

Richmond Police Department Training Academy  
1202 W Graham Rd, Classroom 103  
Richmond, VA 23220  
Wednesday, November 29, 2023 - 10:00am

**Member(s) Present**

Ms. Corrinne Mastronardi, Vice Chair  
Mr. Purvis Beanum  
Mr. Timothy Chrisman  
Mr. David A. Gambale  
Mr. Jagdish Katyal, Jr  
Mr. Frank Kollmansperger  
Mr. Robert Lamour  
Ms. Marie Marshall  
Mr. Charles T. Proffitt  
Mr. James Reynolds  
Mr. Stephen Shiflett  
Mr. Christopher G. Stuart, Secretary

**Member(s) Absent**

Mr. Michael Ashley, Chairman  
Mr. Rodney Budd

**DCJS Staff Present**

Ms Aubrey Granderson  
Mr. Tommy Clarke, Compliance,  
Enforcement and Training Mgr.  
Mr. Clay Aschliman, Bus.  
Improvement Manager  
Mr. Robert Mason, Customer  
Srvc/Licensing Manager  
Ms. Brenda Cardoza, Criminal  
History Fingerprint Specialist

**Public Attendance**

Mr. Robert Bryant  
Mr. Thomas Corcoran

**1. Meeting Called to Order/Roll Call:** Vice Chairman Corinne Mastronardi called the meeting to order at 10:080 a.m. Vice Chairman Mastronardi asked Ms. Cardoza to call roll. Ms. Cardoza called roll and advised that there was a quorum of Board members to conduct business.

**2. Acceptance of Meeting Minutes:** Mr. Christopher Stuart made a motion to accept the minutes from the November 29, 2023 meeting; Mr. Steve Shiflett seconded the motion. With no objections, the minutes were unanimously approved.

**3. 1<sup>st</sup> Public Comment Period (2 minutes per speaker):** There was no public comment made.

**4. Board Member/Committee Reports:** None

## 5. DCJS Report:

Ms. Aubrey Granderson, Division of Licensure and Regulatory Services Director presented the DCJS Report.

### Staffing

Since we last met, we have hired A'Daysha Corbett as our newest Customer Service Representative. Before joining DCJS, A'Daysha worked at the Department of Motor Vehicles where she worked in Motor Carrier Services, helping customers in person, by phone, and through email. She also has previous call center experience. A'Daysha started with DCJS on January 25, 2024, and has been learning the work very quickly. At DCJS, A'Daysha is handling incoming calls and emails, procurement, and private security credentials (DMV cards). We are very thankful she's here.

We have posted a new Licensing Supervisor position. It has been posted internally to give internal staff growth opportunities. The posting closes today, March 6, 2024. Next, we will post our Investigation Supervisor, then, our Training Coordinator.

### Online Credentialing Management System

#### **Current System Issues:**

- All our applicants should have received at least one notification from us last week about issues we have been experiencing with our online credentialing system. We also have notices on our website, email auto-responses, and call center.
- If anyone tried to conduct any business with us since February, you may have been unable to do so.
- In previous updates here, I have mentioned that we were working on a project to upgrade our payment processor to comply with card brand recommendations and to save us money.
- Despite thorough testing from the DCJS team, when our vendor moved the project from the testing environment to the production environment, the system acted in unexpected ways and caused an avalanche of problems, leaving us nearly non-functional for much of February.
- The problems impacted payments, renewals, and initial applications for individuals and businesses. Training schools were also impacted for a short time.
- Many DCJS staff worked long hours to resolve the issues, and we met with the vendor dozens of times.

- Right now, we think most of the problems have been resolved, although we are still watching some issues.
- Because so many people were impacted and because we were not able to support our constituents the way we should have, Director Miller authorized a 31-day extension of credentials with an expiration of February 29, 2024, making them all valid through March 31, 2024.
- DCJS is apologetic for the impact this had on people who count on us. We feel stress when the people we need to help feel stress.
- DCJS is very proud of the DCJS team for the way they pulled together, even coming up with creative solutions to problems that our vendor couldn't resolve. This was a horrible situation, and we are very sorry.
- When this is over, we will discuss root cause and lessons learned internally.
- We'd like to hear from any of you who have experienced any problems because of this outage, including how you were impacted.

### **New System**

- We expect our new online credential management system to cost about \$1 million. Although the state budget has not been finalized, the governor and general assembly have appropriated \$500,000 for our new credential management system, which is a huge win. The rest of the funding will come from DCJS.
- \$1 million will pay for development, training, and implementation. The ongoing costs will be about the same that we pay to our current vendor.
- We have selected a supplier and a vendor for the new system and are now working on the contract. Until we finalize the contract, I can't share the name with you, but we should begin work by the beginning of April 2024 and have a fully operational new system before the end of the 2024 calendar year.
- There has been a strong agency commitment to helping our division operate better. Ms. Granderson is excited about this project and confident that we will have a good product by the end of the year.

### **General Assembly**

- This General Assembly was the busiest in recent DCJS history. Division of Licensure and Regulatory Services had eight lead bills, which is a lot, especially given the size of our team. Ms. Granderson would like to especially thank Dr. Aschliman and Mr. Mason for their work this legislative season.

- We worked closely with our DCJS legislative coordinator, Tracey Jenkins, and with members of the GA on several of the pieces of legislation that were assigned to us.
- Ms. Granderson reached out to several of you to get your input on impacts of some of this legislation. Thank you for your responses and for your time and consideration.
- Four of our eight bills survived the GA session. Two of them are minor to our operations.

The other two are:

1. **HB203**, which directs DCJS to “Develop an online course to train unarmed security officers, armed security officers, couriers, security canine handlers, and alarm respondents to recognize and report instances of suspected human trafficking to meet the compulsory minimum, entry-level, and in-service training standards.”
2. **SB145** will codify that SCOPs may simultaneously hold an armed security credential, and it adds patrol rifle classroom training for SCOPs.

Soon we will begin looking to next year including the opportunity to work on some of the carryover legislation, and perhaps introduce some of our own.

### **Letters of Good Standing**

- Our division offers Letters of Good Standing upon request. These letters give a short overview of the status of a business’ or individual’s record with DCJS. I.e., name, license number, expiration date, revocations or suspensions, disciplinary findings, etc. This is all public information.
- Typically, these requests are for people who have been licensed in one of our programs in Virginia and have moved to another state and are seeking a similar license there. However, we think they have broader applicability, especially for private security businesses.
- For businesses who stay in compliance and want to demonstrate that when bidding on new contracts, a letter of good standing could be helpful.
- We have been encouraging purchasers of private security services to include a letter of good standing as a requirement in their requests for proposals (RFPs).
- When your business is bidding on work, it may be a good idea for you to request a letter of good standing to include in your proposal. The letters are free, and you can request them by emailing us.
- The process for requesting these letters will change with our new system.

## Strategic Plan

- Ms. Granderson has mentioned our strategic planning work in past updates, and many of you participated in our strategic planning survey in September of 2023. The final plan considered staff input, PSSAB input, DCJS leadership, and my vision.
- We finalized our strategic plan late last year and I'd like to share the final product with alignment to our plan.

That concludes today's DCJS update. Thank you.

## 6. Old Business: None

## 7. New Business: The proposed 2024 PSSAB meeting dates are:

Wednesday, March 6, 2024 - 10:00am  
Wednesday, May 1, 2024 - 10:00am  
Wednesday, June 5, 2024 - 10:00am  
Wednesday, November 20, 2024 - 10:00am

There is a conflict in Ms. Aubrey Granderson schedule that will not allow her to attend the June 5, 2024 PSSAB meeting. Mr. Christopher Stuart made a motion to change the June 5, 2024 meeting date to October 2, 2024; Mr. Steve Shifflett seconded the motion. With no objections, the minutes were unanimously approved.

## PSSAB Vacancies

The following nine PSSAB positions will become vacant and eligible for appointment/reappointment. A notice will be sent via mass email and posted on the DCS website in April 2024.

- (2) Electronic Security Business Representative
- Law Enforcement Representative
- (2) Locksmith Representatives
- (2) Private Investigator Representative
- Private Security Services Business providing security officers, armed couriers, detector canine handlers or security canine handlers Representative
- Personal Protection Specialist Representative
- Special Conservator of the Peace Representative

## 8. 2<sup>nd</sup> Public Comment Period (5 minutes per speaker): There was no public comment made.

## 9. Announcements/Board Member Remarks:

**10. Adjournment** Vice-Chairman Mastronardi made a motion to adjourn the March 6, 2024 meeting. Mr. David Gambale seconded the motion. With no objections, Vice-Chairman Mastronardi adjourned the meeting at 10:53a.m.