

**MINUTES**

**UTAH  
Security Services Licensing Board  
MEETING**

**September 10, 2009**

**Room 403 – 4<sup>th</sup> Floor – 9:00 a.m.  
Heber Wells Building  
Salt Lake City, UT 84111**

**CONVENED:** 9:06 a.m.

**ADJOURNED:** 1:37 p.m.

**Bureau Manager:**

Clyde Ormond

**Board Secretary:**

Jacky Adams

**Board Members Present:**

Chief Johnny McCoy - Chairperson  
Sheriff Jeff Merrell  
Alan Conner  
Perry Rose

**Board Members Absent:**

Clayton Merchant

**Guests:**

Robert Anderton - PACSCo (Professional Alliance of Contract Security Companies)  
Jeff Rahter (Security Consultants Group & Security P Services)  
Lynette Phillips (Chapman Security & Investigations)  
Jon Thurman (Pinkerton Government Services)  
James Olin (Security Consultants Group)  
Michael Strange (Garda CL Northwest)  
Cory Green (Statewide Patrol Agency)  
Jairus Duncan (Garda CL Northwest)  
Russell Shinrock (Securitas Security)  
Clark Aposhian (Wasatch Security)  
Monique Jackman (Davis Security)  
Joe Chapman (Chapman Security)  
Nicole Blanchette (Allied Barton)  
Brian Trasamar (Brinks Security)  
Art Goodman (Kane Consulting)  
George Frandsen (Allied Barton)  
Gary Yenchik (Brinks Security)  
Arlee Kingston (AAA Security)  
Shawn Kane (Kane Consulting)  
Steve Peterson (Allied Barton)  
Aaron Person (Metro Security)  
Tina Hansen (Garda Security)  
Bill Sandoval (Pride Security)  
Myrna Stupelli (Guardsmark)  
Kris Cantil (Kane Consulting)

Jeremy Lee (Allied Barton)  
Dick Fisher (Peak Alarm)  
Paul Adams (SOS)  
Jim Eckley (SOS)

**DOPL Staff Present:**

**TOPICS FOR DISCUSSION**

**ADMINISTRATIVE BUSINESS:**

Approval of the August 13, 2009 Board Meeting Minutes

**DISCUSSION ITEMS:**

Training Program Review:

- 1) Current Basic/Additional Training Program Topics;
- 2) Change in entity who administers exams;
- 3) Accountability of the Trainers;
- 4) A rules amendment to require the full 24 (twenty-four) hours of training pre-hire including:
  - a) Reducing the time frame for completion of the 16 hours of additional training;
  - b) Requiring 16 hours of training pre-hire and 8 hours post-hire;
- 5) Elimination of the OJT (On-the-Job Training) Program

**DECISIONS AND RECOMMENDATIONS**

Mr. Rose second Mr. Conner made a motion to approve the August 13, 2009 Board Meeting minutes. The motion carries unanimously.

Mr. Ormond explained that during the August 13, 2009 meeting it was determined to hold an additional meeting to enable the profession to comment, and make proposed suggestions regarding the current rule language and the proposals being reviewed. All licensed or approved Companies (Contract Security Companies), and Qualifying Agents were invited.

Mr. Ormond further explained that during previous discussions with the Board and the Association it had been recommended for the State to offer a continuing education course, it was also recommended to approve a "Train the Trainer" program. Mr. Ormond stated that both suggestions would probably require a Statutory change. Additionally, requiring Armed Security Officers to hold a concealed weapons permit was not necessary at this time. And other recommended resolutions were to place the "Basic Training Exam" on-line, or amend the 24 (twenty-four) hours of Basic Training, with no specific limits regarding the topics.

Mr. Rose, addressed the attendees regarding the Board and Division's concerns:

- 1) Current training requirements not meeting the standard, which is required in today's society, to protect the Officer (Security Officer), the Company, the Client, and the Public;
  - a) 8 (Eight) hours of pre-hire training is not sufficient to ensure the protection of all parties involved; and
  - b) The conception that Officers are being rushed through their training.
- 2) The lack of professionalism required of this profession.
  - a) Officers are perceived, by the public, as either "want-a-be cops" or as unkempt, obese and lazy.

Mr. Anderton addressed the Board, and explained that the Association, is concerned that:

- 1) By making any change to the current training, it could restrict the hiring-process for all Companies;
- 2) The Division is not giving total credit for the number of hours a Officer is being trained;
  - a) All Companies are giving the training as required; in addition to site training (required by the Company and Client) However, only training required by the Division is being reported.
  - b) Some Officers undergo 24 to 48 (forty-eight) hours of training prior to being left unsupervised at a post. It was then added that it is not “good business” to place an untrained or under qualified Officer on an unsupervised post.
- 3) The Board was reminded to be considerate of smaller Companies with a minimal number of Officers, who may not have the ability to give 24 hours of training prior to placing an Officer on a post.
- 4) The current training requirements are repetitious. Mr. Anderton recommended requiring 16 (sixteen) hours of pre-hire training, on core topics, and an additional 8 hours of post-hire training.
- 5) A State-by-State comparison places Utah as one of the top three States in the Nation, for Training; and
- 6) The Division should investigate the training programs to ensure that all Companies are appropriately training their Officers.

Mr. McCoy questioned Mr. Anderton regarding how a Company could prove that 24 to 48 hours of training is being given to Officers. Mr. Anderton explained that, for his Company, clients are not billed for the training period of an Officer, and the Officers pay stub would reflect that the hours were “Training Hours”. Additionally a “Checklist” is used to ensure that all Officers are correctly trained for each site, and some clients require the passing of an examination prior to the Officer being unsupervised.

Mr. McCoy then asked if Companies trust that their competitors are appropriately training all Officers. Mr. Anderton indicated that they do. However, clients usually require additional site training. It was later determined that Companies do not trust their competitors to train appropriately. Even an Officer coming from a Company who is known to have received many awards for their training program is required to undergo the “Basic Training” upon beginning to work for a different Company.

Mr. Conner voiced his concern regarding the number of incidents in the recent past regarding Officers having been involved in firearm confrontations, in public areas. It was then added that in one of the cases the Officer was killed.

**The attendees were then invited to comment regarding these issues:**

**Change in entity who administers exams;**

Most attendees felt that the training program should be amended to be applicable to the current needs of the Public and Clients. One individual recommended a 40-hour, "Academy" which all Officers should be required to complete prior to becoming licensed. The curriculum would teach the Officer the minimum requirements to ensure the safety of the Officer, the Public, and the Client. Additionally it would enable Officers to transfer from one Company to another without the need to undergo additional "Basic Training". It was further explained that an "Academy" would increase the image and professionalism of this profession.

Even though many Companies were represented only two individuals expressed their concerns that an "Academy" was unacceptable. One concern was due to the nature of his contracts, Mr. Ormond recommended, amending his program to incorporate the Divisions requirements. The other agreed that an "Academy" would be good for Armed Officers however; he felt that Unarmed training should remain the responsibility of the Company.

It was questioned if a Physical Fitness requirement should be added. Even though this is a good idea the consensus was that it would be difficult to enforce.

**Accountability of the Trainers & Companies;**

One individual felt that the hiring practices of the Companies were in question by the Division. He explained that no Company would place an unlicensed, untrained person in a place of responsibility, and be able to retain its Clients. It was explained that the "Additional 16 hours" of training is being offered to the Officers; however, a number of Officers are leaving the employment prior to completing the program.

**Elimination of the 90-day Temporary License or OJT (On-the-Job Training) Program;**

It was recommended to eliminate the 90-day Temporary

License, and require the “Additional 16 hours” of training to be complete within the OJT (On-the-Job Training) 30-day time frame, at that time the full license could be issued. Mr. Ormond agreed with this recommendation.

It was recommended to require 24-hours of training pre-hire, eliminate the OJT, and have the full license issued within 2-business day. This recommendation was not well received.

### **Enforcement of the current Training Program Requirements;**

Several individuals present felt that the Division should strictly, enforce the current training requirements. Mr. Anderton explained that if the Division sanctions a Company for a training issue, the Association would withdraw their approval. The Board reminded the attendees that the profession needs to police them selves in this area.

### **Armed Training;**

An individual explained that she has interviewed several Armed Officers, who have admitted that they have never fired a weapon, which were given duty weapons from a Company which was rusted, and the ammunition had never been replaced in the weapon. She questioned if the training was being appropriately given, and if so how this could happen. She further informed the Board that all military weapons in this State are being guarded by Security Companies, and she did not feel that there was any consistency in the current Armed training. It was later added that the current program is good, it must be enforced, and should be amended to accommodate for real life situations.

### **Board Approval of Qualifying Agents;**

It was recommended for the Board to extensively interview new Qualifying Agents to ensure they understand all training requirements. And determine how the training will be completed, what program will be trained, to ensure that the Qualifying Agent will be a benefit to the profession not a deterrent. The Board seemed to like this recommendation.

### **Image and Professionalism;**

The Board was reminded that the small number of bad issues, which are brought to light by the media, harms the image of this profession; however, in reality the successes of this profession surpass the bad. Mr. Conner agreed

adding that criminals are now targeting “soft” targets, which are protected by Security Officers. He then reemphasized that Officers are usually the first responders in these situations and that they need to be trained to appropriately handle the situations until a Police Agencies can respond.

The Board was reminded that Officers are in essence “Private Citizens” who by the nature of their job duties are placed in a position of trust. The Officers is not a Police Officer and should not be treated as such. The Board agreed, however; they are concerned that the current Training requirements do not give Officers the tools needed to handle real life situations.

It was questioned how an Officer would handle a situation where they found a competitors Officer doing something inappropriate. It was explained that in the past nothing was done, however this has now changed.

The group felt that all areas of Security should be licensed; Proprietary Companies and Contract Companies alike. The Board was reminded that Mr. Conner’s concern regarding the Officer being killed; was a Proprietary Company not Contact Company.

#### **Other Issues;**

An Individual then reminded the Board to be considerate of the Officers. Adding that it may not be the Companies who will be required to pay additional fees for an “Academy” it could be the Officer, it was further explained that this is a low paying job; and an expensive “Academy” course could drive individuals out of this profession. And in turn hurt some of the smaller companies.

#### **Closing;**

In closing the group was reminded by the Board and Division that one of our objectives is to protect Public Safety, Health and Welfare. The Board further expressed the belief that due to the need for Contract Security and Police Agencies to work closely together Officers should be trained in a manner, which would enable the Officer to protect not only himself but also the Public, and possibly back up Police Agencies if the need arises. The Board expressed their understanding that Officers are not Police Officers; however, due to the current mindset of criminals, Officers must be prepared. The Board believes that a level of training should be established which would give the Officers the tools needed to accomplish this.

The Board added that they felt that this level of training would improve professionalism. And the Board felt that a minimum of 16-hours of pre-hire training, with a minimum of 8 post-hire training should be established. Further it was commented that in the future the Board would like to see a minimum of 40-hours of training prior to an Officer being placed on an unsupervised post.

Prior to a motion being proposed, Mr. McCoy expressed his thanks to this profession for all the work they do to protect the public. He encouraged this profession to learn from Police Agencies, who have determined that more training is needed to ensure the protection of all individuals involved. He further explained that to ensure their protection even Unarmed Officers should be required to undergo Firearms instruction. He then stated that Police Agencies and Security Companies need to learn to work together, partly due to the public blurring the lines between the two professions, and due to both professions need of assistance from the other. Mr. McCoy again expressed the Boards desire to increase the training requirement for this profession.

Mr. McCoy explained that he hoped that a resolution could be found which would be beneficial for the Division and Board, Security Companies and Guards, and Police Agencies. He further added that he hopes that if an "Academy" is needed it would be State funded.

Mr. Rose seconded by Mr. Conner made a motion to recommend to the Division to appoint a Sub-Committee of who will review all aspects of the training for this profession and to determine:

- 1) The total number of hours needed prior to Licensure.
- 2) Review the current curriculum to determine what changes need to be made, to ensure all Officers are given the appropriate training.
- 3) Determine if this training program will be instructed by:
  - a) The Contract Security Companies
  - b) An Academy
  - c) Or a State approved Trainer

This Sub-Committee will report to the Board at the December 9, 2009 meeting with their recommendations. The motion carried unanimously.

One Unarmed Security Officer, One Armed Security Officer, One Armored Car Company, and One Contract Security Company will be appointed to this Board, with Mr. Rose as the Chairperson.

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Review of Other States Training/Trainer  
Requirements

This issue was given to the Sub-Committee for review. The Sub-Committee will report to the Board at the December 9, 2009 meeting with their findings.

**ADJOURN:** 1:37 p.m.

*Note: These minutes are not intended to be a verbatim transcript but are intended to record the significant features of the business conducted in this meeting. Discussed items are not necessarily shown in the chronological order they occurred.*

October 8, 2009

(ss) Johnny McCoy

Date Approved

Chairperson, Security Services Licensing Board

October 8, 2009

(ss) Clyde Ormond

Date Approved

Bureau Manager, Division of Occupational & Professional  
Licensing