

# TEXAS DEPARTMENT OF PUBLIC SAFETY



## ***REGULATORY SERVICES DIVISION PRIVATE SECURITY ADVISORY COMMITTEE***

FY2021 Q1 Report  
Revision Date: January 2021



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# 1. PRIVATE SECURITY

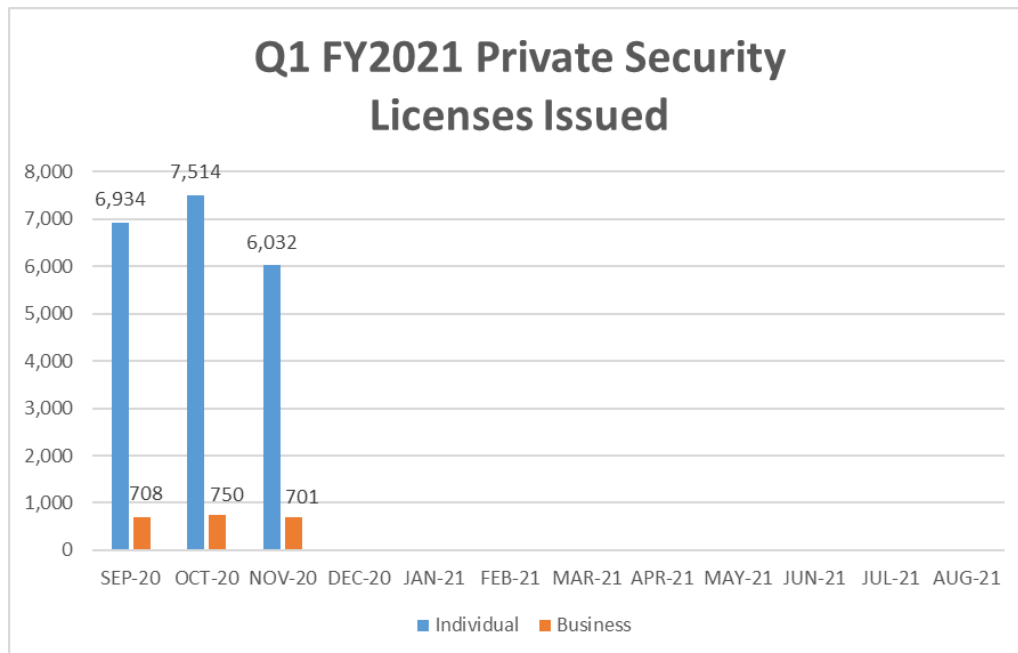
## 1.1. OVERVIEW

The Regulatory Services Division regulates the private security profession in Texas. The Division protects the public by conducting fingerprint-based background checks on applicants, investigating and resolving complaints, and taking disciplinary action against licensees or seeking criminal prosecution of those who perform private security services without a license.

The private security profession includes armed and unarmed security guards, personal protection officers, private investigators, alarm systems installers and monitors, armored car couriers, electronic access control device installers, and locksmiths. DPS regulates the private security profession under the authority of the Texas Occupations Code, [Chapter 1702](#), and the related administrative rules ([Title 37, Part 1, Chapter 35](#)).

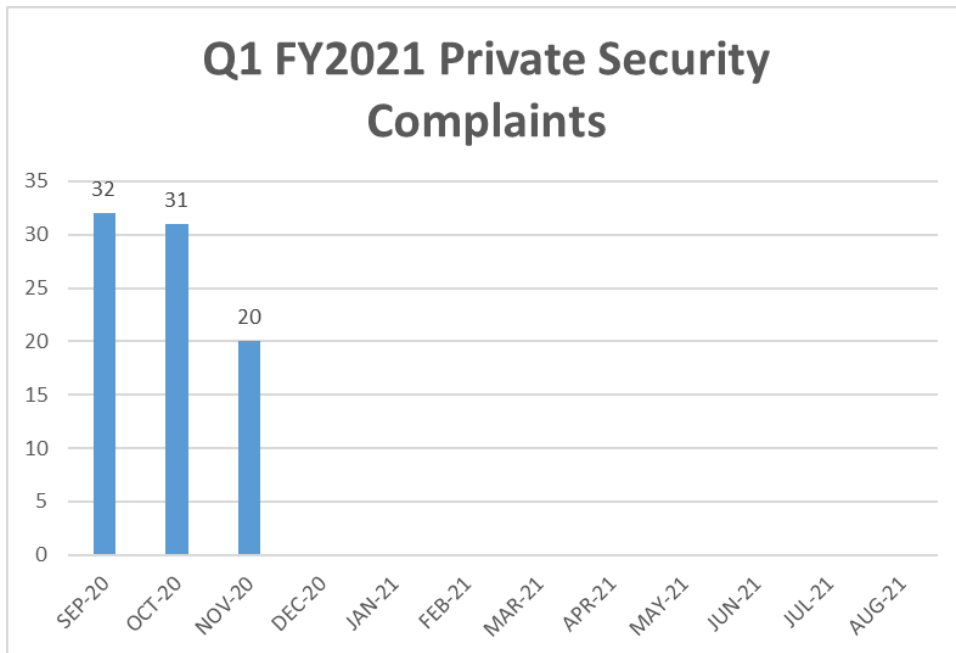
## 1.1. LICENSES ISSUED

In Q1 FY2021, the Regulatory Services Division issued 20,480 individual licenses and 2,159 business licenses.



## 1.2. COMPLAINTS

In Q1 FY2021, the Regulatory Services Division received 83 complaints: 34 were referred for disciplinary action, one was referred to a non-law enforcement agency, and the remainder resulted in no action due to insufficient evidence or no violation found.



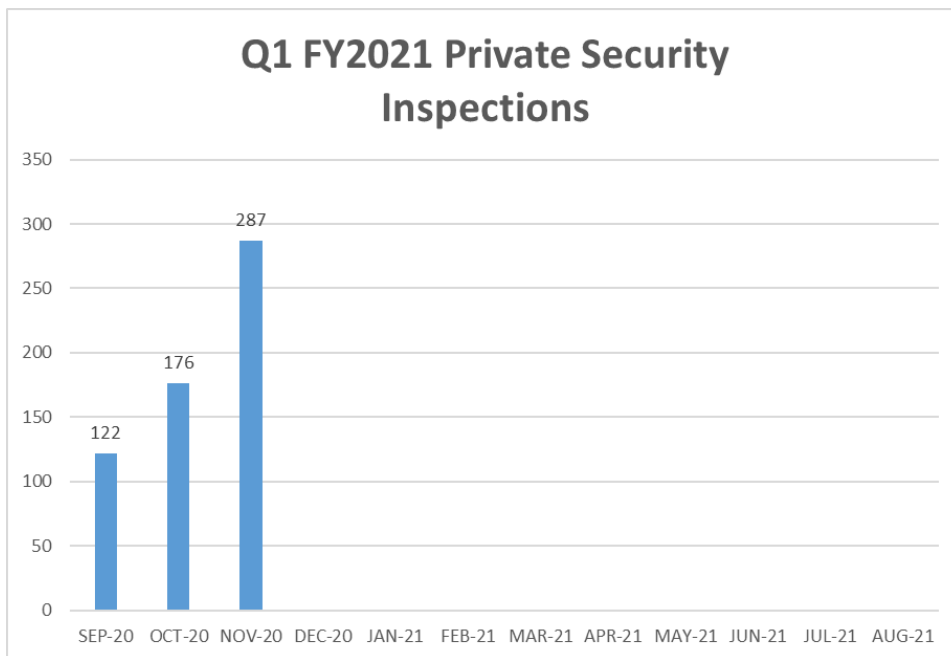
**i VIOLATION DESIGNATION**

Advertisement Violation	2
Assault	1
Contract Violation	3
Deceptive Business Practices	9
Firearms Discharge	1
Harassment	1
Impersonating a Public Servant	2
Impersonating a Security Officer	2
Non-Compliance	1
Operating with Expired License	3
Operating with Suspended Insurance	1
Operating without a License	14
Operating without Company Representative	3
Pocket Card	1

Records Issue	2
Safety Issue	1
Standards of Conduct	4
Theft	2
Uniform	2
Unregistered Entity	5
Other	23

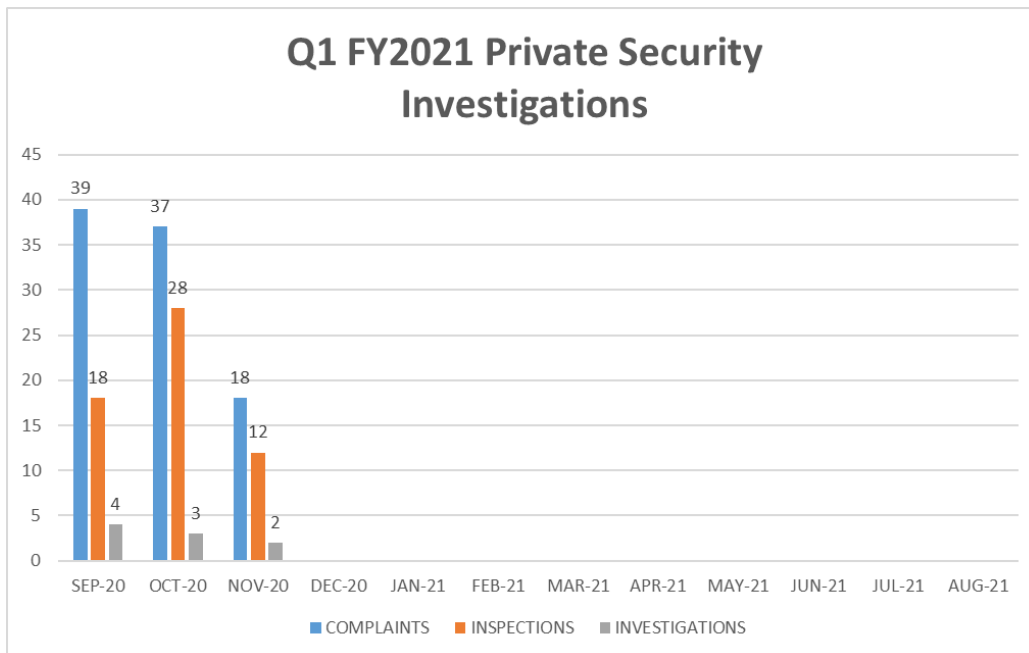
### 1.3. INSPECTIONS

In Q1 FY2021, the Regulatory Services Division conducted 585 compliance inspections.



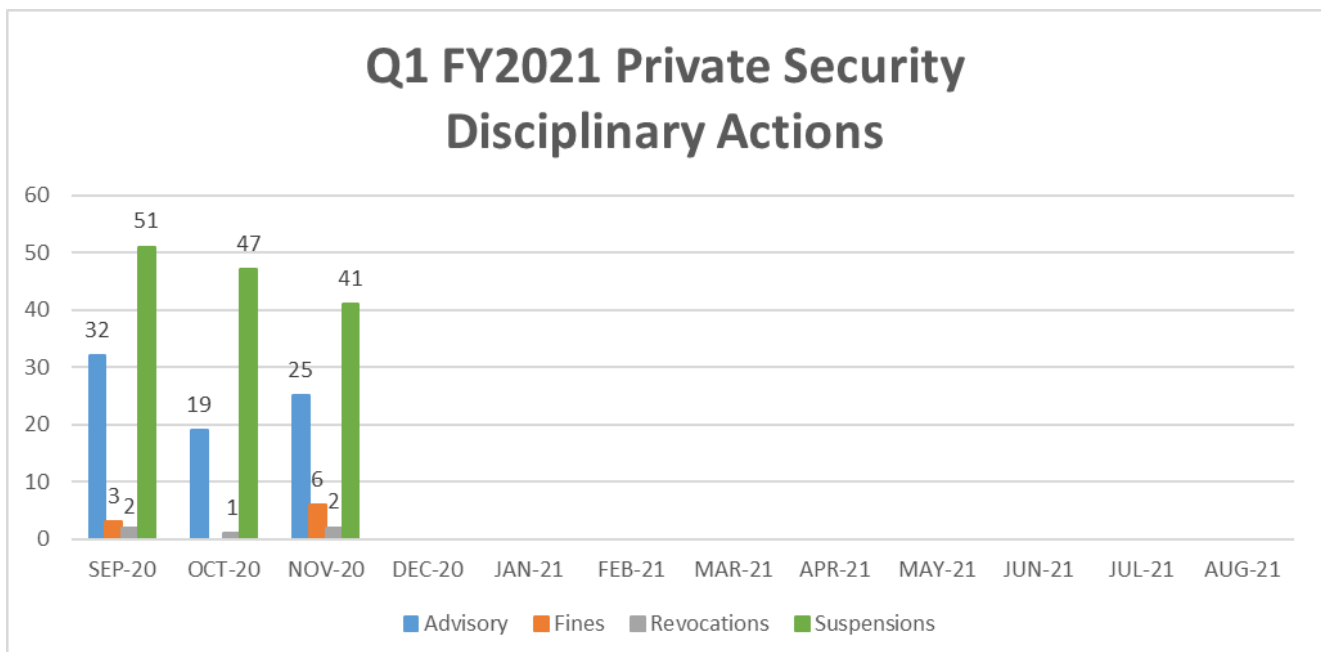
### 1.4. INVESTIGATIONS CONDUCTED

In Q1 FY2021, the Regulatory Services Division conducted 161 investigations: 94 from complaints, 58 from inspections, and nine were referrals from law enforcement or other agencies.



## 1.5. DISCIPLINARY ACTIONS

In Q1 FY2021, the Regulatory Services Division issued 229 formal disciplinary actions: 76 advisory notices, nine fines, five revocations, and 139 suspensions.



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## **2. CALCULATION DEFINITIONS**

The reporting period is calculated for Quarter 1, Fiscal Year 2021, from September 1, 2020 through November 30, 2020.

### **2.1. LICENSES ISSUED**

The number of licenses issued under the Private Security program during the reporting period.

#### **i DEFINITION**

The figure reflects the number of new and renewal program licenses issued during the reporting period.

### **2.2. COMPLAINTS**

The number and types of complaints received and resolved by the Department during the reporting period.

#### **i COMPLAINT DEFINITION**

A complaint is defined as any formal written statement received from a member of the public providing facts or cause for action against a licensed/authorized person or business, or a person/business working without a license in a program regulated by the Regulatory Services Division.

#### **ii RECEIVED AND RESOLVED**

Complaints are documented on the day received by the Department through an electronic form, email, fax, or the United States Postal Service.

RSD investigates complaints, and records are documented as closed on the day the Division disposes of the complaint. Complaint disposition points include: closed for insufficient evidence, no violations found during the investigation, administrative violations found and notification sent to the subject, or criminal violations are found and referred to law enforcement for further investigation.

### **2.3. INSPECTIONS**

The number of compliance inspection conducted during the reporting period.

### **2.4. INVESTIGATIONS CONDUCTED**

The number of investigations conducted by the Department during the reporting period.

#### **i DEFINITION**

This is a cumulative number reflecting investigations resulting from received complaints, violations found during a routine inspection, leads from law enforcement, reviewing program metrics such as Vehicle Inspection Clean

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Scan analysis, and investigation requests received from other agencies. Since an investigation can be conducted without a complaint (i.e., violations found during a routine inspection or reviewing program metrics), it is important to note that the number of complaints and investigations conducted will not always match in this report.

## **2.5. DISCIPLINARY ACTIONS**

The number and types of disciplinary actions taken by the Department during the reporting period.

### **i DEFINITION**

This calculation reflects all the disciplinary actions taken by the Division during the reporting period. An action is defined as formal notification to the subject of violations of program statute or administrative rules. Disciplinary actions taken can be the outcome of a complaint, inspection, investigations, background report, and notice of arrest or ineligibility to remain a licensee. Since disciplinary action can be taken without a formal investigation such as cases where a licensee becomes ineligible, it is important to note that the number of disciplinary actions may not match the number of complaints or investigations in this report.

Disciplinary action types in the report include advisory notices, cease and desist, fine, reprimand, revocation, or suspension.