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2014-15 Biennial Budget - Private Detective Board

Agency Profile - Private Detective Board 1

Mission:

The Private Detective and Protective Agent Services Board ensures licensed investigative and security service providers meet statutory qualifications and training requirements, and maintain the standards set in Minnesota Statutes (M.S.) 326.32.

Statewide Outcome(s):

The Private Detective and Protective Agent Services Board supports the following statewide outcome.

People in Minnesota are safe.

Context:

To effectively serve the public, private detectives and protective agents must demonstrate competency in the skills and training needed to perform at acceptable levels. The legislature created the board to set the standards and training requirements needed to be licensed in this occupation.

The Board is comprised of industry professionals, law enforcement, and the public. It is the regulatory authority dedicated to ensuring industry skill and competency in assisting law enforcement efforts. These activities contribute to the safety and protection of people and property.

The Board's primary customers include 300 licensed private investigators/protective agents, and 70 certified trainers that provide 1,052 certified training courses. In 2001, these license holders employed 6,000 to 7,000 people.

The Private Detective and Protective Agent Services Board is funded through a general fund appropriation.

Strategies:

To accomplish its mission, the board:

- examines, licenses, and regulates private detectives and protective agents
- critically reviews license candidates, licensed service providers, certified trainers, and courses
- responds to complaints
- administers penalties
- provides data in response to requests from law enforcement, license holders, and the general public
- educates the public, business, and law enforcement, on issues concerning licensing and practice

Work performed by licensed providers benefits law enforcement by responding to public safety concerns. They provide protection and prevention services that goes beyond individual clients, and directly impacts the safety of our communities. Reductions in public law enforcement services and personnel have escalated the need for private services.

The Board is currently conducting an analysis of agency operations to:

- Streamline the license application process.
- Increase the diversity of applicants and providers.
- Improve technology to increase the efficiency of applications, data collection, and processing.
- Develop teaching tools that improve the understanding and compliance of the licensing process, statutes, rules, and laws.
- Enhance the current website.

Results:

The Board will measure its success by setting the following goals:

1. New applications will be processed in 120 days or less
2. Re-issuances will be processed in 60 days or less
3. Re-issuances will have no more than one contingency
4. No contingency will take longer than 60 days to resolve
5. Customer satisfaction – survey license holders and certified trainers to quantify their satisfaction. The goal is to increase customer satisfaction by 75 percent over the next year.
6. Decrease the number of complaints by 50 percent
7. Increase the options for high quality, certified, training
8. Simplify and streamline the affidavit of training, while strengthening accountability

Performance Measures	Previous	Current	Trend
*These statistics are in the process of being obtained.			

Performance Measures Notes: