SECURITY SERVICES ORLANDO
A NEXUS SECURITY FIRM SERVICE

THE ORLANDO SECURITY CONTRACT CHECKLIST

The questions worth putting to any security company in writing before you sign, and what a straight answer to each one sounds like.

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BEFORE YOU START

Most people hiring security in Orlando are doing it for the first time, under time pressure, after something has already happened. That is the worst position from which to compare vendors, and it is the position most buyers are in when they sign.

This checklist exists to level that up. None of the questions here are unreasonable, and a well run company will answer all of them quickly. The ones that matter most are the questions about what happens when something goes wrong: when an officer calls out sick, when an incident occurs, when you need to know what happened at 3am.

Use it on us as readily as on anyone else. If our answers are worse than a competitor's, hire the competitor.

1. LICENSING AND INSURANCE

Florida regulates private security under Chapter 493 of the Florida Statutes, administered by the Department of Agriculture and Consumer Services. Both the agency and every individual officer must be licensed, and all of it is public record.

What is your Florida agency license number?

Every legitimate security agency in Florida holds a Class "B" agency license. A company that says "we are fully licensed and insured" without giving you a number has not answered the question. Verify it yourself through the FDACS license lookup rather than accepting a certificate by email.

What licenses will the officers assigned to my site hold?

Unarmed officers hold a Class "D" license, which requires 40 hours of state approved training and is valid for two years. Armed officers additionally hold a Class "G" statewide firearm license, which requires at least four hours of firearms requalification during each year of the two year cycle. An officer whose Class G has lapsed is not lawfully armed.

Can you send a certificate of insurance naming us as additional insured?

You want general liability and workers' compensation. Workers' comp matters more than people expect: if an uninsured officer is injured on your property, the exposure can land on you. A company that hesitates here is telling you something.

Red flag: any reluctance to give you a license number, or a certificate of insurance that arrives with the coverage amounts cropped out.

2. SUPERVISION AND COVERAGE

This is the section that separates companies, and it is the section most buyers skip. Security guard turnover across the industry reached 77% in 2024 according to ASIS International, up from 69.3% before the pandemic, and individual contract firms report figures several times higher. Nearly every complaint about security vendors traces back to that number.

Who supervises the officers on my site, and how often do they physically attend?

You want a named person and a frequency, including whether they attend overnight shifts or only during office hours. Supervision that happens exclusively by text message is not supervision. A company that cannot tell you who supervises the post is describing an unmanaged one.

What happens when an officer calls out sick an hour before shift?

The honest answer involves a named relief officer who has already been inducted onto your site. The answer you do not want is that they will "find someone" or that the officer already on post will cover a double. Both mean gaps, and both mean fatigue.

How many officers will be on the roster for my post?

A continuous 24 hour post is 168 hours a week and needs four to five officers to cover sustainably. A company staffing it with three is planning to run it on overtime, which works until the officers leave.

What is your annual officer turnover, and how do you retain people?

Few companies will love this question, which is exactly why it is worth asking. You are looking for a company that has thought about it rather than one that treats it as unavoidable.

Red flag: a company that cannot explain who supervises the guards, how incidents are reported, or how officers are trained before arriving on site. Vetting guides across the industry rate this as the single strongest warning sign.

3. REPORTING AND DOCUMENTATION

A shift that produced no written record is a shift nobody can account for. Property owners usually discover this at the worst possible moment: when an insurer asks, when a tenant complains, or when a pattern needs proving to police.

What written report do I receive, and how quickly?

You want a shift report covering patrol times, anything unusual and any fault found on the property, reaching you rather than sitting with the vendor. Ask to see a redacted sample before signing.

How are patrol rounds evidenced?

Timestamped checkpoint scans at set points around the property give you an auditable record of movement. Without something like it, you are trusting that rounds happened. This matters most overnight, which is when you are least able to observe.

Who writes the post orders, and can we review them?

Post orders encode your rules, so they should be drafted with you and approved by you. Generic post orders are a sign the company runs every site the same way.

Will patrol timing vary?

A patrol that arrives at the same times every night teaches anyone watching precisely when your property is unobserved. Timing should vary within the contracted window.

4. AUTHORITY, AND WHAT OFFICERS MAY NOT DO

This section protects you legally, and it is the one buyers most often get wrong because a vendor told them what they wanted to hear.

A licensed security officer in Florida is not a law enforcement officer and holds no police powers. The lawful posture is to observe, report, control access, ask people to leave, and call law enforcement. Physical contact is limited to defending themselves or another person from immediate harm.

Can I see your written use of force policy?

It should exist, it should be in writing, and you should be allowed to read it. A verbal reassurance is not a policy.

What will your officers do about a trespasser who refuses to leave?

The correct answer is verbal direction followed by a call to police, and, where trespassing is recurring, helping you obtain formal trespass warnings. An answer involving detaining or removing people should worry you.

Red flag: a company that offers hands on apprehension or detainment as a selling point. Detaining a person creates exposure for false imprisonment, assault and discrimination claims, and those claims reach the property owner as readily as the security company. Most national retailers instruct their own staff not to confront for exactly this reason.

5. WHAT THE RATE IS ACTUALLY MADE OF

Almost nobody in this market publishes rates, which makes comparison hard and puts you at a disadvantage. Here is how a bill rate is built, so you can read a quote properly.

A widely used industry benchmark puts officer pay at roughly 70% of the bill rate. Another 10% or so goes to uniforms, equipment, training, background checks, supervision and the cost of replacing people who leave. What remains covers overhead and profit. The common structure is a bill rate of 1.5 to 2 times the officer's wage.

Coverage	Typical Central Florida rate
Unarmed officer	$24 to $34 per hour
Armed officer (Class G)	$32 to $46 per hour
Mobile patrol	Priced per check rather than hourly

Rates move with shift pattern, total weekly hours, and site conditions. Overnight hours, holidays, short notice bookings and single short shifts sit at the top of each range. A longer weekly commitment sits toward the bottom.

The arithmetic that matters: if a quote comes in materially below the market, the officer's wage is the only variable large enough to have been cut. What you receive for the saving is whoever will work at that wage, and their willingness to leave. This is the mechanism behind most of the complaints in this industry.

What are your officers on this contract actually paid?

A direct question, and a revealing one. You are not trying to squeeze the margin. You are checking whether the rate can sustain the service being described.

How are overtime, holidays and short notice shifts billed?

Get this in the original quote rather than discovering it on an invoice. Holiday shifts carry a premium across the industry because officers are paid a premium to work them.

6. CONTRACT TERMS WORTH READING TWICE

What is the minimum shift length and the minimum contract term?

Minimum shift lengths are normal. Long minimum terms with no exit are not, particularly with a vendor you have not worked with before.

What notice do I need to give to cancel or to change the hours?

Thirty days is common and reasonable. Anything much longer deserves questioning, and automatic annual renewal with a narrow cancellation window deserves negotiating.

Can I request removal of an officer from my site?

You should be able to, without needing to build a case. Ask how quickly a replacement would be inducted.

Does the rate escalate, and on what basis?

Rate escalation clauses are legitimate given wage pressure. You want the mechanism stated rather than left open.

BEFORE YOU SIGN

- Verify the agency license number yourself through FDACS
- Read the certificate of insurance, including the coverage amounts
- Read a sample shift report and a sample incident report
- Read the written use of force policy
- Confirm the roster size and that relief officers will be inducted onto your site
- Confirm who supervises the post and how often they attend, including overnight
- Confirm holiday, overtime and short notice billing in writing
- Check the notice period and any automatic renewal clause

IF YOU WANT A STRAIGHT RATE

Nexus Security Firm covers Orlando and Central Florida under Florida security agency license B 1900066. Tell us the property type, the hours you want covered and whether the post needs to be armed, and we will come back with a written figure. Dispatch is staffed 24 hours a day.

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