

# TEXAS DEPARTMENT OF PUBLIC SAFETY



## *REGULATORY SERVICES DIVISION PRIVATE SECURITY ADVISORY COMMITTEE*

FY 2024 Q4 Report  
Revision Date: October 2024



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# 1. PRIVATE SECURITY

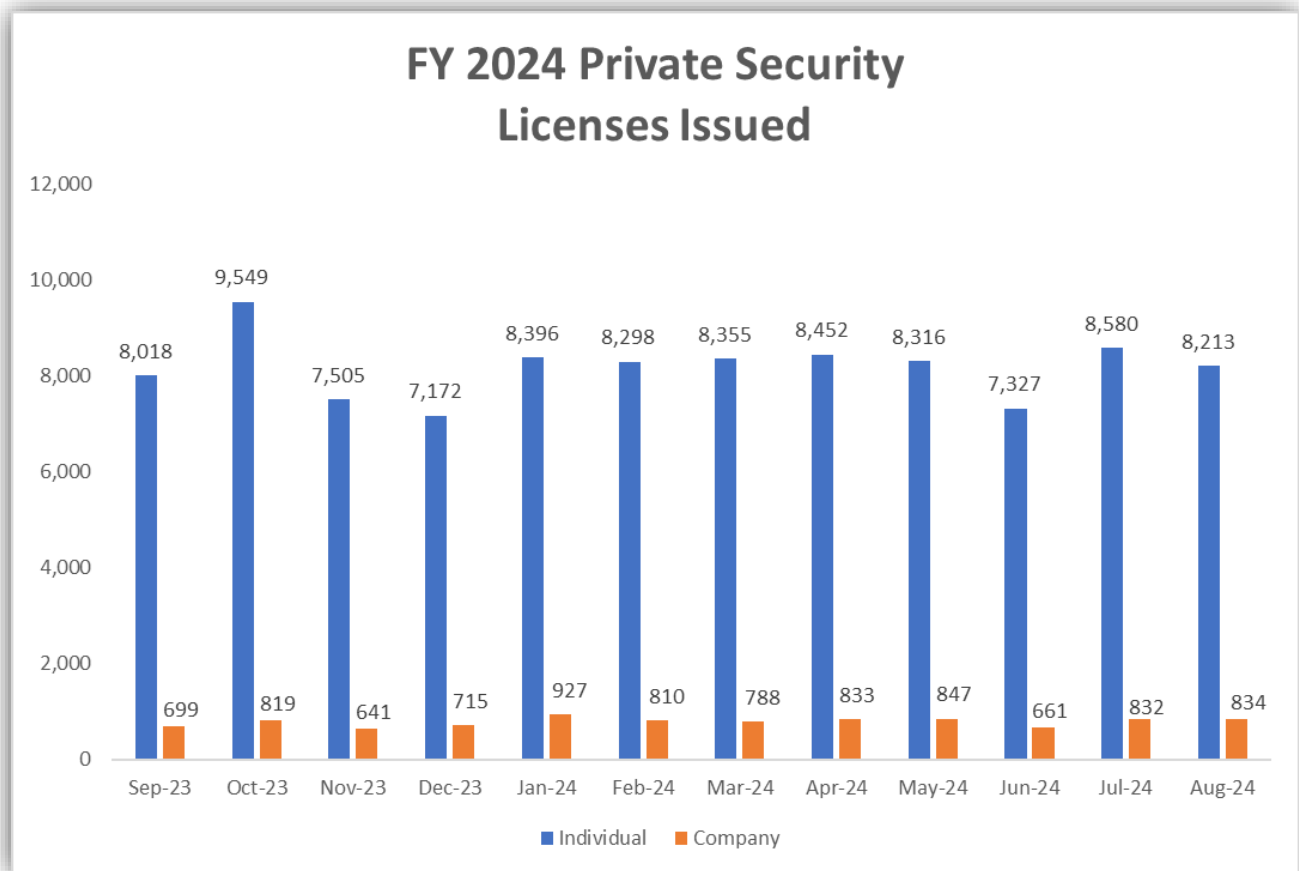
## 1.1. OVERVIEW

The Regulatory Services Division regulates the private security profession in Texas. The Division protects the public by conducting fingerprint-based background checks on applicants, investigating, and resolving complaints, and taking disciplinary action against licensees or seeking criminal prosecution of those who perform private security services without a license.

The private security profession includes armed and unarmed security guards, personal protection officers, private investigators, alarm systems installers and monitors, armored car couriers, electronic access control device installers, and locksmiths. DPS regulates the private security profession under the authority of the Texas Occupations Code, [Chapter 1702](#), and the related administrative rules ([Title 37, Part 1, Chapter 35](#)).

## 1.2. LICENSES ISSUED

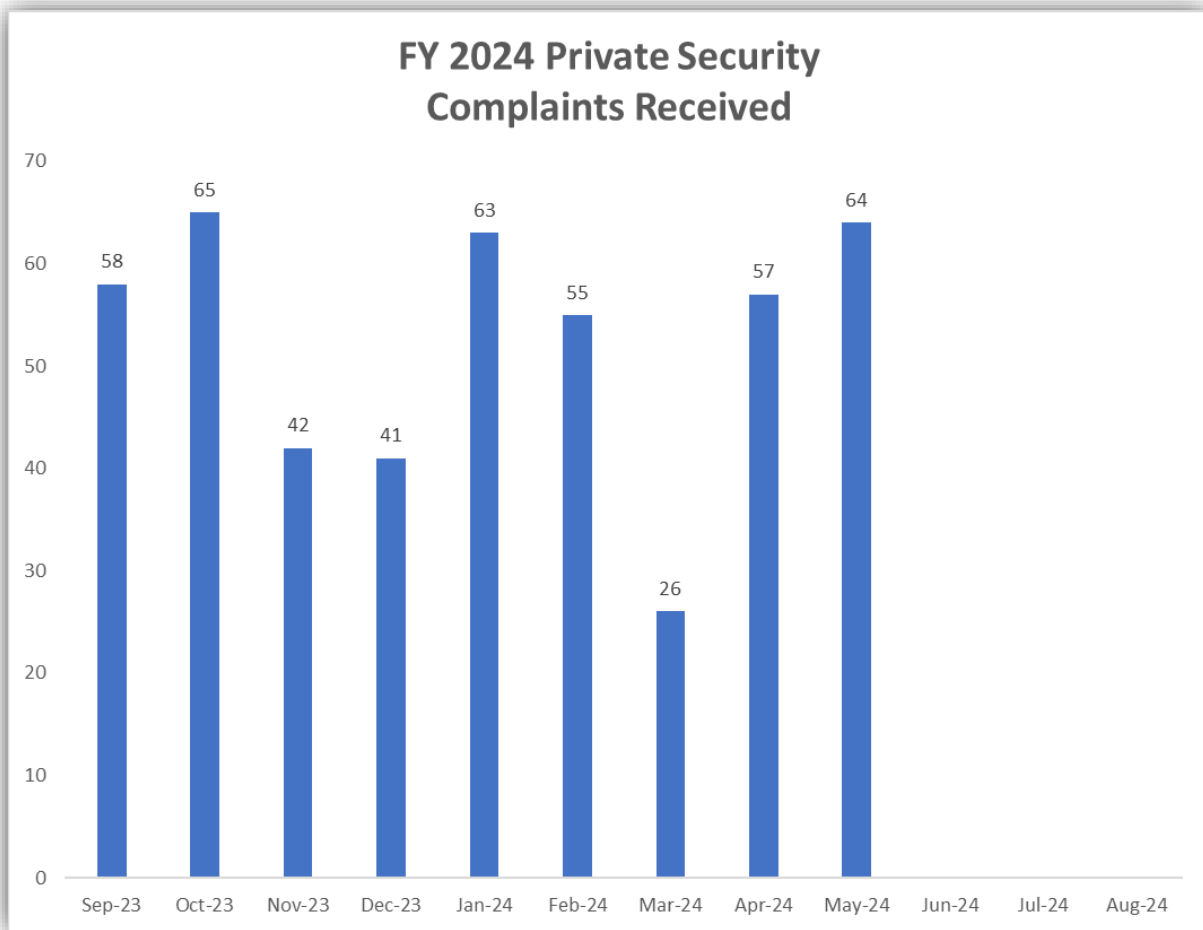
In FY 2024, the Regulatory Services Division has issued 98,181 individual licenses and 9,406 business licenses.



### 1.3. COMPLAINTS

***DPS implemented the new case management system during Q4. The information currently reflects through Q3 as validated data is not yet available.***

In FY 2024, the Regulatory Services Division received 471 complaints: 95 were referred for disciplinary action, none were referred to law enforcement, 280 are in the investigation process, and the remainder resulted in no action due to insufficient evidence or no violation found.



*\*As of March 1<sup>st</sup> reporting data will be affected as Division transitions to a case management application.*

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**i VIOLATION DESIGNATION**

Advertisement Violation	9
Arrest Notification	1
Brandish Firearm	4
Continuing Education	1
Contract Violation	9
Deceptive Business Practices	11
Eligibility	1
Employing an Unqualified Person	46
Equipment	4
Firearms Discharge	1
Fraud	2
Fraudulent Inspection	1
Harassment	8
Impersonating A Public Servant	8
Impersonating A Security Officer	2
Medical Advisory Board (MAB)	8
Non-Compliance	13
Non-Regulated Program	45
Not Affiliated	4
Not within Statutory Authority	94
Operating With Expired License	18
Operating With Suspended Insurance	11
Operating With Suspended License	4
Operating Without A License	121

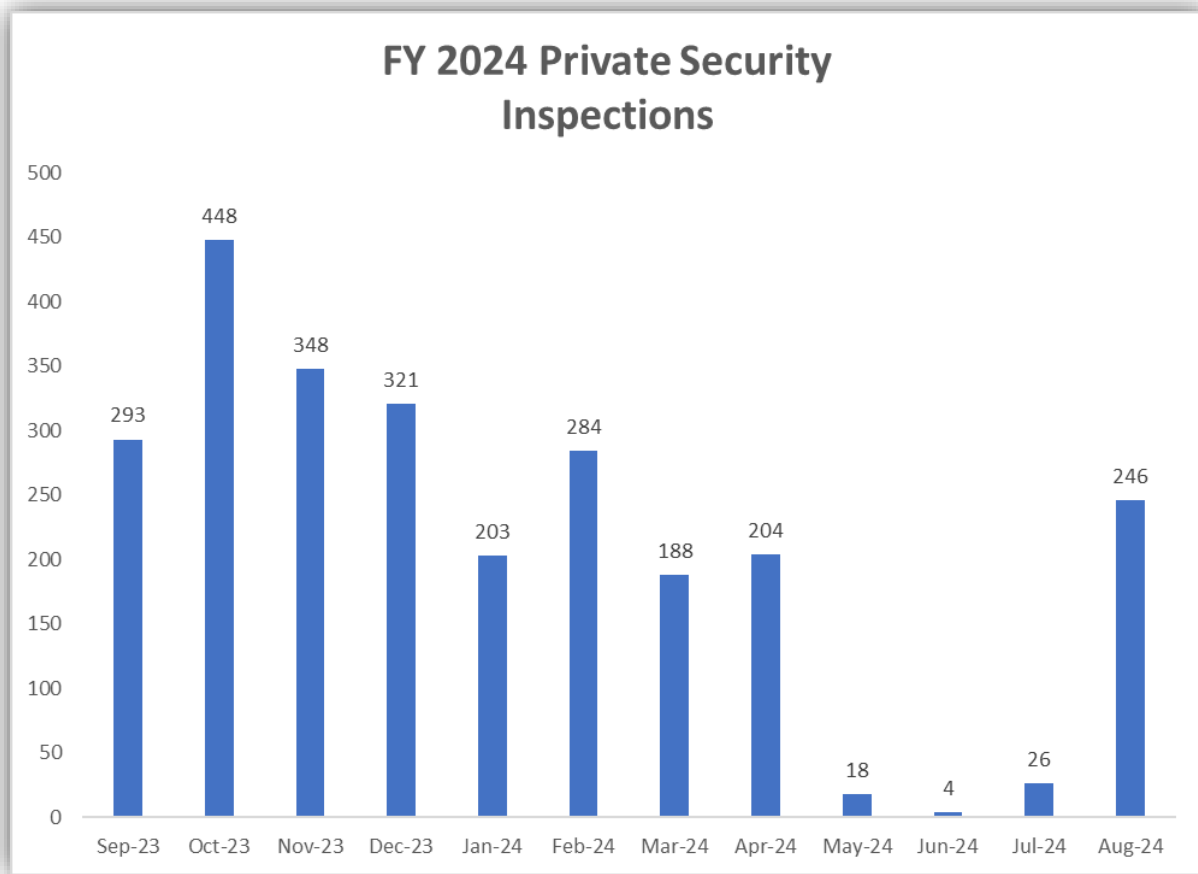
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Operating Without Company Representative	1
Parking and Vehicles	2
Records Issue	6
Standards Of Conduct	18
Theft	1
Threat	1
Uniform	16

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## 1.4. INSPECTIONS

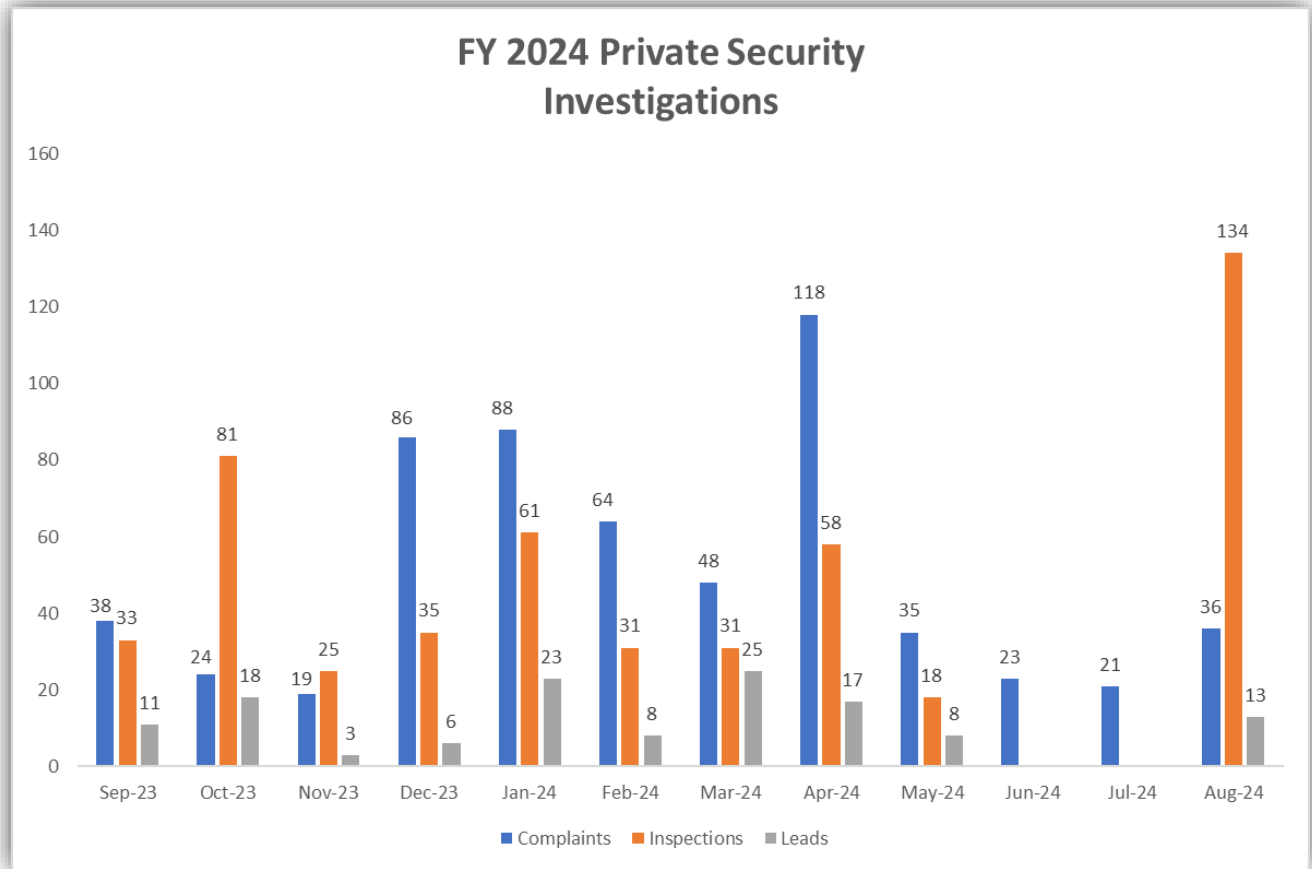
In FY 2024, the Regulatory Services Division has conducted 2,583 compliance inspections.



*\*As of March 1<sup>st</sup>, reporting data will be affected as Division transitions to a case management application.*

## 1.5. INVESTIGATIONS CONDUCTED

In 2024, the Regulatory Services Division conducted 1,239 investigations: 600 from complaints, 114 from Leads, 507 from inspections, and 18 self-reported firearms discharges.



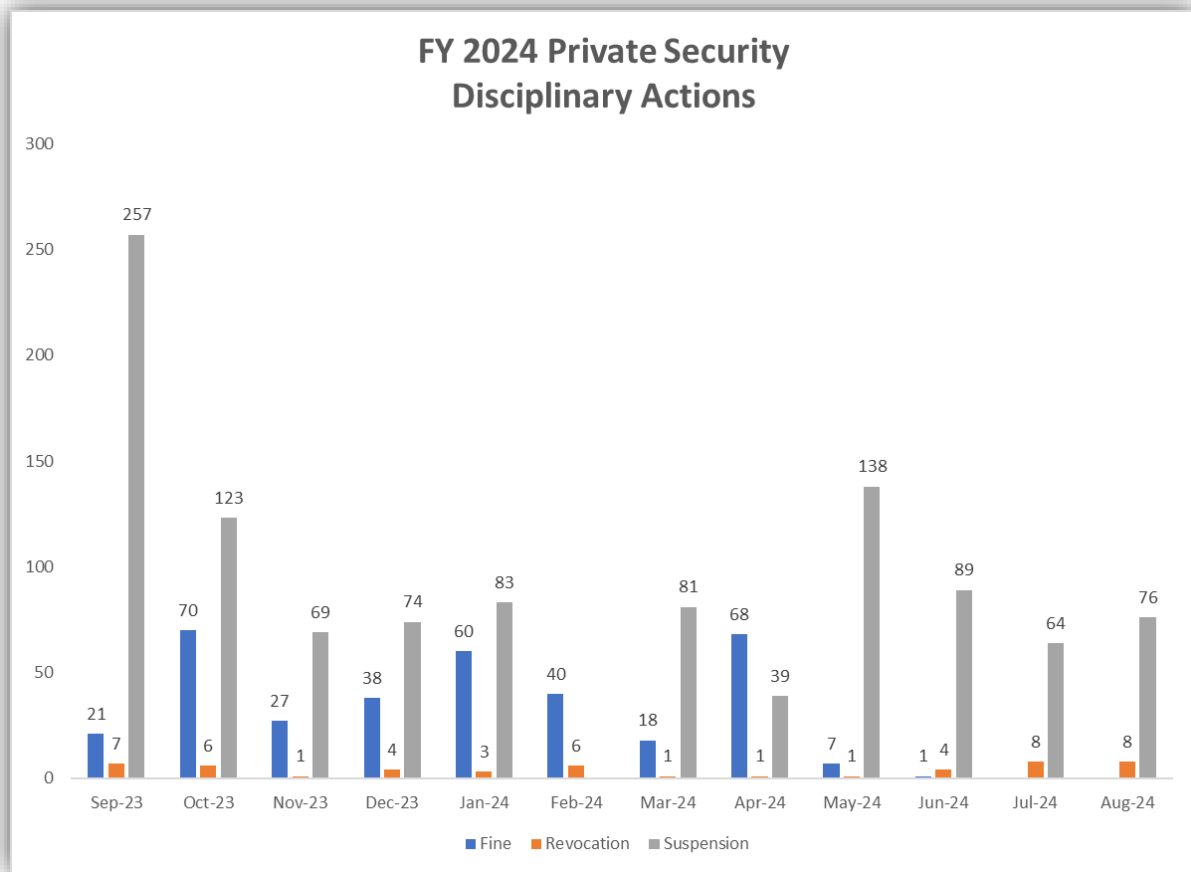
*\*Chart – Self-reported firearms discharge instances are included in the “Leads” overall numbers.*

*\*As of March 1<sup>st</sup>, reporting data will be affected as Division transitions to a case management application.*



## 1.6. DISCIPLINARY ACTIONS

In 2024, the Regulatory Services Division issued 1,493 formal disciplinary actions: 350 fines, 50 revocation, and 1,093 suspensions.



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## 2. CALCULATION DEFINITIONS

The reporting period is calculated for Fiscal Year 2024, from September 1, 2023 through August 31, 2024.

### 2.1. LICENSES ISSUED

The number of licenses issued under the Private Security program during the reporting period.

#### i DEFINITION

The figure reflects the number of new and renewal program licenses issued during the reporting period.

### 2.2. COMPLAINTS

The number and types of complaints received and resolved by the Department during the reporting period.

#### i COMPLAINT DEFINITION

A complaint is defined as any formal written statement received from a member of the public providing facts or cause for action against a licensed/authorized person or business, or a person/business working without a license in a program regulated by the Regulatory Services Division.

#### ii RECEIVED AND RESOLVED

Complaints are documented on the day received by the Department through an electronic form, email, fax, or the United States Postal Service.

RSD investigates complaints, and records are documented as closed on the day the Division disposes of the complaint. Complaint disposition points include: closed for insufficient evidence, no violations found during the investigation, administrative violations found and notification sent to the subject, or criminal violations are found and referred to law enforcement for further investigation.

### 2.3. INSPECTIONS

The number of compliance inspection conducted during the reporting period.

### 2.4. INVESTIGATIONS CONDUCTED

The number of investigations conducted by the Department during the reporting period.

#### i DEFINITION

This is a cumulative number reflecting investigations resulting from received complaints\*, violations found during a routine inspection, and leads from law enforcement, other agencies, and self-reported firearms discharge. Since an investigation can be conducted without a complaint (i.e., violations found during a routine

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inspection or reviewing program metrics), it is important to note that the number of complaints and investigations conducted will not always match in this report.

The cumulative results provided for “Leads” have been separated to distinguish between those submitted by law enforcement and other agencies, versus instances of self-reported firearms discharge incidents.

*\*Note: Complaints investigated during the reporting period will not match complaints received and resolved during the reporting period. The reporting period is the current fiscal year, however, complaints received at the end of the previous fiscal year may not be resolved until the next fiscal year. This will result in the numbers not matching.*

## **2.5. DISCIPLINARY ACTIONS**

The number and types of disciplinary actions taken by the Department during the reporting period.

### **i DEFINITION**

This calculation reflects all the disciplinary actions taken by the Division during the reporting period. An action is defined as formal notification to the subject of violations of program statute or administrative rules. Disciplinary actions taken can be the outcome of a complaint, inspection, investigations, background report, and notice of arrest or ineligibility to remain a licensee. Since disciplinary action can be taken without a formal investigation such as cases where a licensee becomes ineligible, it is important to note that the number of disciplinary actions may not match the number of complaints or investigations in this report.

Disciplinary action types in the report include advisory notices, cease, and desist, fine, reprimand, revocation, or suspension.