

Safe and Secure:

A Path Toward Safer Buildings and
Stronger Communities for Indianapolis





With more than 50 years of experience in the private security industry, SEIU is the nation's largest union of security officers, representing more than 35,000 security professionals nationwide.

SEIU members protect office buildings, apartments, stadiums, arenas and other facilities in Boston, New York City, Philadelphia, Washington, D.C., Atlanta, Chicago, Minneapolis, Denver, Los Angeles, San Francisco, Oakland, Sacramento and Seattle.

Working in partnership with security contractors and their clients, SEIU has developed a market-wide approach to raising security industry standards that allows contractors to compete on the basis of reliability and quality, rather than on having to cut corners on training, eliminate benefits and make drastic wage cuts in order to stay competitive. Our approach guarantees officers the freedom to form a union without putting security contractors or their clients at a competitive disadvantage.

By improving jobs, strengthening training and toughening legislative standards, we are helping to create the good jobs our communities need and to guarantee the quality security services that clients rely on.

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EXECUTIVE SUMMARY

The private security industry is large, fast-growing, and global. Unfortunately, it is also plagued by low wages, high turnover, poor training and lax oversight—all of which put the public, security officers and the sites they guard, at risk.

Security officers are our first line of defense, protecting millions of lives and billions of dollars worth of property. They protect high-rise office buildings, banks, airports, stadiums, nuclear power plants, and pharmaceutical laboratories. Yet the investment that security contractors make in the wages, benefits and training of the men and women responsible for keeping us safe does not reflect the value of that work. Low wages coupled with a lack of benefits and training make it extremely difficult to retain good officers who strive to be professionals that serve and protect the public good.

Because their role is so vital to public safety, all efforts should be made to prepare security officers for emergencies, but the private security industry lacks regulation and standards. Indiana is one of several states with no training, education, experience or criminal background regulations for security officers. Without these standards, irresponsible security contractors are threatening our safety.

Fortunately, security officers, security companies and clients have an opportunity to work together to create a path toward a more professional and prepared security workforce. For years, SEIU has worked in partnership with contractors and their clients to raise standards for wages, benefits and training in a way that allows contractors to compete on the basis of reliability, rather than reduced wages and benefits.

When companies invest in reliable union security services, everyone benefits:

- Experienced union security officers stay on the job and are better prepared to respond to problems.
- Decreased turnover improves security and saves on recruitment and training costs.
- Employer/Union training programs result in high performance.
- Working together, unions, the security industry and clients can raise industry standards.
- Union partnerships bring stable and harmonious labor relations.

By making sure to hire responsible security contractors, you can take steps now to decrease turnover, professionalize the industry and help make Indianapolis a safer place to live, work and do business.

Security Facts

—Private security is one of the fastest growing occupations in the U.S.

—There are more than a million security officers working in the U.S. today —far outnumbering police officers.¹

—With 13,000 private companies operating, guard and patrol services is the largest segment of the industry.²

—Analysts estimate that demand for private security services will continue to grow at 5% a year through 2012.³

SECURITY OFFICERS: FIRST RESPONDERS PROTECTING PEOPLE AND PROPERTY

Security officers stand on the front lines every day across the country to keep people and property safe. They are the first responders during catastrophes and they work hard to prevent situations from becoming emergencies in the first place. They protect high-rise office buildings, banks, airports, warehouses, stadiums, public libraries and groceries stores.

On any given day, a security officer might be asked to:

- Identify, question, and detain suspicious individuals.
- Assist in the event of a medical emergency.
- Assist and guide visitors, prevent unauthorized access to the facility, and/or check identification cards.
- Evacuate the building in case of a fire, bomb threat, or other emergency.
- Monitor loading docks, parking lots, elevators, and spaces where potential threats can linger.
- Work and communicate with local law enforcement agencies.
- Intervene in disputes between individuals if they become violent.
- Deter theft and apprehend thieves.
- Safeguard tenants or customers and initiate safety procedures before police and firefighters arrive on the scene in the event of an emergency.
- Use their intimate knowledge of the property they protect to help public safety officials properly respond to emergencies.



The Department of Homeland Security estimates that a whopping 85% of the nation's critical infrastructure—including drinking water reservoirs, oil and gas refineries, ports, bus and rail commuter terminals, nuclear power plants, chemical plants, food supplies, hospitals and communications networks—is protected by security officers with private security companies.⁴

Right here in Indiana, where the pharmaceutical industry ranks fifth in the nation, there are numerous sensitive facilities.⁵ Strong security at laboratories, storage and office facilities of Eli Lilly, Biomet, Roche Diagnostics and Zimmer is critical in order to safeguard the public and property. Theft in the pharmaceutical sector is on the rise. Last year, \$184 million in drugs were stolen, up from \$41 million in 2007. Earlier this year, \$75 million worth of antidepressant and antipsychotic drugs were stolen from an Eli Lilly warehouse in Connecticut.⁶

“The police and the building service workers are natural allies. Both work around the clock, both are in the business of protecting people.”

—Raymond W. Kelly
New York City Police Commissioner

Security Lapse at Nuclear Power Plants

In September 2007, the nation received a wake-up call after security officers who work for Wackenhut—a private security contractor charged with protecting nuclear power plants—were found asleep on the job at the Peach Bottom Nuclear Generating Station in Pennsylvania. The security lapse was attributed to officers working excessive overtime and regular 12-hour shifts. The incident triggered a series of events that led to Wackenhut losing contracts at all of Exelon's U.S. nuclear power plants.

IRRESPONSIBLE CONTRACTORS MEAN AN INEXPERIENCED, ILL-TRAINED SECURITY WORKFORCE

Security officers are our first line of defense. Yet the investment that security contractors make in the wages, benefits and training of the men and women responsible for keeping us safe does not reflect the value of that work. Low wages coupled with a lack of benefits and training make it extremely difficult to retain good officers who strive to be professionals that serve and protect the public good.

Without uniform standards, unsafe and irresponsible companies leave clients and the public vulnerable. And in an economic environment in which many companies are seeking to cut costs, security directors may feel pressure to hire contractors who compete on price alone—rather than the quality, effectiveness and reliability of services.



“I’m 58 years old and I remember a time when one person could support a family by working one job. That time is gone.

“I’ve worked in security for 27 years and in the last five I’ve had the same pay—\$10.50 an hour. I live paycheck to paycheck and I get most of my healthcare through the Veterans Administration.”

—Hugh Abel
Indianapolis Security Officer

IN OUR OWN WORDS: Mary Ann Harris

Chicago security officer Mary Ann Harris prevented a disaster in a downtown office building. Fortunately, as an SEIU Local 1 member, Mary Ann had the training she needed to stop an intruder armed with a bomb.

When a man who refused to leave the office said he “had the keys to heaven and earth,” Mary Ann knew it was a sign he could have a bomb.

“I called the police to inform them of the bomb threat without the man knowing what I was doing even though he was standing right next to me. The police bomb squad saw batteries and wires in his brief case so they blew it up just outside the building and knocked out three of the windows.

“Unfortunately, many security officers aren’t as prepared for emergencies as we think we should be. In some buildings, a one-time evacuation training is all a lot of us get. That’s not enough. We have to be trained and we have to have confidence that we know what to do. Otherwise, someone could lose their life.”



Low Wages, Lack of Benefits

Security officers work hard to protect multi-million dollar properties yet are paid so little that they often cannot afford basic necessities for their families. Many officers do not have access to quality, affordable healthcare or even sick days.

According to the Economic Policy Institute, a single parent with one child in Indianapolis would need to make \$32,013 annually to pay for basic expenses.⁷ But the 2009 median wage for security officers in Indiana was just \$10.82 an hour or \$22,510 a year—hovering just above the federal poverty level for a family of four. The reality is that many security officers in Indiana are paid even below that wage, since this number includes higher paid armed guards. For example, a security officer at Hewlett Packard is paid \$9.75 an hour or \$20,280 a year.⁸ On this wage, security officers struggle to support their families and make ends meet.

Wages for Security Officers and All Other Occupations, May 2009

State	Number of Security Officers	Hourly median wage for security officers	Annual median wage for security officers	Hourly median wage for all occupations	Annual Median Wage for All occupations
California	137,370	\$11.61	\$24,160	\$17.92	\$37,260
Illinois	45,310	\$11.32	\$23,540	\$16.74	\$34,830
Ohio	30,650	\$11.00	\$22,870	\$15.30	\$31,830
Indiana	18,320	\$10.82	\$22,510	\$14.72	\$30,630

See Appendix A for wages for all states.

Security Facts

—According to Security Director's Report, even after 13 to 20 weeks on the job, a new officer can only be expected to perform at a 75% productivity level.¹¹

—According to Security Director's Report, it can cost an average of \$5,575 to recruit, hire and prepare a new security officer to do his or her job.¹²

—According to Security Services magazine, turnover costs generally range from 25% to 200% of the employee's annual salary.¹³

High Turnover

Low wages, few benefits and inadequate training lead to high turnover in the security industry. An IBIS report found that “many major security firms still use casual and part-time labor. This industry tends to offer low pay and poor working conditions and benefits and suffers from having very high staff turnover.” Other analysts also report huge turnover— from replacing the entire staff every year, to turnover as high as 600%.⁹

“High turnover is inherently dangerous in an industry charged with the security and safety of human beings.”¹⁰

—Dr. Michael Goodboe
Vice President of training, Wackenhut Training Institute

“Private security officers defend power plants, oil refineries, financial centers, computer systems, dams, malls, railroad lines and other possible terrorism targets. They are responsible for millions of lives and billions of dollars in assets. And they are most likely to be first on the scene in major disasters.”

—The Arizona Republic

IN OUR OWN WORDS: Donna Grover



Donna Grover, a security officer in Indianapolis, had a major heart attack at work. On a wage of \$8.50 an hour, Donna couldn't afford health insurance. And because she had no sick days, she couldn't even afford to call off work or leave early.

“After I finished my shift, my husband took me to the emergency room. I had a triple bypass surgery where the doctors rebuilt part of my heart. To recover, I took two weeks off work unpaid through the Family Medical Leave Act.”

Months later, Donna and her husband received a medical bill for roughly \$137,000.

“When we saw the bill, I thought ‘If I paid them ten dollars a week, it would take me two lifetimes to pay off.’ I do not want to see anybody go through what I went through. I can't afford to retire, and I am going to have to work until the day I die.”

Inadequate Training

The security industry lacks regulation. Some states require security companies and officers to obtain a license, pass examinations and undergo training and background checks. Other states—including Indiana—have no requirements. Many experts agree that security officers are not adequately trained and the industry is not adequately regulated:

- A 2009 IBIS report, *Security Services in the U.S.* — “The industry is largely unregulated, and training, apart from those expected to carry guns, is poor. Minimizing staff turnover and providing quality training is a challenge to industry operators. However, quite often, clients still assign priority to overall contract price, rather than service and availability of trained staff, as being the most important factor in choosing an operator.”¹⁴
- A 2007 Associated Press report, *Private Guards Weak Link in Homeland Security* — “When there are no statewide requirements for training, background checks or other regulations, even the most responsible security company has to cut out expensive training programs to compete with companies who may offer no training. Low wages, few or no benefits and incentives for companies to cut corners can lead to unqualified guards, or the hiring and placement of guards with serious criminal histories.”¹⁵
- A Congressional Research Services report, *Guarding America: Security Guards and U.S. Critical Infrastructure Protection* — In a survey conducted in 2004 of 125 facilities storing hazardous chemicals, less than two thirds of the officers had participated in emergency response training in the 12 months prior.¹⁶



No training is required in Indiana.

- There are no training, education, experience, or criminal background regulations for security officers in Indiana required by state or local law.
- Armed guards are subject to the same firearms regulations as private citizens, but no additional regulations exist and no additional training is required by the state.
- There are no training requirements for security companies in Indiana.

In fact, Indiana receives a failing grade in the *Safe and Secure Report Card* below. The report card is based on a state by state evaluation of laws regulating the security industry conducted by SEIU Local 1.

2010 *Safe and Secure* State Report Card

State	Initial Training Hrs Required	Annual Refresher Training Hrs Required	Background Check Required?	Requires Licensing of Company	Requires Licensing of Officer	Oversight Board Name	Grade
California	40	8	YES	YES	YES	Bureau of Security and Investigative Affairs	A
Illinois	28	8	YES	YES	YES	Private Detective, Private Alarm, Private Security, Fingerprint Vendor, and Locksmith Board	A
Ohio	None for unarmed, Armed must complete training with Ohio POTC approved school	None for unarmed, armed must complete requalification program by Ohio POTC approved school	YES	YES	YES	Ohio Private Investigation and Security Services Commission	D
Indiana	None	None	NO	YES	NO	Private Investigator and Security Guard Licensing Board	F

See Appendix B for the full report card by state.

Ironically, training requirements for security officers—who are responsible for keeping people and property secure—are far less than other state-licensed professionals. In Indiana, nail technicians, bail enforcement agents, and nurse’s aides must pass exams to become licensed. Bail enforcement agents are required to pass a criminal history check, but security officers are not.

Licensing Requirements, Selected Professions, Indiana¹⁷

Profession	Initial Training Required	Exam required?	Background Check Required?
Nail Technician	450	Yes	No
Nurse’s Aide	105	Yes	Yes
Bail Enforcement Agent	12	Yes	Yes
Security Officer	0	No	No

Low Standards Lead to Dangerous and Costly Mistakes—Right Here in Indiana

Security officers are charged with resolving a wide range of dangerous and emergency situations. Yet without oversight or proper training, security contractors are inviting serious problems.

Excessive Force

A 2003 complaint filed in the U.S. District Court of Indianapolis alleged that a security contractor at an apartment building failed to “properly supervise, monitor, train and instruct security personnel.” The complaint alleged that a resident was returning home when he was detained and arrested by private security officers who used such excessive force – including using pepper spray – that he needed treatment at the hospital. The complaint also alleged that the company had numerous past instances of officer misconduct and yet still failed to correct, instruct or train its employees.¹⁸ This lack of training and oversight puts both the public and the officers themselves at risk.

School Evidence Mishandled

The Marion County Sheriff’s office conducted an investigation of a security company charged with protecting a school to determine whether officers mishandled evidence in criminal cases. The Sheriff’s office found that the security company stored narcotics and drug related evidence taken from students in a room in a public school.¹⁹ Once a year, officers cleaned out the room simply by throwing the evidence in a school dumpster—jeopardizing student safety.

Failure to pay for training time

A 2009 class action case for violations of the Fair Labor Standards Act filed in Indianapolis alleged that a security company did not pay security officers for training time or overtime.²⁰ By failing to invest in training and by violating labor laws, this security company threatened public safety and their clients’ reputations. The complaint led to a monetary settlement.

Security Facts

—Some 25 states do not require any basic training for security officers whatsoever.

—19 states require no training for even armed security officers.

—11 states do not even require a criminal background check for officers.

—14 additional states require only three days of training and training programs may consist of only reading or lectures as opposed to any on-site education.

Industry Leaders Want to Raise Standards

Unlike many industries that do not want additional regulation, security associations are pushing for tough regulations and higher standards.

- The American Society for Industrial Security International (ASIS) provides guidelines to improve and standardize the quality of training. Suggestions include a minimum of 48 hours of training within the officers' first 100 days of service and a written or performance-based exam in the licensing process.²¹
- The National Association of Security Companies (NASCO) is working to raise licensing, regulatory and performance standards for private security firms and security officers in certain states. "NASCO is introducing legislation requiring licensing and training for security officers in Mississippi and Colorado," said NASCO Chairman Martin Herman. "The association is involved in training legislation in New York, New Jersey, Ohio and Washington, D.C. NASCO wants states to have level playing fields, and we are lobbying for this around the country."²²

Unfortunately, while industry leaders know that higher standards are key to safety, the pressure to cut corners on wages, benefits and training in order to compete prevents them from making improvements across the industry.

Security Facts

—According to Ligouri Associates, a private security firm, since healthcare and other benefits were improved under a 2003 union contract in San Francisco, turnover decreased dramatically among officers.

—Turnover rates in Chicago, where officers receive full family health benefits, are 75% below the national average.²³

—In New York City, turnover in buildings where officers have formed a union averaged just 5.6% compared to 148% where officers have not formed a union.²⁴

INVESTING IN RELIABLE UNION SECURITY SERVICES BENEFITS CLIENTS AND THE PUBLIC

Savvy companies that have made the decision to invest in reliable union security services have seen five major benefits resulting in enhanced safety and protection, as well as long-term savings.

1: Experienced Union Security Officers Stay on the Job

When officers form a union, they have the ability to solve workplace problems, which increases morale and decreases turnover.

Security officers work through their union to win decent wages and fair treatment, which leads to a sense of pride, loyalty and cohesion among officers. When officers are treated as security professionals, both performance and longevity increase—with obvious benefits for clients.

Officers who stay on the job understand their workplaces better and are better prepared to respond quickly and effectively to problems that arise. These officers spend enough time on-site to learn their role thoroughly and build strong relationships with employees and guests. Experienced officers have the confidence of knowing who should be on the premises and who should not.

“Incentives keep the guards with us longer ... They themselves become more cautious. They work more closely with the police department; they are more knowledgeable than they were before in what to look for, what stands out, what’s not ordinary.”²⁵

—Linus Armstrong

Director of Public Safety for the Business Improvement District Alliance, which implemented a benefit program for officers in New York City.

Security Facts

—According to Securitas, the world’s second-largest security provider, after wages were increased from 2000–2002 among Securitas officers in France, Spain and Portugal, turnover during that period decreased to as low as 20%.²⁶

2: Improved Employee Retention Boosts Security—and Your Bottom Line

Retaining an experienced security force lowers recruitment and training costs while also reducing the danger of security breaches by dissatisfied former employees—who may possess keys, pass codes and an inside knowledge of operations.

Hiring responsible contractors who allow their employees the freedom to form a union to win good jobs—including better pay and benefits—is good business. Here’s why:

- Employee turnover costs a lot of money. Replacing a worker can cost two to three times as much as retaining one.
- By raising pay, security companies can reduce turnover.
- Higher pay allows companies to attract and retain better security officers, which will enhance a client’s reputation for excellent service and create new business.

3: Employer/Union Training Programs Result in High Performance

Combined with better wages and benefits, comprehensive training programs can further reduce turnover and develop the skills of high-performing security professionals.

Rigorous employer/union training programs are especially important in today’s lax regulatory environment, which sets few standards for security officers.

For those companies who have made capital investments in security technologies—video monitoring systems, alarm systems, etc.—officer training is critical. Only with capable officers on duty to operate these systems, will capital investments in security pay dividends in greater safety and protection.

“Union membership appears linked to lower turnover because unions fight for better wages, benefits and conditions for their members. Yet building owners and operators also benefit from lower costs of not having to pay their contractors for recruiting, training and supervising new hires in a constantly repetitive turnover cycle.”

—Robert McCrie

Criminal Justice Professor, City University of New York

"Fisher Brothers has long recognized the tremendous importance of a properly trained and professional security staff. While innovative technology and security systems make buildings more secure, there is no substitute for proper training and employment standards."²⁷

—Ken Fisher

Senior Partner

Fisher Brothers is a New York real estate company participating in the NY *Safe and Secure* program.



Case Study: New York *Safe and Secure*

New York *Safe and Secure* is a comprehensive labor-management training program that prepares officers to meet today's security challenges. This 39-hour program was created by SEIU Local 32BJ in conjunction with the Realty Advisory Board, John Jay College and the Partnership for New York City (a membership organization comprised of 200 CEOs from New York City's top corporate, investment and entrepreneurial firms). An NYPD sergeant with 22 years experience in private security and law enforcement manages the union's Best Practices Training in Security Project, which is focused on commercial office buildings. The program has been such a success that the union, the NYPD and apartment building owners are creating a similar course to improve security at residential buildings as well.

"We are happy to have the opportunity to continue in this innovative and proactive effort to strengthen the city's first responder network. New York Safe & Secure clearly demonstrates the seriousness with which all of us view issues of security and tenant safety."²⁸

—James Berg

President of the Realty Advisory Board

"We are pleased to be among the first building owners to join this important program for ensuring a safer and more secure working environment for thousands of people who occupy our office buildings every day. As owners and as New Yorkers, we are committed to constantly seek improvement in all areas."²⁹

—Gaston Silva

COO of the Vornado office division

Vornado Realty Trust is a New York real estate company participating in New York *Safe and Secure*

Case Study: Chicago's BOMA/SEIU Local 1 Security Officers Training Program

In Chicago, SEIU Local 1 partnered with the Building Owners and Managers Association in 2005 to create a training program for security officers. Courses give officers knowledge and experience in the areas most of value to clients:

- Crime Prevention and Anti-Terrorism, taught by the Chicago Chapter of the Federal Bureau of Investigation. Officers learn how to identify and deal with bomb threats, suspicious packages and weapons of mass destruction.
- Security Officer 101, taught by officials from the Chicago Police Department, includes an emphasis on the limitations of security officers and the importance of a professional, productive relationship with local law enforcement professionals.
- Building Evacuation, taught by the Chicago Fire Department. Officers learn the role of a security officer during a building evacuation, as suggested by the city of Chicago protocols for first responders.
- CPR and First-Aid, taught by the American Red Cross. Officers receive hands-on training in the proper techniques of clearing the airway, mouth-to-mouth and administering chest compressions.
- Customer Service, which teaches how to present a more positive image of client property. Instruction includes how to deal professionally with difficult situations and how to use effective communication skills.
- Observation Skills and Report Writing, which teaches the importance of documentation procedures and incident reporting, a critical skill of the security profession. Officers are taught to write concise, accurate descriptions that can be used in follow-up by law enforcement personnel.
- Basic Computer Skills, including using the mouse, creating folders, saving files and drafting a letter using Microsoft Word.

4: Security Officer Unions are Effective Security Partners

Security officer unions can be strong allies with the security industry and their clients in raising industry standards.

In 2004, when the Illinois Detective Act (the law governing private security companies) was set to expire, union security officers in Chicago saw an opportunity to professionalize the industry and lobbied for improvements in training. The result was the renewal and expansion of the statute, which now includes some of the highest training standards in the nation. The Detective Act enhanced the state's training, licensing and certification policies for companies and employees in the security industry and allows state agencies to discipline private security firms—including revoking their licenses—if those companies fail to act in the public interest. SEIU has also sponsored successful legislation in California to increase the training requirement for new security officers from three to 40 hours.

By working with elected officials and all security industry stakeholders, security officer unions can help pass legislation that protects clients—and the public.

Security Facts

— In the commercial real estate industry, many building owners and their institutional investors have long known the value of raising standards, union partnerships and harmonious labor relations. Recognizing the financial benefits, many have adopted Responsible Contractor Policies which apply to security and other building services. Among the largest signatories are the California Public Employees Retirement Fund (CalPERS), CIGNA, The New York State Common Fund and Prudential Real Estate Advisors.

5: Union Partnerships Bring Stable and Harmonious Labor Relations

SEIU collective bargaining agreements guarantee harmonious labor relations. Recognizing their role in protecting tenants, property and the public, SEIU security officers, in every contract they have signed, have agreed to stay at their posts and perform their duties, regardless of any labor disputes that may arise involving SEIU or any other union. Every SEIU contract contains language explicitly guaranteeing that officers will not engage in strikes, work stoppages or other actions.

A PATH TOWARD A STABLE, PROFESSIONAL AND PREPARED SECURITY WORKFORCE

State and Local Regulation

Cities and states across the country are creating their own solutions by passing minimum training and licensing requirements for security companies and officers.

- Kansas City, MO: Requires private security officers to be licensed annually. Officers must pass a written examination issued by the police department and undergo a background check. Armed guards complete additional training that is equivalent to that required for department police officers.³⁰
- Colorado Springs, CO: Requires security officers to be licensed, submit fingerprints, undergo a background check, and complete eight hours of basic security training. Armed guards must complete an additional sixteen hours of basic firearms training. The city has its own Security Training Advisory Board to oversee and enforce the training requirements.³¹
- Boston, MA: Requires armed security officers in public places to be licensed by the Boston Police Department as a special officer. The ordinance explains: "Licensure and registration of armed security guards operating openly in public places, where the risk of error and harm to the public is high, is a reasonable mechanism to ensure the security of our community; and, WHEREAS, It is in the best interests of the City, the public, and businesses and employees that hire armed security guards to ensure that those with the armed appearance of authority are properly licensed and registered."³²

- California: Requires unarmed security officers to obtain a license by undergoing a criminal history background check through both the California Department of Justice and the FBI and completing a 40-hour course and pass an exam covering topics such as Terrorism Awareness, Powers to Arrest, Observation & Documentation, Evacuation Procedures and Officer Safety. Armed guards must undergo additional firearms training.³³

Labor-Management Collaboration

The New York and Chicago case studies clearly illustrate that security officers and security companies can work together to establish standards for wages, benefits and training. For years, SEIU has worked in partnership with security contractors and their clients to raise industry standards in a way that allows contractors to compete on the basis of reliability and quality, rather than reduced wages and benefits. This market-wide approach guarantees officers the freedom to form a union without putting security contractors or their clients at a competitive disadvantage.

Recommendations: Steps You Can Take Now to Raise Security Standards

Hiring the security contractor that submits the lowest bid can be tempting—especially in today’s economic climate—but for the safety of your employees, the security officers and the public, it is important to ensure you are choosing a responsible contractor. The following recommendations will help you create a meaningful process in hiring security contractors:

- Require bidders to complete a responsibility questionnaire about the company’s history, financial responsibility, performance history, compliance and business integrity.
- Ensure the contractor provides adequate training to its officers, including initial training and annual refresher trainings.
- Establish a preference for contractors that provide good jobs by paying a living wage, quality, affordable health benefits, and paid sick days. These contractors have lower turnover in general and can provide you with more experienced officers.
- Support legislative efforts to create local and statewide security training standards.

This report is provided by the Service Employees International Union (SEIU) Local 1. SEIU represents more than 35,000 security professionals nationwide making it the largest union of security officers in the country. To find out more about the effort led by security officers to raise industry standards in Indianapolis, visit: www.standforsecurity.org/indianapolis.

APPENDIX A:

Wages for Security Officers and All Occupations in May 2009, By State

State	Number of Security Officers	Hourly Median Wage for Security Officers	Annual Median Wage for Security Officers	Hourly Median Wage for All Occupations	Annual Median Wage for All Occupations
Alabama	14,350	\$9.30	\$19,350	\$13.95	\$29,020
Alaska	2,220	\$16.03	\$33,340	\$19.50	\$40,570
Arizona	24,440	\$10.94	\$22,760	\$15.49	\$32,220
Arkansas	6,380	\$9.48	\$19,720	\$13.18	\$27,420
California	137,370	\$11.61	\$24,160	\$17.92	\$37,260
Colorado	14,790	\$12.88	\$26,780	\$17.44	\$36,270
Connecticut	11,550	\$12.61	\$26,220	\$19.29	\$40,120
Delaware	3,440	\$11.66	\$24,260	\$17.16	\$35,690
District of Columbia	12,070	\$17.65	\$36,710	\$27.79	\$57,810
Florida	77,120	\$10.42	\$21,670	\$14.58	\$30,320
Georgia	27,060	\$10.07	\$20,940	\$15.04	\$31,290
Hawaii	10,440	\$12.07	\$25,100	\$16.61	\$34,560
Idaho	2,110	\$12.69	\$26,390	\$14.44	\$30,030
Illinois	45,310	\$11.32	\$23,540	\$16.74	\$34,830
Indiana	18,320	\$10.82	\$22,510	\$14.72	\$30,630
Iowa	6,250	\$10.55	\$21,930	\$14.40	\$29,940
Kansas	5,950	\$10.96	\$22,790	\$14.64	\$30,440
Kentucky	11,210	\$9.64	\$20,040	\$14.38	\$29,920
Louisiana	15,710	\$10.42	\$21,670	\$14.16	\$29,440
Maine	2,030	\$12.01	\$24,980	\$15.01	\$31,230
Maryland	24,780	\$12.89	\$26,810	\$18.77	\$39,050
Massachusetts	21,600	\$12.83	\$26,700	\$19.64	\$40,840
Michigan	23,030	\$11.04	\$22,960	\$16.22	\$33,740
Minnesota	12,130	\$12.71	\$26,440	\$17.14	\$35,640
Mississippi	10,100	\$9.20	\$19,140	\$12.74	\$26,510
Missouri	17,740	\$11.53	\$23,980	\$14.70	\$30,570
Montana	1,880	\$11.32	\$23,550	\$13.65	\$28,390
Nebraska	3,930	\$11.47	\$23,860	\$14.39	\$29,930
Nevada	19,370	\$12.44	\$25,870	\$15.26	\$31,740
New Hampshire	2,190	\$12.74	\$26,500	\$16.36	\$34,030
New Jersey	38,280	\$12.37	\$25,720	\$18.56	\$38,600
New Mexico	7,090	\$11.50	\$23,920	\$14.10	\$29,340
New York	97,590	\$12.56	\$26,120	\$18.49	\$38,450
North Carolina	24,820	\$10.59	\$22,020	\$14.70	\$30,570
North Dakota	1,520	\$11.14	\$23,170	\$14.06	\$29,250
Ohio	30,650	\$11.00	\$22,870	\$15.30	\$31,830
Oklahoma	10,110	\$10.69	\$22,240	\$13.53	\$28,150

Wages for Security Officers continued

State	Number of Security Officers	Hourly Median Wage for Security Officers	Annual Median Wage for Security Officers	Hourly Median Wage for All Occupations	Annual Median Wage for All Occupations
Oregon	7,510	\$11.48	\$23,880	\$16.16	\$33,610
Pennsylvania	39,130	\$11.69	\$24,310	\$15.87	\$33,010
Rhode Island	2,890	\$11.50	\$23,920	\$16.80	\$34,940
South Carolina	14,420	\$11.13	\$23,160	\$14.14	\$29,420
South Dakota	1,170	\$10.52	\$21,870	\$13.06	\$27,170
Tennessee	21,990	\$9.88	\$20,560	\$14.17	\$29,470
Texas	76,710	\$10.56	\$21,970	\$14.83	\$30,850
Utah	5,970	\$11.50	\$23,930	\$14.79	\$30,760
Vermont	1,040	\$13.30	\$27,660	\$15.73	\$32,720
Virginia	30,340	\$12.13	\$25,220	\$16.75	\$34,840
Washington	15,060	\$15.57	\$32,380	\$18.37	\$38,210
West Virginia	5,470	\$9.36	\$19,470	\$12.98	\$27,000
Wisconsin	11,370	\$11.73	\$24,390	\$15.56	\$32,360
Wyoming	870	\$11.81	\$24,560	\$16.20	\$33,700

SOC code 339032, Bureau of Labor Statistics

Annual wages have been calculated by multiplying the hourly mean wage by 2080 hours; where an hourly mean wage is not published the annual wage has been directly calculated from the reported survey data.

SOC code: Standard Occupational Classification code -- see <http://www.bls.gov/soc/home.html>

APPENDIX B:

2010 Safe and Secure State Report Card

State	Initial Training Hrs Required	Annual Refresher Training Hrs Required	Background Check Required?	Requires Licensing of Company	Requires Licensing of Officer	Oversight Board Name	Grade
Alaska	48	8	YES	YES	YES	Department of Public Safety, Division of Statewide Services	A
California	40	8	YES	YES	YES	Bureau of Security and Investigative Affairs	A
District of Columbia	40	8	YES	YES	YES	Metro Police	A
Georgia	24 unarmed, additional 15 hours armed	8	YES	YES	YES	Georgia Board of Private Detective and Security Agencies	A
Illinois	28	8	YES	YES	YES	Private Detective, Private Alarm, Private Security, Fingerprint Vendor, and Locksmith Board	A
New York	40 unarmed, 60 armed	8	YES	YES	YES	New York State Department of State, Division of Licensing Services	A
Oklahoma	40 unarmed, 72 armed	8	YES	YES	YES	Council on Law Enforcement Education and Training	A
Vermont	40 unarmed, additional 20 for armed	6 for armed	YES	YES	YES	State Board of Private Investigative and Security Services	A
Virginia	18 unarmed, 32 armed	4 unarmed, 6 armed	YES	YES	YES	Private Security Services Advisory Board	A
Delaware	16 unarmed, 40 armed	None	YES	YES	YES	Delaware Board of Examiners of Private Investigators and Private Security Agencies	B
Florida	40	None	YES	YES	YES	Private Investigation, Recovery, and Security Advisory Council	B
Louisiana	16	None	YES	YES	YES	Louisiana State Board of Private Security Examiners	B
Minnesota	12	6	YES	YES	NO	Board of Private Detective and Protective Agent Services	B
New Jersey	24	None	YES	YES	YES	New Jersey State Police Private Detective Unit	B
North Carolina	20	None	YES	YES	YES	Private Protective Services Board	B

2010 Safe and Secure State Report Card continued

State	Initial Training Hrs Required	Annual Refresher Training Hrs Required	Background Check Required?	Requires Licensing of Company	Requires Licensing of Officer	Oversight Board Name	Grade
North Carolina	20	None	YES	YES	YES	Private Protective Services Board	B
North Dakota	64	None	YES	YES	YES	Private Investigative and Security Board	B
Oregon	12 unarmed, 24 armed	4	YES	YES	YES	Department of Public Safety Standards and Training, Private Security Policy Committee	B
Utah	24 unarmed, 36 armed	None	YES	YES	YES	The Utah Division of Occupational and Professional Licensing	B
Washington	16	4	YES	YES	YES	Washington State Department of Licensing	B
Arizona	8 unarmed, 16 armed	8 unarmed, 16 armed	YES	YES	YES	Arizona Department of Public Safety Licensing unit	C
Arkansas	6	4	YES	YES	YES	Arkansas Board of Private Investigators and Private Security Agencies	C
Connecticut	8 for unarmed, additional range qualification for armed	None	YES	YES	YES	Department of Public Safety, Division of State Police, Special Licenses and Firearms unit	C
New Mexico	8 unarmed, 20 armed	None	YES	YES	YES	Private Investigations Advisory Board	C
South Carolina	4 unarmed, 8 for armed	None	YES	YES	YES	South Carolina Law Enforcement Division	C
Tennessee	4 unarmed, 8 armed	None for unarmed, 4 for	YES	YES	YES	Tennessee Department of Commerce and Insurance	C
Texas	Level II (4 hours and test) for unarmed, Level III (30 hours and test) for armed	8	YES	YES	YES	Texas Department of Public Safety, Private Security Bureau	C
Massachusetts	Armed guards must pass a proficiency	None	NO	YES	NO	Massachusetts State Police Certification Unit	D
Hawaii	None	None	YES	YES	YES	Board of Private Detectives and Guards	D
Iowa	None	None	YES	YES	YES	Iowa Department of Public Safety	D
Maine	None	None	YES	YES	YES	Maine State Police, Department of Public Safety	D
Maryland	None for unarmed, Armed must be certified by Maryland State Police Certified Handgun Instructor	None	YES	YES	YES	Maryland State police, Licensing Division	D

2010 *Safe and Secure* State Report Card continued

State	Initial Training Hrs Required	Annual Refresher Training Hrs Required	Background Check Required?	Requires Licensing of Company	Requires Licensing of Officer	Oversight Board Name	Grade
Michigan	None	None	YES	YES	NO	Department of Energy, Labor and Economic Growth	D
Montana	None for unarmed, armed needs to complete training with Montana POST certified instructor	None for unarmed, Armed needs to recertify with Montana POST certified instructor	YES	YES	YES	Board of Private Security	D
Nevada	None	None	YES	YES	YES	Private Investigator's Licensing Board	D
New Hampshire	None for unarmed, Armed needs 4 hours training and completion of practical police course	None	YES	YES	YES	Division of State Police, Permits and Licensing Unit	D
Ohio	None for unarmed, Armed must complete training with Ohio POTC approved school	None for unarmed, armed must complete requalification program by Ohio POTC approved school	YES	YES	YES	Ohio Private Investigation and Security Services Commission	D
Pennsylvania	None for unarmed, 40 for armed	None for unarmed, 8 for	YES	YES	YES	Pennsylvania State Police	D
Rhode Island	None	None	YES	YES	YES	Department of the Attorney General	D
Wisconsin	None for unarmed, 36 for armed	None	YES	YES	YES	Wisconsin Department of Regulation and Licensing	D
West Virginia	None	None	YES	YES	NO	West Virginia Secretary of	D
Alabama	None	None	NO	NO	NO	No Statewide Oversight	F
Colorado	None	None	NO	NO	NO	No Statewide Oversight	F
Idaho	None	None	NO	NO	NO	No Statewide Oversight	F
Indiana	None	None	NO	YES	NO	Private Investigator and Security Guard Licensing Board	F
Kansas	None	None	NO	NO	NO	No Statewide Oversight	F
Kentucky	None	None	NO	NO	NO	No Statewide Oversight	F
Mississippi	None	None	NO	NO	NO	No Statewide Oversight	F
Missouri	None	None	NO	NO	NO	No Statewide Oversight	F
Nebraska	None	None	NO	NO	NO	No Statewide Oversight	F
South Dakota	None	None	NO	NO	NO	No Statewide Oversight	F
Wyoming	None	None	NO	NO	NO	No Statewide Oversight	F

The 2010 *Safe and Secure* State Report Card is report card is based on a state by state evaluation of laws regulating the security industry conducted by SEIU Local 1.

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