



# DPSST PSPI Newsletter

March 2016

Department of Public Safety Standards & Training, 4190 Aumsville Hwy SE  
Salem, OR 97317

## Introducing the Private Security Private Investigator Newsletter

By Suzy Herring

As the interim program manager for the Private Security/Private Investigator licensing program of Department of Public Safety Standards and Training (DPSST), I am pleased to introduce our newest tool, the PSPI Newsletter. Our newsletter will be posted quarterly to our website, as it evolves we will provide you with relevant facts, latest Oregon Administrative Rule changes, as well as an opportunity to meet the staff and see what issues are happening within the Department. This tool, along with ListServ, is our means of outside communication with those we serve. Currently together with program staff, we serve over 20,000 constituents. This newsletter is our opportunity to keep all of you informed as we move forward in 2016. Feel free to drop me an email and let me know what you think of our newsletter.

[suzzane.herring@state.or.us](mailto:suzzane.herring@state.or.us)

## Compliance Corner

By Julie Johnson

How do I file a complaint?

Recently, the Allegation of Violation form was changed to Professional Standards Complaint form. This change reflects the mission of the Department to uphold professional standards for all disciplines; police, fire, corrections, parole and probation, private security, private investigators, polygraph examiners, and telecommunications personnel. By creating one complaint form across all disciplines DPSST serves, we have developed a consistent and reliable process to track and notify the complainant of the outcome of the complaint.

Upon receipt of a completed Professional Standards Complaint Form, an initial review of the complaint will be made to determine if the matter may fall under DPSST's jurisdiction ( i.e. Is the matter related to the standards required for certification or licensure?).

Non-jurisdictional complaint means a complaint that is determined to not be related to the Board's standards for certification or licensure. Complaints that are determined to be non-jurisdictional will be administratively closed and a letter mailed to the complainant notifying them of the action.

Jurisdictional complaint means a complaint that is determined to be related to the Board's standards for certification or licensure. On complaints found to be potentially jurisdictional, the Department will investigate the complaint. This may include contacting the individual the complaint was filed against, contacting the complainant, or contacting witnesses. If the Department determines that a private security provider or private investigator violated any acts found in rule, the Department will take further action including, letters of counsel, civil penalty, application denial, or revocation of certification or licensure.

If the complaint does not meet statutory and administrative rule requirements to proceed with further action, the complaint will be administratively closed and the complainant will be notified.

For further information or to check on Frequently Asked Questions regarding this process, please see our website at <http://www.oregon.gov/dpsst/SC/Pages/Complaint.aspx>.

To file a complaint against a private investigator or private security provider, you must use the Professional Standards Complaint form <http://www.oregon.gov/dpsst/SC/Pages/Complaint.aspx>. All sections of the form must be completed. We will not investigate on complaints that do not contain a signature or contact information. All information provided is subject to Oregon's Public Records Law. Complainants may request that their information be kept confidential, however, we may be required to release information provided on the form including the identity of the complainant.

Questions about compliance? As always, feel free to contact me at [julie.johnson@state.or.us](mailto:julie.johnson@state.or.us)

## Processing 123

1. Personal Checks, no thank you. We have recently seen an increasing number of personal checks mailed with application packets. Unfortunately, we are not allowed to accept personal checks. Personal checks will be returned to you and a proper form of payment will be requested. Submitting a personal check with an application packet will only delay your certification. Proper forms of payment are money order, cashier's check, business check or credit card authorization form <http://www.oregon.gov/dpsst/PS/docs/CreditCardAuthorization.pdf>.
2. Fieldprint <http://fieldprintoregon.com/> – the newest option for fingerprint submission. The fee that you or your employees pay for this electronic submission of fingerprints is not provided to the Department; nor does it replace the required criminal history background fee. The convenience of Fieldprint is, it tends to be a cheaper option than sending your employees to your local law enforcement, better success of acceptance and fingerprints are submitted electronically.
3. 196 is the number of renewing applicant in 2015 that failed to renew in time and paid a late fee. Please remember that all renewing applicants can start the renewal process early, six months for private security providers and three months for private investigators, prior to expiration date and will not lose any time on the current certificate or license.

## Meet the new staff



**Rob Meeks** is our new Training and Development Specialist within the Private Security Private Investigator Licensing Program. Rob started December 9, 2015. If you have attended any manager or instructor course you probably have been introduced. Rob will be actively working with all sub-committees on curriculum and training our manager/instructor course. Rob will also be traveling around the state to provide these training courses, please take this opportunity to meet Rob and provide any feedback you have. Rob will also be moving towards creating a new Basic Instructor Development Course and moving in the direction for some

online training in the future.

Rob comes to us with 15 years' experience with Oregon Youth Authority (OYA). The last nine of those 15 years Rob has spent in the OYA Training Academy developing train the trainer programs, new employees orientations, self-defense take down control & handcuffing, as well as developing and presenting cell extraction scenario based training for OYA. Rob has also worked at MacLaren and Hillcrest as a group life coordinator. His duties included working with sex offenders, violent offenders, drug and alcohol units and security.

In addition to his full-time job, Rob is currently an adjunct instructor at Chemeketa Community College for their Law Enforcement/Corrections Program. Rob has experience with the private security industry, as he was a certified private security provider for seven years. Many years ago Rob was with Marion County Fire as a firefighter, EMT and Staff Sergeant with Department Training.

Fun facts - Rob got married January 2<sup>nd</sup>, has three adult sons and loves motorcycles.

Rob's contact information [rmeeks@dpsst.state.or.us](mailto:rmeeks@dpsst.state.or.us) and 503-378-6724.



**Brandy Parren** is our new Certification and Licensing Specialist within the Private Security Private Investigator Licensing Program. Brandy started with our program February 22, 2016. Brandy is actively learning to process applications and print certifications. In a few weeks Brandy will be on the phone and you will get a chance to meet her. She will be able to assist you with certification process questions and if she is unable to assist you, she will forward you to one of our other team members as she learns our program.

Brandy comes to us after leaving her call center receptionist position with the Spirit Mountain Casino where she had been employed for the last 9 years. Brandy actually started working there when she was 16 years old and had a break in employment to work for T-Mobile for one year. So technically, I guess you could say she has worked at the casino just over 12 years. Brandy was the main receptionist in the Executive Area/HR and the only trainer for the Marketing Reception Team. We are so happy to have her on board.

Fun facts - Brandy is a newlywed, she got married on February 18, 2016. (Last name will change from Parren to Pitt soon) Also Brandy has a 13-year-old stepdaughter, a Boston Terrier puppy and enjoys cooking.

Brandy's contact information [bparren@state.or.us](mailto:bparren@state.or.us) and 503-378-3201.

## 2015 Stats

New and renewing applications: Private Security 16,805 and Private Investigators 520  
Criminal background cases opened, researched and closed: 707  
Notice of Violations issued: 342  
Notice of Suspension for failure to pay child support: 112  
Emergency Suspension issued for felony arrest: 12  
Notice Revocation issued: 27  
Notice of Denial issued: 103  
Manager/Instructor Course taught: 81, with a total of 1,473 students in attendance  
Collected civil penalties: \$8,596.77

## Administrative Rule Updates

All administrative rule changes that are open for public comment can be found at <http://www.oregon.gov/dpsst/SC/Pages/ProposedRulesPublicComment.aspx>. The current public comment period ends March 21, 2016.

Permanent rule changes that have been filed with the Secretary of State and are now effective:

### Private Security

Crowd management definition OAR 259-060-0010  
Prohibited acts for crowd management OAR 259-060-015  
Clarification of crowd management services OAR 259-060-0145

### Private Investigators

Process for an Interim Investigator License OAR 259-061-0120

## Sub-Committee Updates

### Private Investigators

Working on a new exam for applicant  
Revision of the Temporary license

### Unarmed

Working on curriculum - basic training and developing a refresher course  
The draft curriculum will be beta tested by a pool of instructors  
Staff will receive feedback and will make changes if necessary

### Alarm

New approved alarm monitor basic and refresher course

### Armed

Working towards an approved private security firearms instructor course for Oregon; current prerequisite for application causes individuals to take a course outside of Oregon  
Reviewing the requirements for the PS-8; continuing education for instructors

### Event/Hospitality

Sent out a Survey Monkey to both groups to identify the critical and essential tasks for individuals in this segment of the industry  
Put forth a change in administrative rules – adding definition of ‘premises’ and revising ‘organized event’

Complete copy of sub-committee and policy committee minutes can be found on our website at <http://www.oregon.gov/dpsst/BD/Pages/B>