

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

August 7, 2019

**Member(s) Present**

Mr. Jagdish Katyal, Jr., Acting Chairman  
Mr. Michael Ashley  
Mr. David Bourne  
Mr. Rodney Budd  
Mr. Robert Dickenson, II  
Mr. John Frazer  
Mr. Dave Killip  
Mr. Eric Pohland  
Mr. Frank Weaver, Jr.

**Member(s) Absent**

Mr. Edwin DePolo  
Mr. Thomas Gallemore

**DCJS Staff Present**

Mr. Leon Baker, Division Director  
Ms. Anika Coleman, Licensing Mgr.  
Ms. Brenda Cardoza, Fingerprint  
Specialist

**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 May 1, 2019 meeting; Mr. Frank Weaver 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 received.

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

- a. Special Conservator of the Peace Committee Report – No report provided.
- b. Subcommittee on PSSAB Structure/Sizing Report – No report provided.
- c. CJSB Report – No report provided.

## **5. DCJS Report:**

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

### DCJS Staffing Update

Ms. Carolyn Cress, Customer Service Coordinator was promoted to Customer Service Supervisor, responsible for all aspects of Customer Service.

Ms. Monica Cooks has taken on full responsibility of the Bail Bondsman Program and Ms. Lizbeth Miller has taken on full responsibility of the Bail Enforcement Agent Program.

DCJS is in the final stages of hiring another investigator for the Tidewater area and will now begin the process for hiring another investigator for Northern VA.

### Customer Service Telephone System

On Monday, April 29, 2019, DCJS implemented a new call center. We are pleased with the results of the new system, however, this assessment is based on statistical data and a reduction in complaints received regarding the process. The new call center allows us to better manage our call volume and have more agents available to answer calls during peak hours. Since 5/1/2019, 10,985 calls were received in the system's queue, of those calls only 6% were abandoned before answered. Our current goal is to reduce the abandoned call rate to 5% or less. The new system also provides opportunities to monitor calls, evaluate staff performance on calls and when necessary managers/supervisors can join in on a call.

### Online Application Process System

DCJS is experiencing some random technical issues with the online application system. We are in the process of making some changes that our database partner has recommended, that will hopefully resolve those issues. We are moving into a phase where our focus will be on enhancing the system and making it as user friendly as possible. We welcome input from the users of the system as to how we can further improve the system.

Mr. Baker asked the Board members to submit to him, in advance of a meeting, topic(s) of interest for discussion at future meetings. Mr. Baker received a very positive response from the members.

**6. Old Business:** None.

**7. New Business:** None.

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

**9. Announcements:**

The next PSSAB meeting is October 2, 2019.

**10. Adjournment:** Mr. Rodney Budd made a motion to adjourn the meeting. Mr. Michael Ashley seconded the motion. With no objections, the motion was unanimously approved; Acting Chairman Jagdish Katyal adjourned the meeting at 11:04a.m.