

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

November 28, 2018

**Member(s) Present**

Mr. Robert Soles, Chairman  
Mr. Jagdish Katyal, Jr., Secretary  
Mr. Michael Ashley  
Mr. David Bourne  
Mr. Rodney Budd  
Mr. Edwin DePolo  
Mr. Eric Pohland  
Mr. James R. Posey, Sr.  
Mr. Frank Weaver, Jr.

**Member(s) Absent**

Vice-Chairman Kevin Hodges  
Mr. Robert Dickenson, II  
Mr. John Frazer  
Mr. Thomas Gallemore  
Mr. Dave Killip  
Mr. Frederic Pleasants, Jr.

**DCJS Staff Present**

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

**1. Meeting Called to Order:** Chairman Robert Soles called the meeting to order at 10:00 a.m.

**2. Acceptance of Meeting Minutes:** Mr. Eric Pohland made a motion to accept the minutes from the September 26, 2018 meeting; Mr. David Bourne seconded the motion. With no objections, the minutes were unanimously approved.

**3. Appointment/Election of Officers:** Chairman Soles elected Mr. Jagdish Kayal, Jr. as Secretary of the PSSAB. Mr. Katyal accepted.

**4. 1<sup>st</sup> Public Comment Period (2 minutes per speaker):** No public comment received.

Chairman Soles and Mr. Baker introduced Ms. Shannon Dion, DCJS Agency Director. Ms. Dion greeted and welcomed all in attendance. She thanked the PSSAB for their service ensuring DCJS' support.

**5. Board Member/Committee Reports:** There were no reports.

Special Conservator of the Peace Committee Report, Frederick Pleasants – No report.

Subcommittee on PSSAB Structure/Sizing Report – Robert Soles

Chairman Soles reported that the CJSB Board would be addressing the Structure/Sizing of the PSSAB during the calendar year of 2019.

## CJSB Report – Robert Soles

There are no updates or notifications for the CJSB Report.

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

#### DCJS Report - Mr. Leon Baker

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

#### DCJS Staffing Update

Mr. Baker announced that Carolyn Cress is the Customer Service Coordinator, responsible for assisting with all aspects of Customer Service. KerriAnne Cooper joined the DCJS team as a Field Investigator servicing Northern Virginia.

#### Customer Service Telephone System

Mr. Baker updated the Board on changes to the automated telephone system. Currently, there are four (4) staff members providing support of the telephone system. Most calls have been requests for updates on pending applications. The use of the online application process system has decreased the number of calls for application status. Most calls now are for password reset or online account setup; average call times are increasing as staff help constituents navigate through the online account process.

DCJS is implementing a new call center within the Division that should be a huge improvement over the current system. The new call center will allow DCJS to better manage the call volume and have more agents available to answer calls during peak hours. The new system will also provide opportunities to monitor calls, evaluate staff performance on calls and countless other management reports and information. DCJS will also be re-organizing their call attendant to add more options to allow customers to speak with a specific subject matter specialist if needed. For example, if someone is trying to start a new business and has a question about the licensing process, when they call in they can select to speak with the business licensing specialist. Improving the system will also allow the Division to better use resources.

#### Online Application Process System

Phase IV, the final phase of the online application submittal system was implemented on November 19, 2018. This phase includes, Bail Bondsmen, Bail Enforcement Agents and Special Conservators of the Peace. DCJS staff are manually entering applications to conduct live testing of the system. Once DCJS can ensure the system is working properly, a mass email will be sent announcing the completion and implementation of the final phase. Some individuals have already found that this option is available and are submitting their applications online. DCJS will continue their focus on future enhancements to the online application processing system.

One issue that has been noticed is that some individuals are completing processes in the wrong order. They are getting fingerprinted through Fieldprint, but they fail to create their online account and submit their applications and required fees online first. There must be a corresponding account to match the incoming criminal history background search results DCJS

is working to educate businesses, schools, and individuals regarding this issue. Another area of concern is that when individuals are setting up their online accounts, for some reason, rather than selecting that they want to set up an individual account, they are setting up a school or business account. This is causing a number of problems but is being worked on as well.

Mr. Baker reported on additional security protocols for the online services as well as the need for businesses to delegate access to the business profile to ensure safety.

Mr. Edwin DePolo and Mr. Frank Weaver, Jr. commented on the changes to the website and online services. Both Members have recent user experience and confirmed the changes and the improvement to online services.

#### Licensure and Regulatory Services Web Page

The Division of Licensure and Regulatory Services section of the DCJS website is viewed more than any other sections of the DCJS website. Over the years, DCJS has received annotations regarding the difficulty in navigating through the DCJS website. Under the leadership of Rob Mason, Customer Service and Criminal History Manager, DCJS began modifying the website to make it more user friendly. While it is still a work in progress, DCJS has implemented the new and improved website.

**7. Old Business:** None.

#### **8. New Business:**

Reciprocity with other jurisdictions was presented by PSSAB member Mr. Edwin DePolo. Mr. DePolo recommended that DCJS explore the possibility of creating reciprocal agreements to share fingerprint records with other jurisdictions. Mr. DePolo believes this will create better constituent experiences for all jurisdictions and create a cost savings for individuals and businesses. Mr. Baker, highlighted the regulatory and legal hurdles involved in establishing reciprocal agreements between jurisdictions specifically when it involves confidential information of individuals. Mr. Baker also mentioned that certain States have regulations that prohibits them from entering into certain reciprocal agreements and that each jurisdiction sets their own standards, training, etc.

Mr. Budd recommended creating “limited” reciprocity agreements for private investigators with neighboring States. Mr. Baker will contact the Executive Director of the Commonwealth to discuss what is required to start the process. Chairman Soles commented on the need for the Board to be more proactive and to recommend improvements to better serve the constituency. Mr. Eric Pohland suggested the PSSAB members reach out to the neighboring States first to see if they are open to a dialogue.

**9. 2<sup>nd</sup> Public Comment Period (5 minutes per speaker):** No public comment received.

**10. Announcements:**

The 2019 PSSAB meetings - TBD based on the CJSB 2019 meetings.

**11. Adjournment:** Mr. Mike Ashley made a motion to adjourn the meeting. Mr. David Bourne seconded the motion. With no objections, the motion was unanimously approved; Chairman Robert Soles adjourned the meeting at 11:00a.m.