

Texas Private Security Advisory Committee (TPSAC)

Meeting Minutes

April 13, 2022

1. Call to Order

The regular meeting of the Texas Private Security Advisory Committee was called to order at 11:02 a.m. on April 13, 2022 via conference call.

2. Roll Call

Patti James	Chair-woman	Private Investigator Representative
Wade Hayden	Member	Public Representative
John Helweg	Member	Locksmith Representative
Alan Trevino	Member	Private Security Guard Representative
Debi Ulmer	Member	Alarm System & Electronic Access Rep
Jason Hester	Assistant Chief	Texas Department of Public Safety
Pablo Luna	Service Director	Texas Department of Public Safety
Chris Sims	Service Director	Texas Department of Public Safety
Sherry Zgabay	Service Director	Texas Department of Public Safety
Christopher Hanson	Captain	Texas Department of Public Safety
Lawrence Cortez	Supervisor	Texas Department of Public Safety
Jeremy LeCrone	Program Manager	Texas Department of Public Safety
Amalia Sanchez	Program Supervisor	Texas Department of Public Safety
Ryan Garcia	Program Manager	Texas Department of Public Safety
Katherine Enyart	Program Supervisor	Texas Department of Public Safety
Linsey Silva	Program Supervisor	Texas Department of Public Safety
Steve Moninger	Senior Policy Analyst	Texas Department of Public Safety
Leslie Stevens	Personnel Admin Specialist	Texas Department of Public Safety
Renee Davis	Staff Services Specialist	Texas Department of Public Safety
Deborah Failey	Staff Services Specialist	Texas Department of Public Safety

3. Minutes from January 12, 2022

The minutes of the previous meeting were unanimously approved as distributed.

4. Quarterly Reports from Regulatory Services Division

a. Licensing Statistics

Ryan Garcia presented the statistics to the committee. Alan Trevino asked if the Business licenses reported for the last 6 months, averaging 650-700 per month, were new companies or renewal licenses? Ryan Garcia responded that the numbers were reflective of new licenses as well as renewals.

b. Disciplinary Actions

Jeremy LeCrone presented the actions to the committee. Patti James asked if the suspensions listed on this report were to come back into compliance, would they be considered renewals or new licenses. Jeremy responded that these licenses would be renewals. Alan Trevino stated that the report showed there were 70 suspensions for February and asked if Jeremy could break down how many of them would be for non-renewal

of insurance. Molly Sanchez explained that most suspensions listed are based on information regarding arrests, not insurance renewals. She stated that most suspensions are for applicants only, not for companies as there are usually only one or two of those per month. Molly also informed the committee that they do not keep track of insurance suspensions. Patti James asked if people who were suspended due to arrest, would they be eligible for renewal of their license. Molly responded that the department places these individuals on suspension when arrest information is received. Individuals could attempt to renew but that renewal would not process due to the suspension. If the individual submitted documents showing that the case was dismissed, the licensee would be reinstated.

c. Complaints/Investigations

Lawrence Cortez presented this information to the committee. Alan Trevino asked for an explanation on what a lead is, Lawrence explained that the information is from law enforcement rather than the public. Patti James asked what the most common complaint is. Lawrence responded that the most common complaint from the industry is for unlicensed activity. He stated that they see a number of complaints from the public for a contractual issue with an alarm or security company, which do not typically fall under the Private Security Act.

d. Executive Office Report

Assistant Chief Jason Hester introduced Captain Chris Hanson to the committee as the liaison between the Criminal Investigations Division of DPS and the Regulatory Services Division. Assistant Chief Hester informed the committee that the department began a few pilot operations regarding unlicensed activity and coordinated an operation in Dallas regarding locksmiths. During the operation investigators had a disabled car and called different companies to come unlock it, during this process proper licensure was checked. He told the committee that more of these operations would be performed to take a more proactive stance on unlicensed activity.

Captain Hanson addressed the committee stating that recently a license check was conducted at the Livestock Show and Rodeo in Austin. He stated that of the nineteen licenses checked, fourteen of them had licensing issues and one arrest was made. He stated they will be doing these checks more frequently and around the state, as a means of encouraging licensees to ensure their licenses are up to date. Alan Trevino asked if the licenses checked were individual licenses or company licenses. Captain Hanson stated that both types were checked.

5. Industry Reports

a. Security Officers

Alan Trevino reported to the committee, stating that the biggest issue seen in his area at this time is regarding school complaints from other companies. He stated that some of the more blatant violations are coming from training schools claiming to be able to give Level III & Level IV training in only one weekend, when there aren't enough hours to get that accomplished in that timeframe. He stated that another issue brought to his attention was regarding an employee with a Governmental Letter of Authority (GLOA). On the website the license read as a Commissioned Security Officer/GLOA, which lead them to believe this person held both licenses, as well as a Non-Commissioned Security Guard license and GLOA. When further research was

conducted into these licenses it was discovered that his Commissioned license and GLOA were expired by almost ten years. Alan asked if this was something that could be changed on the website or could one show expired while the other shows current. Ryan Garcia responded saying that the licenses should be listed separately, and he hadn't heard of this being an issue. He asked Alan to send him all the information so he could investigate it further.

b. Investigators

There were no updates or reports.

c. Alarm systems and Electronic Access Control

There were no updates or reports.

d. Locksmiths

John Helweg stated that the TLA convention is scheduled for October 27-29 in Pflugerville. He asked if the administrative changes were fully approved by the Public Safety Commission. Steve Moninger stated that they were approved and went into effect January 10, 2022. Mr. Helweg asked why RSD was doing criminal investigations rather than fining the companies out of business, and if RSD was actively issuing administrative fines for unlicensed activity. Sherrie Zgabay answered that DPS had the authority to fine, and now after adjusting the fine schedule are able to assess additional monetary penalties against those who violate the rules. She stated that while they can administer fines, investigations into criminal activity needed to remain a focus as well. John Helweg asked if there were a better way for the industry to report violations, such as unlicensed activity, for investigation. Sherrie Zgabay responded that complaint reports can be submitted in writing through the RSD website. She stated that when complaints are submitted the complainant receives an acknowledgment of receipt and are later provided follow up once the investigation is completed. However the department is limited in the information that can be provided, which is usually advising of the completion as well as general information regarding the results. An open record request can be submitted for additional information. John Helweg asked if the requirement for a complainant's name could be removed from the complaint form. Steve Moninger stated that the complainant's information is kept confidential under the Occupations Code. John Helweg and Alan Trevino stated that the current letter provided after investigation does not include any information regarding the outcome of the investigation nor what action is being taken. Sherrie Zgabay responded that the letter would be reviewed regarding these suggested changes and possible new language would be considered at the next meeting.

Alan Trevino asked for the status of the Level II, Level III, and Level IV training rewrites. Sherrie Zgabay responded that the Level II rewrite was nearing completion but had not yet been finalized. She further stated that the Level III and Level IV would be next to be updated.

e. Public Report

There were no updates or reports.

6. Discussion and Possible Recommendation Items

Review and discussion of complaint letter.

7. Future agenda items

8. Date of next meeting- July 13, 2022, 11:00 a.m.

Date of the next meeting was confirmed to be July 13, 2022.

9. Adjourn

Meeting adjourned at 12:06pm