

NOVEMBER 2025

THE CALIFORNIAN

THE QUARTERLY
NEWSLETTER OF



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PRESIDENT'S REPORT

DAVID CHANDLER, CALSAGA PRESIDENT



I appreciate those of you who attended the 2025 CALSAGA Annual Conference. We had a great turnout and a high enthusiasm level. As always, I enjoyed connecting with CALSAGA members face to face. Check out the recap on **page 13**. The Save the Date for the 2026 conference and the announcement of a new location should arrive in your inbox later this year!

If you attended the conference and have not yet provided us with your feedback, please take two minutes to complete the **2025 CALSAGA Annual Conference Attendee Survey**. Our staff is already working on events for next year and your input helps us design events that will best benefit you and your business. Of course, you are also welcome to send feedback to staff@calsaga.org.

Make sure to mark your calendar for the last Coffee Chat of the year which will take place December 10th at 10am. Registration is expected to open soon. Coffee Chats are produced by the CALSAGA Ambassador Committee. If you're interested in joining the committee, [complete this form](#) and someone from the committee will reach out to you.

I hope that you and your family have happy holidays. Please reach out to staff@calsaga.org if the staff can do anything to support you.

Stay Safe,
David Chandler

A handwritten signature in dark ink, appearing to read 'DCA', written over a light blue horizontal line.

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Year-End Reminders:

The 8 hour Power to Arrest/Appropriate Use of Force Training must be documented on a single certificate; the BSIS will not accept one certificate for Power to Arrest and another for Appropriate Use of Force.

PPOs, remember that it is your responsibility to ensure that your new hires' training certificates are correct prior to accepting them.

Per section 643 of the California Code of Regulations - For each course, or series of courses including continuing education courses, the institution or company providing the training shall issue a Certificate of Completion to the individual completing the course. The certificate shall identify the course(s) taken, the number of hours of training provided, identification of the issuing entity, name of the individual and instructor and a date, and state that the course(s) comply with the Department of Consumer Affairs' Skills Training Course for Security Guards and Proprietary Private Security Officers. The certificate shall be serially numbered for tracking. An institution or company providing the training shall maintain the Certificates of Completion for a period of no less than two years.

Qualified Managers, if you have not yet renewed your license, make sure that you know when yours is scheduled to renew. In order to check on your renewal date, you should log into your BreZE account. At the top right you should see a box that says Click to see all licenses. The QM expiration date will be in that list. Sixty to ninety days prior to your expiration you will be able to complete your renewal application. Once approved, you will receive a certificate in the mail which must be displayed under your PPO license. Remember that these licenses must be displayed in a place that can be visible by the public such as your lobby or reception area.

If you have an upcoming audit, or just want to know what an audit looks like, I encourage you to watch the recording of [Coffee Chat: What to Expect During a BSIS Audit](#). BSIS Assistant Chief Sam Stodolski, Enforcement Chief MJ Abdelsalam, and Enforcement Manager Uriel Mora shared insight and helpful tips to help members feel prepared. Additionally, they shared the following documents: [Inspection Operational Areas - PPO](#)
[Inspection Operational Areas - TFF and TFB](#)
[Inspection Operational Areas - PSE](#)



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Job Number	Description	Actual \$	Rate	Budget \$
10040	National Bank	\$25,042	44.42%	\$5,618
10041	Shawmut	\$92,214	100.00%	\$27,000
10042	Wash State	\$80,100	91.18%	\$86,716
10043	Wash State	\$200	0.02%	\$0
10044	Global Bank	\$19,001	61.10%	\$3,116
10045	ARMCO Co.	\$11,201	74.43%	\$1,514
10046	Chase Co.	\$11,000	100.00%	\$2,000
10047	Local Bank	\$20,000	100.00%	\$2,000
10048	Shawmut Co.	\$15,000	75.00%	\$20,000
10049	Richardson			
10050	Shawmut			

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BE PREPARED FOR HIGHER WORKERS' COMPENSATION INSURANCE RATES

SHAUN KELLY, ASSURED PARTNERS,
CALSAGA PREFERRED BROKER



Great seeing everyone at the CALSAGA conference!

I shared some of this information during the conference and thought it would be good to revisit and assist you in mitigating the potential increase in Workers' Compensation rates that will be coming.

Over the past 4-5 years we have seen rate increases in all lines of coverage, except Workers' Compensation, which has seen decreases in rates for the past 8 to 10 years, it was only a matter time before the claims costs caught up to the premiums paid. When rates were soft, the only time that you may have experienced a rate increase is if your Workers' Compensation Experience Modification increased due to claims or a reduction in payroll or there was a significant change in the types of clients you serviced.

Here are some Cost Drivers for the upcoming rate increases:

- Increasing Medical Cost Development
- Higher Average Medical Costs
- Increasing Cumulative Trauma (CT) Claim Frequency
- Increasing Allocated Loss Adjustment Expense
 - Legal Defense
 - Investigation (Sub-rosa) Costs
 - Additional allocation of payroll to service claims

To assist in Mitigating the expected increase in Workers' Compensation premiums, please review the following:

- First, try not to have claims!
- Report claims immediately
 - To provide medical treatment as soon as possible and return employee back to work
 - To allow claims adjuster to manage the claim without delays
- Investigate all claims to find the "Root cause".
 - Supervisor should be responsible to report and investigate claim to prevent similar claims in the future
- Review "Open" claims quarterly with claims adjuster until closed.
 - Important – "Unit Stat" time is 6 months after your policy expires. At Unit Stat time, claims and payroll are provided by your insurance carriers to the WCIRB to calculate your Workers' Compensation Experience Modification. This is a very important time to work with the claims adjusters to reduce reserves and/or close claims.



THREE PRIORITIES SHAPING THE FUTURE OF ENTERPRISE SECURITY OPERATIONS

JILL DAVIE, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

If you lead an enterprise-level security guarding company, the conversations at trade shows this fall likely confirmed what you're already experiencing. After engaging with industry peers and innovators, a clear consensus emerged: the security landscape is being redefined by three essential themes: data, efficiency and the strategic integration of Artificial Intelligence (AI).

For businesses operating at scale, these aren't simply abstract trends. They are urgent imperatives that dictate your profitability, ability to grow and client retention. Here's what's top of mind for security executives navigating this digital transformation.

Data and Analytics: Turning the Data Stream into Strategic Insight

Every security firm is sitting on a goldmine of data: daily activity reports, overtime exceptions, incident reports, client history and real-time field activity. The core operational challenge is shifting from merely storing this information to actively harnessing it to inform strategy.

Industry leaders are no longer satisfied with simple historical reports. They are moving toward proactive, predictive risk management, which requires centralizing disparate data into one unified platform. This enables decision-makers to ask and answer complex business questions: Which sites have the highest incident rate relative to labor hours allocated? Which scheduling patterns correlate with the highest overtime costs?

When you enable the fusion of real-time field data with back-office financials, you unlock predictive capabilities that directly impact profitability. The goal is to democratize this information, empowering regional managers to use intuitive, AI-assisted tools for ad-hoc exploration and instantly generating custom visualizations that drive strategic decision-making.

The Efficiency Imperative: Automating the Back Office and Empowering the Field

In today's environment, eliminating administrative waste is the fastest path to significant ROI. Every manual process, from payroll entry to paper-based compliance checks, represents a drain on both financial and human capital.



CLICK TO CONTINUE READING



- Workers' Compensation
- General Liability/Errors and Omissions
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- Commercial Auto
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SHAUN KELLY

SR. VP, RISK ADVISOR

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TOP 3 ACTIONS SECURITY LEADERS SHOULD TAKE TO CLOSE OUT THE YEAR STRONG: WHY THE END OF THE YEAR MATTERS

ANNE LAGUZZA, THE WORKS CONSULTING,
CALSAGA NETWORK PARTNER

Many leaders coast into the year-end, thinking about holiday schedules and payroll deadlines. But strong leaders use this time strategically to motivate their teams, solidify culture, and set the tone for the new year.

“ A well-executed year-end creates momentum and builds trust going into January. Think of this as your final lap of the year—how you finish matters.

Finish the year strong by taking these 3 actions and using our Year-End Closeout Checklist for Security Leaders. ([Download our FREE checklist here.](#))



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Action #1: Reflect and Recognize

People will work for a paycheck, but they'll go above and beyond for a leader who sees and values them.

• Why it matters:

- Security work is demanding and often thankless. Guards work long shifts, nights, holidays, and often face challenging situations with the public. Recognition builds morale and retention.

• How to do it well:

- Hold short team huddles to reflect on big wins of the year (incidents handled well, client relationships strengthened, emergencies managed with professionalism).
- Give specific praise—call out individual contributions, not just a blanket “good job.”
- Consider small tokens of appreciation: handwritten notes, gift cards, or a personalized acknowledgment in front of peers.
- Make sure supervisors are equipped to cascade recognition down to every shift.

- **Anne Tip:** Recognition doesn't have to be expensive—but it must be personal and timely to matter.

Action #2: Reset Expectations and Standards

The standards you set now will carry into the new year.

• Why it matters:

- Year-end often exposes performance drift—attendance issues, cutting corners, or communication breakdowns. Resetting expectations aligns the team and reduces January headaches.

• How to do it well:

- Host a brief, high-energy “Year-End Reset” meeting with each shift or post.



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PREPPING THE PRIVATE SECURITY SECTOR FOR CALIFORNIA'S INCREASING DEMAND

TORY BROWNYARD, BROWNYARD GROUP, ASSOCIATE MEMBER

California is now at the center of the nation's violent crime crisis. February's Woodland Hills party shooting, and June's anti-ICE protests have made the threat immediate. By October 12, 2025, California reported 19 mass shootings, causing 11 deaths and 85 serious injuries, CNN reported.

Each incident of violence amplifies the need for private security in California, and the market for private security is growing in tandem with demand. However, it is not just events in the Golden State fueling this trend. High-profile incidents across the country like the shooting of UnitedHealthcare CEO Brian Thompson have driven more executives and companies across industries to ramp up security.

In fact, the global market for private security services is anticipated to grow to \$8 billion by 2030 up from \$4.62 billion reported in 2024, according to Grand View Research, with North America comprising 75% of the market.

With private security demand increasing at a rapid pace, it's critical for security agency owners and operators to understand their risk exposures, how best to work with their clients, and how they can optimally set their guards up for success.

Private security can be risky business

Among the many risks private security professionals face, two main categories of workplace risk stand out: physical risks and situation-based risks. Physical risks refer to direct or environmental threats to personal safety—such as dangerous structures, faulty equipment, or workplace violence.



THE ROI OF SMARTER SECURITY: HOW AI BODY CAMERAS ARE TRANSFORMING THE INDUSTRY

JOHANN HAUSWALD, PLIX AI, CALSAGA NETWORK PARTNER

In today's fast-paced private security landscape, efficiency, accountability, and client confidence aren't just competitive advantages - they define operational success. As security teams balance rising demands with limited resources, emerging technologies like AI-powered body worn cameras are helping organizations operate smarter and safer while improving their bottom line.

Turning Footage into Actionable Insight

Traditional body cameras record what happened - AI-enabled systems reveal why it happened. By automatically analyzing footage, detecting key events, and flagging risks, modern platforms reduce hours of manual review and provide supervisors with faster, more meaningful insights.

"When a guard faced a misconduct allegation, we were able to review the footage instantly and confirm what really happened. That visibility helped defuse a potentially serious escalation with the client."

– Patrick Leighton, Owner at Falcon Protective Services

From Reactive to Real-Time

AI-driven analytics help transform incident management from reactive to proactive. Instead of waiting hours or days for footage review, teams can now detect and document events as they unfold, reducing response times by over 90% and improving situational awareness across every site.

Smarter Documentation, Measurable ROI

Automated transcripts and event tagging are redefining how teams manage incident documentation. By generating accurate, time-stamped records of key moments, these tools reduce administrative work, strengthen transparency, and have helped some organizations cut court appearances per incident by 66%.

"We had a case where someone claimed we'd used pepper spray without cause. The video showed the full story, including the threat and attempted assault on another guard. That footage gave us the clarity we needed to resolve the issue quickly and confidently."

– Maynor Dardon, General Manager at Treston Security Services

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NAVIGATING THE OVERTIME TAX CHANGES OF 2025: WHAT SECURITY PROFESSIONALS NEED TO KNOW

NINA DE FORGE, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

Important Disclaimer: This article is for informational purposes only and is not legal or tax advice or a political opinion. Consult with internal and/or external counsel, as well as a qualified tax professional, for guidance specific to your business and employees.

The security industry frequently depends on dedicated employees working beyond standard hours to meet client demands. Whether it's handling emergency security situations, overtime is often an operational necessity rather than an option. Upcoming changes to federal tax law

regarding overtime compensation are on the horizon and may affect both your employees and your business operations.

Why Overtime Changes Matter for Your Industry

On July 4, 2025, Public Law No. 119-21, known as "The One Big Beautiful Bill Act" (OBBBA), was enacted, which finalized significant tax cuts and reforms. Starting in tax year 2025, a new federal tax deduction allows certain employees to deduct the "premium portion" of their overtime compensation—the extra amount they earn above their regular hourly rate.

How These Overtime Changes May Impact Your Employees

Consider a security guard earning \$20/hour who works overtime at \$30/hour. The additional \$10/hour premium can now be deducted from their federal taxable income. However, there are important limitations:

- **Deduction Caps:** Capped at \$12,500 per year (\$25,000 for married couples filing jointly).
- **Income Limits:** Phased out when modified adjusted gross income exceeds \$150,000 (\$300,000 for married couples filing jointly).



MEMBER SPOTLIGHT

SHELA BORR, CALSAGA AMBASSADOR COMMITTEE CO-CHAIR



**AEGS EAGLE GUARD
SERVICES, INC.**

SECURITY SOLUTIONS FOR A SAFER OPERATION

The CALSAGA Ambassador Committee is proud to feature AEGS Eagle Guard Services, Inc. in this quarter's Membership Spotlight. With a mission to provide unparalleled security solutions that not only protect clients but also bring them peace of mind, AEGS exemplifies professionalism, integrity, and innovation in every aspect of its operations.

Founded on the belief that security should be both proactive and personalized, AEGS delivers services tailored to the unique needs of each client. The company's approach goes beyond protection, it's about fostering safety, confidence, and trust in every environment they serve. Whether securing corporate sites, government facilities, or major public events, AEGS operates with the same unwavering commitment to excellence.

AEGS is a minority- and woman-owned security firm with a strong operational presence in Central Los Angeles and Southern California.

Backed by a leadership team with more than 25 years of combined industry experience, AEGS offers a comprehensive suite of services including armed and unarmed site protection, roving patrols, event security, and rapid-response deployments. The company's agility and scale allow it to mobilize 100 or more highly trained officers on short notice, ensuring consistent, dependable coverage across both the public and private sectors.

AEGS joined CALSAGA in April 2023, recognizing the organization's vital role in providing education, advocacy, and resources to security professionals across California. As an active participant in the CALSAGA Ambassador Committee, AEGS is proud to contribute to the organization's broader mission of elevating the standards of private security.

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**II.B
OBSERVATION &
DOCUMENTATION
4 HOURS**



2025 CALSAGA ANNUAL CONFERENCE RECAP

What an incredible event! Thank you to everyone who joined us at Agua Caliente Resort and Casino for this year's CALSAGA Annual Conference. Over three action-packed days, private security leaders, training professionals, and industry partners came together to learn and connect across California's security industry.

Check out photos from the Annual Conference

The 2025 Annual Conference began Tuesday afternoon with lunch provided by Code 4 Private Security. With bellies full, we kicked off the conference with Anne Laguzza of our Network Partner, The Works Consulting, and CALSAGA Vice President Gary Bradley presenting real-life HR situations faced by California security companies, highlighting what went wrong and the compliance risks involved. Senator Laura Richardson dropped in to talk about her sponsorship of SB652 and her continued commitment to supporting the private security industry.



The BSIS Compliance Bootcamp with CALSAGA President David Chandler wrapped up the day's sessions with part one of the two-part series. Conference attendees then mingled in our packed vendor hall before joining the CALSAGA Ambassador Committee for Coffee Chat Live, sponsored by Guardian Secure Solutions. This year's Coffee Chat allowed attendees to network in roundtable discussions on topics including Women in Security, Social Media, and Operations.



Our evening concluded with the President's Reception, sponsored by Conference Presenting Sponsor Assured Partners. Due to rain concerns on day one, the poolside reception was moved indoors to The Show. The always-enjoyable mariachi band performed to a full room of attendees enjoying a delicious fajita station. Day one ended on a sweet note as guests gathered around the ice cream cart, creating their ultimate sundae masterpieces with a buffet of toppings.

Day two started with a breakfast buffet sponsored by Network Partner The Works Consulting and time for attendees to visit our exhibitor hall. Conference sessions began with the State of the Association address from CALSAGA President David Chandler, followed by part one of the Legal Update presented by Barry Bradley, Jaimee Wellerstein, and Michael Bruskin of Bradley, Gmelich & Wellerstein. Barry, Jaimee, and Michael advised on new statutes, employment law cases, and legislation affecting PPOs, PSEs, and private security training facilities.

After the lunch buffet, sponsored by Allied Universal Services, CALSAGA Vice Presidents Gary Bradley and Ashlee Cervantes-Thomas presented the Annual Officer Awards, including Valor, Life Saving, and Security Officer of the Year. Thank you to our Officer Awards sponsor, Belfry.



Sessions continued with CALSAGA Lobbyist Kelly Jensen providing a brief legislative update. In a newly introduced presentation, FBI Special Agent Amir Ehsaei discussed how federal and local agencies are collaborating to prepare for the security demands of major upcoming events across California. Barry, Jaimee, and Michael returned to wrap up the second part of their Legal Update briefing.

2024 CALSAGA ANNUAL CONFERENCE RECAP

CONTINUED...

The day's informational sessions concluded with part two of the BSIS Bootcamp, led by CALSAGA President David Chandler. Attendees were able to network and visit vendor booths during Wednesday Happy Hour, sponsored by Trackforce.

The final day of the 2025 CALSAGA Annual Conference began with Shaun Kelly of Assured Partners, CALSAGA's Preferred Broker, presenting an insurance update for 2026. We welcomed back our speakers from the week for the new Last Chance Q&A Panel, allowing attendees to ask questions they may have missed earlier and dive deeper into topics discussed.

Lastly, we welcomed back BSIS Chief Lynne Jensen and Assistant Deputy Chief Sam Stodolski for an engaging conversation with attendees. We greatly appreciate the Bureau's ongoing partnership and their continued participation in our Annual Conference.

We extend our sincere appreciation to our sponsors and vendors, whose contributions play a vital role in making the conference a success!

Thank you to our sponsors: Allied Universal Services; American Global Security; Assured Partners; Belfry; Bradley, Gmelich and Wellerstein; Brownyard Maclean Specialty Insurance Services; Chandler Security Consulting Inc.; Code 4 Private Security; El Dorado Insurance Agency; GardaWorld; Guardian Secure Solutions; HALOS; HearClear; HUB; MJA & Associates; Moody Insurance Agency; Officer Apps; PlixAI; Pre-Banc Business Credit, Inc.; Security Pro Advisors; StaffWizard; Symbol Arts; Team Software by Workwave; The Works Consulting; and Trackforce.

We greatly appreciate everyone who shared their feedback through our Annual Conference survey! Your input plays a key role in helping us create events that are engaging, relevant, and valuable for all attendees. We look forward to welcoming both new and returning attendees next year—stay tuned, as the dates and location will be announced soon.

