NOVEMBER 2026

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 close out 2026, I want to thank each of you for your engagement, your advocacy, and your commitment to professionalism in our industry. This has been a year of real challenges for California's private security community, and also a year that showed what we can do when we work together.

Thank you to everyone who joined us October 13–15 at Harrah's SoCal in Valley Center for the 2026 Annual Conference. The energy in the room, the quality of the conversations, and the willingness of members to share hard-won lessons with one another reminded me why this association matters. I'm especially grateful to our speakers, sponsors, exhibitors, and the staff and volunteers who made it all happen. If you weren't able to attend, or would like to revisit the highlights, please read the full conference recap later in this edition on page 14.

We were deeply disappointed by Governor Newsom's decision to sign SB 1203 into law. CALSAGA has always supported well-trained, well-compensated security professionals. However, we know this legislation will raise costs for the clients and communities we serve, create hiring challenges, and ultimately hurt many of the people it was intended to help.
I want to sincerely thank every member who called, wrote, and spoke up during the legislative process. Your voices were heard in Sacramento, and that effort was not wasted. Our focus now turns to implementation. We will work to make sure our members understand their new obligations, and we will keep representing the industry as the regulations and wage standards take shape. To help you prepare, I strongly encourage you to read Mike Bruskin of Bradley + Wellerstein's article on SB 1203 later in this edition. It walks through what the new law means for your business.

As you likely know, artificial intelligence is changing how security companies operate, from scheduling and reporting to client communication and beyond. On Wednesday, December 9th at 10am the CALSAGA Ambassador Committee will host Coffee Chat: Leveraging AI for Your Security Business. It will be a practical conversation about how member companies can put these tools to work responsibly. This event is free for CALSAGA members, but RSVP is required. Register for Coffee Chat

I am honored to have been re-elected as President of CALSAGA for the 2027–2028 term. Serving this association and its members is a privilege I don't take lightly, and I'm grateful for the confidence you've placed in me. I also want to thank our Board of Directors and staff for their dedication. Together we'll keep building on the progress we've made, and I look forward to continuing this work alongside each of you.

The next two years will bring new rules, new technology, and new opportunities for our industry. CALSAGA will be here every step of the way, advocating on your behalf, providing education and resources, and bringing our community together. Thank you for your membership and your trust.

Wishing you and your teams a safe and happy holiday season,

David Chandler
President, CALSAGA

REGULATION CORNER

DAVID CHANDLER, CALSAGA PRESIDENT

PPO Qualified Managers, if you have not yet renewed your license, now is the time to log into BreEZe to check on the expiration date. As a reminder, the law requiring Qualified Managers to renew their license was passed in 2022 but did not go into effect until 2025. QM renewals were staggered across 2025 and 2026.

In order to check on your renewal date, log into your BreEZe 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 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.



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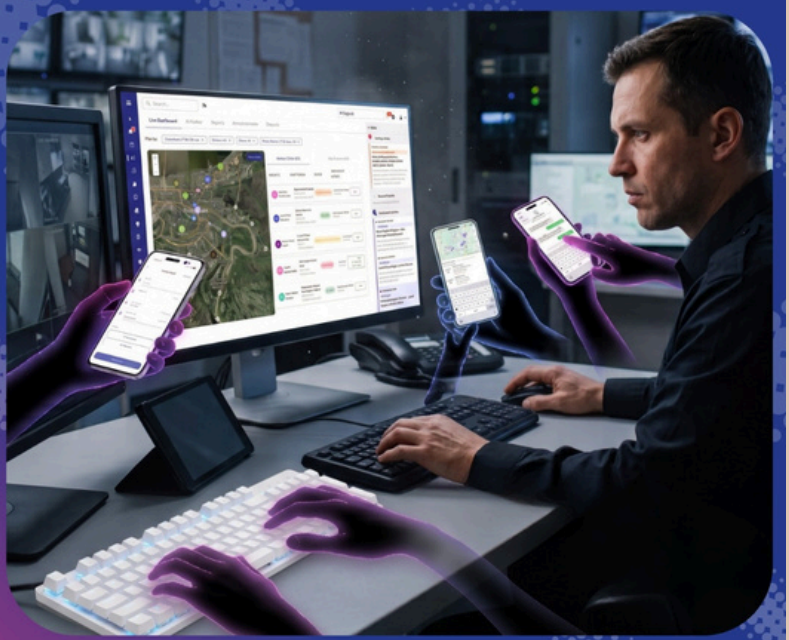
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THE HIDDEN LIABILITY TRAP: WHY ADDING YOUR CLIENT AS AN ADDITIONAL INSURED CAN BACKFIRE



SHAUN KELLY, LIBERTY COMPANY, CALSAGA PREFERRED BROKER

If you operate a contract security company in California, chances are you have received a client request that reads something like this: “Please add us as an Additional Insured on your general liability policy.” On the surface, this sounds like a routine administrative task a simple endorsement to keep your client happy and the contract moving forward. In reality, agreeing to this request without fully understanding its implications can expose your company to significant financial and legal risk.

Let’s break down exactly why this is a problem and what you should do instead.

What Does “Additional Insured” Actually Mean?

When you add a party as an Additional Insured on your commercial general liability (GL) policy, you are extending the coverage of your own insurance to protect them. That means your policy, and your policy limits, are now on the line for claims that arise not just from your own actions, but potentially from your client’s actions as well, depending on how the endorsement is written.

This is the crux of the issue. Security contractors are hired to manage risk on someone else’s property. When something goes wrong, an incident involving a visitor, a premises liability claim, or an allegation of negligent security, the question of who is responsible can become deeply complicated. If your client is an Additional Insured on your policy, your insurer may be compelled to defend and indemnify them, even when the incident had nothing to do with your guards’ conduct.

The Core Risks for Security Contractors

- Erosion of Your Policy Limits: Every dollar paid to defend or settle a claim on behalf of your client comes out of your aggregate policy limits. A single large premises liability suit brought against your client could exhaust the limits your own business depends on for protection.

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SB 1203: UNDERSTANDING THE NEW TRAINING REQUIREMENTS FOR 2029

MICHAEL J. BRUSKIN, BRADLEY + WELLERSTEIN, CALSAGA LEGAL ADVISOR

The talk of both Private Patrol Operators ("PPOs") and Proprietary Security Employers ("PSEs") everywhere this year has been Senate Bill 1203 ("SB 1203") and how it will impact security operations across the state. This bill has gone through multiple draft versions and revisions over the course of the year, and the final bill looks quite a bit different (and less problematic) than where it started. There are still a lot of changes to be aware of, but we have two years to get ready for them.

Below is a brief overview of the most impactful provisions of SB 1203 for PPOs and PSEs:

New Training Requirements

Beginning January 1, 2029, new guards obtaining their license will require a total of 50 hours of training, an increase from the current 40 hours. The initial 8 hours of Powers to Arrest and Appropriate Use of Force remain unchanged and must be completed before a license ("Guard Card") is issued. 18 of the remaining 42 hours must now be completed within 30 days of receiving a Guard Card, and the remaining 24 hours must be completed within 6 months of receiving a guard card.

Guards must maintain training records and produce them upon hire. Any guard hired who cannot produce the necessary training records must be sent to complete training within 6 months of hire.

Guards with current licenses are NOT required to complete the additional training so long as they maintain copies of the necessary training records to demonstrate they were trained under the old rule prior to January 1, 2029.

All guards will be subject to an increased training requirement for annual renewals occurring after January 1, 2029. Guards will be required to take 12 total hours of renewal training each year, up from the current requirement of 8 hours.

Both the annual renewal and first-time guard license training will require de-escalation training as well. This training must be taken in a classroom setting and 100% in-person, with live demonstrations.

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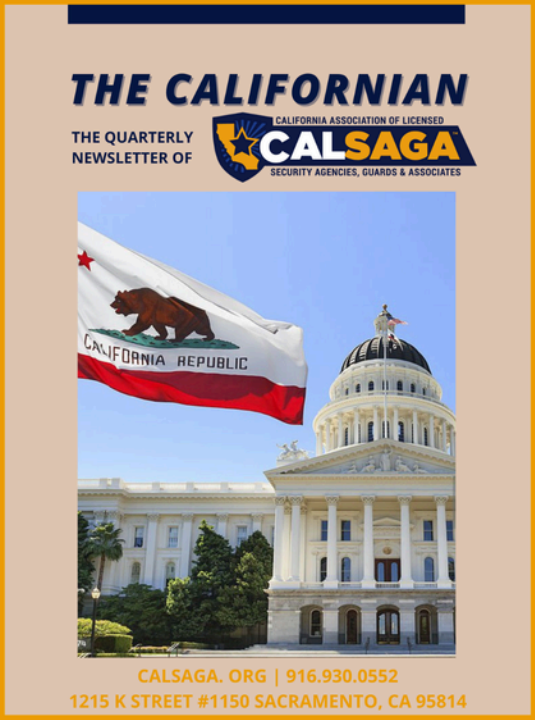
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OF THE CALIFORNIAN?



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HOW SECURITY GUARD FIRMS CAN STAY INSURABLE IN 2027

TORY BROWNYARD, BROWNYARD GROUP, CALSAGA ASSOCIATE MEMBER

What will the 2027 insurance market look like for security guard firms in California? The answer depends on how well firms balance a host of market pressures.

Demand for security services is soaring, a trend that is expected to carry into the new year. So will labor shortages, wage pressures, technology disruption and a challenging insurance market. Security firms that invest in the right areas can position themselves to secure favorable insurance coverage, capture their fair share of demand and stay profitable.

Finding High-Quality Guards

Firms seeking to attract top security talent may have to re-evaluate their salary structures in 2027. California's minimum wage will increase to $17.40/hour starting January 1, as workers across industries have been struggling to make ends meet.

An April study by the UC Berkeley Labor Center shows why this is the case for security guards. Nearly half of security guards statewide (45%) are low-wage workers, and 80% say they do not earn enough to meet their basic living needs.

The wage pressures are running headfirst into increased demand.

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TIME THEFT IS QUIETLY DRAINING YOUR MARGINS - HERE'S HOW BIOMETRICS CAN DETER IT

STEPHANIE PETERSEN, TEAM SOFTWARE BY WORKWAVE,
CALSAGA NETWORK PARTNER

Buddy punching. Rounded-up break times. A guard clocking in ten minutes before actually arriving on site. Individually, these moments seem minor. Across a workforce of hundreds or thousands of distributed employees, they add up to real money lost - money that security and cleaning companies operating on razor-thin margins simply can't afford to lose.

Time theft isn't a new problem, but for manned guarding firms managing distributed teams across dozens of client sites, it's becoming harder to ignore. Rising labor costs, tight margins, and increasing client demands for proof of service mean every unverified hour on a timesheet is a liability. The good news is that biometrics now makes it possible to verify not just when someone clocked in, but who actually did.

What Is Time Theft, and Why Does It Hit Security Firms Especially Hard?

Time theft happens whenever an employee is paid for time they didn't actually work. In the security industry, this often takes the form of buddy punching (one employee clocking in or out on behalf of another) or early/late punches that pad hours worked.

For a distributed workforce spread across multiple client sites, these discrepancies are notoriously difficult to catch with traditional time and attendance methods. Supervisors can't be everywhere at once, and manual oversight only goes so far when margins are already stretched thin, often sitting at just 15-20% gross profit. Every unverified hour chips away at profitability and makes it harder to prove service delivery to clients who expect accountability.

How Biometric Verification Helps Eliminate Buddy Punching

Facial verification technology addresses time theft at its source. Instead of relying on a PIN, badge, or signature that can be shared or falsified, biometric time clocks confirm that the person clocking in is actually who they say they are.



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PAGA Claims Can Cost Millions.

Alerts don't win wage claims. Records do.

Every missed meal break costs an hour of pay. Penalties stack per guard, per pay period. An alert shows you knew. A record shows you acted.

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AI WON'T REPLACE YOUR OFFICERS. BUT IT CAN BOLSTER YOUR BACK OFFICE.

JORDAN WALLACH, BELFRY,
CALSAGA NETWORK PARTNER

What five years of building software for security guard companies has taught us about where artificial intelligence actually helps, and where it doesn't.

Every operator I talk to, whether they run 40 officers or 4,000, eventually gets to the same math problem. You win a new contract, and the field grows. Uniforms, training, scheduling, another site to keep covered. But you can't grow the back office at the same rate; the margins in this business don't allow for it. So the same three or four people who were managing 60 officers are now managing 90, then 120, often with no more hours in the day and no real increase in headcount. Eight, ten, sometimes more officers for every person handling scheduling, timekeeping, payroll, and billing behind them.

That imbalance isn't new. It's the defining constraint of this industry, and it's the reason so many owners I meet are, frankly, exhausted by the parts of the job that have nothing to do with why they got into it. They didn't start a security company to spend their evenings reconciling time sheets. They started it to protect people and property, and to build something their officers and their clients could count on.

For a long time, technology didn't help much with that. Most of the software this industry inherited was never built for it. It was adapted from field service, adapted from general workforce management, stitched together from three or four disconnected tools that didn't talk to each other. Scheduling in one place, payroll in another, a spreadsheet somewhere holding the whole thing together. I've sat in enough back offices to know that "the system" often meant three systems and a lot of manual re-entry in between. In California specifically, where licensing renewals, meal-and-rest-break compliance, and multi-agency reporting add real weight on top of everything else, that gap has always been more costly than it looks from the outside.

So when the industry started hearing "AI" everywhere over the last couple of years, I understood the skepticism. Most of what gets called AI in business software today is vague… a chatbot bolted onto a dashboard, a feature nobody asked for, a headline with very little underneath it. And in an industry built on accountability, where a client's first question after any incident is "who was responsible for this, and can you prove it," handing anything to a black box was never going to sit well. It shouldn't.

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A DIFFERENT WAY TO GIVE YOUR GUARDS A RAISE - WITHOUT RAISING PAYROLL

BRUCE MONTEITH, PROVISION HEALTH, CALSAGA ASSOCIATE MEMBER

For most California security companies, labor is the business.

Your officers are your largest expense, your most important asset, and increasingly, one of your biggest operating challenges. Wages continue to rise. Recruiting is difficult. Turnover is expensive. At the same time, many security companies operate on margins that make simply increasing wages by another $1 or $2 per hour difficult to absorb.

So what if there were another way?

A properly structured Section 125 wellness program can potentially increase an employee's take-home pay, provide meaningful healthcare benefits to employees and their families, and reduce an employer's payroll-tax expense - without requiring the security company to increase its payroll budget.

That sounds almost too good to be true. Which is exactly why it deserves a closer look.

What Is a Section 125 Wellness Program?

Section 125 of the Internal Revenue Code allows employers to provide certain qualified benefits on a pre-tax basis.

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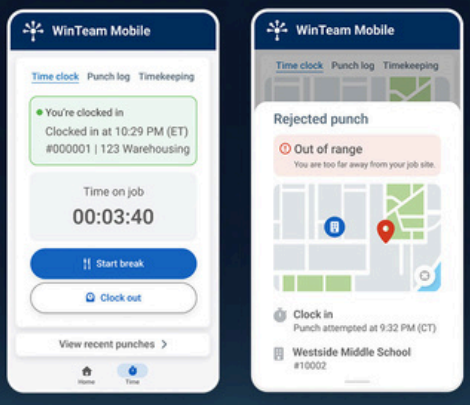
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HOW DATA-DRIVEN DECISION MAKING IMPROVES SECURITY OPERATIONS

CARISSA GAPPA, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

The security industry is in the middle of a meaningful shift. Data that used to sit in spreadsheets or get buried in end-of-day reports is now driving real-time decisions in the field — and the operators using it well are seeing the difference in their service quality, their people, and their client relationships.

At TEAM Software by WorkWave, we see this play out most clearly at the supervisor level. Supervisors bridge job site activity and back-office outcomes, juggling compliance, scheduling, payroll, and client expectations across multiple sites. When data works for them, it reduces decision fatigue and frees them to focus on the work that moves the needle. When it doesn't, they're stuck reacting to problems good systems could have prevented.

Here's where data-driven decision making is making the biggest impact.

Proof of Work, Without the Back-and-Forth

One of the most persistent challenges in security operations is verification. Did the right guard show up? Was the post covered on time? Without reliable data, these questions lead to disputes, manual follow-up, and eroded trust.

Industry-specific analytics change that equation. Proof-of-presence tracking, schedule adherence monitoring, and quality checkpoints give supervisors fast, reliable visibility into what happened and when. Verification becomes a quick check rather than an investigation, and clients receive the transparent, documented accountability that builds long-term confidence; an important differentiator in a competitive market.

Staying Ahead of the Unexpected

Something unexpected happens every day in security operations: last-minute call-offs, unplanned shift extensions, special events requiring rapid redeployment. Managing these manually is exhausting and can lead to errors. For example, a supervisor fielding a 5am call-off while covering three other sites has little margin for a slow response.

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YOU WON THE SECURITY CONTRACT. DID YOUR COMPANY'S PROFIT GROW AS EXPECTED?

ERIC GALUPPO, VAMO DIGITAL, CALSAGA ASSOCIATE MEMBER

Why successful account start-ups can create costs that extend far beyond the new contract—and what those costs may reveal about your operation.

The contract was awarded. The start date was firm. Every post was covered on day one.

The client received what was promised. Billing began on schedule. Monthly revenue increased as projected.

By most operational measures, the start-up was successful.

But when the monthly P&L arrived, did the additional revenue produce the profit you expected?

For experienced security company executives, that question deserves a closer look.

The Costs That Follow a New Contract

Consider a familiar situation.

A new account requires eight officers across three shifts. Six are hired and cleared before the start date. The remaining coverage must come from somewhere.

An officer from an established account works double shifts. A Field Supervisor fills an overnight post. One of the company's most dependable officers is reassigned because the new client needs an experienced person at the front desk.

Every post is covered. The client is satisfied.

The start-up succeeds.

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GETTING MORE FROM YOUR SOC: WHAT IT SHOULD DO FOR YOUR OFFICERS AND YOUR MANAGERS

ASHLEE CERVANTES THOMAS, GUARDIAN ALLIANCE, CALSAGA ASSOCIATE MEMBER

Many security companies that have a Security Operations Center (SOC) use only part of its potential.

Some built their own dispatch center. Some send after-hours calls to an outside operations center. Others hand a supervisor the on-call phone and call that a SOC. In all three cases, the pattern is often the same. The SOC answers, takes a message, and passes the call to a manager. The manager still makes the decision, still makes the follow-up call, and still documents what happened.

That setup costs real money but delivers only a fraction of the value a SOC should provide.

For security company owners, the real value of a SOC isn't measured by the number of calls it answers. It's measured by the decisions it supports, the problems it resolves, and the operational burden it removes from the people responsible for running the business.

A well-utilized SOC should function as an extension of your operations team, supporting officers in the field, providing management with actionable information, and identifying potential problems before they escalate.

Getting there depends less on who staffs the SOC and more on how your company uses it.

What a SOC should handle for your officers

Your officers need one thing from operations before anything else: someone who answers.

An officer who calls three times at 3 a.m. and reaches voicemail learns to stop calling. From then on, they make decisions alone, and you find out what they decided after the fact.

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2026 CALSAGA ANNUAL CONFERENCE RECAP

Thank you to everyone who joined us for the 2026 CALSAGA Annual Conference! For the first time, we hosted the event at Harrah's Resort Southern California from October 13–15. This year also marked the introduction of our first conference emcee, Robi Quick, who brought energy and entertainment to the event. Over three days, attendees connected with private security leaders, training professionals, and industry partners while exploring topics relevant to California's private security industry.

Check Out Photos from the Annual Conference



The conference kicked off Tuesday morning with a Human Resources presentation featuring Anne Laguzza of our Network Partner, The Works Consulting, and CALSAGA Vice President Gary Bradley. Attendees participated in hands-on exercises using real-world scenarios focused on performance documentation.

Our first lunch, sponsored by Brownyard MacLean Specialty Insurance Services, gave attendees a chance to recharge before one of this year's highly anticipated additions: How to Become a Black Belt in Sales with Joe Marcoux. Part one of the presentation explored why PPOs lose contracts they should win.



Following a brief break, Association Manager Kate Wallace provided an update on CALSAGA's efforts opposing SB 1203, highlighting how members' contributions supported these efforts and the work that remains ahead. CALSAGA President David Chandler concluded the day's educational programming with BSIS Compliance Bootcamp.

The sold-out Exhibitor Hall featured a variety of products and services for members to explore, along with a snack break sponsored by Triple Feed. Conference participants downloaded the Cvent app, sponsored by Lions 4 Security, to access the event schedule, enter giveaways, and stay up to date on conference activities. The Secure the Perimeter game, sponsored by HUB, added an interactive element to the Exhibitor Hall, encouraging participants to complete various check-in activities, including scanning QR codes while visiting vendor booths. The top five participants received financial prizes for their successful completion of the game.



The day continued with Coffee Chat Live, featuring special guest Bradford Woods of the Federal Bureau of Investigation. Along with Cal Horton, Woods spoke about the recovery and response efforts companies undertake following an active shooter event.

The evening began with Happy Hour, sponsored by Allied Universal, where attendees connected with fellow member companies and participated in security leadership strategy discussions. The festivities continued at the President's Reception, sponsored by CALSAGA's preferred insurance broker, Liberty Company. Guests enjoyed live music, Polynesian dancers, and gourmet luau-themed buffet.

2026 CALSAGA ANNUAL CONFERENCE RECAP

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Wednesday began with a breakfast buffet sponsored by Network Partner The Works Consulting, followed by opportunities to visit the Exhibitor Hall. Educational programming resumed with a Legal Update presented by Barry Bradley, Jaimee Wellerstein, and Michael Bruskin of Bradley + Wellerstein. Barry, Jaimee, and Michael advised on new laws for California employers, preparing for the implementation of SB 1203, and PAGA reform.



Before lunch, sponsored by Trackforce, CALSAGA Lobbyist Kelly Jensen provided a legislative update. Emcee Robi Quick then presented the CALSAGA Annual Awards, recognizing recipients in the Valor, Life Saving, and Security Officer of the Year categories. Thank you to Accomplished Security, Inc., for sponsoring the Officer Awards.

Joe Marcoux returned for part two of How to Become a Black Belt in Sales, outlining the Buying Conversation Roadmap to help companies move toward securing signed contracts. Another new addition to this year's conference was Human Trafficking Prevention and the Private Security Industry, presented by Rebekah Fondon of BEST Alliance (Businesses Ending Slavery and Trafficking). Wednesday's educational programming concluded with Insights from the FBI, presented by Assistant Special Agent in Charge Chris Melzer.

CALSAGA members also voted for the 2027–2028 Board of Directors, with election results announced Wednesday afternoon. We appreciate the continued service of returning board members and look forward to welcoming those stepping into new positions.

The day concluded with Happy Hour in the Exhibitor Hall, sponsored by CPSO. Members and exhibitors had another opportunity to network, exchange ideas, and connect with others in the private security industry.

Thursday began with a breakfast buffet sponsored by Costanza Insurance Agency, giving attendees another opportunity to connect before the day's programming. Shaun Kelly of Liberty Company, CALSAGA's preferred insurance broker, kicked off the final day with an insurance update for 2027.







2026 CALSAGA ANNUAL CONFERENCE RECAP

CONTINUED...



The Last Chance Q&A Panel brought speakers back together for one final discussion, giving attendees an opportunity to ask follow-up questions to our subject matter experts in legal, human resources, insurance, and compliance and revisit topics covered throughout the conference.

The final lunch, sponsored by GardaWorld, gave attendees one more opportunity to connect with exhibitors before the last session. The conference concluded with A Conversation with the BSIS Chief and Enforcement Chief, featuring BSIS Chief Lynne Jensen and Enforcement Chief MJ Abdelsalam. We appreciate the Bureau's continued partnership and participation in the CALSAGA Annual Conference.

We would like to thank our sponsors and vendors for their continued support and contributions to the success of the conference!



Thank you to our sponsors: 5.11; Accomplished Security, Inc.; Allied Universal; Belfry; Bradley + Wellerstein; Brownyard MacLean; Celayix; Chandler Security Consulting; Costanza Insurance Agency; CPSO; CSC; El Dorado Insurance Agency; Elite; GardaWorld; GuardHouse; HALOS; Hear Clear; Liberty Company; Lions 4 Security; Moody Insurance Agency; My Officer Apps; Paramount Exclusive Insurances Services, Inc.; PLIX AI; Pre-Banc Business Credit Inc.; Premier Body Armor; Security ProAdvisors; Sira; TEAM Software by Workwave; The Works Consulting; Trackforce; Triple Feed; Vigilfy; Vision InSites.

We also appreciate everyone who shared feedback through our Annual Conference survey. Your input helps us plan events that are engaging, relevant, and useful to our members. We look forward to welcoming both new and returning attendees next year. Stay tuned for the announcement of the 2027 conference dates and location!





