

STATE OF CALIFORNIA
Budget Change Proposal - Cover Sheet
 DF-46 (REV 08/15)

Fiscal Year 2016-17	Business Unit 1111	Department Consumer Affairs	Priority No. 01
Budget Request Name 1111-001-BCP-BR-2016-GB		Program 1405 - BUREAU OF SECURITY & INVESTIGATIVE SERVICES	Subprogram 1405019 - PRIVATE SECURITY SVCS PROGRAM

Budget Request Description
 Enforcement Staff Augmentation

Budget Request Summary

The Bureau of Security and Investigative Services (Bureau) is requesting 1.0 Staff Services Manager I and 1.0 Associate Governmental Program Analysts in FY 2016-17 and ongoing, as well as a budget augmentation of \$241,000 in FY 2016-17, \$225,000 in FY 2017-18 and \$126,000 in FY 2018-19 and ongoing to support the enforcement activities in the Bureau's Private Security Services Program. The Bureau's licensee population has steadily increased since FY 2009-10. As a direct result of the Bureau's increased licensee population, the number of enforcement investigations caseload continues to grow. Additionally, the Bureau needs sufficient resources to adequately and effectively carry out random onsite reviews of its licensees' businesses, notably Private Patrol Operators and Firearm Training Facilities, to ensure compliance with required statutes and regulations.

Requires Legislation <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Code Section(s) to be Added/Amended/Repealed
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Does this BCP contain information technology (IT) components? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, departmental Chief Information Officer must sign.</i>	Department CIO	Date
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For IT requests, specify the date a Special Project Report (SPR) or Feasibility Study Report (FSR) was approved by the Department of Technology, or previously by the Department of Finance.

FSR SPR Project No. Date:

If proposal affects another department, does other department concur with proposal? Yes No
Attach comments of affected department, signed and dated by the department director or designee.

Prepared By <i>Laura Alarcon</i>	Date <i>12/4/15</i>	Reviewed By <i>Karen Munoz</i>	Date <i>12/4/15</i>
Department Director <i>Tommy Concoran for</i>	Date <i>12/9/2015</i>	Agency Secretary <i>John P. Podesta</i>	Date <i>12/15/15</i>

Department of Finance Use Only

Additional Review: Capital Outlay ITCU FSCU OSAE CALSTARS Dept. of Technology

BCP Type: Policy Workload Budget per Government Code 13308.05

PPBA	Original signed by <i>Jeff Carosone</i>	Date submitted to the Legislature <i>1-7-16</i>
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BCP Fiscal Detail Sheet

BCP Title: Bureau of Security and Investigative Services: Enforcement Positions Request

DP Name: 1111-041-BCP-DP-2016-GB

Budget Request Summary

	FY16					
	CY	BY	BY+1	BY+2	BY+3	BY+4
Positions - Permanent	0.0	2.0	2.0	2.0	2.0	2.0
Total Positions	0.0	2.0	2.0	2.0	2.0	2.0
Salaries and Wages						
Earnings - Permanent	0	140	140	78	78	78
Total Salaries and Wages	\$0	\$140	\$140	\$78	\$78	\$78
Total Staff Benefits	0	75	75	41	41	41
Total Personal Services	\$0	\$215	\$215	\$119	\$119	\$119
Operating Expenses and Equipment						
5301 - General Expense	0	3	3	2	2	2
5302 - Printing	0	1	1	1	1	1
5304 - Communications	0	3	3	1	1	1
5306 - Postage	0	1	1	1	1	1
5322 - Training	0	1	1	1	1	1
5344 - Consolidated Data Centers	0	1	1	1	1	1
5368 - Non-Capital Asset Purchases - Equipment	0	16	0	0	0	0
Total Operating Expenses and Equipment	\$0	\$26	\$10	\$7	\$7	\$7
Total Budget Request	\$0	\$241	\$225	\$126	\$126	\$126

Fund Summary

Fund Source - State Operations						
0239 - Private Security Services Fund	0	241	225	126	126	126
Total State Operations Expenditures	\$0	\$241	\$225	\$126	\$126	\$126
Total All Funds	\$0	\$241	\$225	\$126	\$126	\$126

Program Summary

Program Funding						
1405019 - Bureau of Security and Investigative Services, Private Security Svcs Program - Support	0	241	225	126	126	126
Total All Programs	\$0	\$241	\$225	\$126	\$126	\$126

Analysis of Problem

A. Budget Request Summary

The Bureau of Security and Investigative Services (Bureau) is requesting 1.0 Staff Services Manager I (SSM I) and 1.0 Associate Governmental Program Analyst (AGPA) in FY 2016-17 and ongoing, as well as a budget augmentation of \$241,000 in FY 2016-17, \$225,000 in FY 2017-18 and \$126,000 in FY 2018-19 and ongoing to support the enforcement activities in the Bureau's Private Security Services Program. The Bureau's licensee population has steadily increased since FY 2009-10. As a direct result of the Bureau's increased licensee population, the number of enforcement investigations caseload continues to grow. Additionally, the Bureau needs sufficient resources to adequately and effectively carry out random onsite reviews of its licensees' businesses, notably Private Patrol Operators and Firearm Training Facilities, to ensure compliance with required statutes and regulations.

B. Background/History

AB 3291 (McPherson, Chapter 1285, Statutes of 1994) repealed the Private Investigator Act and reorganized and re-enacted the provisions into two different acts, the Private Investigator Act and the Private Security Services Act. The bill also established two separate funds, the Private Investigator (PI) Fund and the PSS Fund for the fees collected under the two acts. Each fund is responsible for the workload and expenditures created as a result of the profession(s) it regulates. Currently, the PSS fund lacks the sufficient staffing level needed in its Enforcement Unit to adequately carry out enforcement activities in a concise and timely manner.

The Bureau regulates seven professions that are governed by six chapters in the Business and Professions Code (B&P): Locksmiths (Chapter 8.5), Repossessors (Chapter 11), Private Investigator (Chapter 11.3), Proprietary Security Services (Chapter 11.4), Private Security Services and Training Facilities/Instructors (Chapter 11.5), and Alarm Companies (Chapter 11.8). The PSS fund specifically supports the regulation of six of the professions:

- Private Patrol Operators (PPO) and Security Guards;
- Proprietary Private Security Employers and their Proprietary Private Security Officers;
- Alarm Companies, Alarm Company Qualified Managers and Alarm Agents;
- Locksmith Companies and Locksmith Employees;
- Repossession Agencies, Repossession Agency Qualified Managers, and Repossession Agency Employees
- Firearm/Baton Training Facilities and Firearm/Baton Instructors

The Bureau strives to carry out its investigations as timely as possible and in compliance with the Department of Consumer Affairs (DCA) standards created under the Consumer Protection Enforcement Initiative (CPEI) so that violations committed by licensees are appropriately and timely addressed. From FY 2010-11 to FY 2013-14, the Bureau has conducted an average of 1,447 investigations per year. Additionally, as workload permits, Enforcement Staff carries out compliance inspections of Bureau company licensees, notably PPOs, firearm training facilities, baton training facilities, and organizations approved to provide security guard skills training since these entities are responsible for providing training to security guards, which comprise approximately 80% of the Bureau's licensee population.

There are about 45,000 active Bureau Firearms Permits, of which approximately 80% of them are issued to a security guard. This equates to about 36,000 of the approximate 284,000 (about 13%) registered security guards carrying firearms. The Bureau is authorized to issue firearms permits to the following individuals if they meet the specified eligibility requirements:

- Private Security Act: security guards, Private Patrol Operators, and Private Patrol Operator qualified managers;
- Private Investigator Act: Private Investigators and Private Investigator qualified managers; and

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- Alarm Company Act: alarm company employees, Alarm Company Operators, and Alarm Company Operator qualified managers.

Individuals seeking a Bureau Firearms Permit must complete firearms training that is carried out in accordance with the Bureau Firearms Training Manual and taught by a Bureau-certified firearms training instructor in a Bureau-certified firearms training facility. The purpose of the training is to provide the student with an overview of the laws regarding firearms and the use of force and the avoidance of deadly force through classroom discussions, as well as practice in the proper carrying and use of a firearm so that a Bureau firearm permit holder can properly carry and use a firearm. The firearms permit is valid for two years and the training requirements for renewal are the successful completion of four firearm range qualifications in the preceding two years and completion of training on the use and avoidance of deadly force.

Only security guards are authorized to receive a Bureau Baton Permit. Individuals seeking a Bureau Baton Permit must complete the baton training taught by a Bureau-certified baton training instructor in a Bureau-certified baton training facility. The training must be carried out in accordance with the Bureau Baton Training Manual. The training is designed to provide students the minimum level of proficiency to carry and use a baton while on duty.

All security guards are required to complete training in the Power to Arrest and to complete ongoing security officer skills training. PPOs are permitted to provide the training to their own guards in-house. Additionally, schools and organizations approved by the Bureau may provide the training. PPOs are required to maintain specified records that must be made available to the Bureau for inspection. In addition, the firearm and baton training facilities are required to maintain specified training records. The table below details record retention requirements.

Company License Type	Estimated Licensee Population	Estimated Annual Applications Received	Employee Records		Other
			Employment	Training	
Private Patrol Operator	2,800	350	Yes	Yes	
Alarm Company Operator	2,100	160	Yes	Yes	
Repossession Agency	310	40	Yes	N/A	<ul style="list-style-type: none"> • Repossession transactions • Personal Effects Reports
Locksmith	3,000	265	Yes	N/A	
Proprietary Private Security Employer (only for PPSO)	600	114	Yes	Yes	
Firearm Training Facility	350	55	Yes	Yes	
Baton Training Facility	200	35	Yes	Yes	

In FY 2012-13, the Bureau carried out 15 comprehensive inspections of Bureau firearms training facilities as part of a trial inspection program in response to tips received that some were providing inadequate training. Of the 15 facilities inspected, 60% had significant to egregious violations resulting in disciplinary actions, including revocation of licenses. While the inspections revealed a need to continue with a comprehensive inspection program, the Bureau was unable to do so and also maintain timely investigations. Examples of violations noted include:

- Failing to provide the full training to students;
- Failure of having student fire the required 100 rounds (several students fired less than 25 rounds);
- False information provided on the Bureau firearm permit application by the training instructors regarding the range scores or calibers on which the applicant qualified;

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- Failure to maintain proper training records;
- Training rosters reflecting a passing score instead of the actual score on the written examinations;
- Allowing uncertified instructors to teach the firearms training course.

The Bureau files approximately 30 accusations annually to revoke a Bureau license due to illegal and/or inappropriate activities. In the last three fiscal years an average of 67 probationers has been monitored by Bureau staff.

Unlike other boards and bureaus within the DCA, the Bureau is responsible for regulating seven distinctive professions involving over two dozen different license types. It is a monumental undertaking for Enforcement Staff involved with conducting investigations to become versed in the various laws to carry out accurate and complete investigations and investigatory reports. These same issues create unique challenges for the Staff Services Manager I (SSM I), Enforcement Manager, in reviewing the investigation reports for accuracy and completeness.

Resource History (Dollars in thousands)

Program Budget	PY - 4	PY - 3	PY - 2	PY - 1	PY
Authorized Expenditures	\$10,041	\$10,604	\$11,134	\$11,798	\$13,619
Actual Expenditures	\$9,354	\$10,307	\$10,447	\$10,862	\$11,480
Revenues	\$10,594	\$11,033	\$10,965	\$10,977	\$10,729
Authorized Positions	52.9	50.5	46.9	46.9	46.9
Filled Positions	47.4	47.5	44.5	44.3	46.9
Vacancies	5.5	3.0	2.4	2.6	0.0

Workload History

Workload Measure	PY - 4	PY - 3	PY - 2	PY - 1	PY	CY
Investigations Assigned	1,558	1,656	1,778	1,414	1,299	1,050
PPO Investigations	543**	457**	309**	298**	90	264
Firearm Training Facility Inspections	22**	36**	15	28**	48	176
Citations Issued	113	127	128	96	16	264
Accusations	291	24	32	32	31	22
Probations	92	103	96	42	26	40
Revocations	559	716	335	71	43	20

** No compliance inspections were carried out for the noted license type in the noted year. However, compliance inspection activities were carried in the course of investigations carried out for the noted license types. In PY-4, there were 543 PPO and 22 firearm training facility investigations. In PY-3, there were 457 PPO and 36 firearm training facility investigations. In PY-2, there were 309 PPO and 15 firearm training facility investigations. In PY-1, there were 298 PPO and 28 firearm training facility investigations. In PY the focused inspection program was implemented starting in January.

C. State Level Considerations

DCA was established to protect consumers through the licensing and regulation of specific professions, occupations, and businesses. DCA's responsibility is to protect and serve California consumers while ensuring a competent and fair marketplace. DCA helps consumers learn how to protect themselves from unscrupulous and unqualified individuals.

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The Bureau is a consumer protection agency with a statutory mandate to regulate the private security profession, and a primary mission of protecting the public. It is critical to the safety and welfare of Californians that the Bureau carries out its enforcement activities – investigations and compliance inspections of the private-security businesses -- timely and effectively to ensure that only law-abiding, principled persons are part of the private security profession.

D. Justification

There are approximately 284,000 security guards, of which about 13% carry firearms, working in close proximity with the public in numerous settings such as shopping malls, theaters, office buildings, sporting arenas, restaurants/bars, hotels, schools, and financial institutions. It is essential that these guards are competent in the appropriate use of force as well as the avoidance of use of force, and the laws and techniques that pertain to them. Guards that carry a weapon must also possess the required proficiency to safely use their firearms and batons. Given that guards can easily become involved in situations that can quickly escalate, it is critical that they are receiving appropriate training relative to carrying out their duties.

To that end, the Bureau carrying out compliance inspections of PPOs, firearm and baton training facilities and instructors, and Bureau approved security guard skills trainers will help to ensure the proper training is being provided. The appropriate training of a guard is imperative to promote public safety.

Investigations conducted by Bureau Enforcement Analysts include a myriad of issues, violations, and the need to frequently decipher unique situations on a case-by-case basis. For example, Enforcement Analysts must determine whether:

- A locksmith's only recourse to unlock a door involved drilling the lock and as such the locksmith performed his/her duties in an unethical manner;
- An alarm company employee carried out inappropriate sales and contracting activities to install an alarm system that includes ongoing monitoring;
- A reposessor violated the law by entering into an individual's private property without permission to repossess a vehicle;
- A proprietary private security officer is subject to licensure based on the duties he/she is performing; or a security guard carrying and using a caliber firearm;
- A firearm training facility or instructor is providing the required firearm training for a Bureau firearm permit as required by law and in accordance with the Bureau Firearm Manual;
- A security guard is actually providing services that require a PPO license; or
- A required licensee provided the Bureau with timely notification of having been involved in a violent incident while performing his/her duties as a licensee.

As illustrated above, Enforcement Analysts process a wide range of complex cases which requires staff to work different types of investigations on a routine basis, which inherently results in longer investigation times, and more involved oversight of the investigations and investigatory reports by management.

Request for 1.0 AGPA Position

There are currently about 336,000 company and employee licensees, and eight (8) analysts in the Enforcement Unit who are responsible for conducting the Bureau's investigations and license onsite compliance inspections. The private security industry is one of the nation's fastest growing markets with the California market being one of the largest, and the growing population is impacting the Bureau's ability to carry out its enforcement activities timely and effectively.

The Bureau has one of the largest licensee-to-staff ratios (about 8,000 licensees per employee) of the DCA's boards and bureaus. The DCA's boards' and bureaus' overall average licensee to employee ratio is about 1,500 licensees to employees. While the Bureau is aware that investigations differ

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between different boards/bureaus, this information is illustrative of the Bureau's overall need for additional staff in order to enhance its operations.

A critical enforcement activity that the Bureau has struggled to carry out, due to limited staff resources, is inspections of Bureau company/business licensees, notably firearm training facilities, baton training facilities, and PPOs since these entities are directly associated with security guard training.

The Bureau's presence, whether through educational visits or compliance inspections, is an effective tool to promote compliance of statutory requirements by licensees. For this reason, the Bureau began focused inspections of PPOs in January 2015. In April, the inspections were expanded to firearm training facilities. Within the first six months of implementation, approximately 140 focused inspections have been carried out. Approximately 50% of the inspections conducted to date are requiring the Bureau to do a follow-up onsite visit to confirm compliance of the exceptions noted, and approximately 20% are resulting in the opening of an investigation to work with the entity to bring them into compliance or to pursue disciplinary action. The outcomes of these focused inspections further supports earlier findings of the firearm training inspections in FY 2012-13 of the need for the Bureau to implement a comprehensive inspection program of the Bureau's company licensees, firearm and baton training facilities and the entities the Bureau has approved to provide the Power to Arrest training and security guard skills training to security guards and proprietary private security officers (PPSO).

Request for 1.0 SSM I

It is a monumental undertaking for Enforcement Staff to become sufficiently versed in the various laws to carry out accurate and complete investigations and investigatory reports. This diversity also creates unique challenges for the SSM I Enforcement Manager to review the investigation reports to ensure the necessary elements for the Bureau to successfully pursue disciplinary actions, notably license revocations, have been addressed. Additionally, the Bureau implementing the inspection program will significantly increase the number of investigatory reports and the workload related to reviewing cite and fine reports and accusations that will need to be reviewed by the Enforcement Manager. All of these issues combined are creating a workload that is continually becoming more difficult for the Enforcement Manager to sustain. The same factors noted will create additional work for the Bureau's disciplinary activities, which include a licensee appealing the issuance of a citation through a Bureau Disciplinary Review Committee, pursuing license revocations through the administrative hearing process or monitoring probationers.

Lastly, the overall increased work in the Bureau's higher-level regulatory activities, whether related to licensing, enforcement, disciplinary or policy and administration, is becoming increasingly more difficult for the current Bureau Executive Team – Chief and Deputy Chief (Staff Services Manager II) – to manage at the level needed for the Bureau to operate effectively.

This proposal aligns with the Bureau's mission to protect and serve the public and consumers while ensuring a competent and fair private security marketplace. This proposal also aligns with the Bureau's Enforcement Strategic Goal to enhance and expand Bureau enforcement efforts, processes and outcomes, including the related objective to identify and implement enforcement process improvements to promote timely investigations.

The increase in staff is needed for the Bureau to carry out its enforcement activities effectively to ensure that bad actors are immediately addressed and security guards are receiving appropriate training in security guard skills, and the use of a firearm and/or baton. Not addressing bad actors timely enables these individuals to continue to practice in their licensed professions, which impacts consumer protection. Additionally, inadequately trained security guards pose a significant danger to the public.

E. Outcomes and Accountability

The success and accountability of this proposal will measure by the Bureau being able to carry out its investigations, compliance inspections, and disciplinary activities timely and in a manner that these

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efforts are resulting in a positive impact in reducing violations of the Bureau's practice acts and decreasing the number of bad actors in the various professions.

Program accountability will entail reporting in the DCA's Annual Report the number of investigations and inspections conducted, and the number of disciplinary actions taken relative to these investigations and inspections.

Projected Outcomes

Workload Measure	CY	BY	BY+1
Investigations Opened	1,050	1,082	1,114
Firearms Training Facilities Inspections	176	176	176
PPO Compliance Inspections	264	264	264

F. Analysis of All Feasible Alternatives

Alternative 1:

Adopt the requested positions and associated funding as proposed.

PRO:

- Will enable the Bureau to implement a comprehensive inspection program to help ensure that licensees and training facilities are appropriately training security guards, including those who carry and use firearms while on duty.
- Carrying out an inspection program provides a proactive, preventative approach to monitor compliance of critical training requirements, enabling the Bureau to identify and address problems earlier.
- Enables the Bureau to maintain an effective inspection program while continuing to carry out its investigations timely.
- Promotes the Bureau's ability to carry out its disciplinary activities timely.
- Monitoring compliance of training requirements for security guards and other private security licensees supports the Bureau's mission to promote public safety and consumer protection.
- Timely and adequate enforcement and disciplinary actions supports the Bureau's mission to protect consumers while ensuring a competent and fair private security marketplace.

CON:

- The hiring of additional staff and the travel costs associated with a comprehensive inspection program will increase program expenditures; however, the Bureau has sufficient fund reserves at this time.

Alternative 2:

Adopt the requested AGPA position and associated funding, but not the requested SSM I.

PRO:

- Addresses the baseline workload needs associated with the Bureau carrying out investigations and compliance inspections.
- Enables the Bureau to maintain an inspection program while continuing to carry out its investigations.

CON:

- This alternative does not address the bottleneck that would be created at the management level to review the investigatory reports.
- Failing to review the reports timely affects the Bureau's ability to pursue timely disciplinary actions against individuals and entities that have violated the law.

Analysis of Problem

- Insufficient upper level management negatively impacts the Bureau's ability to carry out all of its regulatory activities.
- Hiring additional staff and the travel costs associated with a comprehensive inspection program will increase program expenditures; however, the Bureau has sufficient fund reserves at this time.

Alternative 3:

Redirect current Enforcement AGPAs to carry out the inspections.

PRO:

- There would be no cost to the state.

CON:

- This alternative is not practical since Enforcement analysts are already carrying full investigation workloads and would result in other critical investigatory activities not being carried out adequately.
- This alternative does not address the bottleneck that would be created at the management level to review the investigatory reports.
- Failing to review the reports timely affects the Bureau's ability to pursue timely disciplinary actions against individuals and entities that have violated the law.
- Insufficient upper level management negatively impacts the Bureau's ability to carry out all of its regulatory activities.

Alternative 4:

Status Quo

PRO:

- No impact on the Bureau's budget.

CON:

- The Bureau will continue to struggle to complete compliance inspections along with maintaining reasonable investigation caseloads and timelines.
- The consequences of the Bureau not completing inspections of the entities responsible for training security guards, notably firearm training, tremendously increases the risk for public harm.
- Failing to review the reports timely affects the Bureau's ability to pursue timely disciplinary actions against individuals and entities that have violated the law.
- Insufficient upper level management negatively impacts the Bureau's ability to carry out all of its regulatory activities.

G. Implementation Plan

6/1/2016 Advertise for 1.0 AGPA and 1.0 SSM I position
6/1/2016 Recruit and hire AGPA and SSM I positions
7/1/2016 Start date of new staff
8/1/2016 Begin implementation of the comprehensive licensee inspection program

FY 2016-17 and ongoing: Conduct 440 inspections. Carry out subsequent disciplinary actions arising from inspections and follow-up inspections, as needed. Ensure these activities are being properly monitored for data reporting and quality control.

H. Supplemental Information

None

I. Recommendation

Alternative 1. This is the only viable option available to ensure the Bureau is able to implement an effective licensee compliance inspection program and maintain timely investigation and disciplinary processing timelines. It is also the only option to ensuring the Bureau is able to carry out adequately its regulatory activities overall.

**Bureau of Security and Investigative Services
PSS Enforcement FY 2016-17 BCP
Workload Analysis**

PSS Fund	FY 15-16			FY 16-17			FY 17-18			ONGOING		
	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours
Enforcement Workload Duties												
Associate Governmental Program Analyst												
Initiate investigation (Review complaint, enter into CAS, and determine jurisdiction & priority)	15.00	1,050	263	15.00	1,082	271	15.00	1,114	279	15.00	1,147	287
Prepare and send acknowledgement letter to source that initiated investigation	30.00	1,050	525	30.00	1,082	541	30.00	1,114	557	30.00	1,147	574
Gather additional information (request information from complainant, witnesses, subject and other agencies, if applicable)	240.00	1,050	4,200	240.00	1,082	4,328	240.00	1,114	4,456	240.00	1,147	4,588
Review responses and detailed information from information gathered	180.00	1,050	3,150	180.00	1,082	3,246	180.00	1,114	3,342	180.00	1,147	3,441
Perform field investigation as deemed appropriate	120.00	275	550	120.00	283	566	120.00	292	584	120.00	301	602
Prepare Investigation report and letter to licensee.	180.00	1,050	3,150	180.00	1,082	3,246	180.00	1,114	3,342	180.00	1,147	3,441
Close investigation (Enter data into CAS and prepare case file for KOVIS)	30.00	1,050	525	30.00	1,082	541	30.00	1,114	557	30.00	1,147	574
Create Inspection file, with current licensing information and initiate in CAS	15.00	440	110	15.00	440	110	15.00	440	110	15.00	440	110
Create and document history of owners/instructors, enforcement actions and search internet for school website info.	60.00	440	440	60.00	440	440	60.00	440	440	60.00	440	440
Mail Contact/Inspection letter, and conduct Field Compliance Inspection	150.00	440	1,100	150.00	440	1,100	150.00	440	1,100	150.00	440	1,100
Travel to and from field inspection: Northern CA	60.00	176	176	60.00	176	176	60.00	176	176	60.00	176	176
Travel to and from field inspection: Southern CA ave	120.00	264	528	120.00	264	528	120.00	264	528	120.00	264	528
Close Inspection- Prepare Inspection report and letter to licensee.	30.00	440	220	30.00	440	220	30.00	440	220	30.00	440	220
Follow-up inspection for those with minor compliance issues including sending letter, travel to and from, inspection and report. NORTHERN CA	120.00	100	200	120.00	47	94	120.00	47	94	120.00	47	94
Follow-up inspection for those with minor compliance issues including sending letter, travel to and from, inspection and report. SOUTHERN CA	240.00	185	740	240.00	326	1,304	240.00	326	1,304	240.00	326	1,304

PSS Fund	FY 15-16			FY 16-17			FY 17-18			ONGOING		
	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours
Enforcement Workload Duties												
Associate Governmental Program Analyst												
Cite & Fine - Open Investigation and prepare report to issue citation and fine for violations found during the inspection/investigation. Draft citation language specific to the violation.	240.00	264	1,056	240.00	176	704	240.00	110	440	240.00	110	440
Accusation - Open investigation and prepare report to forward to Attorney General to revoke applicable license(s). Forward copy of investigation report to District Attorney for potential criminal charges. Meet with AG and/or DA to brief and discuss charges.	480.00	30	240	480.00	22	176	480.00	22	176	480.00	22	176
Monitor Citation and Fine through compliance. Send follow up correspondence as needed.	90.00	198	297	90.00	192	288	90.00	192	288	90.00	192	288
Clairify accusation fo AG's office. Provide briefing on all work. Travel to and from and testify at hearing/trial.	960.00	15	240	960.00	6	96	960.00	6	96	960.00	6	96
Total Hours			17,710			17,975			18,089			18,478
PY equivalent in hours			1,776			1,776			1,776			1,776
Total PYs			10.0			10.1			10.2			10.4
Current PY's			9			9			8			8
Needed PY's			1.0			1.1			2.2			2.4

**Bureau of Security and Investigative Services
PSS Enforcement FY 2016-17 BCP
Workload Analysis**

PSS Fund	FY 15-16			FY 16-17			FY 17-18			ONGOING		
	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours	Minutes per Task	Units Per Year	Total Hours
Enforcement Workload Duties												
Staff Services Manager												
Review closing investigation reports that will not result in legal action for quality control	60.00	350	350	60.00	350	350	60.00	350	350	60.00	350	350
Review closing investigation reports that will result in legal action	120.00	100	200	120.00	100	200	120.00	100	200	120.00	100	200
Review Closing Inspection reports and correspondence	90.00	546	819	90.00	546	819	90.00	546	819	90.00	546	819
Review, edit and approve citation(s) for issuance	150.00	45	113	150.00	45	113	150.00	45	113	150.00	45	113
Review and edit completeness of investigation report to support accusation	150.00	40	100	150.00	40	100	150.00	40	100	150.00	40	100
Advise probataion monitors on probationary case issues	90.00	80	120	90.00	80	120	90.00	80	120	90.00	80	120
Review decisions returned from the ALJ for material accuracy	45.00	100	75	45.00	100	75	45.00	100	75	45.00	100	75
Review SOI's before issued	30.00	10	5	30.00	10	5	30.00	10	5	30.00	10	5
Total Hours			1,782			1,782			1,782			1,782
PY equivalent in hours			1,776			1,776			1,776			1,776
Total PYs			1.0			1.0			1.0			1.0
Current PY's			0			0			0			0
Needed PY's			1.0			1.0			1.0			1.0

Department of Consumer Affairs
Bureau of Security and Investigative Services

July 1, 2015

Director, DCA
Awet Kidane
Chief Deputy Director
Tracy Rhine

Laura Alarcon
Bureau Chief (Exempt)
625-100-8896-001

Current
FY: 15-16
Authorized Positions: 52.4
BL 12-03 (999): 2.60 *
Temp Help (907): 6.00

Clarisa Serrato-Chavez
Deputy Chief
Staff Services Manager II (Sup)
625-100-4801-002

Connie Bouvia
Staff Services Manager II (Sup)
625-100-4801-907 ++

DISCIPLINARY REVIEW UNIT
Matt Bowden
Staff Services Manager I
625-100-4800-006

ENFORCEMENT+
George Paddeck
Staff Services Manager I
625-100-4800-003

ADMINISTRATION & POLICY
Andrea Leiva
Staff Services Manager I
625-100-4800-004

LICENSING
Diana Cuccia
Staff Services Manager I
625-100-4800-907

LICENSING VACANT (LT)
Staff Services Manager I
625-100-4800-005

Helen Figures
OT (G)
625-100-1138-006

Tiffany Alexander
PT II
625-100-9928-003

Rosa Hernandez
PT II
625-100-9928-005

Amelia Tapia
PT II**
625-100-9928-007

Cheryl Row
PT II
625-100-9928-014

Denise Griffin
PT II (P)
625-100-9928-907

Andrea Dailly
SSA (G)
625-100-5157-006

Summer Cedarleaf
SSA (G)
625-100-5157-007

Nikki Judge
SSA (G)
625-100-5157-999

Jill Palumbo
SSA (G)
625-200-5157-001

CASE MANAGEMENT

Inez Cortez
AGPA
625-100-5393-801

Monique Murray
AGPA
625-100-5393-802

Josie Luna
AGPA
625-130-5393-003

CASHIERING
Carol Chapman***
OT (T)
625-100-1139-012

VACANT (LT)
AGPA
625-100-5393-XXX

Patricia Ojeda
AGPA
625-100-5393-004

Rolando Taeza
AGPA
625-100-5393-006

Laura Jestes
AGPA
625-100-5393-007

Terri Williams
AGPA
625-100-5393-800

Casey Meredith
AGPA
625-100-5393-010

Darwin Agar
AGPA
625-100-5393-011

William Ziegler
AGPA
625-130-5393-800

Phyllis Scott
AGPA
625-200-5393-001

Carol Hyde
AGPA
625-200-5393-002

William Shane
SSA (G)
625-100-5157-009

Amador Casarez
MST **
625-100-5278-002

Carl Beermann
AGPA
625-100-5393-003

Sam Stodolski
AGPA
625-100-5393-016

Jennifer Muñoz (1.00)
AGPA
625-100-5393-014 (0.90)
-999 (0.10)

Kristi Sutton
AGPA
625-100-5393-015

Marci Sturtevant
SSA (G)
625-100-5157-015

Adrienne Avitia
Supervising Program Technician II
625-100-9925-001

Pauline Ivy
PT II
625-100-9928-002

Steven Mao
PT II
625-100-9928-013

Liza Marquez
PT II
625-100-9928-015

Donna Marshall
PT II
625-100-9928-016

Ivonne Basquez
PT II
625-130-9928-005

Justina Binsfeld
PT II
625-100-9928-017

Kimberly Bailey
PT II (P)
625-100-9928-907

Danny Gonzales
PT II (P)
625-100-9928-907

Ashley Verrett
PT II (P)
625-100-9928-907

VACANT (LT)
PT II
625-100-9928-XXX (0.50)

Denise Muniz
OT(T)
625-100-1139-014

Raven Trammel
OT (T)
625-100-1139-015

Rita Brott
OT (G)
625-100-1138-002

Gale Bush
PT
625-100-9927-002

Marcella Zambrano
PT
625-100-9927-999 (0.50)

Vanessa Holmes
PT
625-130-9927-001

Noreen DeKoning
AGPA
625-100-5393-013

Sharmaine McClain
AGPA
625-100-5393-803

Jason Tackett
SSA
625-130-5157-001

Alexandria Diva
SSA (G)
625-100-5157-999

Brenda Hixon
SSA (G)
(Retired Annuitant)
625-100-5157-907

Cecilia Flores
PT III**
625-100-9929-001

NOTE: All positions are CORI designated

+ = Includes Unlicensed Activity Unit

++ = Position is an exceptional allocation.

* = Reduced Time Base of positions effective 7/1/2012. due to Budget Letter 12-03.

** = Bilingual Pay

*** = Positions physically located within DCA's Cashiering Unit and report to supervisors and/or managers within the Cashiering unit.

CA Director or Designee _____ Date _____

Bureau Chief _____ Date _____

Personnel Analyst _____ Date _____

0239 - BSIS Private Security Services

Analysis of Fund Condition

12/9/2015

2015-16 Budget Act

W/Proposed BCPs

Note: Outstanding GF Loan repayment \$8 million

	ACTUAL 2014-15	CY 2015-16	Gov Budget BY 2016-17	BY + 1 2017-18
BEGINNING BALANCE	\$ 7,348	\$ 7,054	\$ 12,128	\$ 8,794
Prior Year Adjustment	\$ 135	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 7,483	\$ 7,054	\$ 12,128	\$ 8,794
REVENUES AND TRANSFERS				
Revenues:				
125600 Other regulatory fees	\$ 415	\$ 407	\$ 407	\$ 407
125700 Other regulatory licenses and permits	\$ 4,405	\$ 4,894	\$ 4,894	\$ 4,894
125800 Renewal fees	\$ 5,627	\$ 5,701	\$ 5,701	\$ 5,701
125900 Delinquent fees	\$ 240	\$ 186	\$ 186	\$ 186
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ 1	\$ 1	\$ 1	\$ 1
150300 Income from surplus money investments	\$ 18	\$ 12	\$ 26	\$ 16
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 9	\$ 9	\$ 9	\$ 9
161400 Miscellaneous revenues	\$ 14	\$ 10	\$ 10	\$ 10
Totals, Revenues	\$ 10,729	\$ 11,220	\$ 11,234	\$ 11,224
Transfers from Other Funds				
FO0683 From Stephen Teale Data Center per Section 15.00, BA of 2004	\$ -	\$ -	\$ -	\$ -
Deferred 2003 GF Loan Repayment	\$ -	\$ 4,000	\$ -	\$ -
Proposed GF Loan Repayment, BA 2011	\$ -	\$ 4,000	\$ -	\$ -
Transfers to Other Funds				
Totals, Revenues and Transfers	\$ 10,729	\$ 19,220	\$ 11,234	\$ 11,224
Totals, Resources	\$ 18,212	\$ 26,274	\$ 23,362	\$ 20,018
EXPENDITURES				
Disbursements:				
0840 State Controller (State Operations)	\$ 1	\$ -	\$ -	\$ -
8880 FISCAL	\$ 10	\$ 23	\$ -	\$ -
1111 Program Expenditures (State Operations) -	\$ 11,147	\$ 14,123	\$ 14,350	\$ 14,637
Enforcement BCP			\$ 241	\$ 225
Licensing BCP			\$ 166	\$ 150
Fund Augmentation BCP			\$ -189	\$ -189
Total Disbursements	\$ 11,158	\$ 14,146	\$ 14,568	\$ 14,823
FUND BALANCE				
Reserve for economic uncertainties	\$ 7,054	\$ 12,128	\$ 8,794	\$ 5,195
Months in Reserve	6.0	10.0	7.1	4.2