

LOUISIANA STATE BOARD OF PRIVATE SECURITY EXAMINERS

Held on Wednesday, December 7, 2016

Louisiana State Board of Private Security Examiners

15703 Old Hammond Highway

Baton Rouge, Louisiana

REPORTED BY: KELLY S. PERRIN, C.C.R.

COURT REPORTERS OF LOUISIANA, LLC

9614 BROOKLINE AVENUE, SUITE A

BATON ROUGE, LOUISIANA 70809

PHONE: (225) 201-9650 * FAX: (225) 201-9651

E-MAIL: depos@courtreportersla.com

1	I N D E X	
2		PAGE
3	CAPTION	1
4	APPEARANCES	3
5	ROLL CALL	4, 5
6	REPORTER'S CERTIFICATE	111
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1 APPEARANCES:
2 MEMBERS OF THE COMMISSION,
3 CHAIRPERSON MARIAN PIERRE
4 DURELL PELLEGRIN
5 MARIA LANDRY
6 RITCHIE RIVERS
7 MARK WILLIAMS
8 EDWARD ROBINSON, SR.
9 WILBERT SANDERS, JR.
10 GEORGE ROJAS (ARRIVED DURING PROCEEDING)
11
12
13 WENDY ALDRIDGE, ADMINISTRATIVE ASSISTANT
14 FABIAN BLACHE, III, EXECUTIVE DIRECTOR
15 DALTON MCRIGHT, CPA
16 SPEAKERS FROM AUDIENCE:
17 CHRISTINE VINCENT, VINCENT GUARD SERVICES
18
19
20
21 REPORTED BY: KELLY S. PERRIN, CCR
22
23
24
25

1 QUARTERLY BOARD MEETING

2 P R O C E E D I N G S

3 CHAIRPERSON PIERRE:

4 Good morning. Thank you. It's 9:30 and
5 we're going to call the meeting to order.

6 MR. BLACHE:

7 All righty.

8 CHAIRPERSON PIERRE:

9 May we have the roll call?

10 MS. ALDRIDGE:

11 Marian H. Pierre?

12 CHAIRPERSON PIERRE:

13 Here.

14 MS. ALDRIDGE:

15 Maria B. Landry?

16 MS. LANDRY:

17 Here.

18 MS. ALDRIDGE:

19 Ritchie Rivers?

20 MR. RIVERS:

21 Here.

22 MS. ALDRIDGE:

23 Hector B. Echegoyen?

24 MR. BLACHE:

25 Not present.

1 MS. ALDRIDGE:

2 Durell P. Pellegrin?

3 MR. PELLEGRIN:

4 Here.

5 MS. ALDRIDGE:

6 Mark A. Williams?

7 MR. WILLIAMS:

8 Here.

9 MS. ALDRIDGE:

10 Wilbert Sanders, Jr.?

11 MR. SANDERS:

12 Here.

13 MS. ALDRIDGE:

14 Edward J. Robinson, Sr.?

15 MR. ROBINSON:

16 Here.

17 MR. BLACHE:

18 All right. Thank you. We're going to
19 stand for the Pledge of Allegiance.

20 (PLEDGE OF ALLEGIANCE)

21 MR. BLACHE:

22 Please remain standing for a moment.
23 We're going to have a moment of silence for
24 our former general counsel, who left us this
25 year, Frank Blackburn, and any fallen

1 officers.

2 (MOMENT OF SILENCE)

3 MR. BLACHE:

4 Thank you. Next up on the agenda is the
5 reading of the minutes from the previous
6 meeting, which I have a copy of, and they are
7 about 90 pages long. Does anybody want to
8 make a motion to accept?

9 CHAIRPERSON PIERRE:

10 I'll make a motion that we accept the
11 minutes.

12 MR. ROBINSON:

13 Second.

14 MR. BLACHE:

15 All right. All in favor?

16 (AYES BY ALL)

17 MR. BLACHE:

18 Okay. You don't have a legal and
19 legislative update that was queued up. And
20 also, our assistant counsel, Ms. Aucoin has a
21 hearing today. We have a new general counsel
22 that was appointed, who could not make this
23 meeting. And being that we don't have any
24 adjudicatory hearings or anything of that
25 nature, that's fine.

1 We would like to make an amendment to the
2 agenda and move the financial report up to
3 Number 6. And that would bring up --

4 MR. ROBINSON:

5 So moved.

6 MR. BLACHE:

7 -- our CPA.

8 Yes. Thank you.

9 MR. MCRIGHT:

10 I'm Dalton McRight. I'm with the firm of
11 Jeanette R. McRight, CPA. Jeanette apologizes
12 for not being able to be here today. She
13 unfortunately had a conflict with doctors'
14 appointments. So she will be here with us
15 next time.

16 Y'all should have a financial statement
17 package?

18 MR. BLACHE:

19 Do you have that?

20 CHAIRPERSON PIERRE:

21 No.

22 MR. BLACHE:

23 Sharon, did they get -- did the board
24 members get the financials?

25 MS. SHARON:

1 No, I didn't make them.

2 MR. BLACHE:

3 Okay.

4 MS. SHARON:

5 Do you want me to go make them real
6 quick?

7 MR. BLACHE:

8 Yeah, please. They always have to have
9 that. That's always got to be up there for
10 them.

11 MS. SHARON:

12 Okay.

13 MR. MCRIGHT:

14 I'll go ahead and start and go through
15 the good parts first, so and that would be a
16 balance sheet. As of November the 30th,
17 y'all's cash position was -- y'all had cash of
18 up to a \$1,020,000. This is -- it put y'all
19 in really good shape to pay y'all's
20 liabilities. Y'all have current liabilities
21 of \$287,000 that's going to be paid out of
22 this cash that's on hand.

23 The biggest portion of that is
24 fingerprints, fees payable to the state police
25 is \$225,000. But roughly \$20,000 of that is

1 monies that are going to be due to the Board
2 as additional income.

3 The other payables out of that money will
4 be basically the reserve for compensated items
5 in the future for people who have earned
6 vacation time and haven't yet taken. That's
7 \$43,000. The other, the remainder of the
8 amount is just for normal accrued payroll
9 taxes and regular accounts payable that
10 haven't been paid yet for the month of
11 November.

12 We -- y'all -- the Board is in real good
13 shape as far as it goes. Y'all probably one
14 of the few boards in the state that it could
15 say, if we had to close down today, we
16 could -- there's other retirement,
17 post-retirement benefits that the Board is
18 responsible for. That right now is roughly
19 \$587,000.

20 So if y'all actually shut down today,
21 y'all could pay off just about everything on
22 that from normal cash. We don't anticipate
23 that happening. And the \$587,000 is not due,
24 is not expected to be paid in the near future.
25 It's to be paid as people retire. So

1 that's -- it's on the balance sheet. It's
2 there. It's a liability of the Board and it
3 explains why we are accruing this cash to pay
4 that in the future.

5 The other thing right now, y'all are
6 running a profit of about \$47,000 through the
7 month of November. That's for five months.
8 This is -- when we did the budget, we
9 projected a break-even budget. So that shows
10 you're roughly -- you're \$47,000 ahead of what
11 we projected on a budget.

12 The thing that's saving us right now, we
13 had budgeted \$350,000 in fines last -- for
14 this operating year that ends 6/30/17. So
15 far, y'all have collected 62 percent of that,
16 and we're in five months. So we anticipate
17 that this will continue to go.

18 And if it does keep going like that,
19 y'all will be in extremely good financial
20 shape for the year. And seeing that we had
21 the flood and it's causing more overtime,
22 we're going to have some salary increases and
23 bills in the -- coming along in the future
24 there.

25 An overall -- y'all -- we had budgeted

1 fees for the year of \$691,000. So far, y'all
2 have collected \$283,000 of that. So over the
3 next six, seven months, you have to collect
4 another \$407,000. So you can see the
5 difference between the 691 and the 407, y'all
6 are running really about \$200,000 ahead of
7 what you were projected for last year. And
8 the reason for that, like I say, would be
9 the -- the big part of it would be the fines
10 that are coming in.

11 Once y'all get a copy of this, total
12 budgeted revenues, we had budgeted \$86,000 for
13 fingerprint income. We're not sure of
14 anything in there yet because of problems
15 getting fingerprints to the state police and
16 getting them processed. The fees right now
17 should have been in the neighborhood of
18 \$25,000.

19 And that's in that \$225,000 payable to
20 the state police, and we have it on the
21 balance sheet. So that would add to the
22 \$47,000 bottom line. If we add another
23 \$25,000 to that, we're up to around \$85/90,000
24 projected profit that will -- I don't want to
25 say profit, because it's really not a profit.

1 It's the excess of revenues over expenditures
2 for the year.

3 If you are in a private business, it
4 would be profit. But in this, it's just
5 considered as excess of revenues to be used
6 for whatever purposes the Board needs to use
7 them for. There's going to be some items that
8 we're going to have to amend probably at the
9 next board meeting for maybe salaries. A few
10 items like that are going to have to change.
11 And we will offer our projections. If you
12 change salaries, you're going to change
13 retirement, hospitalization. Everything is
14 going to change a little bit whenever you
15 change salaries. So that will have to come
16 into effect in the coming year also within the
17 next seven months.

18 The other items now, we break the income
19 statement down to, like, contracted services.
20 We budgeted \$48,000 for the contracted budget.
21 Y'all spent \$14,000 for the five months. That
22 leaves us \$33,000 to pay those services;
23 that's the investigators, that's the
24 accounting, the court reporter, and the
25 computer contract people.

1 The travel and education, we budgeted
2 \$6,000 for the year. Y'all are a very
3 conservative board as far as traveling and
4 everything goes. Y'all spent \$4500 of this
5 year. There was some out of state travel that
6 we haven't did the budget for of about \$1,600.

7 We will probably ask y'all to amend the
8 budget once we get a better handle on what
9 it's going to be on the end of the year. That
10 will be coming up before y'all's -- probably
11 the next Board meeting. So right now, y'all
12 still have another \$1,500 in travel and
13 education that's budgeted but not yet spent,
14 even though we have 1500 that wasn't really
15 budgeted for.

16 Repairs and maintenance, we budgeted
17 \$9,500. We spent \$2,365. That doesn't
18 include storm damages of \$6,876 and off site
19 storage that we had to use mainly because of
20 the storm right now. This is probably going
21 to continue as a regular expense for the rest
22 of the year.

23 The 6,000, some of it is equipment they
24 had to go out and buy to keep operating. I'm
25 on Page 4 of four if y'all want to see where

1 I'm looking at these numbers. These -- the
2 6,876, a lot of it, I think by almost \$3,000,
3 was for ribbons and stuff that we had on hand
4 that got damaged in the flood and had to go
5 out and buy new ones. So that enters into a
6 lot of it.

7 A lot of this will be recoverable through
8 the insurance claim. We just put it down at
9 the very bottom of Page 4 to show that this
10 \$9,386 as monies that are extraordinary to the
11 normal operating just for identifying it
12 separately. The -- some of it on the final
13 for the year will go into computer equipment
14 we purchased. And then some of it will go
15 into office supplies. The insurance, anything
16 that we get above the insurance would go into
17 other income to offset these type of expenses.

18 The occupy expense, we budgeted \$27,000.
19 So far, we've spent 16,000. So we're running
20 a little bit ahead on expenditures there,
21 which some of that is understandable with the
22 flood. Some of the other stuff, we may have
23 to amend the budget. Like the Number 2 Item,
24 Insurance at the Office of Risk Management, we
25 only budgeted \$5400. We spent \$5700 already,

1 so we know that would have to be adjusted for
2 what we actually expected to do for the year
3 on that.

4 The rest of the items are running pretty
5 much in line with where they should be. And I
6 think the one item I didn't cover would be
7 back on Page 3 would be total salaries and
8 benefits. This -- this -- we budgeted
9 \$763,000 for salaries and benefits. We've
10 spent 261, so we've still got \$502,000. So
11 we're not far off. We just know there's going
12 to be some changes and some proposed raises
13 and stuff for different people.

14 And like I said, when you do that, then
15 you also have overtime. So when you do all
16 that, you're going to affect retirement. All
17 of that is going to change a little bit. So
18 this area, even though we're still in good
19 shape, it will be an area that's subject to
20 change on that.

21 Like salaries and wages, we budgeted
22 \$485,000. We've spent \$172,000 in five
23 months. And that only leaves us \$302,000 to
24 do seven months that we've spent \$172,000 on.
25 So it's going to be close, but y'all are not

1 in the bad position as far as being able to
2 cover all these expenses and still keep the
3 Board solid.

4 On Page 4, like I said, y'all had earned
5 excess of revenues over expenditures of
6 \$47,030. We need to add another \$25,000 to
7 that, which gives us 70-something thousand as
8 our real profit for this period.

9 The other thing I would like to point on
10 Pages 2, 3, and 4, you see some areas that
11 have a budget and then and actually we have
12 dashes there. What that is, is the monies
13 that go into the second line are already in
14 the \$42,450, we just go through and break them
15 out. There's an administrative fee that was
16 charged several years ago. And we try to
17 break it out to report that that will be done
18 over the next report.

19 So, like, the first item, 42,450, we'll
20 break down. It should have been, like,
21 38,000. And 4,000 should have been on the
22 second line. So that will all be taken care
23 of and once we get back to a normal operating
24 system.

25 I know y'all just now getting this. If

1 y'all have any questions, I'll be happy to try
2 to answer them.

3 MR. ROBINSON:

4 What's our fiscal?

5 MR. BLACHE:

6 What's our fiscal year?

7 MR. ROBINSON:

8 Are we on the fiscal year calendar year?

9 MR. BLACHE:

10 We're a fiscal -- we run with the state
11 fiscal year.

12 MR. ROBINSON:

13 Okay.

14 MR. BLACHE:

15 So we are June to July.

16 MR. ROBINSON:

17 Okay. I was wondering why you were
18 saying six more months. I wanted to be sure.

19 MR. BLACHE:

20 Yeah. Yeah. It ends on June 30th;
21 correct?

22 MR. MCRIGHT:

23 Yeah. Yeah, year end is June 30th. So
24 y'all go 7/1 to June 30 --

25 MR. BLACHE:

1 Right.

2 MR. MCRIGHT:

3 -- fiscal year.

4 MR. BLACHE:

5 Uh-huh.

6 CHAIRPERSON PIERRE:

7 The only thing is that let me just say
8 this, I don't know if any other Board members
9 have any questions or any questions about the
10 report that we just received. It's hard to
11 analyze and come up with questions when you're
12 just getting it.

13 (MR. ROJAS ENTERS THE PROCEEDINGS)

14 MR. MCRIGHT:

15 I understand that.

16 CHAIRPERSON PIERRE:

17 I would just ask that if any Board
18 members have any questions, that you would
19 avail yourself to answer those questions for
20 them.

21 MR. MCRIGHT:

22 I will. I'm always available to any
23 Board member that wants to call for any
24 questions.

25 CHAIRPERSON PIERRE:

1 And I think we will probably direct them
2 to you, Mr. Fabian?

3 MR. BLACHE:

4 That's fine.

5 CHAIRPERSON PIERRE:

6 And then you can get the answers for
7 them.

8 MR. BLACHE:

9 Certainly. I'd be happy to do that.

10 CHAIRPERSON PIERRE:

11 I'm sure that some of us may have some
12 questions about it.

13 MR. BLACHE:

14 Sure. Okay.

15 CHAIRPERSON PIERRE:

16 All right.

17 MR. MCRIGHT:

18 And I'd like to thank this staff. I mean
19 they've done an amazing job getting this stuff
20 ready after being all in this room for so many
21 weeks here that they --

22 CHAIRPERSON PIERRE:

23 Yeah. And you're absolutely right. And
24 I know this Board thanks Mr. Fabian and the
25 staff for the heroic job that they did.

1 Because when I came in here several months
2 ago, I could not believe what I saw. And to
3 look at it today, they've done a tremendous
4 job in bringing this back.

5 And thank you, Mr. Fabian, and your staff
6 for the hard work that you guys have put in to
7 make this -- to bring this Board back
8 together. And I must -- I can't thank you
9 enough on behalf of the Board because you guys
10 stayed, hung in there and got it done even
11 under those circumstances. And I'd just like
12 to applaud you guys for what you did.

13 (APPLAUSE BY ALL)

14 MR. BLACHE:

15 Thank you.

16 CHAIRPERSON PIERRE:

17 Thank you.

18 MR. BLACHE:

19 So do you want to -- someone want to make
20 a motion to accept the financial report?

21 CHAIRPERSON PIERRE:

22 Well, you can go ahead and make a motion
23 to accept the financial report, but I guess
24 for questions if they have any.

25 MR. BLACHE:

1 Okay.

2 MR. RIVERS:

3 I'll make a motion to accept the
4 financial report.

5 MR. WILLIAMS:

6 Second.

7 MR. BLACHE:

8 Okay, Mr. Rivers. Seconded by
9 Mr. Williams. All in favor?

10 (AYES BY ALL)

11 MR. BLACHE:

12 Okay. Very good.

13 All right. So the next item on the
14 agenda is my report and it kind of ducktails
15 right into what we were just talking about,
16 because we start off with an update on the
17 flood. So we might as well get right to it.

18 Just for visual reference, I've put some
19 pictures up there for you folks to see. That
20 week, you know, of course -- well, first and
21 foremost, hurricane season starts in June,
22 ends in November. And as with everything
23 that's been happening in the last couple of
24 years, we know that you don't have to have a
25 named storm to have a problem.

1 And we sure found that out the hard way
2 here in Baton Rouge when the storm that hit us
3 hovered and lingered for so long and it dumped
4 so much water on us that even this location,
5 which did not flood in either '83 or '85, I
6 can't remember which year it was, flooded. So
7 we had 4 feet of water across the street in
8 the subdivision. We got just enough for it to
9 be a problem.

10 When I got here the morning after, the
11 water receded, we had anywhere from 14 inches
12 toward the front to, you know, eight or so in
13 the back. But that was already wicking up the
14 dry wall and it had taken out ten computers,
15 and it took out the ABC unit to our server,
16 but we had some things that we were fortunate
17 that occurred. We didn't lose power. We
18 didn't lose any of the AC units in the
19 process.

20 So the very first thing that we did was a
21 couple of us got in here and we put the
22 temperature down as far as it could go, got
23 the doors opened up a little bit to kind of
24 help get some air flow going, shut it back
25 down, and immediately started ripping out the

1 carpet, and this is 7,000 square feet of
2 space. So we grabbed two able-bodied people
3 and got them to work. The challenge is the
4 fact that we are a paper agency.

5 And we had upwards of 60 some odd file
6 cabinets in this building with tens of
7 thousands of pages of information. All of the
8 file cabinets -- all of the file cabinets that
9 were affected that were on the bottom, the
10 files swelled. They busted the cabinets out
11 ruining the cabinets. Many of the files were
12 completely damaged beyond repair. We did
13 everything that we could to salvage what we
14 could.

15 One of the things that we did, and we
16 still don't have the results of yet, is we had
17 a document vendor approved by the remediation
18 company with the Secretary of State's office
19 take as many of the files that had not molded
20 and completely been ruined and put them in
21 freezer trucks. So they're still sitting in
22 those trucks drying out. And they have to
23 handle them from this point forward and send
24 us back images of whatever they can salvage.
25 But the reality was that we lost a lot of

1 things.

2 In addition to that, you know, just
3 trying to repair this building to get the
4 crews in to start to be able to put us back to
5 where we were, we were faced with a bunch of
6 challenges. I mean, the first estimates were
7 that it was going to take us until
8 November 30th to get in the building. So we
9 had to come up with a plan.

10 When I got here in March, and my staff
11 can attest to this, one of the very first
12 things that I asked them in our first meeting
13 was what was our COOP plan. And they were
14 like, well, what's that. And I said, well, do
15 we have a Continuity of Operations Plan. And
16 they were like, well, we've heard of one, but
17 I don't know if we have one. So we adopted
18 the DPS plan. And I wrote an annex to it in
19 the event that we had a hurricane and
20 something happen; not knowing that in August,
21 we were going to flood.

22 So what we did was we activated the plan.
23 And the plan was to get wireless computers,
24 move into a common space, and then deal with
25 whatever we had to deal with. We did not

1 realize, you know, we think about the roof and
2 a couple of offices get leaked on or whatever
3 the case may be. We didn't realize it was
4 going to take out the whole building in
5 essence.

6 The contractor that the state used,
7 Interstate, is one of the top two in the
8 world. They came in here, they gutted this
9 room and put it back together in its present
10 form that you see it, for the most part,
11 within about 72 hours. Then, we moved into
12 this room. So that's how we got that done.

13 One of the things that -- and Jane
14 couldn't be here today because she's out
15 dealing with some personal matters. One of
16 the things that she was passionate about as we
17 went through this process was we wanted to see
18 if we could keep these desks, because they
19 were the original ones from the building.
20 Fortunately, unlike most of the stuff that was
21 in here, they weren't particle board, and we
22 were able to get them dried out and salvage
23 them. So they are really in the condition
24 that they were in when they were ripped out of
25 this room and put back for this meeting.

1 So we were kind of pleased about that
2 because there is something to say about the
3 nostalgia of furniture and fixtures. But when
4 it all came down to it, we took a 12,
5 14-office operation, put it in this room with
6 a shared wireless printer and we worked in
7 here for months while the crews had the access
8 to the rest of the building. That resulted in
9 us getting back into our offices on
10 October 7th, not November 15th. So that was
11 part of the plan that worked.

12 Some of the things that did not work, I
13 will get to in a moment. But I will tell you
14 some of the other things that we did that we
15 will replicate again should this ever happen.
16 The first thing that we did with respect to
17 the fact that the phones were out was we
18 established an online account with Onebox.
19 Onebox provides an 800 number or as many
20 numbers as you need and extensions. It also
21 provides fax service directly to email
22 addresses and mobile devices.

23 And we were able to get that out through
24 Twitter, Facebook, and MailChimp so that
25 people who were calling the 272-2310 number

1 would know that we were working off an
2 alternate number. Where we weren't as
3 efficient as we could have been, and this was
4 a vendor issue that we've now addressed, is
5 that our phone company, Preferred, was slow to
6 react to getting the message we needed on our
7 main phone line to assist with that.

8 So we had it on Facebook. We had it out
9 in email. We had it on Twitter. You know, so
10 we had it in a bunch of places. But the
11 problem was was that the main phone number
12 that people were calling, which for a few
13 days, was actually down, when it finally went
14 back up, we weren't plugged into those jacks
15 anymore. We needed a message on that system
16 saying, call 866-278-8080. That took a little
17 bit longer than it should have.

18 But nevertheless, we were able to get
19 that done and, you know, people started
20 reacting. The companies who, you know,
21 especially the people out of the New Orleans
22 area, they know exactly what this is like, so
23 they understand exactly what's going on and
24 they start figuring it out very, very quickly.
25 And they did a very good job of reacting to

1 what our reality was.

2 The other thing that I had to do, and
3 this was the really interesting decision, was
4 to immediately remove any and all remaining
5 files in the building out of the building.
6 Because at the time, they were talking about
7 the fact that there was another potential
8 storm that was going to come and hover over us
9 a couple of weeks that could result in
10 additional flooding, even though the magnitude
11 of the rain wouldn't be as much, it was
12 because of the saturations levels were so high
13 already. So we were very concerned about
14 that.

15 So what I did was I established an
16 account with Iron Mountain immediately, just
17 made the command decision and had that -- we
18 started boxing the files and indexing the
19 files and moving them to Port Allen to a
20 secure offsite location. This is a company
21 that is a lot of the big companies use, like
22 CBI and Haliburton and places like that,
23 because they have the proper facilities and
24 accommodations to be able to take a large
25 number of files and store them and retrieve

1 them if you need them and bring them to you.

2 The other reason why we had to do that is
3 because all the bottom drawers of the file
4 cabinets were destroyed. And that moves that
5 the file cabinets are no longer OSHA compliant
6 and safe because you can't open the top drawer
7 of a file cabinet that's not fully loaded on
8 the bottom. So that was, you know, something
9 we had to take into consideration.

10 We went -- we lost our, all ten computers
11 which were about, I think, some range 15 to
12 \$2200 a piece. We were able to replace all of
13 those computers for 2600 bucks at Best Buy.
14 And the computers that, that's one of them
15 sitting right there, and they have built-in
16 wireless. So that computer is running on our
17 network in a wireless capacity.

18 So the fact that we were in this room and
19 didn't have hard Cat5 drops to plug into
20 wasn't an issue because these things up on the
21 ceiling and are all over our building. And
22 unlike most places that do Wifi, these are
23 actually networked into our server. So we
24 were able to run within a short amount of
25 time. There were hiccups and issues.

1 Some computers would do it, some
2 wouldn't. There were some problems. But we
3 were able to work with Tech Norris and get
4 through those things.

5 Where we really, really suffered was with
6 our fingerprint system. Our MorphoTrak
7 system, when it was set up, was positioned on
8 the floor in the room where our fingerprint
9 technician Kim works, and still consistently,
10 according to state police, can input more
11 prints in the data than anybody they have on
12 staff. And that's where we really, really got
13 crippled, because MorphoTrak dropped the ball.

14 I contacted them the day after the water
15 receded, and it took them 60 days to get us a
16 system that was running. That's unacceptable,
17 and they know it. And I told them in writing
18 and over the telephone. And now, they've got
19 their lead tech guy working with us to do a
20 few things.

21 The first thing they're doing is they're
22 bringing Kim's system up to date on the new
23 back end they they're building out for state
24 police. She'll be the first one to have it at
25 an individual agency besides state police.

1 That will happen next week.

2 Okay. The second thing they're going to
3 do is they're going to ghost the hard drive of
4 that system so that we will have it stored at
5 Iron Mountain. And should we have another
6 problem, we will get another computer shell,
7 plug that hard drive in, and be able to start
8 a system up within 24 hours or less. And they
9 have committed to that. I have it in writing,
10 and I'm going to hold them to it.

11 Because our inability to run prints for
12 60 work days, and she can really do 100, 110,
13 okay, just split the difference. Let's just
14 say if she was doing 100 prints a day, that's
15 6,000 fingerprints that couldn't get run
16 because they didn't service the client. But
17 they're it. They're the 800-pound guerilla in
18 all of this.

19 That also started me looking into some
20 other things that I'll talk about in a little
21 bit. So that's kind of a big update on the
22 flood, the remediation, how the COOP plan
23 worked and didn't work. And that will all be
24 part of a more detailed after-action written
25 report that we'll do probably during the first

1 regular yearly quarter of next year.

2 We were on the legislative audit. Every
3 year, we get an audit. It started in July.
4 Obviously, the flood interrupted that. We
5 rebooted that up and got that wrapped on 12/1.
6 There will be an exit interview date to be
7 determined where we'll find out what the
8 results of the audit are.

9 I can tell you that I have, you know, on
10 pretty good authority that a lot of the
11 repeated findings that the previous Board and
12 the Administration had for about three or four
13 years are not going to be there. Those things
14 have been addressed. And we don't have what I
15 would consider to be -- when you look at
16 audits, you have low risk, medium risk, and
17 high risk exposures. Nothing will touch the
18 high risk exposure category.

19 So I feel very comfortable about where we
20 are. I told the auditor when he came in,
21 because normally, it's a contractor. This
22 time, it's actually the Legislative Auditor's
23 office. I said, look, I'm new here, I want to
24 know what kind of shop I just inherited, so I
25 want you to dig as far as you can dig and do

1 everything you need to do because the Board
2 and I's responsibility is to make sure that we
3 run a clean and efficient shop.

4 So that's what you're here to help us do,
5 so make sure you do that. And the young man
6 who's been doing this, he's been there ten
7 years, all his degrees are in finance, he's
8 done a great job. He's worked very closely
9 with us. He also realized that when the flood
10 happened that he needed to give us a break.
11 So he kind of backed off a little bit and got
12 back to us once we were back on our feet.

13 You know, one of the things that I did
14 when I got here immediately was I redid the
15 website, you know that. I instituted the
16 Facebook and Twitter accounts. And I also
17 started using MailChimp to communicate.
18 Because in the past before I got here, there
19 was not a lot of outgoing communication in
20 terms of any newsletters or things of that
21 nature. You know, we are now in this age.
22 This is how we get our information. So we've
23 done that.

24 One of the things that I like to track is
25 this number up here which says 52.4 percent.

1 That's the number of people that actually open
2 what you send. In state government, that
3 averages 24 percent, and we are consistently
4 100 percent better than that, which is great.
5 Because what that shows me is that there's
6 engagement from the people who receive the
7 material to read what we're sending. So we're
8 not wasting our time putting all this stuff
9 together. People are actually opening the
10 stuff up.

11 We're at about 200, actually, 47 now on
12 our subscriber list. And you'll notice, this
13 chart here shows whether or not there's been a
14 lot of fluctuation in people participating.
15 People don't feel like they're being spammed
16 by us, so they're actually -- the numbers are
17 increasing on the enrollment into the
18 MailChimp, not decreasing. So that's a good
19 thing and it's very effective for us.

20 Let's see what else, Facebook. Oh, yeah.
21 The Facebook account is doing exactly what it
22 was intended to do. It's giving us a lot of
23 contact with the industry. On this particular
24 post talking about an ASIS meeting, there's a
25 hundred and some odd people there that

1 actually saw that. You know, we talked about
2 some of the things I'm going to share with you
3 shortly about how we've changed into a
4 compliance agency. Upwards of a hundred
5 people saw that.

6 And then, you know, we talked about the
7 IASIR conference. And, you know, a hundred
8 and some odd people saw that as well. That's
9 really good engagement. That means that you
10 folks are, you know, seeing the notices,
11 checking your Facebook, looking at the State
12 Board. That's exactly what we want.

13 As far as the IASIR conference goes, we
14 announced in the June meeting that the
15 conference was coming up. Louisiana played a
16 huge role in this conference in Las Vegas.
17 From the standpoint of creating the conference
18 theme, which was, Tune Private Investigations
19 and Security to the Terror Frequency, all the
20 way through, we had three board members
21 present, along with myself. We facilitated
22 breakout sessions for an international
23 audience of folks. It was just really an
24 amazing opportunity to get plugged in.

25 Mr. Gurvich, who is one of the founding

1 members of that Board and served as a legal
2 advisor, was also awarded the Life Member
3 Award for his contributions. So everywhere
4 you turned for those three or four days,
5 Louisiana was all over it literally. And it
6 was just something to really be proud of
7 because we're not the only state that faces
8 some of the problems that you're going to hear
9 me talk about over the next year.

10 There are other states that are dealing
11 with the same things. And what happened in
12 that room, and we can let the Board members
13 speak to this, is they started literally
14 turning to us because we were providing some
15 issues. Fair to say?

16 MR. ROBINSON:

17 Yes.

18 MR. BLACHE:

19 So it was just a really, really good
20 outcome. So Mr. Gurvich got the Life Member
21 Award at the last day they had their
22 nominations. And I was nominated and elected
23 First Vice President of the IASIR Board. So
24 we now have a seat at the top of the table.
25 And some of the things that they're asking us

1 to do are help them with their website,
2 Facebook, Twitter, MailChimp, and solutions,
3 answers to regulatory problems.

4 They like what they heard in the
5 presentation that we did no credentialing for
6 our investigations. And they were really,
7 really excited to hear about some of the
8 things that we came up on the education front
9 and on eLicensure, which I will talk about a
10 bit throughout this process.

11 One of the things I wanted to share with
12 you is something that a gentleman brought to
13 my attention when I went to a meeting with the
14 LSU Police System, and that's something called
15 Redtail. So when I was talking about
16 MorphoTrak, I mentioned to you that it took 60
17 days for us to get back up and running, which
18 crippled us on the amount of -- the fact that
19 you couldn't get prints out and into the
20 system to get them back; right?

21 Redtail is a company through Datamax that
22 has the only contract that is FBICJIS
23 compliant. So what they literally can do is
24 with a name and a date of birth or a name and
25 a social or a partial name and social or any

1 combination therefore is that they can
2 identify who the individual is that you're
3 searching and give you back local, state, and
4 federal criminal background in realtime, which
5 is unheard of. It's just as efficient --
6 well, no, it's more efficient. It's just
7 as -- it's the same information as the print
8 would give you, but more efficiently. Okay.

9 So you can do this, and it's not cost
10 prohibited. Each search is about 50 cents.
11 So theoretically, what we could do is we could
12 receive an application on somebody before a
13 registration gets issued, run it through
14 Redtail, get a green light, which is how they
15 work it, red light, green light, and then say,
16 move on. And now, you know that that person
17 is okay.

18 In our current construct, they are not
19 necessarily okay. And for those of you who
20 weren't here for the June meeting, the quick
21 skinny on that is the way it works right now,
22 companies issue this agency's credential.
23 That's how it works. People walk in the door.
24 They fill out an application. Somebody signs
25 the bottom. They put some dates in. They cut

1 the piece off. They give it to the security
2 officer. They post them.

3 And for upwards of 34 days, we may not
4 even see that document. We won't even see the
5 prints because they typically come together.
6 So this person is manning a post while this
7 agency doesn't know who they are and that they
8 even have the credential, which is
9 fundamentally absurd for lack of any other
10 better word. It just doesn't make any sense.

11 We're probably one of only two states in
12 the country that do it that way. The other
13 one would have been previously Las Vegas. So
14 that's why they were so receptive to what we
15 had to say. This would be a game changer for
16 us. It doesn't absolve us from having to run
17 the prints. Because, statutorily, we must run
18 the prints.

19 The statute says it must be a fingerprint
20 biometric background check. But what it would
21 do is give us a comfort level that we have
22 never had in the process and it would support
23 where we're going with the eLicensure piece.
24 Now the flip side of this whole thing is that
25 as wonderful as that is, there's a problem, as

1 there always is. The problem is that the way
2 the FBI wrote the guidance for this, this is
3 really only allowed to be given to CIKR type
4 sites, Critical Infrastructure and Key
5 Resource places.

6 So a nuclear plant could have Redtail and
7 run Wendy Aldridge's visit, but the guard
8 letting her through the door could have an app
9 sitting on somebody's desk that's 14 days old
10 that I don't even have yet and its prints
11 haven't been run. Makes no sense; right? So
12 we are in negotiation right now with State
13 Police and Redtail to come up with one of two
14 fixers to the problem.

15 The first problem is that our ORI number
16 has a Z in it. That is what disqualifies us
17 from being able to get Redtail right now. We
18 have to have our ORI number reissued and have
19 our justification restructured.

20 And the argument that I've presented to
21 State Police is the one that I just gave you.
22 It's counterintuitive to think that a security
23 officer who is unvetted should be holding
24 someone at a doorway for a green light on her
25 through that system and then let her through

1 the door. And they agree with that.

2 The question now is, how do we change it?
3 The only other option would be for the FBI --
4 well, technically, for me to write some sort
5 of an exception that the FBI would then adopt
6 and then issue an edict on saying that in the
7 cases of, and it could impact all security,
8 regulatory agencies, in the cases of those
9 agencies, they are allowed to have Redtail so
10 they can do this green light instantaneous
11 vetting process. So I just wanted to let you
12 know about that.

13 At 50 cents a pop, I just couldn't
14 believe that it was that cheap with the volume
15 that we have. That's amazing and it's
16 something that we need to pursue as hard as we
17 can. The reason why it says ASIS up here is
18 because, as quietly as it is kept, and they
19 are able, they are advocating and assisting in
20 this process without stepping out of the
21 bounds of what their mandate is. But they are
22 very interested in the fact that we raised the
23 issue and they are going to track this to
24 whatever conclusion derives from it.

25 Agency structure, we've talked about this

1 loosely in June. And now, it is a reality as
2 of today. As we are sitting here right now,
3 civil service is in the throws at various
4 stages of converting this agency into what it
5 was always supposed to be. When this agency
6 was created by statute, it was created as a
7 regulatory body with a compliance mandate.

8 However, when the agency was staffed, it
9 was staffed with a figure head top level
10 person, some support, and then administrative
11 coordinators, paraprofessional positions. And
12 it's run for 20 some odd years in that manner.
13 There are -- in the construct of civil
14 service, there are job classifications that
15 actually relate to boards and commissions, and
16 it's in the job classification.

17 It says, these positions support the
18 regulatory and compliance activities of a
19 board or a commission. So I found them. And
20 I petitioned Civil Service to change the
21 positions. They have agreed with my
22 justification. And probably by no later than
23 the end of next week, the vast majority of my
24 Administrator Coordinator IIs and IIIs are now
25 Compliance Inspectors. And that is a big deal

1 because now they will have the clearly-written
2 authority to function in a compliance posture.

3 So when we pull that van out of the
4 garage, which is sitting on side of the garage
5 right now because we've got flood junk in
6 there right now, when we pull that van out and
7 put six or seven people in it and send them to
8 an event, a festival, a game, whatever it is,
9 they will be able to get out in their tactical
10 511s and polo shirts with their badges around
11 their necks that say Compliance Inspector or
12 Compliance Analyst or Section Chief, and they
13 are now our inspection force in addition to
14 the support we get from our contractor for
15 some of the far-reaching areas of the state
16 that we can't respond to quickly.

17 So this is a big deal because now we are
18 able to step out seven, eight, nine at a time,
19 blanket an area, do our inspections and get
20 out of your way, and come back to the shop and
21 figure it all out and then continue with the
22 administrative side of things as opposed to
23 the way it was done in the past where we had
24 one person that was supposed to get in the
25 vehicle and drive up to Shreveport, Vivian,

1 Monroe, you know, and DeRidder and Kickapoo
2 and go do, you know, inspections on truck stop
3 casinos. No more. These people are now
4 compliance inspectors. This agency is now a
5 full-fledged, fully-blown regulatory agency
6 with all the power vested in them by the
7 statute in the rule to do the job.

8 So I'm really proud of the fact that
9 they've agreed to take on the challenge. I'm
10 really happy to have been able to do this for
11 them. Mr. McRight talked a little bit about
12 salary changes. Yes, there are salary changes
13 that come with that. You know, the --
14 Mr. Dardenne petitioned the Civil Service to
15 not do the 4 percent maximum merit raise
16 because of the budget. We are not state
17 general fund agency.

18 But despite that fact, when Civil Service
19 changes a position, there's a mandatory salary
20 adjustment that must take place. And they
21 range anywhere from 7 to 14 percent depending
22 upon where the person is in the salary
23 pipeline. So our average change in salary
24 comes out to be just about -- just about
25 11 percent or so. So it's -- but

1 well-absorbed by the uptake and activity that
2 we're seeing on the fine front, for example.
3 So we're really, really pleased about that.

4 Some of the inspections that we've done
5 in comparison to what was done in the previous
6 year, you know, we hit the Essence Festival,
7 we've done University Medical. We hit Tales
8 of the Cocktail, which had hundreds of
9 security officers working that event. We hit
10 the State Fair, the Renaissance Festival. The
11 reason why we went to the Renaissance Festival
12 was kind of interesting. We had some
13 complaints that came in indicating that people
14 were open carrying and wearing security shirts
15 that were not registered by our agency.

16 So we had to absolutely pounce on that
17 and see what the story was. Turns out, that
18 wasn't the case. Those people were all
19 actually off-duty police officers and
20 contracted, you know, with a nexus through
21 State Police that we didn't even know anything
22 about. So it turned out that it wasn't what
23 we suspected. We thought it was just, you
24 know, local folks putting on guns and throwing
25 security T-shirts on, but that didn't turn out

1 to be the case.

2 We hit one of the LSU football home games
3 and got to see, we probably touched about 62
4 security officers that day, got to see how
5 they turned them out, just the whole
6 operation, you know, just to get a good feel
7 for how the events were, knowing that we were
8 converting our people to compliance inspectors
9 and that we were going to load them up and
10 send them to these type of events. And then,
11 we've done a variety of checks at different
12 gated communities, drug stores, truck stops,
13 retail vendors.

14 In fact, if you look at the website,
15 you'll even see some comments on some of the
16 stories where somebody will say, Mr. Fabian, I
17 met you at Eckerd's the other day on Canal
18 Street and I have a question about something
19 else. That's because I was in Eckerd's
20 probably buying toothpaste that I forgot to
21 bring with me when I went to New Orleans or
22 something and I saw the officer and I checked
23 them. I check them everywhere I go. So
24 pretty, pretty good developments in that
25 regard.

1 This is some stuff that's recent that
2 kind of speaks to another area where we're
3 making some big changes. In the past, fines
4 were not applied the way they are written in
5 our rules. And so there's -- there was a lot
6 of fine leakage is what I refer to it as. You
7 know, any time you have a fine and you
8 misapply the calculation, you're leaking your
9 fine revenue. And I wanted to fix that.

10 So in particular, there was a recent
11 instance where a company had a call come in to
12 us from a chief of police saying, we have a
13 problem. So I said, well, what is the
14 problem. He said, we've got a guy that showed
15 up on our campus with a firearm on in our
16 dorms. I said, well, that's a problem.

17 And he said, well, it gets worse. He
18 said, the guy was actually supposed to be on a
19 post in New Orleans, but this was in
20 Lafayette. So he was away from his post in
21 New Orleans, in Lafayette in the dorms with a
22 weapon. Ultimately, what happened was this
23 gentleman was arrested by that police
24 department for a variety of reasons, including
25 carrying a weapon, but it was he made false

1 statements to his employer, he made false
2 statements to the officers when they
3 interviewed him and so on.

4 Digging deeper into this thing, it just
5 snowballed and got worse and worse and worse.
6 Ultimately, what happened was we wound up
7 fining the company. They had another officer
8 that was found, a female, in the dorms under a
9 blanket laying on a sofa on a student's lap in
10 uniform away from post. That was another
11 incident.

12 So they were in the process of bidding on
13 some contacts, and LSU was very concerned
14 about the fact that they might have to
15 actually accept this company and put them to
16 work with all these kinds of problems going
17 on. So we fined this company. It was about
18 \$5,200, issued them a cease and desist. And
19 what I did was I wrote them a very detailed
20 fine letter.

21 And the reason why I did this, and this
22 is different than the way it was done in the
23 past, is this one particular reason, going
24 forward, should we bring something before you
25 for a hearing, my first exhibit will be my

1 documentation. Because it's going to make the
2 case, we'll be able to read it into the
3 record. And at that point, there's not much
4 else that I will need to say. They will be
5 able to put on their side of the case, and
6 then you folks will be able to deliberate and
7 make your decision.

8 But I like to be very crystal clear in
9 what I tell people about why I'm doing what
10 I'm doing. So what I did was I put it in
11 writing, what I had to say. I was very
12 specific in my language. I told them about
13 the compliance, the state law, the Board rule.

14 I referenced the rules and explained to
15 them, you know, why I'm hitting you with this
16 fine, why I'm hitting you with that fine, how
17 this calculates, when I started, when it
18 stops, the entire thing. They paid the fine
19 immediately. We then entered into a
20 stipulated judgment they stipulated to on a
21 remediation plan that involved compliance
22 monitoring, everything that touched upon all
23 the violations that we came across.

24 And I specifically told them that any
25 future violation would be grounds for

1 immediate revocation of their company license
2 in perpetuity, and then they would be able to
3 pursue a hearing. Because the one thing in
4 our rules that's different than everywhere
5 else is that if you post someone that's not
6 properly credentialed with a weapon, we can
7 fine you \$500 right off the cuff and we can
8 take the license. We don't have to have a
9 hearing to do that.

10 We don't have to give you notice of a
11 hearing to do that. That's one of those
12 things where administratively, we can just
13 shut it down. And their concern was
14 35 percent of their business is Louisiana.
15 And they were afraid that they were going to
16 be to send 140 people home. That is what
17 fines are supposed to do. Fines are designed
18 to drive behavior.

19 When you -- when you miscalculate a \$500
20 fine at \$50, that doesn't do anything. You
21 get six people at 50 bucks, a company will
22 write that check all day long. You get them
23 six people at 500, you might get their
24 attention. And if you apply the fines the way
25 they're really written, you can fine them up

1 to \$2,050 on one app package if it goes beyond
2 a certain number of days.

3 This gentleman's reaction, as you saw in
4 the first slide, was he said, our team is
5 preparing the -- what we briefly discussed; we
6 will have the check into your office by
7 Friday; we will get you the client list;
8 thanks for the opportunity to demonstrate
9 that; we mean what we say; nothing is ever
10 perfect, but that's what we're striving for;
11 look forward to meeting you in the future.

12 That's how we do business now, clear,
13 concise, fair, by the rules and we say what do
14 you want to do? Do you want to go before my
15 Board and put your fate in their hands? Or do
16 you want to pay the fines, fix the problem,
17 and I give you a specific window of time to do
18 it? The other thing that they stipulated to
19 is that they're on probation until May 4th.

20 And if you look on our website, just like
21 every other board and commission, now we have
22 a page that says, disciplinary action. And it
23 says that that company, North Atlantic is on
24 probation 'til May 4th of 2017. And they know
25 it and they've been here four times since to

1 provide updates and show us what they're doing
2 to fix the problem.

3 Big change compared to the way it was
4 done in the past. In the past, fines were
5 written and waived, written and waived,
6 written and waived all day long. And that
7 doesn't get us to where we want to be.

8 Some of you in this audience may know
9 this, some of you board members may or may not
10 know this, but Louisiana is home to 80 percent
11 of our nation's Critical Infrastructure and
12 Key Resources. It either flows through us on
13 that river or resides in this state,
14 80 percent. So we don't have time to play
15 games with security. Just, we don't have the
16 luxury.

17 Image training, eLicensure, this is going
18 to be the thing that we are all going to be
19 very excited about in a couple of months. I
20 got a delegation of authority from the Chief
21 Administrative Officer of the IT Division of
22 the State. That means that the top guy at the
23 State has told us, you can run with it and do
24 it, you can negotiate a contract, you can
25 implement the process, we're not going to

1 babysit you. And that's because they know
2 I've done this before.

3 So they gave us the delegation of
4 authority. That's a copy of the bottom page.
5 We now have it, so we're ready to roll. We're
6 in the process right now of provisioning the
7 web URL, which is going to be LSPBPSC license
8 dot com. That will be accessible through our
9 web page when we finally go live, but that
10 will be where the actual image trend posting
11 service resides.

12 And we're going to start building our
13 applications and our process flows in that
14 system. Within the next two weeks is when
15 we're going to start building it. This is
16 just a sample of what the guard side of the
17 portal will look like. This is where the
18 rubber meets the road.

19 So all that paper that we've been talking
20 about and dealing with and all that stuff that
21 we were concerned about with the flood, what
22 we're concerned about if it floods again will
23 no longer exist. Security officers will come
24 into this portal, and if they wash their card
25 in the wash, they can generate another one.

1 Because, again, it's going to have a QR code
2 on it.

3 If they need to apply for something,
4 they'll go to applications, they'll apply. If
5 they have training that they're looking for,
6 our trainers will be in the portal. They'll
7 be able to load the portal up with training
8 dates and locations. They'll be able to find
9 exactly what they're looking for and register
10 for that training. They'll know everything
11 about their account, their ID number, their
12 expiration date, their issue date, whether
13 they have something that's pending completion
14 or not, whatever the case may be. Out from
15 the system will spit the card.

16 I'll repeat what I said in June. A
17 physical credential is never really worth the
18 paper it's printed on. If it was, you
19 wouldn't spend so much in customs having some
20 guy look you up and down with a blue light on
21 your passport; right? I mean, it can have a
22 hologram bar code. It can have all kinds of
23 stuff. Ultimately, it's the system. It's the
24 data that tells them whether it's good.

25 When a cop pulls you over, you hand him

1 your license. The first thing he does is he
2 runs it; right? He doesn't just accept the
3 fact -- he knows you've got a license, but he
4 doesn't know if it's suspended or revoked. He
5 doesn't know. So that's what we want to do.

6 We want to make it so that when my staff
7 gets out there and they walk up on a security
8 officer and say, could you please produce your
9 registration card, that what it has is a QR
10 code. They'll be able to use a smart device,
11 run that code. It will pull them back into
12 the image trend database in Minneapolis and
13 tell them, is it good, is it restricted, all
14 the things we need to know, which you cannot
15 tell even from the plastic cards that we print
16 today.

17 All we know, looking at that card, is
18 that we issued it and that it says that you
19 are certified with a .38. We don't know if
20 your .38 certification expired or not. We
21 have no idea. We just know that we issued
22 with a license, the credential. So this is a
23 game changer. Okay.

24 Company applications will be done in the
25 portal. Anything you need to upload to us,

1 whether it's experience affidavits, resumes,
2 all that stuff, in the portal. The pictures,
3 they put their own picture in. And I know
4 we're going to get some interesting pictures.
5 And we'll fix that as they come along, because
6 I've seen that.

7 But the point is, the idea of people
8 having to go get a passport, crop it, tape it
9 to something, it comes here, it gets stuck to
10 somebody else's something. We find it. We
11 scan it. It comes out too dark. It comes out
12 too -- with an iPhone, you put it in square
13 mode, you take a picture, boom, you've got a
14 picture. You upload it. Bam, there it is.
15 Very simple, very clean, and very efficient.
16 We can always contact somebody and say, we
17 need you to upload a different picture or send
18 us emails of a better picture, and we'll put
19 it in and whatever the case may be.

20 But all this rigmarole that goes around,
21 you know, getting money orders and checks and
22 copies of stuff and paper and -- over. Done.
23 That's what's going to happen. The FedEx
24 truck and the UPS truck and the DHL and all
25 these people that show up here and ring the

1 bell all day long, it's going to stop.

2 It's just, it's crazy. I mean, we're
3 probably one of the very last in this state
4 boards and commissioners to actually go to a
5 system that actually can do this. Okay.

6 The other big, big, big deal, and this is
7 for the board members, is this system actually
8 can run reports. Right now, our system can
9 run lists. Lists, to me, are not reports.
10 Lists are lists. Okay.

11 Reports are, tell me how many people
12 registered as security officers from this date
13 to this date and termed in that time frame in
14 this region at this zip code. That's a
15 report. This system will be able to generate
16 reports. So future board meetings won't just
17 be some financials and me standing up here
18 blabbering about all the cool stuff we want to
19 do. It's going to be reports.

20 You're going to have metrics. You're
21 going to know exactly what our industry looks
22 like. I sent out an email to you folks that
23 was in white paper on the industry from 2005.
24 Our system will be able to contribute to that
25 kind of data, which is very important.

1 This is the newest and biggest thing that
2 I'm working on. And this is related to my
3 vision for how we really should be handling
4 training. Okay. And I know this is near and
5 dear to many of the board members, because
6 I've had conversations with you about this.
7 In the IASIR conference, we were exposed to
8 something very interesting from a vendor
9 there.

10 And we were kind of surprised at how
11 their market works and how they promote their
12 product. But subsequent to that, I had more
13 conversations with that individual and I came
14 up with something that he thought was pretty
15 interesting. And it's going to solve some
16 problems for us.

17 Right now, we license instructors. And
18 when we license an instructor, we do it based
19 upon some criteria. The criteria are, did you
20 fill out the app; is all the information
21 there; did you pay the fee; did you give us
22 your background and, you know, did somebody
23 say that you had three years of supervisory
24 experience, which I have no idea in the world
25 why you have to have three years of

1 supervisory experience to be an instructor.
2 That doesn't make sense to me, but that's one
3 of the requirements.

4 And then, what we do is we test you, and
5 you pass the test, and then we issue you a
6 license, and you have to give us your
7 curriculum. And then, we review your
8 curriculum and then approve it, which is
9 wrong. What we should be doing is developing
10 the curriculum with the instructor community,
11 standardizing the curriculum, and then that's
12 the curriculum you teach. Okay. So that's
13 what we're going to do.

14 So one of my staff members now functions
15 as a Section Chief of Training and Education.
16 And her responsibility is going to be to get
17 those people together, develop the curriculum,
18 and then reverse the process, and we give you
19 the curriculum after we credential you. And
20 we review the curriculum every year together
21 at a symposium out here or whatever to make
22 sure that there aren't things that we need to
23 tweak or change in the curriculum. That's how
24 it should be done. Okay.

25 But more importantly, and this was the

1 interesting part and this was the big
2 light-bulb moment, what we want going forward,
3 and we're going to look again to the industry
4 before we even implement this, but this needs
5 to be the conversation, we want the instructor
6 to teach that course. We want the instructor
7 to review the course that they've taught with
8 the students, and then we don't want the
9 instructor to give the test.

10 We want the students to go into an online
11 quorum and take the test. Now, we don't have
12 to worry about, is the test being given; was
13 it given properly, fairly; was it pencil
14 whipped. All those concerns that we have are
15 gone.

16 And more importantly, we're not just
17 going to put the test online where you take
18 the test. Because we've developed the course
19 with you, the online piece will have the
20 course. So this is how it's going to work,
21 everybody has to get a hundred.

22 So if you take the test and you score a
23 60, the 40 percent that you missed, it will
24 take you back through that content and ask you
25 those questions again until you've answered

1 them all right. And once you've answered all
2 the questions correctly, you get your
3 certificate. Because in security, you can't
4 afford to be 70 percent, because the one thing
5 that you missed could be the one thing that
6 you encounter that you don't know how to react
7 to or you don't how to address; whether it's
8 don't kick the suspicious package, for
9 example; whatever it is; right?

10 Whatever it is, and I use ridiculous
11 examples to make it funny, you know, but you
12 get my point. But here's the other thing that
13 it does, and this is the big one, we have to
14 look at instructors, not specifically as
15 individual trainers, we need to look at
16 instructors as programmers. Okay. Instructors
17 provide programmed material so that it's a
18 program.

19 And what we need to know from those
20 programs is, how good is your program?
21 Because why should I license an instructor who
22 consistently has his people on the first
23 attempt of the test failing? So if every time
24 they go through Fabian's course, they score a
25 60 or below, why should I even be licensed to

1 teach? That's a problem.

2 So what we need to do is we need to track
3 first-time pass rates, just like they do in a
4 lot of other industries that require exams for
5 credentialing purposes. And we'll set a
6 threshold. The threshold will be 70 percent.

7 So if, on average, your people score
8 70 percent or better on the first pass through
9 the test, your program meets the minimum
10 threshold. Now, the system is still going to
11 force them to get that other 30 percent to get
12 to that hundred to get to that certificate,
13 but at least the instruction is reaching a
14 certain minimum qualification.

15 For those instructors that aren't hitting
16 70 percent consistently, they have to go
17 through a remediation process. And this is
18 how that's going to be done. We're going to
19 seek to designate upwards of four security
20 training centers of excellence in our state.
21 We're going to look through the gambit of
22 training programs that exist out there and
23 find the ones that perform very, very well
24 that are used by most of the big rigs and the
25 heavy hitters and find out why.

1 And we're going to go through an
2 accreditation process to say that Mr. So and
3 So or Mrs. So and So's program is now one of
4 our designated COEs. So if an instructor is
5 consistently hitting below 70 percent, that
6 instructor will go to a one-day training
7 trainer course at that COE where we know it's
8 done right because they're always above
9 70 percent. And that will be the remediation
10 process. They'll go through that training.

11 We will reboot their program. We will
12 let them go right back to what they were
13 doing. They can collect their fees. They can
14 give their courses. They can do their reviews
15 and be able to go back into our portal and
16 take the test. That first time they take it,
17 it's going to give them a score, and the
18 system is going to let us know if they're now
19 above 70 percent across the board.

20 If they are, congratulations to you, keep
21 on going. If they're still at 65 percent, we
22 shut the program down, simple as that. Notice
23 I didn't say, you know, we shut them down.
24 But in essence, that's what we're doing. But
25 if the program is not functioning, then it

1 doesn't need to exist.

2 The State of Louisiana shouldn't be
3 stamping its name of approval on something
4 that has a consistent failing posture. Does
5 that make sense? Yeah.

6 Okay. And that's -- I just took you
7 through the whole thing there. And I did
8 this, put the text in because normally I don't
9 like to read from the screen. That's my pet
10 peeve, so I don't do that. Because if you
11 want this presentation, I will give it to you
12 so you can review it and make notes or go
13 through it or share it, whatever the case may
14 be. And that's it. That's the goal to get
15 them to 100 percent.

16 Then, the Judicial Committee could call
17 Fabian Blache and whoever the Chair is, Ms.
18 Pierre, or four years from now or ten years
19 from now, if I'm not here, whoever is here,
20 and say, hey, what's your passing rate for
21 your security courses that are created by the
22 State Board and administered by your licensed
23 trainers? And they'll be able to sit there
24 and say 100 percent, and here's how we do it.

25 That was the game changer for the IASIR

1 vendor guy because he hadn't thought of that
2 one in terms of doing it that way where a
3 state agency allows the trainers to train, you
4 don't shut down those programs and just create
5 an online training thing and put 140 people
6 out of business. You do both, because -- and
7 I refer to it as a flex training, which is a
8 flex between classroom and online, between
9 internet and online.

10 So this way, for those of us now that are
11 married to that whole, I want face to face,
12 you get that. And for those of us who like
13 the efficiency and some of the foolproofness
14 of testing online, you get that too. And so
15 you're blending both worlds to achieve a
16 better outcome.

17 That's it.

18 CHAIRPERSON PIERRE:

19 Fabian, and I just have a question.

20 MR. BLACHE:

21 Uh-huh.

22 CHAIRPERSON PIERRE:

23 And in that respect --

24 MR. BLACHE:

25 Uh-huh.

1 CHAIRPERSON PIERRE:

2 -- about licensures for companies that
3 are doing training --

4 MR. BLACHE:

5 Uh-huh.

6 CHAIRPERSON PIERRE:

7 -- what about people that are taking the
8 test for security license to operate a
9 company?

10 MR. BLACHE:

11 Uh-huh.

12 CHAIRPERSON PIERRE:

13 We don't have any mechanism in place that
14 they can come in, they take a test and answer
15 a few questions, and then now they got a
16 license and they in the security business.

17 MR. BLACHE:

18 Uh-huh.

19 CHAIRPERSON PIERRE:

20 We need to look at some kind of methods
21 that we can use to measure that also.

22 MR. BLACHE:

23 I agree with that.

24 CHAIRPERSON PIERRE:

25 If we're going to look at training, then

1 we need to look at security licensing --

2 MR. BLACHE:

3 Oh, absolutely.

4 CHAIRPERSON PIERRE:

5 -- who we're licensing to be security
6 companies.

7 MR. BLACHE:

8 Yeah. No, it's across the board. This
9 would be for instructor testing, company
10 testing, QA testing. It would be for all of
11 that. It would just be handled a little bit
12 differently, because on the guard side, you've
13 got a classroom experience that you're looking
14 to judge.

15 And then what we also would need to do,
16 which we haven't done is, for example, when a
17 QA comes to test, we tell them the same thing
18 all the time, study the rule, study the law,
19 and then come take the test. We can do better
20 than that. I think that we can provide an
21 experience for a QA, because a QA might be a
22 QA for a company that has operations in
23 California and Louisiana. So we need to be a
24 little bit more specific about what we expect
25 of the QA or expect of the company owner.

1 You brought up a very interesting point.
2 In the past, my understanding in my in-brief
3 when I got here is that we weren't really
4 always testing company owners. We were
5 letting the QA test, and then the company
6 owner did not necessarily have to test.
7 That's actually not correct.

8 The owner of the company must meet the
9 requirements and they must test, and the QA
10 must test. So we've tacked in a different
11 direction with that. And for all ongoing
12 company applications that are new now, company
13 owner must meet the requirements and they must
14 test.

15 You don't get to be a dentist who decides
16 he's retiring and opening up a security
17 company and not have the requisite three years
18 of full-time experience in the private
19 security industry or law enforcement and then
20 find you a QA and have them come test and open
21 up a security company. That's not how the law
22 reads. And I can't defend doing it that way.
23 But I do know that that went on for quite some
24 time, and that's something that we've had to
25 correct.

1 But I agree a hundred percent and I think
2 that using the model that we've created with
3 the rigor we have for the guard side, we could
4 parlay that into something for the QAs and the
5 instructors and the owners as well. No doubt.

6 CHAIRPERSON PIERRE:

7 Okay.

8 MR. BLACHE:

9 And that will give us the metrics that we
10 need so that we can, you know, use that to our
11 advantage.

12 Questions?

13 MR. WILLIAMS:

14 Yeah. Can I?

15 MR. BLACHE:

16 Yes, sir.

17 MR. WILLIAMS:

18 If, per se, you do hire a guard -- and I
19 know that you said that they need to get a
20 hundred percent.

21 MR. BLACHE:

22 Uh-huh.

23 MR. WILLIAMS:

24 So if we hire them, say, January 1 --

25 MR. BLACHE:

1 Okay.

2 MR. WILLIAMS:

3 -- they come in, they take the test, I
4 give them the class, so --

5 MR. BLACHE:

6 You give them the class, right. Right.
7 Right.

8 MR. WILLIAMS:

9 -- then they go online and they take the
10 test --

11 MR. BLACHE:

12 Uh-huh.

13 MR. WILLIAMS:

14 -- they score 65 percent --

15 MR. BLACHE:

16 Okay. Uh-huh.

17 MR. WILLIAMS:

18 -- what's to say -- let's just say, how
19 far do they go in this? Do we still put them
20 to work or are we holding them?

21 MR. BLACHE:

22 This can be done very quickly. I'll give
23 you an example. They go and they take the
24 test. Taking the test might take them 30
25 minutes, 40 minutes --

1 MR. WILLIAMS:

2 Okay.

3 MR. BLACHE:

4 -- whatever it is. They get their score
5 right back on the screen.

6 MR. WILLIAMS:

7 Okay.

8 MR. BLACHE:

9 The system is automatically pulling them
10 back to the content they missed, putting them
11 through the content, which takes a few
12 minutes, and then bringing them back to the
13 questions. They'll be done the same day.
14 They have 48 hours to log in and take the
15 test, but they'll be done very quickly.

16 MR. WILLIAMS:

17 Just easily as --

18 MR. BLACHE:

19 And I have a demo that I can actually do
20 for you in my office.

21 MR. WILLIAMS:

22 Okay.

23 MR. BLACHE:

24 I mean I can show you how it works.

25 MR. WILLIAMS:

1 Well, I somewhat understand.

2 MR. BLACHE:

3 Yeah.

4 MR. WILLIAMS:

5 I just know that it's easier for some
6 people to comprehend than other people.

7 MR. BLACHE:

8 Sure. Yeah.

9 MR. WILLIAMS:

10 You hire some people and it might take
11 them two or three days to pass that test --

12 MR. BLACHE:

13 Yes.

14 MR. WILLIAMS:

15 -- just because they don't deal with
16 computers.

17 MR. BLACHE:

18 Right.

19 MR. WILLIAMS:

20 I have a lot of older people that work
21 for the company and they don't deal with
22 computers at all.

23 MR. BLACHE:

24 Right.

25 CHAIRPERSON PIERRE:

1 Well, to address that, let me just say
2 this, I think if it's standardized and there's
3 a study course that they can study, even
4 though they are trained on it by you or
5 whoever your trainer is, that they can have a
6 study guide, because now they can study that.
7 It's like in Texas, they can actually pull up
8 a study guide, study for the test that they're
9 going to take and take that test.

10 MR. BLACHE:

11 Right.

12 CHAIRPERSON PIERRE:

13 So because it's standardized, they're
14 starting on one test and everybody can study
15 that test, basically when they come to take
16 their test, they're prepared because they've
17 studied the material that they're going to be
18 tested on.

19 MR. BLACHE:

20 Right.

21 CHAIRPERSON PIERRE:

22 So that might be something that helps.
23 But with the educational system there, we have
24 to be perfectly honest with ourselves, is that
25 the quality of education that some of the

1 people have been afforded in this state may
2 very well present a problem --

3 MR. BLACHE:

4 Absolutely. And --

5 CHAIRPERSON PIERRE:

6 -- in comprehension.

7 MR. BLACHE:

8 No, I agree with that. And don't forget
9 now, we'll fast forward a little bit, they're
10 getting at least 70 percent on the first pass
11 through; right? We're hoping. So that means
12 they're only going back to upwards of
13 30 percent of the material, and they can do
14 that. And it's a loop. I mean, it takes them
15 through, they answer the question; and they
16 say, no, you missed it and you need to pay
17 attention and look at it again, until they get
18 it right.

19 The bigger point being, that once they
20 pop out on the end of this with a certificate
21 and they've gotten 100 percent, they're in way
22 better shape than they were in the way that
23 it's done right now in some of the programs
24 that are out there. So it's not the Mark
25 Williams Program, you know, that we're worried

1 about, but we know the ones that we are. And
2 our desire is to rehabilitate those programs.
3 I mean we're not -- we're not angry about
4 that.

5 We just want to make sure that they
6 understand it's done -- it's going to be done
7 differently and we're going to be watching and
8 we're monitoring, we're building metrics
9 around it, and we're going to help you get
10 your program where it needs to be so that you
11 can be an asset to this industry. And if you
12 can't be, then you have to go.

13 MR. ROBINSON:

14 I have a question.

15 MR. BLACHE:

16 Yes?

17 MR. ROBINSON:

18 In the past, and I'm hoping we will
19 reevaluate it and look at it, but some -- some
20 are not security and some are there.

21 MR. BLACHE:

22 Uh-huh.

23 MR. ROBINSON:

24 And we have -- because people have
25 companies, well, I'm checking -- I'm a ticket

1 taker.

2 MR. BLACHE:

3 We'll talk about that in --

4 MR. ROBINSON:

5 You know, I'm just --

6 MR. BLACHE:

7 You've just brought up something very --
8 and I'll talk about something Wendy and I have
9 experienced. So first of all, I have made it
10 very clear more than -- more times than some
11 people care to hear that I am not in favor of
12 some of the portions of our rules. Some of
13 them are just flat out contradictory, even
14 down to dollar amounts.

15 That was probably the worst mistake this
16 agency could have ever allowed slip through
17 was this whole thing about, you know, this
18 ticket taking and bag checking. If you read
19 the definition of security in our law, any
20 time that you are doing anything that is a
21 security function, that's security, point
22 blank, end of story.

23 CHAIRPERSON PIERRE:

24 It's security.

25 MR. BLACHE:

1 Okay. If you tell people you can or
2 cannot go somewhere, that's security. If
3 you're looking in their bag, excuse me, that's
4 security. Okay.

5 That being said, when Wendy and I did the
6 LSU game, we were going through one of the
7 sections, it was probably the place where we
8 found -- it was where we were going where we
9 found one sleeping. Yeah, sleeping in the
10 suites in front of all the people, just sound
11 asleep.

12 But anyway, and we checked a few people
13 at the elevator. And one of the ladies
14 realized, as she went to her bag, that she
15 didn't have her card. So somebody told her,
16 well, say you're a ticket taker. And she
17 walked up and said -- went to say it. And the
18 other person kind of intervened and said,
19 well, she's a ticket taker, she's not
20 security.

21 But, you know, your jacket says security,
22 you're with all these security people. There
23 have been no ticket takers at these elevators
24 all day. But now, miraculously, you're a
25 ticket taker. That's a problem, which brings

1 me to a point that I didn't put on my
2 presentation that's a very important number
3 for you folks.

4 I did some research on compliance in this
5 industry. And the average compliance rate in
6 the private security industry is 40 percent.
7 In California, it's 10 percent. Ten. But the
8 average is 40 percent. So that -- do the
9 math. If I have 11,000 security officers on
10 my rolls right now, how many don't I have? At
11 least double; right?

12 So I am firmly convinced from my June
13 meeting that my statement was correct when I
14 was trying to walk gingerly, it was my first
15 meeting, that we probably have 22,000 security
16 officers working in this state. And there are
17 11,000 to 15,000 more that we don't know
18 about, you know, from the ones that we have.
19 And that's a problem.

20 And this is why Mr. Pellegrin heard me
21 say, I would be fine if I never had to fine
22 anybody. I will fine you to Kingdom Come.
23 You will see that. And these people are going
24 to write these wonderful little notes and come
25 visit me. And they're going to cut the

1 checks, okay.

2 But I would prefer not to fine anybody if
3 I could just collect all the fee revenue.
4 Because if I'm collecting the fee revenue,
5 that means I have them. And if I have them, I
6 can vet them. And if I can vet them, I can
7 sleep at night. Because the idea that there
8 are that 11 to 15,000 more officers out there
9 that we don't know about is scary. And this
10 is in every state. This is a problem for
11 everybody.

12 ELicensure will help us to some degree.
13 You know, there's just a residual impact that
14 there's an uptake that occurs just because of
15 the ease of the process. It makes it easier.
16 We can look at some things as we crack open
17 the statute redesign and how the fees and the
18 fines work a little bit to some extent. But
19 that's an issue for us.

20 I mean, it really makes it complicated
21 for my compliance folks. I mean just imagine
22 us going out and we see a sea of whatever,
23 orange, and we're going to check these folks
24 and everybody is giving us a different story.
25 Well, I'm a bag checker. I'm a ticket taker.

1 I'm a thisser or a thatter.

2 But meanwhile, you just told me stop,
3 hold on, you can't go on here. Excuse me,
4 then you need to have a card, you know. And
5 that's my answer. It's like, hey, if you're
6 going to tell me I can't walk through this
7 door or go through that turn-style or bring in
8 that bag, you're security as far as I'm
9 concerned.

10 CHAIRPERSON PIERRE:

11 That's going to be an uphill issue
12 because more and more contracts -- because
13 we've had people to come before this Board
14 that their contracts clearly said that they
15 were to provide security.

16 MR. BLACHE:

17 Uh-huh.

18 CHAIRPERSON PIERRE:

19 It did not say ticket takers. It did not
20 say escort services. It did not say any of
21 those things.

22 MR. BLACHE:

23 Right.

24 CHAIRPERSON PIERRE:

25 It said to provide security. And we've

1 still questioned the people that we hire to
2 inspect them --

3 MR. BLACHE:

4 To inspect it, right.

5 CHAIRPERSON PIERRE:

6 -- about whether or not they were correct
7 or not in their assumption that they were
8 security officers.

9 MR. BLACHE:

10 Right.

11 CHAIRPERSON PIERRE:

12 So if we're going to have compliance
13 officers out there, they're going to have to
14 believe that they're doing their jobs and
15 stand behind them; that what they bring us
16 back is correct as a Board and we have to act
17 on it.

18 MR. BLACHE:

19 And we -- and we need to -- I agree with
20 that. We need to do that on the audit side
21 too. So when we do an audit finding, because
22 we've got one that's going to pop real soon
23 that we've been working on that involves
24 exactly what you're talking about, the
25 contract. I pulled the contract.

1 And that's another thing for some of the
2 new Board members. When we do audits, we do
3 them very, very different than they used to be
4 done now. One of the very first things that I
5 did before I even started on it, I subpoenaed
6 the work comp audits of the company. Yeah.

7 MR. ROJAS:

8 Question?

9 MR. BLACHE:

10 Uh-huh.

11 MR. ROJAS:

12 When it comes down to the business
13 vendors, I know the company, the security
14 company per se that the business vendor that
15 hired the security guys, but the majority of
16 the problems that we have are people that come
17 into this business to operate as security
18 guards, and they end up having guns. They end
19 up getting arrested. They end up getting --
20 pulling guns on people who are mostly not
21 embedded in the security agency itself.

22 So how do I address that? Is there any
23 way that we can prevent or --

24 MR. BLACHE:

25 Well --

1 MR. ROJAS:

2 -- sanction the companies?

3 MR. BLACHE:

4 There's some things that we can do. I'll
5 give you an example. An example would be when
6 you're talking about the NBA All-star game is
7 coming; right? So we're already working.
8 We've got Colonel Edmondson talking to their
9 security director and they're talking to me,
10 and we're designing credentials for them.
11 We're going to have our hand on that.

12 In the past, those kinds of things could
13 slip right through because we didn't have the
14 mechanism to do what's called a data call and
15 find out, what are the big events; what's
16 coming? Who is going to be bringing in
17 people?

18 When you've got the All-stars of the NBA
19 coming through, they're coming with security.
20 You know that. And there's nothing you can do
21 to stop it, so you have to work together. And
22 so we're doing that. We're implementing a
23 program for that very instance.

24 MR. ROJAS:

25 And the last comment --

1 MR. BLACHE:

2 Sure.

3 MR. ROJAS:

4 -- the majority of times -- I'm from
5 Fifth District by the way. My name is George.
6 The other things that I see a problem with is
7 that cities like Shreveport or Bossier, like
8 the Boardwalk, for example, they're relying
9 more and more solely on security guards than
10 they do on the police. And so the
11 consideration would be how do we extend the
12 reach of the agency to be able to not allow
13 these guys to keep them hiring people that do
14 not need to be there?

15 MR. BLACHE:

16 That's all part of what we've been
17 talking about from the beginning which is,
18 first of all, companies have to be following
19 the agency laws and rules and actually
20 registering people in the first place. Once
21 they get on our radar, then we have to do the
22 vetting process.

23 If they're not supposed to be there,
24 we're the ones that have to shut those
25 credentials down and tell those companies that

1 those people can't work. So that's built into
2 our current construct. It's just not very
3 efficient because the company issues my
4 credentials, not the other way around. What
5 we have to do is change it so that the people
6 apply through us for the credential, then we
7 release them to be used, and then the
8 companies use the people.

9 MR. ROJAS:

10 Are we -- are we going to have mechanisms
11 to be able to kind of get the vendors to
12 respond to us?

13 MR. BLACHE:

14 Which vendors are you referring to?

15 MR. ROJAS:

16 The --

17 MR. BLACHE:

18 When you say vendors, are you talking
19 about private security companies --

20 MR. ROJAS:

21 I'm talking --

22 MR. BLACHE:

23 -- or the people --

24 MR. ROJAS:

25 -- about the people who are hiring them,

1 those people, yes.

2 CHAIRPERSON PIERRE:

3 But are we talking about -- point of
4 clarification.

5 MR. BLACHE:

6 Yes.

7 CHAIRPERSON PIERRE:

8 Are we talking about in-house security
9 versus private security companies? Is that
10 what we're talking about?

11 MR. ROJAS:

12 In a way, yes.

13 MR. BLACHE:

14 Because we don't regulate --

15 CHAIRPERSON PIERRE:

16 We don't regulate --

17 MR. BLACHE:

18 -- the private --

19 CHAIRPERSON PIERRE:

20 -- in-house.

21 MR. BLACHE:

22 -- in-house security.

23 MR. ROJAS:

24 Okay.

25 MR. BLACHE:

1 But if you're talking about -- and that's
2 why I keep using the phrase private security
3 companies --

4 MR. ROJAS:

5 Yeah.

6 MR. BLACHE:

7 -- that's contract security companies.
8 Like, that's -- there's a difference. If
9 Ochsner, for example, hires people and make
10 them security people, we don't regulate those
11 people. They don't even show up on our rolls.
12 Okay.

13 And there is a lot of confusion. Because
14 somebody who works for Ochsner for five years
15 will go to work for another company and say,
16 well, I've been a private security officer for
17 five years. And then they call to verify
18 training and find out, you know, is there a --
19 was their credential in good standing?
20 There's some confusion there.

21 Now a lot of other states do it
22 differently. They have the same thing that we
23 have, but they make those people at least
24 register. They don't charge them a fee, but
25 they have them captioned so they'll know if

1 they are contract or private. And this way,
2 if there are questions, the questions can be
3 answered. But we don't presently have that.
4 They don't have to report anything to us.

5 But back to what I was saying about the
6 audit piece, because I want to make sure that
7 we capture that. We subpoena the workers'
8 comp premium audits, because the premium
9 audits are going to have the employees and
10 their salaries. Then, we engage in the actual
11 audit. Then, we can compare the two things
12 together and make sure that those things at
13 least sort of kind of look the same.

14 I'll give you an example. There was a
15 gentleman who was running a company for a
16 very, very, very long time, all law
17 enforcement folks. So it wasn't like a huge
18 exposure. But a very long time, the company
19 was unlicensed.

20 So big fines, you know, big course
21 correction, pulled the LWCC workers' comp
22 policy, found out there were 28 employees
23 covered by the policy. But the statement to
24 us was that there were only eight officers.
25 Well, that's a problem there. Because you

1 can't possibly have eight officers if 28 of
2 them are covered by your workers' comp policy.

3 So these are some of the techniques and
4 the things that we're doing to make sure that
5 when we do an audit, that we actually know
6 what we're asking and know where we're coming
7 from in the first place, because that's the
8 only way that we're going to be able to fix
9 the problem. Because the shell game will go
10 on as long as you're not paying attention.

11 Any comment or questions from the public?

12 MS. VINCENT:

13 I have a few.

14 MR. BLACHE:

15 Yes.

16 MS. VINCENT:

17 I have a few back to the training.

18 MR. BLACHE:

19 Christine Vincent.

20 CHAIRPERSON PIERRE:

21 Christine, why don't you tell us your
22 name and who you are.

23 MS. VINCENT:

24 Hi, I'm Christine Vincent with Vincent
25 Guard Service. Back to the training, I just

1 have a couple --

2 MR. BLACHE:

3 Sure.

4 MS. VINCENT:

5 -- of questions.

6 MR. BLACHE:

7 Yes.

8 MS. VINCENT:

9 You mentioned like they would have 48
10 hours to take the test.

11 MR. BLACHE:

12 Uh-huh.

13 MS. VINCENT:

14 Does that mean 48 hours from the
15 completion of the class?

16 MR. BLACHE:

17 Forty-eight hours from completion of the
18 class, and the test can be taken from a smart
19 device, tablet, computer or anywhere.

20 MS. VINCENT:

21 Okay. So could companies also in theory
22 set up stations in their office where the --

23 MR. BLACHE:

24 Absolutely.

25 MS. VINCENT:

1 -- students take the test immediately --

2 CHAIRPERSON PIERRE:

3 Sure.

4 MR. BLACHE:

5 Absolutely.

6 MS. VINCENT:

7 -- where they have kiosk?

8 MR. BLACHE:

9 Yeah. No doubt. No doubt.

10 MS. VINCENT:

11 Okay. And then my other question is, are

12 y'all going to maybe research or revisit

13 continuing education --

14 MR. BLACHE:

15 Yes.

16 MS. VINCENT:

17 -- for security officers?

18 MR. BLACHE:

19 Yes.

20 MS. VINCENT:

21 Okay.

22 MR. BLACHE:

23 And I can tell you that part of this

24 thing that we've just talked about, once we

25 get this built, the plan is to do two

1 important things; one is qualifying agents, we
2 actually issue a credential to. And I think
3 that credential lasts, I think it lasts two
4 years.

5 It may lasts one year, but we want to
6 marry it up in a way where it kind of follows
7 the guard cycle. And we want QAs to actually
8 have an online portal refresher program that
9 helps them get updated on what's going on in
10 the industry and with the agency as well that
11 they would do and score 100 percent; could be
12 20 questions, whatever the case may be.

13 For the security officers, as we
14 transition this credential from a
15 company-tethered registration to a provisional
16 license and then a license, yes. At six
17 months out from their expiration date, they
18 will have to do a refresher course that we
19 will mandate through that portal system, score
20 100 percent, and then we will be able to issue
21 their refresher.

22 CHAIRPERSON PIERRE:

23 Fabian, one of the questions that I have
24 in reference to that, Christina, is that could
25 we look at outside agencies like schools and

1 stuff to continuing education programs that
2 are already out there that you can, as owners,
3 as managers, you can take those and then give
4 due the credits for those, because each year
5 you take these continuing education courses?

6 MR. BLACHE:

7 It's something we could certainly look
8 into. I would be in favor of it if there's,
9 you know, CEUs --

10 CHAIRPERSON PIERRE:

11 Exactly.

12 MR. BLACHE:

13 -- and things like that already codified
14 into it where that would meet the requirement.
15 And they could upload something like that and
16 we could look at it and say, yeah, we could
17 accept that.

18 CHAIRPERSON PIERRE:

19 Could they give them at ASIS conferences
20 and --

21 MR. BLACHE:

22 They do.

23 CHAIRPERSON PIERRE:

24 -- all those?

25 MR. BLACHE:

1 I don't know how many security officers
2 per se actually get exposure to that type of
3 stuff.

4 CHAIRPERSON PIERRE:

5 No, not the officers. The agents.

6 MR. BLACHE:

7 Right.

8 CHAIRPERSON PIERRE:

9 The agents and the owners.

10 MR. BLACHE:

11 Oh, yeah. Yeah. Absolutely.

12 CHAIRPERSON PIERRE:

13 That's what I'm talking about --

14 MR. BLACHE:

15 No doubt.

16 CHAIRPERSON PIERRE:

17 -- continuing education for that.

18 MR. BLACHE:

19 Yeah. I -- yeah.

20 MS. VINCENT:

21 You know, my question was directed more
22 towards the guard side because --

23 MR. BLACHE:

24 Right.

25 MS. VINCENT:

1 -- I've been a --

2 MR. BLACHE:

3 Right.

4 MS. VINCENT:

5 You'll see that I've been an advocate for
6 it for years.

7 MR. BLACHE:

8 Yeah. Absolutely.

9 MS. VINCENT:

10 So ...

11 MR. BLACHE:

12 Yeah. That -- I mean these are all
13 things that I think we need to talk about and
14 figure out. But certainly on the guard side,
15 you will find that probably by no later than
16 this time next year or maybe much sooner, we
17 will have built a refresher course that they
18 will be able to do and it will become a
19 requirement of the reissuance of their
20 credential.

21 MS. VINCENT:

22 Thank you.

23 CHAIRPERSON PIERRE:

24 Thank you.

25 MR. BLACHE:

1 You're welcome.

2 MS. LANDRY:

3 I have a question.

4 MR. BLACHE:

5 Yes. Yes. Absolutely.

6 MS. LANDRY:

7 On the fire -- what was it? Redtail?

8 MR. BLACHE:

9 Redtail, absolutely.

10 MS. LANDRY:

11 On the Redtail, going to that, you said
12 that you all, the way I understood it that you
13 all would run that person through Datamax or
14 whatever.

15 MR. BLACHE:

16 Through Redtail.

17 MS. LANDRY:

18 The Redtail.

19 MR. BLACHE:

20 Yeah, the Redtail.

21 MS. LANDRY:

22 But still yet, the fingerprints will
23 still have to go to a qualified agency.

24 MR. BLACHE:

25 Uh-huh.

1 MS. LANDRY:

2 If you -- if an anomaly comes back on
3 those fingerprints, do you let the company
4 know --

5 MR. BLACHE:

6 Uh-huh.

7 MS. LANDRY:

8 -- that this person cannot work until we
9 get fingerprints back from --

10 MR. BLACHE:

11 If an anomaly comes back on Redtail?

12 MS. LANDRY:

13 Yes.

14 MR. BLACHE:

15 Absolutely. We wouldn't be -- we'll be
16 changing the flow so that the credential
17 actually is coming from -- and eLicensure
18 system is going to come from us. It won't
19 come from you. So if we run it through
20 Redtail, we won't green light that person to
21 be able to even click generate a card in the
22 first place. They will put a flag on it. So
23 if you put that person in the public lookup
24 side of it -- and I can actually maybe show
25 you what that might look like to see if I can

1 do it.

2 MS. LANDRY:

3 So they would not be able to work --

4 MR. BLACHE:

5 No.

6 CHAIRPERSON PIERRE:

7 No.

8 MS. LANDRY:

9 -- until the fingerprints come back
10 from --

11 MR. BLACHE:

12 That's correct.

13 MS. LANDRY:

14 -- the state police for you?

15 MR. BLACHE:

16 That's correct. Let's see if I can take
17 you to -- let me take you to -- I'm going to
18 try to take you to an existing one and see if
19 we can find a sample. Let's see if I can get
20 in here. No, it's not there. I'll take you
21 into -- I'm trying to rely on my brain to
22 remember this password, which I may not be
23 successful at. No. No. No.

24 CHAIRPERSON PIERRE:

25 Will --

1 MR. BLACHE:

2 No, I can't get into it.

3 CHAIRPERSON PIERRE:

4 Okay.

5 MR. BLACHE:

6 But I was going to show you -- what I was
7 going to show you, and I'll go back to the
8 presentation and give you an example from this
9 screen. Let's see where we are. Right here.

10 Okay. So in these profiles, what happens
11 on the back end of the system is we basically
12 have the name and we have stage columns. It
13 will say legal, education, payment, approval.

14 MS. LANDRY:

15 Uh-huh.

16 MR. BLACHE:

17 And they are either filled in or not. We
18 run that side of this. Okay. So in this
19 case, if this guy pops up with a Redtail hit
20 that flags him, what we do immediately is we
21 right click on legal and say, denied.

22 MS. LANDRY:

23 Uh-huh.

24 MR. BLACHE:

25 And then we click alert, and we type in

1 the name, what the alert is. It will say,
2 Redtail flag, contact Board for further
3 information.

4 MS. LANDRY:

5 Okay.

6 MR. BLACHE:

7 And anybody who is looking to hire that
8 person --

9 CHAIRPERSON PIERRE:

10 Knows that.

11 MR. BLACHE:

12 -- will know when they run their name in
13 the public lookup, because anybody in the
14 world will be able to look up the status of a
15 credential on a guard. It will say, there's a
16 flag. And it will say, no expiration date,
17 license not issued, all of that.

18 MS. LANDRY:

19 Okay.

20 MR. BLACHE:

21 It's very clearcut whether or not
22 something is good or not good. If there's
23 some sort of a restriction, for example, it
24 could be -- unarmed, for example, could be a
25 restriction. There will be a little triangle

1 with an exclamation point next to their name.
2 And when you hover over it, it will say
3 unarmed known, things of that nature.

4 MS. LANDRY:

5 Okay.

6 MR. BLACHE:

7 Yeah. Good question. Good question.

8 CHAIRPERSON PIERRE:

9 Do we have any more questions? Any
10 questions from the audience?

11 MR. BLACHE:

12 Good deal. I appreciate it. Thank you.

13 CHAIRPERSON PIERRE:

14 If we don't have any more questions, do
15 you have anything else for us, Fabian?

16 MR. BLACHE:

17 Let me grab my glasses, because I need to
18 see. And I'll tell you -- all right. Let's
19 see. There was one thing on here about status
20 reports, I've kind of given you those numbers
21 in the presentation, about 11,000 officers.
22 So we usually just kind of -- usually, that
23 comes up as a question.

24 We've done the financials. I don't have
25 anything miscellaneous.

1 We need to make a determination of what
2 the next meeting date will be.

3 CHAIRPERSON PIERRE:

4 Okay. Any suggestions? Mid-January,
5 middle of January rather than the beginning of
6 January?

7 MR. BLACHE:

8 Let's see. Let's look at it.

9 CHAIRPERSON PIERRE:

10 For consistency purposes, if anyone has
11 any recommendations about the first Monday of
12 every quarter or something like that, so it
13 will be consistent, Fabian.

14 MR. BLACHE:

15 Yeah. Our meetings are quarterly. We
16 didn't have a September meeting because of the
17 flood.

18 CHAIRPERSON PIERRE:

19 Right.

20 MR. BLACHE:

21 This is our December meeting. So we
22 really -- we're looking -- I mean, typically,
23 we'd be looking at March, but we can do it
24 whenever you want. So that doesn't matter. I
25 know that in the past, they've done them on

1 Wednesdays for whatever reason; is that
2 correct? It was always Wednesdays?

3 UNKNOWN:

4 Or Thursdays.

5 MR. BLACHE:

6 Or Thursdays?

7 UNKNOWN:

8 Usually Thursdays.

9 MR. BLACHE:

10 Thursdays. Okay. And this, we picked
11 this date because we had some conflicts on
12 Thursday; is that what it was for Thursdays?

13 Okay. So Thursday is kind of the
14 traditional day?

15 CHAIRPERSON PIERRE:

16 Whichever day -- what's a good day? Is
17 that a good day for everyone?

18 MR. PELLEGRIN:

19 Thursday is fine. Preferably in the
20 middle of the month, instead of the first week
21 and the last week.

22 CHAIRPERSON PIERRE:

23 Right. Yeah.

24 MR. BLACHE:

25 Okay. So do we want to do it --

1 MR. PELLEGRIN:

2 Or Wednesday.

3 CHAIRPERSON PIERRE:

4 In March?

5 MR. BLACHE:

6 -- in March?

7 MS. LANDRY:

8 March 16th --

9 MR. SANDERS:

10 Wednesday is better.

11 MS. LANDRY:

12 -- right dab in the middle.

13 MR. BLACHE:

14 Okay. March 16th?

15 CHAIRPERSON PIERRE:

16 Uh-huh.

17 MS. LANDRY:

18 No, that's a Wednesday.

19 MR. BLACHE:

20 March 16th is a Thursday.

21 MS. LANDRY:

22 Oh, it's a Thursday. What month am I
23 looking at then? I'm in 2016. I'm going
24 backwards.

25 MR. BLACHE:

1 There you go. Yeah, March 16th is a
2 Thursday.

3 MS. LANDRY:

4 Okay.

5 MR. SANDERS:

6 Let's make it the 15th for a Wednesday.

7 MR. BLACHE:

8 Fifteenth?

9 MR. SANDERS:

10 That will be on a Wednesday.

11 MR. BLACHE:

12 Wednesday? Okay.

13 CHAIRPERSON PIERRE:

14 Anybody have a problem with that,
15 Wednesday the 15th? March 15th?

16 MR. BLACHE:

17 March 15th, 9:30?

18 CHAIRPERSON PIERRE:

19 Sounds good.

20 MR. BLACHE:

21 All right. March 15th it is.

22 CHAIRPERSON PIERRE:

23 Fabian, the only other thing that I would
24 ask that you look into, all of our eyes are
25 not as good as they used to be, and especially

1 mine. So we looked into and we talked before
2 about possibly using tablets up here --

3 MR. BLACHE:

4 Yes.

5 CHAIRPERSON PIERRE:

6 -- with the information that you gave us
7 --

8 MR. BLACHE:

9 Yes.

10 CHAIRPERSON PIERRE:

11 -- today and putting it on tablets and
12 everybody would have a tablet in front of them
13 looking at the information and their questions
14 and stuff. Even though you're emailing this
15 to us in advance --

16 MR. BLACHE:

17 Sure. Absolutely.

18 CHAIRPERSON PIERRE:

19 -- then you're looking at it on a tablet
20 in front of you. And I think that's better
21 than papers.

22 MR. BLACHE:

23 Yeah.

24 CHAIRPERSON PIERRE:

25 Stop killing a lot of trees.

1 MR. BLACHE:

2 Absolutely. I agree with that. And all
3 we need is a budget authorization from you
4 folks to be able to do that. Because anything
5 over \$500 on a purchase has to be authorized
6 by the Board.

7 CHAIRPERSON PIERRE:

8 Well, I think, and as I said, I mean
9 that's my suggestion instead of paper. If
10 everybody agrees, then we can make that move.
11 We're trying to be automated and that's what
12 we're going towards.

13 MR. BLACHE:

14 Yeah. Absolutely.

15 CHAIRPERSON PIERRE:

16 So the Board needs to be automated as
17 well.

18 MR. BLACHE:

19 I agree with that. And especially once
20 we get to the eLicensure in a couple of
21 months, you guys will actually be able to be
22 logged into the system and look at some of the
23 changes and enhancements and things like that
24 in realtime and through the Wifi system. So
25 that would be very smart.

1 CHAIRPERSON PIERRE:

2 Can we get a --

3 MR. ROBINSON:

4 So moved.

5 CHAIRPERSON PIERRE:

6 Thank you.

7 MR. BLACHE:

8 All right.

9 CHAIRPERSON PIERRE:

10 Everybody's in agreement?

11 (YES BY ALL)

12 CHAIRPERSON PIERRE:

13 Aye?

14 (AYES BY ALL)

15 MR. BLACHE:

16 Okay. All right. And with that, I think
17 you are now at for adjournment.

18 CHAIRPERSON PIERRE:

19 Make a motion to adjourn?

20 MR. WILLIAMS:

21 Second.

22 CHAIRPERSON PIERRE:

23 Thank you. Everyone have a good day and
24 thank you for coming.

25 MR. BLACHE:

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Thank you.
(WHEREUPON, THE MEETING ADJOURNED)

1 R E P O R T E R ' S C E R T I F I C A T E

2 I, KELLY S. PERRIN, a Certified Court
3 Reporter, Certificate #23035, in good standing with
4 the State of Louisiana, as the officer before whom
5 this meeting was taken, do hereby certify that the
6 foregoing 109 pages;

7 That this testimony was reported by me in
8 stenographic machine shorthand by Computer-Aided
9 Transcription, transcribed by me or under my
10 personal direction and supervision, and is a true
11 and correct transcript to the best of my ability
12 and understanding;

13 That the transcript has been prepared in
14 compliance with transcript format guidelines
15 required by statute or by rules of the board, that
16 I have acted in compliance with the prohibition on
17 contractual relationships, as defined by Louisiana
18 Code of Civil Procedure Article 1434 and in rules
19 and advisory opinions of the board; that I am not
20 of counsel nor related to any person participating
21 in this cause and am in no way interested in the
22 outcome of this event.

23

24

25

1 This certification is valid only for a
2 transcript accompanied by my handwritten or digital
3 signature and the image of my State-authorized seal
4 on this page.

5 Signed:

6

7 KELLY S. PERRIN, CCR

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25