



GOV. MSG. NO. 32

EXECUTIVE CHAMBERS
HONOLULU

NEIL ABERCROMBIE
GOVERNOR

October 24, 2013

The Honorable Donna Mercado Kim, Senate President
and Members of the Senate
Twenty-Seventh State Legislature
State Capitol, Room 409
Honolulu, HI 96813

Dear Senate President Kim and Members of the Senate,

In accordance with the provisions of Article V, Section 6, of the Hawai'i State Constitution, I have the honor to submit herewith for your consideration and confirmation, the following interim nomination to the **Board of Private Detectives and Guards:**

BOARD OF PRIVATE
DETECTIVES AND GUARDS

TERM TO EXPIRE

Kenneth Chang

6/30/2017

Sincerely,

NEIL ABERCROMBIE
Governor, State of Hawai'i

JD 101 37 6/1/13

PLEASE SEE...

NEIL ABERCROMBIE
GOVERNOR

SHAN TSUTSUI
LIEUTENANT GOVERNOR



KEALI'I S. LOPEZ
DIRECTOR

CELIA C. SUZUKI
LICENSING ADMINISTRATOR

STATE OF HAWAII
PROFESSIONAL AND VOCATIONAL LICENSING DIVISION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
P.O. BOX 3469
HONOLULU, HAWAII 96801
www.hawaii.gov/dcca/pvl

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-SEVENTH LEGISLATURE
Interim of 2013

Tuesday, October 29, 2013
10:00 a.m.

TESTIMONY ON GOVERNOR'S MESSAGE NO. 32.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Charlene Tamanaha and I am the Executive Officer for the Board of Private Detectives and Guards, Department of Commerce and Consumer Affairs ("Department"). The Department thanks you for the opportunity to testify on Governor's Message No. 32, regarding the appointment of Kenneth Chang to the Board of Private Detectives and Guards ("Board"). The Department supports the confirmation of Mr. Chang's appointment to the Board.

Mr. Chang was appointed as an interim industry member to the Board on June 5, 2013. Mr. Chang has attended three of the four meetings scheduled since his appointment and actively participates in discussions. He also volunteers weekly to review guard employee applications to aid the Board in reducing the backlog pursuant to Act 208, SLH 2010. Although Mr. Chang is the detective licensee member, he also

Testimony on GM No. 32
Tuesday, October 29, 2013
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holds a guard license and provides a wealth of expertise in both areas. His desire to serve as an industry member is an asset to the Board.

The Department supports the confirmation of Mr. Chang to the Board of Private Detective and Guards and thanks you for the opportunity to provide testimony.

Julie T. Percell
Instructor, Emerging Leaders Program
Small Business Administration

October 26, 2013

Senator Roslyn Baker
Chairman of Commerce and Consumer Affairs
Senatorial District 6
Hawaii State Capitol, Room 229
Honolulu, Hawaii 96813

Senator Brian Taniguchi
Vice-Chair of Commerce and Consumer Affairs
Senatorial District 11
Hawaii State Capitol, Room 229
Honolulu, Hawaii 96813

RE: GM 32 Board of Private Detectives and Guards

Dear Senators,

I am writing as an instructor of an MBA level class for the Small Business Administration. Kenneth Chang, retired detective of the Honolulu Police department and current owner and CEO of Kiamalu Consulting and Investigations has been a student in that class for the past eight months. I believe the qualities he has shown as a standout student are the same qualities that made him a great detective and a successful business owner and employer of more than 130 security guards.

His exhaustive knowledge of his industry, the changes in technology, the need for continuing education and oversight will make him a great addition to the Board of Private Detectives and Guards. He has a collaborative style that will benefit all those he works with. You will gain a hard working, knowledgeable member by naming Kenneth Chang to your board.

Sincerely,

Julie T. Percell

TESTIMONY OF LANI NAKAZAWA
TO THE SENATE COMMITTEE
ON COMMERCE AND CONSUMER PROTECTION
TWENTY-SEVENTH LEGISLATURE
INTERIM OF 2013

GM 32
Hearing date: October 29, 2013
10:00 a.m.

TESTIMONY ON **GM 32**, RELATING TO GUBERNATORIAL NOMINEE KENNETH CHANG.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR, AND MEMBERS OF THE COMMITTEE:

My name is Lani Nakazawa, providing testimony in support of Gubernatorial Nominee Kenneth Chang to the Board of Private Detectives and Guards (Board).

Mr. Chang is being nominated to serve on the Board for a term expiring on June 30, 2017. He is a well-known member of the law enforcement and security community in the State, and will be an asset to the Council. As the former audit manager for the County of Kauai, I had the opportunity to work with Mr. Chang on an audit and found him to be extremely professional and ethical. The work product he produced was exceptional.

I ask you to confirm his nomination, and thank you for the opportunity to present testimony on this matter.

October 24, 2013

Senator Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection

Aloha Senator Baker:

I am writing in support of Governor Abercrombie's nomination of Kenny Chang to serve on the Board for Private Detectives and Guards for the DCCA. In my roles as Security & Safety Director for the Kahala Mandarin Oriental Hawaii Hotel and Security & Guest Services Manager for the Hawaii Convention Center, I had the opportunity to work with Mr. Chang in the process of selecting potential security officers to serve as contract security officers at both locations. Over the past 18 years, Kenny has been an intricate part of selecting, training and certifying these offices to serve both the Kahala Mandarin Oriental Hawaii Hotel and the Hawaii Convention Center.

I have found Kenny to be an exceptional teacher which resulted in many of the individuals who were initially selected as contract security officers to excel in the security and safety field and were then selected as proprietary security officers for these organizations.

I also had the honor of serving the citizens of Honolulu with Kenny Chang as members of Honolulu Police Department. We both worked as sergeants of Honolulu Police Department serving the people of Waikiki in the 1970's. We both were promoted to the rank of lieutenant and continued serving our communities until our retirements. We have continued our personal and professional relationship since our retirements as members of the Hawaii Hotel & Visitor Industry Security Organization. Kenny's extensive experience makes him an excellent choice to be a member of the Board of Private Detectives and Guards.

I urge you to support the nomination of Kenny Chang to serve on the Board for Private Detectives and Guards.

Sincerely,

Wayne P. Goodwin
Security & Guest Services Manager
Hawaii Convention Center

October 23, 2013

Senator Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection

Aloha Senator Baker:

I am writing in support of Governor Abercrombie's nomination of Kenny Chang to serve on the Board for Private Detectives and Guards for the DCCA. In my role as Associate Manager of LDS Employment Resource Services, I have had many opportunities to reach out to Mr. Chang in the process of helping individuals to become more self-reliant through employment. Over the past 10 years, Kenny has been a willing mentor and resource to applicants with a desire to become part of the private security industry. Kenny has been able to give career advice and make recommendations that resulted in superior career choices for many individuals I have worked with.

I have found Kenny to be an exceptional teacher with a clear understanding of the requirements of this highly specialized field. He has also demonstrated an intimate understanding of the overall industry and particularly the applicable regulations and people within the industry. Beyond the industry itself, I have also been acquainted with Kenny in his role as within the community. He is known as an individual of integrity and compassion.

His many years of service in the Police Department have also given him a keen understanding of the importance of process and regulation. I have no doubt the Kenny will be able to apply the regulations applicable to Private Detectives and Guards fairly and openly. I also feel that another particular strength Kenny brings to this position is his understanding of human nature and the management of people. Based on his extensive experience, Kenny has encountered many of the situations that would come before the board. He brings very real experience that can provide an important insight to the rest of the board.

I urge you to support the nomination of Kenny Chang to serve on the Board for Private Detectives and Guards.

Sincerely,
Vonn M. Logan
Associate Manager
LDS Employment Resource Services
1500 S. Beretania Suite 200
Honolulu, HI 96826

Kenneth Chang

To: The Office of Governor Neil Abercrombie

RE: Nomination to the Board of Private Detectives and Guards

Kenneth K. Chang

(1) Why do you wish to be a member of the Board of Private Detectives and Guards?

For the last twenty years I have been actively involved in the Guard and Private Detective line of work, Five years with Wackenhut Security (now G4s) twelve years with Burns International Security (now Securitas USA Inc) and currently with Kiamalu Consulting & Investigations Agency. I have a vested interest to insure that all companies comply with the standards that have been set up. I know that in these troubled times having a Board that understands what is needed to promote a higher standard of security and private detectives will make for a safer community and alleviate some of the services demanded of State, County, and Federal law enforcement. As a participating member of the Board I believe having direct knowledge of what is happening can help solve some of the problems the Board is faced with in these changing times.

(2) How do you perceive the role and responsibilities of a member of the Board of Private Detectives and Guards?

As a member of the Board, and a owner of a locally owned company it makes it more relevant to be able to set a standard for those companies that are providing services in the State of Hawaii. Being able to assist in making for a smoother transition for new security officer entering the security industry. Assisting the DCCA staff in review of applications that are questionable. Having come from the Law Enforcement community and having managed large companies makes for a broader scope of the current security officer standards.

(3) Given your understanding of the role and responsibilities of a member of the Board, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise, or knowledge that would aid in your decision-making ability as a member of the Board.

I believe that having been in the security and private detective industry for the last twenty years has allowed me to see what is needed to provide for a better quality of security officer. It was an eye opener first entering the security business in 1993 to see that all a person needed was an eighth grade education to become a security officer. While managing all of the airports statewide and designing a training manual for all security officers (still being used) I discovered that more training was needed to insure the basic knowledge needed to do a competent job. Act 208 is going to force everyone to provide for the basic skills needed in a industry that has gone high tech and not just a guard but a security officer that is capable of making a correct decision.

I received a Bachelors of Art degree from Chaminade University in 1976. I retired from the Honolulu Police Department as the Waikiki Task Force Commander and responsible for the final phase of recruit training in 1993. As the President of Ashley Consultants providing security officer training for numerous companies Statewide we were able to put together a curriculum that is the basis for an advanced security officer program. I have also managed over 1500 employees with Wackenhut and 2500 with Securitas Security Services USA Inc.

I believe with my knowledge of the security services and what is needed, I will be able to assist the Board and members of DCCA in making for a better security product.

(4) What do you hope to accomplish during your term of service?

I hope to be able to make a contribution to the industry that has been in need of a better product. It would be rewarding to see a security officer paid better wages. It hurts to see the amount of work many are tasked for their daily assignments and the pay they receive. Seeing security officers receive a better standard of living would be an accomplishment.

(5) Name three qualities that best describe you and how will these qualities benefit the Board?

Dedication: I believe that if a person accepts the job, you accept the responsibilities good or bad.

Accountable: We must be held accountable for our actions, and strive to do better.

Enthusiastic: A board member should be a willing participant in this undertaking to help make it better for the security industry we serve.

(6) Name a previous experience you've had that will be beneficial as a Board member?

As I mentioned earlier, it is our responsibility to further the training of the security officers. A better trained officer will save their clients not only money but provide a safer environment. I have observed security officers that gave 100 percent in all phases of the job and they made very little money. This being the case as a board member we need to give our 100 percent to the people of the State of Hawaii to insure they receive a better security officer or detective.

(7) Can you foresee any possible conflicts of interests that could arise during your service on the Board? How would you overcome any possible conflicts of interest?

I cannot foresee any possible conflict of interest, however if something I feel would be a conflict I would not participate in the decision with a explanation to members of the Board.