

# National Legislative Services & Security Association NEWSLETTER

Winter 2017/2018

## Another exciting year for the NLSSA!



### NLSSA Officers take their Oath of Office ~ National Auto Museum

The Annual NLSSA Conference took place in Reno, Nevada this past year. NLSSA President Anthony “Steve” Pike, Chief of Capitol Police, VA and Sgt at Arms Robin Bates, NV opened the conference in a special ceremony with the Nevada Legislative Police Color Guard. Nevada Assemblyman Michael Sprinkle gave a warm welcome to the NLSSA members who had come from 26 different states and several countries and expressed his appreciation of the work that is being done by the men and women who attended this year’s conference.



The week was filled with important and pertinent training sessions, including a trip to the Nevada Capitol in Carson City. The annual fall training conference allows state government staff an opportunity to network and experience training that is geared towards the specialized professionals who work in legislative. We have the unique ability to compare methods of service and security with colleagues from all over the country (and world!).

Throughout the year, members are able to connect with others with questions and concerns that come up in our legislative session and regular business.

During the conference, the new Executive Board are elected by the members during their Annual Business meeting. ( a complete list of the 2018 NLSSA officers is included in the newsletter)



**NLSSA President  
& Past Presidents**

Anthony “Steve” Pike, VA

Jim Melton, SC

Rick DeLeon, TX

Jimmetta Gourdine, AL

Clarence Russ, LA

Rod Welsh, TX

During the Annual Meeting, members are able to network with dedicated staff from all over. It is wonderful that our past officers stay active in the association to mentor the current executive officers as well as the new members. Involvement is key to every organization and NLSSA encourages all members to take part in the conferences.



Pertinent and interactive sessions are held during the week long training!

## **Training for the Unexpected:**

### **How Can You Effectively Train Security Personnel and Capitol Employees**

Speakers: Bryon Gustafson, Chief Sergeant at Arms, California Assembly

Anthony “Steve” Pike, Chief of Capitol Police, Virginia



Chief Sergeant at Arms Bryon Gustafson spoke on the issue of how we can effectively train security personnel and capitol employees. He began by stating that the desired capabilities of our employees mission statements and position descriptions should all be considered when determining the overall effectiveness of how we train our personnel.

Gustafson referred to his law enforcement experiences and how training videos played an important role in the training process. According to Gustafson, when hiring employees, you need to “think about what it is you want them to do”. Gustafson referred to training police officers on high speed driving, if driving is a part of their job description. He described the importance of having certified instructors for your agency. Mr. Gustafson referred to Gordon Graham’s “Risk vs. Frequency” concept, and how this concept can help when determining the training needs of our employees.

Colonel Steve Pike referred to the protest videos shown and to how these protests can take a toll on employees. Colonel Pike described the importance of having new membership orientation for state officials and state employees, and how these employees should receive training on active shooter. Colonel Pike shared a training concept that his agency uses, which is known as a “12-month training program”. With this program, his officers provide state employees with a monthly training on topics relating to alcohol safety, firework safety, active shooter training, etc., with a bag lunch that is included. Colonel Pike described some of the issues his agency experiences with “piggy backing”, which is when employees with restricted access allow unauthorized visitors into their control access areas. He referred to an individual who was being allowed into unauthorized areas, just because of the professional attire they were wearing. Because of this, thefts went up in their assigned areas, as it was later discovered that this person had been entering restricted areas to steal valuable items. Colonel Pike reiterated the importance of training employees to not allow unauthorized guest into controlled areas. Colonel Pike also described the important of making this training available to Legislative Pages. He expressed the importance of being honest and open with our employees and that there needs to be a broad training approach for all State employees. Colonel Pike shared his experiences with the Department of Homeland Security conducting assessments of their assigned areas and of the 3D C.B.A.T. video capabilities DHS has available.

**Submitted by: Andrew Dean, Captain- Kansas Highway Patrol**

## **Leadership and Management**



Ken Scheer, from *Key Point Government Solutions*, spoke on leadership and management. Mr. Scheer is a retired Captain with the Texas Department of Public Safety where he spent the majority of his 30 years at the Texas State Capitol Complex. Ken is a member of NLSSA.

Mr. Scheer described that leadership and management are not interchangeable. There are times when you need to lead and there are times when you need to manage, and we are at our best when we can figure out when we need to do each of those. Many of the “tools” and roles that a good leader and manager have are similar, but may need to be utilized in different ways and at different times. Managers have authority by the nature of their role. They need to manage the activities of their employees and their office.

Leaders need to inspire and motivate to bring people together. A leader gains authority by their actions.

Mr. Scheer discussed that there are three common core characteristics that are found in good leaders and managers. Trust, Believe and Communicate are essential to good leadership and management. Trust is built through your work ethic, character and respecting your team. Belief in your people, or team, is the second core characteristic. The greatest resource you have are the people that are part of your team. This belief in them allows your team to grow their respect for you. Communication is the last component and is the connecting core characteristic to becoming great. Your communication should be positive and uplifting. Talk to people so they will listen and listen to people so they will talk. Try to speak to groups as individuals and connect emotionally with your team. Mr. Scheer reminded us all to have a purpose and to be relentless to achieve our vision.

**Submitted by: Ted Blazel- Senate Sergeant at Arms - Wisconsin**

## **Mediation & Conflict Management with Coworkers, Subordinates & the Public** Presented by Sara McClellan -

Sara McClellan's presentation on focused on three objectives: becoming more familiar with conflict resolution challenges, strengthening organizational conflict management skills, and strengthening public management skills. Sara offered preventative techniques in the reduction of unnecessary conflicts and the development of more effective communication skills. She guided the group in understanding and overcoming innate behavior in response to conflict. We were offered ways to strengthen our organizations through the use of positive recognition, ensuring clear expectations, providing timely and effective feedback, and identifying and troubleshooting underlying sources of conflict. Cautioned against the pitfalls when managing conflict with the public, we were urged to avoid getting hooked by our own individual triggers and fighting for the last word. By adopting and utilizing these techniques we can better prepare and more successfully address the unexpected and mitigate disruptions to our organizations.

**Submitted by: Robert Barrios, Assistant Sergeant at Arms-House of Representatives-Texas**

## **Parliament Security**

### **Speakers:**

Bachawany Chaka Asigri, Acting Marshal, Parliament of Ghana  
Kathy Seymour, Staff Serjeant, Legislative Assembly of Ontario  
Samson Sorobit, Chief Serjeant at Arms, Kenya Senate



The additional focus that security personnel and similar employees must have is on parliamentary procedure. If timing is everything, the process that each legislative body makes formal and adheres to is an outline or schedule for each, daily session. Within this schedule one may deduce when an individual or group may be more likely to disrupt the process. Forecasts are not certain but can be valuable for preparation.

If intelligence gathered within one's state or other states indicates the likelihood of a demonstration or disruption regarding potential legislation, learning if the legislation has even been filed in one's own chamber could be a first step. Knowing when the bill is eligible for consideration in committee before the public may be another step. If public testimony will be heard in committee, when could that hearing be? When is the controversial legislation eligible to be considered on the Floor before the whole body? To be aware of the timing or sequence of votes may be necessary.

Such ideas comprise the parliamentary process. Security personnel may not be required to be an authority on the process but must have more than a general understanding. Security personnel must be confident about what is appropriate in the unique environment of a parliament or legislature.

**Submitted by Austin Osborn- Assistant Senate Sergeant at Arms- Texas**

---

## **Training conference sessions**

The conference is always packed with training sessions and great appreciation to our members who did presentations on subjects such as civil disobedience, protective services, First Amendment issues, as well as capitol renovation issues and how to plan for the public, legislators, and security issues. Joe Damico, Deputy Director of General Services, VA and Bob Meyerson, House Chief Sergeant at Arms, MN presented the challenges and solutions that were used by their capitols during large scale renovation projects. The need to continue the legislative process with open access for the public creates the goal for a team approach. The understanding of operational process included security and access for elected officials, legislative staff, lobbyists, media, food service, parking, and more. The construction personnel needed to work with a variety of departments and blend the needs of all. Visitor Services, historic preservation involvement, as well pedestrian safety had to be included in the renovation plans. Security had to change their typical process to keep people safe during the construction as well as the normal concerns. Communication was and will always be key to a smooth process.

## **Visitor Services' Perspective by Erika Osterberg- Visitor Services, CO**

I was honored to attend the 2017 NLSSA conference in Reno and Carson City, the second such conference I have taken part in since working at the Colorado State Capitol over the last three years. In my role as Assistant Manager of Visitor Services, my daily duties and responsibilities involve much more than tour operations, and my experiences in Reno reaffirmed the important role Visitor Services staff play in the overall security and well-being of those working in and visiting our statehouse. I left this year's conference feeling a renewed sense of pride and determination in my work to keep our Capitol safe. Spending time with our colleagues from across the nation and around the world was a lot of fun too!

Security issues, of course, are not new to us. My manager and I work closely with the State Patrol and House and Senate sergeants throughout the year, and offer comprehensive training to our staff of volunteers and part-time college student employees. It is a delicate balance for us to prepare our staff for emergency situations without overwhelming them with all the potential threats and issues that arise in an environment like ours. We aim to empower our staff as the "eyes and ears" of the building, and to help them make good judgments when emergency situations arise.

The phrase "knowledge is power" went through my head a lot as we learned about protest management, dirty bombs, and other threats that we face in public spaces. As difficult and intense as some of this subject matter was, learning about it eliminated some of my personal fears and reminded me that a calm approach can make all the difference when a dangerous situation presents itself. Holding the conference in the casino, a large public space with little visible security, was a good place to be thinking of all the different scenarios under discussion.

Upon my return home, I have also reflected a lot upon two highlights of the conference – our roundtable discussion of best practices in security, and conflict management with colleagues and staff. While our conversation was focused on security management, it underlined the importance of communication between agencies and stakeholders, and just how many different people and groups are affected by the varied issues that pop up in statehouses. Having this important discussion with such intelligent and dedicated people was enlightening. And from our conflict management course, I was given a different perspective on how feedback is absorbed and understood. While I always make the effort to be kind and understanding, I didn't quite realize what a large role fear and anxiety play in difficult discussions.

I loved hearing from our international guests about the similarities and differences between our state capitols and the organization of parliaments in Ghana, Kenya, and Canada. It's hard to imagine the challenges faced by our colleagues in Africa but encouraging that they work so diligently and intelligently to thwart terrorism and instability in their areas.

Above all, though, my time with my colleagues was the most meaningful part of the conference. My work sometimes feels isolating and hard for friends and family to relate to or understand. While I have great support within my department, taking the discussion outside the office is tricky. It was wonderful to share stories of assertive schoolteachers, unexpected high-profile events, and other Capitol surprises with my esteemed friends from across the country. Many thanks to our organizers and all who made the experience so special and significant!



## **Planning for Capitol & Large Scale Events**

On Tuesday September 26, 2017 Planning for Capitol and Large-Scale Events was presented by retired: John Faulis, former Lieutenant, Las Vegas Police Department, Nevada. Lieutenant Faulis tailored his presentation around event and protest management. Lt. Faulis was extremely professional and his experience in event and protest management was evident. Lt. Faulis was the special events coordinator for the city of Las Vegas and Clark County. He also served as a traffic commander, and professor at Northwestern University.

During this presentation we learned from Lt. Faulis on how to plan and handle a large scale public event. We also discussed what you need to do upfront to make sure you are prepared for such events. Items of conversions included permits, agreements, and the purpose of protest. We also discussed security and staff responsibilities and the responsibilities of those using the facility and or organizing the event. Key talking points: Events have to be peaceful and Lawful. Screening is very important. It is important to know the motivation of the protest. Protest will define themselves if you control and manage them. If not the protesters will decide what the event will be. You must ensure that you maximize safety for your citizens one officers. These large scale events require a great deal of training, equipment, and well written operational plans. Thorough planning prevents riotous conditions and or monetary losses. You should always learn from past mistakes. Videos were shown on the Charlottesville protest and the Baltimore 2016 Freddy Gray riots. This presentation was well received and was one of the highest rated on the program conference evaluation. It is also ironic that right after we returned from the conference the Las Vegas Shooting occurred. The presenter couldn't have been more accurate when he stated, "This is 2017 and it can happen anywhere at any time."

**Submitted by: Martin Brock- Chief of Police, North Carolina General Assembly, NC**

---

## **Drones: Technology and Security in Capitols**

Sezen Jones of AirMap and Ben Husch of NCSL presented recent developments related to small Unmanned Aircraft Systems (drones). The use of drones has popularized rapidly, with over 60,000 persons receiving remote pilot airman certification under 14 CFR Part 107, and over 770,000 drones being registered. On May 19, 2017, the United States Court of Appeals for the District of Columbia ruled that the FAA had no authority to promulgate a drone registration requirement applicable to model aircraft. *Taylor v. Huerta*, F.3d (No. 15-1495) (D.C. Cir. 2017). <https://www.cadc.uscourts.gov/internet/opinions.nsf/FA6F27FFAA83E20585258125004FBC13/%24file/15-1495-1675918.pdf> FAA has maintained its stance that it is the exclusive regulator of airspace and aircraft, thus preempting state and local regulations. FAA has not bothered to challenge local regulations because its preemption is well established, thus primary challenges will come when preemption is raised as a challenge to the validity of state local regulation in civil or criminal proceedings against drone operators, as demonstrated by the holding in *Singer v. City of Newton*, F.Supp.2d (No. 1:17-10071) (D. Mass. 2017). <https://www.unitedstatescourts.org/federal/mad/186190/62-0.html> AirMap is one of several companies working in the area of airspace Unmanned Traffic Management, with industry partners such as Intel, DJI and Aeryon, in order to facilitate the safe and responsible use of drones. This technology will assist with identification of drones, geofencing

to avoid critical infrastructure and airspace used by commercial and general aviation, and conflict avoidance by the electronic filing of flight plans for drones.

NCSL faces challenges ahead if there is to be any compromise with FAA leading to shared regulation of the airspace not regularly used by commercial and general aviation. Such a compromise is desirable because FAA does not appear to have resources necessary to accommodate local security concerns related to drones. The Drone Federalism Act is one proposed measure pending before Congress that will move the ball in a direction that may allow for some state and local regulation in the interest of public safety.

**Submitted by: Steven Witmer- Captain Virginia Division Capitol Police, VA**

---

## **NLSSA Executive Board Meeting- Annual Meeting - Region Meetings - Round Tables**

The Fall Training Conference is also the Annual Meeting for NLSSA. The association has a number of committees and those committees give reports to the board. There was a review of the By Laws & Policies of NLSSA and emphasis that members be aware of them. It was noted that we need to create more structure for the committees as well as update the descriptions of the board positions. Dues have been set at \$50 a year without increase for a couple of decades and it was voted to increase dues to \$100 per year to help keep up with the revenue needs of the association. We are blessed with a number of international attendees and there was discussion to create a membership category to include them as members. During the annual meeting, the amendment to add international membership passed. Nominations were made for the executive board positions for the election as well as nominations for Lifetime Members by the regions. Clarence Russ facilitated the Round Table discussion, Best Practices in Security Management. Members participated in brainstorming activities and break out sessions. All agreed that our members are our greatest resource!

There are 4 Regions in NLSSA and all had great participation with the exception of Region 3. It has been difficult to encourage participation from the north east states. Each region held their annual meeting and nominated their region chairs and vice chairs. Excellent speeches that highlighted how fortunate we are to have have so many members willing to serve the association. The newly elected officers and region chairs are listed on the next page. Lifetime member nominations were approved for: Ken Scheer, Lon Paresa, and Kevin Kuroda.

The 2018 NLSSA Training Conference will be held in Richmond, Virginia and will be held the last week of August.

**Submitted by: Virginia J. Drew- State House Visitor Center Director, NH**





## 2017-2018 NLSSA Executive Board Members

<p><b><u>President</u></b>  <b><u>Anthony (Steve) Pike</u></b>  <b><u>Chief of Police</u></b>  <b><u>Division of Capitol Police</u></b>  <b><u>Richmond, VA</u></b></p>	<p><b><u>Vice President</u></b>  <b><u>Martin Brock</u></b>  <b><u>Chief of Police</u></b>  <b><u>North Carolina General</u></b>  <b><u>Assembly</u></b></p>	<p><b><u>Treasurer &amp; Chair - Budget</u></b>  <b><u>Committee</u></b>  <b><u>Lisa Macaulay</u></b>  <b><u>Senate Associate</u></b>  <b><u>Sergeant-at-Arms</u></b>  <b><u>Madison, WI</u></b></p>
<p><b><u>Secretary &amp; Newsletter Editor</u></b>  <b><u>Virginia Drew</u></b>  <b><u>Director</u></b>  <b><u>State House Visitors Center</u></b>  <b><u>New Hampshire General Court</u></b></p>	<p><b><u>1st Trustee</u></b>  <b><u>Andrew Dean</u></b>  <b><u>Captain</u></b>  <b><u>Kansas Highway Patrol</u></b></p>	<p><b><u>2nd Trustee</u></b>  <b><u>Jimmetta Gourdine</u></b>  <b><u>Senate Security</u></b>  <b><u>Montgomery, AL</u></b></p>
<p><b><u>3rd Trustee</u></b>  <b><u>Tony Aitken</u></b>  <b><u>Program Manager</u></b>  <b><u>State Capitol Visitor Services</u></b>  <b><u>Olympia, WA</u></b></p>	<p><b><u>Sergeant-at-Arms</u></b>  <b><u>Rod Welsh</u></b>  <b><u>Executive Director</u></b>  <b><u>State Preservation Board</u></b>  <b><u>Austin, TX</u></b></p>	<p><b><u>Parliamentarian</u></b>   <b><u>(Appointed by President)</u></b></p>
<p><b><u>Region 1 - Chair</u></b>  <b><u>Tony Aitken</u></b>  <b><u>Program Manager</u></b>  <b><u>State Capitol Visitor Services</u></b>  <b><u>Olympia, WA</u></b></p>	<p><b><u>Region 1 - Vice Chair</u></b>  <b><u>C.M. Park Kaleiwahea</u></b>  <b><u>Assistant Sergeant at Arms</u></b>  <b><u>Hawaii State Senate</u></b>  <b><u>Honolulu, HI</u></b></p>	<p><b><u>Region 2 - Chair</u></b>  <b><u>Elizabeth Garzone</u></b>  <b><u>Tour Coordinator, Texas</u></b>  <b><u>Capitol</u></b>  <b><u>State Preservation Board</u></b>  <b><u>Austin, TX</u></b></p>
<p><b><u>Region 2 - Vice Chair</u></b>  <b><u>David Saucedo</u></b>  <b><u>Sergeant-at-Arms</u></b>  <b><u>House of Representatives</u></b>  <b><u>Austin, TX</u></b></p>	<p><b><u>Region 3 - Chair</u></b>  <b><u>Janet Miller</u></b>  <b><u>Sergeant-at-Arms</u></b>  <b><u>Vermont Legislature</u></b>  <b><u>Montpelier, VT</u></b></p>	<p><b><u>Region 3 - Vice Chair</u></b>  <b><u>Virginia Drew</u></b>  <b><u>Director, State House Visitors</u></b>  <b><u>Center</u></b>  <b><u>New Hampshire General Court</u></b></p>
<p><b><u>Region 4 - Chair</u></b>  <b><u>Tim Hay</u></b>  <b><u>Senate Sergeant at Arms</u></b>  <b><u>Tallahassee, FL</u></b></p>	<p><b><u>Region 4 - Vice Chair</u></b>  <b><u>John Hancock</u></b>  <b><u>Chief, Bureau of Protective</u></b>  <b><u>Services</u></b>  <b><u>Department of Public Safety</u></b>  <b><u>Columbia, SC</u></b></p>	<p><b><u>Past President</u></b>  <b><u>Charles Williams</u></b>  <b><u>Chief Deputy</u></b>  <b><u>Sergeant-at-Arms</u></b>  <b><u>South Carolina Senate</u></b>  <b><u>Columbia, SC</u></b></p>

## **Nevada Capitol Building Overview by Elizabeth Garzone - Capitol Tour Coordinator, TX**

The Nevada Capitol was completed in 1871. It is a two-story masonry Classical Revival structure combining Renaissance Revival and Italianate elements. To keep construction costs down, the sandstone was obtained without cost from the Nevada State Prison quarry, just outside of Carson City. The original footprint of the capitol was cruciform, a central rectangle with two wings. The first floor contained an office at each corner connect by central halls, while the wings of the second floor housed the two legislative chambers--the Assembly and the Senate. The octagonal dome topped with a cupola which admitted light to the second story.

When it came time to renovate it in 1977-1981 the dome and the roof were completely removed and then replaced. Just inside the historic Nevada Capitol there is a statue of Sarah Winnemucca 1844-1891-Native American. This is one of the two statues representing Nevada in the statuary hall collection in Washington D.C. She is one of only 9 women depicted in the entire statuary hall collection.

There are numerous monuments on the Nevada Capitol grounds included a monument of Kit Carson (Carson City's namesake), a monument to Miners and a monument to Police Officers.

In 1875, the Nevada legislature decided to put a fence around the Nevada Capitol to keep out livestock. The lowest bid was put in by Hannah K. Clapp and Eliza Babcock, the long-time principal and vice-principal of the Sierra School. The cast and wrought iron fence was purchased from an iron works in Philadelphia and shipped to Carson City. These astute businesswomen made a \$1000 profit for the school.

## **Nevada Legislature by *Elizabeth Garzone, TX***

The [Nevada Constitution](#) sets the maximum size of the Legislature at 75 legislators Since 1983, the Nevada Legislature has had 63 members, 21 in the Senate and 42 in the Assembly. Regular sessions of the Nevada Legislature are held biennially in odd-numbered years. They convene on the first Monday in February after the election of members of the Senate and Assembly. Sessions are limited to 120 calendar days.

An oil painting of Abraham Lincoln hangs above the Nevada Assembly speaker's rostrum. In 1915, the legislators allocated \$1300 for the painting and frame to commemorate the state's 50th anniversary. In the 1950's the building was broken into in the middle of the night and someone shot three bullets into the Lincoln portrait. Custodian staff quickly removed the 275 pound frame and portrait- patch the back with parchment paper to conceal the holes and rehung the painting that night. The holes were unnoticeable the next day. The painting was later professionally repaired.



## Nevada Governor's Mansion by Elizabeth Garzone, TX

In 1907, the Mansion Bill was approved by Governor John Sparks. While her husband is out of town, Mrs. T. B. Rickey sold the land where the mansion stands today to the State of Nevada for \$10.00. The construction bid was awarded for \$22,700. The Mansion is 9000 square feet with 7 bedrooms and 9 bathrooms. Governor Denver S. Dickerson and his family were the first to occupy the mansion in July of 1909. First renovated in the 1960s under Governor Paul Laxalt. 16 chandeliers were installed at that time.

A second renovation occurred in 1999 when shag carpets were removed and the marble and hardwood floors were installed. Inside the staircase is a twenty year time capsule was installed which included a Furby and a copy of 1998 movie the Titanic. Each year on Nevada Admissions Day, October 31<sup>st</sup>, after the parade, both floors of the mansion are open to the general public.



# Special Congratulations to the 2017 NLSSA Award Recipients!

The legislative Staff Achievement recipients are recognized for excellence in legislative work and recognized also at the National Conference of State Legislatures' Legislative Summit.

## NCSL Legislative Staff Achievement Awards:

**Anthony “Steve” Pike, Chief of Capitol Police, Virginia** Colonel Pike was appointed as Chief of the Commonwealth of Virginia, Div. of Capitol Police in Richmond on Oct. 10, 2011. As chief, he is responsible for the Division’s sworn and support personnel serving the Capitol community of the Legislative, Executive, and Judicial branches of Virginia’s government, its employees and visitors. He began his law enforcement career in 1988 and served in the United States Army. He is a graduate of the FBI National Academy, the FBI Law Enforcement Executive Development Seminar, the Northwestern University for Public Safety Executive Management program and the Commonwealth Management Institute.

**Lenore M.Adams, Facilities & Continuity, Montana** Lenore Adams began work for the Montana Legislature in 1996 and has served in many legislative staff positions over the years. Her current responsibilities include safety, security, continuity planning, space & facility issues, phones, office equipment and any purchases over \$5000 for the legislative branch which encompasses the Audit, Fiscal & Services Divisions, the House and the Senate. She works with and assists the Sergeants at Arms and trains the aides and assistant sergeants. Lenore also serves as the liaison for the Helena Police Department and works with other officers who provide security for the capitol complex and legislature.

**John Everhart Trooper Award** : This award is presented to an NLSSA member who has supported the legislative process and who has been a long standing member of NLSSA exhibiting the qualities of professionalism and integrity.

**John Hancock, Field Operations Captain, SCDPS/Bureau of Protective Services, South Carolina** Chief John Hancock began his law enforcement career in 1987 with the Richland County Sheriff’s Office of Columbia, South Carolina. He became a Public Safety Officers with the S.C. Department of Health and Environmental Control in 1993. In 1996, through the merger of 2 departments, Hancock began his career with the Bureau of Protective Services. He serves as the Chief overseeing protective service functions at the State House complex, Governor’s Mansion and various other state facilities falling under jurisdiction of the South Carolina Department of Safety. Chief Hancock began his military career with the US Army in 1985, served in USAR and SCARING, and received an honorable discharge as a Captain in 1994. He is a graduate of the South Carolina Executive Institute, graduate of the S.C. Certified Public Manager program and a graduate of the FBI National Academy.



## **NLSSA Welcomes New Members in Reno, Nevada!**

Always great to see new faces at our training conferences! Especially those from states who have participated in our association!

Looking forward to seeing everyone at our next conference!

Join us in Richmond, Virginia for the 2018 NLSSA Conference!

Texas NLSSA members! (photo on right)

Typical Texas, they were the biggest delegation of attendees!

Can any state be bigger than the Lone Star State?

We are always excited to have International attendees to the NLSSA conference!

International Attendees!



Tour Professionals!



