

# PPSB Newsletter

September 2015 Vol. 7

#### **North Carolina Private Protective Services Board**

#### **Director's Comments**



Mr. Barry Echols
Director PPSB/ALSB

It has been over six months since I accepted this position, and the time has flown by as I have, and continue to familiarize myself with the staff, the responsibilities, and the industry professionals we work with day to day. I am confident that Private Protective Services (PPS) is moving forward toward a more efficient, customer friendly process that will enhance this agency as a better resource to the industry.

Just a few updates I would like to note: The PPS staff is great from top to bottom. They have a strong work ethic; and a clear understanding of their responsibilities. However they have been hampered by a lack of resources (specifically up to date technology) that will

change dramatically in the near future. Moving forward you will see a 'night & day' difference in response/turn-around time, and overall customer service.

{Continued on Page #10 }



Mr. Anthony Bonapart
Deputy Director PPSB/ALSB

### **Deputy Director's Comments**

**Enforcement** 

This newsletter contains information regarding actions taken by the Private Protective Services Board (PPSB), as well as important industry information. When unlicensed activity is reported to the PPSB, the matter is investigated by the field staff and a report is generated. When there is credible

evidence that an unlicensed individual or a company is providing PPS services or advertising that they can provide such services without being licensed, {Continued on Page #10}

#### **BOARD OFFICE WILL BE CLOSED**

<u>Labor Day</u> September

Veteran's Day November Thanksgiving
November
26 & 27

Christmas December 23, 24, & 25

## Melvin Turner Training Officer



Discusses Training and Certification
Page #5





Discusses registration procedures
Page #5





Social and Legal History of PPSB Page #9

## Did you know? (FYI)



Michelle Moore Administrative Secretary

#### Read Proclamations by Governor McCrory.

"Private Security Officer Memorial Week" Page # 16

"Private Investigators
Day Page # 17

### **Designee Listing** Website

All companies that are required to submit registration applications to include armed guards, unarmed guards, armed private investigators, armed private investigator associates, armed armored car guards and unarmed armored car guards should review their designee listing and ensure that the designees are actively registered or licensed or certified with the company they are submitting applications for. Once we go live the online system will only allow active designees and active licensees to submit applications to the Private Protective Services Board. The applicants will be allowed to enter their own application information electronically, but they will only be submitting it to a designee or licensee within the company based on the Business Permit Number (BPN) they are applying with. Once the applicant submits their information to a licensee or designee; that licensee or designee will submit the application electronically to the Private Protective Services Board.

Prior to the licensee submitting an updated designee list to the Private Protective Services Board the list needs to be BPN specific. If the company has more than one active BPN, it will need to be clear which active BPN(s) the person will be a designee for with the company. A designee can be authorized to submit applications for more than one active BPN for the company. The updated should be submitted to our office no later than December 15, 2015.

The PPS Board can be located at the Department of Public Safety website at: www.ncdps.gov/pps.

The website is a valuable tool in fulfilling the mission of Private Protective Services, as it enables us to improve our outreach and provides PPS professionals with detailed information. The website also contains important Board information such as, meeting schedules, minutes and reports, as well as, registration and licensing information to include applications and fee amounts. The website also facilitates the search for specific disciplinary actions taken by the Private Protective Services Board. Feel free to explore the website and review all its valuable resources. Staff is constantly working with the Department's Information Technology Office to upgrade and enhance the site to keep you informed of upcoming PPS issues. The e-mail address for PPS is PPSASL@ncdoj.gov and should be utilized for general information. Any requests and/or questions will be forwarded to the appropriate person or persons for response. {Back to top}



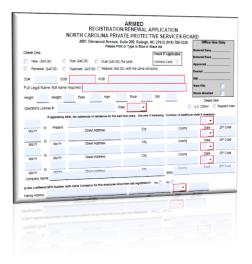
## **Registration Unit**

#### What We Do

The Registration Unit processes applications of individuals who wish to be employed, or registered, by a licensed company. The registration process includes receiving applications (envelopes are opened), contents are removed and stamped in to record date received; reviewing applications for accuracy and processing applications to include verifying and entering fees/cash receipts into the computerized accounting/licensing system. The unit conducts computerized criminal history background checks and evaluates the records checks to determine applicant's eligibility for registration.

### **How We Do It**

This Registration Unit reviews, analyze and interprets statutes, rules, regulations, policies, procedures, training records, employment eligibility and criminal records. The unit must analyze criminal records and use the information gained from the examination to determine if the applicant will be approved for the issuance of a registration permit to perform Private Protective Service duties.





# 3 Common Mistakes on Applications

#### 1. SUBMITTING FEES

When submitting checks/money orders or other approved fee types to our administrative office for applications, please ensure that it covers the amount required. We have been receiving numerous checks with overages. This results in our office having to mail fees back requesting the correct amount or having to create a reimbursement that has to be processed. Reimbursements are time consuming and take much administrative time for staff to process.

# 2. SUBMITTING ITEMS PRIOR TO AN APPLICATION

Please do not deliver or mail items in anticipation of submitting a registration application to our administrative office. Our office has been receiving documentation prior to receiving an application and this has become a burden for staff because we don't have an application to attach the documentation to. It can result in misplacing the item when or if we do receive an application.

# 3. NCAOC APPROVED VENDORS

When submitting a criminal record check(s) from a North Carolina Administrative Office of Courts approved vendor for NC address history only, please ensure that the company is on the approved NCAOC vendor listing. The name of the approved company must also show on the criminal record check so that our staff can verify the vendor and ensure that they have been approved in order for our staff to accept the criminal record check(s). A reminder that criminal record checks are only good for 60 days, it can't be over 60 days old from the date it was ran and the date it was received in the administrative office

## **Registration Unit**

**Contact Registration** 

NC Private Protective Services 4901 Glenwood Avenue Suite 200

Raleigh, NC 27612 Phone: (919) 788-5320 Fax: (919) 788-5365

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### We Are At Your Service



**Processing Thousands of Applications!** 

Printing Over 3000 Registration Cards per Month!

Managing and Assisting Applicants with Denial Correctable Issues

## **Meet Your New Training Officer**



Melvin Turner Training Officer

I am excited to be the new Training Officer for Private Protective Services (PPS). I have actually been working with industry trainers for more than three years at the Salemburg Training Academy and it has been very rewarding to work with PPS Trainers, many who have been training members of this industry for over a decade. I am inspired by their commitment and by our shared belief that training is critical to the success of the industry. My professional approach to training is to identify training needs and present educational materials in an engaging and effective manner. I keep abreast with current industry trends and information and tailor training and development programs accordingly. As I step into this new role, I can tell you that our focus will be to continue to provide the highest quality training to the PPS industry and to deliver programs that benefit members as well as the industry as a whole.

If you are interested in becoming a Certified Unarmed Guard Trainer and/or Firearms Trainer simply submit a Request for Training Services form, which is located on our agency webpage at:

https://www.ncdps.gov/Index2.cfm?a=000003,003034,003059.

You must submit this form by email or fax, which will be indicated on the form. As a quick note, per rule 12 NCAC 07D .0901(a)(2) firearms trainer applicants shall have a minimum of one year of supervisory experience in security with a contract security company or proprietary security organization, or one year of experience with any federal state, county or municipal law enforcement agency.

In accordance with rule 12 NCAC 07D .0909(a)(2) to receive an unarmed trainer certificate, an applicant shall have a minimum of one year of experience in security with a contract security company or proprietary security organization, or one year of experience with any federal, state, county or municipal law enforcement agency. . {Back to top}

## **Shannon Hunt Thongkheuang**

As supervisor of the Registration Unit I am here to work with you to ensure you have the right information to successfully register your employees. I manage the day-to-day activities of my unit as well as develop new processes and strategies to better serve the industry. I work closely with my staff to maintain a professional work environment, attitude, and ensure staff has the proper tools to provide you with the help you need. To meet the daily needs of the industry, I am constantly reading, writing and analyzing records. I also assist in answering your calls and routing you to the correct processor. I appreciate the positive remarks I have received from industry members. I am always on the lookout for an encouraging word from the industry. Your positive feedback effects the whole team, so please keep sending those encouraging words.

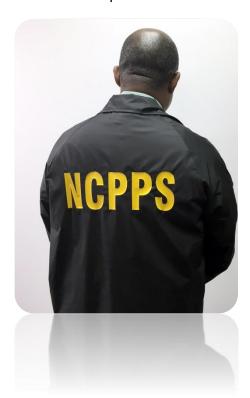
The Registration Staff is constantly receiving telephone calls regarding a host of issues related to the Private Protective Services industry. We are requesting/encouraging you and your staff to email the appropriate registration processor listed on <a href="mailto:page 4">page 4</a> for questions regarding the registration process. If you have a licensing related question, feel free to email Ms. Garcia Graham. <a href="mailto:Ggraham@ncdoj.gov">Ggraham@ncdoj.gov</a>.



Shannon Hunt Thongkheuang Registration Supervisor

### **Grievance Committee**

The Grievance Committee is made up of 7 members of the Board to review complaints, audits and activities that may violate North Carolina General Statute 74C and the administrative rules. The Board conducts an investigation and the Committee holds an informal hearing to review the report and to allow the licensee to respond. The Committee then makes a preliminary decision and recommends whether the case should be closed or whether some action is warranted. The licensee may appeal the recommended decision and a formal hearing will then be held in the Office of Administrative Hearings. It is important to note that the Committee is merely making an informal recommendation and the decision is not final until all appeals have been completed.



The Grievance Committee made the following recommendations to the Private Protective Services Board (PPSB) during the April 23, 2015 Board meeting:

### **CEASE AND DESIST**



Case Number: 2014-PPS-043
David Alan Tell
David Tell

Allegation: Violation of G.S. 74C-2(a),

Recommendation: Uphold the current cease and desist issued to Mr. David Alan Tell for engaging in the Private Investigator profession without being properly licensed.

Case Number: 2014-PPS-048
Dr. Celia Irvine
Celia Irvine

Allegation: Violation of G.S. 74C-2(a)

Recommendation: Uphold the current cease and desist issued to Dr. Celia Irvine for engaging in the private protective services profession without being properly licensed.

### **Consent Agreement**

Case Number: 2013-PPS-034
Lawrence Joseph O'Brien Jr.
Universal Protection Service, LLC

Allegation: Violation of G.S. 74C-11(a), 74C-13(a),

Recommendation: Mr. Gerald Stickl and Universal Protection Service, LLC enter into and pay a consent in the amount of \$92,230.00 for registration violations.

Case Number: 2015-PPS-002 James Warren Carroll

Champion National Security, Inc.

Allegation: Violation of G.S. 74C-8(c)(1). 74C-9(a), 74C-11(a), 74C-12(a)(31), 74C-13(a), Recommendation: Mr. James Warren Carroll and Champion National Security, Inc. enter into and pay a consent in the amount of \$2,590.80 for registration violations.

The Grievance Committee made the following recommendations to the Private Protective Services Board (PPSB) during the June 25, 2015 Board meeting:

Consent Agreement

violations.

Case Number: 2014-PPS-028 Jimmy Lamar Henley Sr. A Services Group, LLC

74C-13(a), 12 NCAC 07D .0701, 12 NCAC 07D .0706
Recommendation: Mr. Jimmy Henley and A Services Group, LLC enter into and pay a consent agreement in the amount of \$1,652.40 for registration

Allegation: Violation of G.S. 74C-11(a),

### **Field Services**



### Investigations and Training

Phillip Stephenson
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#### **Contact Field Services**

NC Private Protective Services 4901 Glenwood Avenue Suite 200 Raleigh, NC 27612 Phone: (919) 788-5320 Fax: (919) 788-5365

### The Field Services Section: Is responsible for administering the Board's training

programs; conducting background investigations on each applicant for a license, evaluating and investigating complaints filed against licensees and registrants; conducting compliance audits on licensed companies; responding to and investigating reports of unlicensed activity and assisting in the review of all questionable registration applicants

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Train, Investigate, Verify and Report

# Licensing Unit



How can we assist you?

Your Satisfaction Is Our Goall

**Contact Licensing** 

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Garcia Graham PPSB Secretary

### **Process**

The licensing section receives and processes each application received for fifteen different licenses. Personnel in the licensing section must be knowledgeable of North Carolina General Statutes 74C, The Private Protective Services Act and 74D, The Alarm Systems Licensing Act in order to assist individuals on licensing requirements for the State of North Carolina. The section issues new licenses, renewal licenses, temporary licenses and reviews Continuing Education training courses for approval.

#### **How to Reach Us:**

The Licensing Section is the 1st step in determining qualifications and eligibility of licensees, maintains and updates all license records and processes continuing education providers and courses. Citizens can contact the licensing section by phone or email. If you are seeking to be licensed by the Private Protective Services Board and have questions or concerns, please call (919) 788-5320.

## Staff

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## Attorney's Update of Legal Information



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### The Social and Legal History of Private Security

(Part 1 of 2 parts)
by Jeff Gray, Legal Counsel
Private Protective Services Board
Alarm Systems Licensing Board

### The Scope of Private Security in the United

Private security is essential to ensuring the security and safety of persons and property, as well as intellectual property and sensitive corporate information. Private security officers are responsible for protecting many of the nation's institutions and critical infrastructure systems, including industry and manufacturing, utilities, transportation, and health and educational facilities. Companies and private persons are also heavily invested in private security, hiring security firms to perform functions such as store security, personal security, private investigations, preemployment screening, and information technology (IT) security. These services are used in a wide range of markets, from commercial to residential. Some companies hire their own security personnel, whereas others contract with security firms for these services or use a mix of services—both proprietary and contract staff.

In the 1970s, researchers at RAND Corporation produced a five-volume series of reports that examined the regulation, licensing, and responsibilities of private security agencies and personnel (Kakalik & Wildhorn, 1971a, 1971b, 1971c, 1971d, Volumes I-V). Later, Hallcrest Systems published two comprehensive studies on the private security industry: Private Security and Police in America: The Hallcrest Report I (Cunningham, Taylor, & Hallcrest Systems, Inc., 1985) and Private Security Trends 1970–2000: The Hallcrest Report II (Cunningham, Strauchs, Van Meter, & Hallcrest Systems, Inc., 1990). These studies defined the roles of private police in crime prevention and control and documented the growth and trends in the industry. In addition to these studies, many government, commercial, and research organization studies have gathered information about the private security industry. Although these past reports and profiles of the private security industry have been influential, much remained to be considered when examining the industry, including the increasing variety of roles played by private security in today's society.

Most recently, the Bureau of Justice Statistics, an independent research component of the U.S. Department of Justice, commissioned the Research Triangle Institute here in North Carolina to perform a literature review and secondary data analysis on the private security industry in the United States which resulted in the publication The Private Security Industry: A Review of the Definitions, Available Data Sources, and Paths Moving Forward (Langton, Reeves & RTJ International; BJS, 2009).

Still, it is not possible to make inference to private security as a whole. Its breadth, scope, range and roles is still an unknown. The data sources are just not there, beyond basic demographics.

However, private security—the hiring of someone else to protect persons, property or things—has existed since the beginning of recorded time and before.

Ancient people used physical features for security such as sleeping in trees and tree houses, cave and cliff dwellings, and walls and gates. Even then someone was assigned – especially at night– to stay awake vigilant and alert others to danger. {Continued on Page #15}

### **Director's Comments Continued**



The previous computer project to modernize the agency has been cancelled; and after not being able to meet goals over more than five years of planning, we have decided to move in a different direction. We are working with DPS Purchasing via the Bid process to enter into an agreement with a vendor to build an online application payment and processing system. If all goes according to plan, PPS will be on-line for almost every industry transaction.

We will also be scanning around 1.5 million documents currently stored in 158 five drawer file cabinets and as many file boxes. This will move PPS closer to the goal of being paperless, with the ability to support the industry with 2015 technology.

I was excited to find an exceptional level of industry knowledge and professionalism on both the PPS and ASL Boards. These men and women are focused and dedicated to moving this agency into the 21st century and doing it

the right way. Our board members, teaming with our board attorney Jeff Grey, provide the foundation to build a better, stronger agency that will be a resource to the industry.

I have also made it a priority to get out around North Carolina and promote the agency with Sheriffs and other government and industry representatives. I have just returned from the NC Sheriff's Association meeting where I had an opportunity to meet with and talk to over fifty NC County Sheriffs: I will soon attend similar meetings with the NC Association of Private Investigators and the International Association of Security and Investigative Regulators (IASIR) Conference where I hope to expand my knowledge of those industries.

North Carolina Private Protective Services is an agency that is and will remain a work in progress. We will be ready to adapt to support the ever changing needs of the industry; and always be available to assist or work together with other agencies or the industry to provide the highest level of service in all that we do.

Be on the lookout soon for our PPS-ASL Brochure that will address ALL that we do, as well as tell you a little about the people behind the effort: The PPS staff and the Private Protective

Services & Alarm Systems Licensing Board members. {Back to top}

## **Anthony Bonapart Continued**

PPSB issues a Cease and Desist Order and Notice of Hearing is sent to the violator.

The Private Protective Services Board remains firmly committed to the growth of the industry. The Board members look forward to working with licensees, trainees, trainers and registrants on issues that affect the industry as the profession continues to generate new ideas along with the introduction of new technology.

Join me in congratulating our Private Investigators.
Governor Pat McCrory proclaimed July 24, 2015 as "Private Investigators Day." See Proclamation on page 17



# 2015 Board Meeting and CEU Training Dates

# **2015 CEU TRAINING**

The PPS Board has set the following continuing education training dates for the industry.

Note: Any additional training dates will be announced and posted on the PPSB website.

Date
August 27
December 17

Location	Time
Raleigh	1PM
Raleigh	1PM

# CERTIFICATION AND TRAINING REQUIREMENTS NEW REGISTRATION APPICANTS

Registrant Category	Total Training & Certification Hours
Unarmed Guard	16 Hours
Unarmed Armored Car	16 Hours
Armed Guard	20 Hrs. Plus 16 Hrs. Unarmed Guard Training
Armed Armored Car	20 Hrs. Plus 16 Hrs. Unarmed Guard Training
Armed Private Investigator	20 Hrs. Plus first 4 Hrs. of Unarmed Guard Training
Armed Private Investigator Associate	20 Hrs. Plus first 4 Hrs. of Unarmed Guard Training

See website for course description

https://www.ncdps.gov/Index2.cfm?a=000003,003034,003059

# 2015 BOARD MEETINGS

The PPS Board has set the following dates and locations for its regularly scheduled meetings through December 2015. Please note that the 2015 Private Protective Services Board meetings that will be held in Raleigh will convene at the Holiday Inn North, 2805 Highwood's Blvd, Raleigh, NC 27604 (919) 872-3500.

Date
August 26-27
October 20-22
December 16-17

Location	Duration
Raleigh	3 Days
Raleigh	3 Days
Raleigh	3 Days

# 2015 BOARD MEMBERS

Eric Weaver Sr. Board Chairman	Vincent P. Cesena (Bud) Board Vice-Chairman	Marcus T. Benson Chairman, Screening Committee
David Arndt	Steve Johnson	William J. Fletcher, Jr.
Edward Cobbler	Clyde Cook	Richard Epley
Donald Foster Chairman, Finance Committee	William MacRae Chairman, Training and Education Committee	Brian R. Lowman Ethics Liaison
Dustin T. Greene Chairman, Grievance Committee	Nada Lawrimore Chairman, Law and Rules Committee	

## **PPSB STAFF MEMBERS**

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#### **Licensing Unit**

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### **Registration Unit**



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#### Some Very Early Examples of "Private Security"

The Egyptian Pharaoh Rameses II (13<sup>th</sup> Century B.C.) hired Nubians and Sherdenes (from Sardina) to serve as his private security forces. In ancient Rome (Four Hundred A.D.) soldiers between

campaigns were hired by the wealthy to serve as personal security. During the Byzantine Empire the emperors contracted foreigners for their own personal security, forming the Varangian Guard.

Later in the Middle Ages (1066 to 1485) private security flourished both in Western Europe and Asia. In China and Japan the elite class utilized private security to protect themselves and their property from the encroaching Mongols. Italians procured private security to guard their bases (and to fight in military campaigns.)

In 1285 A.D. the Statute of Winchester (a/k/a "the Statute of Westminster") established many security concepts for English villages and their citizens. The "hue &cry" whereby it was each and every citizen's obligation to apprehend felons; the "citizen's arrest", the "posse comitatus" whereby a Sheriff could form a posse of citizens to pursue and capture criminals; certain physical security measures were required such as closing the village gates at nightfall, clearing brush and debris for a space of two hundred feet on each side of the King's highway; and, patrols by a night watcher.

#### **Early England and Eastern Europe**

During the period of Anglo-Saxon dominance, the title of "Sheriff" first appears (around 1020). At the Council of Clarendon in 1164,

Henry II bestowed extensive law enforcement powers and responsibilities upon the Sheriff, which thrust the Sheriff into the midst of the growing crime problem and the safety and security of the people. The Frankenpledge system was established and the main duty of the Sheriff was to travel about the land administrating an oath to all free Englishman that they would swear to maintain the peace.

In 1214 A.D. the English King John, under pressure from his barons, signed the Magna Carta, establishing the concept of "due process" for citizens.

While at the same time in Eastern Europe a well-known group was created, but few know its origins. Have you ever heard of the Knights Templar? Their real name was the *Pauperes Commilitones Christi Templique Salomonici*, or the Poor Fellow-Soldiers of Christ and the Temple of Solomon, and they started out as a "private security company!"

After Christian armies captured Jerusalem during the First Crusade, groups of pilgrims from across Western Europe began visiting the Holy Land. Many were killed while crossing through Muslin-controlled territory during their journey. Around 1118, a French Knight named Hugues de Parens founded the order, set up headquarters on the sacred Temple Mount in Jerusalem and pledged to protect Christian visitors to the city. It wasn't until 1129 that the Knights received formal endorsement of the Catholic Church.

Between the 14<sup>th</sup> and the 18<sup>th</sup> centuries, fueled by social revolution as feudalism ended, systems of security and protection grew.

We'll continue this discussion in the next edition of this Newsletter.

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**Proclamation**Below

### Director Echols comments on Proclamation:

Governor Pat McCrory recently recognized the increasing contribution of Private Security Officers and their contribution to the safety and security of our citizens; which has steadily increased since the events of September 11, 2001. Please review the attached proclamation by Governor McCrory recognizing the men and women in Private Security by naming the 3<sup>rd</sup> week in September as Private Security Officer Memorial Week. Join me and the NCPPS Staff in thanking the security officers you work with day to day for their service for the people of North Carolina. We value their contributions and commend them for their efforts to make all of North Carolina a safer place to live and work.

Regards,

### Barry S. Echols, Director



# State of North Carolina

#### PAT McCRORY

**GOVERNOR** 

PRIVATE SECURITY OFFICER MEMORIAL WEEK

2015

#### BY THE GOVERNOR OF THE STATE OF NORTH CAROLINA

#### A PROCLAMATION

WHEREAS, Private Security Officers provide a vital service to governmental, commercial and residential property owners; and

WHEREAS, September 11, 2001, has augmented the role of Private Security Officers, simultaneously increasing both the complexity and immediate danger presented to them while on duty; and

WHEREAS, there are currently over 28,000 dedicated men and women providing this service and protection in North Carolina; and

WHEREAS, during the year 2014, 96 Private Security Officers nationwide lost their lives while on duty and 87,000 Security Officers were injured; and

WHEREAS, a Private Security Officer perishes every 63.2 hours while carrying out his or her assignment;

NOW, THEREFORE, I, PAT McCRORY, Governor of the State of North Carolina, do hereby proclaim the third week of September 2015, as "PRIVATE SECURITY OFFICER MEMORIAL WEEK" in North Carolina, and commend its observance to all citizens.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of North Carolina at the Capitol in Raleigh this eighteenth day of August in the year of our Lord two thousand and fifteen, and of the Independence of the United States of America the two hundred and fortieth.





# State of North Carolina

#### PAT McCRORY

**GOVERNOR** 

#### PRIVATE INVESTIGATORS DAY

2015

#### BY THE GOVERNOR OF THE STATE OF NORTH CAROLINA

#### A PROCLAMATION

WHEREAS, private investigators are essential to America's legal system, providing high-quality, costeffective investigations and civil process serving for over 100 years, while safely administering more than ten thousand critical investigations each year; and

WHEREAS, private investigators provide vital investigations in rural North Carolina and across our nation, enabling underserved areas to benefit from these professional services; and

WHEREAS, private investigators practice in every setting in which timely service is delivered, including traditional civil cases administered for the citizens of North Carolina; and

WHEREAS, private investigators provide an economical means of collecting bad debts for business entities, allowing citizens to avoid court time, civil judgments and criminal convictions; and

WHEREAS, The State of North Carolina joins the North Carolina Association of Private Investigators and the National Council of Investigators and Security Specialists (NCISS) in recognizing private investigators;

NOW, THEREFORE, I, PAT McCRORY, Governor of the State of North Carolina, do hereby proclaim July 24, 2015, as "PRIVATE INVESTIGATORS DAY" in North Carolina, and commend its observance to all citizens.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of North Carolina at the Capitol in Raleigh this seventeenth day of June in the year of our Lord two thousand and fifteen, and of the Independence of the United States of America the two hundred and thirty-ninth.





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