Richmond Police Department Training Academy
1202 W Graham Rd, Classroom 103
Richmond, VA 23220
Wednesday, March 05, 2025 - 10:00am

Member(s) Present	**Member(s) Absent**
Ms. Corrinne Mastronardi, Chairman	Mr. William C. Bailey
Mr. James Booker	Mr. Purvis Beanum
Mr. Timothy Chrisman	
Mr. David A. Gambale	
Mr. Matthew Henderson	**DCJS Staff Present**
Mr. Robert Lamour	Ms. Aubrey Granderson, Division
Ms. Marie Marshall	Director—Licensure and Regulatory
Mr. Charles T. Proffitt	Services
Mr. James Reynolds	Dr. Clay Aschliman, Continuous
Mr. Hicham Sbihi	Improvement Manager
Mr. Stephen Shiflett	Mr. Paul Denise, Licensing
Mr. Christopher G. Stuart, Secretary	Supervisor
Mr. M. Ray Wilder	Ms. A'Daysha Corbett, Customer
	Service Specialist
Public Attendance	Ms. Athena Davis, Criminal History
Mr. Thomas Corcoran	Specialist
Mr. Robert Bradley	Ms. Erica Reid, Business Licensing
	Specialist
	Mr. Robert Mason, Licensing and
	Customer Service Manager

1. Meeting Called to Order/Roll Call: Chairman Corinne Mastronardi called the meeting to order at 10:05 a.m. Chairman Mastronardi asked Dr. Aschliman to call roll. Dr. Aschliman called roll and advised that there was a quorum of Board members to conduct business.

2. Acceptance of Meeting Minutes: Mr. Stuart made a motion to accept the minutes from the November 20, 2024, meeting; Mr. Shifflett seconded the motion. With no objections, the minutes were unanimously approved.

3. 1st Public Comment Period (2 minutes per speaker): None

4. Board Member/Committee Reports: None

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

General Assembly Update
- Three private security-related bills passed both the House and Senate during the 2025 General Assembly session.
- HB 1712 and SB 1194 are identical bills that mandate training for SCOPS regarding discretion that can be exercised when encountering individuals experiencing a mental health crisis.
- HB 2594 mandates training for armed and unarmed security officers providing security at nonprofit institutions that serve individuals and communities are risk of hate crimes.

Lotus Update and Discussion
- While many aspects of Lotus are now working, many problems hindered and continue to hinder the system. Most of these are due to the data structure of our previous system.
- Our vendor, CapTech, continues to work with us on Lotus. They were scheduled for only one month of post go-live support, but they have been working with us for three. Part of the reason for this extension is when data were initially migrated, some were missed. CapTech has worked with our IT and division staff to migrate the missing data and fix known credential and training issues. Since Lotus's launch, 175 bugs have been resolved.
- We are experiencing exceptionally large email and call volumes: approximately 600 calls and 150 emails a day. We are only staffed to respond to approximately 50 calls and 20 emails a day. Director Miller has authorized the use of overtime and volunteers from across the agency to help us meet the increased volume.
- We have extended active credentials by three months. This was communicated via email to affected constituents, with an ~80% open rate.
- Many aspects of Lotus are working. Since the system's launch, 3,568 credentials have been issued, and approximately 4,000 apps have been submitted. Furthermore, Lotus implements stricter, more linear requirements for applications, which results in cleaner data than in our previous system. We are also able to pull and analyze data faster than we could previously. Still, we acknowledge that issues persist, and we thank everyone for their patience.
- Mr. Shifflet asked if there was any way to view the visibility of statuses in Lotus. Director Granderson responded that she personally takes responsibility for the external verification tool not being a part of Lotus at launch. We could only ask our vendor to include that or a complete payment system, and since we're not statutorily mandated to offer the former, the latter was chosen. DCJS IT staff are building the external verification tool, however, and it should be available soon.
- Mr. Shifflet stated that the self-printed credential doesn't look professional and is not always inclusive of all categories. Dr. Aschliman said he will add that request to our internal bug and feature tracker, DevOps.
- Mr. Sbihi stated that our priority should be automation. He provided an example of training not autocompleting. Director Granderson responded that the newly migrated applications should complete some of the missing data issues, including training requirements.
- Chairman Mastronardi responded that Director Granderson's reply was helpful.
- Mr. Sbihi stated that compliance agent process is working well. Mr. Chrisman and Chairman Mastronardi agreed.

- Mr. Lamour thanked the DCJS team for their efforts, and he added that businesses want wall certificates to be automated. Director Granderson said that will be fixed soon.
- Chairman Mastronardi added a request that wall certificates then be uploaded to the constituent's account.
- Mr. Wilder shared that he received a call wherein someone asked for help with Lotus login issues. He wondered if his phone number were listed somewhere on Lotus. We said we would investigate.
- Mr. Lamour asked how best to contact DCJS staff. Director Granderson told him to email regulatory_affairs@dcjs.virgina.gov. There are currently ~4k emails in that inbox, and while we receive around 150 a day, we are only able to answer around 200 a day.
- Mr. Colligan asked if we will communicate about the data migration. Director Granderson replied that we will communicate about that and the Lotus Self-Service Guide, which is on our website.
- Mr. Stuart asked if the data migrations issues affect investigations. Director Granderson responded that they do not.
- Mr. Stuart asked if there's a date when, in theory, Lotus will be fully functional. Director Granderson replied that many remaining issues should be fixed by 3/14.
- Mr. Chrisman said people keep calling him and blaming DCJS. He thanked DCJS and said he believes issues are the vendor's fault.
- Mr. Reynolds said he wanted to add for the record that DCJS is dedicating itself to fixing the system, and said the PSSAB will do what it can do to bridge to gap communications.
- Director Granderson reminded everyone that the CJSB will meet next week.

6. Old Business:
- Corrine introduced the process to elect PSSAB Vice Chair by sharing with everyone the four candidates who submitted their candidacy by email: Mr. Henderson, Mr. Lamour, Mr. Stuart, and Mr. Wilder. Mr. Sbihi requested that his name be added for consideration, and it was.
- The five candidates took turns speaking on their own behalf.
- Mr. Gambale distributed ballots to serve as a written record, while Chairman Mastronardi reminded everyone that voting would need to be public and aloud as well in accordance with the PSSAB Procedure Manual. Chairman Mastronardi added that she would abstain from voting since she is assisting with the voting process.
- Dr. Aschliman tallied the votes, which Chairman Mastronardi then read aloud: Mr. Stuart received five votes (Mr. Proffitt, Mr. Stuart, Mr. Reynolds, Mr. Shiflett, and Mr. Chrisman); Mr. Henderson received three votes (Mr. Gambale, Mr. Henderson, and Ms. Marshall); Mr. Lamour received two votes (Mr. Booker and Mr. Lamour); Mr. Wilder received one vote (Mr. Wilder); and Mr. Sbihi received one vote (Mr. Sbihi).
- In light of the results, Chairman Mastronardi made a motion to elect Mr. Stuart Vice Chair. Mr. Wilder seconded the motion. With no objections, the motion was unanimously approved.

- As Mr. Stuart previously served as Secretary, Chairman Mastronardi acknowledged that position would need to be reappointed. Chairman Mastronardi appointed Mr. Lamour as Secretary in accordance with the PSSAB Procedures Manual.

7. New Business:
- Mr. Stuart read the list of six potential reappointments: Mr. Bailey, Mr. Booker, Mr. Sbihi, Mr. Henderson, Mr. Wilder, and Ms. Marshall.
- Mr. Sbihi read a statement explaining the need to address perceived knowledge gaps in electronic security technicians' compulsory minimum training standards. He asked for stronger training requirements for that population, specifically related to fire doors and other topics subsumed within the required training for locksmiths. He made a motion to mandate the locksmith training course for electronic security technicians that install access control systems are required to complete the locksmith entry-level training course. This distinction is important, as not all electronic security technicians perform access control installations, and the motion was narrowly focused on those who do. Mr. Sbihi then cited a law requiring advertisements to display DCJS ID numbers, but he said it doesn't apply to vehicles. He made a second motion to require that vehicles display DCJS ID numbers.
- Chairman Mastronardi responded by clarifying that the PSSAB only makes recommendations to the CJSB. She said both topics required further discussion, so she made a motion to table Mr. Sbihi's motions. Mr. Gambale seconded her motion.

8. 2nd Public Comment Period (5 minutes per speaker):
- Mr. Bradley from GardaWorld spoke about Lotus issues. He thanked DCJS for showing up to the meeting before sharing a printed email trail that he said indicated delayed response times by DCJS, with an average of 30 days' turnaround. He proposed that Lotus training be offered by DCJS to compliance agents. He additionally recommended that DCJS host monthly open houses.
- Director Granderson responded, stating that the Division of Licensure and Regulatory Services does not have the resources to accommodate the request, as it is already short-staffed. The division hasn't received a fee increase in upwards of 25 years. It requested a fee increase via regulatory update years ago, but the request is still pending. Without being able to increase fees, the division cannot increase its staffing levels enough to significantly reduce email response time or offer additional services.
- Mr. Stuart said that it's his understanding that per the Code of Virginia, any fees collected from investigation and adjudication go to the Literary Fund, not the division. Director Granderson confirmed but added that changing that law wouldn't make a significant impact.
- Mr. Bradley asked to know whom he can go to request that the division get more funding. He asked if there is a roster of compliance agents he could use to contact others to generate support. Director Granderson responded that, per FOIA, any such roster couldn't contain contact info.

- Mr. Stuart proposed that a future PSSAB meeting include a speaker who could share more about division's funding issues: including restrictions on funding, staffing, etc. He said they could then decide if there's something they could do about it as a board. He asked it be added to the next meeting's agenda.
- Mr. Corcoran, also from GardaWorld, thanked DCJS staff but said there are some outstanding issues. He said some people completed training, but it's not showing up in Lotus. Others have applications or rosters missing. Mr. Shiflett agreed. Mr. Corcoran added that companies don't like to pay application-related fees until someone is employed. Mr. Shiflett offered that he bulk pays for those during orientation.

9. Announcements/Board Member Remarks: None

10. Adjournment
- Chairman Mastronardi made a motion to adjourn the March 5, 2025, meeting. Mr. Sbihi seconded the motion. With no objections, Chairman Mastronardi adjourned the meeting at 12:09 p.m.