



Bureau of Security and Investigative Services
Advisory Committee Meeting Minutes
August 21, 2025 Meeting
In-Person Meeting

Industry Members Present

Shannon Beritzhoff (Alarm Industry)
Anton Farmby (Public Member)
Mark Miller (Private Patrol Operator Industry)
Chris Sayers (Proprietary Security Industry)
Leon Scroggins (Repossession Industry)
Angel Yanez (Training Facility Industry)
Glenn Younger (Locksmith Industry)

Bureau Staff Present

Lynne Jensen – Chief
Samuel Stodolski – Assistant Chief
Andrea Dailly – Deputy Chief of Licensing
Majdi Abdelsalam – Deputy Chief of Enforcement
Kerry Ortman – Administration and Policy Manager

DCA Staff Present

Arthur Babakhanyan – Department of Consumer Affairs (DCA) Organizational Improvement Office
Nicole Dragoo – DCA Fiscal Office, Budget Manager
Kaila Van Lindt – DCA Fiscal Office, Budget Analyst

Minutes Taken By

Valerie Peterson – BSIS Policy Analyst

1. Call to Order / Roll Call

Chief Jensen greeted all participants, reviewed the meeting schedule for the year, and thanked the members for traveling to the in-person meeting. The next meeting will take place on Thursday, November 13, 2025, and will be held virtually.

The meeting was called to order at 10:01 am. It was established that a quorum had been reached. The Chief encouraged all to reach out to the generic email inbox at BSIS to ask questions. Next, she notified the committee that the Bureau continues to experience licensees and applicants reaching out to ask how they may circumvent the

new laws and regulations while also encouraging BSIS not to enforce them. Chief Jensen stated that the Bureau cannot assist with these types of inquiries, as BSIS follows and enforces the laws and does not provide any requested loopholes.

BSIS Policy Analyst, Valerie Peterson, called roll.

2. Review and Approval of Advisory Committee Meeting Minutes from April 17, 2025

At 10:03 am, a motion to accept the minutes from the meeting of April 17, 2025, was made by Leon Scroggins with Glenn Younger providing the motion to second. 6 in favor/0 opposed/3 absent. Motion passes.

Chief Jensen opened the floor to the committee members for any questions about the previous meeting minutes. Q&A was closed with no questions from the committee members.

Chief Jensen then opened the meeting to public comments for this agenda item. There were no public comments.

3. Department of Consumer Affairs Executive Update

At 10:05 am, Chief Jensen welcomed department updates from Arthur Babakhanyan with the Department of Consumer Affairs' (DCA).

Mr. Babakhanyan updated the participants on Governor Newsom's reorganization plan to split the current Consumer Services and Housing Agency into two separate state agencies: the California Housing and Homelessness Agency and the Business and Consumer Services Agency. The new Business and Consumer Services Agency will be responsible for Consumer Affairs, Licensing, and Enforcement. The two new agencies will officially become operative on July 1, 2026. DCA continues to participate in various agency work groups to logistically transition the two groups.

Mr. Babakhanyan reminded the attendees that on March 3, 2025, Governor Newsom issued an executive order for all state agencies and departments to update their hybrid telework policies to increase from two to four days in office a week beginning July 1, 2025. At the end of June 2025, labor unions came to the agreement to delay the four day a week in office requirement for at least one year.

Mr. Babakhanyan announced that on June 9, 2025, the DCA Department of Finance issued guidance for out of state travel in the upcoming fiscal year. Travel outside of California will be limited to essential travel that is required to conduct state business and mission critical needs only.

Chief Jensen opened the floor for questions from the Advisory Committee members regarding Mr. Babakhanyan's update. There were no questions or comments.

Chief Jensen then asked for public comments and questions regarding the information that Mr. Babakhanyan presented. There were no public comments or questions.

4. Budget Update

At 10:11am, Chief Jensen introduced Kaila Van Lindt, DCA Budget Analyst. Ms. Van Lindt was joined by DCA Budget Manager, Nicole Dragoo. Ms. Van Lindt presented the Fund Condition Statement for BSIS as of fiscal month eleven for fiscal year 2024-25. At the next Advisory Committee meeting, fiscal year 2024-25 Actuals and 2025-26 Projections will be viewable based on the 2025 Budget Act. Ms. Van Lindt reminded the meeting participants that the fund condition is a snapshot in time and that future legislation or unanticipated events could result in the Bureau's need for additional resources.

Chief Jensen opened the floor to Advisory Committee members for questions to Ms. Van Lindt. Mr. Scroggins inquired about renewal fee projections for the next two years. Mr. Scroggins asked whether the projected increase in reserves is due to license fee increases, or the addition of more licensees, or a combination of the two? Chief Jensen spoke to the reserves amount, noting that four positions were cut last year due to the budget crisis. BSIS does not receive General Fund monies but is still required to do the same budget cuts. The BSIS fee increases will take effect October 1, 2025, and are not reflected in the current financial numbers but the hope is that for future years, the projections will start to look significantly better. Mr. Farmby asked about future projections and if the Bureau is anticipating major changes in the next year? Chief Jensen answered that the Bureau will be filling a few more positions and then deferred to Ms. Ortman, Asst. Chief Stodolski, Deputy Chief Abdelsalam, and Deputy Chief Dailly regarding major expenditures and maintenance for the Bureau. Asst. Chief Stodolski mentioned that the Bureau has really tightened its belt over the past five years to save money and now is at the point where technology needs to be updated, implementing more needed staff out in the field, a new work vehicle, etc.; however, no huge or significant purchases are in the plans. Chief Jensen mentioned that the Bureau's advantageous frequency of not losing legal cases, and not being hit with large, unexpected expenses has also helped overall projections.

Chief Jensen recapped the upcoming fee increase with the attendees by reminding them that a 10% increase in conjunction with an outside audit done seven years ago that gave the Bureau the authority for a 40% increase. The previous Chief thought that was too steep of an increase at one time and settled on 30% at the time, leaving a 10% cushion. Ms. Beritzhoff commented that the increases have been and continue to be very reasonable, and that fees stayed the same for many years and have not created hardships for the alarm industry.

Chief Jensen asked for public comment relevant to this agenda item. There were no public comments or questions.

5. Bureau Chief's Introduction, Welcome Remarks, and Bureau Updates

At 10:22 am, Chief Jensen welcomed the committee members and thanked them for participating in person. She announced that the Committee is currently seeking four

public members to join. Applications for the Advisory Committee can be found on the DCA homepage at dca.ca.gov.

Chief Jensen revealed that the past year and a half, the Bureau has been working on getting upper management in place, getting key managers in place, and getting things running smoothly, which has allowed Asst. Chief Stodolski and Chief Jensen to focus on long term goals such as acquiring expertise from Advisory Committee members, as was done in the past before the pandemic. Historically, questions were sent to the members beforehand asking for their expertise on upcoming legislation or suggestions. The members contain a plethora of knowledge, and the Chief would like to utilize their accessibility. The Bureau recently updated their Strategic Plan and will work together with Advisory Committee members to embark on more outreach opportunities. In addition, there will be several, large, major events held in CA in the next few years that will require a tremendous amount of security force. In the past, the Bureau set up an expedited licensing process to accommodate the immediate need, and the hope is to implement that again. The Bureau is intent on applying best practices moving forward so input from the members is highly anticipated.

Chief Jensen reiterated that the telework schedule at the Bureau will remain office centered. A public counter and paper applications prevent the Bureau from being a telework centered office. The Chief is now working in office 4 days a week.

Chief Jensen reminded attendees that Disciplinary Review Hearings are conducted in person only and rather than calling the Bureau with any questions, email to receive the quickest and most knowledgeable response. The Chief then asked for questions from the Committee members.

Mr. Mark Miller asked if paper application submittals were decreasing. Asst. Chief Stodolski responded that initial applications have about a 90% submittal rate online. Renewals are at around 87% online. Online applications decrease processing times because they bypass the mail and cashiering. Mr. Glenn Younger asked about incentivizing online submittal and whether that would require legislation? Bureau management answered by stating that the incentive is quick turnaround.

Chief Jensen asked for public comment and questions regarding this agenda item. There were no public comments or questions.

6. Bureau's Staffing Update

At 10:37 am, Chief Jensen provided the staffing update for the Bureau. She advised that the Bureau is currently at a 4% vacancy rate and that management is working to fill all vacancies.

Chief Jensen asked for questions and comments from the Advisory Committee. There were no questions or comments.

Chief Jensen asked for questions and comments from the public. There were no public comments or questions.

7. Update on the Bureau's Licensing Unit

At 10:40 am, Deputy Chief of Licensing, Andrea Dailly, presented the Licensing unit update.

Deputy Chief Dailly provided that the Bureau has been working to fill open positions. A new Staff Services Manager (SSM) 1 will be starting next month to oversee the company licensing unit. There is currently a SSM 1 opening to fill which oversees the Employee licensing unit.

Deputy Chief Dailly mentioned that she has been working on publicizing company licensing processing times to mirror the employee and weapons application processing times on the BSIS website. The unit is currently updating applications to reflect new fee amounts effective October 1, 2025, and updating language for security guard applications relevant to Senate Bill (SB) 652 that will become effective January 1, 2026.

Deputy Chief Dailly asked if there were any questions from the members? Mr. Glenn Younger commented that security guard licenses continue to steadily increase. Asst. Chief Stodolski spoke on the steady numbers and increases in CA of security guard registrations while committee members commented on other industry application trends.

Chief Jensen asked the committee if there were additional questions. There were none.

Chief Jensen opened the floor for public comments or questions. There were no public comments or questions.

8. Update on the Bureau's Enforcement Unit

At 10:58 am, Deputy Chief of Enforcement, Majdi Abdelsalam began the Enforcement update.

Deputy Chief Abdelsalam began the update with reporting that Uriel Mora was hired as the new SSM1. Deputy Chief Abdelsalam reported on unlicensed activity, which he stated is an ongoing priority of the unit, as twenty-six percent of pending investigations involve unlicensed activity. Forty-five percent of citations issued this FY accounted for unlicensed operations as well as more than twenty-five percent of open investigations.

Deputy Chief Abdelsalam stated that the average caseload for Enforcement analysts is approximately 66 complaints and 21 inspections, with an average resolution time of 76 days. A few notable field operations for the Enforcement unit include inter-agency enforcement at Coachella in April, Aftershock 2024 in Sacramento, and field operations coordinated with joint compliance sweeps with the Riverside and San Diego police departments in March and May 2025. BSIS Enforcement joined the joint enforcement strike force earlier this year, which will expand visibility and coordination with other State agencies.

Recent complaint trends show that forty-seven percent are PPO, twenty-nine percent are SG, and four percent are ACO. \$87,924 savings have been mediated through complaint resolution.

Chief Jensen commented on Special Investigator (SI) program and hiring. Asst. Chief Stodolski reported that through the Sunset process, authority was given to issue infraction citations in the field for multiple practice acts. Deputy Chief Abdelsalam has been working with SIs and the Department of Investigations (DOI) to get training and authority up and running.

Asst. Chief Stodolski mentioned that Assembly Bill (AB) 229 and AB 2515 expanded reporting requirements so complaint numbers will also include incident reports received. The Bureau is anticipating adding limited term staff and then completing a budget change proposal to make the positions permanent to assist with the increasing workload and reporting numbers.

Chief Jensen asked for more questions from members. There were no additional comments or questions.

Chief Jensen opened the floor for public comments. There were no public comments.

9. Update on Legislation Impacting the Bureau and Private Security Industries

At 11:16 am, Bureau Policy and Administration Manager, Kerry Ortman, presented updates on 2025 legislation impacting the Bureau.

Chief Jensen addressed Ms. Beritzhoff regarding video surveillance in reference to AB 558 and initiated a discussion regarding alarm licenses needed for installing, selling, and monitoring alarm systems. Chief Jensen detailed that SB 652 is to ensure that Powers to Arrest and Appropriate Use of Force training for security personnel are completed in person and online by single providers to eliminate confusion and extra cost for applicants.

Chief Jensen opened the discussion for comments and questions from Committee Members. There were no comments or questions.

Chief Jensen then invited public comment for this agenda item. There were no public comments.

10. Update on Enacted or Pending Regulations

At 11:28 am, Bureau Policy and Administration Manager, Kerry Ortman, continued with updates on current and pending regulations.

Ms. Ortman announced that the regulatory package for the ten percent fee increase has passed, has been noticed, and will take effect on October 1, 2025. A regulatory package involving BSIS' Exam Application Repeal, Terminology, and Training-related Update, which is focused on cleaning up language already in print and practice, is approaching the production phase.

Chief Jensen opened the discussion to questions from committee members. There were no questions from the committee members regarding this agenda item.

Chief Jensen then opened the meeting to public comment regarding enacted and pending regulations. There were no other public comments.

11. Public Comment on Items Not on the Agenda

At 11:31 am, Chief Jensen opened public comment for items not on the agenda.

Mr. Yanez suggested an update to the Baton Manual. Ms. Ortman responded that the updates to the manual have been completed and are currently in review.

Mr. Scroggins brought up Subject Matter Expert (SME) inquiries he has been receiving, and Ms. Ortman explained the necessity for SME's to assist with updating required occupational exams and subject matter workshop needs.

Mr. Farmby discussed the increase in unhoused communities and its impact on the security world and how AB 229 fits into conduct of security.

There were no public comments.

12. Committee Members' Recommendations for Future Advisory Committee Meeting Agenda Items

At 11:38 am, Chief Jensen opened the discussion to committee members for recommendations on future Advisory Committee Meeting agenda items.

Mr. Scroggins made an observatory comment favoring the in-person Advisory Committee meetings. The next meeting will be in November, which will be held virtually. A suggestion for an item to be placed on the next meeting's agenda was the frequency and location of Advisory Committee meetings for 2026.

Chief Jensen opened the floor for more comments or suggestions from the members. There were no additional comments or suggestions.

13. Adjournment

At 11:41 am, a motion was made by Mr. Scroggins to adjourn the meeting. Mr. Farmby seconded the motion, and Chief Jensen adjourned the meeting.