

Richmond Police Department Training Academy  
1202 W Graham Rd, Classroom 247  
Richmond, VA 23220

Wednesday, September 27, 2023 - 10:00am

**Member(s) Present**

Mr. Jagdish Katyal, Jr., Chairman  
Mr. Frank Kollmansperger, Secretary  
Mr. Rodney Budd  
Mr. Timothy Chrisman  
Mr. David A. Gambale  
Mr. Robert Lamour  
Ms. Marie Marshall  
Ms. Corrinne Mastronardi  
Mr. James Reynolds  
Mr. Stephen Shiflett  
Mr. Christopher G. Stuart

**Member(s) Absent**

Mr. Michael Ashley, Vice Chairman

**DCJS Staff Present**

Ms. Brenda Cardoza, Criminal  
History Fingerprint Specialist  
Mr. Tommy Clarke, Compliance,  
Enforcement and Training Mgr.  
Mr. Robert Mason, Customer  
Service, Criminal History and  
Licensing Mgr.  
Mr. Tim Haymore, Field Investigator  
Ms. Tracey Jenkins, Director of  
Programs and Services  
Ms. Sandi Kurek, Field Investigator

**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. Steve Shiflett made a motion to accept the minutes from the June 7, 2023 meeting; Mr. Rodney Budd seconded the motion. With no objections, the minutes were unanimously approved.

**3. 1<sup>st</sup> Public Comment Period (2 minutes per speaker):**

Mr. Michael Niner made a public comment regarding the CJSB bylaws and how they are not being adhered to by the PSSAB's Chair.

Chairman Katyal gave a rebuttal to Mr. Niner's comments and Mr. Mason informed the group and Mr. Niner that these were the same issues that were addressed in the September 7, 2023

written response to him from Director Granderson. Mr. Mason announced that he had copies of the letter for those who were interested in reading it.

#### **4. Board Member/Committee Reports: None**

#### **5. DCJS Report:**

In the absence of Ms. Aubrey Granderson, Division of Licensure and Regulatory Services Director, Mr. Robert Mason, Customer Service, Criminal History and Licensing Manager, presented the DCJS Report.

##### Online Credentialing Management System

As previously mentioned, getting an automated system that meets our current and future business needs is our top priority for the foreseeable future.

- At our last meeting, it was communicated that we had contracted with CapTech to develop new system requirements – that is, the list of things that we need our new system to do, so we can improve our operations and the services we offer you.
- We finished our new requirements in August and are submitting them to the Virginia Information Technology Agency (VITA) for vendors to submit responses, including costs. Once we have that information, we will be able to evaluate the responses and ask the vendors questions.
- Unfortunately, the budget that Virginia government just approved did not include the funding we need to pay for this system. However, we still have other options to get general funding to help us pay for our system.
- Director Miller and other leadership at DCJS assure that they support our funding request and will work to help us get the system that we, and our constituents, need.

##### Staffing and Reorganization

Mr. Tommy Clarke, Manager of Compliance, Enforcement, and Training was there with several members of his team. Mr. Clarke introduced his staff that were in attendance: Mr. Tim Haymore, Field Investigator for the central Virginia region; Ms. Sandi Kurek, Field Investigator for the Tidewater region. We will continue to bring other staff from DCJS to the PSSAB meetings.

We currently have five vacancies, which is a lot for a staff of 24.

One of our colleagues, Ms. Karen Suttles, passed away last month. Ms. Suttles worked for DCJS for 17 years, most recently as a Customer Service Representative. In honor of Ms. Karen Suttles, a moment of silence was observed.

Losing a colleague is difficult, we also must keep our work going. Ms. Suttles was out of the office for about four months before she passed and had shared with others that she wished we

could fill her position, because our staff is so small, and because she knew the additional responsibility her absence put on her friends and colleagues. We posted this position and got 160 applicants, which is a lot to screen. Mr. Rob Mason and Ms. Carolyn Cress are working on this now.

#### Continuous Improvement Manager

This is a new position created by Ms. Granderson. This person will be responsible for data management, small projects, process improvement, and high-level administrative tasks.

- We were scheduled to finish interviews yesterday, September 26, 2023 but that had to be delayed because of Covid quarantine. Our Human Resources department is rescheduling the interview for next week, and then we will make a hiring decision.
- Our Training Specialist, Cordelia Starkes, left DCJS on September 8, 2023. Mr. Tommy Clarke is working on the documentation to post this position soon.
- Positions formerly held by Ms. Anika Coleman and Mr. Bryan Carver. Ms. Coleman was the Manager for Licensing and Mr. Carver was an Investigator. They both left DCJS on August 31, 2023.
- We are reorganizing the division and reclassifying these positions as supervisors, similarly to Ms. Carolyn Cress' position as the supervisor for customer service.

This change accomplishes several goals:

1. Helps with succession planning,
2. Provides career opportunities to internal staff, and
3. Alleviates the managers, Tommy, and Rob, from some of their current responsibilities.

Additionally, our new structure makes more sense and will improve internal communication. We are currently working through the beginning stages of implementing this reorganization. Soon, we will post the newly created supervisor positions.

#### Strategic Planning

As mentioned at the last meeting, we are currently going through a strategic planning process.

- ❖ Ms. Granderson sent a survey invitation to the PSSAB for response and input on the work our team had already done toward our strategic plan.
- ❖ The survey was open September 8, 2023, through September 20, 2023. We received eleven PSSAB members responded.
- ❖ Thank you to those of you who took the time to provide feedback to us.
- ❖ We will combine your feedback with the staff feedback and DCJS leadership to create our final strategic plan. We hope to complete the plan by the end of October, and we will share it with you when it is done.

Ms. Granderson has put together a summary of your survey results, and is happy to discuss them with you, if you would like. This completes DCJS Report. Thank you for your time and attention.

#### PSSAB Vacancies

On September 7, 2023, Ms. Brenda Cardoza sent a PSSAB vacancy notice to all our regulated population of the industries of the following positions.

- (1) Law Enforcement Representative
- (1) Locksmith Representative
- (1) Special Conservator of the Peace Representative (SCOP)

The closing date for submitting cover letters and resumes was September 25, 2023. We received letters of interest in the Law Enforcement Representative and the SCOP Representative vacant seats. The Nominations and Appointments subcommittee, appointed by the Criminal Justice Services Board (CJSB) will meet on October 12, 2023, to review the candidates' information and make recommendations to the CJSB. Applicants will be notified after the CSJB meeting.

#### Legislative and Regulatory Process

Ms. Tracey Jenkins, Director of Division of Programs and Services provided the PSSAB with an overview of the legislative and regulatory process. Ms. Jenkins spoke about Session Basics; DCJS & Legislation; DCJS – Executive Branch Agency; and PSSAB & Legislation and answered questions. The PSSAB members thanked Ms. Jenkins and advised that her presentation was very informative and audience friendly.

**6. Old Business:** None

**7. New Business:**

Chairman Jagdish Katyal introduced and welcomed the three newly appointed PSSAB members:

**Mr. Timothy Chrisman** – Locksmith Representative, effective July 1, 2023.

**Mr. Robert Lamour** – Personal Protection Specialist, effective September 1, 2023.

**Ms. Corinne Mastronardi**- Private Security Services Business (providing security officers, armed couriers, detector canine handlers or security canine handlers) Representative, effective July 1, 2023.

**8. 2<sup>nd</sup> Public Comment Period (5 minutes per speaker):**

Mr. Michael Niner continued with his concern regarding the CJSB bylaws and how they are not being adhered to by the PSSAB's Chair.

Chairman Katyal gave another rebuttal and Mr. Mason acknowledged Mr. Niner's concern regarding cancelled meetings; and assured him and the board that we will do everything in our power moving forward to meet if we have a quorum.

**9. Announcements/Board Member Remarks:**

**10. Adjournment** Chairman Katyal made a motion to adjourn the September 27, 2023 meeting. Mr. David Gambale seconded the motion. With no objections, Chairman Katyal adjourned the meeting at 11:38a.m.