FINAL – April 30, 2025

Richmond Police Department Training Academy
1202 W Graham Rd, Classroom 103
Richmond, VA 23220
Wednesday, April 30, 2025 - 10:00am

Member(s) Present
Ms. Corrinne Mastronardi, Chairman
Mr. Robert Lamour, Secretary
Mr. Purvis Beanum
Mr. Timothy Chrisman
Mr. David A. Gambale
Mr. Matthew Henderson
Ms. Marie Marshall
Mr. James Reynolds
Mr. Hicham Sbihi
Mr. Stephen Shiflett
Mr. M. Ray Wilder

Public Attendance
Mr. Robert Bryant
Mr. Thomas Corcoran
Mr. Tyler Layne

Member(s) Absent
Mr. William C. Bailey
Mr. James W. Booker
Mr. Charles T. Proffitt
Mr. Christopher Stuart, Vice-Chair

DCJS Staff Present
Ms. Aubrey Granderson, Division Director, Licensure and Regulatory Services
Dr. Clay Aschliman, Continuous Improvement Manager
Ms. Brenda Cardoza, Criminal History Fingerprint Specialist
Mr. Tommy Clarke. Compliance/Enforcement/Criminal History/Training Manager
Ms. KerriAnne Cooper, Field Investigator
Ms. Carolyn Cress, Customer Service Supervisor
Mr. Paul Denise, Licensing Supervisor
Ms. Julie Gorwood, Training Coordinator
Mr. Timothy Haymore, Compliance & Enforcement Supervisor
Mr. Robbie Robertson, Field Investigator

1. Meeting Called to Order/Roll Call: Chairman Corinne Mastronardi called the meeting to order at 10:02 a.m. 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. Stuart made a motion to accept the minutes from the March 5, 2025, meeting; Mr. Shifflett seconded the motion. With no objections, the minutes were unanimously approved.

3. Board Member/Committee Reports: None

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

Process Change

- Change to Compliance Agent "CA" renewal period. All renewal periods except CA are 90 days. The CA renewal period has been 365 days. Having different renewal periods for credentials creates confusion as well as additional work on the division and IT staff. As part of our continuing effort to add consistency to our programs, as of June 1, we are going to change the Compliance Agent renewal period from 365 days to 90 days. We will communicate this change to our constituents very soon.

Lotus

- We are continuing our work to improve Lotus, focusing on the priorities I defined in February: Correcting records, getting the training flow to work correctly, and issuing correct credentials.

- Migrating missing applications from the previous system to Lotus has improved the data quality of our constituent records. We have corrected many categories and are doing our last review of the firearms categories. We have made updates to the training workflow. Bulk approval is working, but we're still checking the data on these to ensure they are correct (temporary measure). We are still working out the last details of these priorities, but we have made significant progress. We continue to release updates to Lotus about once a week.

- DCJS is hiring a temporary contract data analyst to help work through the data issues. As shared in previous updates, the data in the previous system was structured in a non-traditional way and was of very low quality. The poor-quality data has been the cause of many of the problems we have experienced since our transition to Lotus, and the data analyst will be able to help us resolve the remaining data-related issues.

- I know that the external validation tool is very important to our constituents because it allows you to check someone's credential status. Although we are not able to build what we want right away, we are working a stopgap until then.

- Our IT staff is working to finish the training school search right now, which is almost done. Once they have completed that, they will work on our stopgap validation tool. There are plans to do an export of all credential holders on a regular basis and post it to our website. This should be helpful to our constituents and the public.

- Our certified training schools are a key point of contact. They are businesses and deal with many of our applicants/registrants. Now that we have made progress on Lotus's overall function, we have issued a training school survey to get more information about how we can help.

- We have 130 certified training schools and right now, the response rate to our survey is about 40 percent. Once we get the full results, we will share them with the schools and plan to hold at least one virtual meeting to have dialog with school representatives.

Vendor's Exit

- Our vendor, CapTech, is working toward exiting this project. The DCJS IT team has become highly capable of working with the Microsoft Power Platform and is taking on more responsibility, so we are well positioned to take on this responsibility. We are working with the vendor to define the last few things they need to accomplish before their exit.

- One of the measures we have been tracking to show our progress is the number of applications processed. Charting the average number of applications processed during normal times is about 2,500 per month.

- Obviously, the problems we've had with Lotus have had a big impact on the number of approved applications. However, we're making up lost ground. As of yesterday, we processed almost 4,000 applications in April.

- We have another 2,000 almost ready for approval (bulk approval and firearms category corrections). We are still behind where we would normally be at this point in the year, but we have made significant progress.

- Replacing the credential management system has been painful. While we expected that a change of this degree would be difficult, especially considering the significant challenges of the system we left, this has been more trying than any of us anticipated. However, just getting this far, given the situation we were in, was a success.

- The situation with the previous vendor was getting more untenable and the data more unstable. The longer we waited, the more difficult it was going to be when we made the change.

- We did test the system to the extent we were able, within the time that the vendor gave us. In a call with Rob Mason yesterday, representatives from SimpliSafe called Lotus "seamless" and said it was "easy" for their users. Over time, SimpliSafe's experience will be more universal.

- The agency and the division remain committed to making Lotus the best possible system. Thank you all for your encouragement and support. We apologize for the frustration we have all experienced through this transition.

GardaWorld

- Representatives from GardaWorld asked for time on the agenda to recognize Mr. Robert Mason and Ms. Julie Gorwood.

CJSB

- Director Granderson reminded everyone that the CJSB will meet on Thursday, May 8 from 11:00 – 1:00 in the Patrick Henry Building, East Reading Room at 1111 E. Broad Street. Everyone is welcome to attend. This completes today's DCJS update. Thank you for your time, attention, and patience.

5. Old Business:

- The PSSAB vacancy notice is posted on the DCJS website.
- A mass email went out to the represented businesses.
- The deadline date for submitting interest in appointment/re-appointment is May 9, 2025.
- The CJSB's Nomination and Appointment Committee will make recommendations to the CJSB and only consider individuals submitting a complete package by **May 9, 2025.**

6. New Business:

Chairman Mastronardi made a motion to form a sub-committee for training, electing Mr. James Reynolds as the Chair. Mr. Shiflett seconded the motion. With no objections, the motion was unanimously approved.

7. Public Comment Period (3 minutes per speaker): None

8. Announcements/Board Member Remarks: None

9. Adjournment
Chairman Mastronardi made a motion to adjourn the April 30, 2025, meeting. Mr. Shiflett seconded the motion. With no objections, Chairman Mastronardi adjourned the meeting at 10:53 a.m.