

SECURITY GUARD ADVISORY COUNCIL
MEETING MINUTES
42nd MEETING
June 22,2017
10:00 AM
NYS ESDC
633 3rd Ave
37th Floor Board Room
New York, NY

Council Members Present

Robert Tucker, Chairman, T & M Protection Resources
Mike O'Neil, Vice Chairman, Michael Stapleton Associates, Inc.
Anthony Lauro, Macerich Security Services, Inc.
Jessica A. Johnson, Johnson Security Bureau, Inc
David Zeldin, INVESTICORP, INC.
Robert A. Green, Jr., Town of Bristol Supervisor

DCJS Staff

Michael Wood, Deputy Commissioner Office of Public Safety
Johanna Sullivan, Director Office of Public Safety
Carl J. Boykin, Director of Human Trafficking / DCJS Counsel
Thomas Canning, Associate Training Technician (Police)

Guests

Ernita Gantt - DOS

At 10 AM, Chairman Robert Tucker opened the 42nd meeting of the Security Guard Advisory Council. Chairman Tucker noted there are no hearings scheduled and reminded all present of a recent DCJS email asking for comments and thoughts on the future of the New York State Security Guard Program. Chairman Tucker stated that because of a lack of a quorum voting to approve the previous meeting minutes would not be possible. Deputy Commissioner Michael Wood was present for the meeting via telephone.

Director Johanna Sullivan reminded Council members of the importance of informing DCJS staff of ability to attend scheduled meetings in a timely fashion.

Chairman Tucker and Director Sullivan both stated that they perceive the lack of a hearing as an indication that the security guard program is well monitored by DCJS staff. Tom Canning thanked the Council for the 2014 program regulations that enabled a smoother administration of the security guard program. He noted that it was these regulations that provided the additional sanction of suspension be added as a possible step prior to a revocation determination.

Ernita Gantt, from DOS, reported the following licensing:

- 2,984 Private Investigator Licenses
- 707 WatchGuard and Patrol Agencies
- 3,387 security guard employing agencies
- 148,942 unarmed security guards
- 16,050 armed security guards
- From June 2016 thru May 2017 – 34,828 security guard applications were processed
- In January 2017, DOS commenced an enforcement effort to ensure businesses responsible for providing guard services are utilizing registered guards

Council Member Jessica Johnson joined the meeting at 10:14 AM.

Director Sullivan provided a PSCTS Integrated Project Update - also known as the Online Acadis Project. Acadis is the new data collection system that will be utilized for police / peace officer and security guard training registry and training records. All legacy data was recently successfully transferred into Acadis and DCJS staff are currently utilizing Acadis live in-house. The security guard portion of the project is scheduled for Phase 2, commencing hopefully in January of 2018. In addition to upgrading DCJS' ability to collect security guard training records, Acadis will better enable program staff to audit and monitor training record submissions for fraud and possible violations of program regulations. Early feedback from pilot police officer agencies has been very favorable. Training manuals created by in-house staff have been well received by partners in the field.

Thomas Canning provided the following DCJS/SGP report:

- 390 approved training schools
- 1,501 approved instructors
- Approximately one new school is added each month
- Approximately 70% of security guard training is delivered by for profit schools

Director Sullivan opened the commentary portion of the meeting by stating DCJS was interested hearing from all members regarding the current strengths and weakness of the security guard program and members' vision of the future of the program. She turned the floor over to Tom Canning. Mr. Canning presented a concept of the delivery of annual training utilizing the LEAN review that stated online training offers consistency and uniformity to the delivery of training across the state. He stated 106,000 security guards received annual training in 2016. DCJS could partner with a film school and deliver this annual training by collaborating with our partners in the field that would exceed the current quality delivered across the state. The need for uniformity in the delivery of curriculum was stressed by Director Sullivan. Director Sullivan stated DCJS currently provides online training to peace and police officers.

Mr. Canning described adhering to the current topic areas and objectives contained in the 8 Hour Annual In-service Training Course for Security Guards. He described Unit One, Role of the Security Guard being conducted by Vice chair Michael O'Neil or his designee. Unit Two, Legal Updates, could follow a roundtable discussion my members of DCJS and/or the SGAC. Access Control, another unit in the annual, could be led by any number of qualified instructors currently affiliated with the SGP. Anthony Lauro - shopping malls, Joseph Clabby - airports, John Herritage – hospitals; were named as subject

matter experts in their various fields with a deep commitment to the New York State Security Guard Program. Two suggested possible electives mentioned by Mr. Canning were Decision Making and Leadership.

Chairman Tucker opened the floor to comments. Mike O'Neil believes the evolution of threat drives the industry. He used the example of 9 years ago his clients requesting assurances that the guards he was supplying, although retired police officers, were not bringing weapons into the facility. In recent years' clients now are seeking more armed guards with the possibility of arming them with long guns. He has seen a call for enhanced armed service above and beyond the NYS armed guard standard to engage with high consequence threats.

Ms. Jessica Johnson expanded on this idea by describing training on the federal level. The Department of Homeland Security is in the process of building in additional training requirements for contract guard services. Ms. Johnson acknowledges this is the "Gold Standard" for training but believes it is incumbent on groups like the Council to raise the bar of security guard training.

Mr. O'Neil went on to say that increased quality of training would result in guards being able to make more money and guard companies being able to charge more money for their services.

Chairman Tucker supports DCJS, in effect, "taking back the annual," making it both special and real.

In response to a concern expressed by Ms. Gantt, Director Sullivan pointed out that before OPS produces online training an analysis is conducted to determine the suitability of training in an online environment. At this time, Ms. Sullivan went on to say, we are speaking today strictly about unarmed training.

Mr. O'Neil stated an advantage of filming online is the ability to make the training a living document and the capacity to provide updates in a timely fashion. Director Sullivan described a system in place currently where peace/police officer training is updated quickly and disseminated as a matter of routine.

Ms. Johnson would like to see security guard training tied directly into the Security Guard Act. Ms. Gantt followed this thought by commenting that the vast majority of violations found by DOS are direct violations of the Security Guard Act.

Mr. Robert Green suggested research be conducted pertaining to security guard training conducted by both the State of Israel or perhaps governmental contractors.

Chairman Tucker stated having experience in Israel and noted the training although comprehensive needs to be balanced with cost and logistical factors.

Mr. O'Neil stressed the need for training to be timely and relevant. He stated the program described by Mr. Canning could be special by utilizing a film school, thus incorporating technology and enhancing the ability for the delivery to remain fresh, timely, and pertinent.

Mr. David Zeldin believes that once a client of a guard company is made aware that the training has been enhanced the guard company could charge more money and eventually the guard himself would be able to make more money.

Mr. Tucker agreed with Mr. Zeldin and expanded the thought by saying that input from the consumer of the guard product should be listened to. With the assistance of DOS, large customers of security guard

services could be brought to the table and asked what is important to them besides getting the lowest price. It may be valuable to get buy-in from consumers. What do they want to see? Big consumers should have input into training requirements.

Mr. Anthony Lauro added that to compete for contracts his company was forced to develop its own vulnerability assessment. Additional certifications are required by many consumers of security guard services. Department of Homeland Security was looking for additional training to NYS basic requirements to meet mandates. He used outside resources and vendors to build a program that would satisfy these enhanced additional requirements. Mr. Lauro did not think that simply increasing training hours would suffice to meet many higher-level certifications. Mr. Lauro pointed out that the duties of a security guard have changed over the past ten years. For example, the use/monitoring of CCTV screens, behavioral awareness, and monitoring social media feeds. The state training may not be able to be enough to gain certification but it could at least touch upon these new duties.

Mr. Zeldin commented on the vacancy of seats on the SGAC. He feels that if all seats were filled a greater pool of subject matter experts could be drawn upon. Chairman Tucker followed by stating that himself and Deputy Commissioner Wood were attempting to fill as many seats on the council as possible, noting the final authority rests with the Governor's Appointment Office.

Director Sullivan summarized by saying it appears the Council would be helped if data were gathered regarding how many guards work where, doing what, and any demographics possible. Analytics of required skillsets could help drive future conversations regarding training requirements.

Ms. Johnson explained that in New Jersey guard companies submit a list of contracts held. This enables New Jersey to go to the specific site to conduct an inspection. Chairman Tucker further stated that he feels New York has fallen behind New Jersey's SORA program.

Mr. Zeldin suggested security guard company executives be invited to the Council. Members could then hear firsthand the concerns of the industry. Director Sullivan stated identifying and hearing from stakeholders is an important step in forming any collaboration.

Mr. Green stated the need to raise the bar in training to also enhance public perception of a security guard. He suggested utilizing community colleges for this endeavor.

Chairman Tucker asked for comments on the cumbersome nature of the security guard registration process compared to New York.

Ms. Johnson stated both the licensing and registration process is far more seamless in New Jersey compared to New York. For example, an email is received prior to an expiration date compared to the New York method of receiving a letter.

Mr. Tucker suggested Tom Canning take a field trip to New Jersey to see the licensing process. Ms. Gantt states DOS is aware of New Jersey current system and stated DOS' ITS is, and has been, working toward a much-improved registry system for all licensing disciplines they have oversight over. Ms. Gantt stated NYS DOS is moving toward an online security guard registration system. Chairman Tucker requested the security guard discipline be moved to the forefront in the rollout of online registration.

Mr. Zeldin expressed a desire to know a path or action that council members could take when a person reaches out to Council members regarding an issue with the NYS security guard program. Chairman

Tucker reminded members there exists an indemnification determination on file for Council members regarding actions taken as members of the Council. Chairman Tucker thought a future briefing on the indemnification would be helpful. Director Sullivan suggested the Council member be advised to contact DCJS directly when issues are presented to them. Chairman Tucker further suggested referring these individuals specifically to Tom Canning.

Mr. Green suggested an effort to break down any possible walls between police officers and security guards. He recommended parts of the security guard act could be covered in the BCPO. Director Sullivan agreed to review how much, if any, time is allotted to security guard training in the Basic Course for Police Officers.

Mr. Lauro commented that agencies that employ both security and police officers are far more open to include security personnel as a force multiplier. Chairman Tucker agreed that it would be naïve for law enforcement working with private security today to overlook their value.

Mr. Green suggested involvement with the Sheriff's Association and the State Chiefs. Director Sullivan remarked that DCJS works with both organization on a regular, ongoing basis.

Deputy Commissioner Wood commented that he recognizes and appreciates the spirit of cooperation and determination to advance the security guard program. He promised to review the meeting notes and formulate action items and deliverables. DC Wood asked if there was interest in establishing more regular meeting of the Council. Director Sullivan stated other DCJS Councils have quarterly meetings set up a year in advance. Chairman Tucker thought this was a good idea and suggested going in that direction.