

Virginia Department of Criminal Justice Services  
Private Security Services Advisory Board  
Libbie Mill Public Library – County of Henrico  
2100 Libbie Lake East Street  
Henrico, Virginia 23230  
(804) 290-9400

March 9, 2022

**Member(s) Present**

Mr. Jagdish Katyal, Jr., Chairman  
Mr. Michael Ashley, Vice Chairman  
Mr. Frank Kollmansperger, Secretary  
Mr. Rodney Budd  
Mr. Charles Law  
Ms. Marie Marshall  
Mr. Michael Niner  
Mr. Frank Weaver, Jr.

**Member(s) Absent**

Mr. David Bourn  
Mr. Jeffrey Dodson, Jr.  
Mr. Christopher Mortensen

**DCJS Staff Present**

Mr. Leon Baker, Division Director  
Ms. Anika Coleman, Licensing Mgr.  
Mr. Robert Mason, Criminal History  
and Customer Service Manager  
Ms. Brandy Anderson, Business  
License Specialist  
Ms. Brenda Cardoza, Criminal  
History Fingerprint Specialist

**1. Meeting Called to Order/Roll Call:** Chairman Jagdish Katyal, Jr. called the meeting to order at 10:00 a.m. Chairman Katyal asked Ms. Cardoza to call roll. Ms. Cardoza advised that there was a quorum of Board members to conduct business.

**2. Acceptance of Meeting Minutes:** Mr. Mike Ashley made a motion to accept the minutes from the December 1, 2021 meeting; Mr. Charles Law seconded the motion. With no objections, the minutes were unanimously approved.

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

**4. Board Member/Committee Reports:**

**Human Trafficking Training Committee – Mr. Michael Niner**  
Complete.

**Uniform Definition Committee – Mr. Michael Niner**  
In process.

## **1099 Independent Contractor Committee – Mr. Michael Niner**

In process

Mr. Niner is seeking PSSAB members for his committees.

There were discussions regarding training schools unifying training hours. Armored Car/Security Officers. The need of consistency the training process.

The online application process needs some streamlining.

### **6. DCJS Report:**

Mr. Leon Baker presented the DCJS report.

Mr. Baker greeted and thanked everyone for the opportunity to provide this update. We have four additional members of the DCJS staff present here today, Ms. Anika Coleman, the Licensing Manager, Mr. Robert Mason, the Customer Service and Criminal History Manager, Ms. Brandy Anderson, who is our new Business Licensing Specialist, and Ms. Brenda Cardoza, who needs no introduction. Mr. Baker will ask Anika, Rob and Brandy to say a few words later in his report.

As previously stated, DCJS has begun the process of opening up our offices although the majority of the agency continues to work remotely. Whether the Division of Licensure and Regulatory Services will continue to work remotely is yet to be determined, but the good news is that we have proven over the last two years that we are very efficient at working and providing services remotely.

#### Online Credentialing Management System

As previously reported, we are back to the drawing board regarding a replacement licensing system for our current system. We will issue a Request for Proposal (RFP) in the very near future to start the process. We have a demo scheduled with a potential solution later this week. We will continue to keep you informed of the process.

#### DCJS Staffing Update

At the last PSSAB meeting, we announced that a long-term team member, Ms. Marilyn Reed, had retired from her position as the Business Licensing Specialist. We are happy to have her replacement, Ms. Brandy Anderson, here with us today. Brandy has worked in our Division before and we are happy to have her back.

#### Ms. Brandy Anderson, Business License Specialist

Ms. Anderson stated that after being away for 15 years she is excited to be back. She previously worked issuing the credential for compliance agents and instructors. Thus, working very close with Ms. Marilyn Reed. She is currently in training and is looking forward to serving our customers in the capacity of Business License Specialist.

Ms. Anika Coleman, Licensing Manager

Ms. Coleman provided a licensing update. She stated that Ms. Brandy Anderson is still in training. She will be training for another month or so and operating independently. It is very important to cross train so that all aspects of the business is understood and how their role together with other roles across our business units to make a positive contribution every day, to effectively serve our customers and meet their needs. We are still moving forward. However, if are expecting your initial or renewal business license please contact Ms. Margaret Isler who has been with the Agency for 20 plus years; or herself for business license questions or concerns. They together are processing business license applications. All other programs (Bail Bondsmen, Bail Enforcement Agents, Private Security Services, Special Conservators of the Peace and Towing) are doing well. We appreciate your patience as we transition. There will be many nuances in the next three to four months. There will be some slight changes; we will be doing and overhaul of our online process for the customers. We have found that the process is not as smooth as it should be. We will add more technology so that it is an actual step-by-step and efficient process, where you enter data, click and move on to the next page without being kicked out of the application and you will be able to upload documents. Currently, there are far too many manual processes in the licensing section.

If ALL requirements are met there is usually a two to three day turnaround time. Again, IF ALL requirements have been met. In this case and you have not received your credential please do not hesitate to contact Ms. Coleman.

Mr. Robert Mason, Customer Service and Criminal History Manager

Mr. Mason greeted the Board and provided a customer service and criminal history update. Mr. Mason is the overseer of the vendor of our credentialing management system. He stated that this vendor has a lot of good things going on as well as some bad things. However, many of the bad things are items that we have to contend with.

As an example, when you eat inside of a high dollar restaurant it is a nice experience from your standpoint as the customer. However, behind the scene there is chaos, there are roadblocks, outages and the unforeseeable/unpreventable. Nevertheless, the outcome is favorable and in the best interest of the customer. This is very much, what is going on with us. Nonetheless, together we triumph through it to ensure a great experience for our customers. This is what we are diligently doing every day. We are trying to work with the vendor. There are certain elements that we do like about the vendor because they can do enhancements. The way our contract is setup we get a certain number of enhancements per period and unlimited defect tasks that they will fix-it may take a while but they will fix it. If there is anything that you the customer can think of that will make it better, we can present to the vendor it is just that, they have a long list of these things that they need to complete. There are things that will affect you directly that we need to address immediately. Please bear with us there are 60, 000 plus registrants and there are four licensing employees, three dedicated customer service representatives and two criminal history employees. We are small but mighty.

### Leon Baker

Mr. Baker thanked Ms. Anderson, Ms. Coleman and Mr. Mason for their updates to the Board. We are working hard to make life better for our customers and ourselves.

### Legislation

We are nearing the end of the General Assembly; we are not aware of any legislative changes that affect the areas of responsibilities. Other than HB907.

### HB 907 Alarm system; regulation. Battery-charged fence security systems.

Allows a locality to require those persons providing or operating a battery-charged fence security system, defined in the bill, to obtain an alarm company permit and the corresponding fee and to require certain other requirements as defined in the bill. The bill provides that the locality can also require the installer of such security system to submit an affidavit disclosing information about the installation that includes an affirmation of compliance. The bill also provides that a locality can inspect such newly installed security system and issue a citation warning of noncompliance and can impose a penalty not exceeding \$500 if the noncompliance is not remedied within the time period specified by the locality.

**7. Old Business:** None for discussion.

**8. New Business:** None for discussion.

**9. 2<sup>nd</sup> Public Comment Period (5 minutes per speaker):** There were no public comments made.

### **10. Announcements/Board Member Remarks:**

#### **Upcoming PSSAB Meetings 2022**

Wednesday, June 8, 2022 – 10:00a

Wednesday, October 5, 2022 – 10:00a

Wednesday, November 30, 2022 10:00a

**11. Adjournment:** Vice Chairman Michael Ashley made a motion to adjourn the meeting. Mr. Rodney Budd seconded the motion. With no objections, the motion was unanimously approved; Chairman Jagdish Katyal adjourned the meeting at 11:02a.m.