Current Fee Amount	Statutory Limit	FY 2010–11 Revenue	FY 2011–12 Revenue	FY 2012–13 Revenue	FY 2013–14 Revenue	% of Total Revenue
Application & Exam	$50	$50	$36	$35	$31	$30	4%
Firearm Permit Application	$80	$80	$3	$3	$3	$3	1%
Initial License	$175	$175	$92	$87	$73	$71	11%
Branch Application	$30	$30	$1	$1	$1	$1	0%
Re-Examination	$15	$15	$4	$3	$2	$2	0%
Change of Name	$25	$25	$2	$3	$3	$3	1%
Duplicate Identification	$10	$10	$1	$1	$1	$1	0%
License Reinstatement after Suspension	$187.50	$187.50	$3	$5	$3	$0	0%
License Biennial Renewal	$125	$125	$546	$600	$554	$678	79%
Branch Biennial Renewal	$30	$30	$2	$2	$2	$1	1%
Delinquent Renewal	$62.50	$62.50	$21	$24	$24	$25	3%
Issuance of Pocket Card	$0	$16	$0	$0	$0	$0	0%
Fingerprint Processing Fee	$0	$3	$0	$0	$0	$0	0%

13. Describe Budget Change Proposals (BCPs) submitted by the Bureau in the past four fiscal years.

In 2013, the Bureau submitted a PSS Fund BCP for fiscal year 2014–15 in response to growing costs to pursue disciplinary cases. The Bureau's BCP, 1111-03, which was approved, is to augment the Bureau's budget expenditure authority for the Attorney General's Office (AGO).

Table 3h. Budget Change Proposals (BCPs) (PSS Fund)								
BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services				OE&E	
			# Staff Requested (include classification)	# Staff Approved (include classification)	$ Requested	$ Approved	$ Requested	$ Approved
1111-03	14–15	AG Augmentation	0	0	$0	$0	$600	$600

Budget Change Proposals (PI Fund)
The Bureau has not submitted a BCP for the PI Fund in the last four fiscal years.

Staffing Issues

14. Describe any Bureau staffing issues or challenges; i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.

Bureau Overview: Staffing Issues/Challenges

Overall, the Bureau has not experienced any unique challenges in filling vacant positions. The Bureau currently has 49.9 authorized positions, for whom it provides a work environment that is flexible, positive, and supportive of staff development. The longevity of employment with the Bureau by many current staff, including several who have been with the Bureau for more than 15

years, is a testament of the Bureau's retention efforts, which include providing opportunities that allow staff to grow and promoting staff when they meet the qualifications. Generally, the reasons for staff turnover have been similar to the experiences of other state agencies, such as retirement, moving out of the area, promotional opportunities, etc.

However, the Bureau is now experiencing staff turnover in the Licensing Unit. While some of the turnover relates to the customary reasons, the heavy workload attributable to a growing license population also may be a cause. BreEZe will have a positive impact on workload by providing applicants the opportunity to apply online; however, the Bureau is concerned that BreEZe changes may not be enough to sufficiently address staff resource issues as the license population increases in response to the significant growth occurring in the private security industries. The Bureau believes a workload and staff resource analysis will be warranted after the BreEZe implementation.

The Bureau uses cross-training of staff to ensure knowledge of the Bureau's business processes and procedures is not isolated to a single employee. Additionally, the Bureau is developing process and procedure manuals to document Bureau activities in an effort to retain institutional knowledge and ensure staff are correctly and consistently carrying out their duties.

15. Describe the Bureau's staff development efforts and how much is spent annually on staff development (cf., Section 12, Attachment D).

    The Bureau encourages all of its employees to participate in training classes offered by the Department's Strategic Organizational Leadership and Individual Development (SOLID) Training Office, which include computer software, customer service skills, and time management techniques. Enforcement analysts must attend the Los Rios Community College District's 40-hour Regulatory Investigative Course as a prerequisite to attending the Department's 40-hour Enforcement Academy within the first year of assignment. Enforcement staff is also required to attend Department training courses to support the skills needed to perform investigations such as interview techniques, completed staff work, and report writing. Lastly, the Bureau offers staff, when possible, special project assignments to expand their knowledge and skills to prepare for promotional opportunities.

    On average, Bureau staff completes 40–50 SOLID training classes annually in skills and knowledge development, such as Basic Project Management, Completed Staff Work, Regulations Development, and Basic Writing Skills. The course costs are part of the Bureau's pro rata training costs with the Department. In regard to non-SOLID training costs, the Bureau averaged about $750 annually for the past four years.

Section 4
Licensing Program

16. What are the Bureau's performance targets and expectations for its licensing program? Is the Bureau meeting those expectations? If not, what is the Bureau doing to improve performance?

    The Bureau strives to issue licenses within 30 days of receipt of a complete application. A complete application means all licensing requirements (criminal history clearance, exam passage,

if applicable, and training, if applicable) have been satisfied. During the holiday season and summer months, when the number of applications is high, and when the Bureau experienced staff vacancies or staff were out for extended periods due to illness, processing times increased to between 45 to 60 days. When this occurs, the Bureau temporarily redirects application processing to staff in other units. However, these redirections do impact these other Bureau activities. As mentioned in question 14, the Bureau believes a workload and staff resource analysis will be warranted after BreEZe implementation.

It should be noted that security guard applicants currently have access to the Department's Online Professional Licensing System to submit initial and renewal applications. It is not uncommon for online security guard applicants with no criminal history to have their guard card issued in two weeks or less.

17. Describe any increase or decrease in the Bureau's average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done to address them? What are the performance barriers and what improvement plans are in place? What has the Bureau done and what is the Bureau going to do to address any performance issues; i.e., process efficiencies, regulations, BCP, legislation?

    There are approximately 443,976 company and employee licenses. The Bureau's licensee population has steadily increased over the past four years, while the number of Bureau staff decreased by five positions (approximately 9 percent) due to budget reductions and the expiration of a limited-term position. These factors create pressure on the Bureau to maintain its targeted 30-day application processing timeframe, particularly during the summer and holiday months. During these peak periods, processing times have increased to between 45–60 days, but are then reduced through redirection of staff from other units and overtime.

    To date, the workload impact for units with redirected staff has been manageable, but the Bureau is concerned about this being sustained given the projected growth in the private security sectors, which will result in a continued increase in the number of applications. The Bureau is evaluating the possible need for additional staff positions in the Licensing Unit, but is waiting until after BreEZe is implemented to make a final decision.

18. How many licenses or registrations does the Bureau issue each year? How many renewals does the Bureau issue each year?

    Based on the past three fiscal years, the Bureau issues an average of 1,900 company licenses, 71,000 employee registrations, and 12,000 Bureau firearm permits. On average, the Bureau renews 9,500 company licenses, 105,000 employee registrations, and 11,500 Bureau firearm permits each year.

Table 4a. Licensee Population					
		FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Alarm Company Branch (ACB)	Active	157	216	222	215
	Out-of-State*	0	5	2	1
	Out-of-Country**				0
	Delinquent	61	59	60	68
Alarm Company Employee (ACE)	Active	13,671	15,061	16,622	18,996
	Out-of-State*	1,218	1,157	1,183	1,640
	Out-of-Country**				0
	Delinquent	756	854	1,033	949
Alarm Company Operator (ACO)	Active	1,993	2,049	2,067	2,096
	Out-of-State*	21	31	25	17
	Out-of-Country**				0
	Delinquent	483	365	334	276
Alarm Company Qualified Manager (ACQ)	Active	2,023	2,041	2,087	2,105
	Out-of-State*	11	10	15	16
	Out-of-Country**				1
	Delinquent	301	286	270	258
Baton (includes all baton certificate types) (BAT)	Active	97,811	100,432	102,682	109,202
	Out-of-State*	21	12	12	8
	Out-of-Country**				0
	Delinquent	162	0	0	0
Firearm Permit (FQ)	Active	44,680	47,407	48,155	46,597
	Out-of-State*	58	67	85	47
	Out-of-Country**				1
	Delinquent	777	869	1,171	987
Security Guard (Guard)	Active	252,912	267,460	277,728	280,702
	Out-of-State*	250	241	353	166
	Out-of-Country**				8
	Delinquent	10,712	10,813	11,796	12,428
Locksmith Company Branch (LCB)	Active	86	79	50	59
	Out-of-State*	0	0	0	8
	Out-of-Country**				0
	Delinquent	148	53	7	4
Locksmith License (Company) (LCO)	Active	2,815	2,877	2,878	2,908
	Out-of-State*	4	4	1	4
	Out-of-Country**				0
	Delinquent	514	538	593	585
Locksmith Permit (Employee) (LOC)	Active	2,586	2,729	2,901	2,854
	Out-of-State*	3	88	95	93
	Out-of-Country**				0
	Delinquent	47	45	56	65
Private Patrol/Private Investigator Combination Branch (PBC)	Active	13	13	0	0
	Out-of-State*	0	0	0	0
	Out-of-Country**				0
	Delinquent	1	1	1	0

Table 4a. Licensee Population					
		FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Private Investigator (PI)	Active	9,971	10,017	10,002	9,885
	Out-of-State*	20	13	17	14
	Out-of-Country**				3
	Delinquent	1,510	1,429	1,446	1,374
Private Investigator Branch (PIB)	Active	141	144	145	139
	Out-of-State*	1	0	0	0
	Out-of-Country**				1
	Delinquent	55	53	59	70
Private Patrol Operator Branch (PPB)	Active	399	407	438	408
	Out-of-State*	0	0	0	0
	Out-of-Country**				0
	Delinquent	140	142	131	111
Private Patrol/Private Investigator Combination License (PPC)	Active	4	4	3	1
	Out-of-State*	0	0	0	0
	Out-of-Country**				0
	Delinquent	1	0	1	1
Private Patrol Operator (PPO)	Active	2,474	2,617	2,726	2,765
	Out-of-State*	7	2	0	3
	Out-of-Country**				1
	Delinquent	606	597	580	609
Proprietary Security Employer (PPSE)	Active	229	404	530	594
	Out-of-State*	4	2	3	1
	Out-of-Country**				0
	Delinquent	0	0	39	83
Proprietary Private Security Officer (PPSO)	Active	6,027	6,281	6,200	6,201
	Out-of-State*	9	11	5	5
	Out-of-Country**				0
	Delinquent	296	458	414	334
Repossessor Agency (RA)	Active	360	341	318	309
	Out-of-State*	0	0	0	1
	Out-of-Country**				0
	Delinquent	40	56	76	88
Repossessor Agency Registrant (RAE)	Active	1,240	1,035	942	891
	Out-of-State*	0	2	3	1
	Out-of-Country**				0
	Delinquent	81	120	58	65
Repossessor Agency Qualified Manager (RAQ)	Active	370	369	335	330
	Out-of-State*	1	0	1	0
	Out-of-Country**				0
	Delinquent	60	75	119	119
Training Facility – Baton (TFB)	Active	157	171	195	196
	Out-of-State*	0	0	0	0
	Out-of-Country**				0
	Delinquent	38	30	2	9

Table 4a. Licensee Population					
		FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Training Facility – Firearm (TFF)	Active	270	301	328	353
	Out-of-State*	0	0	0	0
	Out-of-Country**				0
	Delinquent	53	39	11	12
Training Instructor – Baton (TIB)	Active	232	240	251	253
	Out-of-State*	1	0	1	0
	Out-of-Country**				0
	Delinquent	23	26	4	3
Training Instructor – Firearm (TIF)	Active	570	611	634	642
	Out-of-State*	1	0	1	0
	Out-of-Country**				0
	Delinquent	44	39	9	9

* Out-of-state numbers represent licenses issued to out-of-state entities during the specified fiscal year.
** Accurate out-of-country statistics are only available for the current year.

Table 4b. Licensing Data by Type											
						Pending Applications			Cycle Times		
	Application Type	Received	Approved	Close (Abandoned)	Issued	Total (Close of FY)	Outside Bureau Control*	Within Bureau Control*	Complete Apps	Incomplete Apps	Combined, IF Unable to Separate Out
FY 11–12	ACB License	93		-	73	15	-	-	-	-	24
	ACB Renewal			-	61	-	-	-	-	-	
	ACE Registration	4,570		-	3,950	459	-	-	-	-	37
	ACE Renewal			-	3,737	-	-	-	-	-	
	ACO License	190		-	139	71	-	-	-	-	118
	ACO Renewal			-	885	-	-	-	-	-	
	ACQ License	138		-	109	19	-	-	-	-	752
	ACQ Renewal			-	975	-	-	-	-	-	
	FQ License	17,000		-	12,871	3872	-	-	-	-	53
	FQ Renewal			-	11,260	-	-	-	-	-	
	Guard Registration	59,234		-	54,569	2646	-	-	-	-	25
	Guard Renewal			-	82,348	-	-	-	-	-	
	LCB License	5		-	4	1	-	-	-	-	48
	LCB Renewal			-	31	-	-	-	-	-	
	LCO License	283		-	245	49	-	-	-	-	58
	LCO Renewal			-	1,177	-	-	-	-	-	
	LOC Registration	497		-	437	67	-	-	-	-	48
	LOC Renewal			-	821	-	-	-	-	-	
	PI License	659		-	466	330	-	-	-	-	142
	PI Renewal			-	4,746	-	-	-	-	-	
	PIB License	30		-	28	2	-	-	-	-	15
	PIB Renewal				51	-	-	-	-	-	
	PPB License	48		-	48	2	-	-	-	-	17
	PPB Renewal			-	140	-	-	-	-	-	
	PPO License	396		-	327	152	-	-	-	-	136
	PPO Renewal			-	1,094	-	-	-	-	-	
	PPSE Registration	196		-	175	9	-	-	-	-	8

Table 4b. Licensing Data by Type

	Application Type	Received	Approved	Close (Abandoned)	Issued	Pending Applications			Cycle Times		
						Total (Close of FY)	Outside Bureau Control*	Within Bureau Control*	Complete Apps	Incomplete Apps	Combined, IF Unable to Separate Out
	PPSE Renewal			-	0	-	-	-	-	-	
	PPSO Registration	1,966		-	1,778	179	-	-	-	-	34
	PPSO Renewal			-	1,018	-	-	-	-	-	
	RA License	32		-	30	2	-	-	-	-	24
	RA Renewal			-	173	-	-	-	-	-	
	RAE Registration	502		-	417	50	-	-	-	-	54
	RAE Renewal				350	-	-	-	-	-	
	RAQ License	41			35	9	-	-	-	-	564
	RAQ Renewal				126	-	-	-	-	-	
	TFB License	32			28	4	-	-	-	-	49
	TFB Renewal				73	-	-	-	-	-	
	TFF License	56			46	10	-	-	-	-	23
	TFF Renewal				119	-	-	-	-	-	
	TIB License	46	-	-	37	12	-	-	-	-	49
	TIB Renewal		-	-	105	-	-	-	-	-	
	TIF License	100	-	-	84	20	-	-	-	-	38
	TIF Renewal		-	-	228	-	-	-	-	-	
FY 12–13	ACB License	43	-	-	39	5	-	-	-	-	63
	ACB Renewal	46	-	-	46		-	-	-	-	
	ACE Registration	5,326	-	-	4,686	226	-	-	-	-	54
	ACE Renewal		-	-	3,963		-	-	-	-	
	ACO License	216	-	-	153	43	-	-	-	-	92
	ACO Renewal		-	-	949		-	-	-	-	
	ACQ License	159	-	-	91	9	-	-	-	-	615
	ACQ Renewal		-	-	977		-	-	-	-	
	FQ License	13,329	-	-	11,768	810	-	-	-	-	59
	FQ Renewal		-	-	11,389		-	-	-	-	
	Guard Registration	57,474	-	-	54,396	1301	-	-	-	-	27
	Guard Renewal		-	-	84,560		-	-	-	-	
	LCB License	34	-	-	13	13	-	-	-	-	29
	LCB Renewal		-	-	29		-	-	-	-	
	LCO License	251	-	-	208	21	-	-	-	-	44
	LCO Renewal		-	-	1,201		-	-	-	-	
	LOC Registration	530	-	-	439	26	-	-	-	-	58
	LOC Renewal		-	-	1,135		-	-	-	-	
	PI License	670	-	-	445	141	-	-	-	-	145
	PI Renewal		-	-	4,362		-	-	-	-	
	PIB License	28	-	-	24	2	-	-	-	-	10
	PIB Renewal		-	-	47		-	-	-	-	
	PPB License	71	-	-	69	2	-	-	-	-	9
	PPB Renewal		-	-	162		-	-	-	-	
	PPO License	380	-	-	300	72	-	-	-	-	124
	PPO Renewal		-	-	1,075		-	-	-	-	
	PPSE Registration	190	-	-	166	22	-	-	-	-	9

Table 4b. Licensing Data by Type

	Application Type	Received	Approved	Close (Abandoned)	Issued	Pending Applications			Cycle Times		
						Total (Close of FY)	Outside Bureau Control*	Within Bureau Control*	Complete Apps	Incomplete Apps	Combined, IF Unable to Separate Out
	PPSE Renewal		-	-	183		-	-	-	-	
	PPSO Registration	1,747	-	-	1,526	133	-	-	-	-	49
	PPSO Renewal		-	-	1,717		-	-	-	-	
	RA License	27	-	-	23	2	-	-	-	-	5
	RA Renewal		-	-	136		-	-	-	-	
	RAE Registration	440	-	-	389	18	-	-	-	-	43
	RAE Renewal		-	-	301		-	-	-	-	
	RAQ License	31	-	-	191	4	-	-	-	-	863
	RAQ Renewal		-	-	196		-	-	-	-	
	TFB License	48	-	-	32	1	-	-	-	-	56
	TFB Renewal		-	-	65		-	-	-	-	
	TFF License	48	-	-	49	6	-	-	-	-	69
	TFF Renewal		-	-	123		-	-	-	-	
	TIB License	40	-	-	29	6	-	-	-	-	40
	TIB Renewal		-	-	9		-	-	-	-	
	TIF License	104	-	-	79	19	-	-	-	-	48
	TIF Renewal		-	-	236		-	-	-	-	
FY 13–14	ACB License	12	-		20	1	-	-	-	-	49
	ACB Renewal		-		111		-	-	-	-	
	ACE Registration	6,535	-		5,657	782	-	-	-	-	51
	ACE Renewal		-		4,363		-	-	-	-	
	ACO License	160	-		121	78	-	-	-	-	118
	ACO Renewal		-		901		-	-	-	-	
	ACQ License	151	-		117	30	-	-	-	-	524
	ACQ Renewal		-		978		-	-	-	-	
	FQ License	12,139	-		10,649	1467	-	-	-	-	47
	FQ Renewal		-		12,085		-	-	-	-	
	Guard Registration	56,002	-		50,960	5192	-	-	-	-	26
	Guard Renewal		-		89,016		-	-	-	-	
	LCB License	3	-		9	2	-	-	-	-	100
	LCB Renewal		-		18		-	-	-	-	
	LCO License	264	-		233	44	-	-	-	-	60
	LCO Renewal		-		1,210		-	-	-	-	
	LOC Registration	372	-		351	60	-	-	-	-	53
	LOC Renewal		-		852		-	-	-	-	
	PI License	497	-		366	282	-	-	-	-	171
	PI Renewal		-		4,743		-	-	-	-	
	PIB License	31	-		25	3	-	-	-	-	30
	PIB Renewal		-		43		-	-	-	-	
	PPB License	49	-		40	6	-	-	-	-	10
	PPB Renewal		-		130		-	-	-	-	
	PPO License	351	-		300	137	-	-	-	-	105
	PPO Renewal		-		1,156		-	-	-	-	
	PPSE Registration	114	-		111	0	-	-	-	-	14

Table 4b. Licensing Data by Type

	Application Type	Received	Approved	Close (Abandoned)	Issued	Pending Applications			Cycle Times		
						Total (Close of FY)	Outside Bureau Control*	Within Bureau Control*	Complete Apps	Incomplete Apps	Combined, IF Unable to Separate Out
	PPSE Renewal		-		134		-	-	-	-	
	PPSO Registration	1,612	-		1,566	205	-	-	-	-	40
	PPSO Renewal		-		1,272		-	-	-	-	
	RA License	39	-		32	5	-	-	-	-	34
	RA Renewal		-		151		-	-	-	-	
	RAE Registration	414	-		368	32	-	-	-	-	28
	RAE Renewal		-		330		-	-	-	-	
	RAQ License	25			20	5	-	-	-	-	246
	RAQ Renewal				118		-	-	-	-	
	TFB License	33			20	11	-	-	-	-	42
	TFB Renewal				78		-	-	-	-	
	TFF License	53			45	10	-	-	-	-	76
	TFF Renewal				139		-	-	-	-	
	TIB License	32			26	11	-	-	-	-	108
	TIB Renewal				114		-	-	-	-	
	TIF License	77			65	23	-	-	-	-	69
	TIF Renewal				255		-	-	-	-	

NOTE: Exams are integrated in the License Application Process, which accounts for the higher number of pending applications and cycle times for ACQ certificates, PPO licenses, and RAQ certificates.

Table 4c. Total Licensing Data

	FY 2011-12	FY 2012-13	FY 2013-14
Initial Licensing Data:			
Initial License/Initial Exam Applications Received	86,114	81,186	78,984
Initial License/Initial Exam Applications Approved			
Initial License/Initial Exam Applications Closed			
License Issued	75,896	75,115	71,158
Initial License/Initial Exam Pending Application Data:			
Pending Applications (Total at Close of FY)	7,976	2,882	8,386
Pending Applications (Outside of Bureau Control)*			
Pending Applications (Within the Bureau Control)*			
Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE):			
Average Days to Application Approval (All - Complete/Incomplete)	34	39	34
Average Days to Application Approval (Incomplete Applications)*			
Average Days to Application Approval (Complete Applications)*	34	39	34
License Renewal Data:			
License Renewed	109,518	112,943	118,197

* Optional. List if tracked by the Bureau.

19. How does the Bureau verify information provided by the applicant?

a. What process does the Bureau use to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?

   All applicant types, with the exception of proprietary private security employers, must submit their fingerprints to the Federal Bureau of Investigation (FBI) and DOJ for a criminal background check. In addition, Bureau staff checks the Bureau's application, licensing, and enforcement databases for any possible prior disciplinary actions, citations issued, or investigations related to the applicant.

b. Does the Bureau fingerprint all applicants?

   All applicants, with the exception of proprietary private security employers, are fingerprinted. The law does not provide the Bureau the authority to require Proprietary Private Security Employers to be fingerprinted.

c. Have all current licensees been fingerprinted? If not, explain.

   All current licensees, with the exception of proprietary private security employers, have been fingerprinted. The law does not provide the Bureau the authority to require this license type to be fingerprinted.

d. Is there a national databank relating to disciplinary actions? Does the Bureau check the national databank prior to issuing a license? Renewing a license?

   There is no national database for disciplinary actions for the industries under the Bureau's purview.

e. Does the Bureau require primary source documentation?

   The principle primary source documents the Bureau requires include a completed application, DOJ and FBI criminal history record information directly from the DOJ, and firearm prohibit information from the DOJ Firearms Bureau. If a company applicant is a corporation, the Bureau requires a copy of the Articles of Incorporation. If a company applicant is a limited liability company (LLC), the Bureau requires a copy of the Articles of Organization. The Alarm Company Act requires alarm company LLCs have proof of specified liability insurance on file with the Bureau as a condition for issuance and continued valid use of their license. Effective January 1, 2015, the Private Investigator Act will require private investigator LLCs to have proof of specified liability insurance on file with the Bureau as a condition for issuance and continued valid use of the license, and the Private Security Services Act will require all private patrol operators to have proof of specified liability insurance on file with the Bureau as a condition for issuance and continued maintenance of their license.

20. Describe the Bureau's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

    There is no special or specific legal requirement for out-of-state and out-of-country applicants. There are no license reciprocity provisions in any of the Bureau-related practice acts.

21. Describe the Bureau's process, if any, for considering military education, training, and experience for purposes of licensing or credentialing requirements, including college credit equivalency.

    a. Does the Bureau identify or track applicants who are veterans? If not, when does the Bureau expect to be compliant with BPC § 114.5?

       With the exception of the repossessor agent registration application, all company license, registration, certification, and firearm permit applications contain the required language to inquire whether the applicant is currently, or has ever served, in the military. The Bureau is updating all of its license applications, which will include adding the military language to the repossessor agent registration application. Consequently, the Bureau plans to be compliant with BPC § 114.5 by the required deadline of January 1, 2015.

       The Bureau tracks the number of applications received from veterans through its Veterans Comes First Program. As of June 30, 2014, the Bureau has processed 5,554 veteran applications since inception of the program in May 2012.

    b. How many applicants offered military education, training, or experience toward meeting licensing or credentialing requirements, and how many applicants had such education, training, or experience accepted by the Bureau?

       The Bureau accepts military experience to satisfy specified experience required for licensure (see "c"). The Bureau does not track the number of applicants who have applied for licensure using military training or experience to satisfy licensure requirements. However, the Bureau estimates that approximately 3 percent of the private investigator license applicants and approximately 5 percent of the private patrol operator license applicants have used their military experience to satisfy licensure requirements.

    c. What regulatory changes has the Bureau made to bring it into conformance with BPC § 35?

       The Bureau has statutory authority to recognize military experience from applicants to determine if their experience meets various licensure requirements. However, meeting the experience requirements does not provide an exemption from the examination requirement, when applicable. Following is a list of the military experience permitted:

       - Security Guard and Proprietary Private Security Officer: Military training cannot be used in lieu of the eight hours of training (four hours of weapons of mass destruction and four hours powers to arrest) required for registration as these are deemed necessary training for consumer protection.
       - Private Patrol Operator/Private Patrol Operator Qualified Manager: Military veterans who have at least one year of experience (2,000 hours) working as a guard, watchperson,

sentry, MP, or equivalent, are eligible to take the Private Patrol Operator and/or Private Patrol Operator Qualified Manager test pursuant to BPC §7583.1.

- Locksmith Company and Locksmith Employee: No experience requirements for licensure/ registration.
- Alarm Company Operator, Qualified Manager, and Employee: No experience requirements for company licensure or employee registration. Alarm Company Qualified Manager applicants must have 4,000 hours of verifiable work experience in alarm company work. Applicable military experience may be used to satisfy the requirement.
- Private Investigator: 6,000 hours of investigation work, as specified, is required by the applicant or his/her qualified manager (a law degree or four-year degree in specified subjects can qualify as 2,000 hours experience). Military police officer experience conducting investigations can be used toward the required number of investigation hours for licensure.
- Baton Instructor: One year of verifiable baton experience is required for certification. Baton training in a military setting can be used to help satisfy this requirement.
- Firearm Instructor: One year of teaching and training experience in firearms is required for certification. Experience in firearms training in a military setting can be used to help satisfy this requirement.
- Repossession Agency, Qualified Manager, and Employee (Agent): No experience requirements for repossession agency license or employee registration. Repossession Agency Qualified Manager applicants must have 4,000 hours of lawful work experience in recovering collateral as a registrant during the five years preceding the date of application. Given the uniqueness of the requirement, there is no comparable military experience that can be substituted.

d. How many licensees has the Bureau waived fees or requirements for pursuant to BPC § 114.3, and what has the impact been on Bureau revenues?

   The Bureau began tracking BPC § 114.3 fee waivers on May 1, 2014, and will continue doing so from this point forward. From May 1, 2014, through August 31, 2014, the Bureau waived 11 fee requirements. Based on this data, the Bureau estimates that 50 fee waivers have been granted from when BPC § 114.3 went into effect on January 1, 2013, through August 31, 2014. Approximately 95 percent of the fee waivers were for security guards. At a rate of $35, the renewal waivers equate to a $1,700–$2,000 revenue loss.

e. How many applications has the Bureau expedited pursuant to BPC § 115.5?

   The Bureau has not received any applications meeting both of the criteria required for BPC § 115.5.

22. Does the Bureau send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.

    The Bureau submits No Longer Interested (NLI) notifications to the DOJ on a regular and ongoing basis.

The Bureau is unable to send NLIs electronically due to the differing naming conventions for license types between the Bureau and DOJ. Last year, the Bureau worked with the DOJ to align the names of the license types. This change will help facilitate the electronic transmission of NLI notices in the future, but will not affect those licensees fingerprinted in the past. The Bureau does not anticipate further efforts to address the electronic transmission of NLI notices until after the BreEZe project is fully implemented to all Department boards and bureaus. Until such time, the Bureau will continue manually submitting NLI notices.

Examinations

Table 4d. Examination Data			
Repossessors			
	Exam Title	Repossessor Qualified Manager Licensing Examination – English Only	
		No. of Candidates	**Pass Rate**
FY 2010–11	First Attempt	43	35%
	Second Attempt	20	55%
	Third Attempt	06	67%
	Fourth Attempt	03	67%
FY 2011–12	First Attempt	26	73%
	Second Attempt	11	90%
	Third Attempt	2	0%
	Fourth Attempt	2	50%
FY 2012–13	First Attempt	18	94%
	Second Attempt	0	0%
	Third Attempt	0	0%
	Fourth Attempt	0	0%
FY 2013–14	First Attempt	19	95%
	Second Attempt	1	0%
	Third Attempt	0	0%
	Fourth Attempt	0	0%
	Date of Last Occupational Analysis	2004	
	Name of Occupational Analysis Developer	Office of Professional and Examination Services	
	Target of Occupational Analysis Date	2015	
Note: More than four attempts have an average of 33% or lower pass rate. April, May, and June data were not available at the time this data was collected.			

Table 4e. Examination Data			
Private Investigators			
	Exam Title	Private Investigator Qualified Manager Licensing Examination – English Only	
		No. of Candidates	**Pass Rate**
FY 2010–11	First Attempt	529	72%
	Second Attempt	103	51%
	Third Attempt	36	42%
	Fourth Attempt	14	79%

	First Attempt	475	72%
	Second Attempt	107	45%
	Third Attempt	40	55%
FY 2011–12	Fourth Attempt	17	29%
	First Attempt	394	74%
	Second Attempt	155	20%
	Third Attempt	31	35%
FY 2012–13	Fourth Attempt	13	46%
	First Attempt	357	77%
	Second Attempt	75	48%
	Third Attempt	28	69%
FY 2013–14	Fourth Attempt	9	44%
Date of Last Occupational Analysis		2004	
Name of Occupational Analysis Developer		Office of Professional and Examination Services	
Target of Occupational Analysis Date		2014	
Note: More than four attempts have an average of 33% or lower pass rate. April, May, and June data were not available at the time this chart was created.			

Table 4f. Examination Data			
Private Patrol Operator (PPO)			
Exam Title		PPO Qualified Manager Licensing Examination – English Only	
		No. of Candidates	**Pass Rate**
	First Attempt	345	25%
	Second Attempt	204	35%
	Third Attempt	112	27%
FY 2010–11	Fourth Attempt	65	26%
	First Attempt	301	40%
	Second Attempt	150	39%
	Third Attempt	79	49%
FY 2011–12	Fourth Attempt	35	46%
	First Attempt	273	48%
	Second Attempt	123	47%
	Third Attempt	61	37%
FY 2012–13	Fourth Attempt	32	46%
	First Attempt	267	48%
	Second Attempt	117	50%
	Third Attempt	48	44%
FY 2013–14	Fourth Attempt	23	22%
Date of Last Occupational Analysis		2012	
Name of Occupational Analysis Developer		Office of Professional and Examination Services	
Target of Occupational Analysis Date		2019	
Note: More than four attempts have an average of 33% or lower pass rate. April, May, and June data were not available at the time this chart was created.			

Table 4g. Examination Data			
Alarm Company			
	Exam Title	Alarm Company Qualified Manager Licensing Examination – English Only	
		No. of Candidates	**Pass Rate**
FY 2010–11	First Attempt	87	72%
	Second Attempt	22	55%
	Third Attempt	11	72%
	Fourth Attempt	2	50%
FY 2011–12	First Attempt	82	57%
	Second Attempt	26	38%
	Third Attempt	9	44%
	Fourth Attempt	5	40%
FY 2012–13	First Attempt	91	65%
	Second Attempt	20	70%
	Third Attempt	5	20%
	Fourth Attempt	7	71%
FY 2013–14	First Attempt	89	74%
	Second Attempt	20	70%
	Third Attempt	5	80%
	Fourth Attempt	1	100%
Date of Last Occupational Analysis		2004	
Name of Occupational Analysis Developer		Office of Professional and Examination Services	
Target of Occupational Analysis Date		2016	
Note: More than four attempts have an average of 33% or lower pass rate. April, May, and June data were not available at the time this chart was created.			

23. Describe the examinations required for licensure. Is a national examination used? Is a California-specific examination required?

    The Bureau does not use a national examination, but requires a California-specific licensing examination, developed by the Department's Office of Professional Examination Services, for licensure as an alarm company operator, private patrol operator, private investigator, and repossession agency. Specifically, the qualified manager, who is the individual responsible for managing the day-to-day activities of the business for a licensee must pass an exam for each of these licenses. Below is a description of each examination:

    - The Alarm Company Operator Qualified Manager examination consists of 100 multiple-choice questions focused on performing consultations, installations, service and repairs, management, monitoring, and false alarms. It was last updated in 2009.
    - The Private Patrol Operator Qualified Manager examination consists of 100 multiple-choice questions focused on performing security services, management of records, employees, legal requirements, business administration, supervision, service agreements, screening, and training. It was last updated in 2014.
    - The Private Investigator Qualified Manager examination consists of 150 multiple-choice questions focused on performing planning, information gathering, surveillance, analysis, reporting, trial preparation, and ethics. It was last updated in 2009.

- The Repossession Agency Qualified Manager examination consists of 100 multiple-choice questions focused on performing management duties, processing reports, release and disposal, and the statutory and regulatory requirements when carrying out repossession activities. It was last updated in 2011.

In addition to the qualified manager (QM) examination requirements, certain license types are subject to Powers to Arrest and/or Firearms Permit training and examination. Security guards and responding alarm agents are required to pass the examination in the Bureau-developed Exercise of Powers to Arrest course. The applicant must receive a score of 100 percent on the examination in order to successfully complete the course. In addition, security guards, responding alarm agents, and licensees who are authorized by their respective practice acts to possess a firearm in carrying out their regulated duties (Private Patrol Operator licensees and QMs, Private Investigator licensees and QMs, and Alarm licensees and QMs) must complete firearms training from a Bureau-certified firearms training facility/instructor as a condition for being issued a Bureau Firearms Permit.

24. What are pass rates for first time vs. retakes in the past four fiscal years? *(Refer to Table: Examination Data)*

Due to a small sample size of Repossessor exam test takers, the pass rates for first time and retakes tend to fluctuate. The Bureau began using a new examination in November 2011 and has moved the scheduled date of the Occupational Analysis up to 2015.

Historically, about three quarters of the Private Investigator candidates passed the exam on the first attempt. Retake pass rates varied between the second and fourth attempts, but were generally lower than the first-time applicants.

The PPO first and retake exam rates have run between 25 percent to just below 50 percent. The PPO exam was recently updated with the first round of applicants taking the exam in August 2014. The first-time passage rate of the new exam during August–September appears to be approximately 79 percent.

The first-time passage rate for the alarm company candidates has been between 57 to 74 percent. Retake passage rates have been increasing since FY 2011–12.

The pass rates for first time and retakes for the past four years can be found on Tables 4d–4f on pages 40–42.

25. Is the Bureau using computer-based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?

The Bureau contracts with a private testing service, Psychology Services Incorporated (PSI), to administer the examinations utilizing computer-based testing, with paper and pencil exams available to those candidates who require special accommodations.

The Bureau notifies PSI of the qualified manager applicant's eligibility to sit for the respective examination. PSI mails the applicant the applicable study materials and advises him/her on the

process for scheduling the exam. Exam candidates may use PSI's online feature or call a toll-free number to schedule their test. PSI has 17 California-based and 22 out-of-state testing sites. Each test site employs proctors for the exam and provides candidates a designated space with a computer terminal to take their test. PSI offers testing six days a week (Monday–Saturday), year-round, except on major holidays.

If a candidate fails the examination, he/she is eligible to reschedule as early as the next day. If an individual candidate fails to pass the exam within the one-year of eligibility, the application is deemed abandoned and the individual must submit a new application and fee.

26. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe.

    There are no existing statutes hindering the application or exam process.

School Approvals

27. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? How does the Bureau work with BPPE in the school approval process?

    Security Officer Skills Training Providers – Proprietary Security Services
    BPC § 7574.18 specifies that the security officer skills training that a PPSO must complete may be administered by any PPSE, organization, or school, including Bureau firearm and baton training facilities approved by the Bureau.

    A PPSE, organization, or school that wants to provide the training must submit a letter to the Bureau with a request to this effect. The letter must include the name of the PPSE, organization, or school; a brief explanation as to why it would like to be a training provider; the location where the training will take place; the location where all training records will be maintained; and the names and resumes for all related instructors. The Bureau's process for reviewing a PPSE application includes ensuring the PPSE is currently registered with the Bureau. The Bureau's process for reviewing an organization or school application includes a general Internet search on the entity. For school applicants that the Bureau believes may be regulated by the Bureau for Private Postsecondary Education (BPPE), the Bureau will consult with BPPE to check on the school's license status to ensure it is in good standing. A PPSO-approved trainer does not pay a license fee or obtain a license.

    Security Officer Skills Training Facilities – Private Security Services
    BPC § 7583.6 specifies that the training a security guard must complete may be administered by any PPO, or by any organization or school approved by the Bureau. A PPO may provide the required training to its own security guard employees without having to be approved by the Bureau. Bureau firearm and baton training facilities also may provide the required training without the additional approval specified in BPC § 7583.6. An organization or school seeking to provide the training must submit a letter to the Bureau with a request to this effect. The letter must include the name of the organization or school; a brief explanation as to why it would like to be a training provider; the location where the training will take place; the location where all training certification

records will be maintained; and the names and resumes for all related instructors. The Bureau's process for reviewing the application includes a general Internet search on the organization or school. For school applicants that the Bureau believes may be regulated by BPPE, the Bureau will consult with BPPE on the school's license status to ensure it is in good standing. A security guard-approved trainer does not pay a license fee or obtain a license.

Firearm Training Facilities

BPC § 7585.3 specifies that any institution, firm, or individual seeking the Bureau's certification as a firearms training facility must complete an application that includes: 1) the name and location of the entity; 2) the places, days, and times the course will be offered; 3) an estimate of the minimum and maximum class size; 4) the location and description of the range facilities; and 5) the names and certificate numbers of the Bureau-certified firearms training instructors who will teach the course. In addition, each owner or principal of the training facility business must complete a Bureau personal identification application form, pay the specified certification fee, and submit fingerprints.

Pursuant to BPC §§ 7585 and 7585.6, the initial and continued education firearms training course offered by a Bureau-certified firearms training facility must comply with the content and format specified in the Bureau's *Firearms Training Manual*. However, the firearm training facility is not required to provide its specific course materials to the Bureau for approval.

Baton Training Facilities

BPC § 7585.11 specifies that any institution, firm, or individual seeking the Bureau's certification as a baton training facility shall complete an application that includes: 1) the name and location of the institution, firm or individual; 2) the places, days, and times the course will be offered; 3) an estimate of the minimum and maximum class size; 4) the location and description of the facilities; and 5) the names and certificate numbers of the Bureau-certified baton training instructors who will teach the course. In addition, each owner or principal of the training facility business must complete a personal identification application form, pay the specified certification fee, and submit fingerprints.

Pursuant to the BPC §§ 7585.9 and 7585.13, the baton training course offered by a Bureau-certified baton training facility must comply with the content and format specified in the Bureau's *Baton Training Manual*. However, the baton training facility is not required to provide its specific course materials to the Bureau for approval.

Bureau for Private Postsecondary Education

A Bureau-certified firearm or baton training facility, or Bureau-approved school that provides training to PPSOs or security guards does not need to be approved by BPPE in order to obtain the Bureau's certification or approval, unless BPPE's law requires that they be approved. The Bureau refers institutions to BPPE to verify their exemption from BPPE's law.

BPPE does not have jurisdiction over all institutions where the Bureau approves or certifies specific programs or trainings. Pursuant to California Education Code (CEC) § 94874, institutions that do not award degrees and solely provide educational programs for total charges of $2,500 or less when no part of the total charges is paid from State or Federal student financial aid programs are exempt from the Bureau. Student financial aid includes State aid, Federal aid, and funds for

the Workforce Investment Act program. The Bureau has a process whereby institutions can apply for a verification of exemption from the law.

28. How many schools are approved by the Bureau? How often are approved schools reviewed? Can the Bureau remove its approval of a school?

    Below are the number of PPSO and security guard skills, and firearm and baton training providers, as of June 30, 2014:

    PPSO Training

Schools/Colleges	92
PPSE/Organization[1]	150

[1] The Bureau does not separately track PPSE registrants and organizations providing PPSO skills training.

    Security Guard Training

Schools/Colleges	2
PPO/Organization[2]	108

[2] The Bureau does not separately track PPO licensees and organizations providing security guard skills training.

    Training Facilities

Baton	200
Firearm	351

    There is no statutory requirement for the Bureau to inspect the approved schools and firearm/baton training facilities; however, the Bureau has the discretionary authority to do so. The Bureau carried out a firearm training facility pilot program in FY 2012–13 and conducted 15 inspections, but due to staff and workload issues, the inspections were discontinued. However, the firearm/baton training facilities and approved trainers are inspected as part of an investigation in response to a complaint. The Bureau has the statutory authority to suspend or revoke a firearm/baton training school's certification for violations of the law. Also, the Bureau has the ability to cancel the approval of an approved trainer.

29. What are the Bureau's legal requirements regarding approval of international schools?

    The Bureau has no legal requirements regarding international schools.

Continuing Education/Competency Requirements

30. Describe the Bureau's continuing education (CE)/competency requirements, if any. Describe any changes made by the Bureau since the last review.

    Proprietary Security Services
    California Code of Regulations (CCR), Title 16, Division 7, § 645 requires that PPSEs provide two hours of security officer skills training annually to each PPSO employed. The training may be administered by the PPSE or by a Bureau-approved school or organization and the entity that provides the training is required to issue a certificate of completion to the PPSO. Although the Act does not provide that proof of CE is required to be submitted to the Bureau as a condition of a

PPSO's registration renewal, PPSEs are required to maintain records verifying completion of the CE training and make those records available for inspection by the Bureau upon request.

Private Security Services

The Private Security Services Act requires that PPOs provide eight hours of training on security officer skills annually to each security guard employed. The training may be administered by the PPO or by a Bureau-approved school or organization and the entity providing the training is required to issue a certificate of completion to the security guards. Although the Act does not provide that proof of CE is required to be submitted to the Bureau as a condition of a security guard's registration renewal, PPOs are required to maintain records verifying completion of training and make those records available for inspection by the Bureau upon request.

Firearm Qualification Card Renewal

As a condition of Bureau firearm permit renewal, those licensees who are authorized by law to obtain a Bureau firearm permit must complete and pass a range qualification course on four separate occasions, no sooner than four months apart. Additionally, each firearm permit renewal applicant must complete and pass a review course on the laws and standards regarding the use of firearms and avoidance of deadly force.

a. How does the Bureau verify CE or other competency requirements?

   The Private Security Services Act and the Proprietary Security Services Act specify that PPSEs and PPOs are responsible for providing their employees the required training. Further, PPSEs and PPOs must maintain the training records for their employees and make the records available for inspection by the Bureau upon request. The Bureau inspects PPSE and PPO training records in the course of investigations and during random PPO and PPSE inspections.

b. Does the Bureau conduct CE audits of licensees? Describe the Bureau's policy on CE audits.

   The Bureau is not authorized to require licensees to submit CE course completion information. Additionally, due to investigation workload demands, the Bureau does not have sufficient staff to regularly perform random, CE-specific audits. However, the Bureau inspects employer (PPSE/PPO) records, including CE records, during the course of investigations based on complaints or allegations regarding training or potential personnel-related violations; e.g., unregistered guard complaints and as part of outreach inspections.

c. What are consequences for failing a CE audit?

   The Bureau is not authorized to require licensees to provide proof of CE training and lacks sufficient staff to regularly perform CE-specific audits. As such, the Bureau reviews guard and PPSO training during the course of an investigation and during random outreach visits of a PPO and PPSE. If a site visit reveals lack of appropriate training records, the Bureau's courses of action include a Formal Letter of Education, Citation and Fine, Civil Penalty in lieu of Revocations, and an Accusation to revoke the license depending on the number and length of the violations.

d. How many CE audits were conducted in the past four fiscal years? How many fails? What is the percentage of CE failure?

The Bureau is unable to provide the number of investigations involving CE findings because the current data system does not collect information on specific findings of each investigation. The Bureau estimates approximately 40 to 50 record inspections are conducted annually.

e. What is the Bureau's course approval policy?

Proprietary Security Services and Private Security Services
The Bureau has established course outlines by regulation (Title 16, Division 7, §§ 643, 645) for both PPSE/PPSO and PPO/security guard training. The outlines provide both mandatory and optional courses, and delineate specific topics that are to be included within each course/topic. The Bureau does not approve specific courses.

Firearm Training
BPC § 7585 provides the general areas required for the course of training required for the Bureau's firearms permit. The Bureau established the subjects that must be taught and the length of time to be devoted to each subject by regulation (Title 16, Division 7, § 635). This regulation was used to develop the standard course curriculum contained in the Bureau-issued *Firearms Training Manual*. Since all Bureau-certified firearm training instructors must carry out the firearm course of training in accordance with the *Manual*'s instructions and content, the Bureau does not approve specific firearm courses.

Baton Training
BPC § 7585.9 prescribes the areas in the course of training in the carrying and usage of batons. The specified areas were used to develop the standard course curriculum contained in the Bureau-issued *Baton Training Manual*. Since all Bureau-certified baton training instructors must carry out the baton course of training in accordance with the *Manual*'s instructions and content, the Bureau does not approve specific baton courses.

f. Who approves CE providers? Who approves CE courses? If the Bureau approves them, what is the application review process?

The Bureau does not approve CE courses. If the course is being provided by a school that is required to be licensed by BPPE, then the CE provider and course may be subject to BPPE approval. The Bureau refers CE applicants to the BPPE to determine if they are subject to BPPE oversight.

g. How many applications for CE providers and CE courses were received? How many were approved?

Proprietary Security Services and Private Security Services
Security guard skills training course providers are not licensed and therefore do not submit applications. Rather, interested entities submit a letter to the Bureau to request approval to provide the training. As of the end of FY 2013–14, there were approximately 242 PPSEs, organizations, or schools approved to provide PPSO training and approximately 110

organizations and schools approved to provide security guard training. The Bureau began tracking training requests on July 1, 2013; therefore, the Bureau does not have the number of requests submitted prior to this date. In Fiscal Year 2013–14, the Bureau received 52 letters from entities requesting to provide the training, of which 29 were approved, three were not, and 20 are pending (the Bureau is waiting on information requested from the entity).

Firearm Training Facilities
There are 351 Bureau-certified firearms training facilities. During the past four fiscal years, 202 firearm training facility applications were received and 175 training facility registrations were issued.

The Bureau does not approve CE courses.

h. Does the Bureau audit CE providers? If so, describe the policy and process.

The Bureau does not currently conduct routine audits of approved security guard skills training providers or firearm training facilities due to workload and staff resource issues. When carrying out an investigation of an approved trainer or firearm training facility, enforcement staff will review training-related records. In FY 2012–13, the Bureau inspected 15 firearms training facilities as part of a trial inspection program. However, due to the increasing number of investigations being opened due to a growing license population, the trial program was placed on hold.

i. Describe the Bureau's effort, if any, to review its CE policy for the purpose of moving toward performance-based assessments of the licensee's continuing competence.

Proprietary Security Services Officers
Bureau regulations specify the annual training a PPSE is required to provide its PPSOs for registration renewal. The training may consist of any security-related course and may involve repeating a previous course if the PPSE believes the PPSO is deficient in the related skills or capabilities. Permitted CE training includes the courses identified in the regulation, which were developed by the Bureau, in collaboration with industry and other stakeholders, based on the performance factors deemed necessary to effectively carry out the duties of a PPSO.

Security Guards
Bureau regulations specify that the annual training that a PPO is required to provide its employees must be supported by evaluation of their guards' skills. The training may consist of topics applicable to private security work. Permitted CE training includes the mandatory and elective courses identified in the regulation, which were developed by the Bureau, in collaboration with industry, Police Officer Standards and Training, and other stakeholders, based on performance factors deemed necessary to effectively carry out the duties of a security guard.

Firearm Training
Bureau regulations specify that an individual seeking to renew his or her Bureau-issued firearm permit must complete and pass four firearm requalifications consisting of firing 50 rounds each, on four separate occasions no sooner than four months apart, and complete a review course

on the use and avoidance of deadly force. These CE training requirements were developed based on performance factors deemed necessary to adequately and safely possess and use a firearm.

Section 5
Enforcement Program

31. What are the Bureau's performance targets and expectations for its enforcement program? Is the Bureau meeting those expectations? If not, what is it doing to improve performance?

The Bureau's Enforcement activities include cite and fine, civil penalty in lieu of revocations, revocation, and suspension. The Private Security Service Act gives the Bureau the authority to automatically suspend guard registrations (BPC § 7583.21). The Locksmith Act authorizes the Bureau to automatically suspend locksmith licenses and locksmith registrations (BPC § 6980.73). The Alarm Company Act authorizes the Bureau to automatically suspend alarm company operator licenses, alarm company qualified manager certificates, and alarm agent registrations (BPC § 7591.8).

The Bureau's performance targets and expectations coincide with those standards created under the Department's Consumer Protection Enforcement Initiative (CPEI), as follows:

- **Intake: Average time to process complaints from receipt to the date the complaint was assigned to an investigator.**
  Target: 7 days

  a. FY 2010–11 average cycle time: 5 days
  b. FY 2011–12 average cycle time: 5 days
  c. FY 2012–13 average cycle time: 4 days (see comment below)
  d. FY 2013–14 average cycle time: 3 days

  This average includes the DRU's desk investigations (criminal arrest and conviction information received on licensees and applicants), nonsworn field investigations carried out by Bureau Enforcement Unit staff, and investigations performed by the Department's Division of Investigation (DOI). As the result of DRU improperly capturing case data relating to desk investigations, the Department's website indicates a 13-day cycle for FY 2012–13. Correcting for this oversight results in the actual cycle time of four days.

- **Intake and Investigation: Average cycle time from complaint receipt to closure of the investigation process. This measurement does not include cases sent to the Attorney General or other forms of formal discipline.**
  Target: 90 days

  a. FY 2010–11 average cycle time: 156 days
  b. FY 2011–12 average cycle time: 105 days
  c. FY 2012–13 average cycle time: 91 days

d. FY 2013–14 average cycle time: 106 days

The average includes DRU desk investigations (criminal arrest or conviction information), Bureau nonsworn field investigations, and investigations performed by the Department's DOI. When considering only those nonsworn field investigations carried out by Bureau Enforcement Unit staff, the average cycle times were:

a. FY 2010–11 average cycle time: 92 days
b. FY 2011–12 average cycle time: 70 days
c. FY 2012–13 average cycle time: 93 days
d. FY 2013–14 average cycle time: 106 days

An increased number of complaints is creating workload and staff resource issues resulting in increases to case closure timeframes. Further, the number of pending investigations has grown about 15 percent since FY 2011–12. Investigations data included in this report (Table 5a) regarding the numbers of, and cycle times for, Bureau investigations conflict with this information. Responses to questions 32 and 33 of this report detail procedural processes and changes that resulted in these discrepancies. Please see those responses for details.

- **Formal Discipline: Average number of days to complete the entire enforcement process for cases resulting in formal discipline (includes intake and investigation by the Bureau and Prosecution by the Attorney General).**
  Target: 180 days

  a. FY 2010–11 average cycle time: 404 days
  b. FY 2011–12 average cycle time: 384 days
  c. FY 2012–13 average cycle time: 429 days
  d. FY 2013–14 average cycle time: 191 days

  The amount of time for the AGO to prosecute a case through to final adjudication is outside of the Bureau's control. Further, there are factors outside the AGO's control, such as the minimum timeframe for scheduling a hearing before an Administrative Law Judge (ALJ) exceeds 180 days.

  The reduced cycle time in FY 2013–14 is attributable to the Bureau's implementation of the automatic suspension process for security guards, who comprise about 70 percent of the Bureau's license population. This, coupled with appeals going to the Private Security Disciplinary Review Committees instead of the administrative hearing process, has had a significant impact on the Bureau's overall disciplinary timeframe.

- **Probation Intake: Average number of days from Monitor assignment, to the date the Monitor makes first contact with the probationer.**
  Target: 14 days

  a. FY 2010–11 average cycle time: 7 days
  b. FY 2011–12 average cycle time: 7 days
  c. FY 2012–13 average cycle time: 5 days

d. FY 2013–14 average cycle time: 5 days

- **Probation Violation Response: Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action**
  Target: 14 days

  a. FY 2010–11 average cycle time: 19 days
  b. FY 2011–12 average cycle time: 16 days
  c. FY 2012–13 average cycle time: 13 days
  d. FY 2013–14 average cycle time: 23 days

  The increased cycle time for Probation Violation Response in FY 2013–14 relates to Bureau staff mistakenly recording the date that an action was completed instead of the date the staff initiated the action for two cases.

  Efforts initiated in FY 2013–14 to improve the performance of the Enforcement Unit activities include:

  - Partnering with the Department's CRP to develop guidelines for intake staff to handle consumer complaints so that those involving contract disputes are referred to the CRP.
  - Designating an Associate Governmental Program Analyst as a lead to assist the Enforcement Manager with the review of investigation reports, thereby cutting down on review times.
  - Partnering with the Department's DOI to develop guidelines to assist Bureau enforcement staff in identifying factors that warrant the forwarding of an investigation to DOI.

  Additionally, Bureau management monitors lengthy cases to identify causes and to work with enforcement staff to implement any necessary training or corrective action.

32. Explain trends in enforcement data and the Bureau's efforts to address any increase in volume, timeframes, ratio of closure to pending cases, or other challenges. What are the performance barriers? What improvement plans are in place? What has the Bureau done and what is it going to do to address these issues; i.e., process efficiencies, regulations, BCP, legislation?

    The Bureau's licensee population has grown by 10 percent over the last four years and with it, the number of investigations conducted by the Bureau. However, the data for total investigations and desk investigations in Table 5a, which were derived from Consumer Affairs System (CAS) reports, do not reflect this because Bureau procedural changes alter the data. For example, in 2012, the Bureau began implementing the use of the automatic suspension authority specified in the Alarm Company Act, Locksmith Act, and Private Security Services Act for subsequent criminal convictions. Previously, subsequent criminal convictions were handled by opening a desk investigation and requesting the preparation of an Accusation by the AGO. Consequently, the work for subsequent convictions is no longer reflected under desk investigations in Table 5a, but as automatic suspensions in Table 5a.

    Even though the Bureau's implementation of its automatic suspension authority significantly reduced the time and cost of completing the disciplinary process by reducing the number of

requests for accusation the Bureau forwarded to the AGO, the growing license population has resulted in the Bureau exceeding its Attorney General Expenditure authority almost threefold over the past three years. In response, the Bureau submitted a BCP in 2013 to increase its Attorney General appropriation by $600,000 beginning in FY 2014–15 and ongoing. The BCP was approved.

A similar change in the Bureau's handling of subsequent arrest notices when the judicial disposition of the arrest is not complete (open arrest record) also resulted in reduced desk investigations and, accordingly, total investigations in Table 5a. In early 2014, the Bureau stopped opening desk investigations for the purpose of monitoring formal requests to the courts for arrest disposition documents with the expectation of arrests relating to a serious crime. The Bureau determined that opening a desk investigation simply to track the request did not create any benefit over waiting until the subsequent criminal conviction information was received from the DOJ, and with the implementation of the automatic suspension process as previously noted, the Bureau's ability to take prompt appropriate action was not impacted.

In cases where the Bureau receives subsequent arrest information for a licensee involving a serious crime, the Bureau works with the AGO and the prosecuting attorney to request the judge in the case to place a hold on the individual's license pursuant to Penal Code (PC) 23, so that he or she is legally prohibited from practicing. If the order is not granted or the licensee has already been arraigned or had his/her bail hearing, the Bureau will prepare an accusation to pursue revocation of the license or an interim suspension order through the administrative process.

The Bureau also implemented new procedures to appropriately refer complaints relating to civil and contractual issues, where the complaintant is requesting repayment of a portion of all fees paid to a licensee, to the Department's CRP instead of opening a desk investigation. The more appropriate alignment of complaints has allowed the Bureau to maintain a somewhat level number of opened nonsworn investigations despite an increased number of complaints. Additionally, anonymous complaints lacking sufficient information to identify the respondent or a potential violation of law are no longer opened as investigations simply for the purpose of documenting the review.

These procedural changes have resulted in a more appropriate reflection of the Bureau's actual investigation caseload and case closure timeframes. Specifically, the longer case closure times, as shown in Table 5a, reflect the true complexity of the formal nonsworn investigations being performed by the Bureau.

To maximize the efficiency of its disciplinary activities, the Bureau ensures that those licensees eligible to have their appeals heard by a Bureau DRC are properly notified of this option in a timely manner. Each year, approximately 900 Bureau licensees request an appeal of their denials, suspensions, or imposition of fines through DRC.

Table 5a. Enforcement Statistics			
	FY 2011–12	FY 2012–13	FY 2013–14
COMPLAINT			
Intake			
Received	2,200	2,551*	2,378*
Closed without Assignment	44	97	203
Referred to Investigation	2,111	2,167*	1,952*
Average Time to Assign	6	4	3
Pending (Close of FY)	45	200	160
Source of Complaint			
Public (Includes Anonymous Complaints)	1,262	1,372	1,342
Licensee/Professional Groups/Industry	559	285	137
Governmental Agencies	589	1,977**	2,081**
Other	0	2	
Conviction/Arrest			
Conviction Received	20,360	19,265	20,413
Conviction Closed	18,237	16,652	18,826
Average Time to Close	74	73	40
Conviction Pending (Close of FY)	2,123	92	81
LICENSE DENIAL			
License Applications Denied	3,983	1,776	1,886
Statement of Issues Filed	153	18	24
Statement of Issues Withdrawn	46	24	7
Statement of Issues Dismissed	8	0	0
Statement of Issues Declined	0	0	0
Average Days Statement of Issues	708	771	724
ACCUSATION			
Accusations Filed	593**	30**	27**
Accusations Withdrawn	20	29	1
Accusations Dismissed	41	7	1
Accusations Declined	11	7	7
Average Days Accusations	386	392	442
Pending (Close of FY)	302	150	122
DISCIPLINE			
Disciplinary Actions			
Proposed/Default Decisions	1,021	637	255
Stipulations	15	23	7
Average Days to Complete	406	450	337
AG Cases Initiated	272	121	92
AG Cases Pending (Close of FY)	302	150	122

Disciplinary Outcomes			
Revocation	956	501	197
Voluntary Surrender	1	6	2
Suspension/Auto Suspension	9	885	906
Probation with Suspension	1	1	2
Probation	36	37	16
Probationary License Issued			
Other	35	16	4
PROBATION			
New Probationers	69	89	41
Probations Successfully Completed	22	19	42
Probationers (Close of FY)	96	161	145
Petitions to Revoke Probation	19	24	12
Probations Revoked	13	5	15
Probations Modified	0	0	0
Probations Extended	N/A	N/A	N/A
Probationers Subject to Drug Testing	3	2	1
Drug Tests Ordered	45	55	20
Positive Drug Tests	0	0	0
Petition for Reinstatement Granted	N/A	N/A	N/A
DIVERSION			
New Participants	N/A	N/A	N/A
Successful Completions	N/A	N/A	
Participants (Close of FY)	N/A	N/A	N/A
Terminations	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A
INVESTIGATION			
All Investigations			
First Assigned	20,348	15,544	8,509***
Closed	18,150	16,052	9,453
Average Days to Close	103	111	108
Pending (close of FY)	2,198	1,748	1,300
Desk Investigations			
Closed	17,388	14,525	7,991*
Average Days to Close	105	116	106
Pending (Close of FY)	1,727	1,309	878
Nonsworn Investigation			
Closed	1,508	1,743	1,460
Average Days to Close	77	91	106
Pending (Close of FY)	384	430	414
Sworn Investigation			
Closed	20	3	2
Average Days to Close	290	259	49
Pending (Close of FY)	9	11	8

COMPLIANCE ACTION			
Interim Suspension Order & Temporary Restraining Order Issued	1	0	0
PC 23 Orders Requested	8	1	8
Other Suspension Orders	0	0	0
Public Letter of Reprimand	0	0	0
Cease & Desist/Warning	0	0	0
Referred for Diversion	0	0	0
Compel Examination	0	0	0
CITATION AND FINE			
Citations Issued	127	129	96
Average Days to Complete	117	81	122
Amount of Fines Assessed	$187,827	$92,491	$131,684
Reduced, Withdrawn, Dismissed	$26,175	$6,975	$1,625
Amount Collected	$119,230	$91,265	$124,958
CRIMINAL ACTION			
Referred for Criminal Prosecution	0	39	16

* Lower than CAS Report data: DRU license denial statistics inadvertently included in CAS report as complaint statistics due to an internal change in denial processing procedures. The same procedural change resulted in a corresponding influx of complaint sources being recorded as "Governmental Agencies," pursuant to denial cases being coded based on the receipt of criminal records from the DOJ.

** Significant reduction in Accusations filed resulting from the Bureau's initiation of automatic suspension procedures applicable to security guard registrants in cases in which a security guard has been convicted of a crime that is substantially related to the duties of a guard.

*** Reduction in FY 13–14 "desk investigations" and "all investigations" totals due to change in Bureau procedures as follows:
Prior to FY 13–14, the Bureau ordered court records upon DOJ notification that a licensee had been arrested (prosecution pending). A "desk investigation" would be initiated as a means to record and track the open arrest records request. Except in cases where the Bureau determines that the continued licensure of a licensee with an open arrest creates an imminent threat to the public, the Bureau does not initiate discipline for criminal acts prior to conviction. As the Bureau receives subsequent disposition/conviction records from the DOJ, and in coordination with the Bureau's initiation of expedited automatic suspension procedures, the Bureau has ceased ordering records for open arrests as of April 2014.

Table 5b. Enforcement Aging

	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14	Cases Closed	Average Percent
Attorney General Cases (Average Percent)						
Closed Within:						
1 Year	0	475	273	169	916	37.40%
2 Years	354	497	264	46	1,161	47.41%
3 Years	74	89	99	32	294	12.00%
4 Years	19	20	24	15	78	3.18%
Over 4 Years	0	0	0	0	0	0%
Total Cases Closed	447	1,081	660	262	2,449	99.99%

Investigations (Average Percent)						
Closed Within:						
90 Days	6,918	8,081	11,016	5,892	31,652	55.65%
180 Days	3,113	5,348	4,198	1,796	14,413	25.34%
1 Year	1,906	1,902	2,072	1,244	7,105	12.49%
2 Years	1,584	641	819	502	3,513	6.18%
3 Years	22	75	32	27	156	0.27%
Over 3 Years	6	5	13	12	36	0.06%
Total Cases Closed	13,549	16,052	18,150	9,473	56,875	99.99%

33. What do overall statistics show as to increases or decreases in disciplinary action since last review.

The Bureau's accusation and suspension enforcement statistics, as detailed in Table 5a of this report, reflect the impact of the Bureau's implementation of the automatic suspension process. Prior to the 2012–13 and 2013–14 fiscal years, the Bureau's practice upon receipt of criminal conviction records was to refer these cases to the AGO for preparation of an accusation for revocation of the license or registration. Historically, the accusation process through the AGO is lengthy and costly. Further, the accusation process often allows licensees convicted of crimes to continue operating under their license throughout the administrative appeals process. In contrast, the automatic suspension process provides the Bureau with an immediate means to suspend a license/registration in a much shorter timeframe, and at greatly reduced expense. It also places the responsibility on the licensee/registrant to demonstrate rehabilitation as a precursor to having the suspension overturned, or to be eligible for future licensure by the Bureau. As security guards make up the Bureau's largest license population, accounting for over 70 percent of all licensees/registrants, the implementation of the auto suspension process has resulted in a substantial reduction in referrals to the AGO for the preparation of accusations, resulting in significantly fewer numbers of revocations, default decisions, and stipulations, and a corresponding significant increase in the Bureau's suspension numbers.

The reduced number of statement of issues relates to the Bureau's efforts to better inform license applicants who are authorized to appeal their application denial to a DRC of this option and the applicants pursuing a DRC appeal.

Lastly, the Bureau has made a concerted effort in training nonsworn field staff in the rules of evidence, investigation, report documents, and report writing. These efforts have resulted in better investigation reports that contain sufficient, competent, relevant, and useful evidence of the violation(s) found. This, in turn, has resulted in a lower volume and average dollar value of citation and fine appeal modifications.

34. How are cases prioritized? What is the Bureau's compliant prioritization policy? Is it different from the DCA's *Complaint Prioritization Guidelines for Health Care Agencies* (August 31, 2009)? If so, explain why.

The Bureau prioritizes cases using public and/or consumer protection as the first and foremost criteria, and those cases with the highest potential for public harm are most expeditiously addressed. The Bureau allocates its resources so that cases involving fraud and dishonesty,

unlicensed activities, and illegal or unethical behavior are also addressed with timeliness and appropriately. Toward this effort, the Bureau handles complaints received in order to determine which should be handled by the Department's CRP, which should be handled by the Department's DOI, and which should be handled by Bureau enforcement staff.

The Bureau does use a guideline similar to the one used by Health Care Agencies—the *Complaint Prioritization Guidelines for DCA Agencies Regulating Business Services, Design, and Construction* (*Business Services Guidelines*). Similar to the Health Care guidelines, the *Business Services Guidelines* have three priority levels—Urgent, High, and Routine—to guide the Bureau in identifying the urgency of the investigation. Examples of cases involving a high priority include allegations involving sexual or physical abuse, weapon violations, and felony convictions.

35. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report to the Bureau actions taken against a licensee. Are there problems with the Bureau receiving the required reports? If so, what could be done to correct the problems?

    Private Patrol Operators are mandated by BPC § 7583.2 to file an incident report with the Bureau when a firearm is discharged by a licensee, its QM, or one of its registrants, or when an act of violence occurs involving a licensee/QM/registrant that requires law enforcement to respond. Also, BPC § 7507.6 requires Repossessor Agencies to file an incident report with the Bureau when an act of violence occurs involving a licensee, its QM, or one of its registrants that requires law enforcement to respond.

    It is unknown how many incidents that meet the criteria for reporting are not reported to the Bureau since this is a process that depends upon self-reporting. However, if an incident rises to the level of a licensee/QM/registrant being arrested, the Bureau should receive a subsequent arrest report from the DOJ.

36. Does the Bureau operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases have been lost due to statute of limitations? If not, what is the Bureau's policy on statute of limitations?

    The Bureau has no mandated statute of limitations on enforcement actions.

37. Describe the Bureau's efforts to address unlicensed activity and the underground economy.

    The Bureau works with local law enforcement, District Attorney Offices, Employment Development Department (EDD), the Department of Insurance (DOI), and the Department of Alcohol and Beverage Control on enforcement activities targeting venues and events where violations of Bureau-related unlicensed activities frequently occur such as bars, sporting events, fairs and concerts to monitor compliance with the laws. Bureau enforcement staff have the authority to issue administrative citations for unlicensed activity with a fine amount up to $5,000. Also, Bureau enforcement staff routinely forward information to the EDD and DOI when encountering a business that is subject to one of the Bureau's practice acts and does not carry worker's compensation insurance, when a company is found to be paying employees in cash without maintaining a cash log, or potentially failed to pay appropriate employment taxes.

The Bureau has also reached out to various law enforcement agencies to provide training on licensing requirements for security guards and PPOs, the administrative actions the Bureau can take relating to unlicensed activities, and provisions of the Private Security Act that law enforcement can use to bring misdemeanor charges against an unlicensed guard or PPO. Toward this effort, the Bureau produced a Pocket Guide that provides information on Bureau licenses, licensing requirements, and descriptions of unlicensed activities, and distributed them to law enforcement agencies statewide.

Cite and Fine

38. Discuss the extent to which the Bureau has used its cite and fine authority. Discuss any changes from the last review and describe the last time regulations were updated and any changes that were made. Has the Bureau increased its maximum fines to the $5,000 statutory limit?

    The Bureau continuously uses its cite and fine authority to enforce the provisions of the six administrative acts under its oversight. The fines are issued up to the maximum amount authorized by the specific statute. The Bureau promulgated regulations (CCR 16, Title 7, §§ 601.6, 601.7 and 601.8), which went into effective December 22, 2011, to authorize the Bureau to issue unlicensed activity administrative citations up to $5,000.

39. How is cite and fine used? What types of violations are the basis for citation and fine?

    The Bureau issues citations and fines as a means to encourage compliance with the laws and regulations of the six acts within the Bureau's oversight authority, to promote a fair and level playing field for all licensees, and to protect California consumers from fraudulent, harmful, or illegal practices. Citations are issued for the less egregious violations because the primary intent is to encourage compliance as opposed to pursuing actions to revoke or suspend licensure. In egregious cases, citations and fines may be issued to enhance the disciplinary actions.

40. How many informal office conferences, Disciplinary Review Committee, reviews and/or Administrative Procedure Act appeals of a citation or fine in the last four fiscal years?

    The Bureau has not conducted any informal office conferences in the last four years.

Table 5c. Disciplinary Review Committee Reviews: Citation/Fine Appeals

	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Private Security DRC	24	23	8	5
Alarm DRC	0	0	0	1

Table 5d. Administrative Procedure Act Appeals: Citation/Fine

Fiscal Year	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
APA Citation/Fine Appeals*	9	13	10	10

* Administrative Procedure Act (APA) citation/fine appeals received by the Bureau. Not all appealed citations/fines are heard in an administrative hearing as a number are resolved pursuant to appeal withdrawal, reconsideration, modification, or stipulation.

41. What are the five most common violations for which citations are issued?

The five most common violations for which the Bureau issued citations from April 2011* through December 30, 2013, were:

- Unlicensed Activity 152
- Administrative/Technical** 97
- Weapon Violations 35
- Personal/Unprofessional Conduct 23
- Contract Terms/Failure to Provide Service*** 7

* The Bureau did not start maintaining records on the types of citations issued until April 2011. Prior to this time, the citations were organized based on the category that the initial complaint was opened.

** Examples of administrative/technical violations common to most industries would include failure to maintain mandated records, failure to include mandated language on contracts or formal notifications to consumers, using a business name different from Bureau records, not including license number on all advertisements, and other technical requirements specific to each industry regulated.

*** Cases that could not be resolved by the Department's CRP and involved Business and Professions Code violations relating to required contract terms or services.

42. What is the average fine pre- and post-appeal?

The average fine amount is approximately $1,330 pre-appeal and $1,190 post-appeal.

43. Describe the Bureau's use of Franchise Tax Board intercepts to collect outstanding fines.

The Bureau began using the Franchise Tax Board (FTB) to collect outstanding fines in 2012. The Bureau contacts the debtor via three collection letters sent 30 days apart. If after the issuance of these letters the debtor has not paid the outstanding fine or contacts the Bureau to establish a payment plan, the Bureau initiates the FTB intercept process. Any money intercepted from an FTB return is forwarded to the Department's Accounting Office and forwarded to the Bureau in order to update our records. If a payment is received by the Bureau directly from a debtor on an existing FTB account, the Bureau notifies the Department's Accounting so that the FTB account can be updated.

Cost Recovery and Restitution

44. Describe the Bureau's efforts to obtain cost recovery. Discuss any changes from the last review.

The Bureau uses the authority of BPC § 125.3(a) to recover the reasonable costs of investigation and enforcement of a case. The Bureau submits cost certifications with each case that is referred to the AGO detailing the expenditures the Bureau incurred in investigating and bringing the case to the AGO. As part of the administrative hearing process, the Deputy Attorney General (DAG) will request cost recovery for the Bureau's investigative costs, enforcement costs (costs for DAG to prepare and defend the case), or both. The applicant/licensee may choose to pay the amount in full or enter into a payment plan with the Bureau. If the applicant/licensee does not respond, the Bureau initiates the FTB referral/intercept process.

45. How many and how much is ordered by the Bureau for revocations, surrenders, and probationers? How much do you believe is uncollectable? Explain.

The Bureau historically was collecting about 30 percent of the cost recoveries ordered. However, since the Bureau began utilizing the FTB intercept program, the Bureau's collection rate has increased more than twofold. The table below summarizes the Bureau's revocation, surrender, and probationer cost recovery orders from July 1, 2010, to June 30, 2014:

Table 5e. Bureau Cost Recovery Orders

Activity	2010–11	2011–12	2012–13	2013–14
Revocations	560	717	337	61
Surrenders	5	3	9	2
Probationers	64	77	76	16
Total Ordered (Dollars Listed in Thousands)	$110,000	$123,000	$111,000	$81,000

* The revocation stats listed above do not include firearm permits that have been revoked due to a DOJ prohibit because cost recovery is not ordered in these cases.

The Bureau's implementation of auto suspend has reduced the use of accusations pursued through the Attorney General. Since the Bureau can only obtain cost recovery through a court order, employing auto suspensions has reduced cost recovery. It should be noted, however, that the Bureau is also saving significant Attorney General costs by not pursuing these cases through the administrative hearing process.

46. Are there cases for which the Bureau does not seek cost recovery? Why?

The Bureau does not seek cost recovery for Statement of Issues cases where the applicant is not granted a Bureau license. The Bureau has no statutory authority to order cost recovery to persons who are not licensees.

47. Describe the Bureau's use of Franchise Tax Board intercepts to collect cost recovery.

The Bureau began using the FTB to collect outstanding cost recovery orders in 2011. The Bureau contacts the debtor via three collection letters sent 30 days apart. If after the issuance of these letters, the debtor has not paid the outstanding fine or contacted the Bureau to establish a payment plan, the Bureau initiates the FTB intercept process. Any money intercepted from an FTB return is forwarded to Department Accounting and forwarded to the Bureau in order to update our records. If a payment is received by the Bureau directly from a debtor on an existing FTB account, the Bureau notifies the Department Accounting, so that the FTB account can be updated.

48. Describe the Bureau's efforts to obtain restitution for individual consumers, any formal or informal Bureau restitution policy, and the types of restitution that it attempts to collect; i.e., monetary, services, etc. Describe the situation in which the Bureau may seek restitution from the licensee to a harmed consumer.

The Bureau does not have a formal restitution policy. However, enforcement staff may attempt to negotiate a remedy involving the licensee recompensing the consumer in the course of conducting an investigation involving allegations of services not being provided or the costs for services rendered exceeding the perceived agreement. It should be noted that any negotiated arrangement for recompensation must be agreed upon by both the licensee and consumer.

Additionally, an ALJ may order a licensee to pay restitution to the harmed consumer as a condition of probation or part of the order. The Bureau is not involved in the collection of restitution. However, if restitution is part of a probation requirement, the Bureau monitors the activity and reports facts accordingly to the ALJ for determination on whether all the terms of probation have been satisfied.

Table 5f. Cost Recovery

	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Total Enforcement Expenditures*				
Potential Cases for Recovery**	341	306	163	94
Cases Recovery Ordered	54	54	53	27
Amount of Cost Recovery Ordered (Dollars Listed in Thousands)	$110,000	$123,000	$111,000	$81,000
Amount Collected	$32,000	$36,000	$64,000	$63,000

* The Bureau does not track requested cost recovery amounts.
** "Potential Cases for Recovery" are those cases in which disciplinary action has been taken based on violation of the License Practice Act.

Section 6
Public Information Policies

49. How does the Bureau use the Internet to keep the public informed of Bureau activities? Does the Bureau post meeting materials online? When are they posted? How long do they remain on the Bureau's website? When are draft meeting minutes posted online? When are final meeting minutes posted? How long do meeting minutes remain available online?

The Bureau utilizes its website to provide a variety of information to applicants, licensees, and the public. The website features links to the Bureau's laws and regulations, forms and publications, online license verification, disciplinary actions against licensees, and other Bureau activities. The website offers a feature for individuals to subscribe to an Interested Parties List to receive important information from the Bureau through an e-mail notification.

The Bureau posts notices and agendas for its meetings of the Private Security Disciplinary Review Committees, Alarm Company Disciplinary Review Committee, and the Bureau Advisory Committee in accordance with the noticing requirement prescribed by the Bagley-Keene Open Meeting Act. At this time, meeting notices and agendas remain on the website indefinitely; however; older information is archived by year to ensure current information is readily accessible.

The Bureau does not post draft minutes for its DRC or Advisory Committee meetings, nor does it post final minutes for its DRC meetings. In the past, the Bureau posted final minutes for its

Advisory Committee meetings. The Bureau re-established the Advisory Committee on July 1, 2014, and the new Committee held its first meeting on August 28, 2014. The Bureau will not post draft minutes of the Advisory Committee meetings after they are officially adopted by the Advisory Committee. Final Advisory Committee meeting minutes remain on the Bureau's website indefinitely.

50. Does the Bureau webcast its meetings? What is the plan to webcast future Bureau and committee meetings? How long do webcast meetings remain available online?

    The Bureau does not webcast the meetings of its DRCs. The Bureau did webcast the prior Advisory Committee's meetings. The Bureau webcast the August 28, 2014, meeting of the Advisory Committee and plans to continue doing so, contingent upon availability of the Department's webcast services. The Department policy at this time is to maintain Department-related meeting webcasts a minimum of five years.

51. Does the Bureau establish an annual meeting calendar and post it on the Bureau's website?

    The Bureau does not establish or post an annual meeting calendar on our website for its DRC and Advisory Committee meetings.

    The purpose of the DRC is to consider appeals from applicants and licensees on the Bureau's decisions relating to application denial, license suspension, or the imposition of a fine. The scheduling of the DRC is dependent on the number of appeals received; therefore, it is not feasible for the Bureau to establish an annual calendar for DRC meetings. However, the DRC meetings are noted in compliance with Open Meeting Act.

    The Advisory Committee is expected to meet two to four times per year. The Advisory Committee is comprised of volunteer members and meetings are scheduled in accordance with their availability. During the August 28, 2014, meeting, the Committee requested that the matter of adopting an established annual meeting calendar be considered at the next meeting, which will be in January or February 2015.

52. Is the Bureau's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*? Does the Bureau post accusations and disciplinary actions consistent with DCA's *Web Site Posting of Accusations and Disciplinary Actions* (May 21, 2010)?

    Yes, the Bureau's complaint disclosure policy is consistent with the Department's *Recommended Minimum Standards for Consumer Complaint Disclosure,* and the Bureau posts accusations and disciplinary actions consistent with the Department's *Web Site Posting of Accusations and Disciplinary Actions.*

53. What information does the Bureau provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

    The public can use the "Verify a License" link on the Bureau's website to check the current status of a licensee (clear, expired, cancelled, delinquent, etc.). If pertinent, the principals and qualified

managers associated with the license and other Bureau licenses held by the licensee are provided. Lastly, if applicable, accusations and disciplinary adjudications such as revocation, suspension, and probation are provided. Upon written or verbal request from a public member, the Bureau provides information contained in the licensee's file that may be disclosed pursuant to the Public Records Act.

54. What methods are used to provide consumer outreach and education?

The Bureau utilizes the following methods to provide consumer outreach and education:

- Website
- Brochures
- E-mails to consumers who have subscribed to the Interested Parties List
- Brochures provided to the Department outreach unit for distribution

Section 7
Online Practice Issues

55. Discuss the prevalence of online practice and whether there are issues with unlicensed activity. How does the Bureau regulate online practice? Does the Bureau have any plans to regulate Internet business practices or believe there is a need to do so?

The Bureau is aware of online advertising by businesses providing services requiring a license. The Bureau makes efforts to identify and investigate these unlicensed businesses. In cases where the individual or business can be located, the Bureau educates them on the laws related to licensure or training requirements and takes appropriate action on those who fail to comply.

Since it is not always possible to locate unlicensed businesses, the Bureau believes that outreach and education are essential. The Bureau partners with the Department's Public Relations Office in developing informational brochures to educate consumers on how to confirm a business is licensed.

Section 8
Workforce Development and Job Creation

56. What actions have the Bureau taken in terms of workforce development?

The Bureau's website is designed to provide specific information to each of the industries regulated by the Bureau relating to licensing requirements, pertinent laws and regulations, frequently asked questions for each industry, forms and applications, and Bureau contact information. The Bureau provides updates of laws, regulations, policies, and procedures on the Bureau's website, as well as provides this information by e-mail to subscribers of the Bureau's Interested Parties List. Anyone can subscribe to the Bureau's Interested Parties List through the Bureau's website.

57. Describe any assessment the Bureau has conducted on the impact of licensing delays.

The Bureau has not conducted an impact assessment of licensing delays. However, the Bureau strives to ensure that licensing delays are avoided or kept to a minimum to enable businesses to open and operate as soon as possible.

58. Describe Bureau efforts to work with schools to inform potential licensees of the licensing requirements and process.

As part of its BreEZe conversion process, the Bureau is working to ensure that functionalities are being developed in the system to enable the Bureau to monitor the approved trainers who provide the security guard skills training to facilitate their tracking and to enable individuals to inquire about them through the Licensee Look-Up function on the Bureau's website. This will also enable security guard and PPSO applicants to inquire about security guard skills trainers online. Additionally, many Bureau-certified firearm and baton training facilities and instructors are frequently the first point of contact for security guard applicants. When applicable, the Bureau issues correspondence to its certified training facilities to apprise them of licensing updates and encourages them to subscribe to the Bureau's Interested Parties List via the Bureau's website to receive e-mails on important Bureau information, including changes in licensing requirements and processes.

59. Provide any workforce development data collected by the Bureau, such as:

a. Workforce shortages

The Bureau does not formally collect workforce shortage data. However, based on management's discussions with leadership of the associations for the various private security industries, the lack of an available workforce for any specific industry does not appear to be an issue.

b. Successful training programs.

The Bureau does not collect this data.

Section 9
Current Issues

60. What is the status of the implementation of the Uniform Standards for Substance Abusing Licensees?

Uniform Standards do not apply because the Bureau is not a healing arts program.

61. What is the status of the implementation of the Consumer Protection Enforcement Initiative (CPEI) regulations?

    Because the Bureau is not a healing arts bureau, the regulatory changes mandated by CPEI do not apply. However, the Bureau provides information to the Department to post on its website relative to the Bureau's activities for the established performance measures relating to the handling of complaints, investigations, and disciplinary action. As noted in Section 5 (Enforcement Program) of this report, the Bureau has established its own internal performance measures in these areas that are more stringent than those established by the Department.

62. Describe how the Bureau is participating in development of BreEZe and any other secondary IT issues affecting the Bureau.

    The Bureau is targeted to implement BreEZe in April 2015. The Bureau recognizes the importance of a successful BreEZe launch and has had staff involved in project activities since its inception in 2010, including one licensing analyst who was assigned to the BreEZe project full-time from January 2013 to April 2014.

    The Bureau has assigned its Deputy Chief and four analysts, one representing each of the Bureau's units—Licensing, Enforcement, Disciplinary, and Policy—full-time to project development efforts since January 2014. The individuals on the team are among the most knowledgeable in their respective areas and are considered experts when it comes to the Bureau's business processes, laws and regulations, and the current Legacy databases.

    The Bureau's BreEZe team is partnering with vendor staff and Department BreEZe staff in developing BreEZe functions for the Bureau's licensing and enforcement processes to ensure that baseline data, data relations, and the Bureau's processes are correct. The team is assisting the vendor and DCA staff on the Bureau's data mapping requirements and online screen configurations, and will be involved shortly in user acceptance testing. During the last part of the year and the beginning of 2015, the team will be involved in training Bureau staff on the BreEZe system. After BreEZe implementation, it is anticipated the BreEZe team will be involved in system refinement of the functions relating to internal and external BreEZe users.

    The Bureau does not have any other secondary IT issues.

Section 10
Bureau Action and Response to Prior Sunset Issues

Include the following:

1. Background information concerning the board.

2. Short discussion of recommendations made by the Committees/Joint Committee during prior Sunset Review.

3. What action the board took in response to recommendations or findings made under prior Sunset Review.

4. Any recommendations the board has for dealing with the issue, if appropriate.

Not applicable. The Bureau has not participated in a prior Sunset Review.

Section 11
New Issues

This is the opportunity for the Bureau to inform the Committees of solutions to issues identified by the Bureau and Committees. Provide a short discussion of each of the outstanding issues, and the Bureau's recommendation for action that could be taken by the Bureau, by DCA, or by the Legislature to resolve these issues (i.e., policy direction, budget changes, legislative changes) for each of the following:

1. Issues that were raised under the prior Sunset Review that have not been addressed.

   Not applicable.
   .
2. New issues that are identified by the Bureau in this report.

   The key issues identified in this report include:

   - The need for assessments of the Bureau's staffing resources so that it is optimally positioned for the continued growth of the licensee population in the coming years.

   - Ensuring the licensing examinations are appropriate and relevant, as well as ensuring applicable analyses are performed on schedule.

3. New issues not previously discussed in this report.

   The Bureau believes the following issues are worthy of review and consideration by the Committees:

   - Unlike most businesses, Alarm Companies are exempted from specific disclosure requirements regarding automatic renewal provisions in contracts, also known as Evergreen Clauses. The Bureau believes that alarm companies should be required to clearly and conspicuously notify consumers and that consumers must acknowledge their understanding and acceptance of such provisions in contracts.

   - The Bureau's fine structure has not been updated in more than 20 years. For example, failure to carry a Bureau registration card amounts to a $10 fine and failure to carry a firearms qualification card is a $25 fine.

- The Bureau is currently required to furnish all of its laws and regulations to its licensees every two years. This is a significant burden to the Bureau in workload and cost. Additionally, the Bureau provides this information to each applicant for preparation with examinations as well as for all licensees and the public on the Bureau's website. The Bureau believes that with the Internet and e-mail subscriber lists, the Bureau can provide this same information without any decrease in benefit to licensees.

- The Private Security Services Act exempts specified peace officers from the firearm training required as a condition for issuance of a Bureau's Firearms Permit. Given that Federal officers have already completed firearms training through their employing agency, requiring Federal peace officers to complete the Bureau-certified training appears to be duplicative and subjects them to unnecessary costs. The Bureau believes these Federal peace officers should be exempt from this requirement.

- The Bureau lacks statutory authority to issue citations and fines for unlicensed repossessor activities. Repossession is the only license type in the Department that carries unenforceable provisions when unlicensed activity is found. Repossession agencies or agents who practice without licensure avoid licensing fees, fingerprinting, and background check requirements to obtain Bureau approval, and circumvent meeting the Bureau's standards regarding documentation and treatment of property. The Bureau must rely on the local district attorney to enforce the Collateral Recovery Act. The Bureau believes that having the statutory authority to issue citations and fines for violations of the Collateral Recovery Act for unlicensed repossession activity will enhance consumer protection.

4. New issues raised by the Committees.

   No issues have been raised by the Committees at this time.

Section 12
Attachments

Please provide the following attachments:

A. Bureau's administrative manual.

   The Bureau currently does not have an Administrative Manual but is in the process of developing one.

B. Organizational chart showing relationship of committees to the Bureau and membership of each committee (cf., Section 1, Question 1).

   Attachment A.

C. Major studies, if any (cf., Section 1, Question 4).

   The Bureau had no major studies but has included recent Occupational Analyses, Attachment B.

D. Year-end organization charts for the last four fiscal years. Each chart should include number of staff by classifications assigned to each major program area (licensing, enforcement, administration, etc.) (cf., Section 3, Question 15).

Attachment C.

E. Bureau Performance Measures.

Attachment D.

Section 13
Board Specific Issues

Disciplinary Review Committees

1. What is a DRC and how is a DRC used?

The Alarm Company Act establishes one DRC and the Private Security Services Act establishes two DRCs, one in Northern California and one in Southern California, to provide their respective applicants and licensees an alternate path to consider appeals of the Bureau's denials, suspensions, and assessments of administrative fines.

The Alarm Company DRC is authorized to hear appeals relating to the Bureau's application denials, license suspension, and the imposition of fines from alarm company operator applicants and licensees, alarm company operator qualified manager applicants and certificate holders, and alarm agent applicants and registrants. These individuals may also appeal the Bureau's denial or suspension of a Bureau-issued firearm permit to the DRC if the denial or suspension is not attributable to a DOJ firearm prohibit.

The Private Security DRCs are authorized to hear appeals relating to the Bureau's application denials, license suspensions, and the imposition of fines from security guard applicants and registrants, private patrol operator applicants and licensees, proprietary private security officer applicants and registrants, firearm training facility, instructor applicants and certificate holders, and baton training facility, instructor applicants, and certificate holders. Those persons who are authorized to obtain a Bureau-issued firearm permit may also appeal the Bureau's denial or suspension of the firearm permit to a DRC if the denial or suspension is not attributable to a DOJ firearm prohibit.

2. What is the membership/makeup composition?

There are two Private Security DRCs, one in the north and one in the south, comprised of five members each. Three members are industry representatives and two are public members. Of the three industry members, one member is actively engaged in business as a licensed private patrol operator, one member is actively engaged in business as a firearm training facility, and one member is actively engaged as a security guard.

There is one Alarm Company Operator DRC, which consists of three members who are actively engaged in business as a licensed alarm company operator and two public members.

3. Does the DRC comply with the Open Meetings Act?

   Yes, the DRC meetings are conducted in accordance with the Open Meeting Act.

4. How many meetings were held in the last three fiscal years?

Table 13a. DRC Meetings	Private Security	Alarm Company Operator
FY 11–12	24	2
FY 12–13	20	2
FY 13–14	15	4

5. Did the board have any difficulties with scheduling DRC meetings? If so, describe why and how the difficulties were addressed.

   Neither the North nor South Private Security DRCs have had difficulties scheduling meetings. Meetings are scheduled in cooperation with the schedules of the DRC members and the availability of appropriate facilities.

   The Alarm Company Operator Disciplinary Review Committee (ACO DRC) is established to have five members, with a quorum requirement of three members. In 2010, the committee had only three appointed members, but was generally able to meet the quorum requirements and hold regular meetings. In December 2010, due to the resignation of one member, the Committee lacked a quorum and was unable to hold hearings for several months. New members were appointed, and the hearings resumed in 2012. During 2011, the Bureau notified those applicants/ licensees requesting to be heard before the ACO DRC that due to the lack of a quorum, they could opt to be heard by an ALJ in a formal hearing or continue to wait until a quorum existed within the ACO DRC.

6. Who appoints the members?

   DRC members are appointed by the Governor.

7. How many cases are heard at each meeting on average?

Table 13b. DRC Caseload/Meeting	FY 2011–12	FY 2012–13	FY 2013–14
Private Security	58	22	25
Alarm Company Operator	17	5	4

8. How many pending? Are there backlogs?

   The number of pending appeal cases continuously changes depending on the fluctuating quantity of incoming appeal requests from applicants and licensees. Historically, the Bureau has been able to address a high number of pending appeals by scheduling two-day hearings and by meeting monthly, as is necessary, to accommodate the number of appeals. Once an appeal is received by

the Bureau, an appellant is generally scheduled for hearing within 30–60 days. To date, this approach has resulted in no ongoing backlogs.

9. What is the cost per meeting? Annual cost?

Table 13c. Southern California Private Security DRC Costs	
Avg. Cost Per Meeting	$2,529.12
Annual Cost (11 Meetings)	$27,820.32

Table 13d. Northern California Private Security DRC Costs	
Avg. Cost Per Meeting	$1,270.00
Annual Cost (10 Meetings)	$12,700.00

Table 13e. Alarm Company DRC Costs	
Cost per Meeting (Riverside)	$2,126.23
Cost per Meeting (Sacramento)	$1,950.82
Annual Cost (Estimated Based on 3 Sacramento and 1 Riverside Meeting Per Year)	$7,978.69

10. Provide statistics on DRC actions/outcomes.

Table 13f. Disciplinary Review Committee Actions/Outcomes				
Private Security DRC	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Overturned	385	368	102	140
Upheld	633	607	257	171
Did Not Appear	341	365	79	61
Alarm Company DRC	FY 2010–11	FY 2011–12	FY 2012–13	FY 2013–14
Overturned	7	9	3	3
Upheld	13	6	6	8
Did Not Appear	11	19	4	6

11. Provide Disciplinary Review Committee Attendance and Member Rosters.

CURRENT DISCIPLINARY REVIEW COMMITTEE MEMBERS

Table 13g. Attendance: Southern California Private Security DRC			
David Chandler, Industry Member			
Date Appointed:	May 23, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Southern California Private Security Disciplinary Review Committee	July 15, 2013	Riverside, CA	Yes
	August 12, 2013	Riverside, CA	Yes
	September 9, 2013	Riverside, CA	Yes
	November 4, 2013	Riverside, CA	Yes
	December 12–13, 2013	Riverside, CA	Yes

Table 13g. Attendance: Southern California Private Security DRC			
	February 18, 2014	Riverside, CA	Yes
	March 13, 2014	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes
	May 21, 2014	Riverside, CA	Yes
	June 18, 2014	Riverside, CA	Yes
Mario Campos, Industry Member			
Date Appointed:	July 10, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Southern California Private Security Disciplinary Review Committee	July 15, 2013	Riverside, CA	Yes
	August 12, 2013	Riverside, CA	Yes
	September 9, 2013	Riverside, CA	Yes
	November 4, 2013	Riverside, CA	Yes
	December 12, 2013	Riverside, CA	Yes
	February 18, 2014	Riverside, CA	Yes
	March 13, 2014	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes
	May 21, 2014	Riverside, CA	No
	June 18, 2014	Riverside, CA	Yes
Hugo Rodriguez, Industry Member			
Date Appointed:	October 21, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Southern California Private Security Disciplinary Review Committee	November 4, 2013	Riverside, CA	No
	December 12–13, 2013	Riverside, CA	Yes
	February 18, 2014	Riverside, CA	Yes
	March 13, 2014	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes
	May 21, 2014	Riverside, CA	Yes
	June 18, 2014	Riverside, CA	No
Gwendolyn Cross, Public Member			
Date Appointed:	May 23, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Southern California Private Security Disciplinary Review Committee	July 15, 2013	Riverside, CA	Yes
	August 12, 2013	Riverside, CA	Yes
	September 9, 2013	Riverside, CA	Yes
	November 4, 2013	Riverside, CA	Yes
	December 12–13, 2013	Riverside, CA	Yes
	February 18, 2014	Riverside, CA	Yes
	March 13, 2014	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes
	May 21, 2014	Riverside, CA	Yes

Table 13g. Attendance: Southern California Private Security DRC			
	June 18, 2014	Riverside, CA	Yes
Nancy Teel, Public Member			
Date Appointed:	October 21, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Southern California Private Security Disciplinary Review Committee	November 4, 2013	Riverside, CA	Yes
	December 12–13, 2013	Riverside, CA	Yes
	February 18, 2014	Riverside, CA	Yes
	March 13, 2014	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes
	May 21, 2014	Riverside, CA	Yes
	June 18, 2014	Riverside, CA	Yes

Table 13h. Attendance: Northern California Private Security DRC			
Scott McDonald, Industry Member			
Date Appointed:	December 26, 2008		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Northern California Private Security Disciplinary Review Committee	July 20–21, 2010	Sacramento, CA	Yes
	August 17–19, 2010	Sacramento, CA	Yes
	October 6–7, 2010	Sacramento, CA	Yes
	November 3–4, 2010	Sacramento, CA	Yes
	January 26–28, 2011	Sacramento, CA	Yes
	February 28, 2011	Sacramento, CA	Yes
	March 1, 2011	Sacramento, CA	Yes
	March 21, 2011	Sacramento, CA	Yes
	May 25–26, 2011	Sacramento, CA	Yes
	June 28–29, 2011	Sacramento, CA	Yes
	July 20–21, 2011	Sacramento, CA	Yes
	August 11, 2011	Sacramento, CA	Yes
	September 8–9, 2011	Sacramento, CA	Yes
	October 27, 2011	Sacramento, CA	Yes
	November 3–4, 2011	Sacramento, CA	Yes
	December 8–9, 2011	Sacramento, CA	Yes
	January 18–19, 2012	Sacramento, CA	Yes
	February 16, 2012	Sacramento, CA	Yes
	March 20, 2012	Sacramento, CA	Yes
	April 18, 2012	Sacramento, CA	Yes
	May 16, 2012	Sacramento, CA	Yes
	July 19, 2012	Sacramento, CA	No
	September 11, 2012	Sacramento, CA	No
	November 8, 2012	Sacramento, CA	Yes

Table 13h. Attendance: Northern California Private Security DRC			
	January 14, 2013	Sacramento, CA	Yes
	February 19, 2013	Sacramento, CA	Yes
	April 9, 2013	Riverside, CA	Yes
	April 16, 2013	Sacramento, CA	Yes
	June 25, 2013	Sacramento, CA	Yes
	September 16, 2013	Sacramento, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	February 11, 2014	Sacramento, CA	Yes
	March 18, 2014	Sacramento, CA	Yes
	May 27, 2014	Sacramento, CA	Yes
Clifford Blakely, Public Member			
Date Appointed:	May 23, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Northern California Private Security Disciplinary Review Committee	June 25, 2013	Sacramento, CA	Yes
	September 16, 2013	Sacramento, CA	No
	December 9, 2013	Sacramento, CA	Yes
	February 11, 2014	Sacramento, CA	Yes
	March 18, 2014	Sacramento, CA	No
	May 27, 2014	Sacramento, CA	Yes
Robert Hessee, Industry Member			
Date Appointed:	December 23, 2008		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Northern California Private Security Disciplinary Review Committee	July 20–21, 2010	Sacramento, CA	Yes
	August 17–19, 2010	Sacramento, CA	Yes
	October 6–7, 2010	Sacramento, CA	Yes
	November 3–4, 2010	Sacramento, CA	Yes
	January 26–28, 2011	Sacramento, CA	Yes
	February 28, 2011	Sacramento, CA	Yes
	March 1, 2011	Sacramento, CA	Yes
	March 21, 2011	Sacramento, CA	Yes
	May 25–26, 2011	Sacramento, CA	Yes
	June 28–29, 2011	Sacramento, CA	Yes
	July 20–21, 2011	Sacramento, CA	Yes
	August 11, 2011	Sacramento, CA	Yes
	September 8–9, 2011	Sacramento, CA	Yes
	October 27, 2011	Sacramento, CA	Yes
	November 3–4, 2011	Sacramento, CA	Yes
	December 8–9, 2011	Sacramento, CA	Yes
	January 18–19, 2012	Sacramento, CA	Yes
	February 16, 2012	Sacramento, CA	Yes
	March 20, 2012	Sacramento, CA	Yes

Table 13h. Attendance: Northern California Private Security DRC			
	April 18, 2012	Sacramento, CA	Yes
	May 16, 2012	Sacramento, CA	Yes
	July 19, 2012	Sacramento, CA	Yes
	September 11, 2012	Sacramento, CA	Yes
	November 8, 2012	Sacramento, CA	Yes
	January 14, 2013	Sacramento, CA	Yes
	February 19, 2013	Sacramento, CA	Yes
	March 12, 2013	Riverside, CA	Yes
	April 16, 2013	Sacramento, CA	Yes
	May 14, 2013	Sacramento, CA	Yes
	June 25, 2013	Sacramento, CA	Yes
	July 15, 2013	Riverside, CA	Yes
	September 16, 2013	Sacramento, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	February 11, 2014	Sacramento, CA	Yes
	March 18, 2014	Sacramento, CA	Yes
	May 27, 2014	Sacramento, CA	Yes
Rachel Michelin, Public Member			
Date Appointed:	January 6, 2009		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Northern California Private Security Disciplinary Review Committee	July 20–21, 2010	Sacramento, CA	Yes
	August 17–19, 2010	Sacramento, CA	Yes
	October 6–7, 2010	Sacramento, CA	Yes
	November 3–4, 2010	Sacramento, CA	Yes
	January 26–28, 2011	Sacramento, CA	Yes
	February 28, 2011	Sacramento, CA	Yes
	March 1, 2011	Sacramento, CA	Yes
	March 21, 2011	Sacramento, CA	Yes
	May 25–26, 2011	Sacramento, CA	Yes
	June 28–29, 2011	Sacramento, CA	Yes
	July 20–21, 2011	Sacramento, CA	Yes
	August 11, 2011	Sacramento, CA	Yes
	September 8–9, 2011	Sacramento, CA	Yes
	October 27, 2011	Sacramento, CA	Yes
	November 3–4, 2011	Sacramento, CA	Yes
	December 8–9, 2011	Sacramento, CA	Yes
	January 18–19, 2012	Sacramento, CA	Yes
	February 16, 2012	Sacramento, CA	Yes
	March 20, 2012	Sacramento, CA	Yes
	April 18, 2012	Sacramento, CA	Yes
	May 16, 2012	Sacramento, CA	Yes
	July 19, 2012	Sacramento, CA	Yes

Table 13h. Attendance: Northern California Private Security DRC			
	September 11, 2012	Sacramento, CA	Yes
	November 8, 2012	Sacramento, CA	Yes
	January 14, 2013	Sacramento, CA	Yes
	February 19, 2013	Sacramento, CA	Yes
	April 16, 2013	Sacramento, CA	Yes
	June 25, 2013	Sacramento, CA	Yes
	September 16, 2013	Sacramento, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	February 11, 2014	Sacramento, CA	Yes
	March 18, 2014	Sacramento, CA	Yes
	May 27, 2014	Sacramento, CA	Yes
Collin Wong, Industry Member			
Date Appointed:	June 21, 2013		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Northern California Private Security Disciplinary Review Committee	June 25, 2013	Sacramento, CA	No
	September 16, 2013	Sacramento, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	February 11, 2014	Sacramento, CA	Yes
	March 18, 2014	Sacramento, CA	Yes
	May 27, 2014	Sacramento, CA	Yes

Table 13i. Attendance: Alarm Company DRC			
Randy Kajioka, Public Member			
Date Appointed:	January 10, 2003		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Alarm Company Operator Disciplinary Review Committee	November 16, 2010	Sacramento, CA	Yes
	March 12, 2012	Sacramento, CA	Yes
	April 25, 2012	Riverside, CA	Yes
	November 2, 2012	Sacramento, CA	Yes
	April 29, 2013	Sacramento, CA	Yes
	August 12, 2013	Riverside, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	December 12, 2013	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	No
Kaci Patterson, Public Member			
Date Appointed:	April 1, 2014		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Alarm Company Operator Disciplinary Review Committee	April 8, 2014 NOTE: Attended to observe pending completion of required	Riverside, CA	Yes

Table 13i. Attendance: Alarm Company DRC			
	paperwork to serve.		
Jonathan Sargent, Industry Member			
Date Appointed:	February 10, 2012		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Alarm Company Operator Disciplinary Review Committee	March 12, 2012	Sacramento, CA	Yes
	April 25, 2012	Riverside, CA	Yes
	November 2, 2012	Sacramento, CA	Yes
	April 29, 2013	Sacramento, CA	Yes
	August 12, 2013	Riverside, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	December 12, 2013	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes
Steve Sopkin, Industry Member			
Date Appointed:	February 28, 2014		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Alarm Company Operator Disciplinary Review Committee	April 8, 2014	Riverside, CA	Yes
Matthew Westphal, Industry Member			
Date Appointed:	February 10, 2012		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Alarm Company Operator Disciplinary Review Committee	March 12, 2012	Sacramento, CA	Yes
	April 25, 2012	Riverside, CA	Yes
	November 2, 2012	Sacramento, CA	Yes
	April 29, 2013	Sacramento, CA	No
	August 12, 2013	Riverside, CA	Yes
	December 9, 2013	Sacramento, CA	Yes
	December 12, 2013	Riverside, CA	Yes
	April 8, 2014	Riverside, CA	Yes

PRIOR DISCIPLINARY REVIEW COMMITTEE MEMBERS

Table 13j. Attendance: Southern California Private Security DRC			
Michael S. Cantrell, Industry Member			
Date Appointed:	December 29, 2008		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended?**
Southern California Private Security Disciplinary Review	August 25, 2010	Riverside, CA	Yes
	September 22–23, 2010	Riverside, CA	Yes
	November 9–10, 2010	Riverside, CA	Yes

Table 13j. Attendance: Southern California Private Security DRC			
Committee	January 12–14 & 26–28, 2011	Riverside, CA	Yes
	March 24–25, 2011	Riverside, CA	Yes
	April 28–29, 2011	Riverside, CA	Yes
	May 24–25, 2011	Riverside, CA	Yes
	June 22–23, 2011	Riverside, CA	Yes
	July 19, 2011	Riverside, CA	Yes
	August 3, 2011	Riverside, CA	Yes
	September 28–29, 2011	Riverside, CA	Yes
	October 10–11 & 26–27, 2011	Riverside, CA	Yes
	December 7–8, 2011	Norwalk, CA	Yes
	January 24–25, 2012	Riverside, CA	Yes
	February 28–29, 2012	Riverside, CA	Yes
	March 13, 2012	Riverside, CA	Yes
	April 24, 2012	Riverside, CA	Yes
	May 8–9, 2012	Riverside, CA	Yes
	June 12–13, 2012	Riverside, CA	Yes
	July 10–11, 2012	Riverside, CA	Yes
	September 6, 2012	Riverside, CA	Yes
	November 15, 2012	Riverside, CA	Yes
	January 8, 2013	Riverside, CA	Yes
	February 12, 2013	Riverside, CA	No
	March 12, 2013	Riverside, CA	Yes
	April 9, 2013	Riverside, CA	Yes
	May 14, 2013	Riverside, CA	Yes
Donald Anderson, Industry Member			
Date Appointed:	April 15, 2008		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended**
Southern California Private Security Disciplinary Review Committee	August 25, 2010	Riverside, CA	Yes
	September 22–23, 2010	Riverside, CA	Yes
	November 9–10, 2010	Riverside, CA	Yes
	January 12–14 & 26–28, 2011	Riverside, CA	Yes
	March 24–25, 2011	Riverside, CA	Yes
	April 28–29, 2011	Riverside, CA	No
	May 24–25, 2011	Riverside, CA	Yes
	June 22–23, 2011	Riverside, CA	Yes
	July 19, 2011	Riverside, CA	Yes
	August 3, 2011	Riverside, CA	Yes
	September 28–29, 2011	Riverside, CA	Yes
	October 10–11 & 26–27, 2011	Riverside, CA	Yes
	December 7–8, 2011	Norwalk, CA	Yes
	January 24–25, 2012	Riverside, CA	Yes
	February 28–29, 2012	Riverside, CA	Yes

Table 13j. Attendance: Southern California Private Security DRC			
	March 13, 2012	Riverside, CA	Yes
	April 24, 2012	Riverside, CA	No
	May 8–9, 2012	Riverside, CA	Yes
	June 12–13, 2012	Riverside, CA	Yes
	July 10–11, 2012	Riverside, CA	Yes
	September 6, 2012	Riverside, CA	Yes
	November 15, 2012	Riverside, CA	Yes
	January 8, 2013	Riverside, CA	Yes
	February 12, 2013	Riverside, CA	No
	March 12, 2013	Riverside, CA	Yes
	April 9, 2013	Riverside, CA	Yes
	May 14, 2013	Riverside, CA	Yes
Simon Semaan, Industry Member			
Date Appointed:	June 30, 2008		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended**
Southern California Private Security Disciplinary Review Committee	August 25, 2010	Riverside, CA	Yes
	September 22–23, 2010	Riverside, CA	Yes
	November 9–10, 2010	Riverside, CA	Yes
	January 12–14 & 26–28, 2011	Riverside, CA	Yes
	March 24–25, 2011	Riverside, CA	Yes
	April 28–29, 2011	Riverside, CA	Yes
	May 24–25, 2011	Riverside, CA	Yes
	June 22–23, 2011	Riverside, CA	Yes
	July 19, 2011	Riverside, CA	Yes
	August 3, 2011	Riverside, CA	Yes
	September 28–29, 2011	Riverside, CA	Yes
	October 10–11 & 26–27, 2011	Riverside, CA	Yes
	December 7–8, 2011	Norwalk, CA	Yes
	January 24–25, 2012	Riverside, CA	Yes
	February 28–29, 2012	Riverside, CA	Yes
	March 13, 2012	Riverside, CA	Yes
	April 24, 2012	Riverside, CA	Yes
	May 8–9, 2012	Riverside, CA	Yes
	June 12–13, 2012	Riverside, CA	Yes
	July 10–11, 2012	Riverside, CA	Yes
	September 6, 2012	Riverside, CA	Yes
	November 15, 2012	Riverside, CA	Yes
	January 8, 2013	Riverside, CA	Yes
	February 12, 2013	Riverside, CA	No
	March 12, 2013	Riverside, CA	Yes
	April 9, 2013	Riverside, CA	Yes
	May 14, 2013	Riverside, CA	Yes

Table 13j. Attendance: Southern California Private Security DRC			
Susan Caskey, Public Member			
Date Appointed:	June 30, 2008		
Meeting Type	**Meeting Date**	**Meeting Location**	**Attended**
Southern California Private Security Disciplinary Review Committee	August 25, 2010	Riverside, CA	No
	September 22–23, 2010	Riverside, CA	No
	November 9–10, 2010	Riverside, CA	No
	January 12–14 & 26–28, 2011	Riverside, CA	No
	March 24–25, 2011	Riverside, CA	No
	April 28–29, 2011	Riverside, CA	Yes
	May 24–25, 2011	Riverside, CA	No
	June 22–23, 2011	Riverside, CA	No
	July 19, 2011	Riverside, CA	No
	August 3, 2011	Riverside, CA	No
	September 28–29, 2011	Riverside, CA	No
	October 10–11 & 26–27, 2011	Riverside, CA	Yes*
	December 7–8, 2011	Norwalk, CA	No
	January 24–25, 2012	Riverside, CA	No
	February 28–29, 2012	Riverside, CA	No
	March 13, 2012	Riverside, CA	No
	April 24, 2012	Riverside, CA	Yes
	May 8–9, 2012	Riverside, CA	No
	June 12–13, 2012	Riverside, CA	No
	July 10–11, 2012	Riverside, CA	No
	September 6, 2012	Riverside, CA	Yes
	November 15, 2012	Riverside, CA	No
	January 8, 2013	Riverside, CA	No
	February 12, 2013	Riverside, CA	Yes
	March 12, 2013	Riverside, CA	No
	April 9, 2013	Riverside, CA	No
	May 14, 2013	Riverside, CA	No

Table 13k. Member Roster: Southern California Private Security DRC					
Member Name (Include Vacancies)	Date First Appointed	Date Reappointed	Date Term Expires	Appointing Authority	Type (Public or Professional)
David Chandler	05/23/2013		05/23/2017	Governor	Professional
Mario Campos	07/10/2013		07/10/2017	Governor	Professional
Gwendolyn Cross	05/23/2013		05/23/2017	Governor	Public

Hugo Rodriguez	10/21/2013		10/21/2017	Governor	Professional
Nancy Teel	10/21/2013		10/21/2017	Governor	Public
Michael S. Cantrell	12/29/2008		05/31/2013 (Resigned)	Governor	Professional
Donald Anderson	04/15/2008		02/28/2013 (Resigned)	Governor	Professional
Simon Semaan	06/30/2008		05/31/2013 (Resigned)	Governor	Professional
Susan Caskey	06/30/2008		05/31/2013 (Resigned)	Governor	Public

Table 13l. Member Roster: Northern California Private Security DRC					
Member Name (Include Vacancies)	Date First Appointed	Date Reappointed	Date Term Expires	Appointing Authority	Type (Public or Professional)
Scott McDonald	12/26/2008	06/25/2013	06/25/2017	Governor	Professional
Clifford Blakely	05/23/2013		05/23/2017	Governor	Public
Robert Hessee	12/23/2008	05/23/2013	05/23/2017	Governor	Professional
Rachel Michelin	01/06/2009	05/23/2013	05/23/2017	Governor	Public
Collin Wong	06/21/2013		06/21/2017	Governor	Professional

13m. Member Roster: Alarm Company DRC					
Member Name (Include Vacancies)	Date First Appointed	Date Reappointed	Date Term Expires	Appointing Authority	Type (Public or Professional)
Randy Kajioka	01/10/2003		At the Pleasure of the Governor	Governor	Public
Kaci Patterson	04/01/2014		At the Pleasure of the Governor	Governor	Public
Jonathon Sargent	02/10/2012		At the Pleasure of the Governor	Governor	Professional
Steve Sopkin	02/28/2014		At the Pleasure of the Governor	Governor	Professional
Matthew Westphal	02/10/2012		At the Pleasure of the Governor	Governor	Professional
Note: Bold denotes current committee members.					

Attachment A

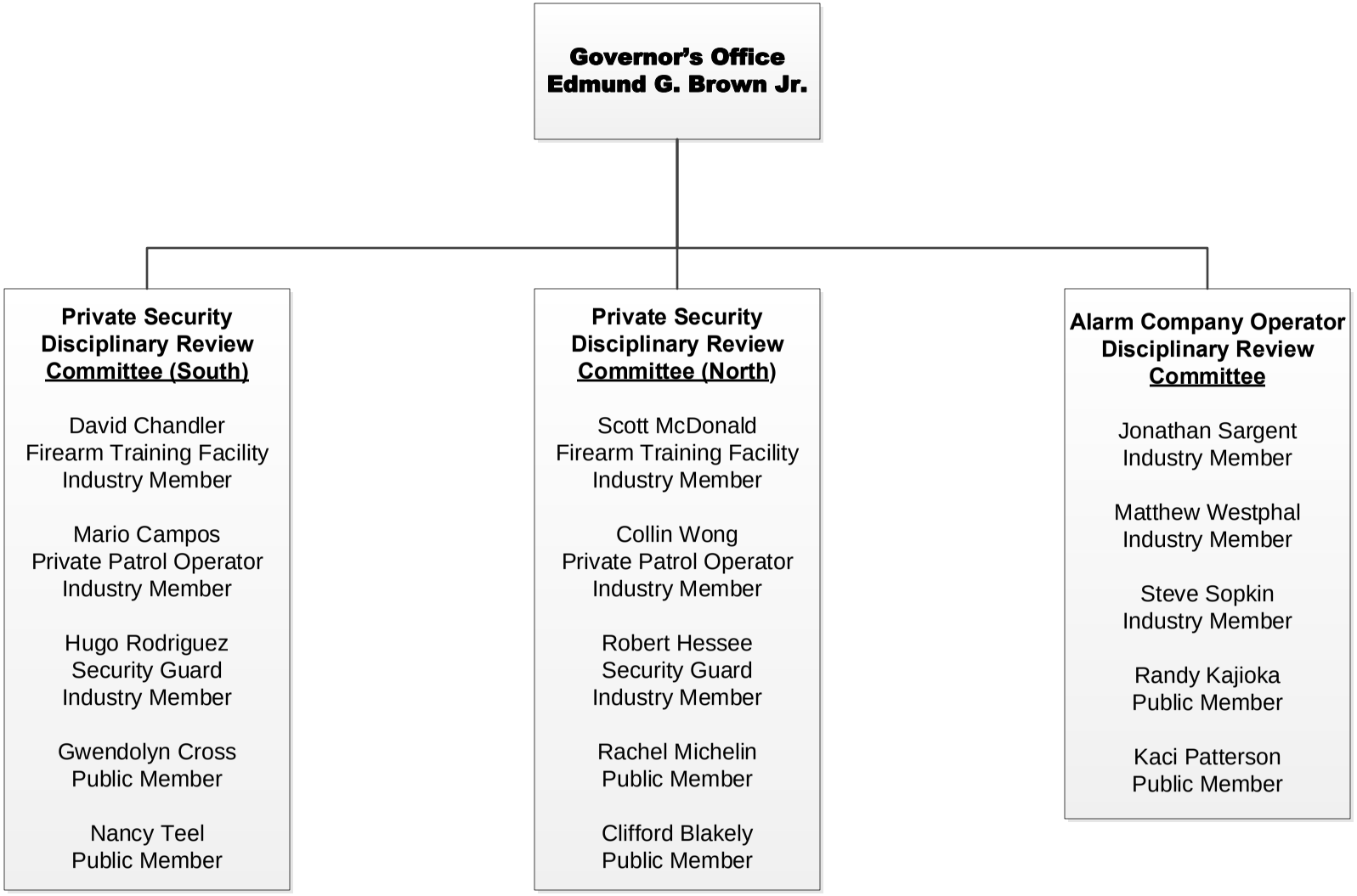
Bureau of Security and Investigative Services Committees' Organizational Chart

BSIS Advisory Committee
Members Appointed by the Director
of the Department of Consumer Affairs

Industry Members	
Simon M Cruz -	Training Facilities
Marcelle Lynn Egley	Repossessor Industry
Sandra Lee Hardin	Locksmith
Matthew J. Lujan	Private Patrol Operator Industry
Aaron “Riley” Parker	Private Investigator Industry
Thomas Martin Uretsky	Proprietary Private Security Industry
Tim Bradley Wesphal	Alarm Industry

Public Members	
Kara Elaine Bush	California Restaurant Association
James B. Gordon Jr.	Consumer Federation of California
Commander Gregg P. Ferrero	California State Threat Assessment Center (CHP)
Captain Mark Thomas Franke	California Sheriff’s Association
Lynn Steven Mohrfeld	California Hotel & Lodging Association
Nancy Lee Murrish	Congress of California Seniors

Bureau of Security and Investigative Services
Disciplinary Review Committees



The Disciplinary Review Committees are autonomous from the Bureau of Security and Investigative Services (Bureau) and the Director's Office of the Department of Consumer Affairs. However, the Committees are paid through Bureau funds.

Attachment B

Bureau of Security and Investigative Services Occupational Analyses

Bureau of Security and Investigative Services' Occupational Analyses are available on the compact discs provided in some copies of this report.

Additional copies are available upon request.

Attachment C

Bureau of Security and Investigative Services Year-End Organization Charts

DEPARTMENT OF CONSUMER AFFAIRS
Bureau of Security and Investigative Services

July 1, 2010

Current
55.5 PY
8 Temp -907

Director, DCA
Brian Stiger

Bureau Chief
Jeffrey Mason
Exempt
625-100-8896-001

Deputy Chief
Connie Trujillo
625-100-4801-001

DISCIPLINARY REVIEW UNIT

Kristi Akins
SSA
625-100-5157-007

Patricia Ojeda
SSA
625-100-5157-002

Cristina Rodriguez
Student Asst.
625-100-4870-907

George Paddeck
Staff Services Manager I
625-100-4800-003

ENFORCEMENT

Charles Johnson
MST
625-100-5278-002

William Shane
SSA
625-100-5157-009

William Ziegler
AGPA
625-130-5393-800

Mike Wright
SSA
*625-100-5157-012

Matt Bowden
AGPA
625-100-5393-003

Laura Jestes
AGPA
625-100-5393-004

Vacant (M, Duett)
AGPA
625-100-5393-005

Joan Green
AGPA
625-100-5393-010

Carol Hyde
AGPA
625-100-5393-011

UNLICENSED ACTIVITY UNIT

Mitch Kojima
AGPA
625-200-5393-002

Rolando Taeza
AGPA
625-100-5393-006

Terri Williams
AGPA
625-100-5393-800

Diana Cuccia
Staff Services Manager I
625-100-4800-005

APPLICANT REVIEW UNIT

Cecilia Flores
PT III**
625-100-9929-001

Amador Casarez
PT II**
625-100-9928-002

Rosa Hernandez
PT II
625-100-9928-005

Dominique Williams
PT II
625-100-9928-006

Amelia Tapia
PT II**
625-100-9928-007

Gus Krumm
PT II
625-100-9928-013

Vacant*
PT II (2 yr LT)
625-100-9927-XXX

Helen Figures
OT (G)
625-100-1138-002

Kenisha Ingram
OT (G)-1/2 Time
625-100-1138-004

Adam McCalister
Student Asst.
625-100-4870-907

Mabel Klemin
OA (T)-RA
625-100-1379-907

Phyllis Scott
AGPA
625-200-5393-001

Erin Blevins
AGPA
625-130-5393-002

Darlene Edadiz
SSA
625-100-5157-001

Josie Luna
SSA
625-130-5157-001

Jill Palumbo
SSA
625-200-5157-001

Clarisa Serrato-Chavez
Staff Services Manager I
625-100-4800-XXX

ADMINISTRATION & POLICY UNIT

Noreene DeKoning
AGPA
625-100-5393-002

Mary Helot
AGPA
625-100-5393-007

Vacant (C. Serrato-Chavez)
AGPA
625-100-5393-013

Inez Cortez
AGPA
625-100-5393-801

Monique Murray
AGPA
625-100-5393-802

Jennifer Rosillo
SSA
625-100-5157-003

Vicky Heibeck
Staff Services Manager I
625-100-4800-004

EMPLOYEE LICENSING

Vacant (D. Williams)
PT II
625-200-9928-002

Nikki Judge
PT II
625-100-9928-003

Vacant (C. Fortado-Garmany)
PT II
625-100-9928-004

Lesley Wyrick
PT II
625-130-9928-005

Vacant (D. Williams)
PT II
625-100-9928-012

Denise Muniz
OT(T)
625-100-1139-014

Marci Sturtevant
OT (T)
625-100-1139-010

Philip Ore
OT (T)
625-100-1139-009

Peggy Bassett
OT (G)
625-100-1138-006

Patrick Skiffington
OT (G)
625-100-1138-007

Debbie Leffall
PT
625-100-9927-001

Vanessa Holmes
PT
625-130-9927-001

Brenda Nixon
OT (G)-RA
625-100-5393-907

Victoria Hale
OT(G)-RA
625-100-5393-907

June Leicht
AGPA
625-100-5393-012

Sharmaine McClain
SSA
625-100-5157-013

Andrea Dailly
SSA
625-100-5157-006

Raena Singh
Student Asst.
625-100-4870-907

Eric Severini
Student Asst.
625-100-4870-907

CASHIERING
Carol Brown***
OT (T)
625-100-1139-012

Geann Irwin***
Seasonal
625-100-1120-907

DCA Director or Designee

Bureau Chief

Personnel Analyst

* Program Technician (PT) II position effective January 1, 2011 ** Denotes Bilingual Pay
***Positions physically located within DCA's Cashiering Unit and report to supervisors and/or managers within the Cashiering unit.

DEPARTMENT OF CONSUMER AFFAIRS
Bureau of Security and Investigative Services

July 1, 2011

Current
55.5 PY
7 Temp -907

Director, DCA
Brian Stiger

Bureau Chief
Jeffrey Mason
Exempt
625-100-8896-001

Deputy Chief
Connie Trujillo
625-100-4801-001

Erin Blevins
AGPA
625-130-5393-002

Sharmaine McClain
AGPA
625-100-5393-803

Andrea Dailly
SSA
625-100-5157-006

Cecilia Flores
PT III**
625-100-9929-001

George Paddeck
Staff Services Manager I
625-100-4800-003

ENFORCEMENT

William Shane
SSA
625-100-5157-009

Charles Johnson
MST
625-100-5278-002

Laura Jestes
AGPA
625-100-5393-004

Vacant (M. Helot)
AGPA*
625-100-5393-005

Mary Helot
AGPA
625-100-5393-007

Joan Green
AGPA
625-100-5393-010

Carol Hyde
AGPA
625-100-5393-011

Iran Borgman
AGPA – 3/5 Time
625-100-5393-907

William Ziegler
AGPA
625-130-5393-800

UNLICENSED ACTIVITY UNIT

Rolando Taeza
AGPA
625-100-5393-006

Terri Williams
AGPA
625-100-5393-800

Mitch Kojima
AGPA
625-200-5393-002

Vicky Heibeck
Staff Services Manager I
625-100-4800-004

DISCIPLINARY REVIEW DIVISION

Helen Figures
OT (G)
625-100-1138-002

Amador Casarez
PT II**
625-100-9928-002

Vacant (N. Prudhomme-Judge)
PT II
625-100-9928-003

Rosa Hernandez
PT II
625-100-9928-005

Cheryl Row
PT II
625-100-9928-014

Amelia Tapia
PT II**
625-100-9928-007

Mabel Klemin
OA (T)-RA
625-100-1379-907

Phyllis Scott
AGPA
625-200-5393-001

Darlene Edadiz
SSA
625-100-5157-001

Patricia Ojeda
SSA
625-100-5157-002

Kristi Sutton
SSA
625-100-5157-007

Nikki Prudhomme-Judge
SSA
625-100-5157-012

Josie Luna
SSA
625-130-5157-001

Jill Palumbo
SSA
625-200-5157-001

Clarisa Serrato-Chavez
Staff Services Manager I
625-100-4800-006

ADMINISTRATION & POLICY

Matt Bowden
AGPA
625-100-5393-003

Noreene DeKoning
AGPA
625-100-5393-013

Inez Cortez
AGPA
625-100-5393-801

Monique Murray
AGPA
625-100-5393-802

Jennifer Rosillo
SSA
625-100-5157-003

Marci Sturtevant
SSA
625-100-5157-015

CASHIERING
Carol Brown***
OT (T)
625-100-1139-012

Diana Cuccia
Staff Services Manager I
625-100-4800-005

LICENSING

Alexzandria Piva
Office Services Supervisor II
625-100-1150-001

Debbie Leffall
PT
625-100-9927-001

Vanessa Holmes
PT
625-130-9927-001

Gale Bush
PT
625-100-9927-002

Vacant (R. Hernandez)
PT II*
625-200-9928-002

Lesley Wyrick
PT II
625-130-9928-005

Angela Harmon
PT II
625-100-9928-006

Gus Krumm
PT II
625-100-9928-013

Vacant
PT II (2 yr LT)
625-100-9928-600

Denise Muniz
OT(T)
625-100-1139-014

Philip Ore
OT (T)
625-100-1139-009

Vacant (P. Bassett)
OT (G)
625-100-1138-006

Patrick Skiffington
OT (G)
625-100-1138-007

Danny Hicks
OT (G)
625-100-1138-008

Vacant (K. Ingram)
OT (G)-1/2 Time
625-100-1138-004

Brenda Nixon
OT (G)-RA
625-100-1138-907

Raena Singh
Student Asst.
625-100-4870-907

Eric Severini
Student Asst.
625-100-4870-907

Cristina Rodriguez
Student Asst.
625-100-4870-907

Danielle Luiz
Student Asst.
625-100-4870-907

DCA Director or Designee

Bureau Chief

Personnel Analyst

*Denotes Salary Saving Positions. ** Denotes Bilingual Pay

***Positions physically located within DCA's Cashiering Unit and report to supervisors and/or managers within the Cashiering unit.

DEPARTMENT OF CONSUMER AFFAIRS
Bureau of Security and Investigative Services

July 1, 2012

CURRENT
50.9 PY
9.7 Temp Help (907)

Director, DCA
Denise Brown

Bureau Chief
Jeffrey Mason
Exempt
625-100-8896-001

Deputy Chief
Vacant
625-100-4801-001

ENFORCEMENT

George Paddeck
Staff Services Manager I
625-100-4800-003

Laura Jestes
AGPA
625-100-5393-004

Vacant (M. Helot)
AGPA
625-100-5393-007

Joan Green
AGPA
625-100-5393-010

Iran Borgman (0.6)
AGPA
625-100-5393-907

William Ziegler
AGPA
625-130-5393-800

Carol Hyde
AGPA
625-200-5393-002

William Shane
SSA
625-100-5157-009

UNLICENSED ACTIVITY UNIT

Rolando Taeza
AGPA
625-100-5393-006

Mitch Kojima
AGPA
625-100-5393-011

Terri Williams
AGPA
625-100-5393-800

Amador Casarez
MST**
625-100-5278-002

CASHIERING
Carol Chapman***
OT (T)
625-100-1139-012

DISCIPLINARY REVIEW DIVISION

Vicky Heibeck
Staff Services Manager I
625-100-4800-004

Helen Figures
OT (G)
625-100-1138-006

Vacant (P. Gonzalez)
PT II
625-100-9928-002

Angela Harmon
PT II
625-100-9928-003

Rosa Hernandez
PT II
625-100-9928-005

Amelia Tapia
PT II**
625-100-9928-007

Cheryl Row
PT II
625-100-9928-014

Mabel Klemin
OA (T)-RA
625-100-1379-907

Phyllis Scott
AGPA
625-200-5393-001

Darlene Edadiz
SSA
625-100-5157-907

Patricia Ojeda
SSA
625-100-5157-002

Kristi Sutton
SSA
625-100-5157-007

Nikki Prudhomme-Judge
SSA
625-100-5157-907

Josie Luna
SSA
625-130-5157-002

Jill Palumbo
SSA
625-200-5157-001

Tyler Patton
Student Asst.
625-100-4870-907

ADMINISTRATION & POLICY

Clarisa Serrato-Chavez
Staff Services Manager I
625-100-4800-006

Matt Bowden
AGPA
625-100-5393-003

Noreene DeKoning
AGPA
625-100-5393-013

Jennifer Rosillo (1.00)
AGPA
625-100-5393-014 (0.90)
-907 (0.10)

Inez Cortez
AGPA
625-100-5393-801

Monique Murray
AGPA
625-100-5393-802

Sharmaine McClain
AGPA
625-100-5393-803

Marci Sturtevant
SSA
625-100-5157-015

LICENSING

Diana Cuccia
Staff Services Manager I
625-100-4800-005

Alexzandria Piva
Office Services Supervisor II (G)
625-100-1150-001

Lesley Wyrick
PT II
625-130-9928-005

Steven Mao
PT II
625-100-9928-013

Tomorrow Sims
PT II
625-100-9928-015

Vacant (T. Sims)
PT II (2 yr LT)
625-100-9928-600

Debbie Leffall
PT
625-100-9927-001

Gale Bush
PT
625-100-9927-002

Vanessa Holmes
PT
625-130-9927-001

David Lawson
Student Asst.
625-100-4870-907

Philip Ore
OT (T)
625-100-1139-009

Denise Muniz
OT(T)
625-100-1139-014

Rita Brott
OT (G)
625-100-1138-002

Maricela Leyva (0.50)
OT (G)
625-100-1138-907 (0.50)

Patrick Skiffington
OT (G)
625-100-1138-007

Danielle Luiz
Student Asst.
625-100-4870-907

Tremaine Palmer
Student Asst.
625-100-4870-907

Dawnee Guess
Student Asst.
625-100-4870-907

Erin Blevins
AGPA
625-130-5393-002

Andrea Dailly
SSA
625-100-5157-006

Danny Hicks
SSA
625-100-5157-016

Brenda Nixon
SSA-RA
625-100-5157-907

Cecilia Flores
PT III**
625-100-9929-001

DCA Director or Designee _____ Date

Bureau Chief _____ Date

Personnel Analyst _____ Date

** Denotes Bilingual Pay
***Positions physically located within DCA's Cashiering Unit and report to supervisors and/or managers within the Cashiering unit.
NOTE: All positions are CORI designated.

Department of Consumer Affairs
Bureau of Security and Investigative Services

July 1, 2013

Director, DCA
Denise Brown

Laura Alarcon
Bureau Chief (Exempt)
625-100-8896-001

Deputy Chief
Staff Services Manager II (Sup)
Clarisa Serrato-Chavez
625-100-4801-002

CURRENT

Authorized Positions: 49.90
BL 12-03 (999): 2.60
Temp Help (907): 2.60

DISCIPLINARY REVIEW DIVISION
Vicky Heibeck
Staff Services Manager I
625-100-4800-004

Helen Figures
OT (G)
625-100-1138-006

Angela Harmon
PT II
625-100-9928-003

Rosa Hernandez
PT II
625-100-9928-005

Amelia Tapia
PT II**
625-100-9928-007

Cheryl Row
PT II
625-100-9928-014

Mabel Klemin
OA (T)
(Retired Annuitant)
625-100-1379-907

Phyllis Scott
AGPA
625-200-5393-001

Kristi Sutton
SSA (G)
625-100-5157-007

Darlene Edadiz
SSA (G)
625-100-5157-999

Nikki Prudhomme-Judge
SSA (G)
625-100-5157-999

Josie Luna
SSA (G)
625-130-5157-002

Jill Palumbo
SSA (G)
625-200-5157-001

ENFORCEMENT
George Paddeck
Staff Services Manager I
625-100-4800-003

UNLICENSED ACTIVITY UNIT

Rolando Taeza
AGPA
625-100-5393-006

Mitch Kojima
AGPA
625-100-5393-011

Terri Williams
AGPA
625-100-5393-800

Amador Casarez
MST**
625-100-5278-002

CASHIERING
Carol Chapman***
OT (T)
625-100-1139-012

VACANT
AGPA
625-100-5393-004

Breann Cantu
AGPA
625-100-5393-007

VACANT
AGPA
625-100-5393-010

Iran Borgman (0.60)
AGPA
625-100-5393-907 (0.60) ++

William Ziegler
AGPA
625-130-5393-800

Carol Hyde
AGPA
625-200-5393-002

Patricia Ojeda
SSA (G)
625-100-5157-002

William Shane
SSA (G)
625-100-5157-009

ADMINISTRATION & POLICY
VACANT
Staff Services Manager I
625-100-4800-006

Matt Bowden
AGPA
625-100-5393-003

Noreene DeKoning
AGPA
625-100-5393-013

Jennifer Rosillo
AGPA
625-100-5393-014 (0.90)*
-999 (0.10)

Inez Cortez
AGPA
625-100-5393-801

Monique Murray
AGPA
625-100-5393-802

Sharmaine McClain
AGPA
625-100-5393-803

Marci Sturtevant
SSA (G)
625-100-5157-015

LICENSING
Diana Cuccia
Staff Services Manager I
625-100-4800-005 +

Alexzandria Piva
Office Services Supervisor II (G)
625-100-1150-001

Tiffany Alexander
PT II
625-100-9928-002

Steven Mao
PT II
625-100-9928-013

Tomorrow Sims
PT II
625-100-9928-015

Lesley Wyrick
PT II
625-130-9928-005

VACANT
PT
625-100-9927-001

Gale Bush
PT
625-100-9927-002

Vanessa Holmes
PT
625-130-9927-001

Philip Ore
OT (T)
625-100-1139-009

Denise Muniz
OT(T)
625-100-1139-014

Rita Brott
OT (G)
625-100-1138-002

VACANT
OT (G)
625-100-1138-007

VACANT
OT (G)
625-100-1138-999 (0.50)

Erin Blevins
AGPA
625-130-5393-002

Andrea Daily
SSA (G)
625-100-5157-006

Danny Hicks
SSA (G)
625-100-5157-016

Brenda Nixon
SSA (G
(Retired Annuitant)
625-100-5157-907

Cecilia Flores
PT III**
625-100-9929-001

DCA Director or Designee Date

Bureau Chief Date

Personnel Analyst Date

+ = Position 625-100-4800-005 (Diana Cuccia) is flagged as a misallocation and will be corrected when current incumbent vacates the position.
++ = Blanket position 625-110-5393-907 (Iran Borgman) will be eliminated and not refilled, upon incumbent vacating the position.
* = Reduced TB of positions effective 7/1/2012, due to 2.6 PY salary savings required by BL 12-03 (all positions filled at 1.0)
** = Bilingual Pay
*** = Positions physically located within DCA's Cashiering Unit and report to supervisors and/or managers within the Cashiering unit.
NOTE: All positions are CORI designated.

Department of Consumer Affairs
Bureau of Security and Investigative Services

July 1, 2014

CURRENT

Authorized Positions: 49.90
BL 12-03 (999): 2.60 *
Temp Help (907): 1.00

Director, DCA
Denise Brown

Laura Alarcon
Bureau Chief (Exempt)
625-100-8896-001

Deputy Chief
Staff Services Manager II (Sup)
Clarisa Serrato-Chavez
625-100-4801-002

DISCIPLINARY REVIEW UNIT
Matt Bowden
Staff Services Manager I
625-100-4800-006

Helen Figures
OT (G)
625-100-1138-006

Angela Harmon
PT II
625-100-9928-003

Rosa Hernandez
PT II
625-100-9928-005

Amelia Tapia
PT II**
625-100-9928-007

Cheryl Row
PT II
625-100-9928-014

Phyllis Scott
AGPA
625-200-5393-001

Andrea Dailly
SSA (G)
625-100-5157-006

Kristi Sutton
SSA (G)
625-100-5157-007

Nikki Judge
SSA (G)
625-100-5157-999

Jill Palumbo
SSA (G)
625-200-5157-001

CASE MANAGEMENT

Inez Cortez
AGPA
625-100-5393-801

Monique Murray
AGPA
625-100-5393-802

Josie Luna
AGPA
625-130-5393-003

CASHIERING
Carol Chapman***
OT (T)
625-100-1139-012

ENFORCEMENT
George Paddeck
Staff Services Manager I
625-100-4800-003

UNLICENSED ACTIVITY UNIT

Rolando Taeza
AGPA
625-100-5393-006

Mitch Kojima
AGPA
625-100-5393-011

Terri Williams
AGPA
625-100-5393-800

Patricia Ojeda
AGPA
625-100-5393-004

Laura Jestes
AGPA
625-100-5393-007

Casey Meredith
AGPA
625-100-5393-010

William Ziegler
AGPA
625-130-5393-800

Carol Hyde
AGPA
625-200-5393-002

William Shane
SSA (G)
625-100-5157-009

Amador Casarez
MST**
625-100-5278-002

ADMINISTRATION & POLICY
Andrea Leiva
Staff Services Manager I
625-100-4800-004

AGPA
VACANT
625-100-5393-003

AGPA
VACANT
625-100-5393-xxx

Jennifer Muñoz (1.00)
AGPA
625-100-5393-014 (0.90)
-999 (0.10)

Iran Borgman
AGPA
625-100-5393-015

Marci Sturtevant
SSA (G)
625-100-5157-015

LICENSING
Diana Cuccia
Staff Services Manager I
625-100-4800-005 +

Adrienne Avitia
Supervising Program Technician II
625-100-9925-001

Tiffany Alexander
PT II
625-100-9928-002

Steven Mao
PT II
625-100-9928-013

Jason Tacket
PT II
625-100-9928-015

Ivonne Basquez
PT II
625-130-9928-005

Donna Marshall
PT II
625-100-9928-016

Gale Bush
PT
625-100-9927-002

Vanessa Holmes
PT
625-130-9927-001

Philip Ore
OT (T)
625-100-1139-009

Denise Muniz
OT(T)
625-100-1139-014

Raven Trammel
OT (T)
625-100-1139-015

Rita Brott
OT (G)
625-100-1138-002

Marcella Zambrano
PT
625-100-9927-999 (0.50)

Noreene DeKoning
AGPA
625-100-5393-013

Sharmaine McClain
AGPA
625-100-5393-803

Erin Blevins
AGPA
625-130-5393-002

Alexzandria Piva
SSA (G)
625-100-5157-999

Brenda Nixon
SSA (G
(Retired Annuitant)
625-100-5157-907

Cecilia Flores
PT III**
625-100-9929-001

DCA Director or Designee Date

Bureau Chief Date

Personnel Analyst Date

+ = Position 625-100-4800-005 (Diana Cuccia) is flagged as a potential misallocation and will be addressed when current incumbent vacates the position.
* = Reduced Time Base of positions effective 7/1/2012, due to Budget Letter 12-03.
** = Bilingual Pay
*** = Positions physically located within DCA's Cashiering Unit and report to supervisors and/or managers within the Cashiering unit.
NOTE: All positions are CORI designated.

Attachment D

Bureau of Security and Investigative Services Performance Measures

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Annual Report *(2010 – 2011 Fiscal Year)*

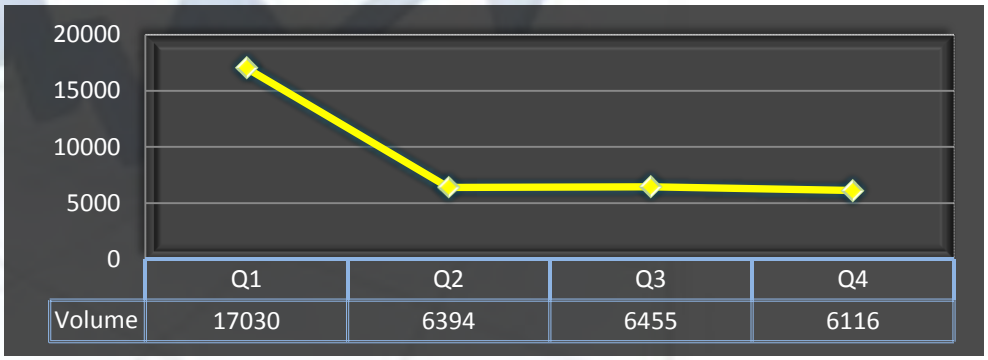
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.

Volume

Number of complaints and convictions received.

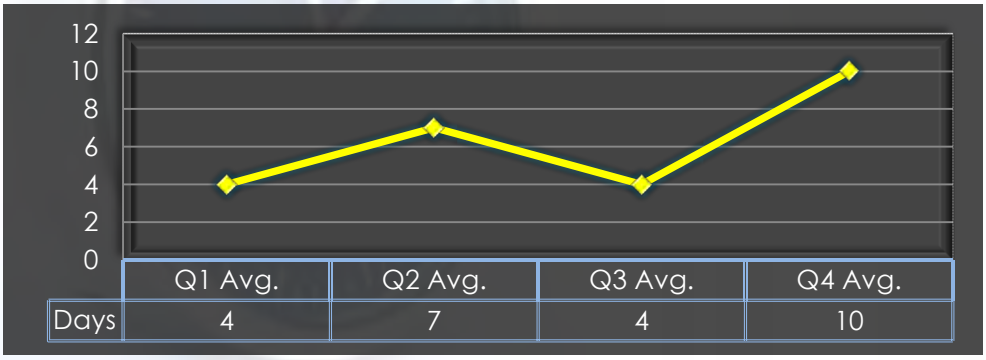
The Board had an annual total of 35,995 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

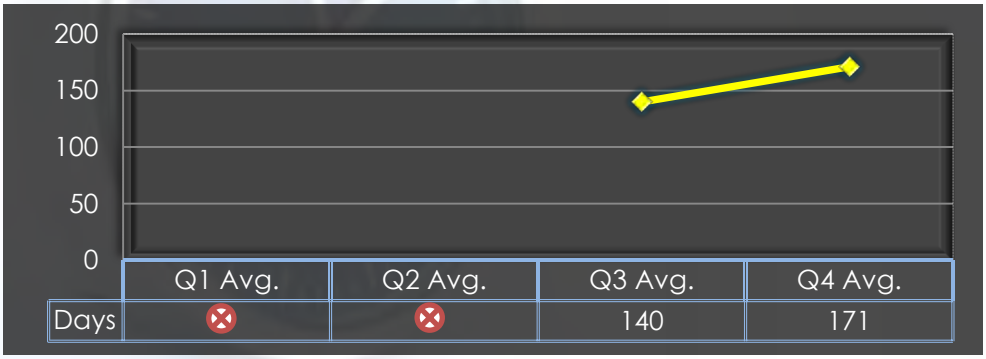
The Board has set a target of 10 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

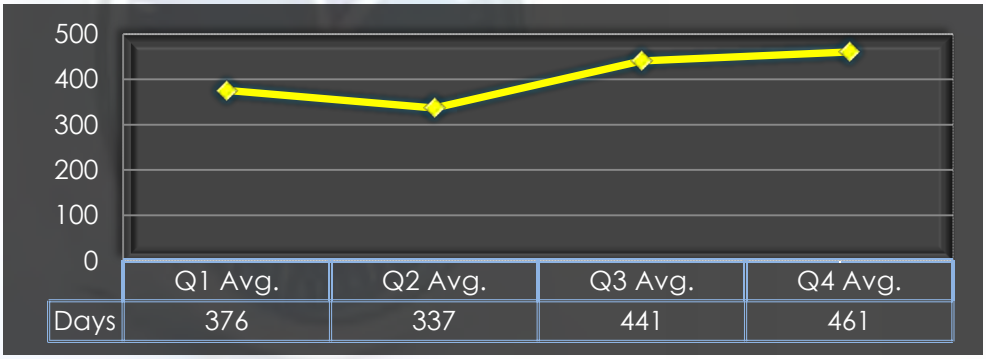
The Board has set a target of 200 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

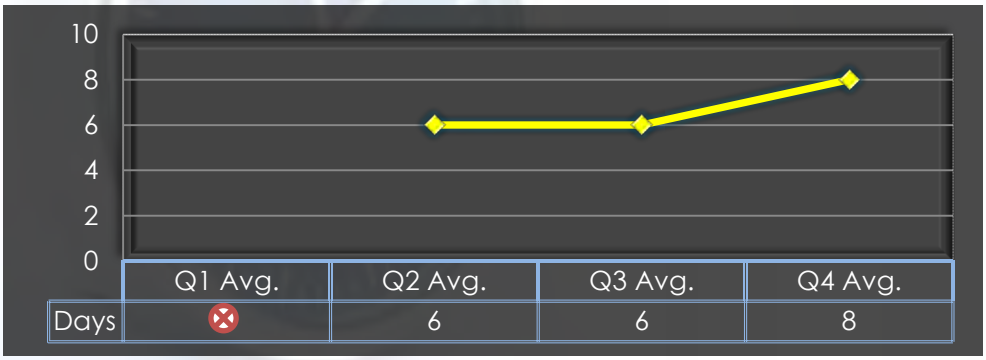
The Board has set a target of 360 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board has set a target of 10 days for this measure.



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board has set a target of 10 days for this measure.

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q1 Report *(July - Sept 2010)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

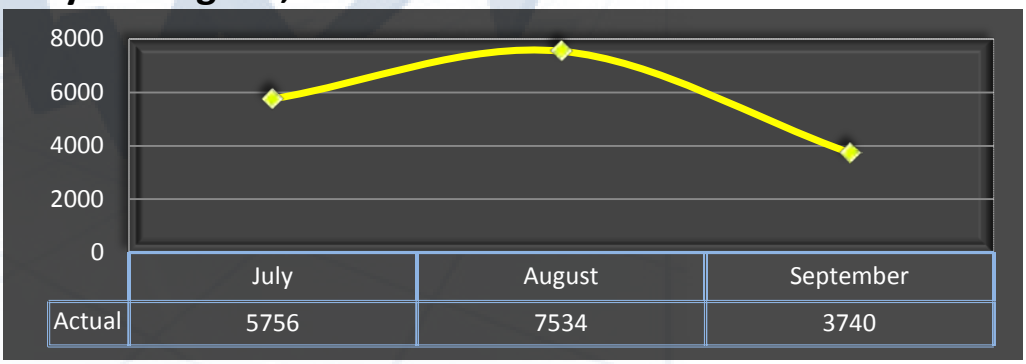
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.*

Q1 Total: 17,030 ***(Complaints: 504 Convictions: 16,526)***

Q1 Monthly Average: 5,677



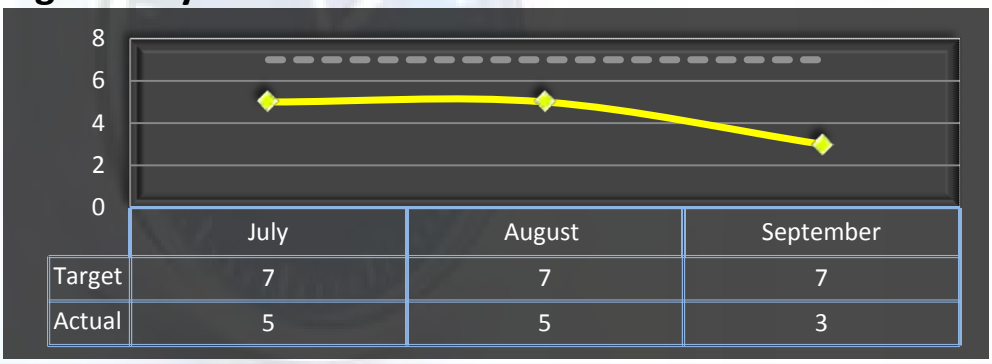
	July	August	September
Actual	5756	7534	3740

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q1 Average: 4 Days



	July	August	September
Target	7	7	7
Actual	5	5	3

***"Complaints" in these measures include complaints, convictions, and arrest reports.**

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q1 Average: N/A

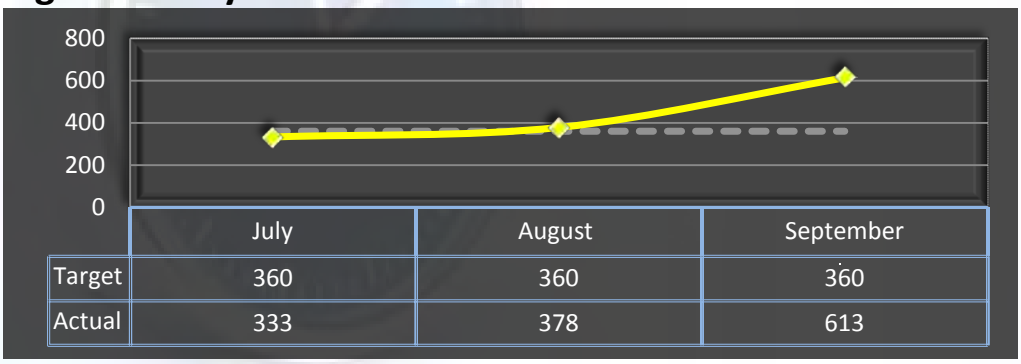
Due to data errors, the Bureau is unable to report Intake & Investigation this quarter.

Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

Target: 360 Days

Q1 Average: 376 Days



	July	August	September
Target	360	360	360
Actual	333	378	613

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q1 Average: N/A

The Bureau did not report any probation monitoring data this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 14 Days

Q1 Average: N/A

The Bureau did not report any probation violation data this quarter.

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q2 Report *(October - December 2010)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

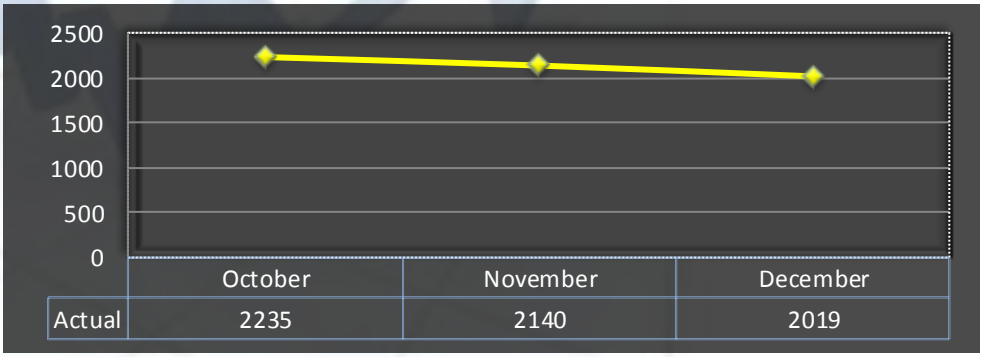
Volume

Number of complaints and convictions received.

Q2 Total: 6,394

Complaints: 536 Convictions: 5,858

Q2 Monthly Average: 2,131



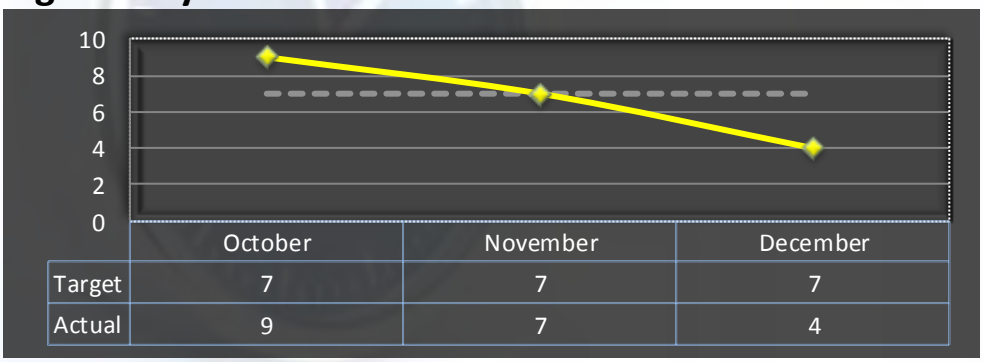
	October	November	December
Actual	2235	2140	2019

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q2 Average: 7 Days



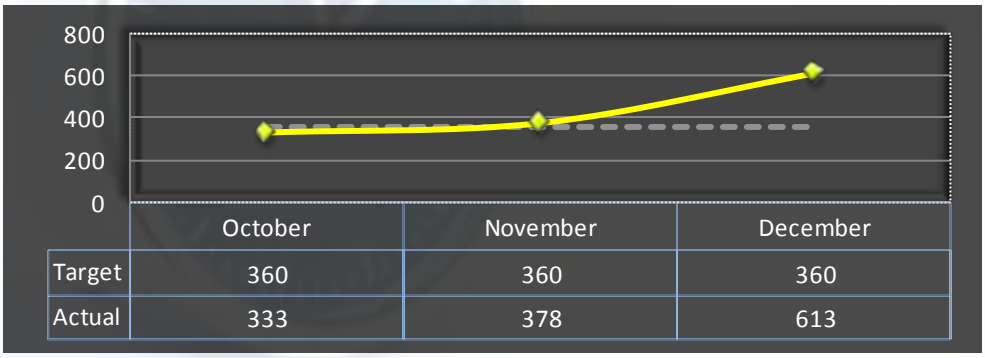
	October	November	December
Target	7	7	7
Actual	9	7	4

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q2 Average: 376 Days



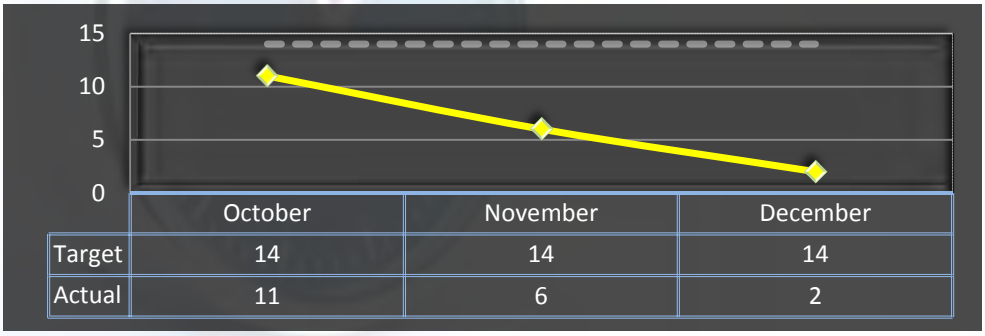
	October	November	December
Target	360	360	360
Actual	333	378	613

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q2 Average: 6 Days



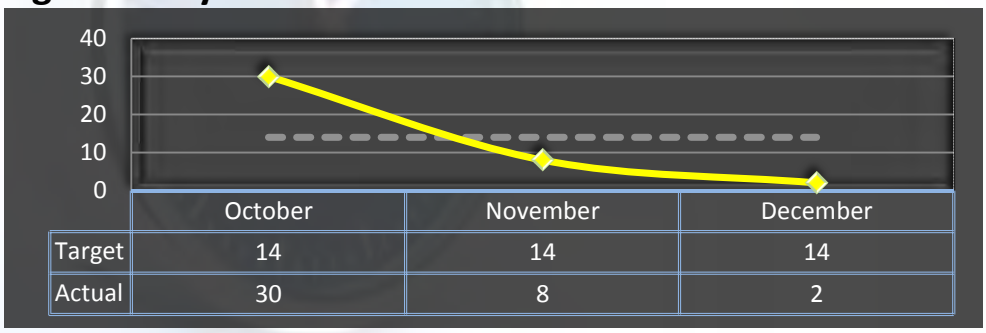
	October	November	December
Target	14	14	14
Actual	11	6	2

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q2 Average: 13 Days



	October	November	December
Target	14	14	14
Actual	30	8	2

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q3 Report *(January - March 2011)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

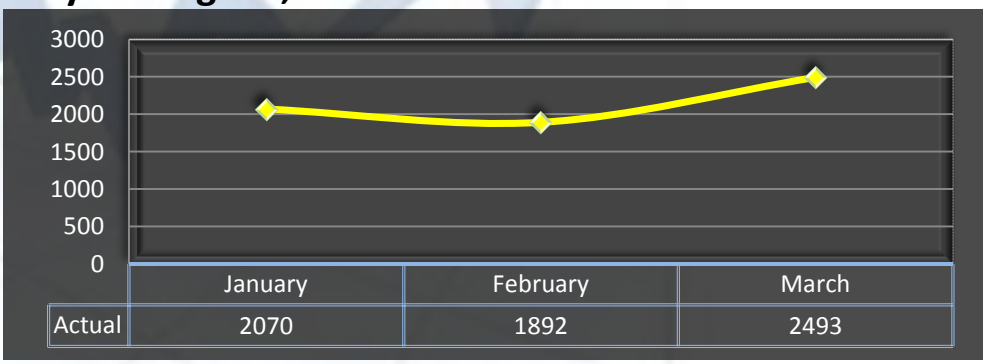
Volume

Number of complaints and convictions received.

Q3 Total: 6,455

Complaints: 536 Convictions: 5,919

Q3 Monthly Average: 2,152



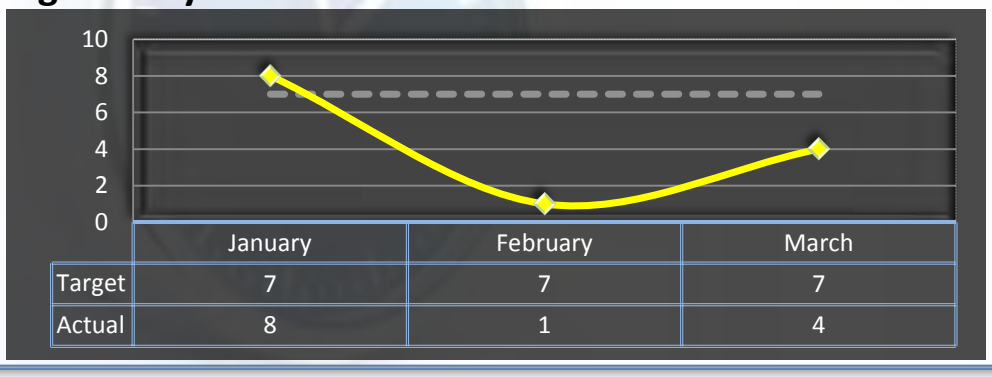
	January	February	March
Actual	2070	1892	2493

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q3 Average: 4 Days



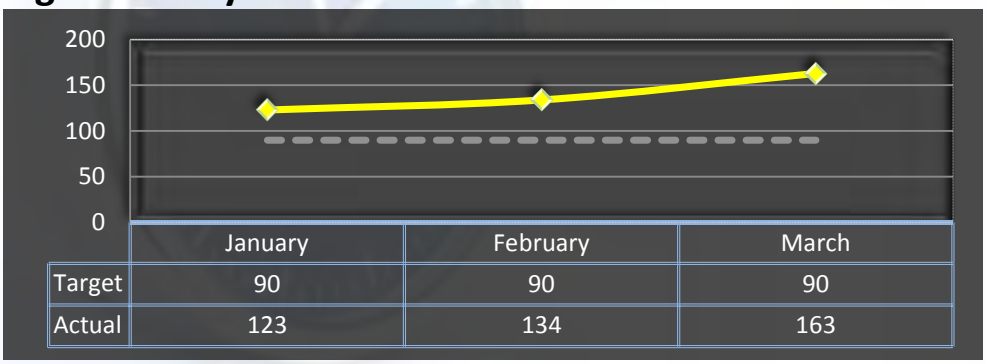
	January	February	March
Target	7	7	7
Actual	8	1	4

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q3 Average: 140 Days



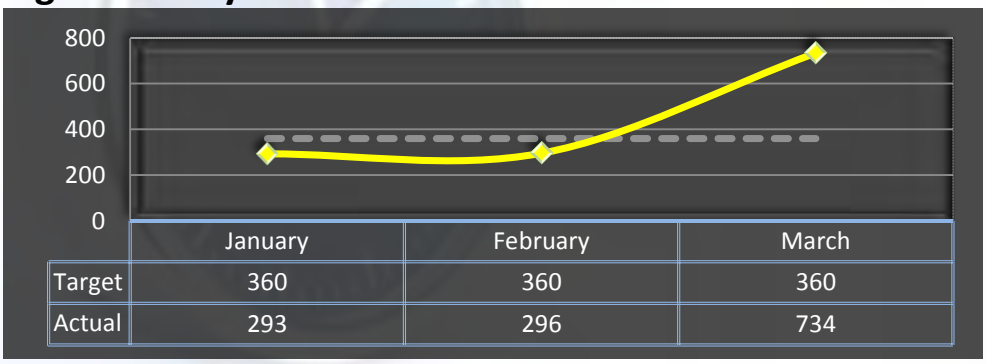
	January	February	March
Target	90	90	90
Actual	123	134	163

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q3 Average: 441 Days



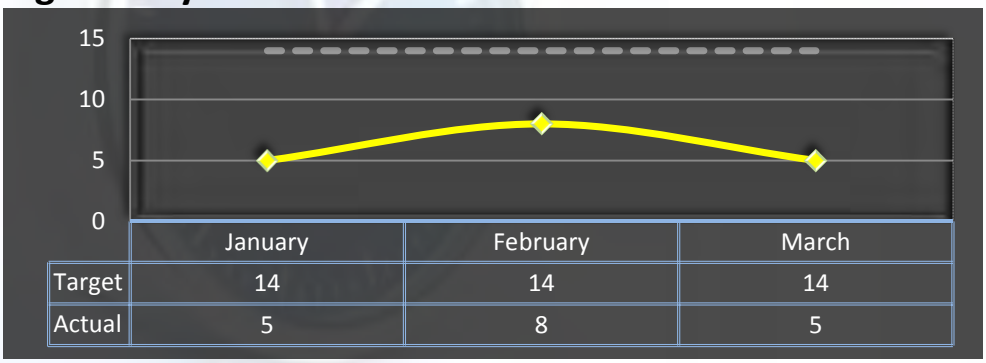
	January	February	March
Target	360	360	360
Actual	293	296	734

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q3 Average: 6 Days



	January	February	March
Target	14	14	14
Actual	5	8	5

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q3 Average: N/A

The Bureau did not handle any probation violations this quarter.

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q4 Report *(April - June 2011)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

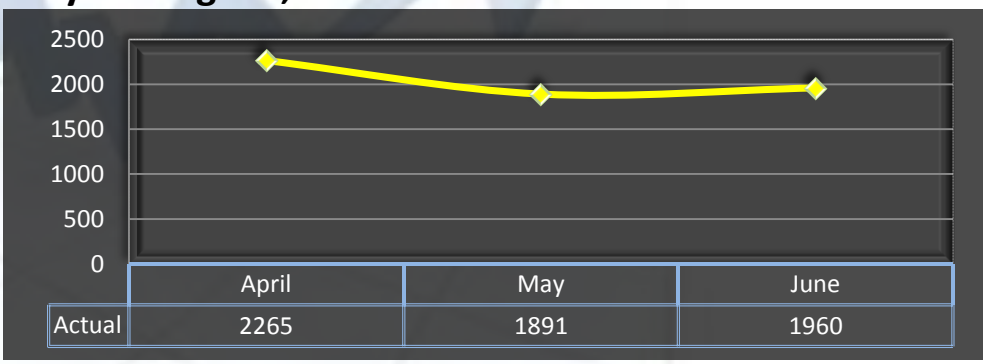
Volume

Number of complaints and convictions received.

Q4 Total: 6,116

Complaints: 459 Convictions: 5,657

Q4 Monthly Average: 2,039



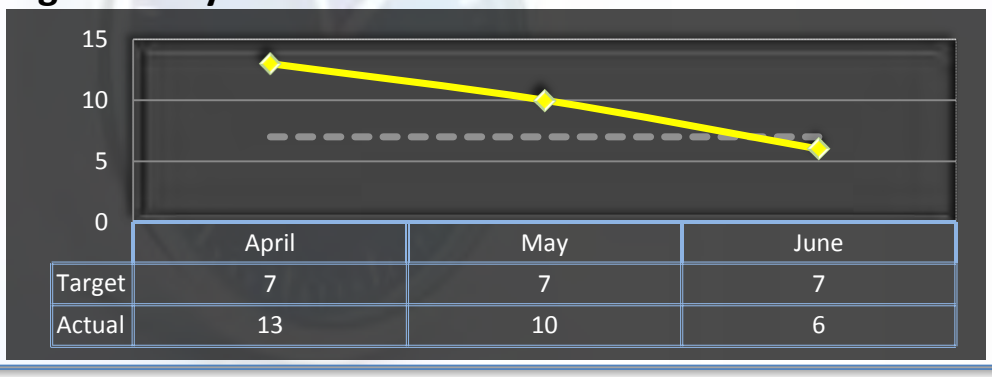
	April	May	June
Actual	2265	1891	1960

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q4 Average: 10 Days



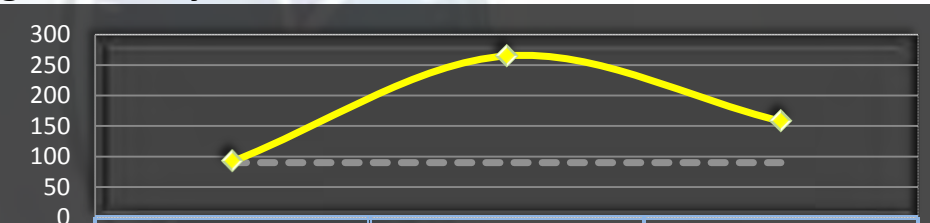
	April	May	June
Target	7	7	7
Actual	13	10	6

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q4 Average: 171 Days



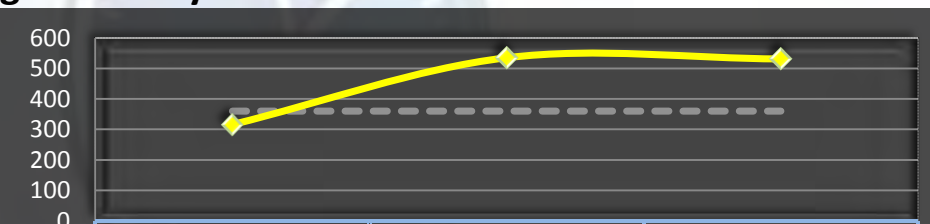
	April	May	June
Target	90	90	90
Actual	92	265	158

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q4 Average: 461 Days



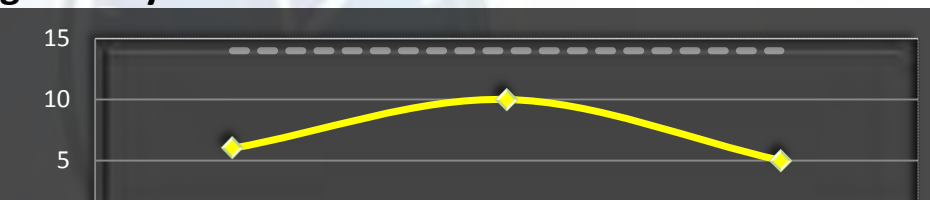
	April	May	June
Target	360	360	360
Actual	316	535	531

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q4 Average: 8 Days



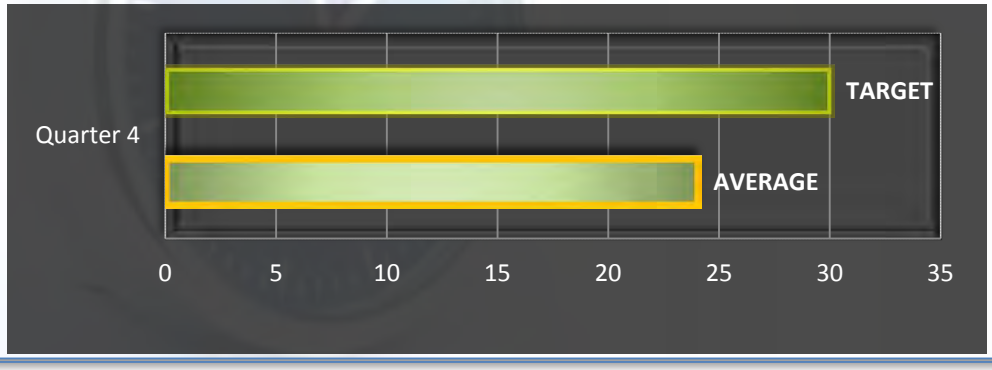
	April	May	June
Target	14	14	14
Actual	6	10	5

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q4 Average: 24 Days



Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Annual Report *(2011 – 2012 Fiscal Year)*

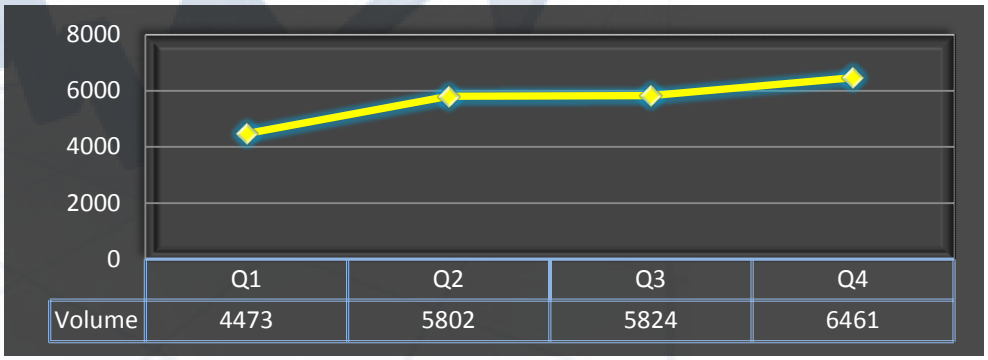
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the four quarters worth of data.

Volume

Number of complaints and convictions received.

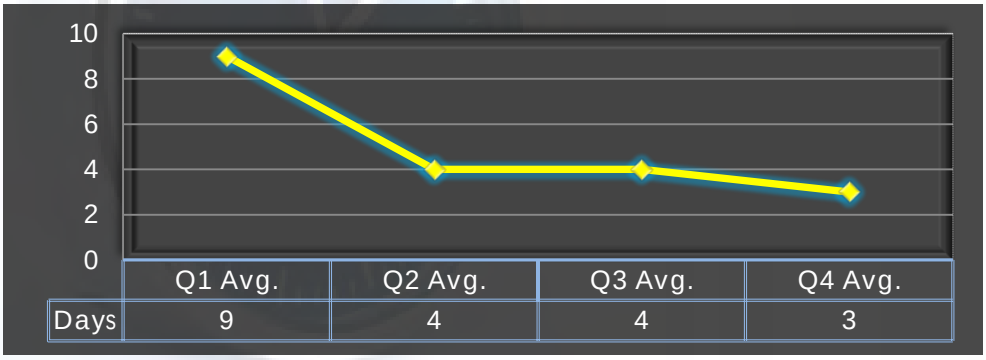
The Board had an annual total of 22,560 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

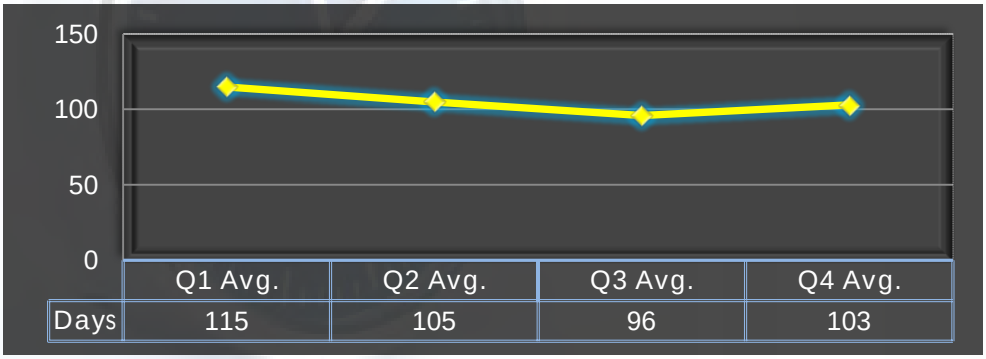
The Board has set a target of 10 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

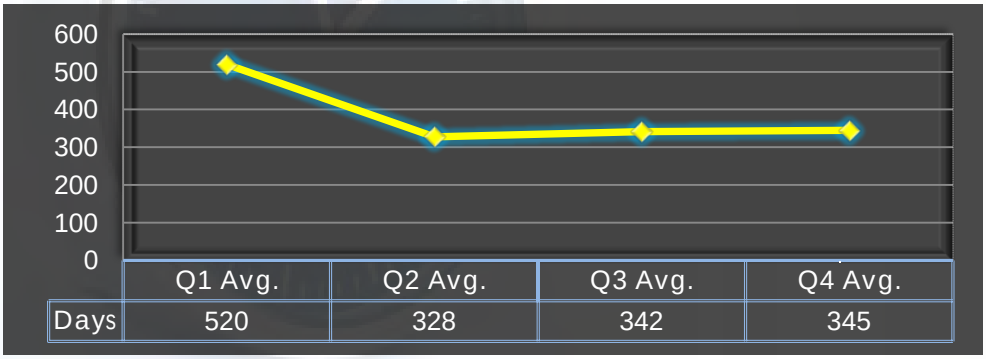
The Board has set a target of 200 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

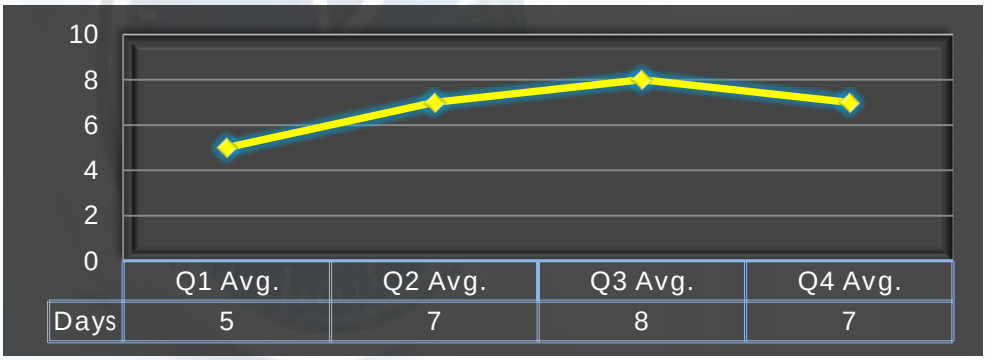
The Board has set a target of 360 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

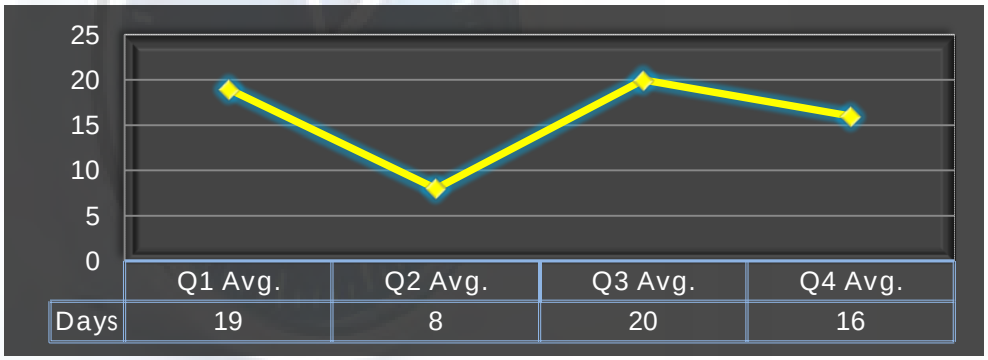
The Board has set a target of 10 days for this measure.



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board has set a target of 10 days for this measure.



Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q1 Report *(July - September 2011)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

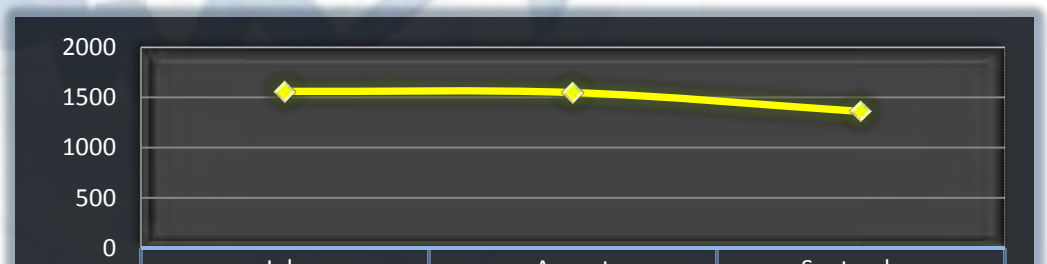
Volume

Number of complaints and convictions received.

Q1 Total: 4,473

Complaints: 488 Convictions: 3,985

Q1 Monthly Average: 1,491



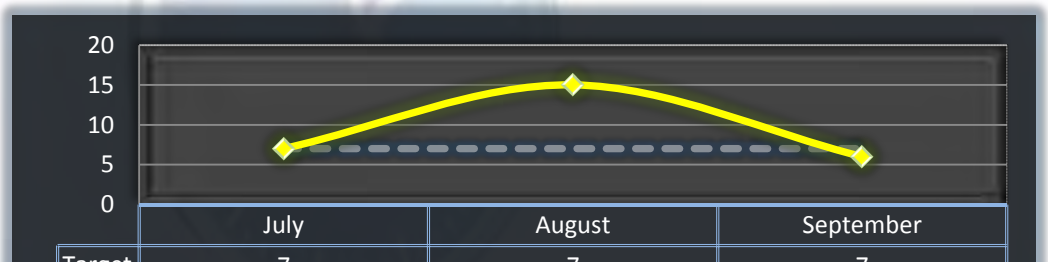
	July	August	September
Actual	1561	1550	1362

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q1 Average: 9 Days



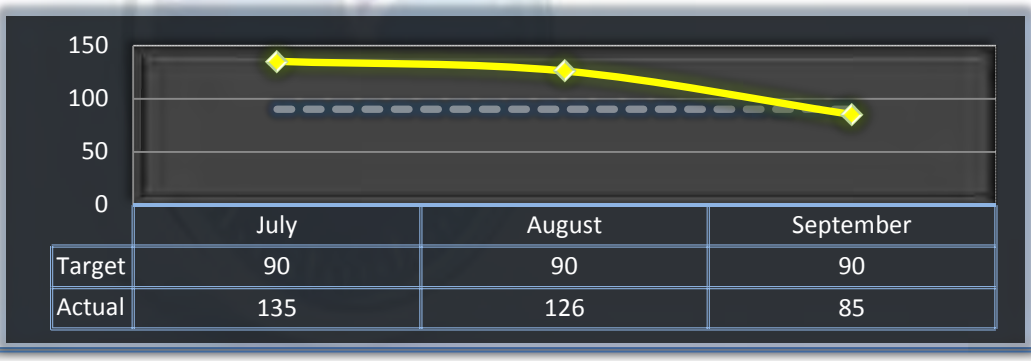
	July	August	September
Target	7	7	7
Actual	7	15	6

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q1 Average: 115 Days



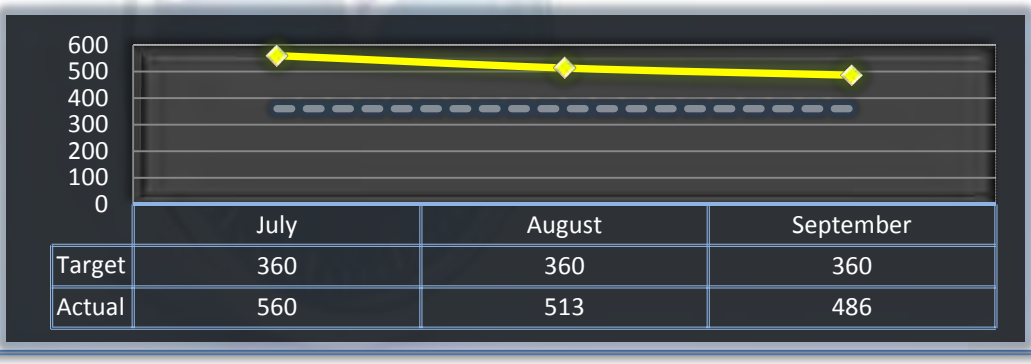
	July	August	September
Target	90	90	90
Actual	135	126	85

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q1 Average: 520 Days



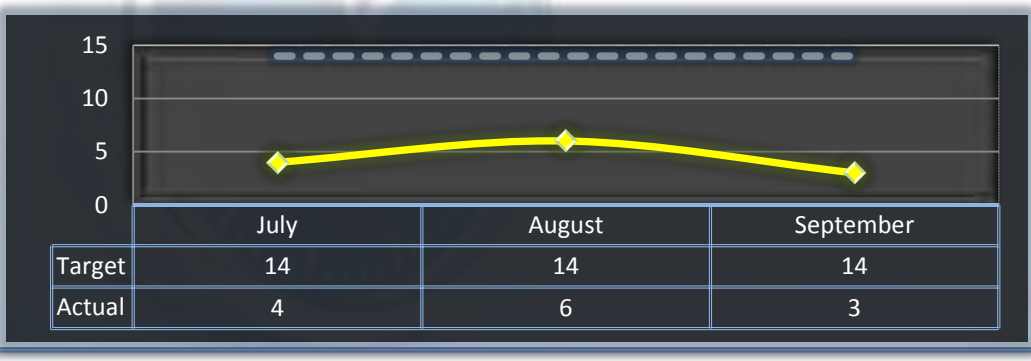
	July	August	September
Target	360	360	360
Actual	560	513	486

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q1 Average: 5 Days



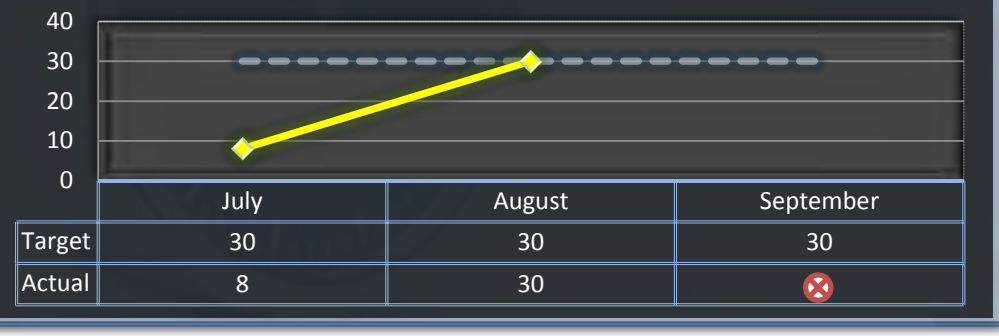
	July	August	September
Target	14	14	14
Actual	4	6	3

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q1 Average: 19 Days



	July	August	September
Target	30	30	30
Actual	8	30	

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q2 Report *(October - December 2011)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

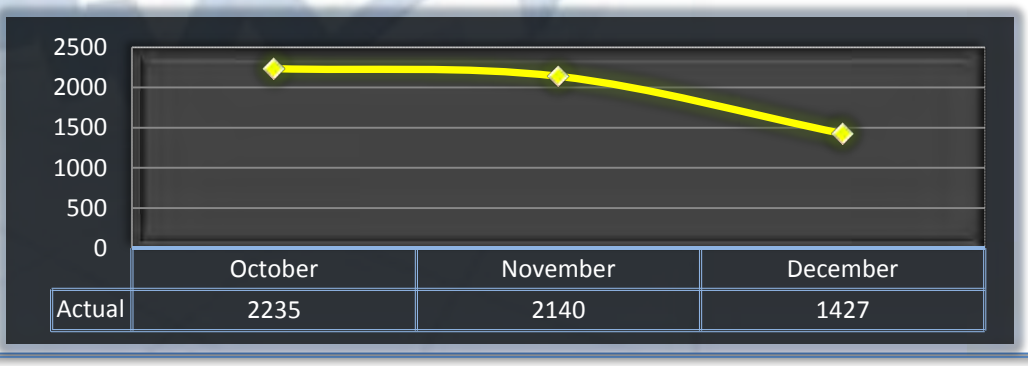
Volume

Number of complaints and convictions received.

Q2 Total: 5,802

Complaints: 525 Convictions: 5,277

Q2 Monthly Average: 1,491



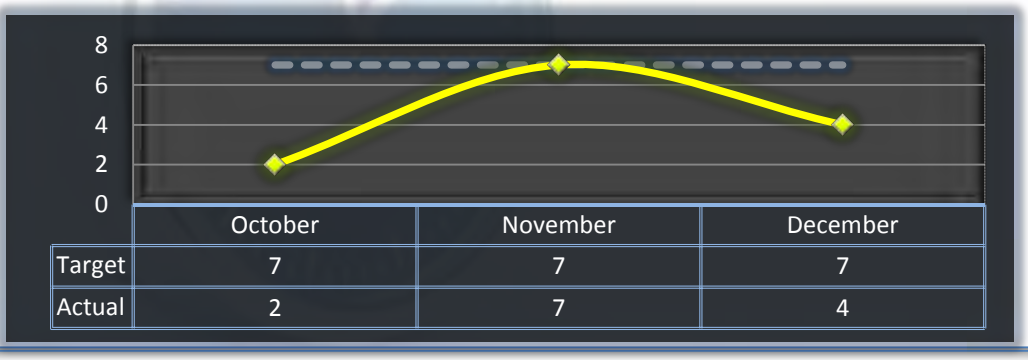
	October	November	December
Actual	2235	2140	1427

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q2 Average: 4 Days



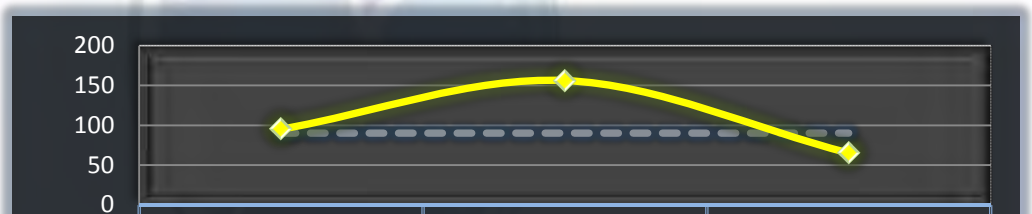
	October	November	December
Target	7	7	7
Actual	2	7	4

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q2 Average: 105 Days



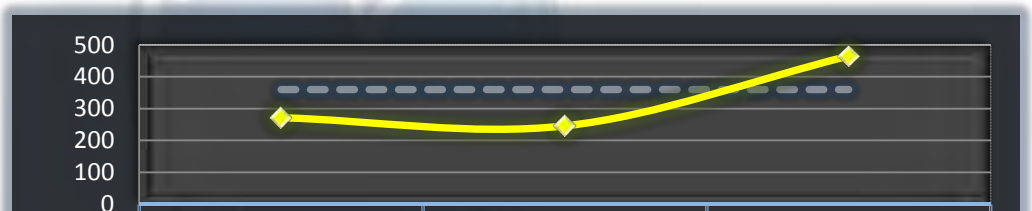
	October	November	December
Target	90	90	90
Actual	95	156	65

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q2 Average: 328 Days



	October	November	December
Target	360	360	360
Actual	272	246	465

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q2 Average: 7 Days

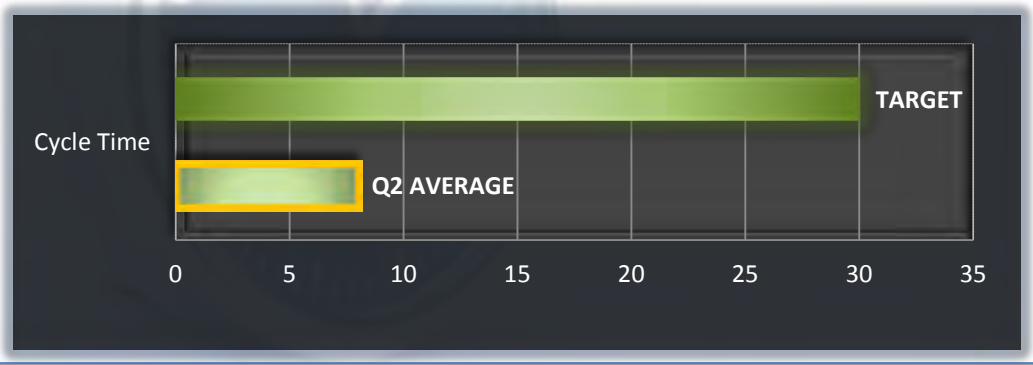
	October	November	December
Target	14	14	14
Actual	11	5	6

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q2 Average: 8 Days



Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q3 Report *(January - March 2012)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

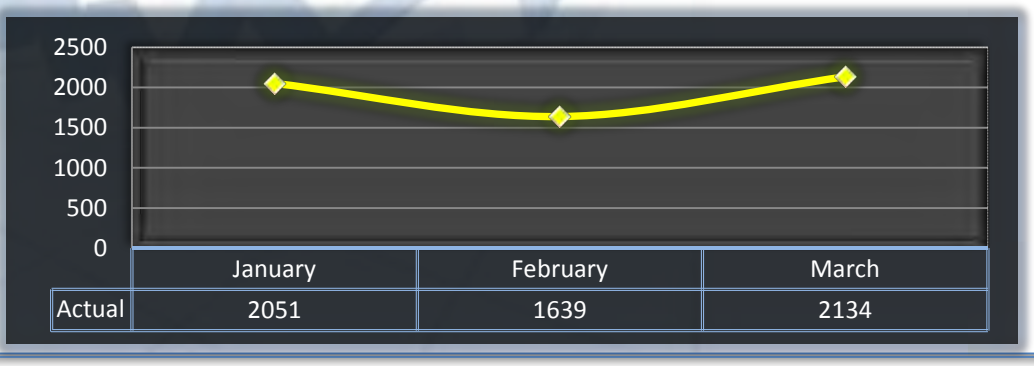
Volume

Number of complaints and convictions received.

Q3 Total: 5,824

Complaints: 578 Convictions: 5,246

Q3 Monthly Average: 1,941



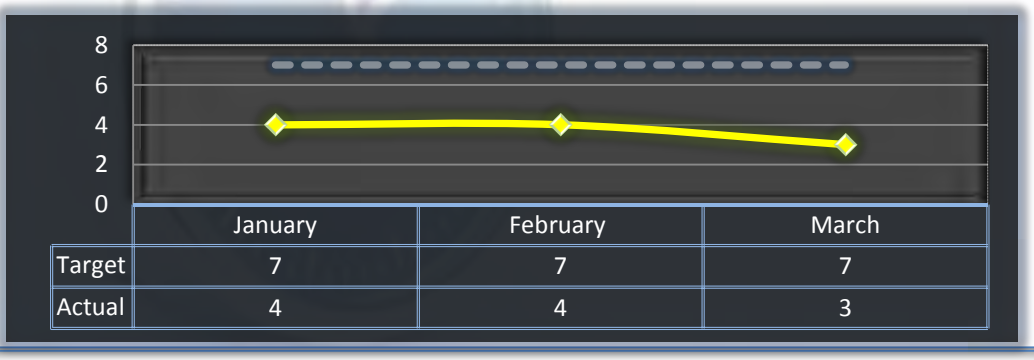
	January	February	March
Actual	2051	1639	2134

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q3 Average: 4 Days



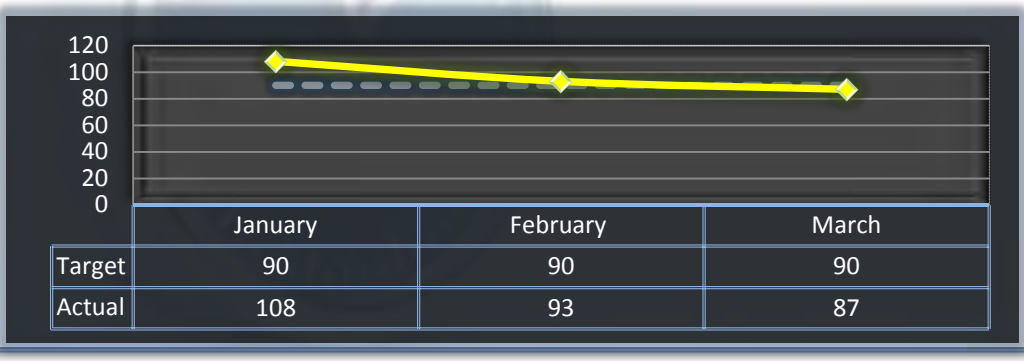
	January	February	March
Target	7	7	7
Actual	4	4	3

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q3 Average: 96 Days



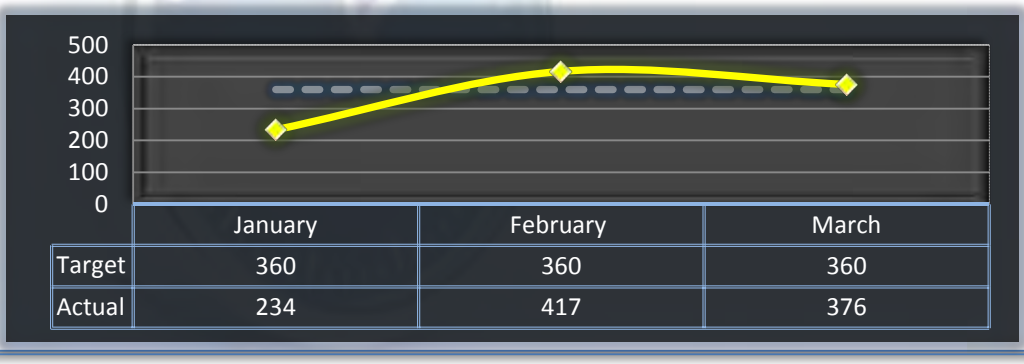
	January	February	March
Target	90	90	90
Actual	108	93	87

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q3 Average: 342 Days



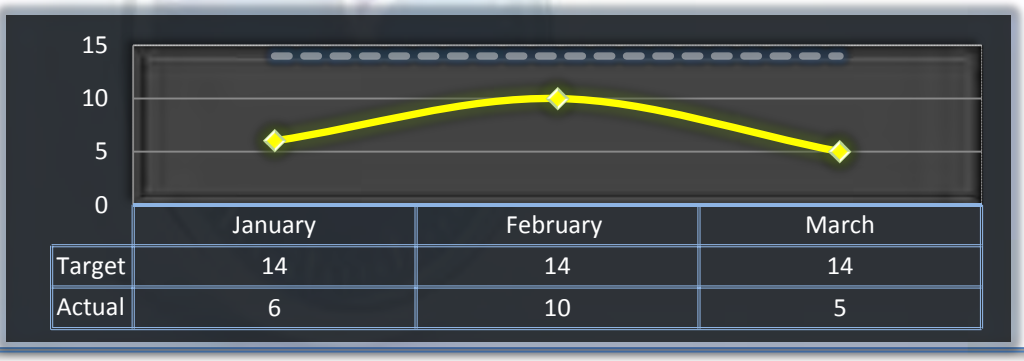
	January	February	March
Target	360	360	360
Actual	234	417	376

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q3 Average: 8 Days



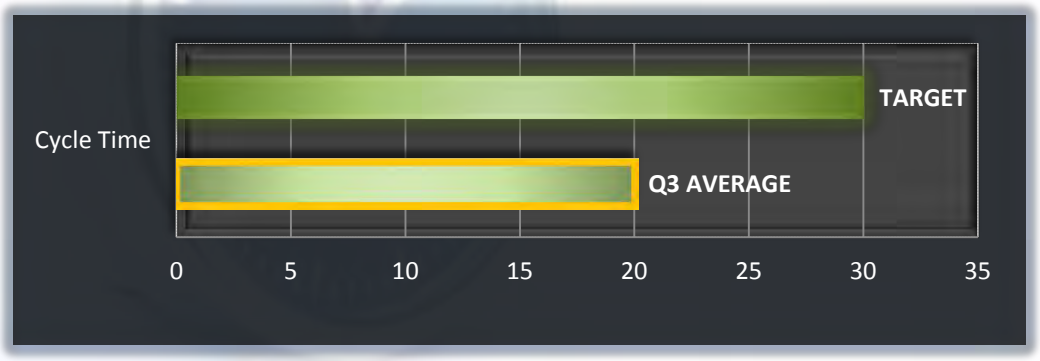
	January	February	March
Target	14	14	14
Actual	6	10	5

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q3 Average: 20 Days



Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q4 Report *(April - June 2012)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

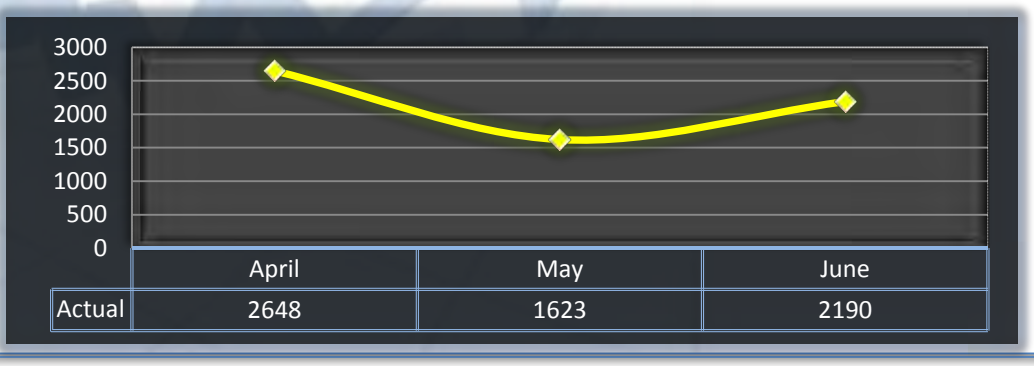
Volume

Number of complaints and convictions received.

Q4 Total: 6,461

Complaints: 609 Convictions: 5,852

Q4 Monthly Average: 2,154



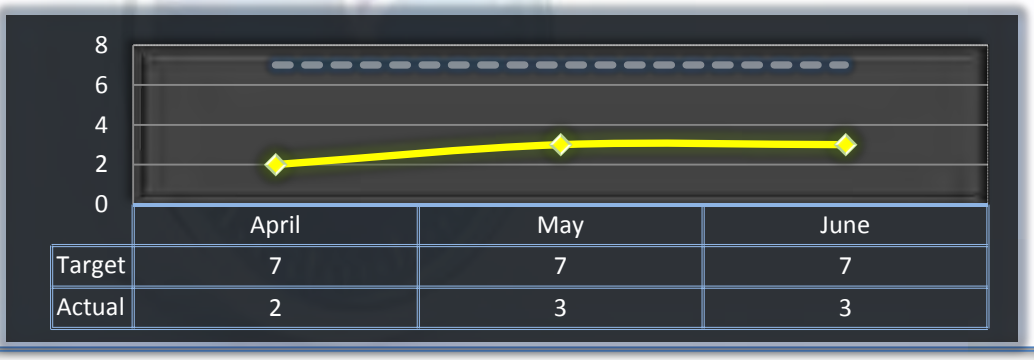
	April	May	June
Actual	2648	1623	2190

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q4 Average: 3 Days



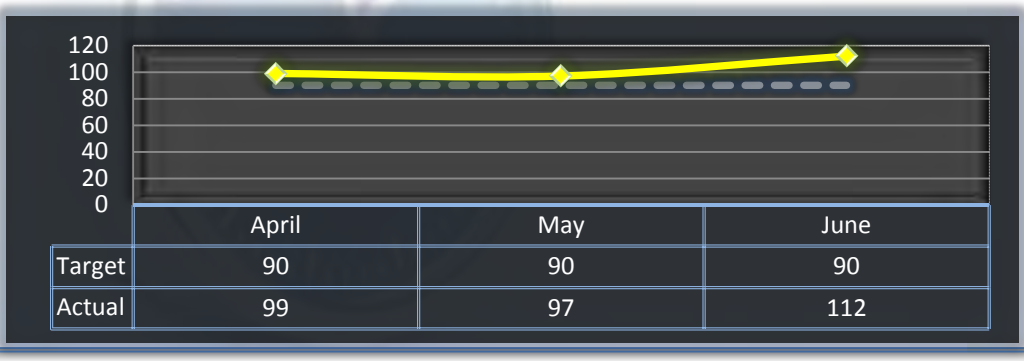
	April	May	June
Target	7	7	7
Actual	2	3	3

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q4 Average: 103 Days



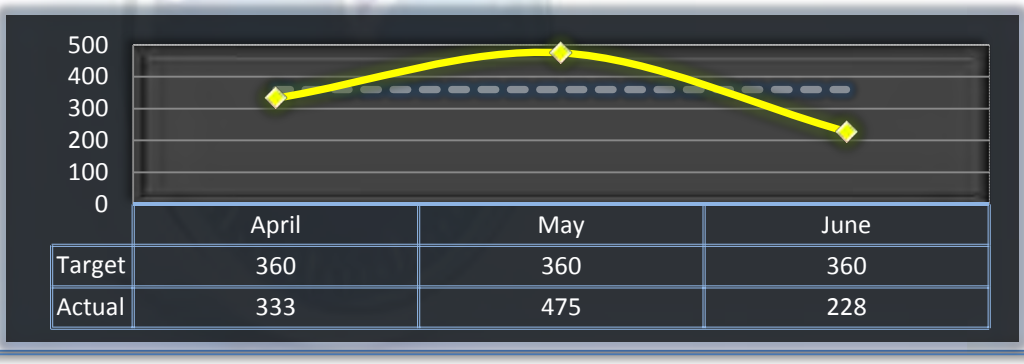
	April	May	June
Target	90	90	90
Actual	99	97	112

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q4 Average: 345 Days



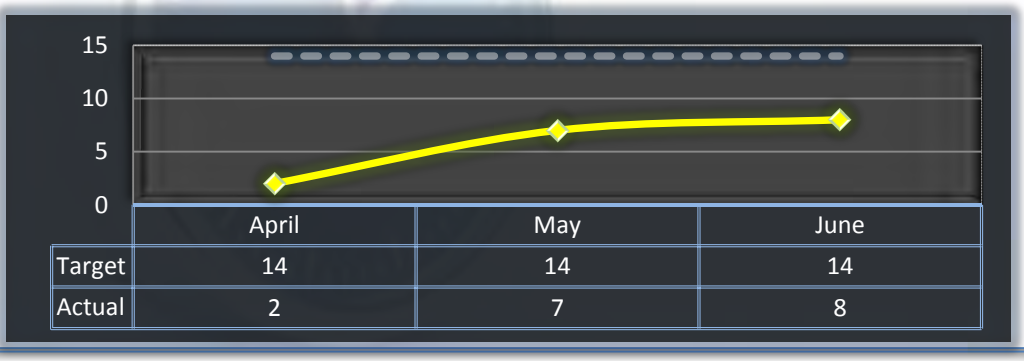
	April	May	June
Target	360	360	360
Actual	333	475	228

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q4 Average: 7 Days



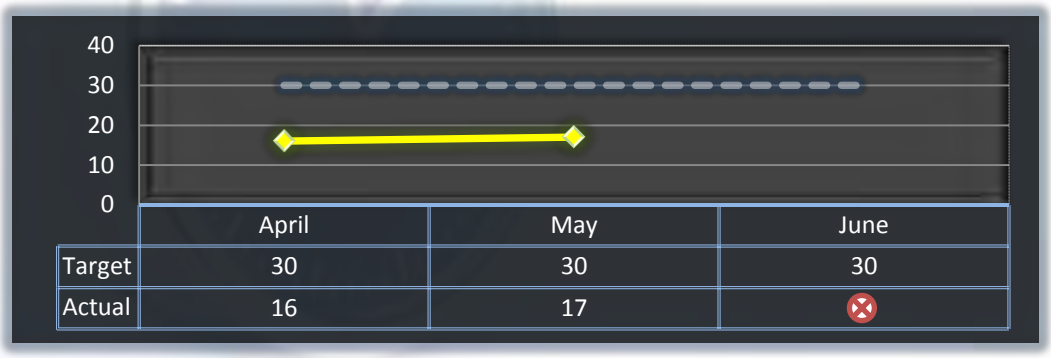
	April	May	June
Target	14	14	14
Actual	2	7	8

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q4 Average: 16 Days



	April	May	June
Target	30	30	30
Actual	16	17	

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

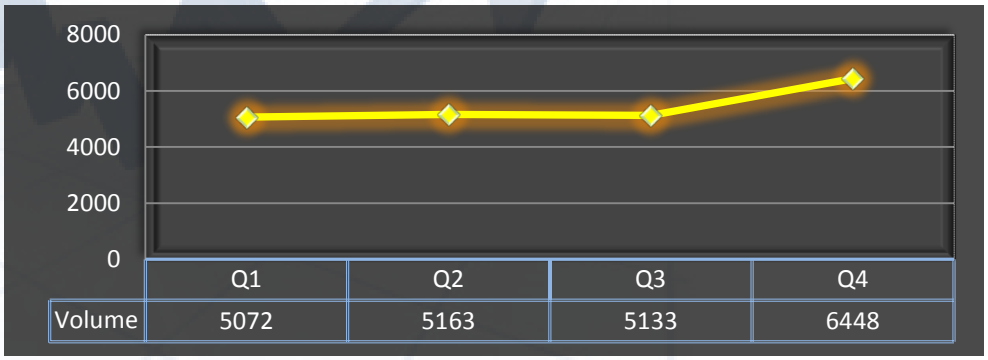
Annual Report *(2012 – 2013 Fiscal Year)*

To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

Volume

Number of complaints and convictions received.

The Board had an annual total of 21,816 this fiscal year.

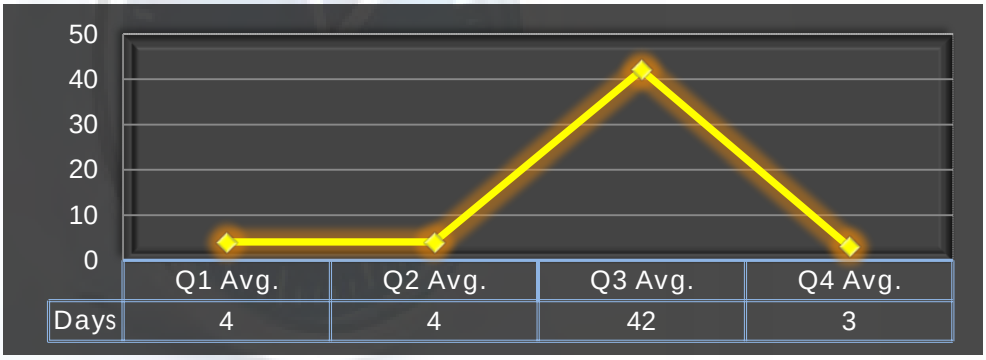


	Q1	Q2	Q3	Q4
Volume	5072	5163	5133	6448

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

The Board has set a target of 10 days for this measure.

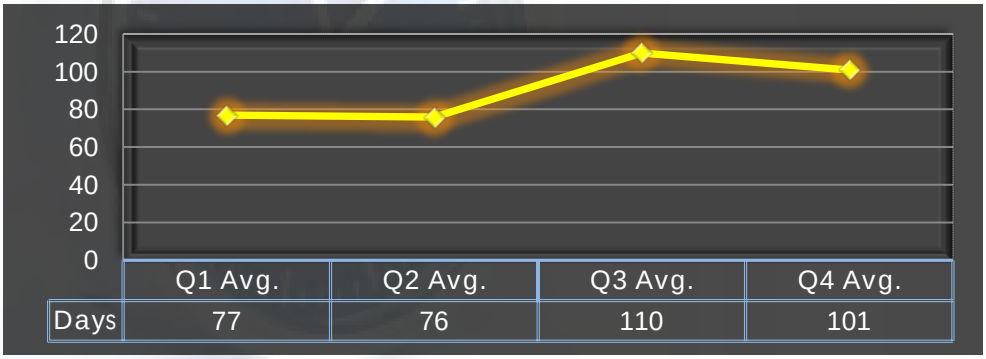


	Q1 Avg.	Q2 Avg.	Q3 Avg.	Q4 Avg.
Days	4	4	42	3

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

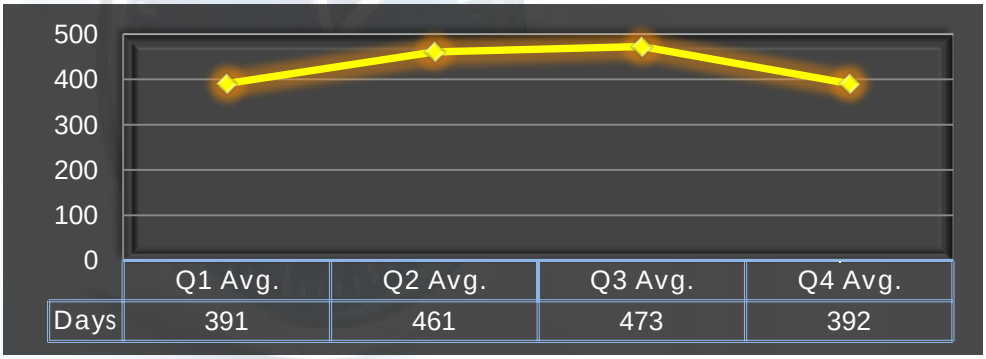
The Board has set a target of 200 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

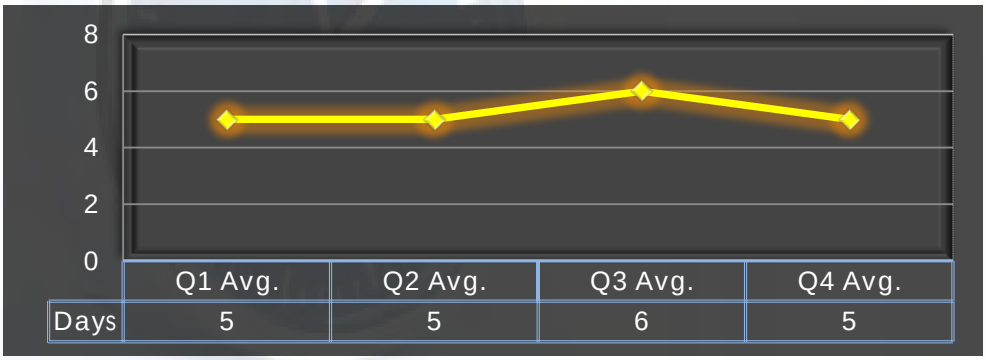
The Board has set a target of 540 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

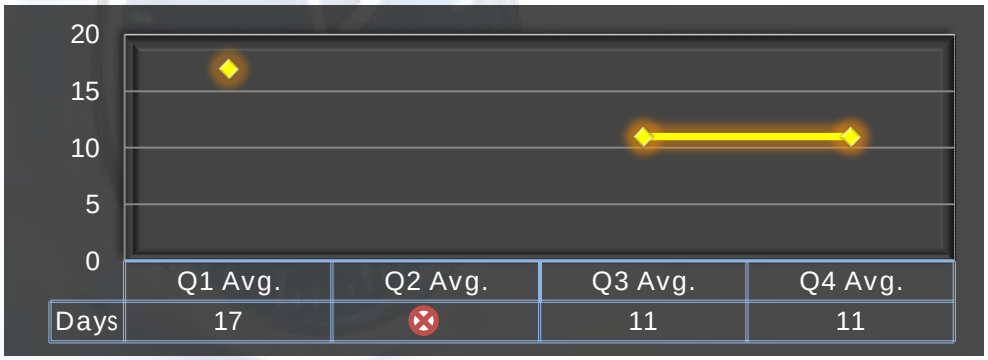
The Board has set a target of 10 days for this measure.



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board has set a target of 10 days for this measure.



	Q1 Avg.	Q2 Avg.	Q3 Avg.	Q4 Avg.
Days	17		11	11

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q1 Report *(July - September 2012)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

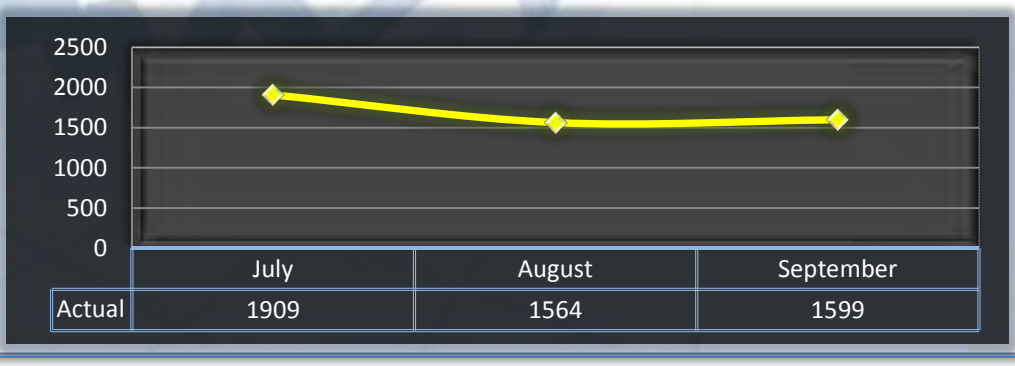
Volume

Number of complaints and convictions received.

Q1 Total: 5,072

Complaints: 584 Convictions:4,488

Q1 Monthly Average: 1,691



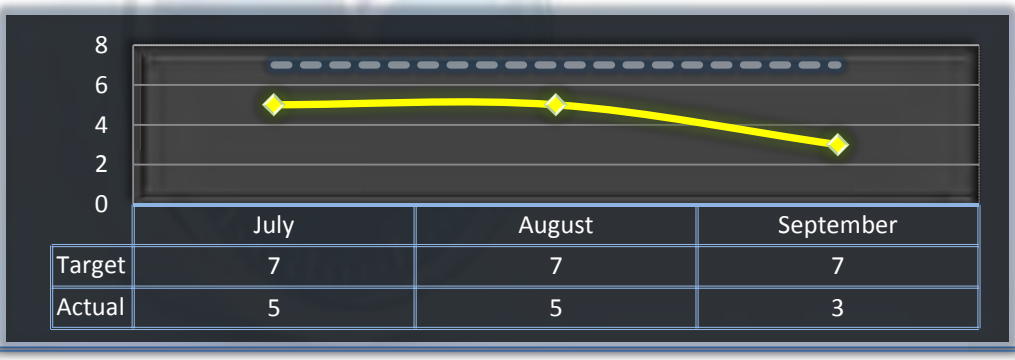
	July	August	September
Actual	1909	1564	1599

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q1 Average: 4 Days



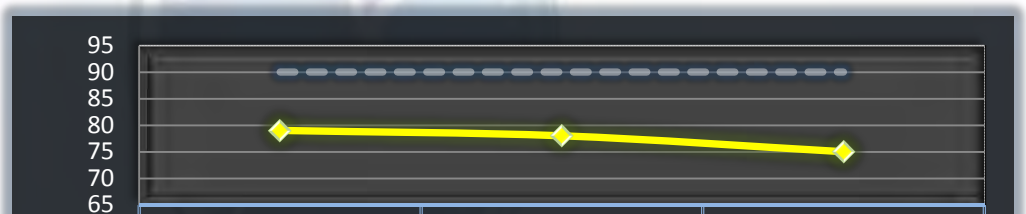
	July	August	September
Target	7	7	7
Actual	5	5	3

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q1 Average: 77 Days



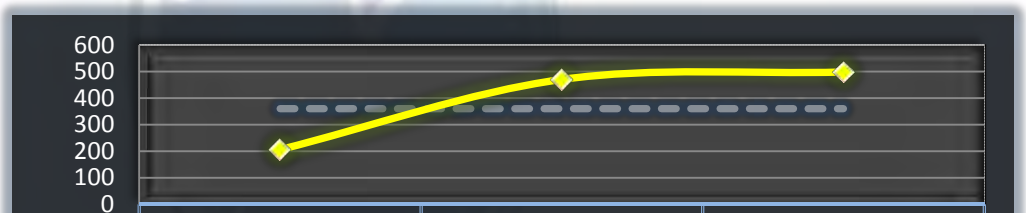
	July	August	September
Target	90	90	90
Actual	79	78	75

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q1 Average: 391 Days



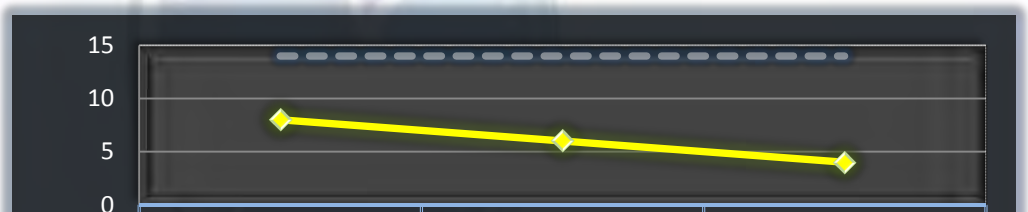
	July	August	September
Target	360	360	360
Actual	206	470	498

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q1 Average: 5 Days



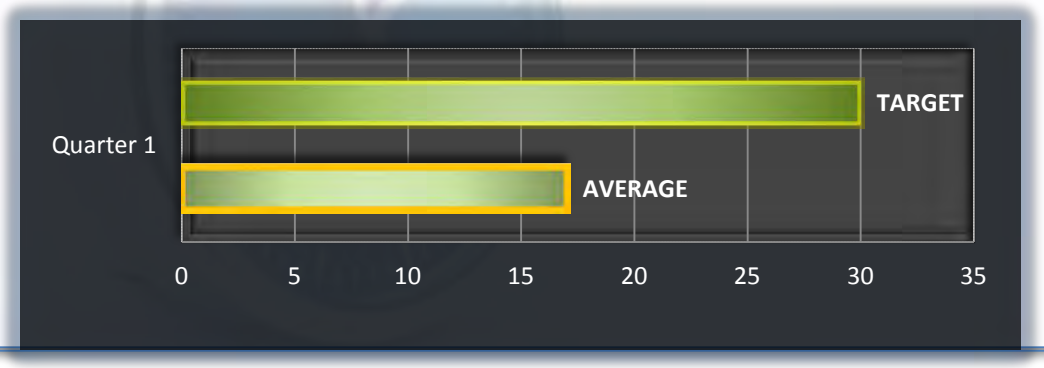
	July	August	September
Target	14	14	14
Actual	8	6	4

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q1 Average: 17 Days



Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q2 Report *(October - December 2012)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

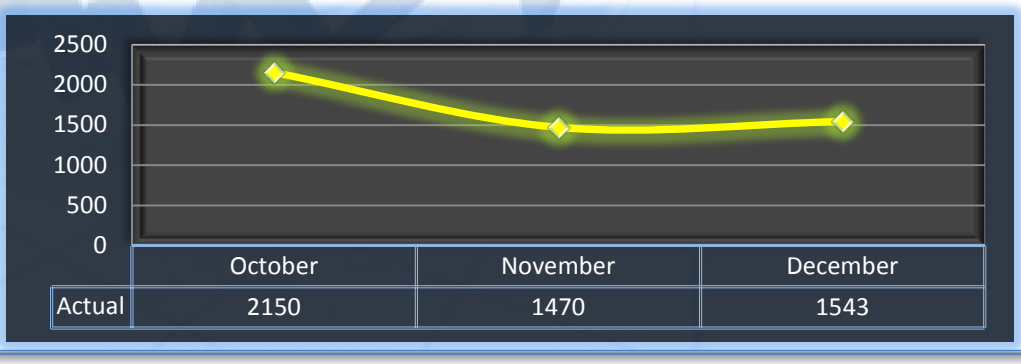
Volume

Number of complaints and convictions received.

Q2 Total: 5,163

Complaints: 646 Convictions: 4,517

Q2 Monthly Average: 1,721



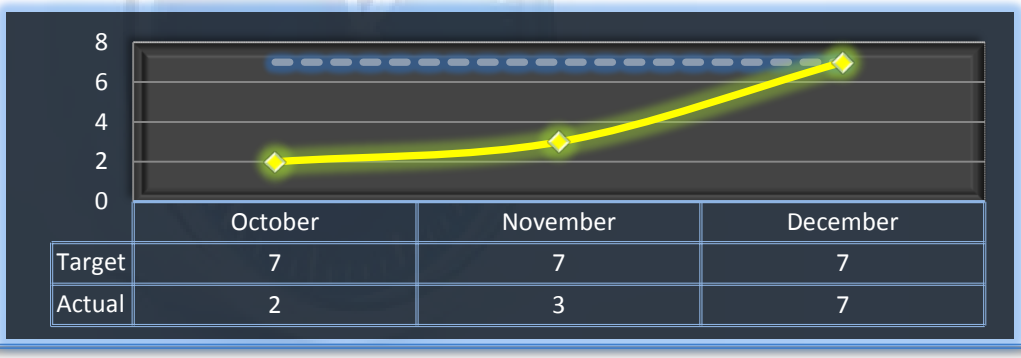
	October	November	December
Actual	2150	1470	1543

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q2 Average: 4 Days



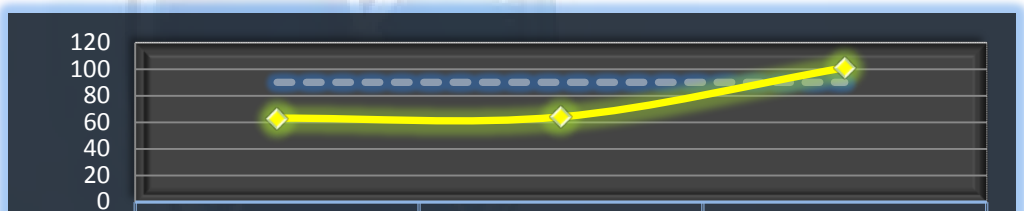
	October	November	December
Target	7	7	7
Actual	2	3	7

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q2 Average: 76 Days



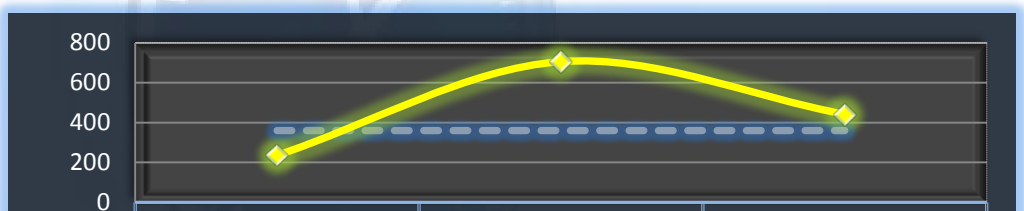
	October	November	December
Target	90	90	90
Actual	63	64	101

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q2 Average: 461 Days



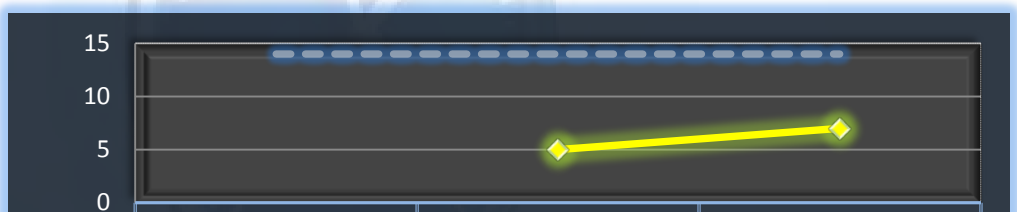
	October	November	December
Target	360	360	360
Actual	236	706	442

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q2 Average: 5 Days



	October	November	December
Target	14	14	14
Actual		5	7

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q2 Average: N/A

The Bureau did not report any violations this quarter.

Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q3 Report *(January - March 2013)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

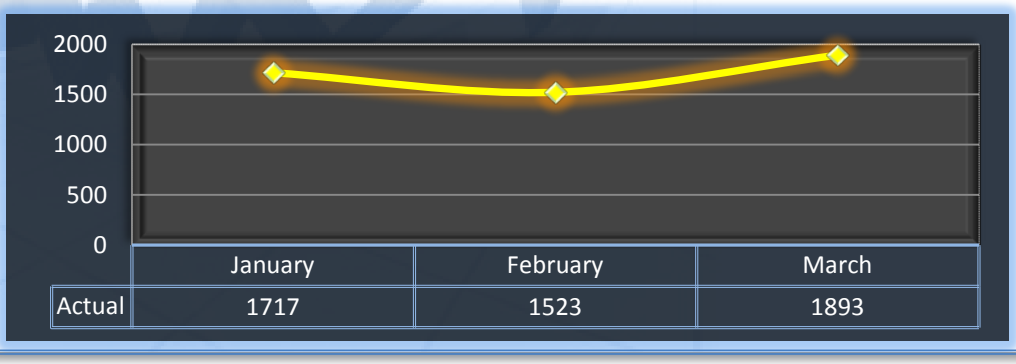
Volume

Number of complaints and convictions received.

Q3 Total: 5,133

Complaints: 538 Convictions: 4,595

Q3 Monthly Average: 1,711



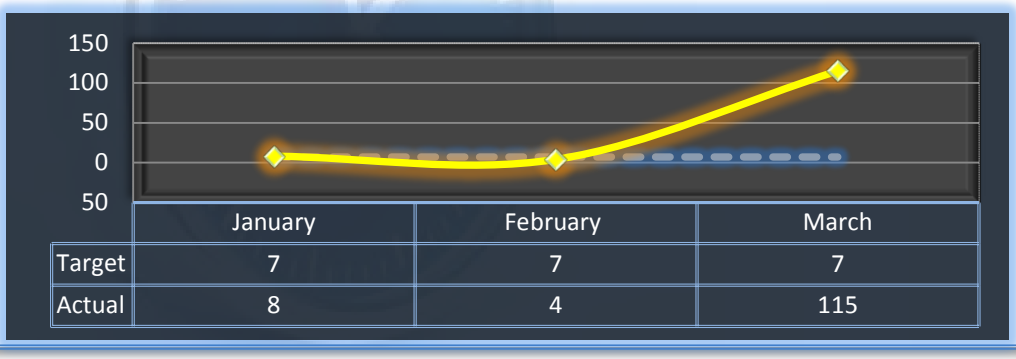
	January	February	March
Actual	1717	1523	1893

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q3 Average: 42 Days



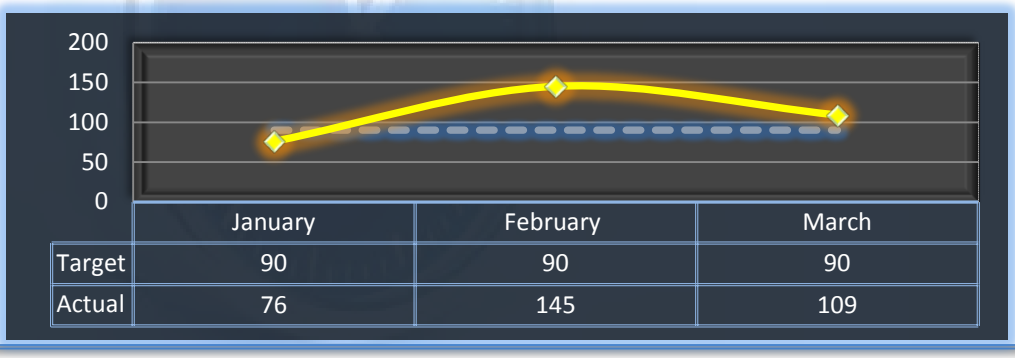
	January	February	March
Target	7	7	7
Actual	8	4	115

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q3 Average: 110 Days



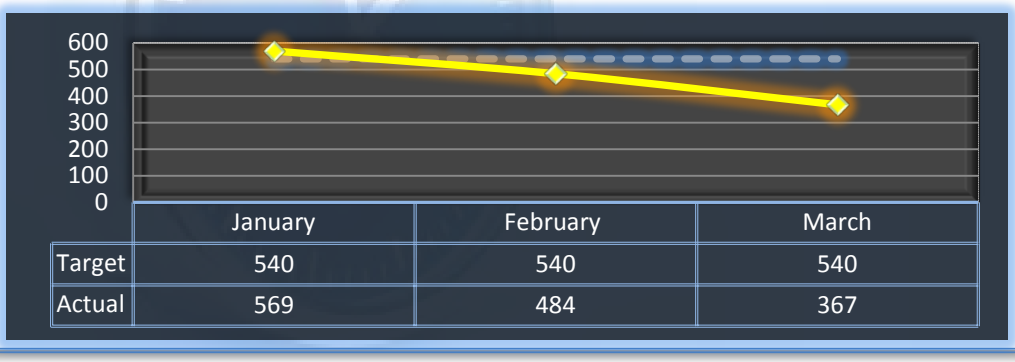
	January	February	March
Target	90	90	90
Actual	76	145	109

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 540 Days

Q3 Average: 473 Days



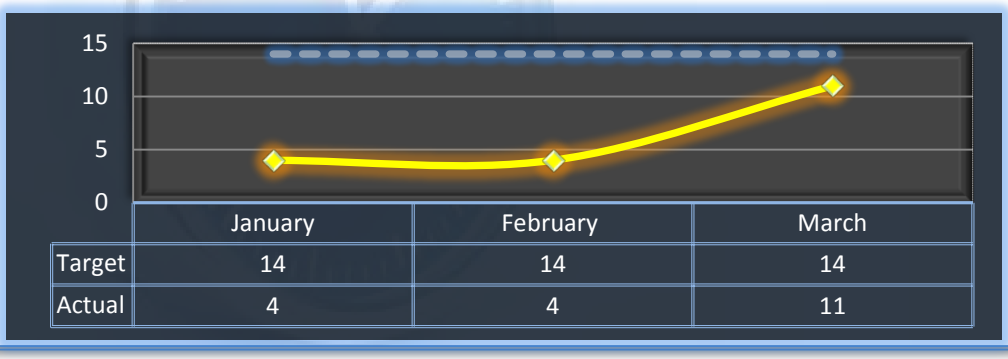
	January	February	March
Target	540	540	540
Actual	569	484	367

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q3 Average: 6 Days



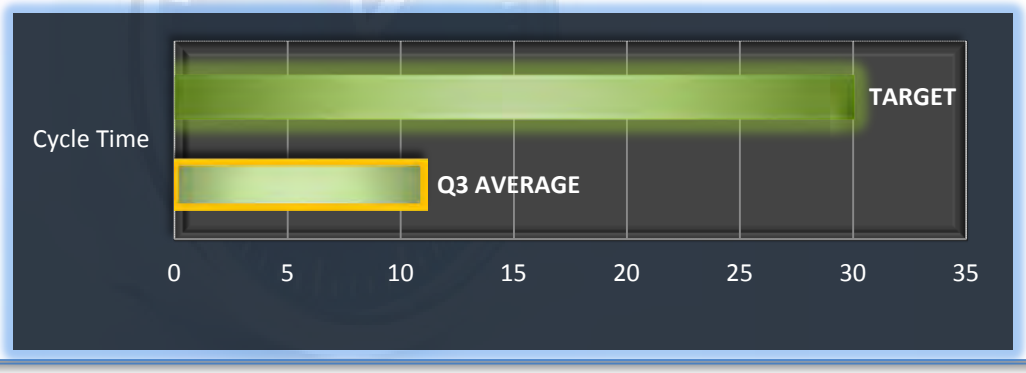
	January	February	March
Target	14	14	14
Actual	4	4	11

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q3 Average: 11 Days



Department of Consumer Affairs

Bureau of Security & Investigative Services

Performance Measures

Q4 Report *(April - June 2013)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

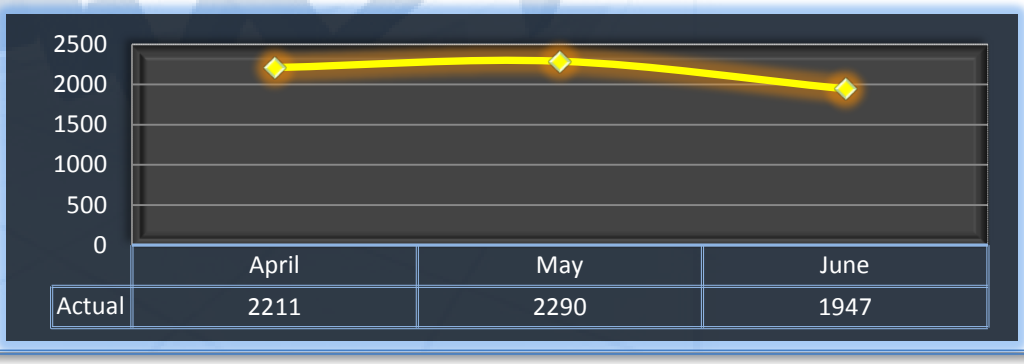
Volume

Number of complaints and convictions received.

Q4 Total: 6,448

Complaints: 783 Convictions: 5,665

Q4 Monthly Average: 2,149



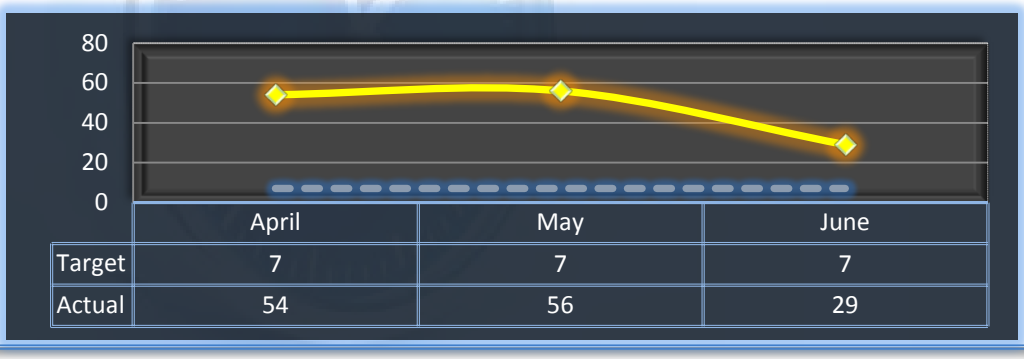
	April	May	June
Actual	2211	2290	1947

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q4 Average: 3 Days



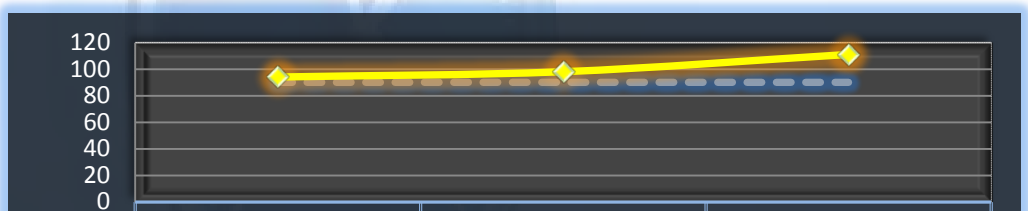
	April	May	June
Target	7	7	7
Actual	54	56	29

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q4 Average: 101 Days



	April	May	June
Target	90	90	90
Actual	94	98	111

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 360 Days

Q4 Average: 392 Days

	April	May	June
Target	540	540	540
Actual	284	495	398

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 14 Days

Q4 Average: 5 Days

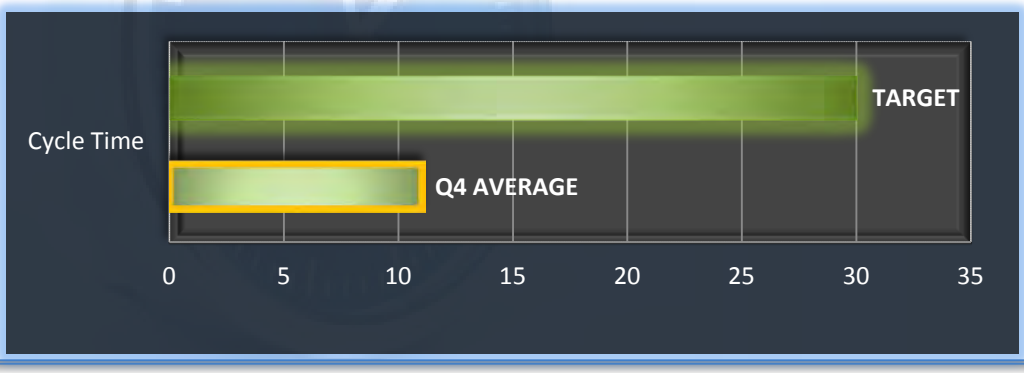
	April	May	June
Target	14	14	14
Actual	7	6	5

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 30 Days

Q4 Average: 11 Days



Department of Consumer Affairs

Bureau of Security and Investigative Services

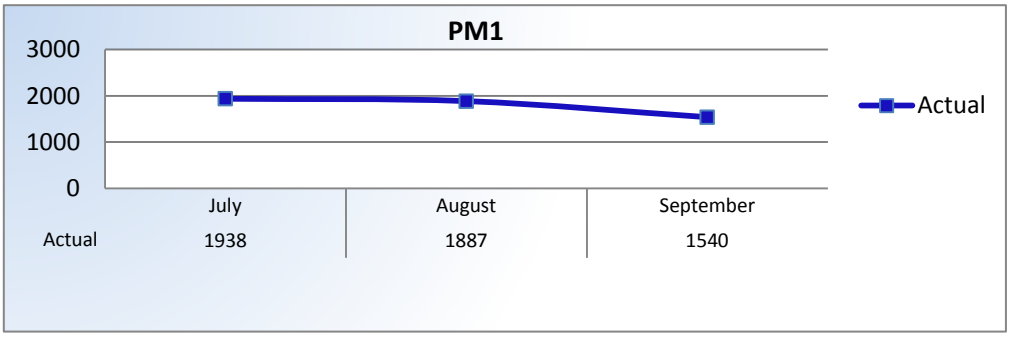
Performance Measures

Q1 Report *(July - September 2013)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

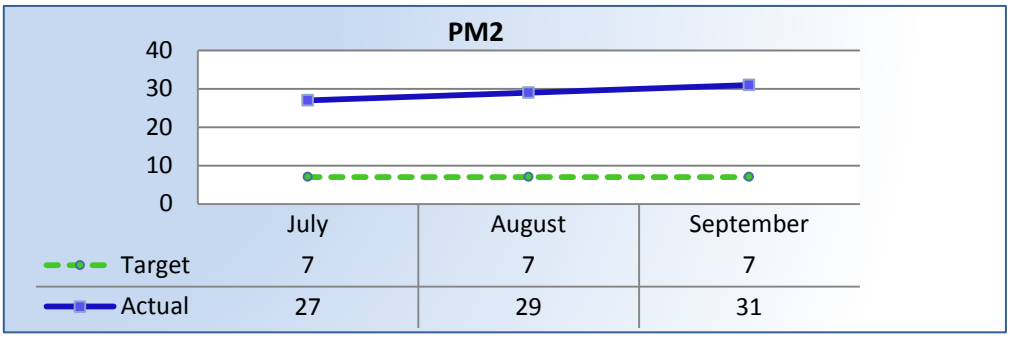


Total Received: 5,365 Monthly Average: 1,788

Complaints: 698 | **Convictions**: 4,667

PM2 | Intake

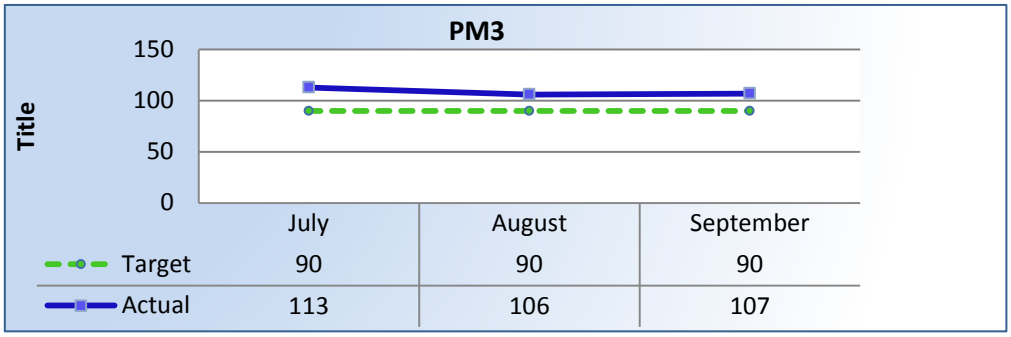
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | **Actual Average:** 29 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

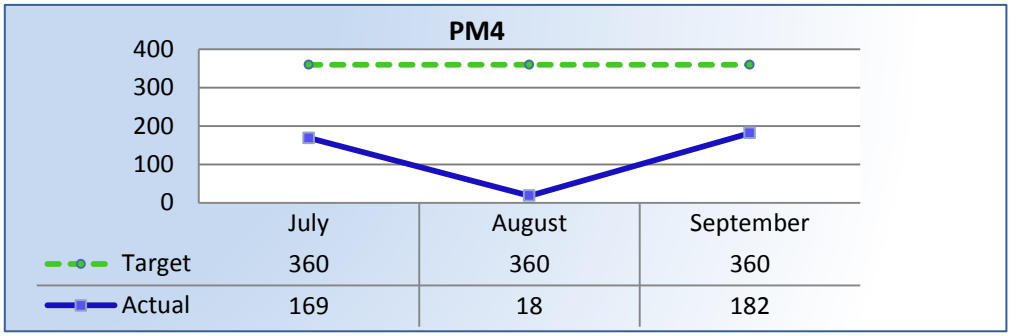


	July	August	September
Target	90	90	90
Actual	113	106	107

Target Average: 90 Days | **Actual Average:** 109 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau and prosecution by the AG).

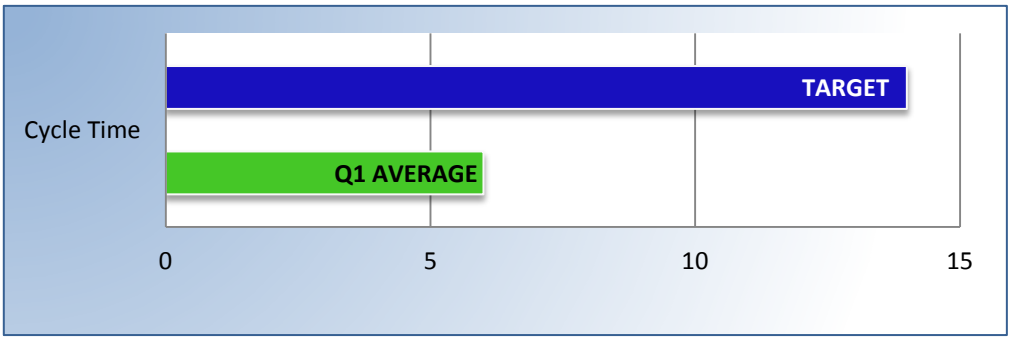


	July	August	September
Target	360	360	360
Actual	169	18	182

Target Average: 540 Days | **Actual Average:** 134 Days

PM7 |Probation Intake

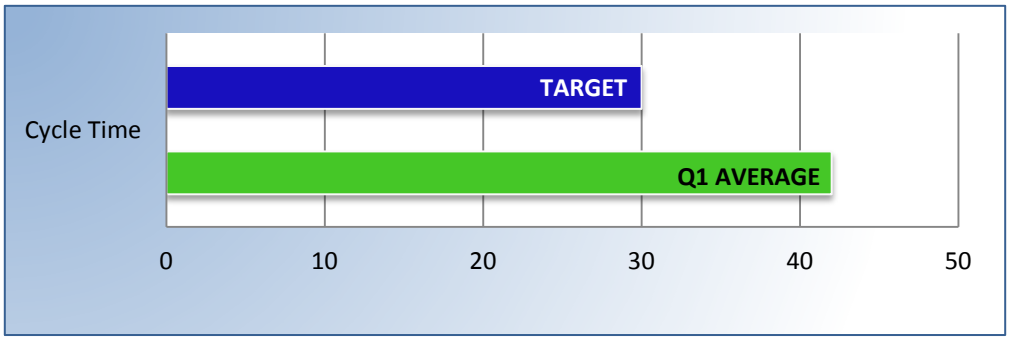
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 14 Days | **Actual Average:** 5 Days

PM8 |Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 30 Days | **Actual Average:** 42 Days

Department of Consumer Affairs

Bureau of Security and Investigative Services

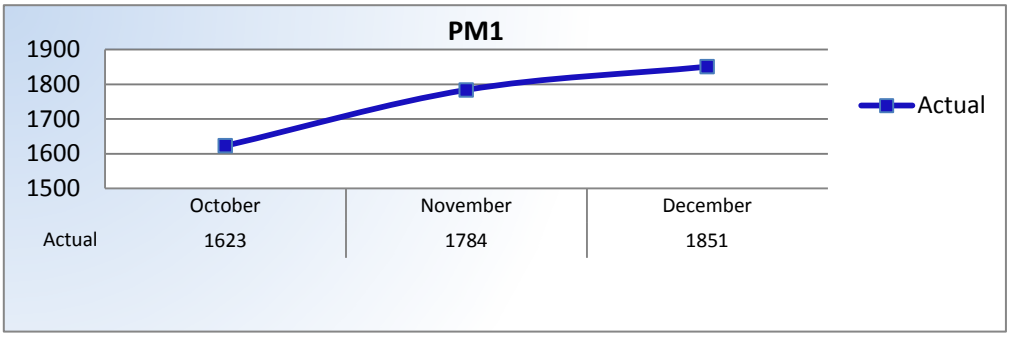
Performance Measures

Q2 Report *(October - December 2013)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

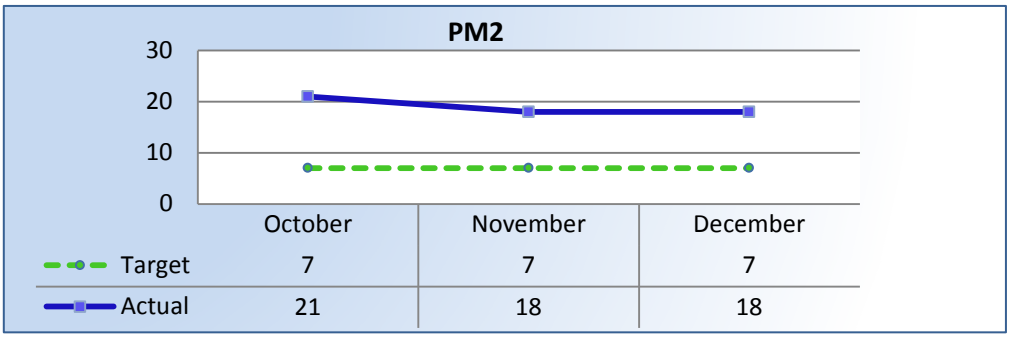


Total Received: 5,258 Monthly Average: 1,753

Complaints: 599 | **Convictions**: 4,659

PM2 | Intake

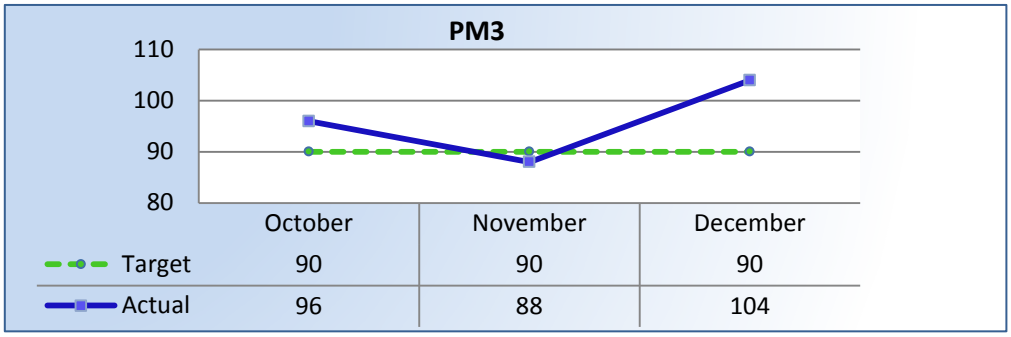
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | **Actual Average:** 19 Days

PM3 | Intake & Investigation

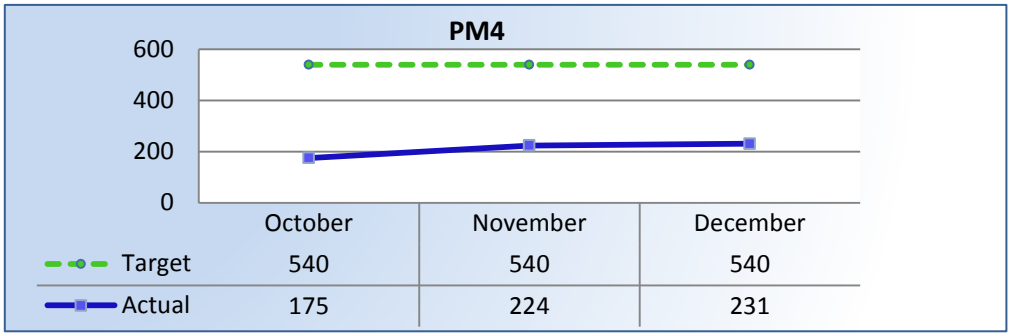
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 90 Days | **Actual Average:** 96 Days

PM4 | Formal Discipline

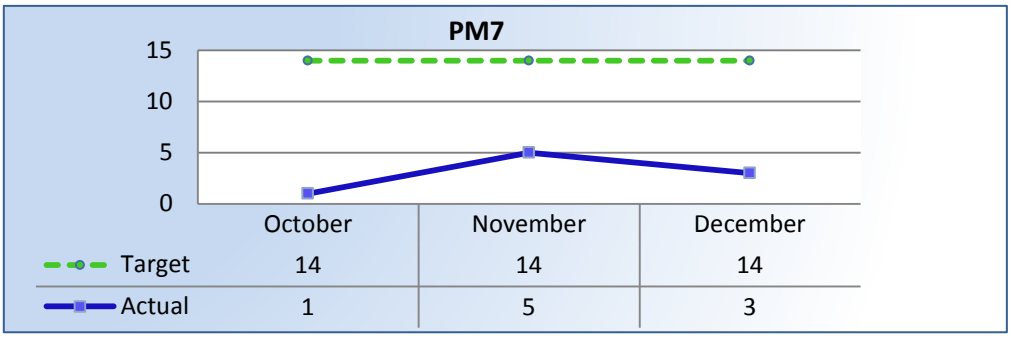
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau and prosecution by the AG).



Target Average: 540 Days | **Actual Average:** 213 Days

PM7 |Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 14 Days | **Actual Average:** 4 Days

PM8 |Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Bureau did not report any new probation violations this quarter.

Target Average: 30 Days | **Actual Average:** N/A

Department of Consumer Affairs

Bureau of Security and Investigative Services

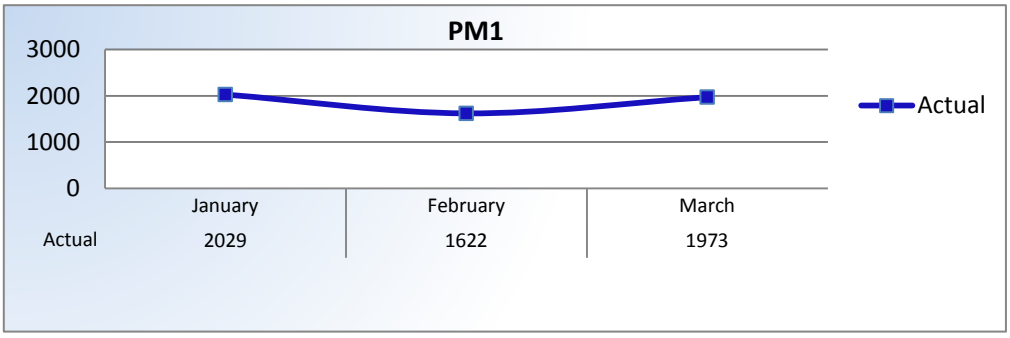
Performance Measures

Q3 Report *(January - March 2014)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

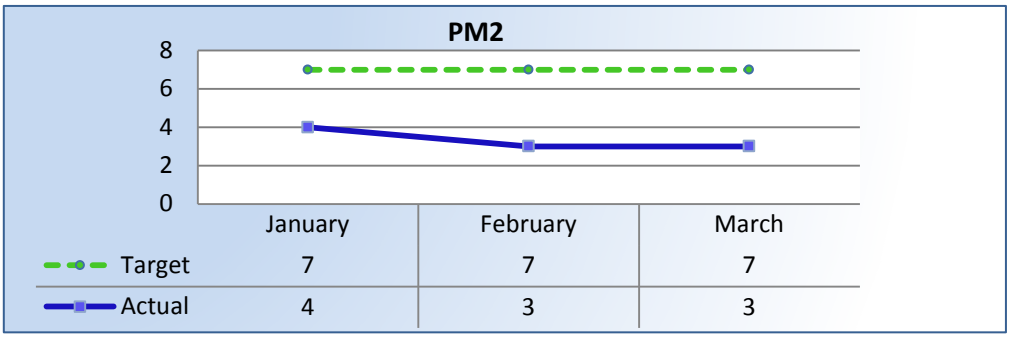


Total Received: 5,624 Monthly Average: 1,875

Complaints: 482 | **Convictions**: 5,142

PM2 | Intake

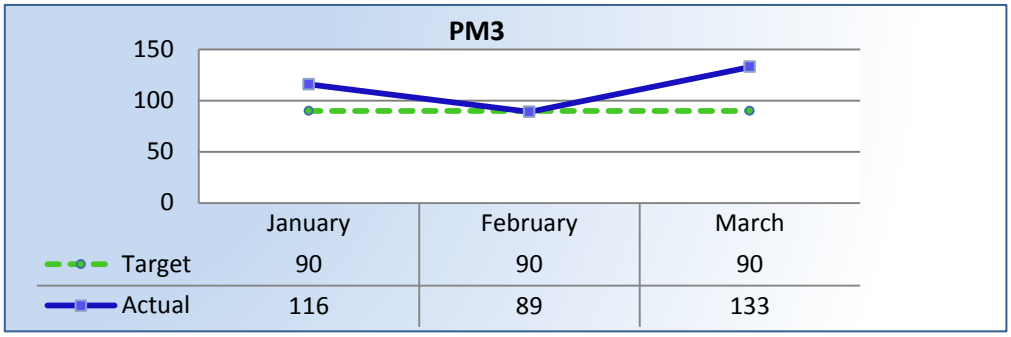
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | **Actual Average:** 3 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

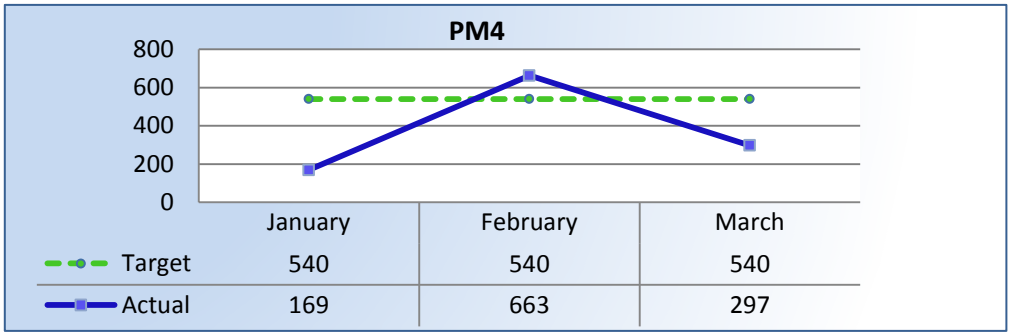


	January	February	March
Target	90	90	90
Actual	116	89	133

Target Average: 90 Days | **Actual Average:** 115 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau and prosecution by the AG).

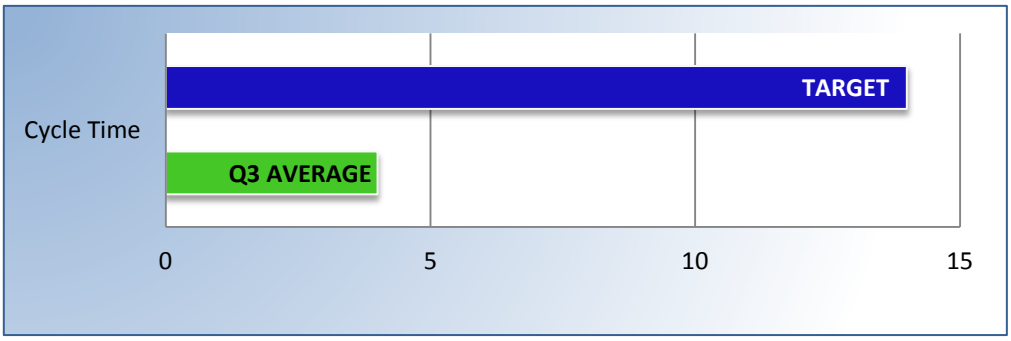


	January	February	March
Target	540	540	540
Actual	169	663	297

Target Average: 540 Days | **Actual Average:** 229 Days

PM7 |Probation Intake

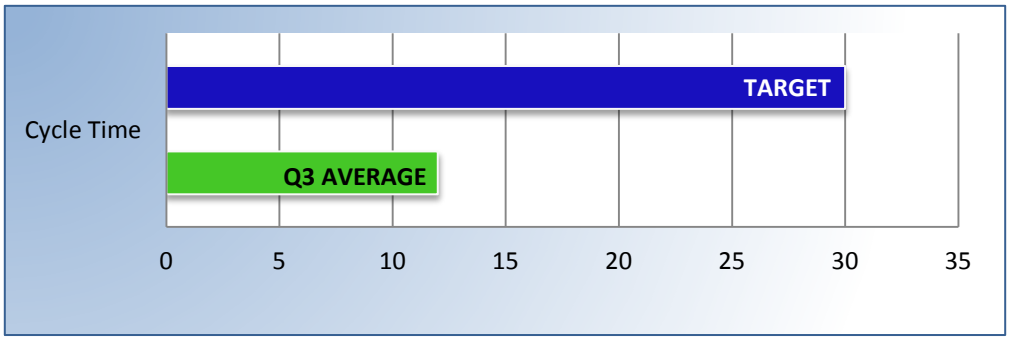
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 14 Days | **Actual Average:** 4 Days

PM8 |Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 30 Days | **Actual Average:** 12 Days

Department of Consumer Affairs

Bureau of Security and Investigative Services

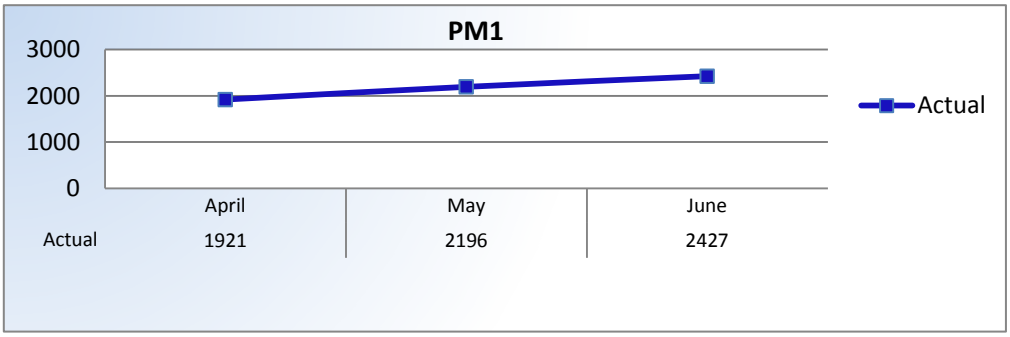
Performance Measures

Q4 Report *(April - June 2014)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

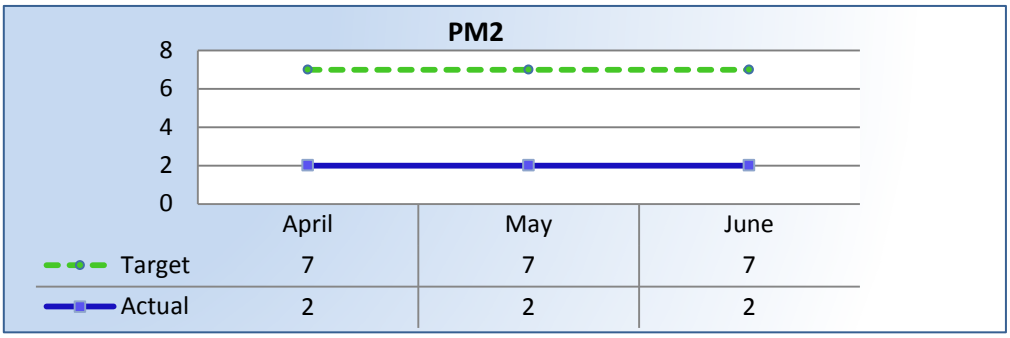


Total Received: 6,544 Monthly Average: 2,181

Complaints: 599 | **Convictions**: 5,945

PM2 | Intake

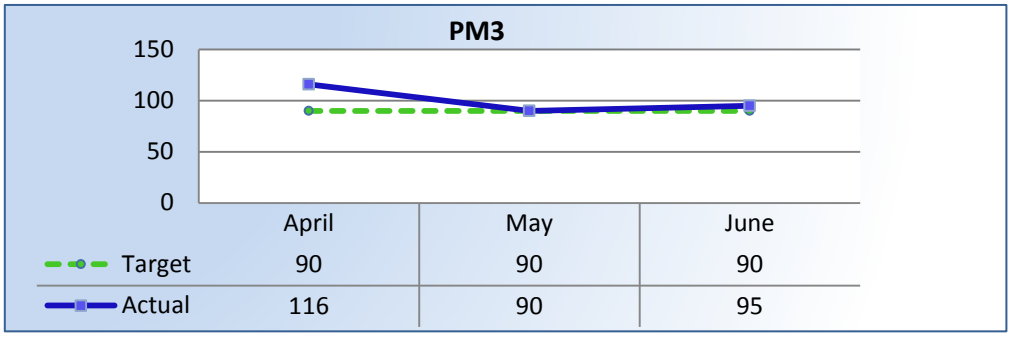
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | **Actual Average:** 2 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

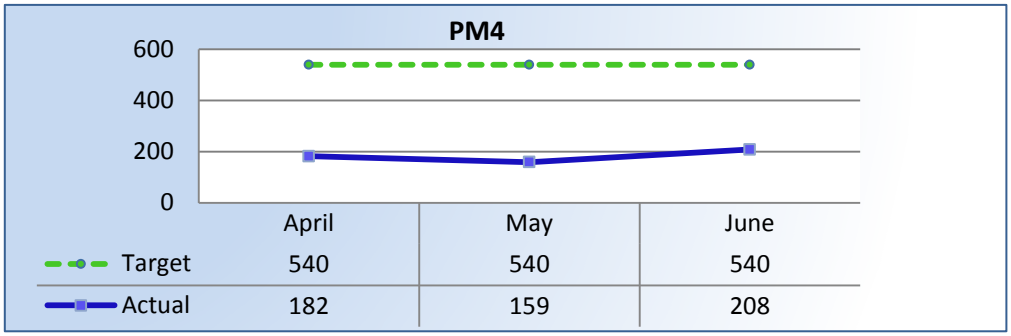


	April	May	June
Target	90	90	90
Actual	116	90	95

Target Average: 90 Days | **Actual Average:** 100 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau and prosecution by the AG).

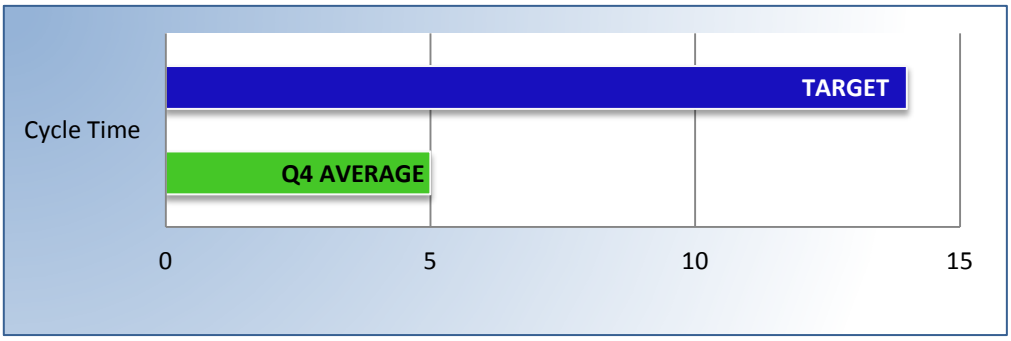


	April	May	June
Target	540	540	540
Actual	182	159	208

Target Average: 540 Days | **Actual Average:** 178 Days

PM7 |Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 14 Days | **Actual Average:** 5 Days

PM8 |Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Bureau did not report any new probation violations this quarter.

Target Average: 30 Days | **Actual Average:** N/A