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Board of Private Detective and Protective Agent Services

Agency Profile 1

<https://dps.mn.gov/entity/pdb/Pages/default.aspx>

AT A GLANCE

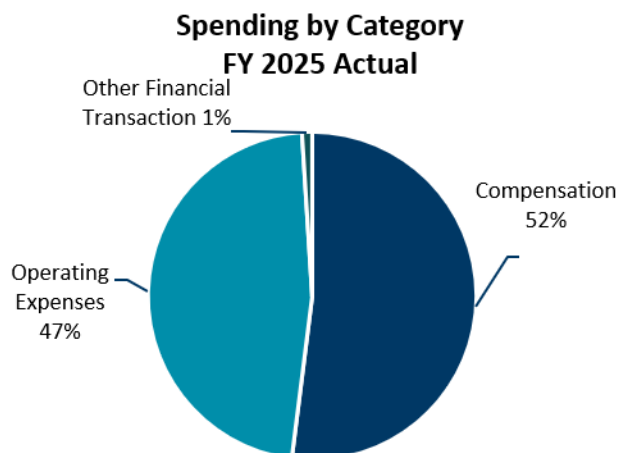
- The Minnesota Board of Private Detective and Protective Agent Services (MNPDB) regulates approximately 420 private detective and protective agent license holders.
- There are approximately 16,000 security personnel in the State of Minnesota.
- MNPDB certifies more than 1,500 training courses.
- MNPDB's stakeholders include legislators, law enforcement, other state agencies, associations, the media, license holders, and the public.

PURPOSE

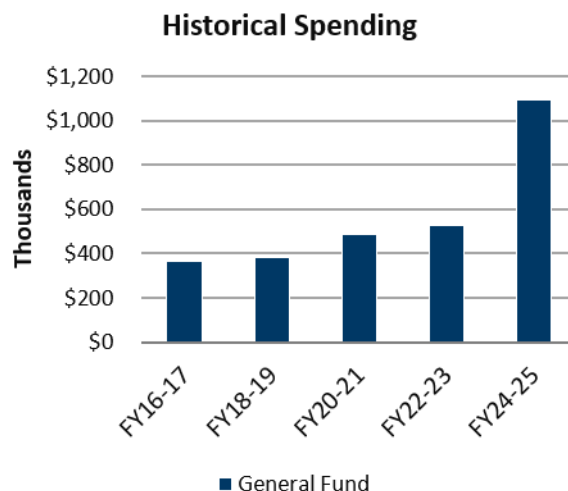
The mission of the Private Detective and Protective Agent Services Board (MNPDB) is to ensure that investigative and security service license holders meet and maintain statutory qualifications, standards, and requirements. This includes meeting criteria in criminal background checks, educational requirements, proof of financial responsibility, and ensuring that license holders are acting responsibly and in the best interests of their clients.

With public safety and consumer protection as primary goals, the agency investigates complaints against license holders and violations of statutes. It also provides support to law enforcement and the courts regarding unlicensed activity and police impersonation and works towards increasing the quality of the industry.

BUDGET



Source: Budget Planning & Analysis System (BPAS)



Source: Consolidated Fund Statement

STRATEGIES

Proactive Initiative. MNPDB is actively shifting from a reactive model to a proactive operational strategy. To drive this effort, MNPDB recently expanded their team with a dedicated staff member focused on high-level quality assurance specifically auditing licensure and renewal packets, training certification, and field inspections of security officers. This will assist in ensuring all license holders and training providers adhere to the statutes, administrative rules, and requirements for providing these services in Minnesota. In addition, this approach will allow the agency to identify potential compliance issues earlier, provide greater accountability, and promote consistent adherence to established requirements.

Use of Technology. MNPDB has historically relied on hard copied paperwork but are now finalizing a digital records management system to streamline operations, lower labor costs, and produce real-time analytics. Future development will include access for license holders and trainers to process their applications, requests, and updated contact information through the system. The final phase will involve allowing stakeholders to pay fees electronically through the system. MNPDB is also implementing investigative case software and data request processing technology. Together, these technological improvements will modernize agency operations, enhance data accessibility and accountability, and provide more efficient services to both staff and stakeholders.

Awareness and Education. Regulating the private security and investigative industry requires ensuring stakeholders understand applicable laws and regulations. To address this, MNPDB actively educates Minnesota law enforcement agencies, city attorneys, and county attorneys by providing essential resources, regulatory guidance, and ongoing support. These efforts promote greater consistency in the interpretation and application of regulatory requirements, strengthen collaboration among stakeholders, and help ensure that issues involving the private security and investigative industry are addressed accurately and effectively.

Training Program Revision. With a new staff member dedicated to the training program, MNPDB has established a process to re-certify all courses. MNPDB is developing materials to help training providers create content tailored to the private security and investigative industry and reviewing existing training programs to ensure that agents receive high-quality instruction. These efforts will promote consistent training standards, strengthen professional competencies, and help ensure that agents are adequately prepared to fulfill their responsibilities.

RESULTS

Part A: Performance Data

Measure	Measure type	Measure data source	Historical trend	Most recent data
Applications processed	Quantity	Internal agency spreadsheets and paper records	172 processed in fiscal year (FY) 2025	61 processed in FY 2026
Renewal applications processed	Quantity	Internal agency spreadsheets and records	182 processed in FY 2025	159 processed in FY 2026
Training courses reviewed and approved	Quality	Internal agency spreadsheets and records	98 reviewed and approved in FY 2025	171 reviewed and approved in FY 2026
Complaints and investigations	Quality	Internal agency spreadsheets and records	75 investigations completed in FY 2025	36 investigations initiated 52 investigations completed 19 ongoing in FY 2026

Part B: Evidence of Effectiveness

MNPDB activities cannot be evaluated using randomized control or quasi-experimental design methods.

[MN Statutes 326.32-326.339](http://www.revisor.mn.gov/statutes/cite/326) (<http://www.revisor.mn.gov/statutes/cite/326>) provides the legal authority for MNPDB.