

May 1, 2019

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

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Member(s) Present

Mr. Jagdish Katyal, Jr., Secretary
Mr. Michael Ashley
Mr. Edwin DePolo
Mr. John Frazer
Mr. Thomas Gallemore
Mr. Frederic Pleasants, Jr.
Mr. Eric Pohland
Mr. Frank Weaver, Jr.

Member(s) Absent

Mr. Robert Soles, Chairman
Vice-Chairman Kevin Hodges
Mr. David Bourne
Mr. Rodney Budd
Mr. Robert Dickenson, II
Mr. Dave Killip
Mr. James R. Posey, Sr.

DCJS Staff Present

Mr. Leon Baker, Division Director
Ms. Brenda Cardoza, Fingerprint
Specialist
Ms. Carolyn Cress
Ms. Cordelia Starkes

1. Meeting Called to Order: In the absence of both the Chairman and Vice Chairman, Secretary Jagdish Katyal, Jr. called the meeting to order at 10:00 a.m.

2. Acceptance of Meeting Minutes: Mr. Michael Ashley made a motion to accept the minutes from the November 28, 2018 meeting; Mr. Frank Weaver seconded the motion. With no objections, the minutes were unanimously approved.

3. 1st Public Comment Period (2 minutes per speaker):

Matthew Westfall, ECAN Solutions, Inc.

Mr. Westfall expressed his concerns about Fieldprint fingerprint fee, contractors versus registrants, unlicensed activity in the electronic security services industry, difficulties contacting DCJS and Alarm.com.

Mr. Baker explained the components of the Fieldprint fee. He addressed the issue of contractors versus registrants and unlicensed activity. Mr. Baker announced the completion of the implementation of DCJS' new Call Center and provided details during the DCJS report. Mr. Baker acknowledged receipt of the Alarm.com complaint and advised that a case is open. Mr.

Baker provided his direct contact information so that anyone experiencing difficulty-contacting DCJS can contact him directly.

4. Board Member/Committee Reports:

- a. Special Conservator of the Peace Committee Report – Rick Pleasants

Mr. Pleasants reported that the 2019 session of the General Assembly was a very quiet session. He stated that there was one piece of legislation referencing SCOPs, to “reestablish credentials after revocation for minor criminal convictions”.

Mr. Baker stated that it did not make it into legislation.

- b. Subcommittee on PSSAB Structure/Sizing Report – Robert Soles – No report
- c. CJSB Report – Robert Soles – No report

5. DCJS Report:

DCJS Report - Mr. Leon Baker

Mr. Baker provided the DCJS report regarding some of the ongoing/completed initiatives within the Division.

DCJS Staffing Update

Mr. Baker introduced Ms. Carolyn Cress, Customer Service Coordinator, responsible for assisting with all aspects of Customer Service.

Sasha Wharton-Gray, the Bail Bondsman and BEA Program Specialist, has taken another job. Her former duties are currently being handled by other staff members while it is determined if the position will be filled. DCJS is in the early stages of looking to hire another investigator for the Tidewater area and thereafter hire another investigator for Northern VA.

Customer Service Telephone System

On Monday, April 29, 2019, DCJS implemented a new call center. The new call center will allow DCJS to better manage the call volume and have more staff available to answer calls during peak hours. The new system will also provide opportunities to monitor calls as well as provide countless other management reports and information. DCJS is hopeful that the new system will eliminate the dropped calls and other system errors that were prevalent with the old system. DCJS is excited to see how this new call center will work for the customers as well as for DCJS staff.

Online Application Process System

Phase IV, the final phase of the online application submittal system is not yet fully implemented; there are still some technical issues to resolve. This phase includes, Bail Bondsmen, Bail

Enforcement Agents and Special Conservators of the Peace. Once DCJS can ensure the system is working properly, a mass email, fully announcing the completion and implementation of the final phase will be sent to the affected constituents.

The majority of applications and fees are now submitted online, allowing DCJS staff to move into a proactive stage that has been discussed over the last couple of years; staff focus has shifted to areas that could not previously be addressed due to the manual application process.

Applicants are now provided with quicker notification of deficiencies associated with the applications. DCJS is tracking and notifying businesses without compliance agents; tracking and notifying applicants who have submitted fingerprints but have failed to submit their applications and/or fees; and sending more mass emails out to affected constituents regarding what is hope to be relevant information.

6. Old Business: None.

7. New Business: None.

8. 2nd Public Comment Period (5 minutes per speaker):

Matthew Westfall, ECAN Solutions, Inc.

Mr. Westfall commented that the DCJS report was encouraging-specifically, that DCJS is in the early stages of looking to hire another investigator for the Tidewater area and thereafter hire another investigator for Northern VA. Mr. Westfall stated that he does not understand how DCJS is able to service the entire State of Virginia with limited field and office staff. He suggested an increase in the DCJS application and form fees to generate more revenue to fund additional staff.

Mr. Westfall commented that individuals should submit their applications/fee(s) themselves and not the employer or compliance agent.

9. Announcements:

The next PSSAB meeting is August 7, 2019.

10. Adjournment: Mr. Frank Weaver made a motion to adjourn the meeting. Mr. Thomas Gallemore seconded the motion. With no objections, the motion was unanimously approved; Secretary Jagdish Katyal adjourned the meeting at 11:30a.m.