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THE UNIVERSITY OF ALBERTA

THE CONTRACT SECURITY GUARD INDUSTRY IN ALBERTA

by

SHARON G. HOBDEN ©

A THESIS

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Dedicated to my mother,

Minnie Hobden

ABSTRACT

This research was designed to provide a description of the contract security guard industry in Alberta. Its primary focus is to provide insight into the growth that this industry has experienced and reasons for its occurrence. The study uses two means to obtain information on the nature and content of the industry. The first is through analyzing data from relevant sources such as the Solicitor General's Department, Statistics Canada, and other available literature on the Alberta private security industry. The second method of data collection consisted of surveying managers of Edmonton contract security guard agencies by questionnaire.

The study focuses on the growth of this industry, reasons for its growth, activities and operations, personnel, training, and revenues. The study found the contract security guard industry in Alberta to have grown 91 percent since 1973, with some Edmonton security agencies experiencing a 700 percent growth in employee numbers in the past five years. Eighty percent of Edmonton agency managers indicated an increase in demand by clients of 11 to 100 percent, and all managers anticipate that this trend will continue. This growth is the result of a variety of

factors, including the high cost of policing, insurance discounts and the rise in crime.

All Edmonton security guard agencies indicated that they train new employees with 80 percent of agencies providing between one to eight hours of initial classroom instruction to security guards, and 60 percent providing formal classroom training to guards during employment. This instruction varies from one to twenty hours annually.

The profile of the typical Alberta security guard is a male, over 45 years of age, poorly educated and poorly paid. This study found the profile to be changing as a younger and better educated individual enters the field. However, due to low wages, employees tend to leave the industry within three years.

The study recommends that provincial security guard standards be developed and that mandatory training be required for employment in this industry. This would ensure a better qualified and educated individual entering and remaining in this increasingly important industry.

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CHAPTER I

THE PROBLEM

Introduction to the Problem

In the past two decades, there has been an increasing interest by the public in the prevention and control of crime. As the crime rate escalates and the fear of crime heightens, the public demands more protective services. The private security industry is increasingly filling this demand. Whereas, traditionally, the prevention and control of crime has been largely the sole responsibility of the public police, the available literature suggests an increasing role by the private sector in the prevention of crime and protection of property (Stenning & Shearing, 1979-80, pp. 226-235).

Indications are that a shift is occurring from public policing to private security based on the limited research which exists in Canada and the United States on the private security industry. The Hallcrest Report (Cunningham & Taylor, 1985) completed on the United States' private security industry estimates that, in 1960, public police outnumbered the private sector by 1.5:1; however, by 1982, the private security sector outnumbered the public sector by 2:1.

Most research on the criminal justice system in Canada has focused primarily on the public police. However, Farnell and Shearing (1977) examined the private security industry in Canada from 1961 to 1971 and found that, during this period, the public police increased by 64.3 percent compared to 38 percent in the private security sector (p. 24). In another study which compared the growth rates from 1971 and 1975, it was found that public police increased by 29 percent while the private security industry grew by 30 percent, with the contract security sector experiencing an increase of 65 percent (Shearing & Stenning, 1982, p. 4). This reflects ratios of 1.08:1 and 1.07:1 of public police as compared to private security personnel for 1971 and 1975 respectively. Shearing and Stenning predicted that, based on their research, private security would outstrip the public police in size by the 1980s and the shift from public policing to private policing will be clearly evident.

One result of the increasing growth of this industry has been the recognition, by many of the public, of the need for better trained security personnel. While many contract security agencies claim to provide trained, competent staff, the extent and nature of the training given personnel of these companies appears to be virtually non-existent (Shearing & Farnell, 1975, pp. 13-15). Shearing and Farnell (1975), in a study of contract security guard agencies in Ontario, found that initial training varied from no training to 40 hours, and in-service training was practically nonexistent. The extent and type of training carried out in the Alberta contract security sector is unknown and this question will be addressed to determine if this growth has affected training needs.

Problem Statement

In reviewing the literature, indications are that the private security industry has continued to experience rapid growth. To what extent growth has occurred in the Alberta contract security guard industry, what factors have contributed to this growth, and the status of training as a result of this growth, is unclear. Further research is needed to clarify the nature and extent of the contract security guard industry in Alberta.

Research Questions

More specifically, this study will answer the following research questions:

1. What has been the growth of the private security industry as compared to the public police in Alberta?
2. Has the profile of Alberta private security personnel changed as a result of this growth?

3. What has been the nature and extent of growth in the contract security guard industry in Edmonton in terms of: personnel, revenues, clientele areas, clientele, and security services and activities?
4. What factors/influences have had an impact on the growth of the contract security guard industry?
5. What type and amount of training is given personnel of Edmonton contract security guard agencies?

Purpose of the Research

As little research has been done on the contract security guard industry in Alberta, this study will provide a description of the nature and extent of this industry in Alberta from 1973 to 1987, and specifically the growth in the last five years of Edmonton-based contract security guard agencies.

Definitions of Terms

Public police. Refers to persons who are appointed under the provincial Police Act or the Royal Canadian Mounted Police Act (law enforcement officers, special constables, auxiliary police) and whose duty it is to maintain the peace in "public" places (Farnell & Shearing, 1977).

Private security

> . . . includes those self-employed individuals and privately funded business entities and organizations providing security-related services to specific clientele for a fee, for the individual or entity that retains or employs them, or for themselves, in order to protect their persons, private property, or interests from varied hazards. (Green & Garber, 1978, p.24)

Private Investigators and Security Guards Act. Refers to the provincial Act which legislates the licensing of security guard agencies and employees and private investigation agencies and employees in the Province of Alberta.

Private investigator. Refers to "a person who (i) obtains or furnishes information as to the personal character or actions of a person or as to the character or kind of business of or the occupation of a person, or (ii) searches for missing persons" (Private Investigators and Security Guards Act, p. 1). In Alberta, private investigators must be licensed unless they are employed permanently by one employer and whose work is confined only to that employer, in which case they do not require licensing.

Security guard. Refers to "a person who acts as a guard or watchman" (Private Investigators and Security Guards Act, p. 1). In Alberta, security guards may or may not be licensed depending on the definition of guard services as either proprietary or contract.

Contract security. Refers to security services which are available through hire or rent (Green, 1987).

Contract security guard agency. Is "a person providing a security guard service when he acts as a security guard for more than one person or furnishes security guards for one or more persons" (Private Investigators and Security Guards Act, p. 2).

Contract security guard. In Alberta, guards who work for contract security guard agencies are required by provincial legislation (Private Investigators and Security Guards Act, p. 2) to be licensed to work legally.

Proprietary security. Refers to security services which are provided by an organization or corporation itself and proprietary security guards do not require licensing (Green, 1987).

Proprietary security guard. In Alberta, security guards who are permanently employed by a single business or organization and whose work is confined to that employer are not required by law to be licensed under the Alberta Private Investigators and Security Guards Act (Private Investigators and Security Guards Act, p. 2).

Other security services. In addition to proprietary security, other security services are provided and marketed but are not regulated or licensed under the Alberta Private Investigators and Security Guards Act. These services would include: alarm companies, companies handling security equipment, locksmiths, and armoured car service.

Delimitations

This study is concerned with the nature and extent of the contract security guard industry in Alberta from 1973/74 to 1986/87. The Private Investigators and Security Guards Act, which regulates and licenses agencies and employees of the industry, came into effect in 1965. In 1974, with the formation of the Solicitor General's Department, this Act came under the purview of this department and records of licenses issued to agencies and employees were maintained. To understand the growth experienced by the security sector, a comparison is made with the public police growth in Alberta for the same period.

Limitations

The study has the following limitations:

1. The study is restricted by the availability of data on the Alberta security industry through Statistics Canada, the Alberta Solicitor General's Department, other relevant sources, and the cooperation and information supplied by the managers of contract security guard agencies in Edmonton.

2. The study is limited to the contract security guard industry which requires that agencies and employees be licensed under the Private Investigators and Security Guards Act. This industry has had a significant impact on social control as a result of its rapid growth resulting in its increasingly important contribution in the prevention of crime and protection of property. The study will exclude the private investigation agencies licensed under the Act as they provide a different type of service and do not have as direct an impact on social control.
3. The study is subject to the limitations of memory and recall of the managers when requesting information which extends over a period of time.
4. The study is subject to the apparent limitations when relying on the interpretations of a single researcher.

Assumptions

The following assumptions apply to this study:

1. It was assumed that the Annual Reports of the Solicitor General's Department, Statistics Canada, and other relevant publications do contain information accurately recording data and events which are important in the growth of the private security industry and the public police in Alberta.

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CHAPTER II

REVIEW OF RELATED LITERATURE

Introduction

The purpose of this research is to provide insight into the growth of the contract security guard industry in Alberta and Edmonton, reasons for its growth, to profile the typical Alberta security guard and the training provided security personnel. The literature review focuses on the increasing demand for private security in society and begins by reviewing relevant literature on the profile of the typical security guard, and examines training provided security personnel. It reviews relevant studies and reports on the growth experienced by the private security industry in the United States, Canada and Alberta and discusses why this growth has occurred.

Demand for Private Security

As society has changed, through urbanization and industrialization, the role of the police officer has also changed. Today, the nature of the interactions between the police and the public have become more complex and ambiguous in nature. The officer now handles a vast spectrum of human problems and he or she is required to be knowledgeable in a variety of areas. In the past, the major goal of policing was crime control with the majority of activities centering on the response and investigation of a crime. This is not the case anymore, as studies by O'Reilly (1977) indicate that 80 percent of a police officer's time is spent in community services and crime prevention. Because of these heavy demands and the expansion of the police role in non-criminal activities, the need for private security became apparent.

As businesses expanded, they developed a need to establish internal controls to protect their assets. Today, large industrial, commercial and residential areas have developed which require more protection. While the police protect the resources of the community, these private areas are now being protected by private security. As a Corporate Director of a Security Corporation in the United States stated:

> Most of our plants are within cities and both police and fire departments are out of their element in our surroundings--they don't know where to go, where to begin. Elaborate liaison procedures are more difficult than doing it ourselves. It's in our best interest to take care of our own problems. If our plants become a sanctuary for certain kinds of criminal activity (e.g., drugs), it affects productivity, quality control and potential for theft--that costs us money. We're here to turn a profit, not lose money before we get our products out the door. (Cunningham & Taylor, 1985, pp. 171-172)

The major function of private security is the protection of assets and the prevention of losses. The roles of the public police and private security overlap to a certain extent, but they differ with respect to: who initiates the service; whether it is crime prevention or response to crime; toward whom the service is targeted--public or private individuals; how the services are provided either through government or private enterprise; and the end product of the service--whether it is to apprehend or protect assets.

The public police and private security share many common functions, including: respond to alarms, investigate complaints, investigate crime, detect/prevent crime, control access/movement, and protect the property and lives of citizens. However, why these services are provided and for whom differs. As the role of the public police has expanded, private security has contributed significantly in relieving the police of many of the order maintenance duties such as the protection of property, controlling traffic, etc.

With the decreased levels of manpower experienced by the public police since 1980, due mainly to budget restrictions, the police have been forced to priorize their calls for service. The investigation of crimes is also priorized based on whether or not there is a strong likelihood that the crime will be solved. As a result, many business and residential losses are not given a high priority since there is little chance of solving these cases. This factor has encouraged private property owners to try to reduce their losses by contracting security guards to prevent crimes on their premises or by installing security devices to detect criminals.

As the police continue to divest themselves of certain protective, non-crime related functions, the private security industry will fill the void. As more and more of the public demand preventative services, they will look toward the private security industry to meet those needs. The result is a quiet revolution in policing with private security increasingly assuming a greater role in social control.

Contract and Proprietary Security Services

The private security industry is divided into two distinct services: contract and proprietary. Contract refers to security services which are available through hire or rent. All security guards employed by these agencies are required to be licensed under the Provincial Private Investigators and Security Guards Act. Proprietary security refers to security services which are provided by the organization or corporation itself and security guards employed by the organization or corporation are not required to be licensed. Since many guards are employed in proprietary security, an accurate assessment of the total numbers of security personnel (both contract and proprietary) employed in Alberta is difficult to obtain.

In Alberta, contract security guard agencies and employees must be licensed under the Private Investigators and Security Guards Act. This is a provincial act requiring that any person in the business of providing security guard services for hire or reward must be licensed. The Act defines this by stating that "a person is providing a security guard service when he acts as a security guard for more than one person or furnishes security guards for one or more persons" (Private Investigators and Security Guards Act, p. 2). Thus, under the stipulations of the Act, agencies must hold a security guard agency license and each guard must hold a security guard license.

This Act also requires that anyone who is in business to provide private investigator services for hire or rent must also be licensed. Thus, the business must hold a private investigation agency license and employees must hold a private investigator's license. A private investigator refers to any person who obtains or furnishes information about an individual or business and provides searches for missing persons.

The Alberta Private Investigators and Security Guards Act does not apply to formal police agencies, barristers and solicitors, Canadian Corps of Commissionaires, insurance adjustment agencies, or persons who are in the business of obtaining financial ratings of individuals. It also exempts private investigators and security guards "who are permanently employed by one employer in a business or undertaking other than the business of providing private investigators or security guards and whose work is confined to the affairs of that employer" (Private Investigators and Security Guards Act, p. 2). These are referred to as proprietary or in-house security guards or investigators.

Profile of the Typical Security Guard

Farnell and Shearing (1977) found that the typical Canadian contract security employee was an aging (majority between 45 and 60 years of age), married, poorly educated male who earns close to the minimum wage. They also found that proprietary guards were generally slightly better educated and were better paid than the contract security guards. Ninety-five percent of security guards were Canadian citizens and 81 percent were born in Canada (pp. 83-91).

In a study of contract security guard agencies in Ontario, Shearing and Farnell (1975) found that the turnover for first-year employees was 90 percent; and, if the employee remained longer than two years, his chance of leaving decreased. There appeared to be no educational requirements for employment as a security guard and the educational level varied among employees, with 43 percent having less than grade eight. One Ontario agency stated that the individual only needs to know how to read and write to be qualified for employment (pp. 62-69).

Training

The initial training for Ontario security guards in 1971 varied from 40 hours to no training at all. Generally, agencies appeared to give an average of eight hours of initial training to their employees. Security guards are trained on-the-job by their supervisors and that training is also limited. While employed by the company, the guard receives no further in-service training and little chance to increase his security knowledge and effectiveness (Shearing & Farnell, 1975, p. 71).

The Rand study (Kakalik & Wildhorn, 1971), completed on the United States security guard industry, found that training varied considerably in quality, and most training programs were less than two days in length. Generally, the training was no more than eight to twelve hours and many small guard forces had no training. Where training was provided, the program followed no specific curriculum and often consisted of nothing more than films.

This lack of training by security companies is exemplified by a former training instructor with Burns International Security Systems, who stated:

> Training is, in most cases, rudimentary at best. Evaluation of personnel remains an elusive task based more on subjectivity and personal feelings than objective appraisal. Selection, too, is primitive and will continue to be inadequate unless security management takes an aggressive approach to finding out what duties their subordinates perform and what skills, knowledge and abilities are required to perform those duties. (Courtney, 1987, p. 16)

In interviews with executives of some of the major contract agency firms in the United States, Kakalik and Wildhorn (1971) found that executives knew training to be inadequate but that economic factors played a major role in determining the extent of training. Thus, price competition with other agencies and high employee turnover greatly affects the extent of training taking place in the industry.

In Alberta, guards licensed under the Private Investigators and Security Guards Act do not require any training prior to employment. This is true across Canada, with the exception of Newfoundland which requires that all security guards and private investigators licensed under the Newfoundland Private Investigator and Security Services Act successfully complete a 90 hour training program; this training program must be completed two to three months after a license is issued. This training requirement has been in effect since 1982. If the individual has either police, military or security experience, he is allowed to write an exam in lieu of completing the training program. The program covers topics such as legal powers, fire prevention, police liaison, first aid, and intrusion alarms (Courtney, 1987, p. 18).

Training courses and educational programs for the private security industry do exist in Alberta. Mount Royal College in Calgary, Grant MacEwan Community College in Edmonton, and Lethbridge Community College in Lethbridge all have two-year diplomas for the security professional. Along with these programs are training courses offered at Grant MacEwan Community College, Alberta Vocational Centre in Calgary, and the Certified Protection Officer (CPO) training course which is offered by correspondence through Mount Royal College.

Growth in Private Security--United States

The first extensive study undertaken on the growth of the security industry in the United States was the Rand Report completed by Kakalik and Wildhorn in 1971. Their study indicates that, in 1950, there was 1.42 private security personnel to every police person. In 1967, this ratio was approximately 1.1:1. It appeared that, during this time period, private security was declining in size and public police were experiencing growth. The growth rate for the public police during 1950 to 1960 was 33 percent, while the private security industry only experienced a growth rate of 7.27 percent, depending on the data interpreted. Kakalik and Wildhorn found that, during 1960 to 1967, public police experienced a growth of 40 percent while the private sector only experienced a growth of seven percent (1971, p. 55).

They projected from this data that, from 1965 to 1975, the growth of the public police would be 34 percent while private security would only increase by 11 percent (Kakalik & Wildhorn, 1971, p. 55). In comparing the ratio of public police to private security during 1950 to 1970, they found that the public police slightly outnumbered private security. In 1960, the ratio of public police to private security was 1.01:1, in 1967 it was 1.08:1, and thus they predicted the ratio for 1975 to be 1.24:1.

The Rand Report provided insight into the extensiveness of the private security field; however, the growth rates predicted by Kakalik and Wildhorn have been found to be underestimated by a survey conducted in 1975 by a Private Security Task Force. The Task Force concluded that the estimation of the number employed in the industry reached by the Rand Report was too low. Whereas the Rand Report indicated that 289,900 contract and proprietary guards were employed in the United States, the Private Security Task Force (1977) found that at least one million people were employed in private security in 1975 (p. 25).

The Private Security Task Force concluded that previous reports were not an accurate indication of numbers involved in security, as these reports did not include part-time security personnel. They estimated that 20 to 50 percent of total employees in security are part-time. If these numbers were included in the data, the numbers employed in the security industry would be considerably higher.

The other major study on the growth of the private security industry is the Hallcrest Report by Cunningham and Taylor (1985) entitled Private Security and Police in America. It provides the most current literature and data on the growth of this industry in the United States during the 1970s and 1980s. The predictions reached by the Rand Report were proven incorrect in the findings of the Hallcrest Report. While the Rand Report had predicted that public police would grow more rapidly than the private sector, the reverse occurred. It appears that the public police continued to grow at a rate of 10 to 15 percent until 1976, after which the public police stabilized or declined. The private security sector, however, experienced rapid growth.

The Hallcrest Report (1985) estimated that, in 1982, there were 1.1 million persons in private security (including proprietary and contract) and felt that this number could be as high as 1.25 million since proprietary security figures are difficult to obtain. From these data, they concluded that private security personnel outnumber the public police by a ratio of 2:1 (p. 40).

Growth in Private Security--Canada

The 1960s saw the beginning of the growth of the private security industry in Canada. Farnell and Shearing's (1977) study on the private security industry and public police from 1961 to 1971 found that, during this period, the public police grew 64 percent compared to approximately 38 percent for the private security sector, with an increase in full-time contract security personnel of 700 percent (p. 24).

Shearing and Stenning (1982) compiled data on the private security industry and public police in Canada for the years 1971 and 1975; they found that public police outnumbered private security (contract and proprietary) by a ratio of 1.08:1 for 1971 and 1.07:1 for 1975. Their report indicated that the ratio was fast approaching 1:1, and that private security would surpass the public police numbers in the future (pp. 4-5).

In a further study done on the security industry in Ontario, by Shearing and Farnell (1975), the findings indicate that there were signs of extremely rapid growth in the industry. They found that, between 1970 and 1975, the number of employees in some companies increased from 133 percent to 305 percent, to one company experiencing a growth of 2500 percent. There were also indications that, during the years 1975 to 1979, some companies would continue to grow at a rate of 312 percent. In terms of gross yearly income, a market growth rate of five to seven percent is average; Shearing and Farnell (1975) found market growth ranging from 10 percent to as high as 200 percent (pp. 65-66).

Growth in Private Security--Alberta

Farnell and Shearing (1977) found that, in Alberta in 1971, public police numbered 2,819 compared to 1,960 private security personnel. This reflected a ratio of 1.4 public police personnel to one security guard. Of this total, 675 persons were contract security guard employees and the 1,285 reflected proprietary security personnel. Farnell and Shearing (1977) indicate that, during this period, contract security agencies grew on an average of 205 percent across the provinces, compared to an average growth rate of 60 percent for police personnel. In terms of expenditures, the study found that, in 1961, $25 million was spent on police services in Alberta, compared to $69 million in 1971, reflecting a percentage increase of 167 percent. For contract security services, they estimate a payroll increase across the provinces of approximately 800 percent between 1961 and 1971. These data were not broken down provincially because, during this period, data collection was inconsistent and thus accurate information was difficult to obtain (pp. 31-46).

Reasons for Growth--United States

Cunningham and Taylor (1985) discuss some theories for the growth in the private security industry and the shift away from the public police. One theory referred to as the "complementary view" states that private security simply supplements the services of the police in the community. Another belief is that, as unemployment increases, crime increases which results in more expenditures on security from the business sector and private citizens in an attempt to reduce their losses due to crime. Although possibly simplistic in its view, this theory has considerable merit when discussing the growth of security, as the fears of real or perceived crime is heightened during times of increasing crime rates. The "competitive view" holds the belief that public police and private security provide similar services to the community and differ only in the degree of legal authority exercised. The "vacuum theory" states that private security fills a void created by the lack of adequate numbers of public police to provide the services demanded by the public. Lastly, the "interest group view" is the belief that private security provides for the protection of property which would otherwise not be protected.

The Hallcrest Report (1985), in surveying a sample of industry managers and police officers in the United States, found that these groups rejected the belief that growth could be explained by the "competitive view." Neither did they feel that the growth in private security was a result of dissatisfaction with the security services provided by the public police. The report indicated that this survey group believed the growth in security to be related to the shortage of public police (vacuum view) and the need by the public to protect their private property (interest group view) (p. 198).

After analyzing the information provided by security managers and police officers, Cunningham and Taylor (1985) believe that three interrelated factors can explain this shift from public to private policing in the United States after the 1950s. These three factors are: "(1) heightened fear (real or perceived) of crime, (2) more crime in the work environment, and (3) greater awareness and use of self-help protective measures, especially private security products and services" (Cunningham & Taylor, 1985, p. 250).

Kakalik and Wildhorn's Rand Report (1971) state that several factors might have been present, creating the expanding role of the private security industry in the

United States during the 1960s and 1970s. The factors which they feel may explain this growth are identified as follows:

> - The high level of and rate of increase in reported crime of all types and in all regions.
> - Increasing public awareness and fear of crime.
> - The federal government's need for security in its space and defence activities during the past decade and, more recently, for security against violent demonstrations, bombings, and hijacking.
> - The basic trend toward specialization of all services.
> - Rising claims to fire and casualty insurance companies for losses.
> - Withdrawal of some insurers from the market.
> - Insurers raising rates and/or requiring use of certain private security systems.
> - Insurers offering premium discounts when certain measures are used.
> - The nation's growth and advancing state of the art in electronics and other scientific areas, which has sparked new and distinct manufacturing branches of several protection companies, providing greatly improved security devices, especially for intrusion detection.
> - The general increase in corporate and private income; this means there is more property to protect and, at the same time, more income to pay for protection.
> - A feeling in some quarters that the regular police are overburdened and have not been able to stem the tide of rising crime, therefore, that private security measures are needed to supplement regular police protection in some situations. (pp. 7-8)

Slater, Chief Inspector of Police in the West Midlands District of England, in a study which he undertook in 1981 in North America, found that a quiet revolution was taking place in the security industry with a projected growth of more than 50 percent occurring between 1980 and

1984. The reasons which he attributed for this continued growth in the security industry are identified as follows:

> - Free enterprise has come to the realization that they must develop methods of protecting their own employees and resources.
> - Police organizations have not grown in manpower sufficiently to meet the escalating demands for protection for a "crime fearing society."
> - As corporations and individuals become more conscientious of their protection needs, they usually must turn to private security for the preventative kind of help they seek.
> - Likely our society will never again enjoy the prosperity of the 70's so economical downturns, recessions and perhaps depression will face us all. It then makes sense that police organizations that pay constables $35,000 will not grow to any degree and more reliance will be placed on privately structured protection groups. (Minion, 1982, p. 2)

Reasons for Growth--Canada

Across Canada, private security administrators surveyed by the writer unanimously agreed that the major reason for this shift to private security is a result of the police pricing themselves out of the market. This was further supported by a study completed by Shearing and Stenning (1982) which indicated that public police costs were twice as high as private security costs. A study completed on Police Services in Canada (Government of Quebec, 1982) indicates that approximately 80 to 85 percent of policing budgets are claimed by salaries and benefits.

The literature indicates that another factor causing this shift is the fact that the public police have begun to restrict their role to the more important function of "crime fighting." As one article (Ballard, 1986) stated:

> Moreover, this transfer of police responsibilities will likely continue and expand over the next few years, primarily because police officers themselves (executives and rank and file alike) appear to be more than willing to restrict the definition of their role to crime fighting, and to divest themselves of other traditional responsibilities. In seeking to restrict its involvement in public security, the police community in North America has opened the floodgates to private security, which in turn is more than willing to fill the void; and to do so at a lower cost to the consumer. (p. 13)

Farnell and Shearing (1971) suggest that the following factors created the increased demand experienced in the private security industry in Canada from 1961 to 1971:

- increased public awareness and fear of crime;
- increase in private and corporate income over the last decade;
- rising claims of insurance companies for losses due to crime, and offers of premium discounts when certain private security measures are used;
- recent developments in electronics technology resulting in the manufacture and marketing of improved security services;
- inability of public police forces to provide adequate protection of <u>private</u> property. (p. 72)

A study completed in 1974 by the Task Force on Policing in Ontario found that the growth in the security industry has resulted from an increase in demand for police services. This increasing demand for police services has occurred due to a number of factors:

> An important factor is the continuing increase in demand for police services. Ontario society has changed significantly in recent years. These changes have caused increased and/or new demands on Ontario police forces. Factors include:
> - urbanization--more frequent and perhaps more volatile domestic disturbances;
> - white collar crime--increase and more complicated investigations;
> - permissive society--more calls for service to control victimless crime;
> - drug culture--both soft and hard drugs available throughout Ontario, requiring police surveillance and law enforcement;
> - family--both youth and women growing factor in crime, leading to increased preventative and enforcement activities.
>
> In addition, increased demand has come from other factors such as new legislation, increasing court time, increased number of vehicles, increased tourism, and less presence of Federal forces relative to Ontario forces. The Task Force believes that the demands for service will continue to increase in the future. (Farnell & Shearing, 1977, p. 72)

As resources became limited, the police began priorizing functions to cope with these extra demands by the public which led to the flourishing of private security. As public demands increase further during the 1980s and 1990s, the police will be forced to look at relinquishing other functions to the hands of the private sector. The Hallcrest Report (1985) found that, of police personnel interviewed, 70 percent wanted to be relieved from handling false alarms. The majority were also willing to allow private security to take over other duties including incident reporting, misdemeanor reports, guarding and transporting prisoners, traffic control, parking enforcement, and other non-investigative functions performed by the police.

Stenning and Shearing (1979) discussed the public's demand for preventative rather than curative policing. Although the public police are involved in the preventative function, the majority of their function is curative policing, that is, responding to calls for service. The private security industry is better equipped to function in this preventative role:

> The preventative approach to security . . . appears to be more accessible to private security, than it is to the public police, for two different but mutually reinforcing reasons. On the one hand, private security's unique access to private places and their ultimate relationship to the person who controls activities in these spaces places them in a much better position to prevent crime than their public counterparts who must, by definition, remain outsiders looking in. On the other hand, private security, unlike the police, are not part of a system of social control dominated by principles of justice, retribution, deterrence and the like. They are, in contrast, relatively unhampered by these traditional concepts, and so are in a far better position to utilize a wider range of options than the public police in preventing crime. The very fact that private security prefers to talk of "loss prevention" rather than "crime prevention" is itself a testimony of their ability to move outside the traditional justice framework. (Stenning & Shearing, 1979, p. 16)

Shearing and Stenning (1981) found in further research that "one of the most striking features associated with private security is the fact that it appears to be correlated with shifts in property relationships" (p. 228). Society today is experiencing a move toward "mass private property," with large corporations controlling multiple businesses across a large geographic location. As urban areas expand, owners of "mass private property," such as high rises, shopping malls, industrial sites and large corporations, require private security to protect their private assets from loss. Although the public police respond to calls for service in these areas, they do not meet the daily preventative functions which these areas require.

Summary

As the literature indicates, no research has been completed on the growth of the security industry in Alberta. Some data do exist on the United States' private security industry, as well as data from Canada, specifically Ontario, in the 1970s. An examination of factors which influenced the growth in the United States and Ontario security industries in the 1970s and 1980s has been presented. An absence of knowledge on the nature and extent of growth in Alberta, and the factors which have affected this growth, appears evident and this research will provide insight into this industry.

CHAPTER III

METHODOLOGY

Introduction

Data on the security guard industry in Alberta was obtained by reviewing past and current literature and by administering a questionnaire to managers of contract security guard agencies in Edmonton. In the first part of the study, data were obtained through the Alberta Solicitor General's Department, Statistics Canada, and other relevant sources which provided information on the private security industry and public police in Alberta. The second part of data collection consisted of surveying managers of contract security guard agencies in Edmonton to identify the growth which they have experienced in terms of employees, clients, security service areas, and what factors contributed to this growth. A questionnaire was utilized to identify this growth as well as to determine the amount of training which agencies in Edmonton provide employees.

Population

For the purpose of this study, the researcher chose to survey only managers of contract security guard agencies in Edmonton. As all contract security guard agencies across Alberta perform similar functions and experience similar economic conditions, it is believed, based on the researcher's experience and the two security professionals who assisted the researcher, that Alberta agencies are similar in the type of activities performed, clientele areas served, personnel, training and growth. Thus, because of this similarity, time and resource constraints, the researcher chose to only survey the Edmonton population of contract security guard agencies.

A list of private investigation and contract security guard agencies is produced each year by the Administrator of the Private Investigators and Security Guards Act, Alberta Solicitor General's Department indicating all agencies licensed in Alberta and the manager's name and telephone number. A list of agencies operating in Alberta in 1984/85 as well as currently was obtained and the list of managers of Edmonton contract security guard agencies to be surveyed was taken from the 1984/85 list. The 1984/85 list was used for the survey population so that managers could provide an indication of the growth which their agency has experienced. The researcher then checked them against the current list and telephoned each agency to confirm that the agency was still in operation, and to confirm the manager's name and the address of the agency. The population consisted of 18 managers of contract security guard agencies in Edmonton.

Of the eighteen agencies surveyed, thirteen held dual licenses and five held only security guard licenses. The agencies which held dual licenses (licensed both as private investigation and security guard agencies) were asked to respond to the questionnaire in terms of their contract security guard services.

Data Collection

The first part of the data collection consisted of a review of past and current literature and statistics on the contract security guard industry, to provide a description on the nature and extent of the industry in Alberta. A comparison between the growth of the security guard industry and the public police is made to provide insight into what has been occurring in the Alberta law enforcement sector. A review of studies, documents, annual reports and other literature relevant to this study are analyzed in Chapter IV.

The second part of the data collection consisted of a survey by questionnaire of the 18 managers/owners of contract security guard agencies in Edmonton, to obtain information on the nature and extent of growth which their agencies have experienced and reasons which they feel are responsible for this growth. The questionnaire requested information about personnel, security services, clientele served and training to provide a description of what is occurring in this industry.

Instrumentation

For the purpose of gathering information from managers of contract security guard agencies in Edmonton, a questionnaire was developed centering on five basic themes: reasons for growth; operations and activities; training; personnel; and agency profile. This questionnaire was designed to obtain information on the nature and extent of the service provided by each agency, personnel, training, the growth experienced by the agency and why this growth has and is occurring.

The questionnaire was developed by extracting questions from three studies undertaken in the United States and Canada on the private security industry. Each of the studies examined the nature and extent of the private security industry, the growth which it has experienced, reasons for its growth, and the training provided security personnel. Based on the researcher's experience and knowledge of the Alberta security guard industry and the research questions being examined, questions were selected from the studies which would determine the nature and extent of the Edmonton contract security guard industry, the growth which it has experienced and reasons for this growth. Questions were also extracted which were relevant in obtaining information about the agency, revenues, personnel and training. The two security professionals who participated in the field test of the instrument also reviewed each question in terms of its relevance to the purpose of the study and to the Alberta security guard industry.

Seventy percent of the questions utilized in the instrument were extracted from a major study completed on the United States security guard industry during the 1980s, entitled Private Security and Police in America by Cunningham and Taylor (1985, also referred to as The Hallcrest Report). This study consisted of a national study on the nature and extent of private security in the United States. It examined private security activities, growth, relationship with police, employment statistics, personnel and revenues. The questionnaire designed by Cunningham and Taylor was developed to specifically survey 1,600 contract security guard and law enforcement managers in the United States. Although there are some differences in licensing and the role of private security in the United States and in Canada, many of the questions utilized in this study were general and relevant to the Canadian security guard industry.

Other questions in the development of the questionnaire were obtained from a study completed in Ontario in 1975 by Shearing and Farnell, entitled A Study of Contract Security Agencies in Ontario. This study was undertaken to provide a comprehensive description of agencies providing contract security services in Ontario. About 20 percent of questions in the instrument were from this research. Questions selected addressed the research questions being examined by the researcher to obtain information about the Alberta private security industry.

The final study which yielded questions for the instrument was a recent study completed on the Quebec security industry by Fourcaudot in 1988 and provides a comprehensive description of the private security industry in Quebec. Thus, questions relevant to the study were extracted and utilized in the questionnaire designed for Edmonton contract security agency managers.

The instrument is simple in design to encourage participation. It consists primarily of questions to which the individual responds by putting check marks beside the correct answer or by circling the appropriate answer on a likert scale. A few questions require the respondent to provide statistical data or short answers (See Appendix A).

The problem of non-response to surveys is a critical issue in this type of research method, as noted by Fowler (1988). To encourage the respondents to complete the questionnaire, recommendations by Fowler (1988) were utilized in the design of the questionnaire:

1. A self-administered questionnaire should be self-explanatory. Reading instructions should not be necessary, because they will not be read consistently.
2. Self-administered questionnaires should be restricted to closed answers. Checking a box or circling a number should be the only task required. When respondents are asked to answer in their own words, the answers usually are incomplete, vague, and difficult to code, and therefore are of only limited value as measurements.
3. The question forms in a self-administered questionnaire should be few in number. The more the questionnaire can be set up so that the respondent has the same kinds of tasks and questions to answer, the less likely it is that respondents will become confused; also, the easier the task will be for the respondents.
4. A questionnaire should be typed and laid out in a way that seems clear and uncluttered. Photoreduction, or other strategies for putting many questions on a page, actually reduces the response rate compared with when the same number of questions are spaced attractively over more pages.
5. Skip patterns should be kept to a minimum. If some respondents must skip some questions, arrows and boxes that communicate skips without verbal instructions are best.
6. Provide redundant information to respondents. If people can be confused about what they are supposed to do, they will be. (p. 103)

These recommendations were adhered to as much as possible in the design of the questionnaire for this study, to encourage maximum response. Also important in achieving optimum response is repeated contact with respondents to encourage completion of the questionnaire.

Field Test

Once the instrument was developed, the content of the questions were examined by two individuals employed in the security industry. They were asked to provide their expertise on the relevance and suitability of the questions in examining the Alberta contract security guard industry. A meeting with each security professional and the researcher was held to determine if the questions were valid and to detect any difficulties or ambiguities in the questions.

The first security professional who reviewed the questionnaire has been employed as a supervisor in the security industry for the past five years. We discussed each question and no major problems or difficulties were uncovered in the content or the wording of the questions. Overall, she felt that the questionnaire was easy to understand and questions were relevant and appropriate to the Alberta security guard industry. The concern with the length of the questionnaire was discussed, but she felt that it was not a problem as it could be completed in approximately one half hour.

The second expert to review the questionnaire had worked in the law enforcement and security field for over 20 years. He manages his own contract security guard agency and has worked in all facets of the security industry. In reviewing the questions, he pointed out areas of overlap and irrelevancy and, after some discussion, changes were made. He also suggested that some questions were too detailed for the Alberta security guard industry and changes were made as necessary. The length of the questionnaire was discussed, but it was not considered a problem as he had completed the questionnaire in 20 minutes.

Based on my discussions with the two individuals employed in the security industry, some minor changes were made to the questionnaire to clear up ambiguities, overlap and irrelevancies which existed in some of the questions. The researcher then reviewed the questionnaire in terms of general instructions, layout and design. The questionnaire is found in Appendix A.

Questionnaire Process

After discussion with the two security professionals, the decision was made to proceed with the self-administered questionnaire rather than interviews for completion of the questionnaire. Because of the nature of the profession and the competition which exists in the industry, the two security professionals felt that a better response could be achieved through an anonymous and confidential process such as the self-administered questionnaire.

A letter was first sent to the 18 managers explaining the purpose of the research, ensuring confidentiality and anonymity of their responses, and requesting their voluntary participation in completing the questionnaire (see Appendix B). This letter served to introduce the research to the managers and stimulate their interest in the questionnaire which followed. The questionnaire, along with a self-addressed, stamped envelope, was then delivered to each manager two weeks after the initial introductory letter was sent. Each package delivered to the managers contained a further letter encouraging them to complete the questionnaire (see Appendix C), a questionnaire with instructions on completion, and a stamped, self-addressed envelope. Upon suggestion from one of the security professionals, the researcher also included a self-addressed label so that managers could write for a copy of the findings of the study.

By the deadline date for the return of the questionnaires, six (33%) had been returned. Two days after this deadline, telephone contact was made with each manager who had not returned the questionnaire to encourage completion and return of the questionnaires. Some managers indicated that they had been very busy but would complete it as soon as possible. With further contact by telephone and a follow-up letter (see Appendix D), a return rate of

10 out of 18 (56%) questionnaires was achieved. The 10 agencies, however, represent over 90 percent of security guards presently employed in Edmonton. Of the eight agencies which did not respond, three were medium-sized agencies and five were small agencies consisting of one or two man operations. In discussion with some managers of the small agencies who did not respond, they indicated that their non-response was because they did not believe they could provide much insight into the industry since they ran such a small operation. One of the medium-sized agencies did not complete the questionnaire due to management changes. None of the managers felt that the questionnaire was too long and thus this was not a factor in managers not responding to the questionnaire.

CHAPTER IV

STATISTICS ON THE ALBERTA SECURITY GUARD INDUSTRY

Introduction

The focus of this chapter is the presentation of statistics available on the security guard industry in Alberta. This chapter answers the following research questions: What has been the growth of the private security industry as compared to the public police in Alberta?; Has the profile of Alberta private security personnel changed as a result of this growth?; and, What factors/influences have had an impact on the growth of the contract security guard industry? The major sources utilized were the Department of the Alberta Solicitor General and Statistics Canada.

The availability of statistics is limited, and this part of the analysis is further limited by how census information is collected and presented. Although this limitation does present some difficulties in the presentation and interpretation of data for this industry, it does provide general insight into the nature and extent of the industry in Alberta.

Canada

Statistics on the security industry in Canada, both provincially and nationally, are very limited. As an indication of the growth which Canada has experienced in the private security industry, Shearing and Stenning (1982) compiled data for security guards and police personnel employed in Canada for 1971 and 1975 (see Table 1).

In comparing police strength to the number of private security personnel between 1971 and 1975, the ratio of police to security personnel is approaching 1:1. Information from Robert Lunney, while Chief of the Edmonton Police Department and President of the Canadian Police Chief Association, indicates that this ratio has been achieved, if not surpassed. Lunney states in the Association Newsletter (February, 1985) that "today, in Canada there are approximately 100,000 private security guards and investigators" (p. 1). In the past ten years the number of private security personnel has nearly doubled, while the public police have increased only slightly (see Figure 1).

The growth rate represents an increase of 30 percent for the total private security industry (private investigators and security guards) from 1971 to 1975, and 109 percent from 1975 to 1985. In comparison, the public police grew by 29 percent from 1971 to 1975, and only three percent from 1975 to 1985. Over the period from 1971 to

Table 1

Private Security Personnel and Public Police in Canada

	1971	1975	1985*
Total security personnel	89,734	115,443	
Total public security	53,209	67,663	
- police strength	39,724	51,243	53,000
- government guards	13,485	16,420	
Total private security	36,525	47,780	100,000
Types:			
- guards	33,430	46,060	
- investigators	3,295	1,720	
Organization:			
- in-house	25,200	28,756	
- contract	11,525	19,024	

*Data from past Edmonton Police Chief Robert Lunney and past President of the Canadian Police Chief Association.

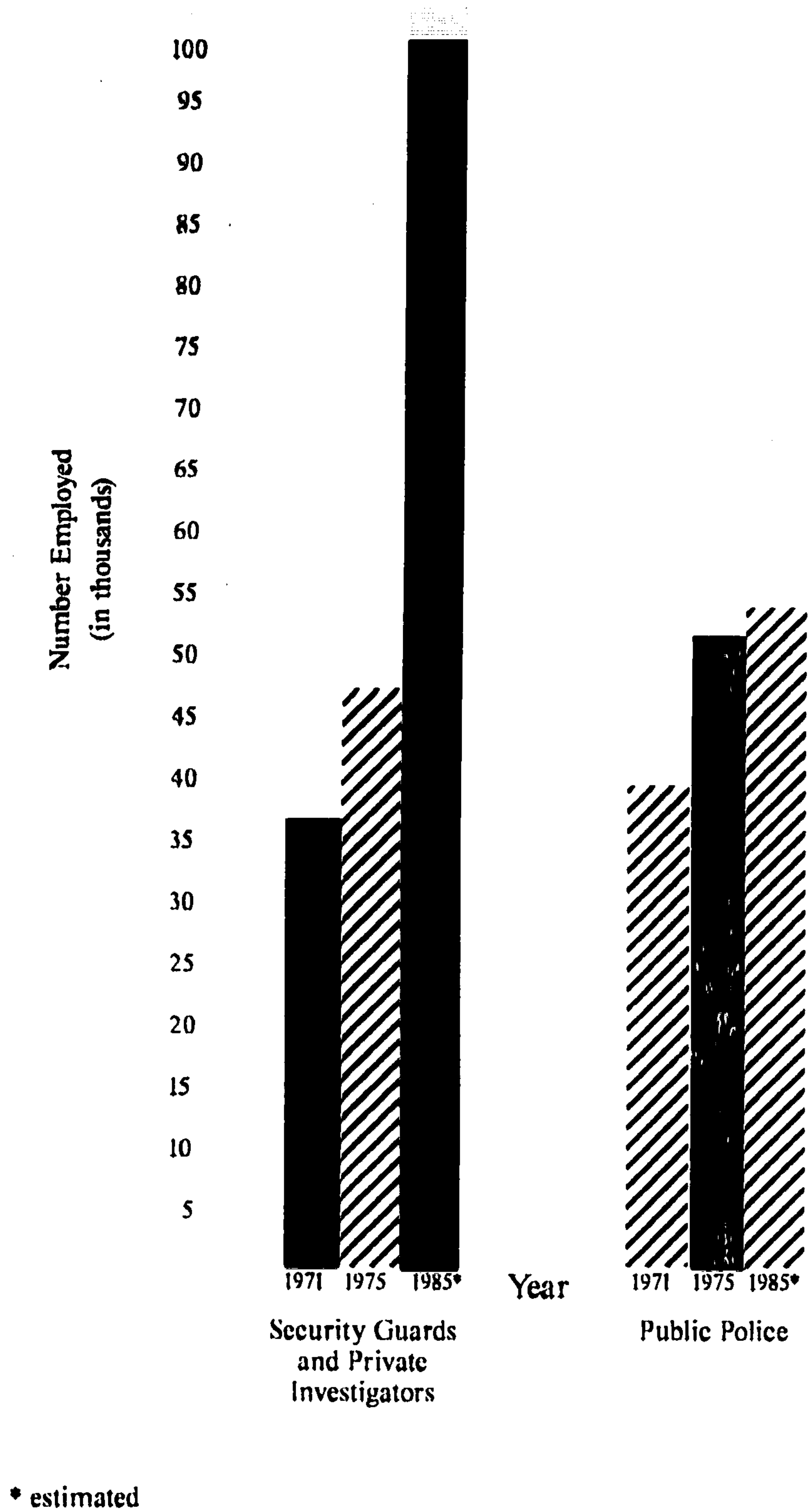

Figure 1. Private Security Personnel and Public Police in Canada

1985, the private security industry grew by 174 percent, while the public police only grew 33 percent.

Data on the growth of the public police and private security prior to 1970 is unavailable. However, Farnell and Shearing (1977) concluded from census data that the rate of growth for private security could have been as high as 700 percent, while the public police growth rate was 30 percent (p. 485).

Farnell and Shearing also discuss the relationship between in-house and contract security from 1971 to 1975. It is difficult to determine in-house security employee numbers because these guards do not have to be licensed. However, Farnell and Shearing's study compiled these data for 1971 and 1975 and discussed the relationship:

> By 1971, however, there was almost as many private security as public police in Canada, but in-house personnel still outnumbers contract security by more than 2 to 1. Within the next four years, both public police and private security personnel continued to increase at approximately the same rate (30 percent). Within private security, however, contract security increased 65 percent, a rate almost five times that of the rate of growth of in-house security. (Shearing and Stenning, 1983, p. 485)

This growth represents an increasing shift from public policing to private policing as an alternative means of protection for those who can afford it.

Alberta

Data from the Alberta Solicitor General's Annual Reports from 1973/74 to 1986/87 reveal information on the number of contract security guards and private investigators compared to police strength (see Table 2).

Data are unavailable for 1985/86 to 1986/87 with regard to specific numbers of agencies and employees in security and private investigation due to changes which occurred within the Law Enforcement Division, Solicitor General's Department during this time period. Prior to 1973/74, the Private Investigators and Security Guards Act was under the Alberta Attorney General's Department and statistics on employees and agencies in private security are unavailable (G.W. Ohrt, Administrator, Private Investigators and Security Guards Act, personal communication, February 16, 1989). As of February 1989, there were 64 security agencies and 101 private investigation agencies currently licensed under the Alberta Private Investigators and Security Guards Act.

Figure 2 illustrates the growth of the security industry (including both contract security and private investigation) compared to the public police in Alberta. This represents a growth rate of 132 percent for the security industry and 42 percent growth in public police for 1973/74 to 1986/87.

Table 2
Private Security Personnel and Public Police in Alberta, 1974–1986/87

	73/74	74/75	75/76	76/77	77/78	78/79	79/80	80/81	81/82	82/83	83/84	84/85	85/86	86/87
Security Guard Agencies	16	19	24	25	28	52	43	56	63	89	69	99	MD	MD
Private Investigator Agencies	28	38	32	33	42	51	56	69	87	100	81	121	MD	MD
Private Investigator Employees	207	173	249	264	299	332	299	485	557	580	488	593	MD	MD
Security Guard Employees	2386	2050	2471	2807	5349	4000	4480	4787	5264	4420	4374	4565	MD	MD
Total Employees	2593	2223	2720	3071	5648	4332	4779	5272	5821	5000	4862	5158	5256	6012
*Police Strength	3040	3236	3362	3884	4046	4212	4437	3977	4455	4462	4572	4579	4292	4305

MD – Missing Data

* Police Administration Statistics, Statistics Canada

Source: Solicitor General's Department, *Annual Reports*.

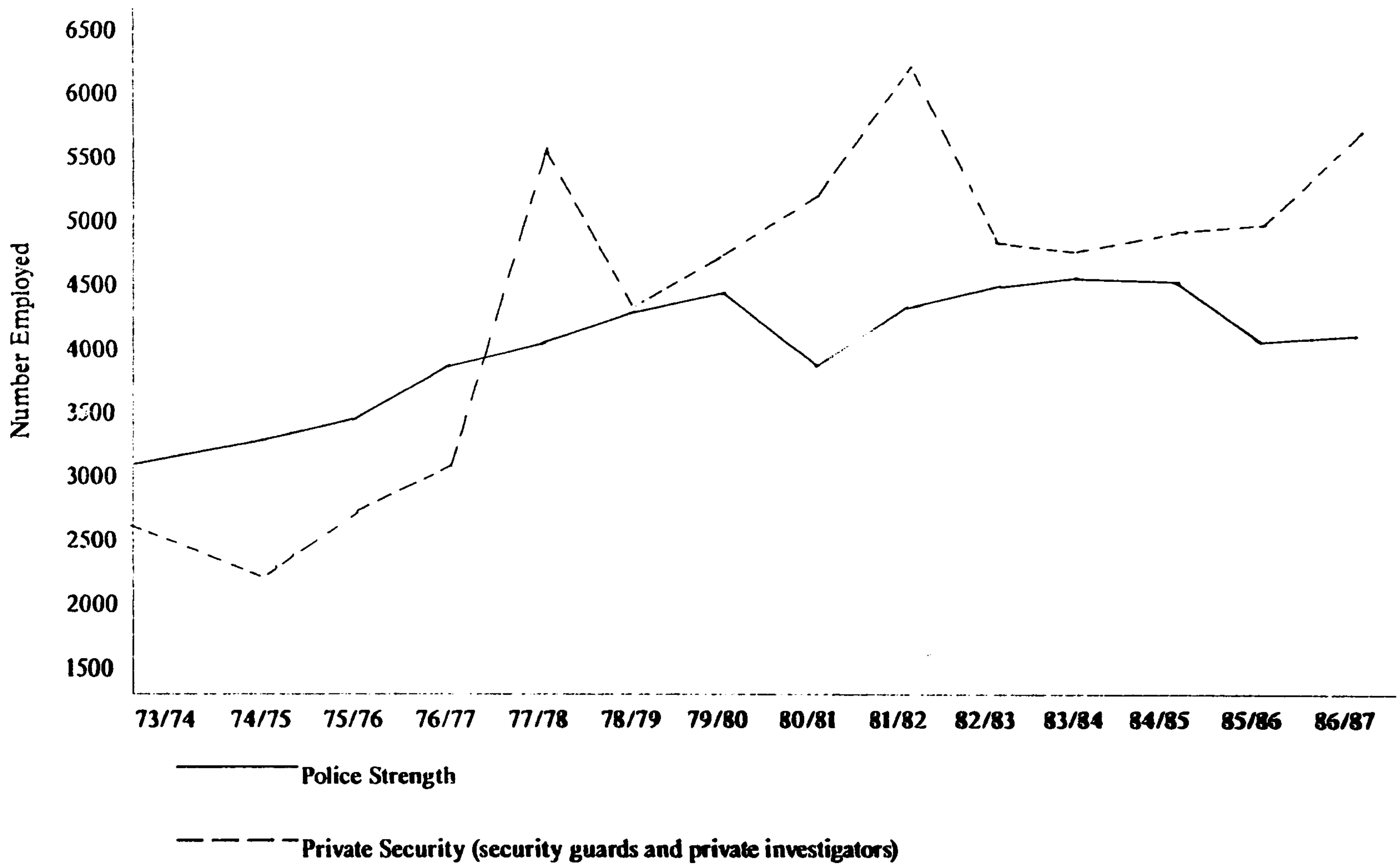

Figure 2. Total Licensed Security Employees Compared to the Public Police in Alberta, 1974-1986/87

Figure 3 illustrates the growth of the contract security guard sector as compared to the public police in Alberta. The graph also depicts the growth experienced by the private investigator sector.

Although the Alberta security industry has fluctuated from 1973/74 to 1984/85, the data reveal an overall growth of 99 percent for the total private security industry compared to 33 percent for the public police. Specifically, the number of contract security guards increased by 91 percent and private investigators experienced a growth of 186 percent.

The number of contract security guard agencies has also increased substantially since 1973/74 (see Table 3). This represents an increase of 519 percent in the number of security agencies between 1973/74 and 1984/85. The most dramatic increase was between 1977/78 and 1978/79, when the number of agencies went from 28 to 52, reflecting an increase of 86 percent; however, the number of employees decreased by 25 percent. In discussion with the Administrator of the Private Investigators and Security Guards Act, it was determined that this decrease in employee numbers could be the result of large firms going under and employees shifting to new companies as jobs became available. This also occurred in the early 1980s when a large international security agency went out of business resulting in the loss of jobs for many security

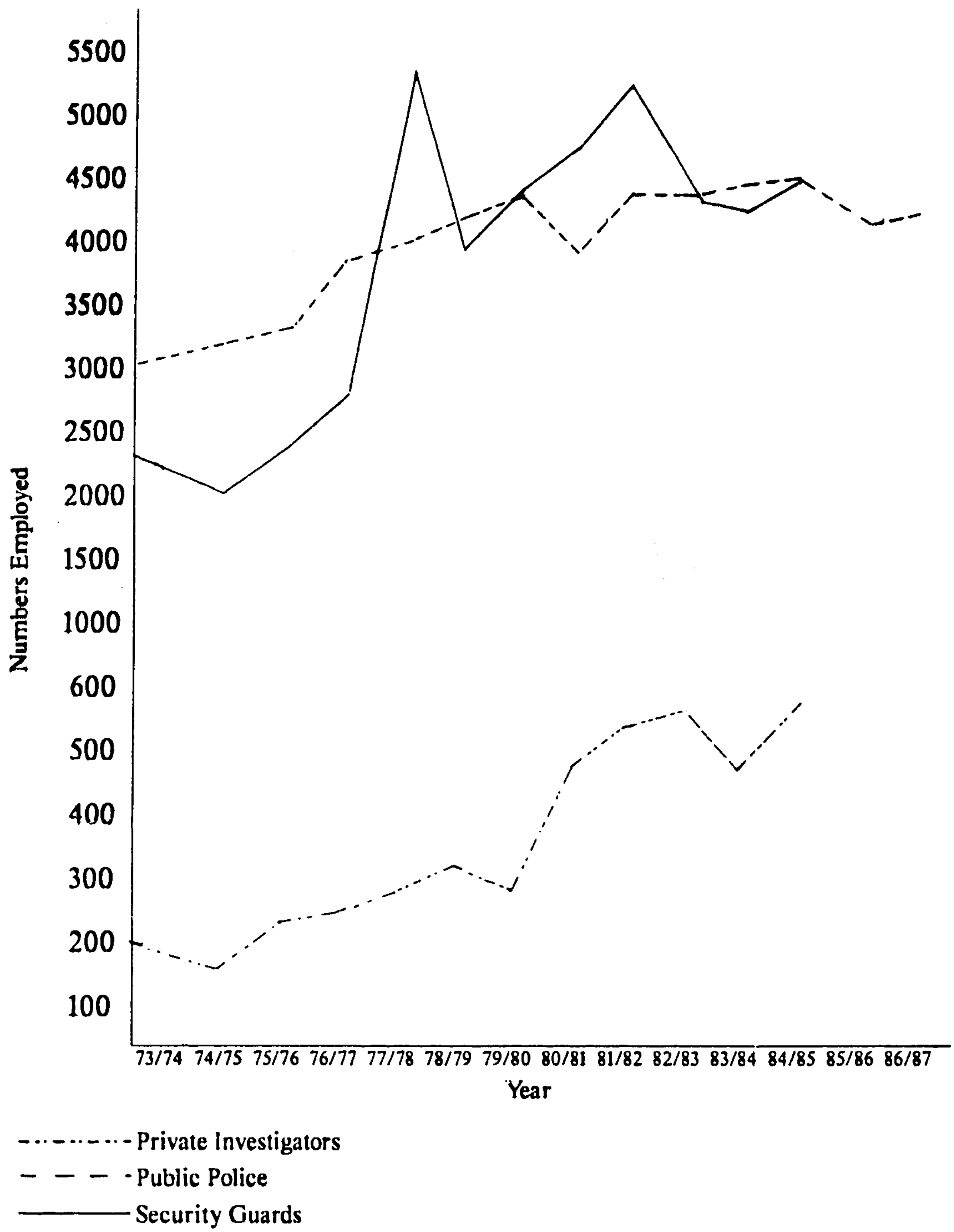

Figure 3. Growth of Contract Security Guards, Private Investigators and Public Police in Alberta

Table 3

Security Guard Agencies and Employees in Alberta

	73/74	74/75	75/76	76/77	77/78	78/79	79/80	80/81	81/82	82/83	83/84	84/85	85/86	86/87
Security Guard Agencies	16	19	24	25	28	52	43	56	63	89	69	99	MD	MD
Security Guard Employees	2386	2050	2471	2807	5349	4000	4480	4787	5264	4420	4374	4565	MD	MD

MD – Missing Data

guards (G.W. Ohrt, personal communication, February 16, 1989).

Figure 4 reflects the growth of the contract security guard industry in terms of numbers employed and agencies operating in Alberta from 1973/74 to 1984/85.

A Profile of Private Security Personnel

Canada Census data provides some information on the nature and extent of the security guard industry in Alberta. Statistics Canada provides data on "general categories" of occupations with all occupations classified into Major, Minor and Unit groups. The major group, under which security occupations are listed, is Major Group 61: Service Occupations. This Major group is further classified into Minor groups, with Minor Group 611: Protective Service Occupations referring to security occupations as well as occupations which protect against fire, criminals, crime and emergencies. Minor Group 611 is further divided into units, with two units specifically reporting on individuals employed in various facets of the security industry: Unit Group 6113 - Police and Investigators, Private; and Unit Group 6115 - Guards and Watchmen. Unit group definitions and occupational titles are found in The Canadian Classification and Dictionary of Occupations, as follows:

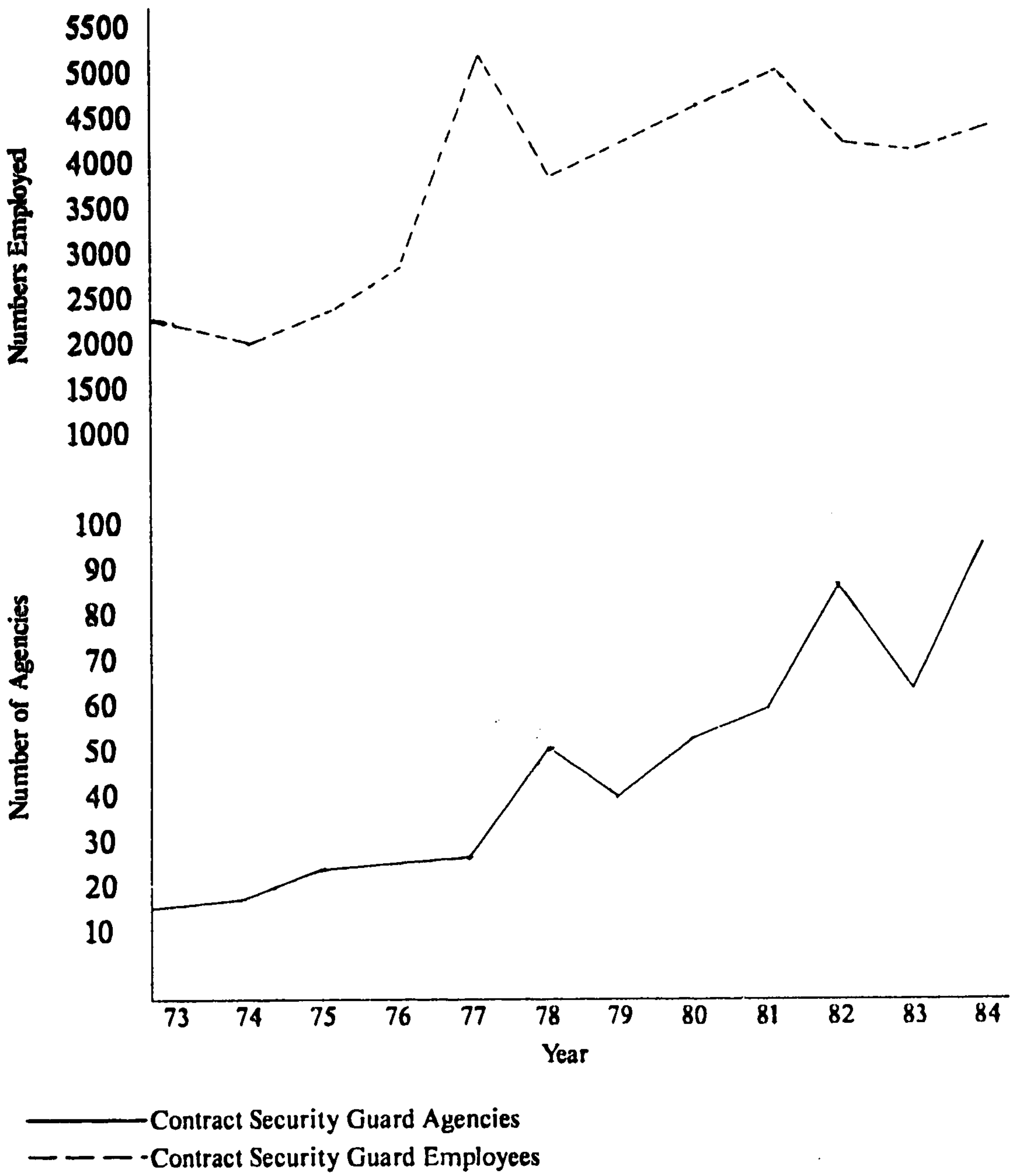

Figure 4. Contract Security Guard Agencies and Employees in Alberta from 1973/74 - 1984/85

Unit group 6113: Policemen and Investigators, Private

Work Performed:

> . . . includes occupations concerned with protecting lives and private property, maintaining order, investigating irregularities concerning fire, sabotage or intrusions, and conducting private investigations. Worker functions include: determining procedures for use in investigations; analyzing data and compiling reports; comparing credentials; questioning individuals to obtain information or evidence; and supervising activities of private policemen and investigators. Work activities include: patrolling employers' premises; observing persons to detect unlawful practices or irregularities; conducting investigations of irregularities or reports of crime; obtaining assistance from local police; and driving vehicles to conduct investigations or respond to alarms. (p. 293)

The list of occupational titles included in this Unit Group are: Private Investigator, Special agent - railway, Investigator - business establishment, Alarm Investigator, Police Constable - railway, Shopping Investigator, and House Detective (p. 293).

Unit Group 6115B: Guards and Watchmen

Work performed:

> . . . includes occupations concerned with guarding and protecting industrial, commercial and private property against fire, vandalism, illegal entry or theft; and ensuring the safety of pedestrians and motorists at street or railway crossings. Worker functions include: supervising and co-ordinating the activities of guards and watchmen; observing patrolled areas or work site and comparing behavior of people to detect irregularities or suspicious activities, answering questions, giving directions and explaining regulations; signalling motorists and pedestrians of approaching trains or traffic; recording data concerning damage to property,

> deliveries or receipts, and identity of persons and vehicles entering or leaving establishments; driving guard vehicles; and handling stop signs, lanterns and gates. Work activities include: guarding money, and other valuables during transit to prevent theft; checking alarm, safety and utility systems, locks, windows and doors for security, registering at designated stations during inspections; opening gates or doors to allow entrance or exit of people and vehicles; and servicing fire-arms. (p. 298)

Unit Group 6115 is divided into 6115A and 6115B with 6115A referring to occupations concerned with guarding persons held in penitentiaries, reformatories, police stations and detention rooms. The occupation titles under Unit Group 6115 include: Security Guard, Armoured Car Guard, Convoy Guard, Gateman, Watchman - crossing, School-crossing Guard, Correctional Officer, Head Matron, and Matron (Canadian Classification and Dictionary of Occupations, pp. 296-298).

Although these two occupational groups do not exclusively deal with private security personnel, some general statements can be made regarding the profile of personnel employed in these occupations in Alberta.

Profile of Private Security Personnel in Alberta, 1971

According to Statistics Canada Census data (1971), there were 3,070 persons employed in security occupations in 1971. Of these, 215 were employed in occupations under Unit Group 6113: Policemen and Investigators, Private; and 2,855 were employed in occupations under Unit Group 6115: Guards and Watchmen. Based on the data available from

Census Canada, the following presents a general profile of security personnel in Alberta in 1971 (see Appendices E and F for data from Statistics Canada used to produce the following figures).

Sex. In 1971, 92 percent of all private security personnel were male and eight percent were female. Looking at specific occupational groups, 67 percent of private policemen and investigators were male compared to 95 percent of guards and watchmen (see Figure 5).

Age. Overall, the majority of individuals employed in private security occupations tended to be in the higher age groups. Specifically, guards and watchmen were, on the average, older than private policemen and investigators. Sixty-one percent of individuals employed in guard and watchmen occupations were over 45 years of age. In comparison, 66 percent of private policemen and investigators were under 45 years of age (see Figure 6).

Education. Figure 7 indicates that the educational level of guards and watchmen was low, with 73 percent having less than Grade 12 and only nine percent having some university education. In comparison, private policemen and investigators tended to have somewhat higher educational levels, with only 46 percent having less than Grade 12 and 10 percent having some university education. Overall, 72 percent of individuals employed in these occupations had less than Grade 12.

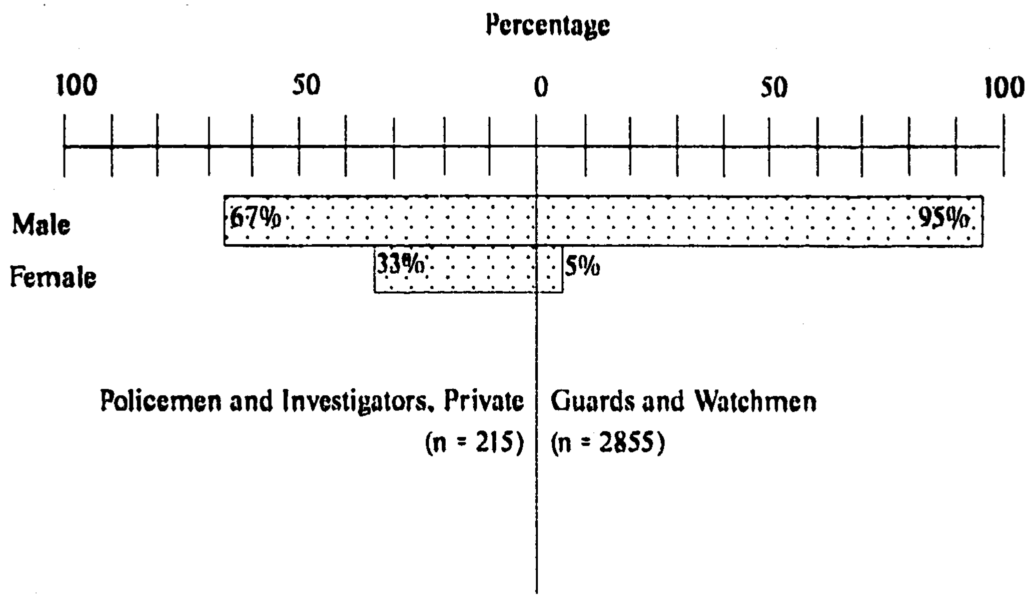

Figure 5. Private Security Personnel in Alberta:
Percentage Distribution by Occupation Group by Gender, 1971

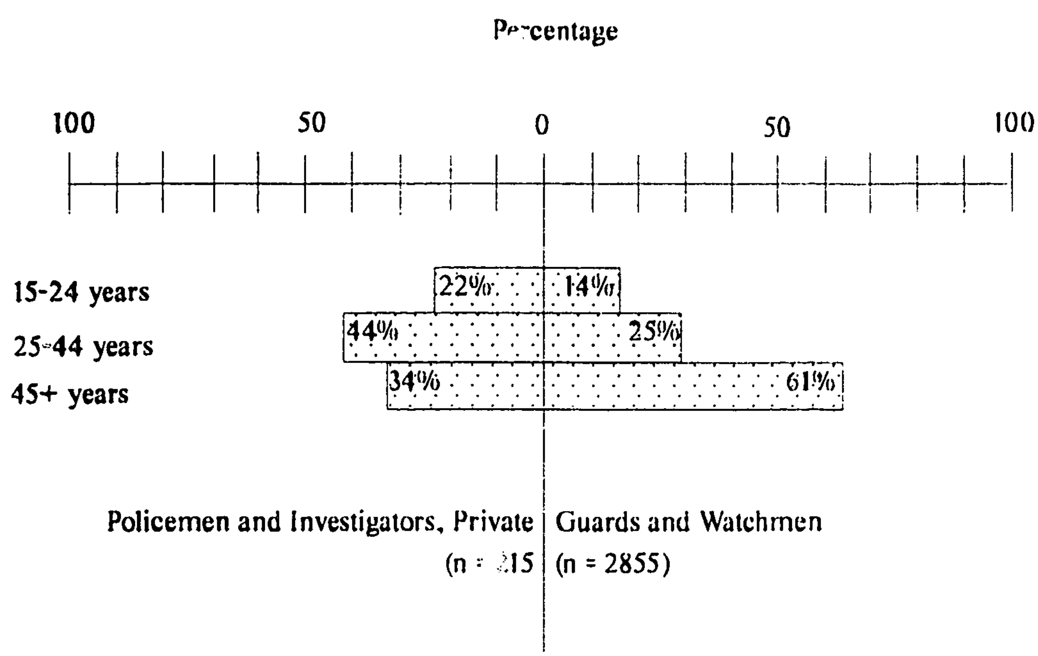

Figure 6. Private Security Personnel in Alberta:
Percentage Distribution by Occupation Group by Age, 1971

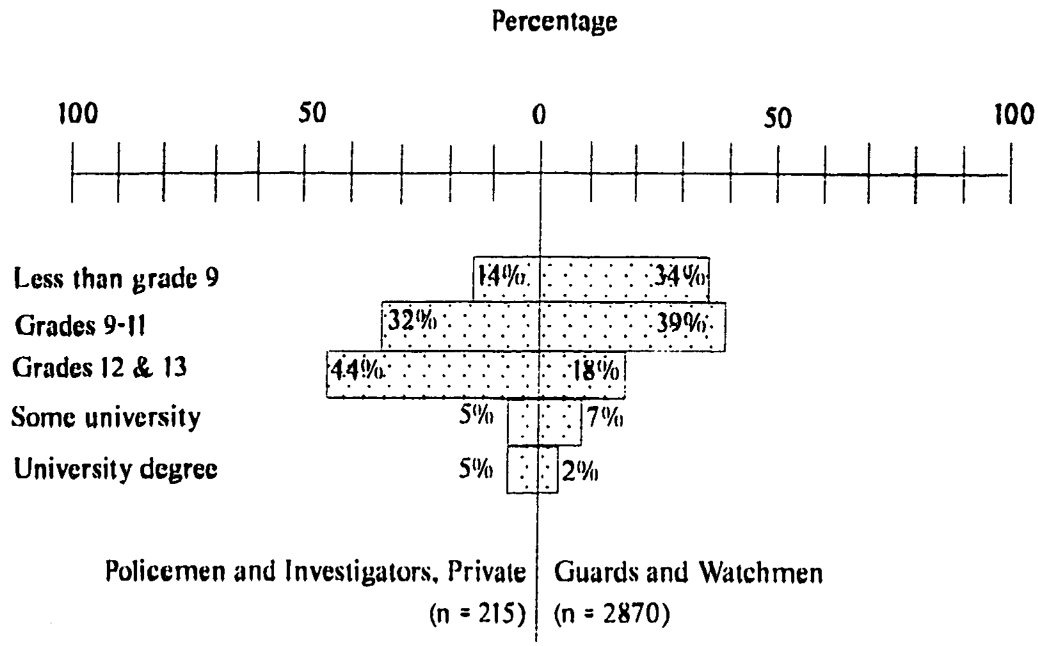

Figure 7. Private Security Personnel in Alberta: Percentage Distribution by Occupation Group by Education, 1971

Profile of Private Security Personnel in Alberta, 1981

According to Statistics Canada Census data (1981), there were 6,245 people employed in security occupations in 1981. This reflects an increase in employee numbers of 104 percent since 1971. In 1981, Census data reported 270 individuals employed in occupations under private policemen and investigators and 5,975 under guards and watchmen (see Appendix F). Between 1971 and 1981, private policemen and investigators experienced a growth rate of 26 percent, while the number of individuals employed in guard and watchmen occupations increased by 109 percent. The following presents a profile of security personnel in Alberta in 1981.

Sex. In 1981, 80 percent of all private security personnel were male and 20 percent were female. No females were employed in private policemen and investigator occupations, while 22 percent females were employed in guard or watchmen occupations (see Figure 8).

The number of persons employed in guards and watchmen occupations increased by 109 percent from 1971 to 1981, compared to a growth of 26 percent for private policemen and investigators. Since 1971, more women have entered occupations listed under guards and watchmen with the number of females employed in these occupations increasing from five percent (5%) in 1971 to 22 percent in 1981. In comparison, no females were employed in private policemen and investigators occupations in 1981, compared to 33 percent female employees in 1971.

Age. In general, 65 percent of individuals employed in private security were between the ages of 25 to 64 years old. The majority of private policemen and investigators tended to be between the ages of 25 to 44, with 62 percent in this age group and 77 percent under the age of 45. In comparison, 57 percent of guards and watchmen were under 45 years of age, with 30 percent over the age of 55 (see Figure 9). On the average, it appears that guards and watchmen are older than those employed in private police or investigation.

Since 1971, the age level of individuals employed in the security industry has lowered. In 1971, 61 percent of guards and watchmen were over 45 years of age, compared to 43 percent in 1981. The age of individuals employed as private policemen and investigators was also lower in 1981, with only 23 percent over 45 years of age compared to 34 percent in 1971.

Education. The educational level of guards and watchmen in 1981 tended to be higher, with 48 percent of employees not having a high school diploma, compared to 73 percent not having a high school diploma in 1971. The educational level of private police and investigators also improved slightly from 1971, with only 30 percent not

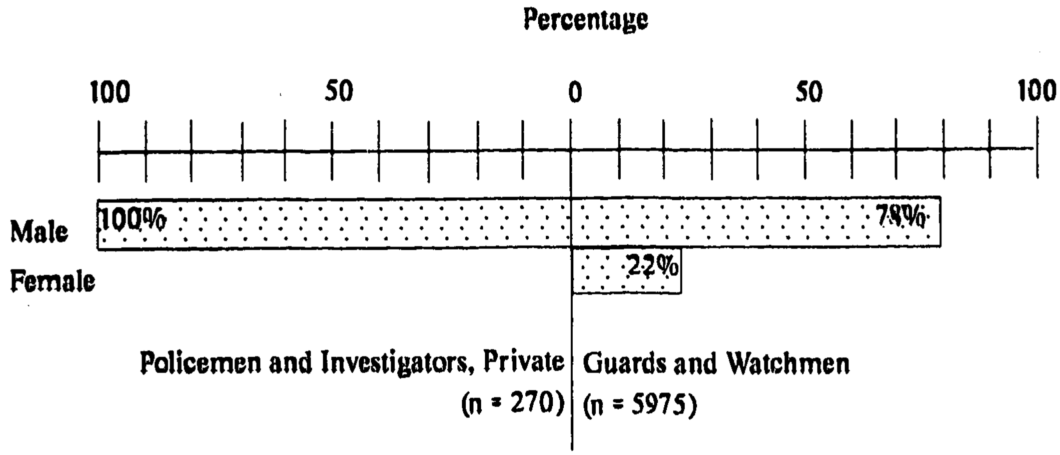

Figure 8. Private Security Personnel in Alberta:
Percentage Distribution by Occupation Group by Gender, 1981

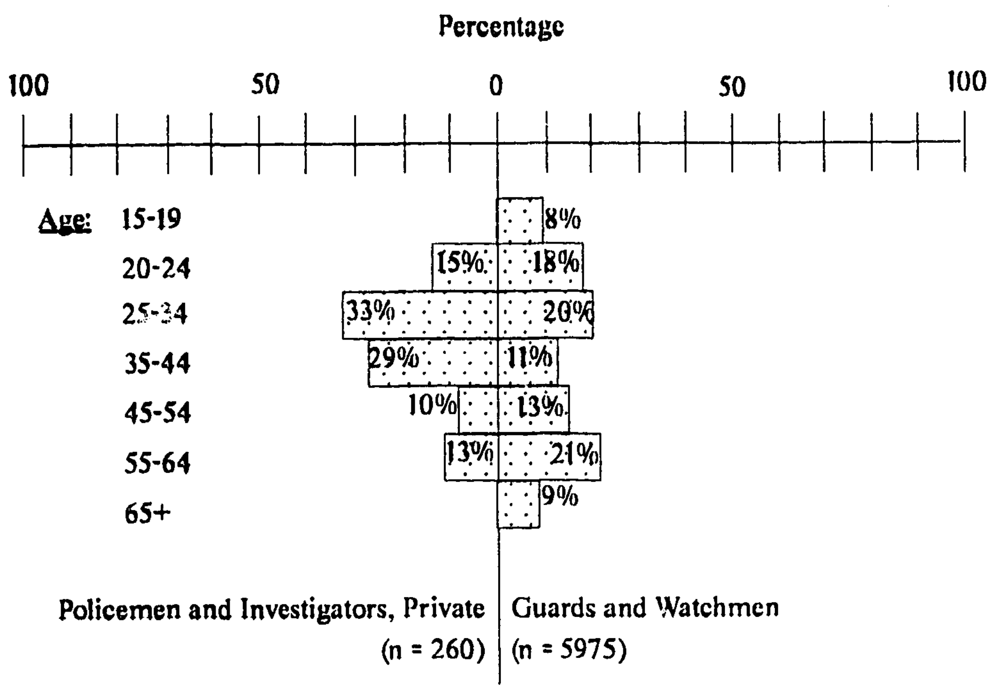

Figure 9. Private Security Personnel in Alberta:
Percentage Distribution by Occupation Group by Age, 1981

having a high school diploma compared to 46 percent in 1971 (see Figure 10).

Since 1971, the educational level of all security personnel has improved. While, in 1971, 91 percent of guards and watchmen had Grade 12 or less, in 1981 only 59 percent had Grade 12 or less. For private police and investigators, in 1971, 90 percent had Grade 12 or less compared to 49 percent in 1981.

Summary

In 1971, 92 percent of all private security personnel were male. Specifically, 95 percent of guards and watchmen were male, compared to 67 percent of private policemen and investigators. In 1981, 80 percent of all private security personnel in Alberta were male. Specifically, 78 percent of guards and watchmen were male, compared to 100 percent males employed as private policemen and investigators.

Individuals employed in both occupational groups tended to be in the higher age groups. In 1971, 59 percent of personnel were over 45 years of age. Specifically, guards and watchmen tended to be older than private policemen and investigators, with 61 percent of guards and watchmen over 45 years of age, compared to 34 percent of policemen and investigators. The majority (42%) of policemen and investigators were between 25 and 44 years of

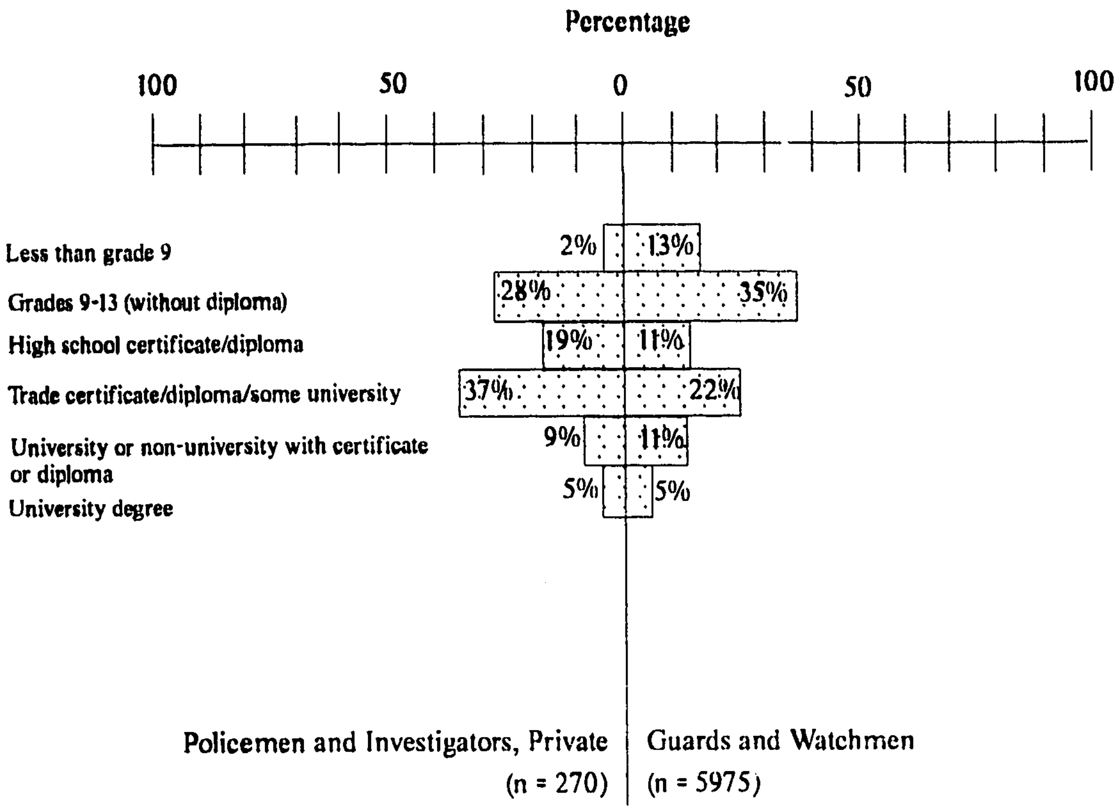

Figure 10. Private Security Personnel in Alberta: Percentage Distribution by Occupation Group by Education, 1981

age. In 1981, over both occupational groups, 42 percent of employees were over the age of 45. As in 1971, guards and watchmen tended to be older than private policemen and investigators, with 43 percent of guards and watchmen over 45 years of age and 23 percent of private policemen and investigators over 45 years of age. The majority of private policemen and investigators (62%) were between 25 and 44 years of age.

The educational level of all private security personnel in 1971 was very low, with 72 percent having less than Grade 12. Guards and watchmen generally had a lower educational level, with 71 percent of this occupational group having less than Grade 12, compared to 46 percent of private policemen and investigators. By 1981, 48 percent of all private security personnel did not have a high school diploma. The educational level of guards and watchmen was still generally low but, in comparison to 1971, it had improved from 73 percent not having a high school diploma to 48 percent in 1981. Private policemen and investigators also raised their educational level with 30 percent having less than Grade 12 in 1981 compared to 46 percent in 1971.

Based on these data, the private security industry has grown by 104 percent from 1971 to 1981, with the number of individuals employed in guards and watchmen occupations increasing by 109 percent and employee numbers increasing by 26 percent in private policemen and investigator positions during the same period.

Profile of Private Security Personnel under Industrial Classification

Statistics Canada also collects occupational data based on an industrial classification with security employees falling under the broad category of Division No. 10: Community, Business and Personal Service Industries. This division is further subdivided into eight major groups: (a) Education and Related Services; (b) Health and Welfare Services; (c) Religious Organizations; (d) Amusement and Recreation Services; (e) Services to Business Management; (f) Personal Services; (g) Accommodation and Food Services; and (h) Miscellaneous Services (Standard Industrial Classification Manual, 1970, pp. 39-43).

Information about security personnel are found under the major group, "Services to Business Management." This group is further divided into Minor groups with Minor Group 855: Security and Investigation Services, referring to private security personnel who are employed by burglary, alarm or protective services, guards or investigation services, detective agencies, patrolling services, or other security services (Standard Industrial Classification Manual, 1970, p. 41).

Minor Group 855: Security and Investigation Services refers to individuals who hire or rent these services out and thus this category would provide an estimate of all contract security personnel (both security guards and private investigators) (Farnell & Shearing, 1977, p. 16). Again, although this category is not exclusive to security guards, it does provide a general profile of individuals employed in the private security industry in Alberta. The following presents a profile of security personnel for 1971 and 1981 in Minor Group 855: Security and Investigation Services (produced from the data contained in Appendices G and H).

Profile of Personnel in Security and Investigation Service Occupations, 1971

According to Statistics Canada (1971 Census), in 1971 there were 945 employed in security and investigation services. The following presents a general profile of security personnel in 1971 under this classification.

Sex. In 1971, 870 (92%) males were employed in security and investigation services compared to 75 females (8%) (see Figure 11).

Age. Females employed in security and investigation services were generally younger than male employees (see Figure 12). On the average, females were 31 years of age

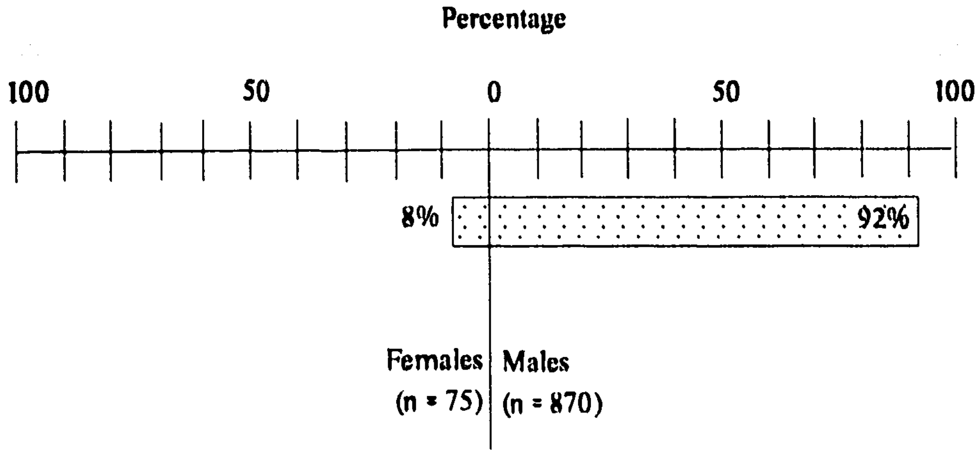

Figure 11. Private Security Personnel in Alberta:
Percentage Distribution by Industrial Group by Gender, 1971

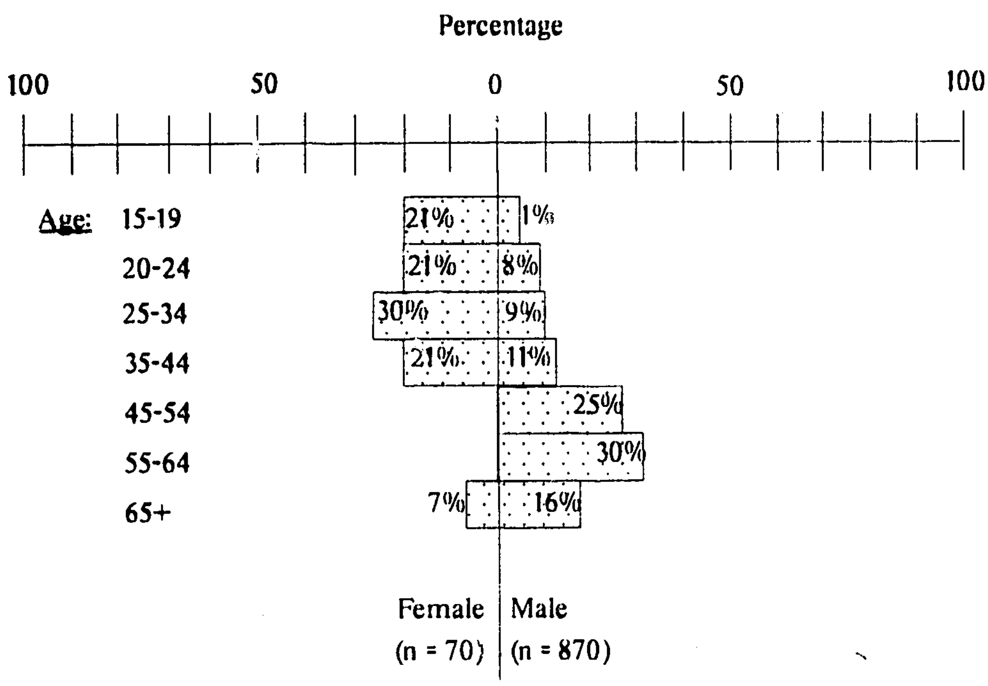

Figure 12. Private Security Personnel in Alberta:
Percentage Distribution by Industrial Group by Gender, by Age, 1971

while males were 50 years of age. Overall, 65 percent of employees were 45 years of age and older.

Education. Figure 13 indicates that females tended to have a higher educational level than males in security occupations, with only 27 percent of females having Grade 10 or less compared to 58 percent of males. Only seven percent of females and five percent of males had any education past high school. Overall, 73 percent of employees had less than Grade 12.

Marital Status. In 1971, 78 percent of males employed in security occupations were married, while 71 percent of females were married (see Figure 14). In 1971, only 14 percent of all employees in security occupations were single.

Profile of Personnel in Security and Investigation Service Occupations, 1981

According to Statistics Canada (1981 Census), there were 2,925 employed in security and investigation service occupations in 1981, reflecting an increase of 210 percent since 1971. The following presents a profile of security personnel in 1981 under security and investigation service occupations.

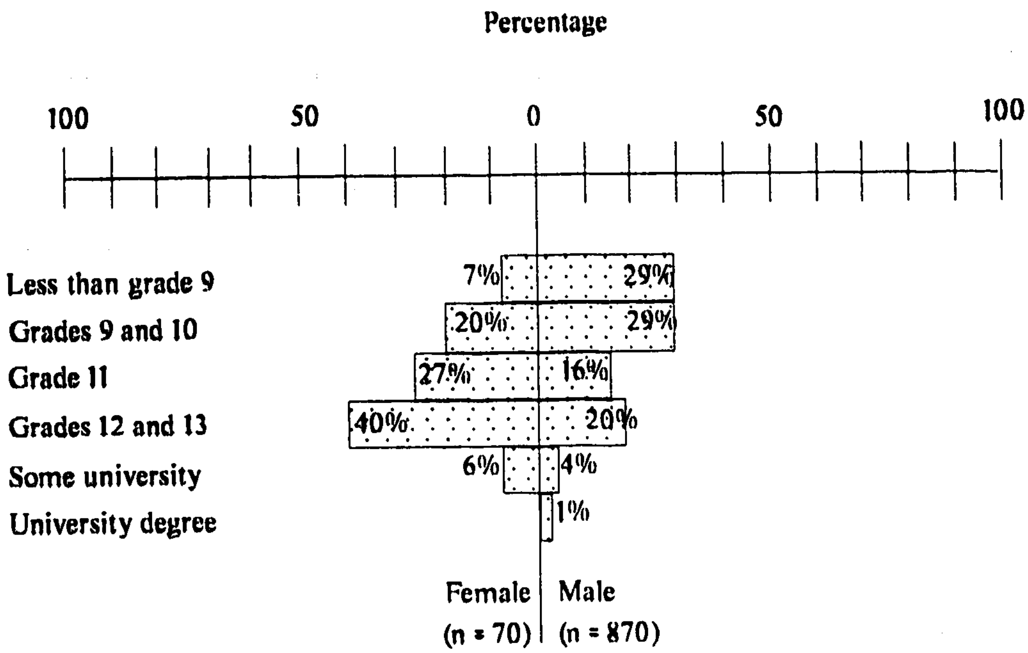

Figure 13. Private Security Personnel in Alberta: Percentage Distribution by Industrial Group, by Gender, by Education, 1971

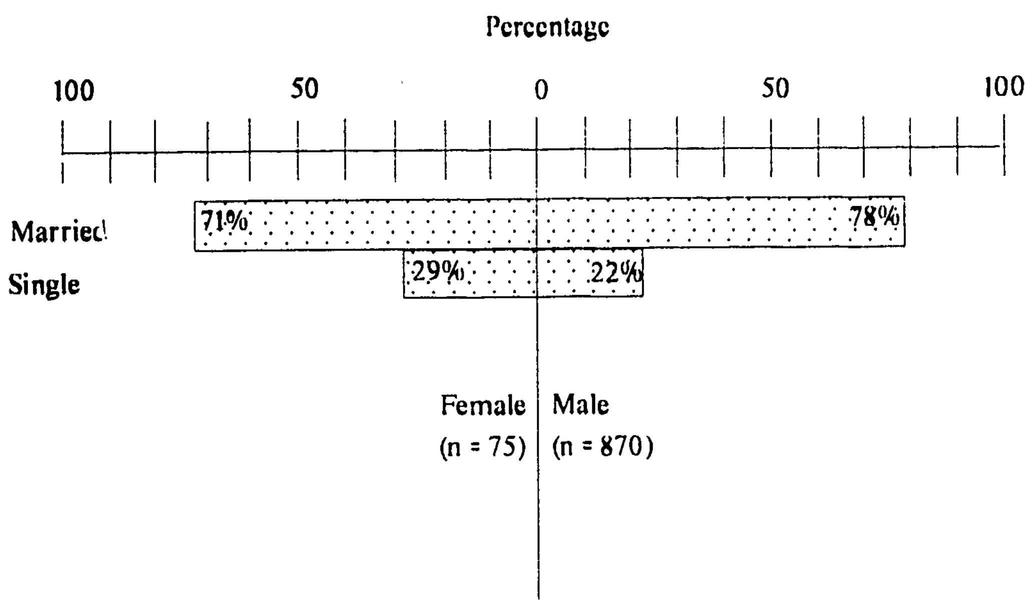

Figure 14. Private Security Personnel in Alberta:
Percentage Distribution by Industrial Group by Gender by Marital Status, 1971

Sex. In 1981, there were 2,205 males employed in security occupations, representing 75 percent of employees. Females employed in this industry in 1981 totalled 720 (see Figure 15).

Since 1981, the number of females entering this field has increased, from only 75 employees in 1971 to 720 employees in 1981, reflecting a growth in numbers of 860 percent. In comparison, the growth experienced by males from 1971 to 1981 was 153 percent.

Age. In 1981, females tended to be younger than male employees; however, the average age for male employees went from 50 years in 1971 to 43 years in 1981. Female employee average age remained the same, at 31 years (see Figure 16). Overall, in 1981, 40 percent of employees were over 45 years of age.

Education. The educational level for males improved in 1981, with 42 percent having some post-secondary education, compared to only five percent in 1971. Thirty-six percent of females had some post-secondary education in 1981, compared to only seven percent in 1971 (see Figure 17). Overall, 47 percent of employees had less than Grade 12 in 1981.

Marital Status. In 1981, 66 percent of male employees and 60 percent of female employees were married (see Figure 18). Since 1971, more single men and women have entered these occupations. Overall, 31 percent of

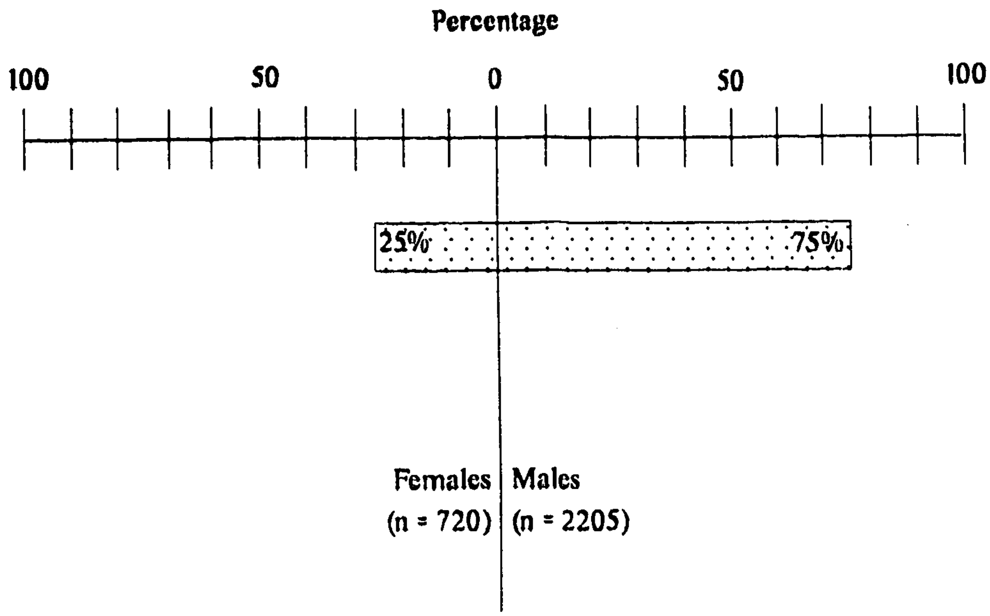

Figure 15. Private Security Personnel in Alberta: Percentage Distribution by Industrial Group by Gender, 1981

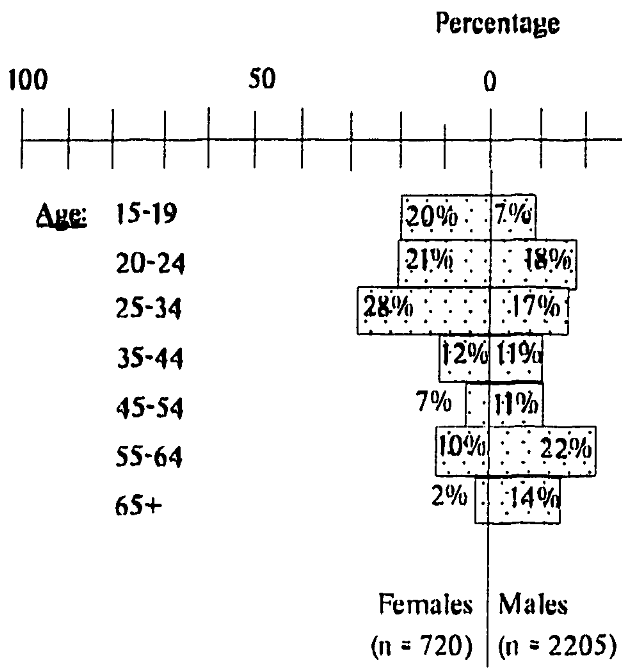

Figure 16. Private Security Personnel in Alberta:
Percentage Distribution by Industrial Group by Gender by Age, 1981

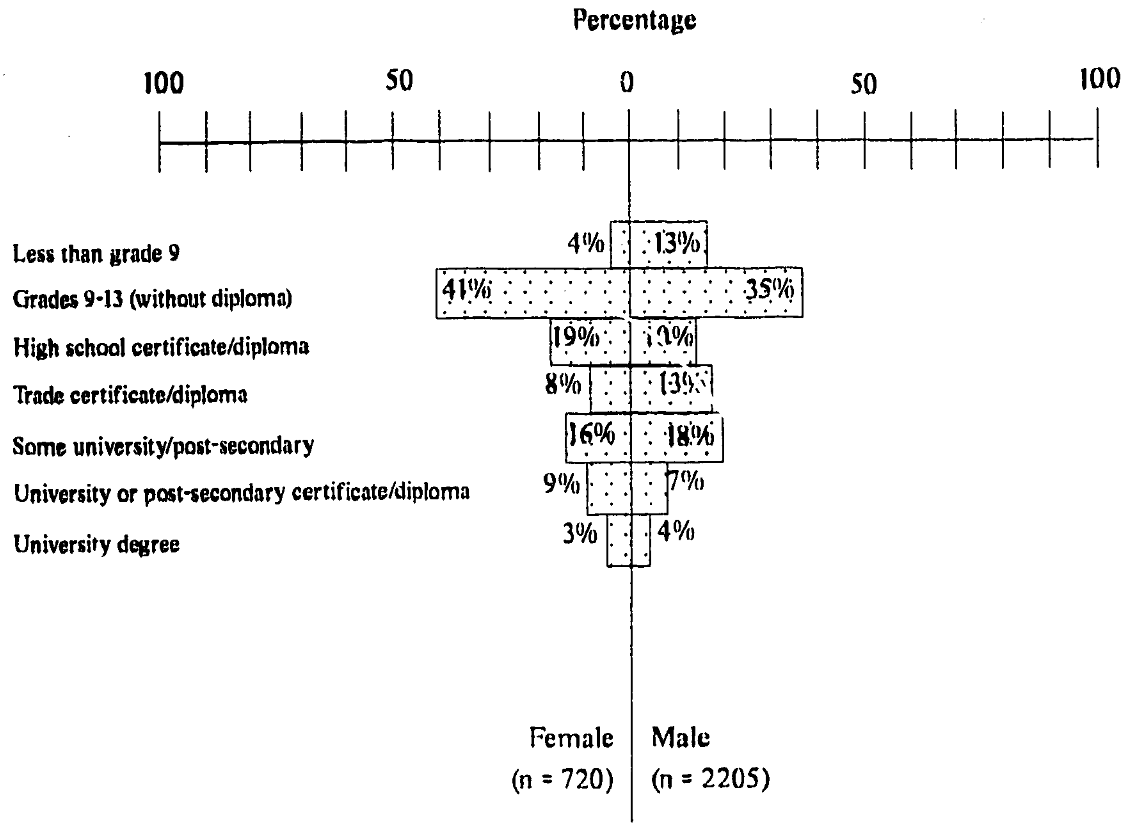

Figure 17. Private Security Personnel in Alberta: Percentage Distribution by Industrial Group by Gender by Educational Level, 1981

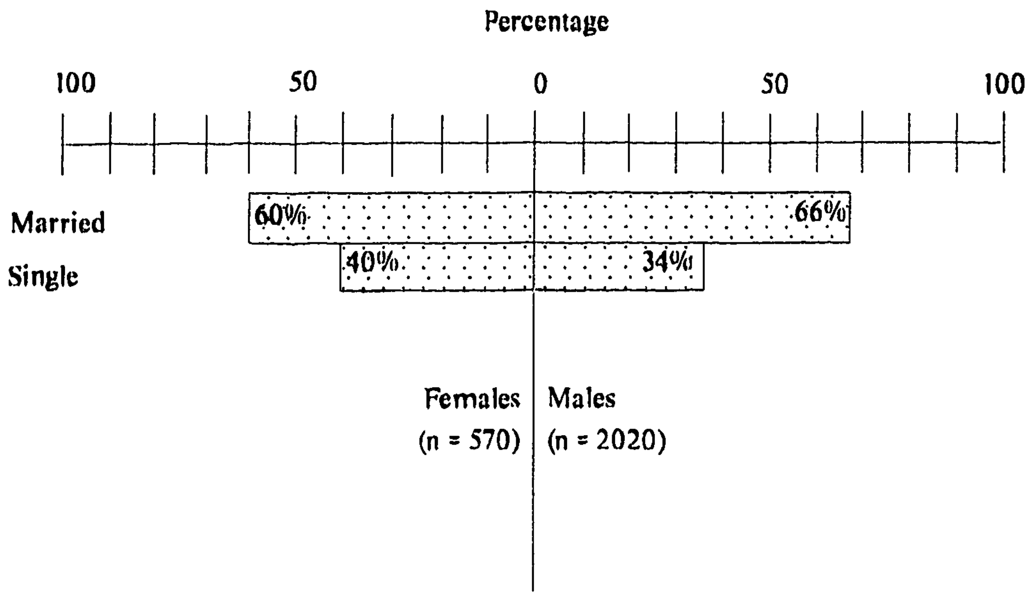

Figure 18. Private Security Personnel in Alberta:
Percentage Distribution by Industrial Group by Gender by Marital Status, 1981

individuals employed in security and investigation occupations in 1981 were single compared to 14 percent in 1971.

Summary

Based on census data regarding individuals employed under "Security and Investigation Services" in Alberta, the number of employees grew by 210 percent from 1971 to 1981. A greater number of females entered these occupations with the number of female employees increasing by 860 percent in 1981. The data also reveal that more single individuals were entering these occupations with only 14 percent single in 1971 compared to 31 percent in 1981.

Employees tended to be younger in 1981, with 40 percent being 45 years of age and older compared to 65 percent in 1971. On the average, female employees tended to be younger than their male counterparts. In 1971, female employees averaged 31 years of age and remained the same in 1981, compared to males whose average age was 50 years old in 1971 and 43 years old in 1981.

Overall, educational levels of employees improved from 1971 to 1981 in these occupations, with 73 percent of all employees having less than Grade 12 in 1971 compared to 47 percent in 1981. Whereas, in 1971, 74 percent of males and 54 percent of females had less than Grade 12, in 1981, 45 percent of females and 48 percent of males did not have a high school diploma. The number of employees having post-secondary education also increased. In 1971, only six percent of females and five percent of males had some post-secondary education, compared to 36 percent of females and 42 percent of males in 1981.

From the data obtained from Statistics Canada, it would appear that the profile of the typical Canadian security guard as an aging, married, poorly educated male as depicted by Farnell and Shearing (1977) in their study appears to be typical of the Alberta security guard in 1971. However, in 1981 it appears that this profile changed somewhat as more females, single, younger and better educated employees entered the field.

Factors Affecting the Growth of the Private Security Industry in Alberta

The contract security guard industry has fluctuated over the years with the greatest growth occurring from 1973/74 to 1977/78; during this period the number of security guards increased by 124 percent. The industry grew again between 1978/79 and 1981/82 by 32 percent, and since 1982 the growth experienced by the industry in security guard numbers has been gradual.

During the mid to late 1970s, Alberta's economy experienced a "boom." Corporations and businesses were rapidly expanding and they were becoming increasingly concerned with securing their assets against theft, embezzlement and vandalism. Private enterprise that could afford it turned to the private security industry, as an alternative to the public police, for their policing needs.

Various factors that occurred in Alberta during this period may have had an impact on the growth of the security industry. Some of the factors cited by Farnell and Shearing (1977) in their study on the Ontario security guard industry's growth during the 1960s may also have contributed to the growth which Alberta experienced during the 1970s and 1980s:

> • increased public awareness and fear of crime;
> • increase in private and corporate income over the past decade;
> • rising claims of insurance companies for losses due to crime, and offers of premium discounts when certain private security measures are used;
> • recent developments in electronics technology resulting in the manufacture and marketing of improved security devices;
> • inability of public police forces to provide adequate protection of <u>private</u> property. (p. 72)

The Task Force on Policing in Ontario in 1974 suggested the following as reasons for the rapid growth of the security guard industry:

> An important factor is the continuing increase in demand for police services. Ontario society has changed significantly in recent years. These

> changes have caused increased and/or new demands on Ontario police forces. Factors include:
>
> - urbanization--more frequent and perhaps more volatile domestic disturbances;
> - white collar crime--increases and more complicated investigations;
> - permissive society--more calls for service to control victimless crime;
> - drug culture--both soft and hard drugs available through Ontario, requiring police surveillance and law enforcement;
> - family--both youth and women growing factor in crime, leading to increased preventive and enforcement activities.
>
> In addition, increased demand has come from other factors such as new legislation increasing court time, increased number of vehicles, increased tourism, and less presence of Federal forces relative to Ontario forces. The Task Force believes that the demands for service will continue to increase in the future. (Farnell & Shearing, 1977, p. 72)

The discussion which follows presents some of the factors that may have had an impact on the growth of the security industry in Alberta.

Population Increase. The population of Alberta increased from 1.59 million in 1970 to 2.38 million in 1987, an increase of 49 percent (see Table 4). Figure 19 depicts the population growth in Alberta from 1970 to 1987 and notes the percentage change during the years indicated.

Alberta's population grew most rapidly from 1975 to 1980, reflecting an increase of 22 percent (see Figure 19). During the same period, the security industry experienced its greatest growth (see Figure 4). The prosperity in Alberta during the mid-1970s to the early 1980s brought many people to Alberta in search of employment. At the

Table 4

Population of Alberta, 1970 – 1987

Year	Population (in thousands)
1970	1595
1971	1628
1972	1655
1973	1683
1974	1714
1975	1751
1976	1838
1977	1912
1978	1981
1979	2055
1980	2142
1981	2238
1982	2319
1983	2347
1984	2350
1985	2357
1986	2385
1987	2380

Source: Statistics Canada

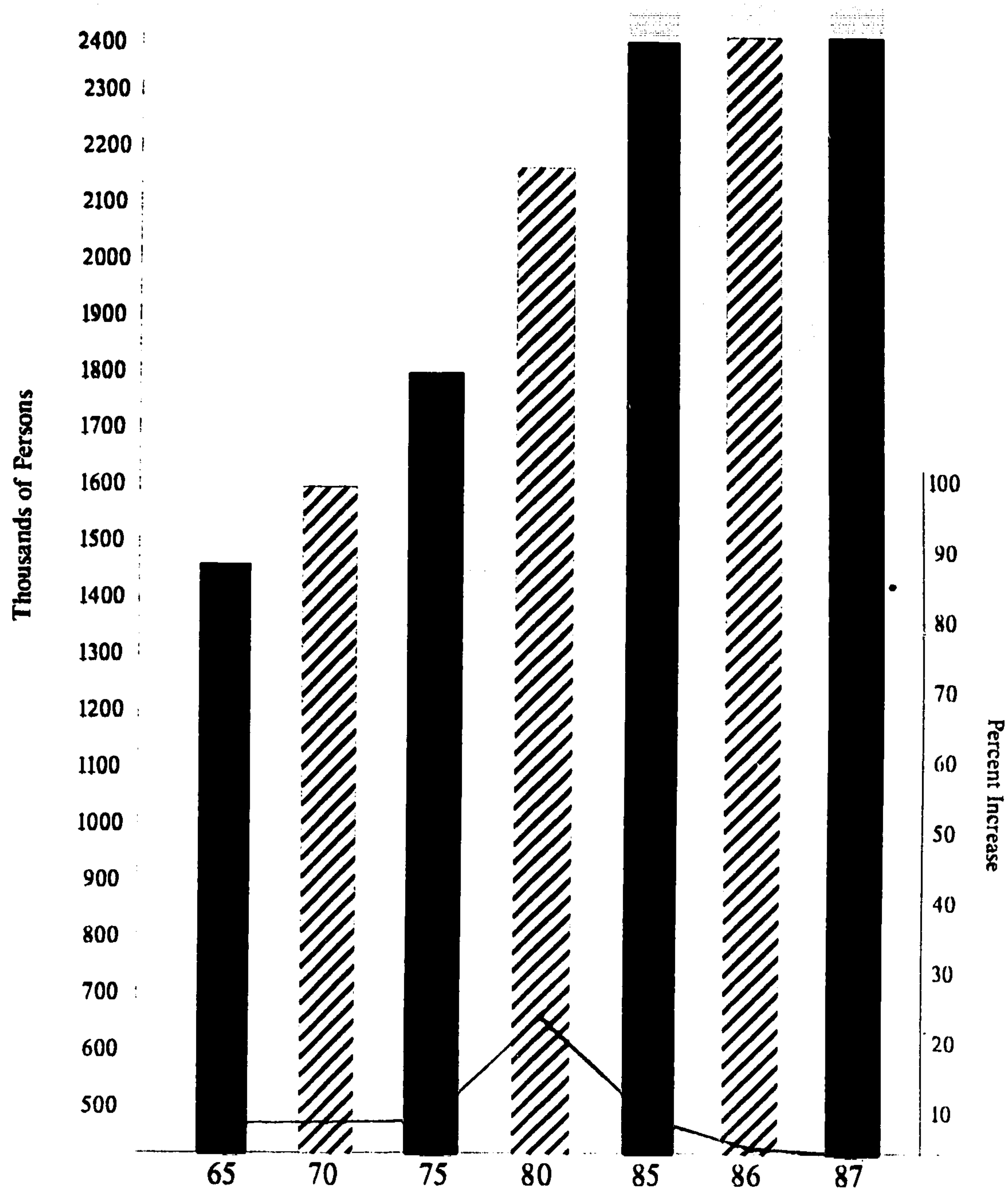

Figure 19. Population Growth in Alberta, 1970-1987

same time, it created a greater need and demand for security services.

Urbanization Trends in Alberta. As of February, 1989, 39 percent of contract security guard agencies have been centered in Edmonton, 34 percent in Calgary and the remaining 27 percent are distributed throughout the province in the centres of Vegreville, Canmore, Lethbridge, Fort McMurray, Red Deer, Medicine Hat, Bonnyville, Hinton, Grande Prairie, Lloydminster, and Nisku.

Urban areas tend to rely more on formal control measures than do rural areas; thus security guard agencies develop in urban areas where a demand has been created. Many of the urban areas outside Edmonton and Calgary experienced a "boom" during the mid-1970s to early 1980s as a result of oil exploration. This, in turn, brought an influx of people into these regions seeking employment, and creating a greater need for security.

In 1986, 79 percent of Alberta's population resided in an urban environment. Urban/rural trends reflect that an increasing number of the population have moved into the urban areas of Alberta and predictions are that this will continue (see Figure 20). In 1976, Alberta's population was 1,838,037, with 76 percent in the urban centres. By 1981, the population of Alberta had increased by 22 percent to a total of 2,237,724, with 77 percent living in urban areas (see Table 5). From 1976 to 1981, the urban

Table 5
Urban/Rural Population of Alberta, 1976 - 1986

Year	Total Population	Urban Population	Rural Population
1976	1,838,037	1,393,486	444,551
1981	2,237,724	1,727,545	510,179
1986	2,365,825	1,877,758	488,067

Source: Census of Canada, 1981, Statistics Canada population increased by 24 percent, while the rural population increased by 15 percent. From 1981 to 1986, the population of Alberta increased by only six percent, with the urban population increasing by nine percent and a decrease in rural population of four percent (see Table 5). The period between 1976 and 1981, in which the urban population of Alberta increased substantially, coincides with the contract security guard industry's greatest growth (see Figure 4).

An increase in the urban population would likely create a greater demand for police services. Along with this trend is the fact that many of the urban areas are dominated by large corporations controlling huge segments of private property. These corporations increasingly rely on the public police; however, the public police do not have authority to patrol private areas without authorization, thus much of the police response is reactive (that is, responding to calls from private property owners) rather than proactive or preventative policing. More significant is the fact that police do not have the resources to adequately cover all areas--both public and private. Thus, these large corporations increasingly utilize private security to prevent and protect their private property from losses.

Crime Rate. Statistics indicate a steady increase in the overall crime rate during the 1970s and 1980s. The

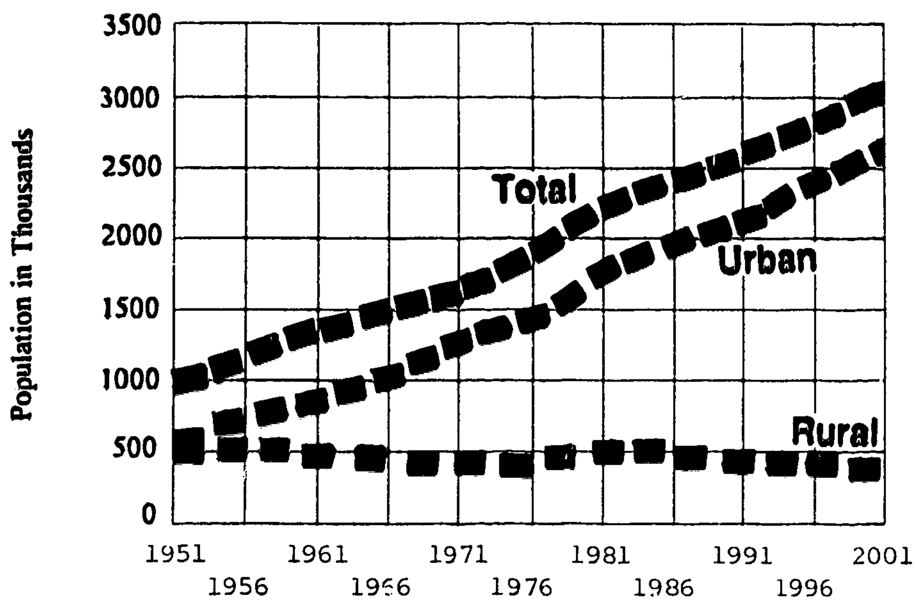

Figure 20. Urbanization Trends in Alberta

Source: Edmonton Journal, 18 March 1989.

statistics reveal that the more significant rate increases have occurred in crimes against property (including theft, break and enter, fraud, stolen goods, etc.) (see Table 6).

In comparing the growth periods of the security industry during 1973/74 to 1977/78 and 1978/79 to 1981/82 with the crime rate, data indicate that the crime rate has increased as well during these periods (see Figure 21). From 1973 to 1977, the overall crime rate rose by 22 percent while property crime increased 45 percent. The rising crime rate from 1978 to 1981 corresponds with the second period of growth experienced by the security industry. During this period, the contract security industry grew by 32 percent; at the same time property crime increased at a rate of 25 percent. The overall crime rate increased by 18 percent during this period. From 1981 to 1984, the security industry experienced a decrease in numbers (see Figure 2) until 1983/84, after which it again experienced a growth of 24 percent. During the same years, overall crime and property crime decreased until 1984 and then began to rise also, with the overall crime rate increasing by 12 percent and property crime increasing by 28 percent from 1984 to 1987 (see Table 6). Figures 21 and 22 show the crime rates and property crime rates for Alberta from 1970 to 1987.

With increasing crime rates and the public's awareness of the increasing number of crimes against lives

Table 6
Crime Rates for Alberta, 1970 - 1987
(rates per 100,000 persons)

Year	Crime Rate	Property Crime Rate
1970	10750.3	4654.0
1971	11066.0	4921.0
1972	11452.0	4875.0
1973	11947.1	5014.0
1974	12731.5	5247.7
1975	13505.1	5643.5
1976	14457.7	5733.0
1977	14556.4	5792.8
1978	13751.1	5486.4
1979	14788.9	5747.6
1980	15771.4	6418.2
1981	16275.4	6869.7
1982	14895.8	6726.0
1983	14446.0	6314.0
1984	12973.0	5629.0
1985	12817.0	5584.0
1986	13368.0	6311.0
1987	14488.0	7215.0

Source: Canadian Crime Statistics, Statistics Canada

Crime and Traffic Enforcement Statistics, Statistics Canada

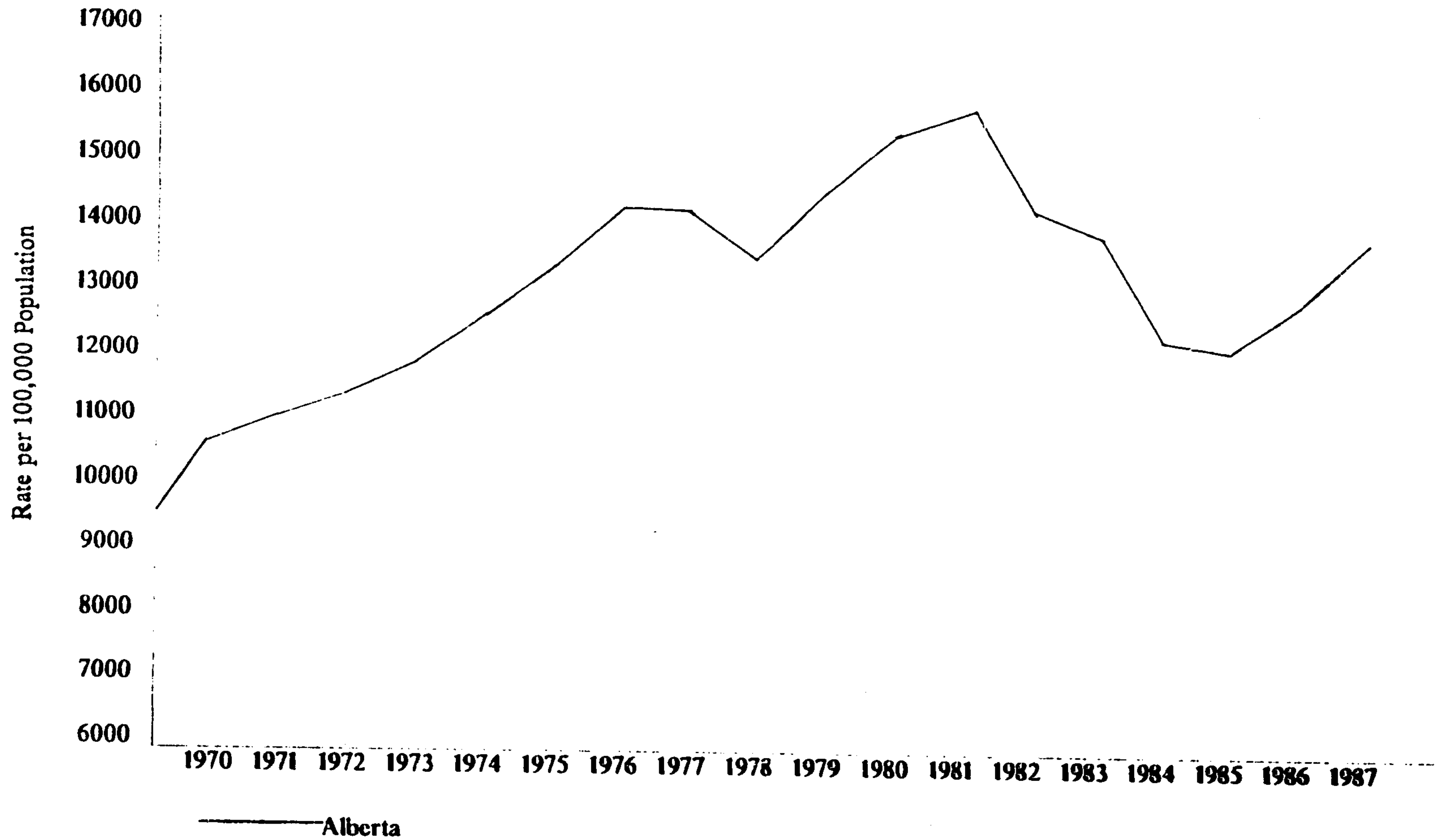

Figure 21. Crime Rate for All Offences in Alberta, 1970-1987

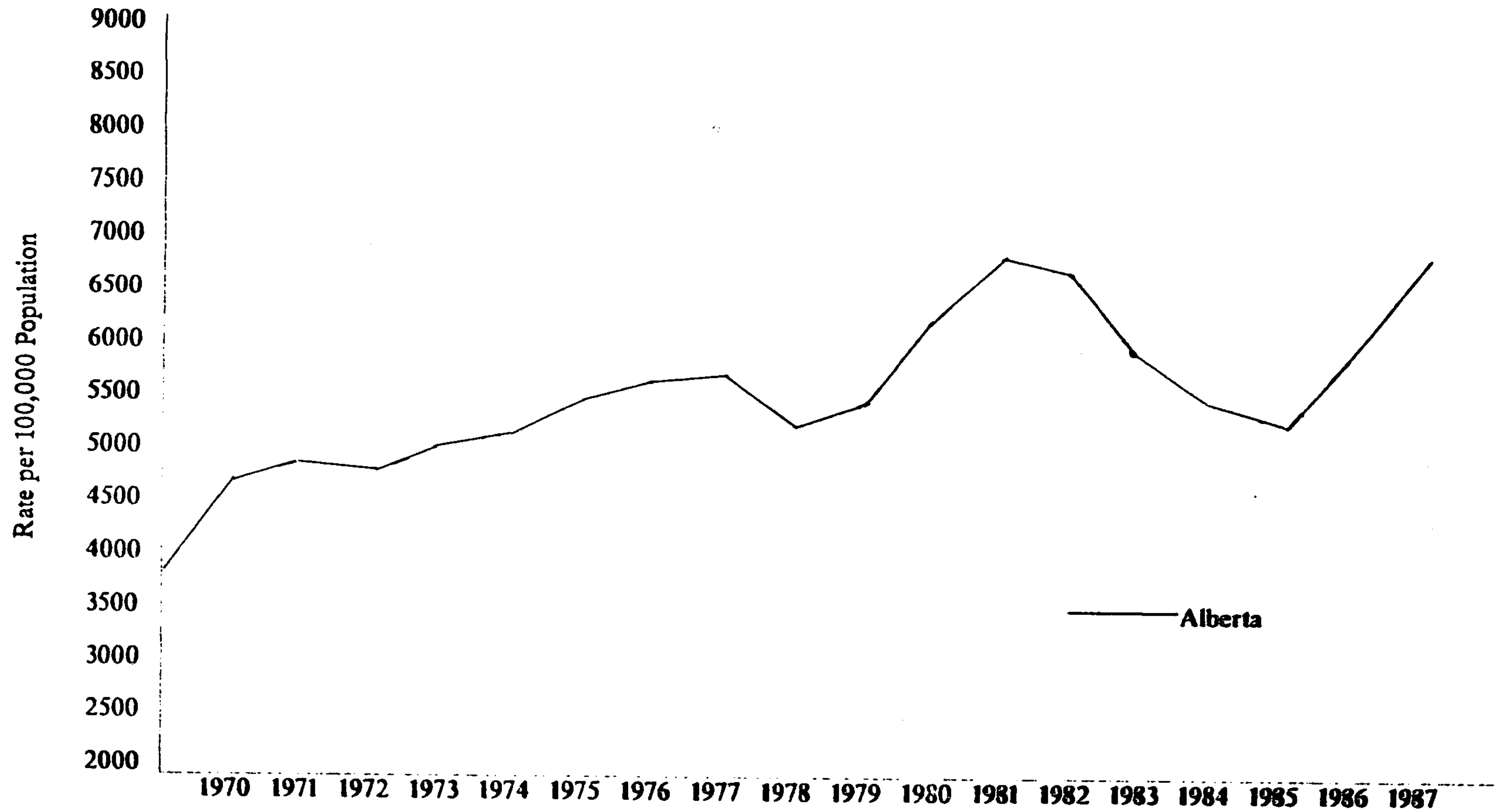

Figure 22. Property Crime Rate for Alberta, 1970-1987

and property due to more media reporting of such events, the public is developing a greater fear of and belief that crime will be committed against them. Due to fiscal restraints on the public police and their reactive nature, the public is turning to the private security industry to provide them the security and protection which they desire. As a result of this trend, it is likely that the private security industry will continue to grow.

High Cost of Public Policing. An obvious reason for the shift from public policing to private security is the high cost of police services. In a study completed by the researcher in 1986, administrators of private security across Canada unanimously felt that the major factor contributing to the growth of private security is that the police have simply priced themselves out of the market. Shearing and Stenning (1971) found that public police costs were twice as high as private security costs. The high cost of public policing has been a very significant factor in the development and growth of the private security industry. Although there has been no decrease in the demand for public policing, there is an economic problem in filling this demand. Thus, private enterprise has resorted to meeting their own policing needs through the use of private security.

A study completed on the Police Services in Canada (1982) indicates that approximately 80 to 85 percent of policing budgets are claimed by salaries and benefits. The study also analyzed the total Canadian government spending (including federal, provincial and municipal) on police services for 1978 to 1980: it was found that during 1977/78 expenditures totalled $184.2 million, $208.1 million in 1978/79, and $280.6 million in 1979/80 (p. 66). This represents an increase of 25 percent in police expenditures over these three years, while police growth was only 1.3 percent. Data for Alberta show an increase in police expenditures of 248 percent from 1975 to 1986, while only experiencing a growth of 33 percent in police strength (see Table 7). Figures 23 and 24 show the growth of police strength as compared to the police budget for Alberta.

The high cost of policing is largely the result of wages, with today's recruit constable earning approximately $28,000 per year ($13/$14 per hour). Security guard wages are low and have remained so over the years which may be a factor in the industry's high employee turnover and poorly educated employees (see Table 8).

Rising Insurance Claims. The amount of property claims as a result of theft is rising steadily, with insurance companies providing discounts to individuals who install security equipment or who hire a security guard on their premises. Table 9 reflects the total claims for property damage from 1965 to 1984. The claims due to theft only were not broken down after 1970, but the total claims

Table 7

Expenditures – Policing in Alberta, 1975 – 1986 (in $000)*

1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986
27048	33962	38087	43065	47654	58221	67006	79312	84070	86221	89789	94025

% Change Budget 1975–82	% Change Police Strength 1975–82	% Change Budget 1975–86	% Change Police Strength 1975–86
193%	15%	248%	33%

Source: Statistics Canada: Provincial Government Finance: Revenue and Expenditures

* Does not adjust for inflation

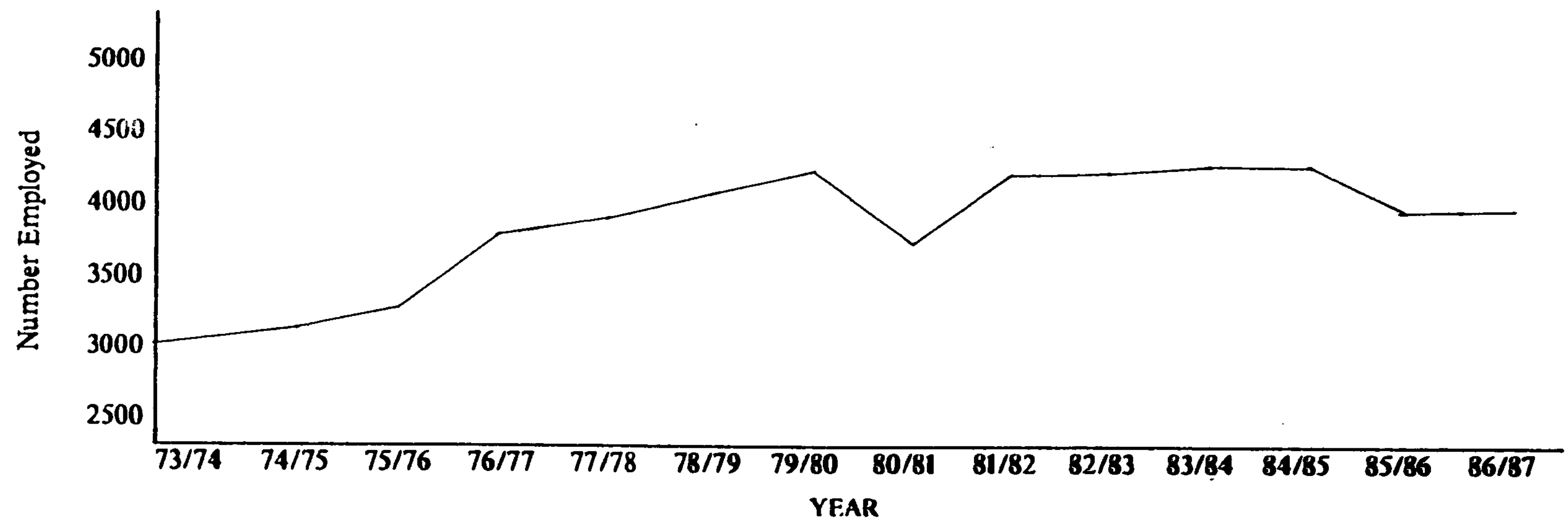

Figure 23. Police Strength in Alberta, 1975 - 1986

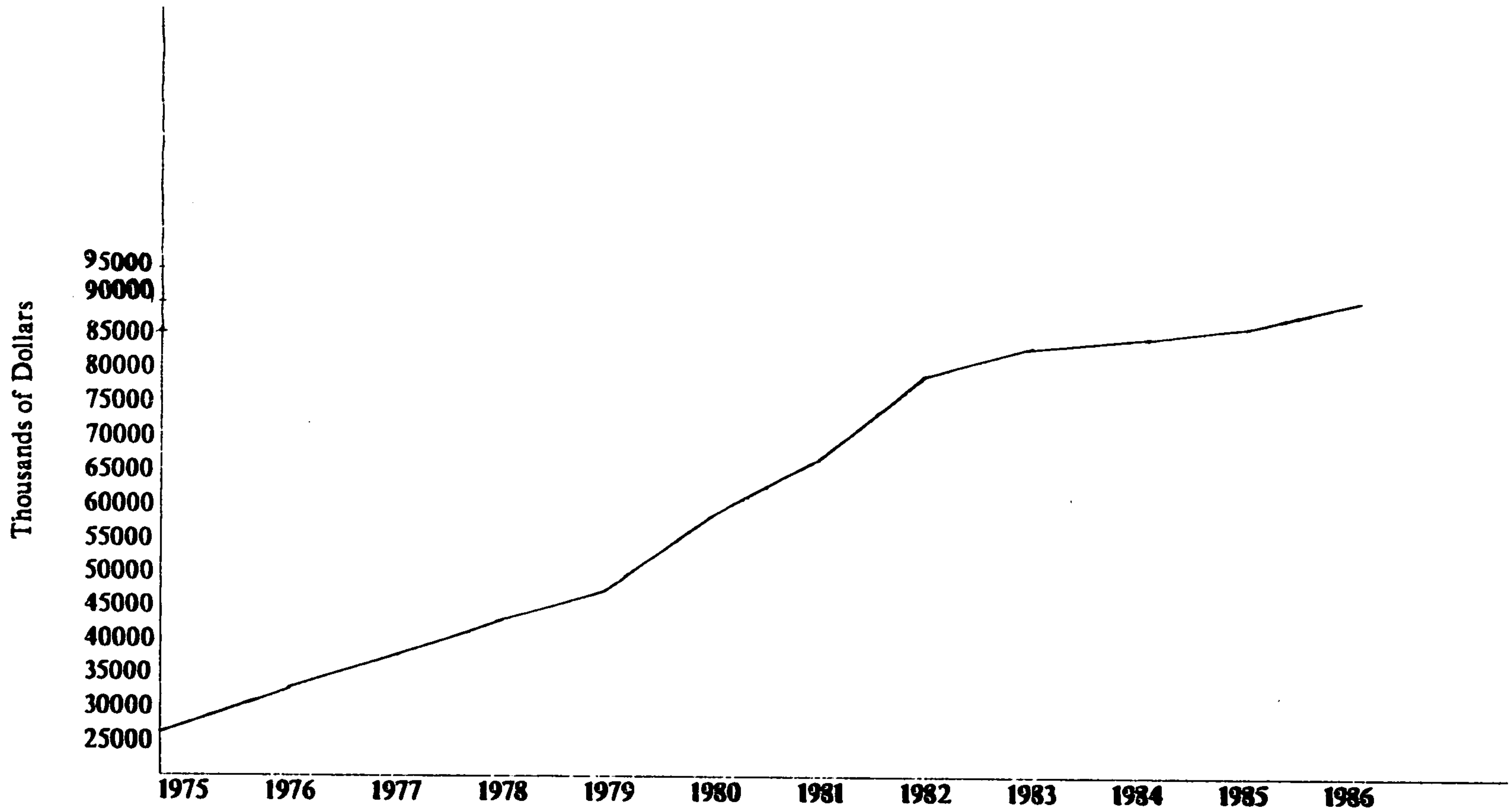

Figure 24. Expenditures - Policing in Alberta, 1975 - 1986

Table 8

Alberta Salary and Wage Rates for Security Guards and Public Police, 1970 – 1985

Year	Security $/Hour average	Public Police $/Hour or $/Year average
1970	2.27	
1971	2.62	
1972	2.44	
1973	3.25	
1974	3.76	Not
1975	3.98	Recorded
1976	4.82	
1977	5.25	
1978	5.93	
1979	6.18	
1980	5.50	
1981	6.40	
1982	9.00	10.80/hr.
1983	8.30	M.D.
1984	7.40	$28,560/yr.
1985	7.50	13.60/hr.

MD – Missing data

Source: Alberta Pay and Benefits, Alberta Treasury.

Table 9

Property Insurance: Total Direct Claims in Alberta, 1965 – 1984

Year	Property Total	For Theft Only
1965	2,930,702	119,173
1966	2,497,917	112,941
1967	3,666,922	148,136
1968	4,785,229	278,776
1969	4,855,256	336,746
1970	7,147,648	326,538
1971	24,650,715	
1972	29,452,623	
1973	35,707,430	
1974	48,131,161	
1975	52,297,464	
1976	68,422,842	
1977	90,860,267	
1978	104,028,911	
1979	126,292,815	
1980	207,716,581	
1981	305,060,114	
1982	277,019,211	
1983	208,499,376	
1984	273,153,168	

Source: Superintendent of Insurance Annual Reports.

for property damage (which includes theft) indicate the increasing amount that insurance companies must pay out.

From 1965 to 1970, the amount of claims for theft increased by 174 percent. After this date, theft claims were included under property claims. From Table 9 it can be seen that claims have increased dramatically from 1970 to 1984, with the amount paid out increasing by 3,722 percent. In an attempt to reduce the amount of claims as a result of theft, many insurance companies offer reduction in insurance rates if guards and/or security equipment are used.

Summary

It appears from the available data that the growth of the security industry has occurred during the same years that Alberta experienced an increase in population and crime. At the same time, the cost of policing has escalated resulting in little growth in public police strength. These factors, along with the economic prosperity which Alberta achieved during the 1970s and 1980s, created the need and demand for security services as businesses could afford to pay for such services. As the cost of public police rises, the demand for security services will continue to grow in the future.

CHAPTER V

EDMONTON CONTRACT SECURITY GUARD AGENCIES

Introduction

The focus of this chapter is to answer the following research questions: What has been the nature and extent of growth in the contract security guard industry in Edmonton in terms of personnel, revenues, clientele areas, clientele, and security services and activities?; What factors/influences have had an impact on the growth of the contract security guard industry?; and, What type and amount of training is given personnel of Edmonton contract security guard agencies? This chapter will present the findings and an analysis of the data obtained from the questionnaire administered to managers of Edmonton contract security guard agencies. The questionnaire was divided into five major groupings: reasons for growth in private security; private security operations and activities; training; personnel; and general company information (see Appendix A).

The responses from the security managers who completed the questionnaire are presented in this chapter. Of the 18 contract security guard managers who were contacted to participate in the study, 10 managers responded for a return rate of 56 percent. However, these ten security guard agencies that completed the questionnaire employ over 90 percent of security guards in Edmonton.

Reasons for Growth in Private Security

This section of the questionnaire asked managers their opinions as to why the security industry has grown so rapidly, where this growth has occurred, and why it has occurred.

Table 10 indicates that most managers agreed that the role of private security is to provide the protective services demanded and needed by the public to protect their private property. Private security protects an individual's property while the police deal with protecting the general public.

Table 11 indicates that most respondents agreed that dissatisfaction with the police or lack of confidence in their performance were not a factor in the increasing rate of private security. Two respondents indicated that the high cost of policing is very significant in the growth of the security guard industry. The factors seen as having the greatest impact on the growth of the private security industry are the economic climate, increased use of protection, increase in crime and awareness of this increase, and discounts by insurance companies for using

Table 10

Percentage Distribution of Respondents Reporting Level of Agreement on the Role of Private Security

n = 10	1 Strongly Agree	2	3 Agree	4	5 Strongly Disagree
a. Private security services are similar in many respects to law enforcement services.	10	10	50	20	10
b. Private security fills a void caused by an increased crime rate and the lack of adequate numbers of public police to provide the services demanded by the public.	60	20	20		
c. Private security provides for the protection of property which would otherwise be unprotected.	70	20	10		

Table 11

Percentage Distribution of Respondents Reporting on Significance of Factors in Private Security Growth

n = 10	Very Significant		Significant		Not Significant
Factors	1	2	3	4	5
a. Public dissatisfaction with police performance			50		50
b. Lack of confidence in the police			40		60
c. Public apathy toward the crime	10		40	10	40
d. General economic climate	40	40		20	
e. Increased use of protection	20	50	10	20	
f. Increase in crime	40	20	40		
g. Increased public awareness and fear of crime	30	30	30	10	
h. Increase in private and corporate income		20	40	30	10
i. Increase in population	10	10	60	20	
j. Rising claims of insurance companies for losses and offers of discounts when security measures are used	40	30	20	10	
k. Increase in areas of mass private property	10	10	60	20	
l. Other	20				

protective measures. As more and more people gain an awareness and fear of crime through media reporting, they turn to private security to protect themselves and their assets.

Table 12 indicates that only nine managers responded to (a), (b) and (d) and some managers used the same ranking number more than once. Sixty percent of managers felt that their greatest source of growth has been from a change of contract firms by users, indicating considerable movement by clientele between security agencies. Since jobs are normally contracted with bids, this could be an explanation for some of the movement by clientele. As well, it could be explained by the client's dissatisfaction with an agency's service. It appears that the second source of growth by security agencies has been the result of an increasing number of first-time users of security, indicating the increasing demand by businesses and individuals for protective services.

Table 13 shows that 60 percent of managers feel that future growth will largely be the result of users changing contract firms, indicating the competition which exists in this industry. This competition also results in many agencies being unable to compete with large established firms for the lowest prices, many smaller agencies are forced out of business.

Table 12

Percentage Distribution of Respondents Ranking Source of Growth

n = 10 Source of Growth	Highest Rank 1	2	3	Lowest Rank 4	No Response
a. Proprietary or corporate security changing to contract services		20	20	50	10
b. Increase in demand by existing contract users	20	30	40		10
c. Change of contract firms by existing contract users	60	30	10		
d. New, first-time users of contract security	10	50	10	20	10

Table 13

Percentage Distribution of Respondents Ranking Future Source of Growth

n = 10 Future Source of Growth	Highest Rank 1	2	3	Lowest Rank 4	No Response
a. Proprietary or corporate security changing to contract services	10	40	10	30	10
b. Increase in demand by existing contract users	20	40	30		10
c. Change of contract firms by existing contract users	60	20	20		
d. New, first-time users of contract security	20	30	10	20	20

Whereas first-time users were the second source of past growth by 50 percent of agencies, 40 percent of managers felt that the second source of future growth would be a result of proprietary security changing to contract users and 40 percent felt that an increase in demand by current users would result in future growth. All indications from the industry are that private security will continue to grow in the future.

Table 14 provides an explanation as to why the public requests security services and what factors are important when considering a particular agency to provide security. The majority of managers agreed that the most important factors in influencing clients to request their services were the quality of the agency's service and of their personnel, with 90 percent and 80 percent, respectively, indicating these factors as very important. Also important was the training provided employees, with 60 percent indicating this to be very important, suggesting that clientele are demanding a better trained security guard. The most important factors which managers felt lead clients to request security were a result of an expansion in their facilities, rapid rise in crime, the value of assets to protect, and the need for specialized security services. The least important factors were the general fear of crime in the area and the amount of cash handled.

Table 14

Percentage Distribution of Respondents Reporting Level of Importance of Factors Influencing Clients to Request Services

n = 10	Very Important		Important		Not Important
Factors	1	2	3	4	5
a. Quality of service	90		10		
b. Quality of personnel	80	10	10		
c. Cost of service	50	30	20		
d. Lowest bid offered	40	10	30		20
e. Change in contract service firms		20	80		
f. Actual crime victim		50	10	30	10
g. Expansion of client facilities	10	40	50		
h. General fear of crime in their area		20	30	40	10
i. Inability of police to affect crime rate	10	30	20	30	10
j. Rapid rise in crime	20	10	30	40	
k. Value of assets to protect	10	40	50		
l. Amount of cash handled	10		40	40	10
m. Need for specialized security services	10	10	60	20	
n. Training provided	60	30	10		

Private Security Operations and Activities

This part of the questionnaire focuses on the activities and operations performed by contract security agencies in Edmonton to determine where growth has occurred and where future growth is anticipated in their agencies in terms of security services offered and client areas served. It also asks managers what activities they feel to be important to their clients and if their agencies contribute to overall crime prevention for their clientele.

Table 15 indicates ten client areas from which Edmonton security agencies obtain a large amount of their business: construction, hospital/health care, transportation facilities, government facilities, manufacturing and industrial facilities, public housing, retail, exhibition centres, warehousing/distribution, and petro-chemical. The data suggest that agencies tend to dominate a particular client area and obtain a large volume of business from this client area, perhaps indicating specialized skills required in these areas. Five agencies only obtain a large volume of business from one particular area; however, four managers indicated that they received a large volume of business from two client areas, and another agency provided a large amount of security services for four client areas.

When looking at overall business volume in each of the client areas, the areas to which Edmonton agencies

Table 15

Percentage Distribution of Respondents Reporting Volume of Business in Client Areas

n = 10 Client Areas	$ Volume of Business large	medium	low	none
a. Construction	10	20	60	10
b. Educational institutions		10	70	20
c. Hospital/health care	20	20	30	30
d. Transportation facilities (airport, trucking firms, etc.)	10	30	30	30
e. Government facilities	10	10	20	60
f. Manufacturing and industrial facilities	20	30	50	
g. Public housing/residential	10	40	20	30
h. Hotel security		40	30	30
i. Retail security	30		30	40
j. Sports centres/arenas		20	40	40
k. Exhibition centres (museums, galleries, etc.)	10	20	20	50
l. Special events (temporary exhibitions, conventions, etc.)		60	30	10
m. Banking/finance		10	30	60
n. Warehousing/distribution	20	30	30	20
o. Petro-chemical	20	20	10	50

provide the most security services appear to be: manufacturing and industrial facilities; public housing/residential; special events (temporary exhibitions, conventions, etc.); and warehousing/distribution with 50 percent or more of agencies obtaining a large or medium amount of business from these areas. When developing training or post-secondary curricula, the focus should be on general skills across the security field with concentration on skills specific to these major client areas.

One manager indicated that one client area which has increased in demand is labour disputes. Table 16 depicts that 80 percent of contract security agencies experienced a significant increase in demand from clients in the area of special events (conventions, etc.). Client areas which experienced no significant increase by agencies are in the areas of transportation facilities and sports centres.

Table 17 indicates three client areas from where no managers anticipate a large volume of business. These include government facilities, sports centres and banking/finance. In comparison to Table 15, Table 17 predicts a large business volume in the same client areas with the exception of government facilities. In addition, two security companies anticipate a large business volume from hotel security and special events security. It would

Table 16

Percentage Distribution of Respondents Reporting Significant Growth in Client Areas

n = 10 Client Areas	Experienced Significant Growth % Responding
a. Construction	20
b. Educational institution	10
c. Hospital/health care	30
d. Transportation facilities	
e. Government facilities	30
f. Manufacturing and industrial facilities	20
g. Public housing/residential	20
h. Hotel security	40
i. Retail security	30
j. Sports centres	
k. Exhibition centres (museums, galleries, etc.)	20
l. Special events (temporary exhibitions, conventions, etc.)	80
m. Banking/finance	10
n. Warehousing/distribution	40
o. Petro-chemical	30
p. Other	10

Table 17

Percentage Distribution of Respondents Reporting Anticipated Growth in Business Volume in Client Areas

n = 10	$ Volume of Business			
Client Areas	large	medium	low	none
a. Construction	10	50	20	20
b. Educational institutions		10	50	40
c. Hospital/health care	10	30	40	20
d. Transportation facilities (airport, trucking firms, etc.)	10	40	30	20
e. Government facilities		30	40	30
f. Manufacturing and industrial facilities	10	60	20	10
g. Public housing/residential	10	30	30	30
h. Hotel security	10	40	30	20
i. Retail security	20	20	30	30
j. Sports centres/arenas		10	40	50
k. Exhibition centres (museums, galleries, etc.)	20	30	30	20
l. Special events (temporary exhibitions, conventions, etc.)	10	50	30	10
m. Banking/finance		20	30	50
n. Warehousing/distribution	30	10	40	20
o. Petro-chemical	20	20	30	30

appear from Tables 15 and 17 that some managers perceive a greater demand for security services from construction, government facilities, hotel security, exhibition centres, special events, retail security, petro-chemical, transportation facilities, and banking/finance.

Table 18 indicates that agencies in Edmonton mainly provide commercial patrol services, stationary guard services and special events security services, and only one company responding provided guard dog services.

In comparison with Table 19, it appears that managers anticipate an increase in demand for all security services in the next five years. Seventy percent of managers anticipate a large demand for stationary guard service compared to only 30 percent having a large demand for this service in the past five years. This indicates the increasing demand by the public for protective services. Two other areas that managers predict will increase considerably are the demand for security consultants and alarm monitoring and response requiring more specialized skills for the security professional.

Data in Table 20 indicate that one manager experienced a decrease in the number of clients served as a result of management problems, and another company did not increase or decrease in client numbers. Of the eight agencies which experienced increases, two agencies reported increases in clients served of over 55 percent, while one

Table 18

Percentage Distribution of Respondents Reporting Demand for Security Services

n = 10 Security Service	Level of Demand large	 medium	 low	 none	 N/A
a. Commercial patrol service	40	40	10		10
b. Residential patrol service	10	10	60	10	10
c. Guard service – stationary	30	70			
d. Guard dog service	10			70	20
e. Alarm monitoring and response	20		30	40	10
f. Special event security	10	80	10		
g. Security consultant		20	50	30	

Table 19

Percentage Distribution of Respondents Reporting Anticipated Demand for Security Services

n = 10 Security Service	Anticipated Level of Demand large	 medium	 low	 none	 N/A
a. Commercial patrol service	60	30			10
b. Residential patrol service	20	30	40		10
c. Guard service – stationary	70	30			
d. Guard dog service	10	10	30	40	10
e. Alarm monitoring and response	30	30	10	20	10
f. Special event security	40	50	10		
g. Security consultant	10	40	40	10	

Table 20

Percentage Distribution of Respondents Reporting on Clients Served

Number of Companies			Change per Year – %				
	f	%	1–10	11–25	26–40	41–55	56+
Increased	8	80		30	10	20	20
Decreased	1	10			10		
Remained the same	1	10					

reported a 100 percent increase. It would appear, over the past five years, that, on the average, the number of clientele served has increased anywhere from 11 to 55 percent, indicating the increasing demand for security services and the growth which has occurred in this industry.

Table 21 indicates that 70 percent of managers agreed that two activities performed for clients had the highest priority: the protection of lives and property, and fire prevention. Fifty percent of managers also agreed that access control and loss prevention were very important to their clients. The importance of some activities, such as traffic control, would depend on the job site; however, most managers agree that the protection of lives and property and fire prevention are the most important activities performed by a security guard at any job location.

Table 22 illustrates that only nine managers responded to (a) and (c) with 40 percent of these managers believing that the security services they provide contribute very effectively to the control and prevention of crime. However, 60 percent of managers indicated that they believe their services to be very effective in reducing direct dollar loss due to crime.

Table 21

Percentage Distribution of Respondents Reporting Their Clients' Priority of Activities Performed

n = 10	Highest Priority		Medium Priority		Lowest Priority	
Activities Performed	1	2	3	4	5	N/A
a. Crime prevention	30	30	40			
b. Investigation of unusual occurrences	10	10	50	20	10	
c. Protection of lives/property	70	20	10			
d. Traffic control	10	20	30		30	10
e. Access control	50	30	10			10
f. Employee identification	30	10	20	30	10	
g. Information security	10	20	30	20	20	
h. Crime reporting	30	10	20	10	30	
i. Fire prevention	70	10	20			
j. Accident prevention (industrial)	10	50	20			20
k. Loss prevention	50	40	10			
l. Crowd control	20	30		20	30	

Table 22

Percentage Distribution of Respondents Reporting Their Firm's Contribution to Crime Prevention

n = 10	Level of Effectiveness				
	Very Effective	Somewhat Effective	Not Effective	Don't Know	No Response
a. Reduction in crime	50	40			10
b. Reduction in direct dollar crime loss	60	40			
c. Overall contribution	40	50			10

Training

This part of the questionnaire is designed to determine what training is presently given employees of Edmonton contract security guard agencies.

All managers indicated that they provide training to new employees, contrary to the literature which indicates that training in security agencies is almost non-existent (see Table 23).

Table 24 indicates that new guards receive anywhere from no training to 16 hours of initial training. Only one agency gave more than eight hours of initial training and one agency gave no initial training. As well, guards received anywhere from one to 25+ hours of on-the-job training annually, with one agency giving 17 to 24 hours and two agencies providing more than 25 hours of on-the-job training. Supervisory personnel received anywhere from no training to 25+ hours in classroom training, and nine to 25+ hours on-the-job training annually. Management positions appear to receive the most training, with 80 percent of agencies offering more than 25 hours of classroom training and 60 percent providing more than 25 hours on-the-job training. It appears that training does occur in 90 percent of Edmonton contract security firms; however, not to a large degree.

Table 25 indicates that, of the nine agencies which offered training to new guards, all cover general orders

Table 23

Percentage Distribution of Respondents Reporting Whether or Not They Train New Employees

	f	% Responding
Train New Employees	10	100
Do Not Train New Employees		

Table 24

Percentage Distribution of Respondents Reporting Time Allotted for Training of New Employees

	Hours of Training					
n = 10	0	1–4	5–8	9–16	17–24	25+
Classroom Training Prior to Job Assignment						
a. Guards	10	50	30	10		
b. Supervisory personnel	10		20	10	30	30
c. Management	10		10			80
On–the–job Training Annually						
a. Guards		10	20	40	10	20
b. Supervisory personnel				50	20	30
c. Management	10			20	10	60

Table 25

Frequency Distribution of Respondents Reporting Time Spent onTraining Topics for New Guards

(n = 9)	Initial Training (in hours)				On-the-job Training (in hours)			
Subjects	Subject Covered	1/4-4	5-8	8+	Subject Covered	1/4-4	5-8	8+
a. General orders and employer's regulations	9	8			9	4		3
b. Dress and deportment	9	8			5	3		1
c. Fire protection and prevention	9	8			7	3		2
d. Legal powers - arrest, search, seizure	9	7	1		5	3		1
e. First aid	5	3		1	2	1		
f. Security equipment - communication equipment, video terminals, etc.	6	5			5	2		1
g. Occurrence reporting	9	8			7	4		1
h. Patrol procedures	8	7			9	2		4
i. Report writing	9	8			8	4		1
j. Crisis intervention - bomb scares, etc.	8	7			6	2		1
k. Defense tactics	2	1		1	1	1		
l. Dog handler training	1			1	2	1		

--Some companies indicated they covered the subject but did not indicate the hours utilized on each.

and employees' regulations, dress and deportment, fire protection and prevention, legal powers, occurrence reporting, and report writing in their initial training. Eight agencies covered patrol procedures and crisis intervention. The average time spent on each topic was never more than four hours, with six agencies indicating that they spend one quarter to one hour on each topic.

Subjects covered in on-the-job training varied amongst agencies, with 100 percent covering general orders and employers' regulations and patrol procedures. One manager indicated that on-the-job training varied between four to 24 hours depending on the job site. On the average, no more than four hours were spent on each topic. Of agencies offering over eight hours on some topics, the hours varied between 16 and 24 hours per topic.

One manager indicated that their agency covered all topics both in initial and on-the-job training, but did not indicate the hours spent on each. Another manager indicated that the only other topic his agency covered for two hours both in initial and on-the-job training was how to handle prisoners, and another agency spent 14 hours initial training on how to investigate a crime.

The total hours spent on initial training varied from zero to 180 hours. On-the-job training varied from zero to 144 hours. Seven out of nine agencies indicated a total of between zero to 17 hours on initial training and between zero to 24 hours of on-the-job training to new guards.

It appears from Table 26 that most in-service training is given by agencies through supervisors as indicated by 90 percent of managers. Sixty percent of agencies offered in-service training through formal classes. Only one Edmonton agency did not give their employees any in-service training.

Table 27 indicates that in-service classroom training given by 60 percent of agencies varies from one to five times per year for a total of one to twenty hours per year. Of the three managers who offer in-service training once per year, two give one to five hours and the other manager gives over 20 hours of training each year. The agency which does in-service two to three times per year does so for a total of 11 to 15 hours, and two managers who offer in-service four to five times per year provide a total of over 20 hours of training per year. Indications from the Edmonton contract security industry suggest that training prior to and during employment is evident.

Table 28 indicates that all managers believed that users will demand a better trained security person. Managers stated that clients are demanding a higher level and quality of service than has been supplied in the past. Some managers saw this as a result of legal changes,

Table 26

Percentage Distribution of Respondents Reporting Periodic In-service Training

	In-service Training	
(n = 10)	f	%
a. Do not give in-service training to employees	1	10
b. Yes, in-service training through supervisor	9	90
c. Yes, in-service training through periodic formal classes	6	60
d. Yes, in-service training through newsletters, bulletins	7	70

Table 27

Frequency Distribution of Respondents Reporting on In–service Training Through Formal Classes

n = 6	Times per Year			
	1	2–3	4–5	5+
How often is in–service training given through formal classes each year?	3	1	2	

	Hours per Year				
	1–5	6–10	11–15	16–20	20+
Total number of classroom in–service training per year	2		1		3

Table 28

Percentage Distribution of Respondents Reporting on the Demand for Training

	No. Responses	% Responses
Yes, I anticipate a greater demand for trained security personnel	10	100

liability and technical advances of which employers must be aware in order to perform their jobs effectively. The need for proper training and post-secondary programs for security personnel will be apparent in the future as clients begin to demand a better educated employee to meet their needs. However, this will only occur when clients are willing to pay a higher price for security services and, in turn, agencies provide employees with a better wage.

Table 29 indicates that 80 percent of managers agreed that legislation is needed to ensure that the consumer receives a competent security person. One hundred percent strongly agreed that criminal record checks be maintained under legislation and mandatory minimum training be required for employment in the security industry. Only 60 percent of managers agreed strongly that managers or owners require a minimum training; however, 80 percent felt strongly that a minimum amount of experience was needed by owners/ managers. This does indicate that mandatory training is welcomed by many in the industry to provide an efficient product to the consumer of their services.

One manager indicated that the problem with providing training is that clients are not interested in paying for these costs. As well, agencies do not want to invest the money into training only to have employees quit within six to twelve months. Mandatory training would

Table 29

Percentage Distribution of Respondents Reporting on Legislation Needed in Private Security Industry

	Strongly Agree		Agree		Strongly Disagree
n = 10	1	2	3	4	5
a. Legislation is needed	80		10	10	
Personnel					
b. Criminal record checks	100				
c. Minimum training (mandatory)	100				
Firms					
d. Minimum experience (managers/owners) needed	80	10	10		
e. Minimum training (managers/owners) needed	60	20	10	10	

force clients to pay for trained personnel and agencies, in turn, would be able to offer a better wage since they could demand more.

Personnel

Part IV of the questionnaire dealt with personnel. Its focus was on the number of personnel employed by agencies, employee turnover, wages, and educational levels required to be hired by Edmonton contract security agencies.

Table 30 indicates that the majority of employees in Edmonton security agencies are working full time, that is, over 35 hours per week. In most of the literature on the security industry, the belief is that most employees are part-time, but this does not seem to be the case for Edmonton contract security guard agencies.

Table 31 gives an approximate indication of the number of full-time and part-time employees working in Edmonton contract security guard agencies. One company did not respond to this question.

Of the nine that did respond, only three agencies indicated that they were in business in 1970, five in 1980, and five in 1985. Of the agencies that had been in business in 1970, two agencies experienced an increase in full-time and part-time employee numbers. One company experienced a growth of 700 percent for both full-time and

Table 30

Percentage Distribution of Respondents Reporting Percent of Full and Part-time Employees in Agency

	Percent of Employees			
n = 10	0–25	26–50	51–75	76–100
Full-time employees		20	40	40
Part-time employees	40	60		

Table 31

Number of Employees in Contract Security Guard Agencies in Edmonton

	Number of Agencies			
Number of Employees	1970	1980	1985	1988
Full-time Employees				
1-50	3	2	2	3
51-100		1	1	2
101-150		1		1
151-200		1	1	
200+			1	3
Part-time Employees				
1-50	3	3	4	8
51-100		1	1	
101-150				
151-200		1		1
200+				

part-time employees, and another agency experienced a growth of 88 percent for full-time and 25 percent for part-time employees. The third agency indicated a decrease in growth of 80 percent for full-time and 90 percent for part-time staff due to management problems.

Of the two agencies operating in 1980 to 1988, one agency experienced a growth in full-time employees of 150 percent and a growth in part-time employees of 220 percent. The other agency indicated a growth of 200 percent for full-time employees and a decrease in part-time employee numbers by 33 percent. These data indicate the phenomenal growth experienced by this industry during the 1970s and 1980s.

As required by the Private Investigators and Security Guards Act, all employees must undergo a criminal history check and fingerprinting. Generally, as indicated in Table 32, an individual is hired based on an application and general interview, with only one agency not utilizing these methods. Most agencies do not require a background investigation and written exams are utilized by two agencies. One agency indicated that an employee must pass a self-study course within 90 days to continue his employment with the agency.

As indicated by Table 33, 80 percent of agencies experienced an employee turnover rate of 26 to 100 percent per year, indicating the difficulty in keeping employees in

Table 32

Percentage Distribution of Respondents Reporting on Screening Methods for New Employees

n = 10

Pre-employment Screening Method	% of Agencies Utilizing Method
a. Application	90
b. General Interview	90
c. Detailed background investigation	30
d. Written examination	20
e. Criminal history check	100
f. Fingerprint check	100
g. General reference check	80
h. Canadian citizenship	70

Table 33

Percentage Distribution of Respondents Reporting Employee Turnover

Percent Turnover per Year	f	% Responding
a. 0–25	2	20
b. 26–50	3	30
c. 51–75	3	30
d. 76–100	2	20
e. 101–125		
f. Over 125		

this field. A reason for the high turnover is that most contracts are up for tender annually and often guards will remain at the site regardless of which agency is awarded the contract. As a result of this high turnover, many agencies do not want to invest in a lot of training.

Table 34 indicates that security guard wages range from $4.50 to $8.00 per hour, with 50 percent paying $4.50 to $6.00 and 50 percent paying $6.00 to $8.00 per hour. This confirms what has been stated in the literature, that guards are "poorly paid."

Generally, as indicated in Table 35, agencies paid their supervisors from one to fifteen percent higher per hour than the wages paid the security guards whom they are supervising. Thus, their wage would range from approximately $5.00 to $9.00 per hour.

Table 36 indicates that 70 percent of agencies paid their office managers between $10.00 and $20.00 per hour.

As indicated by Table 37, guards stayed on the average of zero to three years in Edmonton security guard agencies with 40 percent of agencies indicating that guards stayed no longer than one year. This is one reason why agencies do not invest too much into training employees as few tend to make a career out of the field.

Table 38 indicates that only four agencies had a minimum grade level requirement for hiring personnel. One agency indicated that, besides some job sites requiring a

Table 34

Percentage Distribution of Respondents Reporting Hourly Wages for Guards

Wages	f	% Responding
$4.50 – $6.00 per hour	5	50
$6.01 – $8.00 per hour	5	50

Table 35

Percentage Distribution of Respondents Reporting Wages for Supervisors

Wages % Higher than Guards	f	%
a. 1 – 10 percent higher per hour	3	30
b. 11 – 15 percent higher per hour	4	40
c. 16–20 percent higher per hour	1	10
d. 21–25 percent higher per hour		
e. over 25 percent higher per hour	2	20

Table 36

Percentage Distribution of Respondents Reporting on Wages of Other Security Personnel

Wage	f	%
a. Under $10.00 per hour	3	30
b. $10.00 – $20.00 per hour	7	70

Table 37

Percentage Distribution of Respondents Reporting on Length of Employment of Guards

Average Length of Employment	f	%
a. 0 – 1 year	4	40
b. 2–3 years	6	60
c. 4–5 years	0	0
d. over 5 years	0	0

ble 37

rcentage Distribution of Respondents Reporting Length of Employment of Guards

Average Length of Employment	f	%
a. 0 – 1 year	4	40
ɔ. 2–3 years	6	60
:. 4–5 years	0	0
ɟ. over 5 years	0	0

minimum of Grade 12, they otherwise have no minimum school grade level for hiring employees. Of the four agencies that have a minimum grade level, two agencies required a college diploma for management positions and one agency required a college diploma for security consultants. Two agencies did not hire security consultants and one agency did not indicate what grade level was required for supervisors.

Security guards required anywhere from Grade 10 to Grade 12 by some agencies as a minimum and supervisors required a minimum of Grade 12 by the agencies which responded. It appears, over all positions, that educational requirements are low or non-existent in this industry.

General Company Information

This section of the questionnaire asked general questions about the agency and the revenues which the agency has experienced.

Agency Profile. Table 39 provides a profile of contract security guard agencies in Edmonton who responded to the questionnaire, indicating that of the Edmonton security guard agencies which responded to the questionnaire, three were head offices and seven were branch offices with agencies being in existence in Alberta anywhere from one to twenty-four years. Only three

Table 39

Agency Profile – Edmonton

Respondents	Head Office	Years in Existence	Branch Office	Years in Existence	No. Branches in Alberta	No. Branches in Other Provinces	Ownership
1			Yes	NR	NR	NR	Foreign
2			Yes	2	1	0	Canadian
3			Yes	20	NR	NR	Canadian
4	Yes	3			0	0	Canadian
5	Yes	16			1	1	Canadian
6			Yes	9	NR	NR	Canadian
7			Yes	24	2	0	Foreign
8			Yes	NR	NR	NR	Canadian
9			Yes	1	2	5	Foreign
10	Yes	3			NR	NR	Canadian

NR – No Response

agencies were foreign-owned and established as a Canadian subsidiary of a foreign-owned company.

For all agencies, except one, the greatest source of revenue is the stationary guard service, with 30 percent of agencies indicating 94 to 95 percent of total revenues from this service (see Table 40). The second greatest source of revenue is obtained from commercial patrol service with 90 percent of agencies indicating from two to fifty percent of revenues from this source. Only one agency provides guard dog service and obtains 50 percent of revenues from this service. For agencies providing other security services, the revenues generated are low, ranging from one to 20 percent. It appears that the majority of services demanded are for stationary guards, guard dog and commercial patrol services, as these three services provide the greatest sources of revenue for Edmonton contract security agencies.

Table 41 indicates that all agencies but one experienced an increase in sales in the last five years. On the average, most security agencies had a growth of six to fifteen percent for security services/products. Of the two agencies that reported an increase in sales of over 20 percent, one agency indicated a growth of 28 percent and the other did not indicate what percentage in increase in sales it had experienced. One agency experienced a decrease of 25 percent as a result of management problems.

Table 40

Percentage Distribution of Respondents Reporting on Percent of Revenues Generated

n = 10	Percent of Total Revenues										
Service Area	0	1–10	11–20	21–30	31–40	41–50	51–60	61–70	71–80	81–90	91–100
a. Alarms (monitoring to response)	60	40									
b. Guard dogs	90					10					
c. Commercial patrol service	10	40	20	20		10					
d. Residential patrol service	60	40									
e. Guard service – stationary	10					20	20		20		30
f. Security consultants	70	30									
g. Special event security service	30	60	10								
h. Investigation		10			10						
i. Retail security				10							

Table 41

Frequency Distribution of Respondents Reporting Change in Sales of Security Services/Products

Sales	f	%	% Change per Year				
			1–5	6–10	11–15	16–20	21+
Increased	9	90	1	3	2	1	2
Decreased	1	10					1

Table 42 indicates that all agencies predict an increase in sales of security services/products within the next five years. Agencies predicted increases from six to 20 percent with two agencies indicating that they would achieve over 20 percent growth in sales. It would appear that all indications are that this industry will continue to grow in the future.

Managers were then asked to respond to the question, "If you predict a growth in your firm in the future, what are the reasons for this prediction?" Respondents indicated the following reasons for continued growth in their agency and for security in general:

- an increase in crime
- better management
- increased awareness of the need to protect property and inability of police to meet the need
- better training program and less reputable competition in the marketplace
- low police response
- growth achieved by marketing a better product
- increase in commercial use of security

Four managers felt that an increase in crime will cause an increase in demand for security services in the future. As well, four managers indicated that the growth in their agency will be a result of providing trained personnel and utilizing better marketing strategies.

An optional question was included in the questionnaire, requesting managers to provide an idea about what amount of sales their firm did in the years they had indicated they were in operation. Of seven companies that

Table 42

Frequency Distribution of Respondents Predicting Future Sales of Security Services/Products

Sales	f	%	% Change per Year				
			1–5	6–10	11–15	16–20	21+
Increased	10	100		5	2	1	2
Decreased							
Remain the Same							

responded, annual sales ranged from $50,000 to over $4 million per year in Edmonton contract security guard agencies. Agencies were asked to indicate their approximate annual sales for 1980, 1985 and 1988 (see Appendix A). Of the three agencies who responded, one indicated that sales remained the same, one agency experienced an increase in sales, and the third a decrease due to management problems. Of the companies in operation from 1985 to 1988, one agency experienced a more than 100 percent increase in sales and another agency experienced anywhere from 10 to 100 percent growth. While a growth in business sales of 10 percent is considered good, it appears that this industry's growth has been anywhere from 10 to over 100 percent, indicating the increasing role that this industry is fulfilling in society.

Summary

The purpose of Chapter V was to present and analyze the questionnaire data obtained from managers of contract security guard agencies in Edmonton. The questionnaire findings were presented in five parts: reasons for growth in private security, private security operations and activities, training, personnel, and general company information.

Reasons for Growth in Private Security. This part of the questionnaire presented information on what factors managers of security agencies felt caused the growth in security services and why clients select their agency. These data were presented in tables with accompanying discussion. It appears from the data that the increasing demand for security has been the result of various factors with the general economic climate, increase in crime, and insurance discounts if security measures are used being the major contributors. As a result of the competition within this industry, clients tend to change contract agencies readily. The data also indicate that the quality of service and personnel are the two major factors influencing a client's selection of an agency.

Private Security Operations and Activities. This part focused on the activities and operations performed by security agencies and where the growth has occurred. Contract security agencies in Edmonton are involved in a variety of client areas with most agencies obtaining a large volume of business from one particular client area. Most security services provided by agencies are for commercial patrol, stationary guard and special event security; however, managers anticipate an increase for all types of services in the future. In the past five years the number of clients serviced by some agencies in Edmonton have increased by 11 to over 56 percent, with one agency experiencing an increase of 100 percent in clients served. Clients served by security agencies primarily demand their services to protect lives and property and to prevent fires.

Training. These data indicate that security personnel do receive some classroom training. However, it appears that the training is limited to between one to sixteen hours for security guards, five to over 25 hours for supervisors, and more than 25 hours for management positions. The subjects covered consist of a variety of topics required to function efficiently as a security person. Managers also indicated that some in-service training takes place, but this is usually given through the supervisor or through newsletters. It is anticipated that, as the demand increases, so will the need for better trained and educated security personnel, and managers agreed that this need will develop.

Personnel. Most employees in security are employed full-time and earn between $4.50 and $8.00 per hour. As a result of the poor wages, this industry experiences a high turnover, with an average annual turnover of 26 to 100 percent experienced by 80 percent of Edmonton security agencies, and security guards stay only zero to three years with an agency. The growth of security can be seen in the increase in employees hired over the agency's years in operation, with agencies experiencing from 88 to 700 percent growth in full-time personnel. Most agencies do not require a minimum grade level of education for employment and those with minimum grade level stipulations require from Grade 10 to 12 for security guard positions.

General Company Information. Of the agencies that responded, 70 percent were branch offices and 70 percent were Canadian owned. Most of the revenue obtained by agencies comes from providing stationary guard services. The data also indicate that sales for security services has increased in 90 percent of Edmonton agencies anywhere from one to twenty-eight percent, and all indications are that this industry will continue to grow with future sales predicted to increase by six to over twenty percent annually. From the data obtained on revenues, it appears that Edmonton contract security guard agencies experienced an increase of 10 to 100 percent in gross annual sales over the years during which they have been in operation.

CHAPTER VI

FINDINGS, CONCLUSIONS, RECOMMENDATIONS AND SUGGESTIONS FOR FURTHER RESEARCH

The purpose of this study was to answer the following research questions: (a) What has been the growth of the private security industry as compared to the public police in Alberta?; (b) Has the profile of Alberta private security personnel changed as a result of this growth?; (c) What has been the nature and extent of growth in the contract security guard industry in Edmonton in terms of personnel, revenues, clientele areas, clientele, and security services and activities?; (d) What factors/influences have had an impact on the growth of the contract security guard industry?; and, (e) What type and amount of training is given personnel of Edmonton contract security guard agencies? The final chapter of this study is intended to discuss the findings of the study, draw conclusions from those findings, and make recommendations and suggestions for further research.

The first part of the study presented data on the Alberta private security industry from information obtained from the Alberta Solicitor General's Department and Statistics Canada. These data provided information on the growth of this industry and reasons for its growth, as well as providing a profile of personnel employed in private security in Alberta.

The second part of the study consisted of surveying managers of Edmonton contract security agencies to determine the growth which they have experienced, where this growth has occurred, and what has caused this growth. The questionnaire also obtained information about the industry with respect to personnel, training, operations and activities, and general company information. The findings of the research are summarized as follows.

Findings

Growth of Private Security. All sources indicate that the private security industry has grown considerably in Alberta since the 1970s. The data reveal that the licensed sector of the private security industry in Alberta has grown 99 percent compared to 33 percent for the public police force from 1973 to 1985, with the contract security guard industry experiencing a growth of 91 percent.

Profile of Security Personnel. In 1971, the average security employee was male, married, over 45 years old and had not completed grade 12. By 1981, more females had entered security occupations and more employees were single, younger and had grade 12 or better. The data also indicate that females employed in security occupations were generally younger and better educated than males.

Reasons for Growth in Private Security. The growth of the private security industry in Alberta may be attributed to a number of factors including an increase in population, urbanization, increase in crime, high cost of policing and insurance discounts when security measures are utilized.

Managers of Edmonton contract security agencies felt that a number of factors contributed to private security growth, with 80 percent of managers indicating general economic climate as fair to very significant. Seventy percent of managers agreed that increased use of protection and offers of discounts on insurance for security use were also fairly significant factors in this growth.

Private Security Operations and Activities. The greatest source of present and predicted future growth in security agencies is a result of change in contract firms by users as expressed by 60 percent of Edmonton agency managers.

Edmonton security guard agencies obtain a large volume of business from ten client areas: construction, hospital/health care, transportation facilities, government facilities, manufacturing and industrial facilities, public housing/residential sector, retail security, exhibition centres, warehousing/distribution, and petro-chemical. Managers anticipate a large volume of business from these areas with the exception of government facilities and the addition of hotel and special event security.

In terms of security services, the greatest demand has been for commercial patrol, stationary guard and special event security services. Managers anticipate a greater demand for all security services but commercial patrol and stationary guard services will still remain most in demand by the public.

Eighty percent of agencies experienced an increase (from 11% to 100%) in the number of clients served. Seventy percent of managers agreed that the clients' highest priority in using security was for the protection of lives, property and for fire prevention.

Training. The amount of initial training for guards varied from no training to 16 hours, with 80 percent of agencies giving between one and eight hours of initial classroom training. Supervisory and management positions receive from no training to over 25 hours of initial classroom instruction. On-the-job training was utilized by all agencies for all employees ranging from one to over 25 hours annually.

Only one agency did not give in-service training to employees. Of those that did, 90 percent gave in-service through the supervisor, 70 percent through newsletters and 60 percent through formal classes. This classroom in-service training varied from one to five times a year and totaled from one to over 20 hours per year.

All managers agreed that users will demand a better trained security guard in the future as a result of liability, legal changes and technical advances. All managers surveyed believed that legislated mandatory training will ensure for the consumer a competent and well trained guard. However, only 60 percent of managers/owners felt strongly that they should be required to have some training to own or manage an agency.

Personnel. Most employees of security agencies in Edmonton are full-time or work over 35 hours per week. Of those agencies in business since 1980 or 1985, indications are that employee numbers have increased from 88 to 770 percent for full-time staff and from 25 to 700 percent for part-time staff. Only one agency experienced a decrease of 80 percent, in both full-time and part-time staff, due to management problems.

Employees are generally hired through an application and general interview. Because of the poor pay, the average annual turnover for entry level positions varies from zero to 100 percent, with 80 percent of agencies experiencing a turnover rate of over 25 percent per year.

Personnel are poorly educated in this industry and only 40 percent of agencies required a minimum grade level for employment. Of those who required it, the grade levels required varied from grade 10 to grade 12. Seventy-five percent of agencies required grade 12 for supervisors and 50 percent required grade 12 or a college diploma for management positions.

Revenues. Ninety percent of agencies experienced an increase of one to 25 percent in sales over the last five years, and anticipated a somewhat higher increase in the next five years. Most of the Edmonton agencies receive their greatest revenue from the stationary guard service, with 30 percent of agencies attributing over 90 percent of their revenue to this source and 90 percent of agencies earning over 41 percent of their revenue from this source.

Managers indicated that their agencies would grow as a result of the increase in crime, better management, awareness of the need to protect private property, low police response, and better trained security staff. From the data on revenues, it appears that Edmonton agency revenues range from $50,000 to over $4 million in sales, indicating the strong demand for this industry's services in Edmonton.

Conclusions

Growth of Private Security. The contract security guard industry in Alberta has experienced considerable growth since the 1970s. All indications are that the demand for protective services by the public will continue to grow, resulting in the corresponding growth in the contract security guard industry in Alberta.

Profile of Security Personnel. The profile of security personnel in Alberta is changing. In 1971, the typical security guard was male, married, over 45 years of age and had not completed grade 12. But, by 1981, more females were entering the security field and more employees were single, younger and better educated.

Reasons for Growth in Private Security. The growth of the Alberta contract security guard industry can be attributed to a number of factors with the general economic climate, rise in crime, escalating police costs, increase in population and offers of discounts on insurance if security measures are used being the greatest contributors in the growth of this industry.

Private Security Operations and Activities. The greatest demand in security services has been for commercial patrol, stationary guard and special event services and indications are that all security services will increase in demand by the public in the future.

Training. Initial and on-the-job training is evident in contract security guard agencies in Edmonton; however, it is limited. All managers indicated that the public is demanding and will continue to demand better trained security personnel in the future and all managers supported the idea of mandatory training for security guards. The need for better trained security personnel will persist as a result of technical advances and legal changes occurring in society.

Personnel. The educational requirements for employees in the contract security guard industry in Edmonton are low, if not non-existent, for all levels of security personnel.

Revenues. Edmonton contract security guard agency revenues range from $50,000 to $4 million annually and indications from these agencies are that sales of security services will continue to increase due to increasing crime, low police response, better management and trained personnel.

Recommendations

Growth of Private Security. As the contract security guard industry continues to grow and assumes an increasingly important role in society, the industry must recognize and meet the needs of this increasing role through the development of security guard standards and training of personnel.

Personnel. Educational standards should be required for all employee levels.

Private Security Operations and Activities. Curriculum developed at the post-secondary level for security programs must identify and develop courses based on the security services demanded and client areas served by the Alberta contract security guard industry.

Training. The description of the private security guard industry in Edmonton provided by this research indicates the need for a better trained and educated employee. Recommendations to improve the quality of personnel in the contract security guard industry in Alberta can be directed to three sectors: the industry itself, the provincial government, and the post-secondary institution.

1. Contract Security Guard Industry. The industry itself must recognize the need for training of their personnel

and promote this need within their own agencies and the community they serve. It is recommended that the contract security guard industry in Alberta establish stringent training standards for itself to improve the quality and image of their profession.

2. Government. To meet the needs of the public, a province-wide mandatory training program should be developed and provincial security guard standards should be developed and legislated.

3. Post-secondary Institutions. It is recommended that the role of the post-secondary institutions be to maintain their current educational programs in security, but also to expand to meet the continuing educational and training needs of the contract security guard industry. The post-secondary institutions can offer their expertise in curriculum development and delivery and, through cooperation with the industry, can offer workshops, courses and conferences to meet the increasing training and educational needs of the security guard industry.

It is through active cooperation and promotion of the need for improved standards by these three sectors that security guard and training standards can be achieved in the contract security guard industry in Alberta.

Suggestions for Further Research

1. It is suggested that research be done on the growth of the private investigation industry and the training received by this sector of the private security industry.
2. It is suggested that research be done in the area of users of Alberta contract security guard services to determine their reasons for turning to private security, to determine if their demand for services have grown and why, and to determine if they are satisfied with the quality of personnel employed by the industry.
3. It is suggested that research be done on the growth of the proprietary security guard industry and the type and amount of training which employees receive from this sector of the private security industry in Alberta.

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APPENDIX A

CONTRACTUAL SECURITY MANAGER SURVEY QUESTIONNAIRE

CONTRACTUAL SECURITY MANAGER SURVEY

This questionnaire seeks your opinions and experience as a manager or owner of a business providing contract security guard services. Your responses are confidential as you do not have to indicate your name or company in the survey.

General Instructions

Questions using a line (_____) should be marked with a check mark (✓). Please check only one response per question unless otherwise indicated.

Example: In the past five (5) years (or since your operation began if you have been in operation less than five (5) years) has the number of clients served:

✓ a. increased

_____ b. decreased

_____ c. remained the same

For questions using a scale (1 2 3 4 5) please circle your response (1 2 3 4 5). Please circle only one response for each item you are asked to respond to.

Example:

	strongly agree		agree		strongly disagree
a. Private security services are similar in many respects to law enforcement services.	1	2	3	4	5

The majority of the questions will require one of these two methods for responding. Where questions vary from these two formats, instructions will be given on how to complete the questions. A few written answers are also requested.

Should you need to change an answer, clearly delete the incorrect answer by crossing it out with an X.

The questions have been organized under five headings to assist you. These five groups are:

PART I:	REASONS FOR GROWTH IN PRIVATE SECURITY
PART II:	PRIVATE SECURITY OPERATIONS AND ACTIVITIES
PART III:	TRAINING
PART IV:	PERSONNEL
PART V:	GENERAL COMPANY INFORMATION

Should you need clarification on any of the questions, please contact me at 436-7769 (Sharon) for assistance.

PLEASE COMPLETE AND RETURN THE QUESTIONNAIRE BY 20 JANUARY 1989 IN THE POSTAGE PAID ENVELOPE PROVIDED FOR YOUR CONVENIENCE.

Thank you for your participation in this study. If you are interested in the results of the study please send me a note (an address label is enclosed for your convenience) or call me at 436-7769 and I shall forward you the results upon completion of my analysis.

PART I: REASONS FOR GROWTH IN PRIVATE SECURITY

1. Circle whether you agree or disagree with the following theories on the role of the private security industry in relation to law enforcement activities.

   Only one number should be circled for each theory.

	strongly agree		agree		strongly disagree
a. Private security services are similar in many respects to law enforcement services.	1	2	3	4	5
b. Private security fills a void caused by an increased crime rate and the lack of adequate numbers of public police to provide the services demanded by the public.	1	2	3	4	5
c. Private security provides for the protection of property which would otherwise be unprotected.	1	2	3	4	5

2. In the past several years many law enforcement agencies have experienced a decrease in sworn police personnel while private security has experienced an increase. Please rate the following as significant factors in this growth.

   For each factor, circle only one number indicating the level of significance:

	very significant		significant		not significant
a. public dissatisfaction with police performance	1	2	3	4	5
b. lack of confidence in the police	1	2	3	4	5
c. public apathy towards the crime	1	2	3	4	5
d. general economic climate	1	2	3	4	5
e. increased use of protection	1	2	3	4	5

		very significant		significant		not significant
f.	increase in crime	1	2	3	4	5
g.	increased public awareness and fear of crime	1	2	3	4	5
h.	increase in private and corporate income	1	2	3	4	5
i	increase in population	1	2	3	4	5
j.	rising claims of insurance companies for losses and offers of discounts when security measures are used	1	2	3	4	5
k.	increase in areas of mass private property	1	2	3	4	5
	OTHERS - please specify and indicate significance					
l.	____________________	1	2	3	4	5

3. Which of the following has accounted for the greatest source of your growth in the last five (5) years (or since your company began if you have been in operation less than five (5) years).

Please rank each of the items below from 1 = highest to 4 = lowest. Place your ranking number in the space to the left of each item.

_____ a. proprietary or corporate security changing to contract services

_____ b. increase in demand by existing contract users

_____ c. change of contract firms by existing contract users

_____ d. new, first-time users of contract security

4. Which of the following do you believe will account for the greatest source of your growth in the next five (5) years.

Please rank order each of the items below from 1 = highest to 4 = lowest. Place your ranking number in the space to the left of each item.

_____ a. proprietary or corporate security changing to contract services

_____ b. increase in demand by existing contract users

_____ c. change of contract firms by existing contract users

_____ d. new, first-time users of contract security

5. How would you rate the overall importance of the following factors influencing your clients to request your services?

For each factor below, circle only one number indicating the level of importance.

	level of importance				
	very important		important		not important
a. quality of service	1	2	3	4	5
b. quality of personnel	1	2	3	4	5
c. cost of service	1	2	3	4	5
d. lowest bid offered	1	2	3	4	5
e. change in contract service firms	1	2	3	4	5
f. actual crime victim	1	2	3	4	5
g. expansion of client facilities	1	2	3	4	5
h. general fear of crime in their area	1	2	3	4	5
i. inability of police to affect crime rate	1	2	3	4	5
j. rapid rise in crime	1	2	3	4	5
k. value of assets to protect	1	2	3	4	5

	level of importance				
	very important		important		not important
l. amount of cash handled	1	2	3	4	5
m. need for specialized security services	1	2	3	4	5
n. training provided	1	2	3	4	5
OTHERS - please specify and indicate level of importance					
o. ______________________	1	2	3	4	5

This ends PART I: REASONS FOR GROWTH IN PRIVATE SECURITY

If you have any comments regarding PART I, please respond below:

____

____

____

____

____

____

PART II: PRIVATE SECURITY OPERATIONS AND ACTIVITIES

1. What share of your firm's current business volume is provided to the following client areas?

   Circle only one number indicating the amount of business volume each client area provides:

	$ volume of business			
	large	medium	low	none
a. construction	1	2	3	4
b. educational institutions	1	2	3	4
c. hospital/health care	1	2	3	4
d. transportation facilities (airport, trucking firms, etc.)	1	2	3	4
e. government facilities	1	2	3	4
f. manufacturing and industrial facilities	1	2	3	4
g. public housing/residential	1	2	3	4
h. hotel security	1	2	3	4
i. retail security	1	2	3	4
j. sports centres/arenas	1	2	3	4
k. exhibition centres (museums, galleries, etc.)	1	2	3	4
l. special events (temporary exhibitions, conventions, etc.)	1	2	3	4
m. banking/finance	1	2	3	4
n. warehousing/distribution	1	2	3	4
o. petro-chemical	1	2	3	4
OTHERS - please specify and circle volume level				
p. ______________________	1	2	3	4

2. Please check any of the following client areas where your services have increased significantly in the past five (5) years (or since your operation began if you have been in business less than five (5) years).

Check as many as applicable:

_____ a. construction

_____ b. educational institutions

_____ c. hospital/health care

_____ d. transportation facilities

_____ e. government facilities

_____ f. manufacturing and industrial facilities

_____ g. public housing/residential

_____ h. hotel security

_____ i. retail security

_____ j. sports centres

_____ k. exhibition centres (museums, galleries, etc.)

_____ l. special events (temporary exhibitions, conventions, etc.)

_____ m. banking/finance

_____ n. warehousing/distribution

_____ o. petro-chemical

OTHERS - please list:

____

____

3. Please circle the anticipated growth in business volume for your company in the next five (5) years for the following client areas.

Circle only one number for each client area listed indicating anticipated growth in business volume.

		$ volume of business			
		large	medium	low	none
a.	construction	1	2	3	4
b.	educational institutions	1	2	3	4
c.	hospital/health care	1	2	3	4
d.	transportation facilities (airport, trucking firms, etc.)	1	2	3	4
e.	government facilities	1	2	3	4
f.	manufacturing and industrial facilities	1	2	3	4
g.	public housing/residential	1	2	3	4
h.	hotel security	1	2	3	4
i.	retail security	1	2	3	4
j.	sports centres/arenas	1	2	3	4
k.	exhibition centres (museums, galleries, etc.)	1	2	3	4
l.	special events (temporary exhibitions, conventions, etc.)	1	2	3	4
m.	banking/finance	1	2	3	4
n.	warehousing/distribution	1	2	3	4
o.	petro-chemical	1	2	3	4
	OTHERS - please specify and circle volume level anticipated				
p.	______________________	1	2	3	4

4. In general, what has been the demand for the following security services over the past five (5) years (or since your company began if you have been in operation less than five (5) years)?

Circle only one number indicating the level of demand for each security service listed:

	large	medium	low	none	N/A
	level of demand				
a. commercial patrol service	1	2	3	4	5
b. residential patrol service	1	2	3	4	5
c. guard service - stationary	1	2	3	4	5
d. guard dog service	1	2	3	4	5
e. alarm monitoring and response	1	2	3	4	5
f. special event security	1	2	3	4	5
g. security consultant	1	2	3	4	5
OTHERS - please specify and indicate demand					
h. ______________________	1	2	3	4	5

5. How do you view the demand for the following security services for the next five (5) years?

Circle only one number indicating the anticipated level of demand for each security service listed:

	large	medium	low	none	N/A
	level of demand				
a. commercial patrol service	1	2	3	4	5
b. residential patrol service	1	2	3	4	5
c. guard service - stationary	1	2	3	4	5
d. guard dog service	1	2	3	4	5
e. alarm monitoring and response	1	2	3	4	5

		large	medium	low	none	N/A
f.	special event security	1	2	3	4	5
g.	security consultant	1	2	3	4	5
	OTHERS - please specify and indicate demand					
h.	________________	1	2	3	4	5

6. In the past five (5) years (or since your company began if you have been in operation less than five (5) years) has the number of clients served:

Select only one answer and indicate by placing a check mark in the space provided to the left:

_____ a. increased

_____ b. decreased

_____ c. remained the same

If the number of clients has increased or decreased, what has been the percentage change over this five (5) year period:

Check only one answer:

_____ a. 1 - 10 percent

_____ b. 11 - 25 percent

_____ c. 26 - 40 percent

_____ d. 40 - 55 percent

_____ e. over 55 percent, please indicate the approximate percentage ________________.

7. How would you rate the importance to your typical clients of the following activities performed for them?

For each activity listed, circle only one answer indicating the level of priority:

	level of priority					
	highest priority		medium priority		lowest priority	N/A
a. crime prevention	1	2	3	4	5	6
b. investigation of unusual occurrences	1	2	3	4	5	6
c. protection of lives/ property	1	2	3	4	5	6
d. traffic control	1	2	3	4	5	6
e. access control	1	2	3	4	5	6
f. employee identification	1	2	3	4	5	6
g. information security	1	2	3	4	5	6
h. crime reporting	1	2	3	4	5	6
i. fire prevention	1	2	3	4	5	6
j. accident prevention (industrial)	1	2	3	4	5	6
k. loss prevention	1	2	3	4	5	6
l. crowd control	1	2	3	4	5	6

8. How would you rate your firm's contribution to crime prevention and control for the typical clients you serve?

For each item, circle only one answer indicating the level of effectiveness:

	level of effectiveness			
	very effective	somewhat effective	not effective	don't know
a. reduction in crime	1	2	3	4
b. reduction in direct dollar crime loss	1	2	3	4
c. overall contribution	1	2	3	4

This ends PART II: PRIVATE SECURITY OPERATIONS AND ACTIVITIES.

If you have any comments regarding PART II, please respond below:

____

____

____

____

PART III: TRAINING

1. Do you offer training to new employees?

   Check one answer:

   _____ a. yes

   _____ b. no (if no, please go to question 4)

2. If you answered yes to question 1, what is the minimum time allotted for training of new private security employees in the following categories:

   For each item, circle only one answer indicating the number of hours of training:

classroom training prior to job assignment	HOURS OF TRAINING 0	1-4	5-8	9-16	17-24	25+
a. guards	1	2	3	4	5	6
b. supervisory personnel	1	2	3	4	5	6
c. management	1	2	3	4	5	6
on the job training annually						
d. guards	1	2	3	4	5	6
e. supervisory personnel	1	2	3	4	5	6
f. management	1	2	3	4	5	6

3. What subjects are covered in the initial and on-the-job training for new guards?

Please indicate with a check mark the subjects covered during initial training and on-the-job training.

For those subjects you do cover during initial or on-the-job training, write in the number of hours utilized to cover the subject.

	INITIAL TRAINING		ON-THE-JOB TRAINING	
	yes	number of hours	yes	number of hours
a. general orders and employer's regulations	___	___	___	___
b. dress and deportment	___	___	___	___
c. fire protection and prevention	___	___	___	___
d. legal powers - arrest, search, seizure	___	___	___	___
e. first aid	___	___	___	___
f. security equipment - communication equipment, video terminals, etc.	___	___	___	___
g. occurrence reporting	___	___	___	___
h. patrol procedures	___	___	___	___
i. report writing	___	___	___	___
j. crisis intervention - bomb scares, etc.	___	___	___	___
k. defense tactics	___	___	___	___
l. dog handler training	___	___	___	___

OTHERS - please indicate and write in the number of hours utilized to cover the subject

m. ___	___	___	___	___

4. Do you give your employees periodic in-service training?

Check as many as applicable:

_____ a. no

_____ b. yes, through supervisor

_____ c. yes, through periodic formal classes

_____ d. yes, through newsletters, bulletins

If you give your employees in-service training through formal classes proceed to question 5; if not, please go to question 6.

5. If you give your employees periodic in-service training through formal classes, how often is it given and how many hours of classroom training is given each year?

i. How often is in-service training given through formal classes each year?

Check only one answer:

_____ a. once a year

_____ b. 2 - 3 times a year

_____ c. 4 - 5 times a year

_____ d. more than 5 times a year

ii. What is the total number of hours of classroom training given each year?

Check only one answer:

_____ a. 1 - 5 hours each year

_____ b. 6 - 10 hours each year

_____ c. 11 - 15 hours each year

_____ d. 16 - 20 hours each year

_____ e. over 20 hours each year

6. Do you anticipate a greater demand by the users of your services for trained security personnel as your agency continues to expand?

Check only one answer:

_____ a. yes

_____ b. no

Why or Why Not? ______________________________

____

____

7. Is legislation needed and what kinds of legislative provisions are necessary to ensure the consumer of competent security security services and personnel?

For each item below, circle only one answer indicating your level of agreement or disagreement:

	level of agreement				
	strongly agree		agree		strongly disagree
a. legislation is needed	1	2	3	4	5
Personnel					
b. criminal record checks	1	2	3	4	5
c. minimum training (mandatory)	1	2	3	4	5
Firms					
d. minimum experience (managers/owners) needed	1	2	3	4	5
e. minimum training (managers/owners) needed	1	2	3	4	5

This ends PART III: TRAINING.

If you have any comments regarding PART III, please respond below:

PART IV: PERSONNEL

1. What percentage of your staff is:

   a. full-time? (working at least 35 hours per week)

   Check only one answer:

   _____ a. 0 - 25 percent

   _____ b. 26 - 50 percent

   _____ c. 51 - 75 percent

   _____ d. 76 - 100 percent

   b. part-time?

   Check only one answer:

   _____ a. 0 - 25 percent

   _____ b. 26 - 50 percent

   _____ c. 51 - 75 percent

   _____ d. 76 - 100 percent

2. For the years specified below in which your firm was in operation, please indicate the number of full-time and part-time employees your firm employed during that year (include guards, supervisors and management).

   Please write in the number of full or part-time employees in the space provided below the year indicated:

	1970	1980	1985	1988
Number of full-time employees	____	____	____	____
Number of part-time employees	____	____	____	____

3. Please check the types of pre-employment screening of employees utilized by your firm.

   Check all screening methods below which are used by your firm:

   _____ a. application

   _____ b. general interview

   _____ c. detailed background investigation

   _____ d. written examination

   _____ e. criminal history check

   _____ f. fingerprint check

   _____ g. general reference check

   _____ h. Canadian citizenship

   _____ OTHERS - please list: ______________________________

   ____

   ____

4. What is your average annual turnover rate for entry level security positions during the past five years or since your firm began if you have been in operation less than five years?

   Check only one answer:

   _____ a. 0 - 25 percent turnover per year

   _____ b. 26 - 50 percent turnover per year

   _____ c. 51 - 75 percent turnover per year

   _____ d. 76 - 100 percent turnover per year

   _____ e. 101 - 125 percent turnover per year

   _____ f. over 125 percent turnover per year

5. What is the approximate range of the average hourly wage paid to security guards?

   Check only one answer:

   _____ a. \$4.50 - \$6.00 per hour

   _____ b. \$6.01 - \$8.00 per hour

   _____ c. \$8.01 - \$9.00 per hour

   _____ d. \$9.01 - \$10.00 per hour

   _____ e. over \$10.00 per hour

6. What percentage higher are your supervisors paid per hour in comparison to guards?

   Check only one answer:

   _____ a. 1 - 10 percent higher per hour

   _____ b. 11 - 15 percent higher per hour

   _____ c. 16 - 20 percent higher per hour

   _____ d. 21 - 25 percent higher per hour

   _____ e. over 25 percent higher per hour

7. What is the approximate range of the average hourly wage paid to other security personnel of your firm (office managers, etc.)?

   Check only one answer:

   _____ a. under \$10.00 per hour

   _____ b. \$10.00 - \$20.00 per hour

   _____ c. \$20.01 - \$25.00 per hour

   _____ d. over \$25.00 per hour

_____ e. over $10.00 per hour

- What percentage higher are your supervisors paid per hour in comparison to guards?

  Check only one answer:

  _____ a. 1 - 10 percent higher per hour

  _____ b. 11 - 15 percent higher per hour

  _____ c. 16 - 20 percent higher per hour

  _____ d. 21 - 25 percent higher per hour

  _____ e. over 25 percent higher per hour

- What is the approximate range of the average hourly wage paid to other security personnel of your firm (office managers, etc.)?

  Check only one answer:

  _____ a. under $10.00 per hour

  _____ b. $10.00 - $20.00 per hour

  _____ c. $20.01 - $25.00 per hour

  _____ d. over $25.00 per hour

PART V: GENERAL COMPANY INFORMATION

1. Are you the owner of this agency?

   Check only one answer:

   _____ a. yes

   _____ b. no

2. Are you the manager of this agency?

   Check only one answer:

   _____ a. yes

   _____ b. no

3. What is the function of this contract security agency location?

   Check only one answer:

   _____ a. head office

   _____ b. branch office

4. a. If it is the head office of the agency:

   i. How long has been been in existence (write in year company began) _____

   ii. Write in the number of branches in Alberta _____

   iii. Write in the number of branches in other provinces _____

   b. If it is a branch office - how long has it been in existence? (write in year the branch began) _____

5. Is your agency a Canadian subsidiary of a foreign owned company?

   Check only one answer:

   _____ a. yes

   _____ b. no

If you answered 'yes' to the question above, was the agency:

i. a Canadian company taken over by a foreign owned company?

Check only one answer:

_____ a. yes

_____ b. no

ii. established as a Canadian subsidiary of a foreign owned company?

Check only one answer:

_____ a. yes

_____ b. no

6. In your opinion, please indicate for each security service, the approximate percentage each service contributes to your firm's revenues.

Write in the percentage each security service contributes, out of a total of 100 percent, to the overall revenues of your firm at this location:

Service Area	% of Total Revenues
a. alarms (monitoring and response)	_____
b. guard dogs	_____
c. commercial patrol service	_____
d. residential patrol service	_____
e. guard service - stationary	_____
f. security consultants	_____
g. special event security service	_____
OTHER - please specify and indicate percent of revenues	
h. _____	_____
i. _____	_____
	TOTAL: 100%

7. In the last five (5) years (or since your firm began if you have been in operation less than five (5) years), has your firm's sales of security services/products:

Check only one answer:

_____ a. increased

_____ b. decreased

_____ c. remained the same

i. If sales have increased or decreased, please check the approximate percentage change per year:

Check only one answer:

_____ a. 1 - 5 percent per year

_____ b. 6 - 10 percent per year

_____ c. 11 - 15 percent per year

_____ d. 16 - 20 percent per year

_____ e. over 20 percent per year, please indicate the approximate percentage change __________.

8. Do you predict an increase or decrease in sales of security services/products in the next five (5) years?

Check only one answer:

_____ a. increase

_____ b. decrease

_____ c. no, it will remain the same

i. If you predict an increase or decrease, please check the anticipated <u>change per year</u>:

Check only one answer:

_____ a. 1 - 5 percent per year

_____ b. 6 - 10 percent per year

_____ c. 11 - 15 percent per year

_____ d. 16 - 20 percent per year

_____ e. over 20 percent per year

9. If you predict a growth in your firm in the future, what are the reasons for this prediction?

   Please comment:

   ____

   ____

   ____

   ____

OPTIONAL QUESTION

I would appreciate your response to the next question, however, I realize money is a very sensitive issue so please respond or not as you choose. The reason I am asking this question is that there is little indication as to what type of growth this industry is experiencing in Alberta or anywhere else in Canada and market growth is a good indicator of growth. Please remember the results of the questionnaire are confidential and will be presented in broad terms.

10. For the years specified, what was the approximate annual sales for your firm at this location?

    Check only one answer indicating the gross annual sales for the specified year:

Gross annual sales	1980	1985	1988
a. less than $50,000	____	____	____
b. $50,000 - $99,000	____	____	____
c. $100,000 - $249,000	____	____	____
d. $250,000 - $499,000	____	____	____
e. $500,000 - $999,000	____	____	____
f. 1 - 4 million	____	____	____
g. over 4 million	____	____	____

This ends PART V: GENERAL COMPANY INFORMATION

If you have any comments regarding PART V, please respond below:

____

____

____

____

THANK YOU FOR TAKING THE TIME TO PARTICIPATE IN THIS STUDY.

If you are interested in the results of this study please contact me either by phone (436-7769) or mail (an address label is enclosed) and I will forward you a copy of the summary of the findings once completed.

APPENDIX B

LETTER OF INTRODUCTION TO SURVEY

28 December 88

(company address)

<u>Attention: (Manager's name)</u>

Dear (name of manager):

I am currently a graduate student at the University of Alberta in the final year of my Master's degree. Prior to returning to school this past year, I worked for eight years in the education of future law enforcement and security personnel as an assistant in the Law Enforcement and Security Program at Grant MacEwan Community college. I was involved extensively in the development of the two year Security Major which started being offered at the college in Fall 87.

I am in the process of completing a study on the contract security guard industry in Alberta and would appreciate your input on the nature and extent of this industry in Alberta. As you are probably aware, very little research has been undertaken on the private security industry, either nationally or provincially, and this study is a step to document this rapidly growing industry. Through this research, I intend to provide a description of the contract security industry in Alberta by examining the growth it has experienced, clientele areas served, areas of expansion, training provided and factors contributing to its rapid growth.

As a provider of security services, your firm makes an important contribution to businesses and citizens in the protection of their property and lives. As the shift towards private policing continues, the private security industry will continue to assume a greater role in the prevention and control of crime in society. This study will provide a description of the substantial growth your industry has experienced over the past years and the ever-increasing role the private security industry is assuming.

....2

I would appreciate your cooperation in completing a questionnaire on the contract security industry which will be delivered to you in a few days' time. The identity of your agency and responses to the questionnaire will be confidential and findings of the research will be presented in group responses, not individually. To guarantee confidentiality and anonymity of responders, the questionnaire does not request your name or company name, nor is the questionnaire numbered in any way. A postage-paid return envelope will also be provided for your convenience in returning the completed questionnaire.

If you are interested in a summary of the research findings, I would gladly provide you with such. I will enclose an address label with the questionnaire so you can drop a note requesting a copy of the findings, or you can phone me at 436-7769.

The questionnaire is being distributed to all contract security guard agency managers in the Edmonton area. I realize I am requesting you to take about one half hour out of your busy schedule to complete this questionnaire, but I believe, and you will probably agree, that your industry is becoming an increasingly important sector in our society; yet, little information exists on it.

I thank you for your willingness to participate in this study as the validity of the study depends on your response. Please feel free to contact me at 436-7769 if you have any questions or concerns about the study.

Sincerely,

Sharon G. Hobden

APPENDIX C

LETTER ACCOMPANYING SURVEY QUESTIONNAIRE

9 January 89

(company address)

<u>Attention: (manager's name)</u>

Dear (name of manager):

In the last week of December, I sent you a letter requesting your participation in a study I am completing on the contract security guard industry in Alberta. Enclosed is the questionnaire which I requested your assistance in completing as part of my research. I would greatly appreciate it if you would <u>complete and return the questionnaire to me no later than 20 January 1989</u>.

In order for you to complete this questionnaire, I realize I am asking for an investment of about a half hour of your time. However, I hope that you are as interested as I am in documenting your industry and the increasingly important role you are assuming in social control. As little research has been done either provincially or nationally, this study will provide insight on the nature and extent of this industry in Alberta.

Your responses to this study are strictly <u>confidential</u>. I am not asking for your name or your company's name. Please return the questionnaire by <u>20 January 1989</u> in the postage-paid envelope which is enclosed for your convenience. I have also enclosed an address label if you are interested in contacting me by mail for a copy of the results of this study.

Thank you for your willingness to participate in this study and I greatly appreciate your cooperation and assistance.

Sincerely,

Sharon G. Hobden
436-7769

January 89

ompany address)

tention: (manager's name)

ar (name of manager):

 the last week of December, I sent you a letter
questing your participation in a study I am completing on
e contract security guard industry in Alberta. Enclosed
 the questionnaire which I requested your assistance in
mpleting as part of my research. I would greatly
preciate it if you would complete and return the
estionnaire to me no later than 20 January 1989.

 order for you to complete this questionnaire, I realize
am asking for an investment of about a half hour of your
ne. However, I hope that you are as interested as I am
 documenting your industry and the increasingly important
le you are assuming in social control. As little
search has been done either provincially or nationally,
s study will provide insight on the nature and extent of
s industry in Alberta.

ır responses to this study are strictly confidential. I
 not asking for your name or your company's name. Please
urn the questionnaire by 20 January 1989 in the postage-
d envelope which is enclosed for your convenience. I
e also enclosed an address label if you are interested
 contacting me by mail for a copy of the results of this
dy.

nk you for your willingness to participate in this study
 I greatly appreciate your cooperation and assistance.

cerely,

ron G. Hobden
-7769

13 February 89

Dear

During the week of 9 January 1989, I delivered a questionnaire to your business regarding a study I am doing on the security guard industry in Alberta. If you have completed the questionnaire and returned it, I thank you for your participation. If you have not completed the questionnaire, I would appreciate it if you would complete and return the questionnaire to me by the end of February. If you have lost or misplaced the questionnaire, please contact me at 436-7769 and I shall deliver another one to you.

Thank you for your participation and to those who requested a copy of the findings, I will mail them to you by the end of April.

Sincerely,

Sharon G. Hobden

APPENDIX E

LABOUR FORCE 15 YEARS AND OVER BY DETAILED OCCUPATION AND SEX, SHOWING LEVEL OF SCHOOLING BY AGE GROUPS, FOR ALBERTA, 1971

Labour Force 15 Years and Over by Detailed Occupation and Sex, Showing Level of Schooling by Age Groups, for Alberta, 1971

Males

Occupational Category	Total Males	Total	Age 15–24	Age 25–44	Age 45+	Total	Age 15–24	Age 25–44	Age 45+
		< Grade 9				Grades 9 & 10			
6113	145	15	–	5	10	20	–	10	10
6115	2705	955	5	70	880	690	45	190	450
		Grade 11				Grades 12 & 13			
6113		25	10	10	10	70	10	40	15
6115		360	50	135	165	485	120	140	225
		Some University				University Degree			
6113		5	5	–	–	5	5	–	–
6115		180	85	50	40	45	25	10	10

Source: Statistics Canada

6113 refers to Occupational Category: Policemen and Investigators, Private.
6115 refers to Occupational Category: Guards and Watchmen.

Labour Force 15 Years and Over by Detailed Occupation and Sex, Showing Level of Schooling by Age Groups, for Alberta, 1971

Females

Occupational Category	Total Females	Total	Age 15–24	Age 25–44	Age 45+	Total	Age 15–24	Age 25–44	Age 45+
		< Grade 9				Grades 9 & 10			
6113	70	15	–	5	10	10	–	5	5
6115	150	35	–	5	25	40	–	15	25
		Grade 11				Grades 12 & 13			
6113		15	5	5	–	25	5	10	10
6115		25	–	15	5	50	15	15	10
		Some University				University Degree			
6113		–	5	–	–	5	–	–	–
6115		20	5	10	5	5	5	–	–

Source: Statistics Canada

6113 refers to Occupational Category: Policemen and Investigators, Private.
6115 refers to Occupational Category: Guards and Watchmen.

APPENDIX F

LABOUR FORCE ACTIVITY OF POPULATION 15 AND OVER
BY DETAILED OCCUPATION AND SEX,
SHOWING AGE GROUPS AND HIGHEST
LEVEL OF SCHOOLING, FOR ALBERTA, 1981

Labour Force 15 Years and Over by Detailed Occupation and Sex, Showing Age Groups and Highest Level of Schooling, Alberta, 1981

Females

Occupational Category	Total	15–19 years Total	Age 15–17	18–19	20–24	25–29	30–34	35–39	40–44
6115	1270	215	15	200	310	215	55	110	60
			45–49	50–54	55–59	60–64	65+		
			65	90	80	65	15		

Educational Level	< Grade 9	Gr. 9–13 Without Cert./ Diploma	Gr. 9–13 with H. School Cert./ Diploma	Trade Cert./ Diploma	Some Univ. or Other Non–Univ. Without Cert./ Diploma	Univ. or Other Non–Univ. Cert./ Diploma	Univ. Degree
6115	90	540	140	85	245	120	55

Source: Statistics Canada

6115 refers to Occupational Category: Guards and Watchmen.

Labour Force 15 Years and Over by Detailed Occupation and Sex, Showing Age Groups and Highest Level of Schooling, Alberta, 1981

Males

Occupational Category	Total	15–19 years Total	Age 15–17	18–19	20–24	25–29	30–34	35–39	40–44
6115	4705	255	15	240	795	520	410	280	205
			45–49	50–54	55–59	60–64	65+		
			255	340	530	605	505		

Educational Level	< Grade 9	Gr. 9–13 Without Cert./ Diploma	Gr. 9–13 with H. School Cert./ Diploma	Trade Cert./ Diploma	Some Univ. or Other Non–Univ. Without Cert./ Diploma	Univ. or Other Non–Univ. Cert./ Diploma	Univ. Degree
6115	710	1545	525	565	690	435	225

Source: Statistics Canada

6115 refers to Occupational Category: Guards and Watchmen.

Labour Force 15 Years and Over by Detailed Occupation and Sex, Showing Age Groups and Highest Level of Schooling, Alberta, 1981

Males

Occupational Category	Total	15–19 years Total	15–17	18–19	20–24	25–29	30–34	35–39	40–44
6113	270	–	–	–	40	40	45	55	20

	45–49	50–54	55–59	60–64	65+
6113	–	25	30	5	–

Educational Level

	< Grade 9	Gr. 9–13 Without Cert./ Diploma	Gr. 9–13 with H. School Cert./ Diploma	Trade Cert./ Diploma	Some Univ. or Other Non-Univ. Without Cert./ Diploma	Univ. or Other Non-Univ. Cert./ Diploma	Univ. Degree
6113	5	75	50	40	60	25	15

Source: Statistics Canada

6113 refers to Occupational Category: Policemen and Investigators, Private.

APPENDIX G

LABOUR FORCE 15 YEARS AND OVER BY DETAILED INDUSTRY AND SEX, SHOWING: A) AGE GROUPS; B) MARITAL STATUS C) LEVEL OF SCHOOLING; AND D) CLASS OF WORKER, FOR ALBERTA, 1971

APPENDIX G

LABOUR FORCE 15 YEARS AND OVER BY DETAILED INDUSTRY AND SEX, SHOWING: A) AGE GROUPS; B) MARITAL STATUS C) LEVEL OF SCHOOLING; AND D) CLASS OF WORKER, FOR ALBERTA, 1971

APPENDIX H

LABOUR FORCE 15 YEARS AND OVER BY DETAILED INDUSTRY AND SEX,
SHOWING: A) AGE GROUPS; B) MARITAL STATUS;
C) HIGHEST LEVEL OF SCHOOLING AND D) CLASS OF WORKER,
FOR ALBERTA, 1981

Labour Force 15 Years and Over by Detailed Industry and Sex, Showing: (a) Age Groups; (b) Marital Status; (c) Highest Level of Schooling; and (d) Class of Worker, for Alberta, 1981

Age Group:	Total	15–19	20–24	25–34	35–44	45–54	55–64	65+	Average Age
Males	2205	150	405	375	235	250	475	315	42.5
Females	720	145	150	200	90	50	75	10	31.3
Marital Status:	Single	Married							
Males	680	1340							
Females	230	340							
Educational Level:		< Grade 9	Gr. 9–13 Without Cert./ Diploma	Gr. 9–13 With Cert./ Diploma	Trade Cert./ Diploma	Some Univ. or Non–univ. Without Cert./ Diploma		Univ. or Other Non–univ. With Cert./ Diploma	University Degree
Males		295	770	220	275	400		150	85
Females		25	295	135	60	115		65	25

For Industrial Classification Group 855: Security and Investigation Services referring to personnel employed by burglary, alarm or protective services, guards or investigation services, detective agencies, patrolling services, or other security services (Standard Industrial Classification Manual, 1970, p. 41).

Source: Statistics Canada

APPENDIX I

VITA

VITA

Name: Sharon G. Hobden

Place of Birth: Estevan, Saskatchewan

Year of Birth: 1957

Post-Secondary Education

Bachelor of Arts (General), 1978
University of Alberta
Major: Sociology (Criminology)

Bachelor of Arts (Special), 1983
University of Alberta

Related Work Experience

From 1980 – 1988, I was employed in the Law Enforcement and Security Program at Grant MacEwan Community College. I assumed both administrative and instructional functions in the Program and I was involved extensively in the development of courses for the two-year Security Major which began offerings in the Fall of 1987.