

FEBRUARY 2026

THE CALIFORNIAN

THE QUARTERLY
NEWSLETTER OF



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TABLE OF

03

PRESIDENT'S REPORT

04

LEGISLATIVE CORNER

06

**THE MORE THINGS
CHANGE, THE MORE
THEY STAY THE SAME**

07

**WHY YOUR AI IS ONLY AS
GOOD AS YOUR DATA
FACTORY: THE HIDDEN
REQUIREMENT FOR
SECURITY OPERATIONS**

08

**INSIDE THE FRONTLINE: AN
INDUSTRY SNAPSHOT**

09

MEMBER SPOTLIGHT

10

**GUARD TOUR BEST
PRACTICES FOR CROWDED
VENUES (STADIUMS,
MALLS, EVENTS)**

11

**WHY POST ORDERS MATTER
MORE THAN YOU THINK**

12

**THE TRUE COST OF
INACCURATE TIMEKEEPING
(AND HOW TO FIX IT)**

13

**WOTC LEGISLATIVE UPDATE:
WHAT PENDING CHANGES
COULD MEAN FOR EMPLOYERS
IN 2026**

14

**IMPROVE SHIFT
MANAGEMENT OPERATIONS
WITH A UNIFIED APPROACH**

CONTENTS



PRESIDENT'S REPORT

DAVID CHANDLER, CALSAGA PRESIDENT



As we move forward into a new year, I want to thank each of you for your continued engagement and support of CALSAGA. I encourage you to stay connected by reading emails from CALSAGA (our Association Manager promises not to bombard your inbox!), joining us for virtual Coffee Chat sessions, gleaned from the educational content in this and other editions of The Californian, and attending at least one CALSAGA event this year. As always, our lobbyist Kelly Jensen of Sloat, Higgins, Jensen and his team are closely monitoring proposed legislation that could affect our industry. We will keep you informed.

It was nice to see many of you last week at Security University in Irvine. CALSAGA will host another session in Sacramento May 12th - 13th. This management training program was designed for those new to PPO ownership or management but is also a great refresher for industry veterans. Sessions include: BSIS Compliance, Human Resources, Recruiting & Hiring, Security Service Agreements and Wage & Hour Pitfalls, Insurance, Financial Responsibility & Management [Register for Security University Sacramento May 12th - 13th](#)

Make sure that you have saved the date for the 2026 Annual Conference: October 13th - 15th at Harrah's SoCal. Attendee registration is expected to open in Q2. [Check out what Harrah's has to offer](#)

Each quarter the Ambassador Committee features a CALSAGA member in the Member Spotlight. Want your company to be featured? Submit your information here: [CALSAGA Member Spotlight](#)

Thank you for your continued trust and support. I look forward to working together as we strengthen our industry and association.

Be safe,

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

David Chandler

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DAVID CHANDLER, CALSAGA PRESIDENT

How Does SB513 Affect the Private Security Industry?

Effective January 1, 2026, SB 513 requires that training documentation contain specific information:

- Employee's name,
- Trainer's name,
- Training dates,
- Duration of the training,
- Core competencies or skills addressed,
- Certifications or qualifications earned.

It is the opinion of the association that training certificates that are in compliance with the California Code of Regulations are also in compliance with SB513. CALSAGA leadership has confirmed with Bureau of Security and Investigative Services Chief Lynne Jensen that she is of the same opinion.

While SB513, does not bring change for our industry, it would be wise to utilize its implementation as an opportunity to audit training certificates and records to ensure compliance. Fines for certificate violations can be thousands of dollars per certificate.

As a reminder, CALSAGA members have access to a proprietary database that allows members to create training certificates that are in compliance with California Code of Regulations. These certificates have been reviewed and approved by BSIS leadership.



[Training Requirements FAQ](#)

[Instructions for the CALSAGA Member Portal & Training Database](#)

[Access the CALSAGA Database](#)

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THE MORE THINGS CHANGE, THE MORE THEY STAY THE SAME



SHAUN KELLY, THE LIBERTY COMPANY, CALSAGA PREFERRED BROKER

We are excited to announce that our team has changed to a new insurance brokerage firm, the Liberty Company Insurance Brokerage, LLC. As this is a name change for us, we want you to know that our team remains the same. We will continue to provide the same support to Calsaga and all the Members.

The Liberty Company Insurance Brokerage, LLC operates in all 50 states with over 80 offices nationwide and growing. We are an independently owned full-service insurance broker that handles commercial, personal and employee benefits insurance needs of businesses, non-profits, and individuals for over 30 years. We are establishing a Liberty Security Program Group, in efforts to further support the Security Industry in California and other states.

Our goal is to continue providing Members with Risk Management and Safety resources to reduce claim frequency and severity. Any broker can go out and get insurance quotes; it is the service after the quotes that really matters. Liberty Company brings additional resources that will assist in creating positive results that reduce costs, improve efficiency and decision making.

There will be more information to come in future articles.

Thank you and look forward to seeing everyone.

COFFEE CHAT

Hosted by the Calsaga
Ambassador Committee



**SUPERVISORS UNDER PRESSURE -
TOOLS FOR THE REAL WORLD**



WEDNESDAY, MARCH 4TH



10:00 AM

RSVP REQUIRED



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WHY YOUR AI IS ONLY AS GOOD AS YOUR DATA FACTORY: THE HIDDEN REQUIREMENT FOR SECURITY OPERATIONS

DAVID LIBESMAN, TEAM SOFTWARE BY WORKWAVE,
CALSAGA NETWORK PARTNER

AI is the current buzzword in the security industry. From automated scheduling and predictive guard patrolling to agentic workflows that can flag incidents on their own, the promises are significant. Vendors suggest smarter dispatching, reduced overhead and better client experiences with minimal effort.

However, there is a reality the industry often ignores: AI without a Data Factory is just an expensive experiment.

If your data is fragmented or inconsistent across systems, no AI model will ever deliver the results you expect. In the security industry — where operations change minute-to-minute at different posts — that gap is dangerous. The faster your business moves, the more damage bad or delayed data can do.

The Reality: Why Security AI Fails

Many security companies rush to adopt AI but overlook the foundational layer required to fuel it: a Data Factory that continuously cleans, unifies, and prepares datasets for real-time decision-making.

Common issues security pros encounter include:

- **Data Silos:** Guard notes are in one system, billing in another and scheduling in a third. AI cannot reconcile these conflicting sources.
- **Manual Latency:** Relying on manual uploads or human-initiated exports leads to multi-day delays that break real-time automation.
- **Dirty Data:** Inconsistent job types or incorrect site IDs from the field cause predictive models to degrade quickly.

Trying to run AI on poor data is like trying to navigate an autonomous vehicle down a road of potholes and missing road signs.



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Sessions:

- BSIS Compliance
- Financial Responsibility & Management
- Human Resources
- Insurance
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Registration
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May 12th - 13th
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INSIDE THE FRONTLINE: AN INDUSTRY SNAPSHOT

JOHANN HAUSWALD, PLIXAI,
CALSAGA NETWORK PARTNER

The Gap Between Perceived Risk and Operational Reality

Most industry strategies for frontline safety are built on a worst-case foundation: training for rare assaults, staffing for static shifts, and documenting only major incidents. While well-intentioned, this approach leaves organizations prepared for the exception rather than the rule.

An analysis of more than **10,000 incidents across**

three major U.S. metropolitan areas, captured through AI-powered body-worn cameras, reveals a different operational reality. Risk is not occasional or isolated - it is continuous, routine, and largely invisible to leadership relying on traditional reporting methods.

This snapshot moves beyond anecdote to provide a data-driven view of frontline operations, uncovering a critical visibility gap between what leadership believes is happening and what frontline teams actually experience each day.

Key Findings

- The 90% Blind Spot:** Organizations that rely on manual incident reporting are effectively blind to over 90% of frontline risk signals. While traditional reports capture roughly 8% of activity, automated AI detection shows that operational friction is ongoing, not episodic.
- The 80/20 Workload Reality:** Frontline teams are not primarily responding to high-severity crime. 83% of daily activity involves routine compliance issues such as trespassing, access disputes, and refusal to comply, while only 17% of incidents escalate into high-severity events.
- Escalation is Conversational:** Violence is rarely spontaneous. Nearly 70% of escalations begin with verbal resistance or authority challenges, creating a measurable pre-escalation window that often goes unaddressed.

THE VISIBILITY GAP: THE 90% BLIND SPOT

Incident detection follows two primary paths: manual reporting and automated, always-on detection. The data shows that manual reporting captures only a small fraction of real-world interactions.



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SAVE THE DATE

CALSAGA Annual Conference 2026

Harrah's Resort Southern California
Valley Center, CA

OCTOBER 13 - 15, 2026



MEMBER SPOTLIGHT

SHELA BORR, CALSAGA AMBASSADOR COMMITTEE CO-CHAIR

The CALSAGA Ambassador Committee is honored to feature Black Knight Patrol (BKP) in this quarter's spotlight, especially as the company celebrates its 10-year anniversary in the private security industry! Known for its innovative approach, transparency, and strong community presence, Black Knight Patrol continues to set a high standard for professionalism and leadership in security services across California.

Black Knight Patrol's mission is rooted in providing safety and security through innovative technology and advanced training, with the goal of redefining excellence in private security. Their philosophy goes beyond traditional protection services, focusing instead on proactive solutions, accountability, and continuous improvement.

“

This commitment has allowed BKP to adapt to increasingly complex security environments while maintaining trust with both clients and the communities they serve.

The organization is led by a highly experienced executive management team bringing together more than 80 combined years of industry experience (including a Regional Operations Manager with over 40 years in the field alone!). This depth of knowledge provides BKP with strong operational leadership, strategic foresight, and a practical understanding of the evolving demands placed on today's security professionals.



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GUARD TOUR BEST PRACTICES FOR CROWDED VENUES (STADIUMS, MALLS, EVENTS)

JORDAN WALLACH, BELFRY,
CALSAGA NETWORK PARTNER

Managing security in a crowded venue, whether it's a stadium on game day, a mall during holiday promotions, or a large public event, requires precision, structure, and constant situational awareness. As a supervisor or operations manager, you already know how quickly a routine patrol can turn into a high-pressure incident when tens of thousands of people are moving through your facility.

Crowded venues present unique challenges: blind spots created by dense foot traffic, delayed reporting caused

by noise or congestion, missed patrols during peak hours, and slower incident response time when guards can't move freely. These pressures make it difficult for any team to maintain consistent coverage without a well-designed system.

This is where security patrol best practices become essential. By combining structured patrol planning with modern tools like GPS guard tracking, NFC checkpoints, and intelligent reporting, you can dramatically improve coverage, accountability, and response times, especially during high-traffic seasons like November and December.

Why Guard Tour Structure Matters

A well-structured guard tour isn't just about walking predictable routes; it's about ensuring every zone receives the right level of attention at the right time.

What is a Guard Tour System?

A guard tour system is a framework that uses pre-defined routes, checkpoints, and tracking tools (such as QR/NFC tags or GPS) to ensure officers complete their assigned patrols. It enhances situational awareness, supports incident documentation, and helps supervisors verify that coverage requirements are being met.

For large venues, the right guard tour best practices reduce:

- Security blind spots
- Missed incidents



WHY POST ORDERS MATTER MORE THAN YOU THINK

COURTNEY SPARKMAN, OFFICERAPPS, CALSAGA ASSOCIATE MEMBER

Most security problems do not begin with bad intentions. They begin with unclear direction from managers and supervisors.

In the security industry, post orders are often treated as a formality. Something written once, handed to an officer, and rarely revisited unless something goes wrong. Yet, post orders quietly define how a security officer's authority is exercised, how judgment is applied, and how a security company presents itself to the clients it is supposed to protect.

A [story from hospital security](#) shows exactly what happens when post orders exist without a process behind them.

When Following Post Orders Becomes the Problem

A security officer working armed security at a large hospital was assigned to the main entrance. This was a busy trauma center in a rough part of town where real security issues were constant and ongoing. There were mental health patients fighting in the ER. Strange people wandering into restricted areas. Vulnerable patients getting lost. All situations that required a security officer with presence, discretion, and sound judgment.



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THE BELFRY BRIEF



BELFRY

A Countdown of 2025's Top 10 Innovations in Security Management Software



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[click to see the complete collection
of CALSAGA's quarterly newsletter](#)

THE TRUE COST OF INACCURATE TIMEKEEPING (AND HOW TO FIX IT)

STEPHANIE PETERSEN, TEAM SOFTWARE BY WORKWAVE,
CALSAGA NETWORK PARTNER

If you manage a security guarding company, you know the reality of a distributed workforce: your business happens everywhere but your office. Your teams are out in the field, often working independently at multiple high-stakes job sites. While that flexibility is inherent in the industry, it creates a massive data blind spot if you aren't careful.

When you can't see your employees, how do you know — really know — that your timekeeping is accurate?

For many in the security industry, "close enough" has been the standard for too long. But in a world of razor-thin margins and strict compliance regulations, "close enough" is a leak your business can't afford. Accurate timekeeping is the foundation of your profitability, your compliance strategy and your employee retention.

1. Protecting Your Profit Margins

Labor is almost certainly your largest expense. When timekeeping records are loose, you are likely overpaying for labor without realizing it. Even minor discrepancies — a few minutes here, a rounded-up

hour there — compound quickly across hundreds of guards and job sites.

Beyond simple overpayment, accuracy is critical for job costing. You need to know precisely how many hours are spent on specific sites to understand if a contract is actually profitable. Accurate timekeeping ensures you are billing clients for every minute of service delivered, preventing the "missed minutes" that silently eat away at revenue.

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Labor laws are unforgiving. You need auditable, precise documentation of hours worked, breaks taken and overtime accrued. If you are relying on manual timesheets, you are leaving yourself open to audits, fines, and legal disputes.

For security contractors, timekeeping serves as a digital audit trail.



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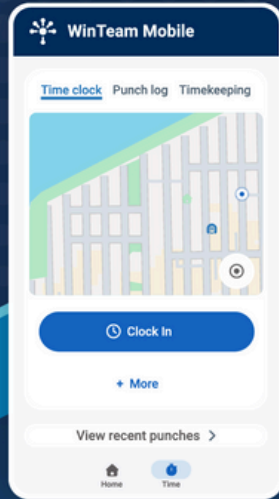


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WOTC LEGISLATIVE UPDATE: WHAT PENDING CHANGES COULD MEAN FOR EMPLOYERS IN 2026

MARCEL ABANDONATO, MJA & ASSOCIATES, CALSAGA ASSOCIATE MEMBER

As Congress continues discussions around federal workforce and tax policy, the Work Opportunity Tax Credit (WOTC) is once again in focus. Proposed legislation aimed at enhancing and modernizing the program could reshape how employers calculate credits, qualify new hires, and capture savings.

For businesses that rely on hiring incentives to control labor costs, the outcome of this legislation could have a meaningful financial impact.

Now is the time to understand what's changing — and how to prepare.

Why WOTC Still Matters

For over 25 years, the Work Opportunity Tax Credit has helped employers reduce federal tax liability while expanding opportunities for individuals facing barriers to employment.

Employers may earn credits of up to \$2,400–\$9,600 per eligible hire, depending on the target group and hours worked.



IMPROVE SHIFT MANAGEMENT OPERATIONS WITH A UNIFIED APPROACH

GURMIT DHALIWAL, CELAYIX,
CALSAGA ASSOCIATE MEMBER

Security operations are becoming more complex, but the systems used to manage them haven't kept pace.

Hiring, shift scheduling, time tracking, payroll, and billing are often handled in disconnected tools. Even so-called "all-in-one" platforms struggle to meet the needs of sophisticated security organizations, where requirements evolve constantly, and operational precision is non-negotiable.

Legacy software and broken workflows lead to miscommunication, staffing gaps, compliance risk, and lost revenue. As complexity increases, these failures become harder and more expensive to manage.

When Communication Breaks Down, Operations Suffer

For security operations to run smoothly, accurate data and timely communication must flow across every system.

New guards must be onboarded correctly and made available for shifts without delay. Scheduling must account for qualifications, availability, and location requirements to ensure the right guard is deployed at the right time. Shifts must be communicated clearly and accepted quickly, with transparency that reinforces fairness and trust.

When communication fails, the impact is immediate: no-shows, frustrated employees, higher turnover, and missed revenue. Inaccurate or delayed time and attendance data creates downstream payroll and billing issues, leading to reconciliation headaches, payment disputes, and compliance risks.



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