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THE CALIFORNIAN

THE QUARTERLY NEWSLETTER OF

CALIFORNIA ASSOCIATION OF LICENSED CALSAGA SECURITY AGENCIES, GUARDS & ASSOCIATES

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PRESIDENT'S REPORT

DAVID CHANDLER, CALSAGA PRESIDENT

As we move into the fall season, I want to start by extending an invitation to all of you: I would love to see you at the 2026 Annual Conference, taking place October 13th–15th at Harrah's SoCal. This is our biggest event of the year, and 2026 carries extra significance — it's an election year for our Board of Directors. Remember, it is one company, one vote. No matter the size of the company, each company receives one vote.

Election results will be announced during the Annual Conference. Whether you're a longtime member or joining us for the first time, this is the place to connect with fellow security professionals, hear from subject matter experts on legal, HR, insurance, and BSIS compliance topics, and get a firsthand legislative forecast for what's ahead. Registration details and the full program are available on the 2026 Annual Conference webpage. I encourage every member company to send at least one attendee. It's an investment in your business and in our shared voice as an industry.

Speaking of our shared voice, I also want to flag that SB 1203 remains the most consequential piece of legislation our industry is facing this session. CALSAGA's board and our legislative team have been working hard on your behalf to oppose this bill in its current form, and I'll leave the details to our Regulation Corner on the following page — but I want you to know that this fight is far from over, and your voice matters more now than ever as the bill moves through the Assembly.

Thank you, as always, for your membership and your engagement. I look forward to seeing many of you at the conference this October.

Stay Safe,

David Chandler, CALSAGA President

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DAVID CHANDLER, CALSAGA PRESIDENT

Where We Stand on SB 1203 and What We Need From You

I hope by now you are aware of SB 1203 and the threat it poses to how private security companies operate in California.
Get Caught Up: Watch the Recording of the Urgent Member Call on July 9th

SB 1203 has passed the full Senate and cleared the Assembly Labor and Employment, Public Safety, and Business and Professions Committees. It is now pending before the Assembly Appropriations Committee, one of the last major hurdles before it could reach the Assembly floor.
What CALSAGA has done:

- Delivered a formal letter of opposition directly to the bill's author, Senator Smallwood-Cuevas, outlining our industry's specific concerns
- Testified in opposition before the Assembly Business and Professions Committee
- Coordinated with our lobbyist and CalChamber to build a broader coalition of opposition
- Brought in additional outside expertise to strengthen our opposition strategy
- Kept members informed at every stage through legislative alert emails, social media, and member calls
  View All SB 1203 Updates

To be clear, CALSAGA's concerns are not primarily about the increase in training hours itself; they are about how that training would be administered. SB 1203 would shift core aspects of workforce development away from you, the employer, and toward a structure that inserts unprecedented third-party control into hiring and training. It also raises real questions about flexibility, cost, and operational disruption, particularly given the bill's move to eliminate online training delivery and its wage-related provisions.

What we need from you:

- Ask your Assemblymember to vote no on SB 1203!
  - Find Your Assemblymember
  - Lawmaker Outreach Guide
- Make a contribution to the fight against SB 1203.
- Talk to your team and your clients. Make sure the people in your organization who care about this (owners, managers, HR) understand what's at stake and are ready to act when we call on you.
  - SB 1203 Fact Sheet
  - Fact Sheet for Clients
  - Fact Sheet for Officers
- Watch for updates. As SB 1203 moves through Appropriations and toward the Assembly floor, timing will matter. We'll continue to alert members the moment action is needed.

Thank you to everyone who has contributed financially and reached out to their legislators. Every call and every letter moves this, and we are not done yet.

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The Police Credit Union Welcomes Members of CALSAGA

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HOW SECURITY FIRMS CAN REDUCE COMMERCIAL AUTO PREMIUMS

SHAUN KELLY, THE LIBERTY COMPANY, CALSAGA PREFERRED BROKER

For many security contractors, commercial auto insurance has become one of the most frustrating line items in the budget. Even companies with solid operations and strong client retention are seeing auto costs climb because the market has become more sensitive to frequency, severity, distracted driving, vehicle theft, repair costs, and nuclear verdict exposure.

The good news is that while you cannot control the broader insurance market, you can control how your company presents risk. Carriers reward disciplined operations. The firms that take driver management seriously, document their controls, and reduce preventable losses are typically in a stronger position at renewal.

Why Auto Premiums Keep Climbing

Commercial auto is no longer priced solely on the number of vehicles you own. Underwriters are looking deeper at driver quality, loss history, radius of travel, vehicle use, after-hours driving, hiring practices, and whether your company has a real fleet safety program or just a handbook sitting on a shelf.

For security firms, the exposure is even more nuanced. Patrol units, alarm response vehicles, supervisor cars, and employees driving between posts all create additional movement and more opportunities for claims. The more miles your business puts on the road, the more important your controls become.

Practical Ways to Improve Your Auto Profile

- **Tighten driver selection.** Use MVR reviews, minimum age and experience requirements, and clear hiring standards before anyone gets behind the wheel.
- **Create a written fleet safety program.** Document expectations for phone use, seat belts, speed, distracted driving, accident reporting, and post-incident review.
- **Use telematics or dash cameras thoughtfully.** Programs that monitor harsh braking, speeding, and unsafe habits can create coaching opportunities and show underwriters that management is engaged.

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OVERCOMING OPERATIONAL INEFFICIENCIES IN SECURITY ACQUISITIONS

DAVID LIBESMAN, TEAM SOFTWARE BY WORKWAVE,
CALSAGA NETWORK PARTNER

Imagine you have just acquired a mid-sized security firm. On paper, the numbers look solid. But as you integrate operations, you find the same persistent inefficiencies: guards clocking in late without prior notification, patrols missed due to poor scheduling, and overtime costs eroding your margins.

In the competitive security sector, these inefficiencies are silent profit killers. As you consolidate businesses and scale operations, what begin as small operational gaps can quickly become systemic issues. The solution lies in shifting to a model of Precision Service—and Decision Intelligence (DI) is what makes that shift possible. You can move from reactive chaos to predictive precision, ensuring every operational decision supports scalable, sustainable growth.

What Is Precision Service?

Precision Service is the operational standard every security firm should be working toward. It means delivering exactly what the client needs, exactly when they need it, with the most efficient use of available resources.

Client expectations have evolved. Where "good service" once meant a guard showed up for their shift, today's clients demand transparency, agility, and data-driven accountability. Precision Service transforms your model from a static checklist into a dynamic, intelligent workflow.

For consolidators managing a portfolio of acquired companies, achieving this level of precision is central to unlocking value. It enables you to standardize operational excellence across every site—whether that's a local bank branch or a large-scale manufacturing facility.

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SECURITY OFFICERS CAN'T WAIT, ONBOARDING SHOULDN'T EITHER

ANNE LAGUZZA, THE WORKS CONSULTING, CALSAGA NETWORK PARTNER

I was leading a webinar recently. (Were you there?) During the session, I found myself thinking about something that's unique to the security industry.

Every hour you spend onboarding a new officer is an hour that you can't bill to a client. The pressure to get officers into the field quickly is real, and I understand why many companies feel like they have to choose between thorough onboarding and getting officers to work.

But here's the good news: you don't have to throw out onboarding just because your industry operates differently.

Your onboarding process for a field officer may not look like the one you'd build for an administrative employee or manager, and that's okay. An effective onboarding program for officers doesn't have to look like keeping them in a classroom for a week. You can still maximize their current schedule with the goal of helping them understand who they're working for, why it matters, and what success looks like before they represent your company in the field with a few different tactics.

Start with an intentional first day in the office. Cover the essentials, but don't stop at policies and procedures. Prioritize helping your new officers understand the value your company brings to clients, what your organization wants to be known for, and how every interaction they have contributes to that reputation. Your goal this first day: Connect them to your mission before you connect them to their post.

Then, once they're in the field, don't let onboarding end.
A brief weekly voice note or phone call during the first month can go a long way. (Just make sure you're handling any applicable cellphone reimbursement requirements.) Better yet, have a supervisor stop by the officer's site with a purpose. Skip "How's it going?" and ask questions that actually uncover how they're doing:

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MEMBER SPOTLIGHT

SHELA BORR, CALSAGA AMBASSADOR COMMITTEE CO-CHAIR

The CALSAGA Ambassador Committee is proud to feature APEX Security Training in this quarter's Membership Spotlight. While many of our featured members protect people and property in the field, APEX plays a different (but equally important) role in our industry: preparing the professionals who do. Through legally sound, BSIS-aligned training, APEX is helping raise the standard of private security across California, one officer at a time.

APEX Security Training was founded on the belief that effective security begins with a strong foundation.

> **Its mission is to deliver practical, defensible instruction that equips officers to understand their legal authority, duty of care, and use-of-force responsibilities before they ever face a critical incident.**

Every course is designed with one goal in mind: preparing officers to make sound decisions that hold up not only in the moment, but long after the incident has ended.

Founder and lead instructor J.D. Nannery brings more than 30 years of experience spanning military police service, private patrol operations, investigations, and security instruction. Unlike many trainers who have stepped away from the profession, he continues to work within the private security industry, ensuring that his curriculum reflects today's operational realities rather than yesterday's practices.

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NOMINATE YOUR COMPANY FOR THE NEXT MEMBER SPOTLIGHT!

JOIN THE CALSAGA AMABASSDOR COMMITTEE

THE HIDDEN COST OF DISCONNECTED WORKFORCE MANAGEMENT IN SECURITY OPERATIONS

GURMIT DHALIWAL, CELAYIX, CALSAGA ASSOCIATE MEMBER

For many California security companies, workforce management is still viewed primarily as a scheduling function. The objective is straightforward: fill every post, account for employee availability, and respond to call-offs.

That approach may have been sufficient when operations were smaller and staffing challenges less pronounced. Today, however, security firms face a far more complex operating environment. Labor shortages, increasing client expectations, rising wage costs, and California's regulatory requirements have transformed workforce management into a strategic operational discipline.

The question is no longer whether every shift is covered. It is whether the entire workforce is being managed in a way that supports operational performance, financial stability, and long-term growth.

Operational Complexity Continues to Increase

Contract security has always required balancing competing priorities. Companies must maintain continuous coverage while controlling labor costs, meeting client service expectations, and complying with employment regulations.

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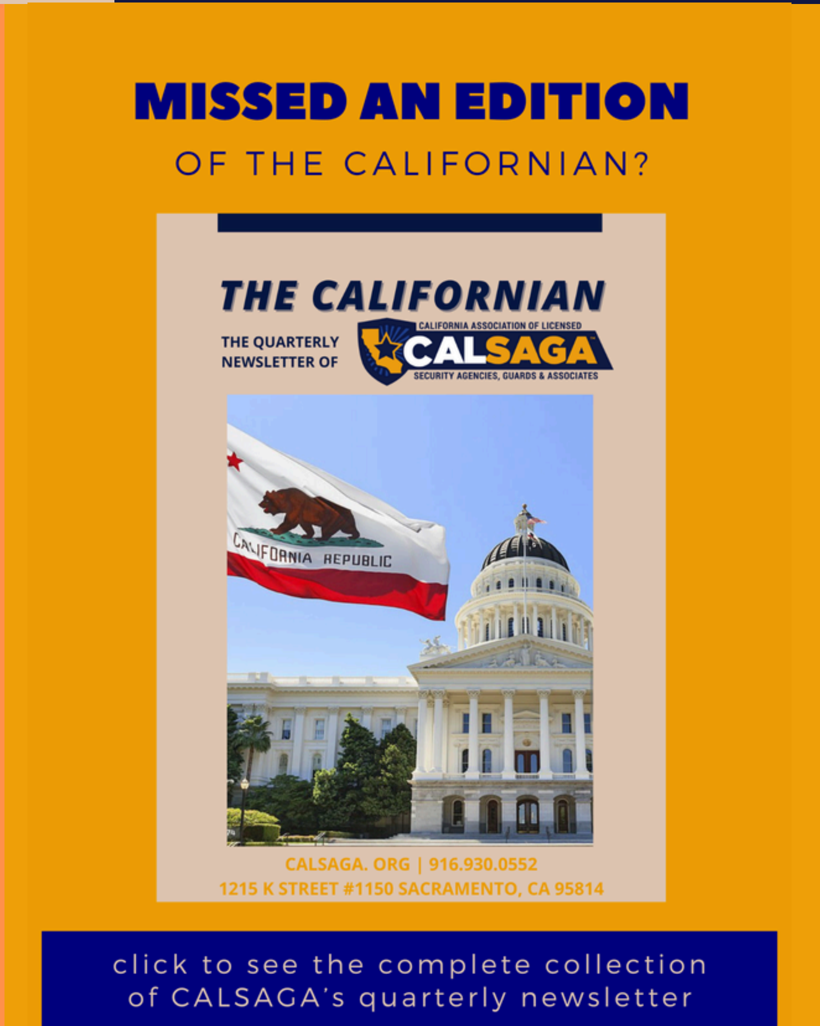

THE HIDDEN COST OF BUDDY PUNCHING IN SECURITY — AND WHAT TO DO ABOUT IT

STEPHANIE PETERSEN, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

In the security industry, labor is your largest cost and your most critical asset. You're billing clients based on hours worked, staffing sites around the clock and managing a workforce spread across dozens of locations, often with minimal on-site supervision. That operational reality creates a specific vulnerability: time theft.

Buddy punching — when one employee clocks in or out on behalf of a colleague who isn't present — is one of the most common and least visible forms of time theft in the security sector. A guard running late asks a coworker to punch in. A shift ends early and someone returns the favor. No single incident looks significant. But across a large, distributed workforce, the cumulative impact is substantial.

Studies consistently show that time theft affects 2–5% of total annual payroll. For a security company with $1,000,000 in payroll, that's $20,000 to $50,000 disappearing every year.

Why Security Companies Are Especially Vulnerable

The structure of the security industry makes this problem harder to solve than it sounds. Your officers work where your clients are, not where you are. Supervision is limited by design. Shift changes happen at all hours, often in locations where installing dedicated verification hardware isn't practical or permitted.

Traditional time tracking depends on employee honesty. There's no moment of identity confirmation, no audit trail and no guaranteed way to know after the fact whether the person who punched in actually worked the shift. For an industry where verified presence is literally the product you're selling to clients, that gap carries real liability.

What a Best-in-Class Biometrics Solution Looks Like

The right biometrics platform doesn't require expensive hardware at every post or a complicated rollout that disrupts operations. Here's what to look for:

Device flexibility. The strongest solutions run on smartphones and tablets your workforce already carries.

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HIGH-PROFILE EVENTS, HIGHER STAKES: INSURANCE CONSIDERATIONS FOR SECURITY FIRMS

TORY BROWNYARD, BROWNYARD GROUP, CALSAGA ASSOCIATE MEMBER

California is a well-known hub for some of the world's largest, most star-studded events, from sporting events like the Federation Internationale de Football Association (FIFA) World Cup to award shows like The Oscars and countless celebrity gatherings. Such events are often highly publicized, attracting thousands of attendees and international interest, requiring specialized security to properly protect those involved.

While not California-based, Taylor Swift and Travis Kelce's recent wedding at Madison Square Garden in New York stands out as a prime example of a high-exposure event. Attended by nearly 1,000 celebrities and topping the headlines of major news outlets, many listed this as the event of the year. Among the coverage of the event was mention of the level of security involved. Photos of the extensive security presence, including the New York City Police Department, circulated online, with security costs reportedly reaching $160,000.

While such prominent events can present new business opportunities for security firms, they come with increased risks that could outweigh the profitability of the work. Large-scale gatherings require significant security, introducing unique insurance exposures, including public safety concerns, vendor coordination and a higher potential for severe, costly claims. With such high stakes, security firm leaders must carefully evaluate the insurance risks involved and ensure they have adequate coverage before accepting a high-profile assignment.

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TRUST, BUT VERIFY: STAYING SAFE FROM SCAMS WHILE STAYING CONNECTED

THE POLICE CREDIT UNION, CALSAGA NETWORK PARTNER

Recent reports of fraud attempts targeting financial institution members serve as an important reminder that scammers are becoming increasingly sophisticated. Criminals may impersonate banks, credit unions, credit card companies, government agencies, or other trusted organizations in an effort to gain access to personal information.

The message "don't trust unexpected callers" is well intended, but it can sometimes create confusion. We don't want members to ignore important communications from legitimate businesses - including The Police Credit Union. Instead, we encourage a simple and effective approach:

Before you decide to trust or ignore a caller, VERIFY FIRST.

If you receive an unexpected call claiming to be from The Police Credit Union, VISA®, or another organization:

- Never provide passwords, security codes, online banking credentials, or other sensitive personal information to an unsolicited caller.
- Write down the caller's name, phone number, and any reference number they provide.
- If something doesn't feel right, politely end the call.
- Contact the organization directly using a phone number you know is legitimate to verify the request.

For members of The Police Credit Union, you can always contact us directly at 800.222.1391 or 415.564.3800.

Our team can confirm whether a call, message, or request is legitimate and help you determine whether any action is needed.

Legitimate Organizations Support Verification.

At The Police Credit Union, we understand that members are increasingly cautious, and that's a good thing. A legitimate representative should never object if you choose to independently verify their identity by calling us back through our published phone numbers.

In fact, taking a moment to verify an unexpected request is one of the most effective ways to protect yourself from fraud.

We encourage members to remember: Trust your established relationships, but always verify unexpected requests.

By staying alert, protecting your personal information, and contacting organizations through trusted phone numbers, you can help protect yourself from scams without missing important communications from the organizations that serve you.

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LEGAL CORNER

BSIS ISN'T THE ONLY REGULATORY CHIEF IN TOWN: UNDERSTANDING LOCAL CITY PERMIT REQUIREMENTS AND REGULATORY AUTHORITY OVER PPOS

WENDY PHAM, ESQ., BRADLEY + WELLERSTEIN, CALSAGA LEGAL ADVISOR

Private Patrol Operators (PPOs) know that operating a security business in California requires licensing compliance with the Bureau of Security and Investigative Services (BSIS). What many PPOs don't realize, however, is that compliance with BSIS regulations isn't always enough.

Depending on which city you operate in and the type of patrol service being conducted, local cities may also have regulatory authority over your PPO.

Local Cities Have Police Power To Regulate Public Spaces

The California legislature grants municipalities broad police powers to enact local ordinances over matters involving the health, safety, and welfare of its residents. Many cities throughout the state require PPOs with security guards that patrol public streets, sidewalks, and/or public areas, to obtain a city permit and/or register with the local law enforcement authorities prior to operating on public property or streets.

While cities are not allowed to require any additional fees for the permit or impose regulations that are more stringent than what is required under BSIS, it is important to understand the scope of their regulatory authority to ensure proper compliance. In addition to requiring PPOs to apply and register for a city permit, most cities also have regulatory authority over security guard employees, uniforms, patrol vehicles, insurance, and incident response and reporting requirements.

For example, under Los Angeles Municipal Code §52.34, it is unlawful for a private patrol officer to perform street-patrol duties in Los Angeles without both a valid Guard Card and a permit from the Los Angeles Board of Police Commissioners. The permit is valid for one year from the date of issuance and must be renewed annually. Pursuant to LAMC §52.34, a licensed PPO must comply with the following before operating on public streets within Los Angeles:

- Obtain City of Los Angeles Private Patrol Service Permit,
- Register both the PPO and individual security guard employees working as Street Patrol Officers with the Board of Police Commissioners,

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