



MINUTES

Ohio Private Investigators & Security Services Commission

JUNE 7, 2012 - 1:00 P.M.

Location: Ohio Dept. of Transportation
1980 W. Broad St. Lower Level Room A
Columbus, OH 43223

Commission Members Present:

Cohen, Mike- International Security Assoc., Class A Provider - **Chair**
Cotner, Steven- Corporate Intelligence Consultants, Class A Provider
Armstrong, Rodney- Securitas Security Service USA, Inc., Class A Provider
Holcomb, Dwight- Dispatch Printing Company, General Public
Hollenbaugh, Gregg- Cal Crim Inc., Class A Provider – **Vice Chair**
Martin, Russell- Sheriff, Delaware County
Simms, Brian- Atty. Franklin County Prosecutors Office
Parson, Jeffrey- Allied Barton Security Services LLC, Class C Provider
Powell, Joseph- Corporate Security Services, Class B Provider
Wolske, Gary- City of Garfield Heights, Law Enforcement

Commission Members Absent:

Brink, James Captain- OSHP (Designee for Col. Born)
Deskins, Dennis- Glimcher, Class A Provider

Also Attending:

Booker, Robert- Executive Director, OIU (Designee for Director Charles)
Mack, Earl- Deputy Director, PISGS
Vitale, Anne- Legal Counsel, ODPS

- **Call to Order** - The meeting was called to order at 1:06 pm.
- **Roll Call** - Roll call was completed by LaNese Powell. There was quorum present for this meeting.

Old Business:

- **Approval of Minutes** – Minutes from the January 5, 2012, meeting were presented for approval. Noted changes needed are:
 1. The typo on page 3 under Compliance: Provider Renewals reads “2012/2012” should be “2012/2013”;
 2. On page 1 under Members Attending: Mr. Booker should be moved to “Also Attending.”

There were no other changes and no further discussion regarding the January 5, 2012, minutes. A motion to accept the minutes was made and seconded, a vote was taken and the January 5, 2012, minutes were approved with the noted changes.

New Business:

- **Commission Positions:**
 1. **Sheriff Vacancy** – Sheriff Martin advised he was sworn in as the Delaware County Sheriff on Monday. He expressed his hope to remain a member on this commission. He advised he has not spoken with Bob Cornwell of the

BSSA, but is hopeful he will remain an active member of the commission. He asked if he would serve the term of the sheriff or remain in his current term as chief of police. Anne Vitale responded that now he is sheriff, he will fulfill the sheriff position vacancy, and the chief of police vacancy will be vacant. Mr. Montgomery confirmed that term is effective through 2015.

2. Police Chief Vacancy - Mr. Cohen acknowledged the police chief position now vacant. He asked if there are any applications. D D Mack advised there are none yet due to the position just being vacated.

- **Committee Reports:**

1. Training Committee – Mr. Cohen advised he is pleased with the progress of the Training Committee. There have been a lot of positive recommendations for change that have been passed on the Legislative Committee to be put together. He advised one of the major changes recommended was not involving OPOTA in the private security training. Mr. Cohen added he hopes to have the training, portability, and legislative changes in the rewrite around August and ready to present to the committee for review, and then to the industry for review. He continued by adding by the time the legislators come back in the fall, the rewrite could be ready to go forward to legislation near the end of the year. Mr. Cohen asked for questions; there were none. There was no further discussion regarding the Training Committee report.

2. Legislative Committee – Mr. Moran advised the Legislative Committee will meet on the 21st to try to get something drafted to present to the Commission. Mr. Moran added the biggest sticking point is trying to work out the details of how the training is going to look regarding the firearms and the relationship with the Peace Officer's Training Commission. Mr. Cohen asked for questions; there were none. There was no further discussion regarding the Legislative Committee report.

3. Portability Committee – Mr. Hollenbaugh advised this committee has not met for quite a while because they ironed things out a couple months ago. Mr. Hollenbaugh continued by reviewing the process recommended for portability:

- a. Applicant completes the application at any provider location;
- b. Applicant receives a temporary ID card for ninety (90) days and a valid company ID that allows him/her to work;
- c. The card will be renewed if necessary;
- d. Applicant receives the state issued registration card that will be renewable every two (2) years;

Mr. Hollenbaugh continued that the fees for portability will probably double because they will be for two years instead of one year. He continued that everything will be based on training. When the guards are registered and have the state issued ID card, they can go to work for any currently licensed provider. They will not be able to go out and work on their own. They must work for a licensed provider. The provider will be responsible for notifying the state. Mr. Hollenbaugh continued that process will be worked out in rules, but they anticipate it might be done on line. This will be for investigators and guards. There will also be a training program for investigators. Mr. Hollenbaugh asked for questions; there were none.

- **New PISGS ID Cards:**

D D Mack stated they have been working on new ID cards due to the substandard quality and problems with the current ID cards. He advised they have been working with a company to produce a new ID card, and passed around a sample of the new card for review. He continued they think this ID is going to be great for the industry. He advised the equipment should be here in the next couple of weeks or so. The new ID cards will be distributed by PISGS on new registrations, registration renewals, FAB and replacement cards, and new QA cards. The new ID cards will also be issued to walk-in customers qualifying for immediate registration at the customer service window. D D Mack added that he thinks the new ID card will be a lot more efficient and secure than what we have now. Mr. Cohen asked if the word "guard" will be changed to "officer." D D Mack responded as soon as we get approval of the new legislation. Mr. Cohen confirmed the new cards to start will say "security guard" and when the legislation is changed the new cards will say "officer." D D Mack responded "correct." Mr. Armstrong asked about the timeline. D D Mack responded that once the equipment arrives, the IT department will do the programming as a standalone for now. When testing has been completed, PISGS would like to start with Securitas as a testing concept since they have so many officers and guards. Mr. Hollenbaugh asked if the card will be specific for security guard and/or private investigator. D D responded it will be specific. Mr. Martin asked if this will be the only place to acquire the ID cards. D D Mack responded "right now it will be the only location. We still have a long range project to get with BMV, but there are some snags right now." D D Mack continued by explaining the proposed process for processing the applicant identification and photo for the new ID card. He advised there is a strip on the back of the card for the employee's signature. In conclusion, D D Mack advised this will be the only location to issue the cards. Mr. Hollenbaugh asked about the provider purchasing the printer, D D Mack interjected that will not be an option. Mr. Hollenbaugh asked if the company had a printer, why PISGS couldn't just send the information to print the card via internet. D D Mack responded "for security

reasons.” Mr. Cotner questioned verification of the photo for the applicant. D D Mack responded the company will be responsible for emailing the photo to us. Mr. Cotner asked about taking photos at the customer service counter. D D Mack advised there will be a camera on site. Mr. Holcomb asked about the process for phasing out all the old ID cards. D D Mack referred to earlier discussion regarding issuing the new ID cards in response. He added, starting with Rodney’s company (Securitas), as we bring them on board, the company will be responsible for collecting the old cards before issuing the new cards. When asked for the timeframe to collect the old ID cards, D D Mack responded that in probably a year everybody should have the new ID cards. Mr. Simms asked if the photos could be cross checked with the BMV. Ms. Vitale advised we wouldn’t be able to access BMV photos for that purpose. Mr. Martin asked about the capacity of PISGS staff to take on this transition. D D Mack responded that PISGS staffing capacity is in review. E D Booker added the only thing that will change is the quality of the product. He continued the volume of work is practically the same, it doesn’t change.

- **On-line Provider Applications:**

D D Mack advised PISGS is in testing phase for the on-line provider applications system. Applicants will be able to go on line to complete and submit applications for licensure. PISGS staff has already started testing the process. D D Mack asked for two (2) or three (3) external sources from the industry to partner with PISGS for testing. This partnership for testing would bring out any issues that could occur so they can be fixed. D D Mack continued that he has discussed this with Chairman Cohen, and wanted to bring this request to the board to solicit volunteers. Chairman Cohen asked for volunteers and offered his company (ISA). Mr. Armstrong offered his company (Securitas), Mr. Parson offered his company (AlliedBarton), and Mr. Hollenbaugh offered his company (Cal Crim, Inc). There was a brief question and answer period regarding the on-line application proposed process. Chairman Cohen confirmed questions were answered. There was no further discussion regarding this matter.

Mr. Parson stated he has a question regarding the new ID card. He asked about putting a hologram overlay on the new ID card so it wouldn’t be easy to duplicate. D D Mack answered the system does have the hologram capability, and it is being looked at.

- **Compliance Report _ PISGS Enforcement:**

The compliance report was presented as a handout package for review. D D Mack advised the Compliance Report consists of closed enforcement cases and opened the floor for questions. Mr. Cotner asked what kind of issues are coming in this year. D D Mack responded there are more insurance problems surfacing, lapse in coverage, and some with no insurance at all. Mr. Hollenbaugh asked about the procedure in place for handling the insurance problems. D D Mack reviewed the 14 day notification procedure. He further advised that on a renewal, the license will not be renewed without the insurance coverage in effect. D D Mack advised the next biggest problem this year are companies using unregistered security guards, and there has also been an upswing in illegal activity. D D Mack gave examples of some of the violations.

- **Member Comments:**

1. **E D Booker** – stated he thinks the committees have done a pretty good job and we can see the light at the end of the tunnel. He thinks we are in the right place with progress in the committee and settling on language. He continued that he is looking forward to closing it out and getting a final product, and getting something final starting next year.
2. **Mr. Hollenbaugh** – advised he has received several complaints from the industry regarding requests for account locations and information. D D Mack responded that a letter is sent when an investigator requested to look at books and records. PISGS did not request their contracts or anything involving the company’s ability to do business. PISGS only asks for locations so they can know where to check. D D Mack referenced incidents where there was a misunderstanding of the request, but both were addressed. Mr. Hollenbaugh advised he believes the investigators are also asking for the hours the guards work their names. D D Mack responded he believes some of the requests did ask for the hours, days, and names of the guards. Mr. Hollenbaugh asked if that information would then become public record. D D Mack responded that it is subject to public record requests. Mr. Hollenbaugh continued by asking D D Mack if he thought it was a good idea to maintain those records. He added he thinks it’s wrong to maintain a database of who has security. Ms. Vitale responded she didn’t think a database was going to be maintained, then went on to confirm the public record status, and discuss retention schedules. Mr. Hollenbaugh continued regarding his communications with the National Council of Investigative Security Services, and the OASIS legal counsel regarding this matter. He added that he does not have a problem with PISGS looking at his records, but thinks taking his records to Columbus is wrong. Ms. Vitale responded that she agreed, and noted that it’s voluntary. She continued they (PISGS) can go ahead and look at it and get the address and go wherever they need to be. Mr. Hollenbaugh asked if the letter is voluntary or mandatory when received.

D D Mack responded it is a voluntary letter. Mr. Hollenbaugh concluded if this is something that does not need to be complied with, there is no issue.

3. **Mr. Holcomb** – confirmed with Mr. Hollenbaugh the letter reads as if it is mandatory. After brief discussion, Mr. Holcomb stated the letter maybe inappropriately written. After further discussion regarding the contents of the letter, E D Booker responds there are valid concerns to be revisited before the next commission meeting.

4. **Mr. Hollenbaugh** - stated there are three (3) main concerns he has about it; terrorism and public records access to company information. He continued discussion regarding the account location letter and noted Governor Kasich's business friendly environment policy. He explained he believes the investigators coming to contracted sites are an interruption to the guards and the guard's contracted duties. Ms. Vitale asks for the third concern. Mr. Hollenbaugh responds individuals coming to a site wanting proprietary information or client information. He continued that he is prepared to enter a resolution, but if the department is saying they are going to address the issue, he will be fine. He added that if the department cannot do something more than change the way it's going, then there is a disservice to the industry and the state of Ohio. E D Booker responds he is all for not holding on to records we don't need. He continued that the department will look at this and make necessary changes.

5. **Mr. Holcomb** – asked if there could be a safeguard such as a record retention to destroy the collected information. E D Booker responded that he questions taking possession of information that could be verified on site.

6. **Mr. Moran** - speaking on behalf of OASIS stated this is definitely an industry issue. He has received a number of phone calls from companies that are upset about this. He added that he doesn't think this is a smart regulation to follow this process because everybody can be in compliance today, and tomorrow they might not be in compliance. He stated he thinks random spot checks are better. After further discussion, Mr. Moran concluded that this issue has generated a lot of concern, and that he certainly echoes everything Mr. Hollenbaugh said. E D Booker concluded by saying he likes to think "we're a work in progress."

- **Public Comments:**

1. **Dee Bardes** – spoke about the proposed process and fees for portability, and suggested a draft of legislation for portability be posted for public review. She also spoke about the PISGS ID card sample that was passed around. She referenced the strip on the back of the card and suggested it could also be used as a time card.

2. **Asad Shebaz** – asked how to get on or involved in the OPISSC committees to offer new ideas for the industry. He also spoke about the need for professionalism and respect in the industry. He continued to discuss portability, the effect of the commission on the industry.

3. **Mr. Cohen** – responded that he appreciates the comments. He continued that the establishment of this commission was to assist the industry and to advise the governor and the state in raising the image to the industry. He added that meetings are public, and when committees are selected, public volunteers are welcome. Regarding portability, Mr. Cohen stated he thinks portability will solve many of the problems, maybe not 100 percent, but definitely a first step in the right direction.

4. **Dee Bardes** – asked who is writing the portability. Mr. Cohen stated there is a committee. Ms. Vitale added the drafting hasn't begun yet. Ms. Vitale continued by explaining all of the committee meetings are public meetings. She further explained the purpose of the Legislative Committee and advised the date and time for their next meeting.

- **Adjournment:** Chairman Cohen adjourned this meeting at 2:08 pm.

- **Next Meeting Date:** August 2, 2012 at 1:00 pm