

# LICENSING NEWSLETTER

Volume 7, Issue 1

July 2006

## OPEN FORUMS

Licensing provided three Open Forums this year: in Phoenix, February 22; Tucson on March 21; and Flagstaff on April 20. These meetings provide valuable information about changes in Licensing, turn around times for applications, updates on legislation that may affect the industry and provide an opportunity to voice concerns and ask questions. In the coming months, Licensing will host another series of Open Forums in Phoenix, Flagstaff and Tucson. The forums are scheduled as follows:

### ● Phoenix

Date: September 28  
 Time: 1:30 pm to 4:30 pm  
 Place: Arizona P.O.S.T.  
 2643 E. University  
 Phoenix, AZ 85034

### ● Flagstaff

Date: October 26  
 Time: 1:30 pm to 4:30 pm  
 Place: W.L. Gore & Assoc.  
 Idea Center  
 4100 West Kille Ln.  
 Flagstaff, AZ

### ● Tucson

Date: November 30, 2006  
 Time: 1:30 pm to 4:30 pm  
 Place: Chaparral College  
 4585 E. Speedway  
 Room 303  
 Tucson, AZ

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## HEARING BOARD VACANCIES

The Department of Public Safety Licensing Unit is looking for a few good people...Seriously, we currently have three vacant positions on the Private Investigator/Security Guard Hearing Board. Two positions are due to recent legislation which increase the number of Hearing Board members to seven. (See House Bill 2754) The other vacancy is the result of a member's term expiring. The Hearing Board meets once a month and the number of cases heard each month varies. The Hearing Board meets in the Arizona Peace Officer Standards and Training Board Office at 2643 East University, Phoenix, AZ. Each member of the Board serves a staggered term of five years. Interested persons must be a U.S. citizen and a resident of this state at the time of appointment. Board member candidates must also be a Qualified Party in either a Security Guard Agency or Private Investigation Agency. Please submit your resume to the Licensing Unit by August 15, 2006 if you are interested in serving as a Board member.

## WHO NEEDS A PRIVATE INVESTIGATOR'S LICENSE?

A number of questions continue to be raised reference who needs a private investigator's license. Among those questions are:

*Question: Do professional engineers licensed in Arizona need to be licensed private investigators?*

**Answer:** The short answer is, no. There is a formal attorney general opinion on this issue. To quote the opinion, "engineers who are retained as expert witnesses, or as consultants, or who are otherwise called upon in the course of their professional duties to make tests, conduct experiments, take samples and examine evidence are not engaged in the business of private investigation, and need not be licensed as private investigators." This does not mean that an engineer, who conducts other investigations not involving engineering, is exempt from licensing requirements.

*Question: Do forensic experts need a private investigator license?*

**Answer:** There are a number of experts in a wide range of areas who offer their services to attorneys, other private investigators and law enforcement. Many of them are not licensed. Those would include experts in the areas of computers, medical, construction, fingerprints, and documents. Some of these experts should be licensed and some do not. This raises a couple of additional question: "How do you decide whether

they need licenses? and "If they need a license, how would someone with a lot of expertise in construction or some other field, ever qualify for a license since they would never have had three years of investigative experience?"

To answer these questions, Licensing reviews each situation on an individual basis. If they meet the criteria listed in Arizona Revised Statute §32-2401 for a private investigator, they would need to obtain a private investigator license. However, if the expert has a license in another profession, the attorney general's opinion quoted above may apply. As far as obtaining the investigative experience necessary to qualify for a private investigator license; that could be difficult for them.

As a general rule, if what you do as a forensic expert fits the following criteria, you should be licensed.

"Private Investigator" means a person other than an insurance adjuster or an on-duty peace officer who, for any consideration, engages in business or accepts employment to:

- (a) Furnish, agree to make or make any investigation for the purpose of obtaining information with reference to:

- Crime or wrongs done or threatened against the United States or any state or any state or territory of the United States.
- The identity, habits, conduct, movements, whereabouts, affiliations, associations, transactions, reputation or character of any person or group of persons.
  - The credibility of witnesses or other persons.
  - The whereabouts of missing persons, owners of abandoned property or escheated property or heirs to estates.
  - The location or recovery of lost (or stolen property).
- The causes and origin of, or responsibility for, a fire, libel, slander, a loss, an accident, damage or an injury to real or personal property.
- (b) Secure evidence to be used before investigating committees or boards of award or arbitration or in the trial of civil or criminal cases and the preparation therefore.
- (c) Investigate threats of violence and provide the service of protection of individuals from serious bodily harm or death.



## SECURITY GUARD UNIFORMS

Photographs of every uniform currently used by an agency are required for Security Guard renewal applications. These photographs are required even if no changes have been made. The photographs are used by Licensing to assure that all agencies comply with the Administrative Rules concerning uniform requirements.

When considering a uniform change, please submit a request for approval in writing to the Licensing Unit along with some type of

photograph, catalog picture, colored drawing, or description. Uniforms should not be purchased until approval is received for the new uniforms. Written approval or disapproval of the requested change will be sent to your agency and retained in the agency file. This practice assures that both the agency and the

Department fully understand and comply with the uniform requirements. Uniforms are a costly item and submitting requests prior to purchase will save

your agency unnecessary expenses.

Keep in mind that certain color combinations and insignia are prohibited. The prohibited color combinations are blue over blue, black over black, tan over tan and tan over brown. Badges are not required as part of a uniform, but if used should not be shaped like a star or shield similar to a police department badge. The words "Police," "Officer," "Patrolman," "Deputy," "Marshall," "Agent," "Sheriff," or any other word that could cause a person to confuse a security guard with law enforcement personnel are prohibited. When in doubt, please contact the Licensing Unit.

*"Photographs of every uniform currently used by an agency are required for security guard renewal applications."*

## SECURITY GUARDS ARE FIRST RESPONDERS

Private security has always played an important role in protecting our Nation's Infrastructure, but as mentioned in an article published in the Arizona Republic in January of 2006, private security guards play a key role in the post 9-11 world. The events of that tragic day have forced very positive changes in the way that Local, State & Federal Public Safety Agencies work with each other and with the Private Security Sector.

In the State of Arizona, Law Enforcement has always worked well with our Federal Partners. As a result, in October of 2004, the State of Arizona and the Federal Bureau of Investigation opened the Arizona Counter Terrorism Information Center (ACTIC). The ACTIC is the first of its kind "Fusion Center", where Public Safety Agencies at all levels of Government work together, face-to-face, and address all hazards both natural and man made. Within the ACTIC there are over 27 Federal, State, and local Public Safety Agencies dedicated to keeping Arizona safe. Taking it a step farther, State and Local First Responder Agencies throughout all aspects of the Public Safety field have also received specialized training on what to watch for in this new era of terrorism. However, it was recognized early on, that if we were truly going to make Arizona safer, we would have to reach out to other groups that are involved in Public Safety.

Using current figures throughout the State of Arizona, it is estimated that Private Security Guards outnumber Law Enforcement by about 4 to 1. These Security Guards are working around the clock in sensitive locations where the normal Patrol Officers may not cover during their shift. The Private Security Guard generally observes suspicious activities in their area of responsibility because he/she is familiar with what is normal and abnormal behavior for the area and the Security Guard is familiar with the intricate operations of the site that he/she protects. These facts alone make the Private Security Guard a very valuable asset in the war against terrorism. In addition, since the events of 9-11 the Private Security field has made a

huge effort to better screen, license, train, and equip their officers to a standard that few security companies had ever reached previously. This makes the need for Federal, State and Local Public Safety Agencies to partner with Private Security Companies a "no-brainer".

The Arizona Counter Terrorism Information Center has been developing partnerships with all Private Security Agencies in Arizona for some time, through the Community Liaison Program.

There have been several meetings between the ACTIC and Security Agencies, which have been very well received. However, we feel that we can make an even bigger impact with more participation. The partnership will "fuse" Law Enforcement with the private sector as force multipliers, in an effort to enhance the information/ intelligence gathering and sharing capabilities. This partnership is intentionally set up to be a 2-way flow of information. The ACTIC will be available to the security agencies to send observations, information, and reports of a suspicious nature, and get it into the system where Intelligence Analysts and Public Safety Detectives can act on the information. In return the ACTIC will provide training and Intelligence Information to the Private Security Companies so that they can make their guards aware, and they can improve their available services and pass on to their clients a substantial return on their investment.

Throughout our established contacts within the Private Security sector, there was a thought that only the large security companies needed to participate in this partnership. While the response and the participation of the largest companies has been invaluable to the building of the foundation of this program; for it to truly succeed the participation of the smaller security companies is also very much needed. Also in an effort to answer another frequently asked question, while the professionalism and efforts of individual Private Investigators is definitely an asset to Public Safety, currently the Community Liaison Program

is set up as an information sharing network for Security Companies who have surveillance responsibilities in and around sites throughout the State of Arizona. This is not meant to discourage

Private Investigators from reporting their observations of suspicious activity to the ACTIC, through the use of the email address [actic@azdps.gov](mailto:actic@azdps.gov).

In order to strengthen this system, the Community Liaison Program is requesting the name of a

contact, their position, telephone and fax number and most importantly an email address. It is well understood that some members of the Private Security Sector have already submitted this information to the ACTIC for inclusion into this system. We ask that you please re-submit this information via email or fax to the attention of Detective CJ Wren, Public Sector Liaison for the ACTIC. Once your information is received, you will get a return email welcoming you into the Community Liaison Program and will explain further how this partnership will help both entities to do our jobs of protecting Arizona better.

For any questions or to get involved in the ACTIC's Community Liaison Program please send the requested information to the attention of: Detective CJ Wren, email - [cwren@azdps.gov](mailto:cwren@azdps.gov), Desk phone - (602) 644-5856, or Fax - (602) 547-6947.



## HEARING BOARD

The Hearing Board met on four occasions this year. The Board heard a total of seven cases involving the denial of licenses for Security Guards and Private Investigators. Six denials were upheld by the board and one case was overturned. The Director of the Department of Public Safety has final say on the action taken by the Board. The Director upheld the Board's decision on all the cases.

# HELP US, HELP YOU

One goal of the Licensing unit is to reduce the applicant processing time as much as possible. You can help us reach this goal and eliminate unnecessary delays.

When your agency submits applications for employee licenses, please take the time to review the packet, make sure that all blanks are completed legibly and verify the accuracy of the information. Make sure the application:

- Is signed by the Applicant and the Agency Representative;
- The Training forms are signed by the Instructor;
- The Fingerprint card, with classifiable prints, is properly completed;
- Two color facial photographs suitable for making an Identification card (passport photos are best) are attached and labeled with Applicant's name; and

- The appropriate processing fees are included.

When submitting payment for applications, limit the number of applications per check to six. Often, agencies submit several employee applications and include one large check for payment of the fees. This can cause unnecessary delays. For example, if 20 applications are paid for with one check, and one of those applications is incomplete, all 20 applications will be returned. Licensing prefers one check per application, but we realize that is not always feasible for an agency. Limiting the number of applications paid for in one check to only six,

we believe, is a reasonable compromise. When licensing personnel have to reject numerous applications for only one error, many error free applications can not be processed.

**Special points of interest:**

- Take the time to review the application packet and verify that accurate information is provided.
- Limit the number of applications per check to six.
- Allow at least seven working days after submission before calling.

Allow at least seven working days after submitting an application before calling to check the status. Often both the agency and the applicant call on a daily basis to check status of an application. Duplicate and premature calls delay processing by diverting personnel from handling applications, to handling phone calls. If an applicant has a clean background check and no unforeseen equipment problems occur, turnaround time

should be short, less than seven working days.

# WE CAN HELP!

Applying for a license can be quite confusing. Help with the process is available by logging into the Licensing Unit Website. The Website has detailed instructions that can be printed out, links to the specific licensing statutes and frequently asked questions.

While the Website provides answers to many questions, Licensing personnel

are also available for assistance with any of your concerns. Don't hesitate to meet with Licensing to discuss your agencies needs.

Meeting with us prior to submitting your application is especially important if your agency is restructuring. Please feel free to call the Licensing Unit Supervisor, Kim Karbon-Sines, at 602-223-

2120 to arrange an appointment. By having all your questions answered upfront and your application package complete, the procedure can be streamlined allowing us to process your license much more quickly. We encourage you to take advantage of these valuable resources.

# TERMINATION REPORTS

Termination Reports should be used for employees leaving your employ completely, such as, if they quit or are fired. An employee should not be shown as Terminated if they are only going from Armed Guard status in your agency to Unarmed. Termination Reports should

also not be used for employees who are not working for your agency due to extended leave, such as, sick leave, training, or military duty. If these employees could possibly return to work for your agency don't put them on the report. If your agency employs Armed

Security Guards or Private Investigators, you should obtain their identification card and return it to the Licensing Unit along with the Termination Report. It is not necessary to obtain terminated Unarmed Security Guard identification cards.

Website:  
<http://www.azdps.gov>  
 Go to link "Licensing"

**TUCSON AREA PHONE**

The Tucson Licensing Office has been closed for over a year. However, Tucson area customers can still call the local Licensing number of 520-746-4560 and the call will forward to our Phoenix Office.

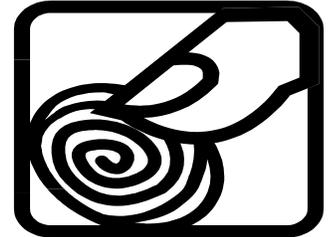
## FINGERPRINT CLASSES

The Federal Bureau of Investigation, (FBI) rejects any fingerprints that it determines are not classifiable. This rejection can add days and weeks to the application process. To assist agencies in providing the best possible prints, Licensing provides one-on-one fingerprinting classes at the Licensing office.

Some agencies have expressed an interest in additional fingerprint training.

Licensing is offering a four hour group class that covers the basic history of fingerprints; fingerprint patterns; the importance to taking good prints; identifying and interpreting fingerprints; and plenty of "ink and roll" practice. If you are interested in sending a representative (or more) from your agency to a fingerprint class, please contact the Licensing Unit Supervisor at 602-223-

2120. This class will be offered, based on demand, beginning this fall. There is no fee for this training.



## RENEWAL HEADS UP!

Agencies, check your licenses! You are responsible for renewing your license on time. We gladly accept your renewal application up to 60 days in advance of expiration. Each renewal application, as with all applications, is processed in the order it is received and there is no expedited service if your license has already expired or expires within a day or two of our receiving it. The renewal process, which includes the background check, must be completed before the renewal can be considered complete and your renewed license issued.

If a Private Investigator Agency continues to work on an expired license they are violating ARS 32-2407 which states "...No licensee or registrant may engage

in any activity subject to this chapter during any period between the date of expiration of the license or registration and the renewal of the license or registration."

Private Investigator employee registrations run concurrently with the agency license expiration date. If the P.I. agency license expires, your employee license expires and you are not authorized to work on an expired license. If your employee license is expiring soon, check with your employer to see if they started the renewal process. You may submit renewal paperwork if your agency is in renewal process or already renewed.

If a Security Guard Agency continues to

work on an expired license they are violating ARS 32-2607, which states "... No person, firm, company, partnership or corporation may carry on any business subject to this article during any period that may exist between the date of expiration of a license and the renewal of the license."

Security Guard employees are also not authorized to work on an expired registration. Check your license expiration date. Guards may want to schedule their refresher training about 60 days prior to the expiration of their license. Be sure to allow enough time to have fingerprints and photos taken and turn in renewal documents at least thirty days prior to expiration.

## LEGISLATIVE UPDATE – HB 2754 PASSED

House Bill 2754 regarding licensing reciprocity between states passed and was signed by the Governor on April 17, 2006. The bill will be effective on September 21, 2006. Provisions of the bill are:

- The Director of the Department of Public Safety (DPS) may conduct periodic criminal history record checks for the purpose of updating licensing and registration status.
- Adds two members to the Private Investigator and Security Guard Hearing Board to bring the total membership to seven.
- States that the Director may extend a member's term (Hearing Board)

no longer than 6 months or until a qualified replacement is found.

- Allows DPS to enter into reciprocal agreements with a states that have private investigator qualification laws substantially similar to Arizona's to allow a private investigator license or registration to be used by the licensee or registrant within the jurisdiction of either this state or the other state.
- Allows DPS to enter into reciprocal agreements with states that have security guard qualification laws substantially similar to Arizona's in order to allow a security guard registration to be used in either this

state or the other state.

- Stipulates that being arrested for offenses listed in security guards statutes disqualifies the licensee, registrant, qualifying party, directors or managers from obtaining a license or registration.

A late addition to this bill amends ARS 32-2606 and gives an exception to the Arizona Rangers organization: "The Arizona Rangers organization as identified in Section 41-4201, or authorized persons performing official Arizona Ranger duties when in the service of a nonprofit organization recognized under Section 501(c)(3) of the Internal Revenue Code.

## INVESTIGATIONS

From January, to the end of May, Licensing has received 60 Licensing Complaints, closed 42, and there are 18 Complaints Pending. The following are some results of recent compliance investigations:

- An investigation of unlicensed security guards, revealed several armed security guards working as independent contractors. Four security guards were cited for not having an agency license and security guard employee registrations.
- Investigation of a security guard agency using badges which displayed the State of Arizona seal found an individual wearing a badge with the state seal. The individual was advised that state law prohibits the use of the state seal and a letter of concern was issued to the responsible agency. The agency was instructed to take corrective action.
- While conducting routine compliance checks at a west valley location, three guards were inspected. Two were found to be unlicensed and were cited.
- An investigation of a security guard agency using unlicensed guards at several sites resulted in the discovery of uniform violation. A letter of concern was issued to the agency and as of June 1, 2006 all violations were corrected.
- A complaint was received that security guards working at a north-west valley location were not licensed. Investigators found the alleged guards licensed but wearing a uniform shirt that had not been approved. A cease and desist order was issued to the agency.
- Investigation of a complaint of unlicensed private investigators revealed that a licensed private investigator and several bail bondsmen were working together. No violations were found.
- An Investigation revealed a security guard agency operating without a Resident Manager. The Qualified Party was located in another state and he had advised he was working on obtaining a new Resident Manager. Licensing issued the agency a cease and desist order and advised the QP to close his Arizona operations. The QP immediately hired a Resident Manager.
- A former security guard complained that an agency he worked for employed a felon. Investigation showed the person was legally granted a license and was not a felon.



## ADMINISTRATIVE RULES

The public hearings for the Proposed Rulemaking of the Hearing Board Rules and the Security Guard rules were held May 4, 2006. The proposed rules are on the agenda for the July 11th Governor's Regulatory Review Council meeting for approval. If there are no problems, the

Hearing Board Rules should be approved and in effect as of July 11, 2006, the Security Guard Rules will be in effect 90 days after approval. The Licensing Unit will post the final Rules on the website after the Council meeting. Please review the Security Guard Rules

carefully as many changes have been made. The Hearing Board Rules govern PI/Security Guard Hearing Board members and procedures only and the impact on the daily operations of the industry should be minimal.



**To the DPS Website!**

If you want to make a complaint on a security guard, private investigator, or a company that employs the security guard or private investigator, your complaint must be submitted "in writing", usually in letter format. In an effort to

make this "written complaint" easier to submit, the Licensing Unit is developing a Complaint Acceptance Form. The form will be in a down loadable format which can be completed on your computer and easily e-mailed to the Licensing Unit at [www.Licensing@azdps.gov](mailto:www.Licensing@azdps.gov). Completion date for the form is anticipated in the near future, so check the Licensing Website frequently in the next month.

Licensing will be adding a link to "Frequently Asked Questions" for Security Guard and Private Investigator Licensing. The link should be available on

the Website by the end of June.

Licensing is in the process of developing a new application form to be used specifically for restructuring of agencies. The current agency form is used for new agency submissions and agency renewals, as well as restructure of existing agencies. The new Restructure Form will make application for restructure of agencies easier, more accurate and more complete. The new form should be available sometime in September, 2006.

## KUDOS

**Dunbar Armored, INC.**—Recently Dunbar Armored, Inc. submitted documentation for renewal of their Security Guard Agency license. Dunbar is a large company and the agency renewal can be quite complicated. Everything submitted with the Renewal packet was complete and accurate. It was obvious that a great deal of time and effort went into their document presentation. This makes our processing run smooth and quick. Good for you, good for us.

**AT Systems** — The Licensing Unit conducted compliance checks at Sky Harbor Airport at Gates 141, 220 and 248 on the afternoon of April 11, 2006. Five Security Guards working for AT Systems were checked and all had valid security guard cards on their person and were in the approved uniform.

**Taylor Made Security**—Taylor Made Security was checked on March 23, 2006 at their post at the construction area of the new Cardinal Stadium. The guard on duty had her valid security guard card with her and was in the approved uniform.

**AT Systems**—A compliance check at the Prescott Airport on June 8, 2006 revealed that all security guards on duty

for AT Systems were in 100% compliance.

**Detective Rudy Buck**—Detective Rudy Buck received the Department of Public Safety's Licensing and Regulatory Bureau Supervisor of the Year honor in a DPS ceremony on May 8, 2006. In addition to his investigative duties in the Licensing Unit, Detective Buck served as Acting Supervisor for six months. He made recommendations for process improvements that helped reduce the turnaround time of Private Investigator and Security Guard applications. He assisted in the drafting administrative rules and prospective legislation to better serve public safety, the Security Guard and Private Investigator industries. Detective Buck was also elected to the Board of Directors for the International Association of Security and Investigative Regulators in 2005. Congratulations Rudy!

**S.A.F.E. MANAGEMENT OF ARIZONA**—S.A.F.E. Management of Arizona, LLC is a new Security Guard company to the valley, as of April 2006. They will be providing the security at the new Cardinals stadium. Due to their need to get licensed quickly in Arizona, because the new stadium will be opening soon,

S.A.F.E. Management requested a meeting with Detective Buck and Kim Karbon-Sines of the Licensing Unit. The meeting was to answer some questions regarding the application process, uniform issues and which employees would be considered Guards or ushers. S.A.F.E. Management completed the application and submitted it to the Licensing Unit. The application materials were filled out completely and thoroughly. Their application was processed in record time. S.A.F.E. Management took the time to review our Licensing Website and State Statutes. They also used the checklist provided on the Website. Additional information requested from S.A.F.E. Management was sent within days of our request. Kudos to S.A.F.E. Management of Arizona for having it together!



## NEW LICENSING EMPLOYEES

### KIM KARBON-SINES

Kim Karbon-Sines, 20 year veteran of the Department of Public Safety, became the Licensing Unit's new Supervisor on February 18, 2006. Kim's previous assignments were Supervisor in the Criminal History Records Section, Evidence Custodian in the Flagstaff and Phoenix Crime Labs and Senior Police Dispatcher in Operational Communications.

### DETECTIVE RUSS HAMILTON

Detective Russ Hamilton joined the Licensing Unit on May 4, 2006 and will share investigative duties with Detective Rudy Buck. Detective Hamilton comes to us with plenty of experience. He is a 20 year veteran officer with the Department of Public Safety and has served in the Highway Patrol Division with duty

stations in Ajo, Gila Bend, Tucson and Phoenix. He was also assigned to the Criminal Investigations Division and most recently was assigned in the Criminal Justice Support Division in the Concealed Weapons Unit. Detective Hamilton has been a certified Firearms Instructor with the Department for the past eight years and has also served our country in the U.S. Army and U.S. Army Reserve for 27 years. As a Chief Warrant Officer 3, he served recent deployments to Iraq in 2004 and Kosovo in 2000.

### ADMINISTRATIVE ASSISTANT JOHN WOODFORD

The Licensing Unit welcomes John Woodford as a new administrative assistant. John comes to us after serving 20 years with the Department of Corrections. John was a parole officer and was

most recently assigned to the sex offender unit. John has experience with people in all areas of state government in gathering information to do his job. His previous assignment had a heavy work load with changing priorities. John should fit right in with the Licensing Unit. We look forward to John's arrival which should be July 1st.

### DEPARTING EMPLOYEE

Jeanine Eagar, Administrative Assistant in the Licensing Unit for the past five plus years, is transferring to another section in the Department as of July 1, 2006. It is with deep regret that we are losing Jeanine with all her knowledge and expertise. Many of you know her because she has worked with numerous agencies restructuring and renewing their registrations.

## ARIZONA DEPARTMENT OF PUBLIC SAFETY

Arizona Department of Public Safety  
Licensing Section  
PO Box 6328  
Phoenix, AZ 85008-6328

### *Private Investigator & Security Guard Licensing*



## FROM THE SUPERVISOR

You probably are used to seeing the heading "New Licensing Supervisor" since it seems like the Licensing Unit is a revolving door for Supervisors in the last few years. Hopefully that will not be the case this time around. The Department has decided to make the Supervisor position in the Licensing Unit a civilian position. I am very happy to be here and plan to stick around for awhile. I look forward to serving the industry with the best customer service possible. What I bring to this unit is over five years of Supervisory experience and a strong work ethic. Both enabled me to hit the floor running. There are many issues in the Licensing Unit that needed a Supervisor's attention. My goals for this unit are to continue to streamline the processing of applications by use of technology; get the Website interactive allowing status checks of a Security Guards, Private Investigators or Security Guard/Private Investigator Agencies; and to enhance public safety by promoting professionalism in the industry through effective regulation. That last one means getting our Detectives out in the field to be more proactive in looking for violations rather than just investigating the complaints that come in.

I am excited about all the opportunities and advances in technology I see happening in the future for the Licensing Unit. Each of these advances will help us provide the industry with better customer service. My door is always open. If you have any suggestions on how we can better serve you, please contact me.

A big "THANKS" to Detective Rudy Buck who was Acting Supervisor prior to my arrival. He held this place together while doing Supervisor duties and his investigation work. Detective Buck has really helped me transition into this position.

*Kim*

### SGRD/P.I. LICENSING UNIT

#### Supervisor

**Kim Karbon-Sines**, [Kkarbon-sines@azdps.gov](mailto:Kkarbon-sines@azdps.gov)  
602-223-2120

#### Detectives:

**Rudy Buck** [rbuck@azdps.gov](mailto:rbuck@azdps.gov)  
602-223-2717

**Russ Hamilton** [rhamilton@azdps.gov](mailto:rhamilton@azdps.gov)  
602-223-2408

#### Administrative Assistants:

**Kris Bouck** [kbouck@azdps.gov](mailto:kbouck@azdps.gov)

**Marilyn Davis** [mdavis@azdps.gov](mailto:mdavis@azdps.gov)

**Robert Troup** [rtroup@azdps.gov](mailto:rtroup@azdps.gov)

**Karen Riordan** [kriordan@azdps.gov](mailto:kriordan@azdps.gov)

**Jennifer Vasquez** [jvasquez@azdps.gov](mailto:jvasquez@azdps.gov)

**John Woodward** [jwoodward@azdps.gov](mailto:jwoodward@azdps.gov)

#### Criminal Records Specialist:

**Stacey Hodits** [shodits@azdps.gov](mailto:shodits@azdps.gov)

Licensing Phone: 602-223-2361

Tucson Phone: 520-746-4560

Fax: 602-223-2938

E-mail: [licensing@azdps.gov](mailto:licensing@azdps.gov)