

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

December 1, 2021

Member(s) Present

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

Member(s) Absent

Mr. Michael Ashley, Vice Chairman
Mr. David Bourn
Mr. Jeffrey Dodson, Jr.
Mr. Charles Law
Mr. Christopher Mortensen

Public Attendance

Mr. Mark Kyllingstad

DCJS Staff Present

Mr. Leon Baker, Division Director
Ms. Anika Cleman, Licensing Mgr.
Ms. Brenda Cardoza, Criminal
History 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. Rodney Budd made a motion to accept the minutes from the March 17, 2021 and May 12, 2021 meetings; Mr. Michael Niner seconded the motion. With no objections, the minutes were unanimously approved.

3. Appointment of PSSAB Secretary

Chairman Katyal appointed Mr. Frank Kollmansperger as PSSAB Secretary.

4. 1st Public Comment Period (2 minutes per speaker):

Mr. Mark Kyllingstad commented that he is having problems getting his business and training school licensed.

Mr. Leon Baker provided Mr. Kyllingstad with his contact information.

5. Board Member/Committee Reports:

Human Trafficking Training Committee – Mr. Michael Niner

The report is complete.

6. DCJS Report:

Mr. Leon Baker presented the DCJS report.

PSSAB Vacancies

2020 and 2021 have been the most unusual years. Virtual PSSAB meetings, cancelling in-person PSSAB meetings, inability to schedule and conduct Nominations and Appointments Subcommittee meetings to bring on new members. This has been quite the experience, not to mention the difficulty in filling the five PSSAB vacancies. Any thoughts on why we can't fill all of the positions or even have people express interest? Wow!!

Virtual Meetings

Meetings can be held virtually, but no votes or recommendations can be made during the meetings.

DCJS Staffing Update

After a long tenure with DCJS, Ms. Marilyn Reed has retired from her position as the Business License Specialist. We are in the process of securing her replacement and hope to have someone new on board shortly. We wish the very best to Marilyn and thank her for her devoted service to our constituents.

DCJS has begun the process of opening up our offices although most of the agency continues to work remotely. Our Division will most likely continue to work remotely, but our goal is to provide the same quality service to our constituents whether we are working remotely or in the office. Walk in customers will not be granted access to our offices because we do not have any staff regularly assigned to the office. We are hearing about cases where regulants are driving to our Richmond office, because of difficulty of accessing us on the telephone. Unfortunately, this has been a long-term issue and as you know, we have done what we can within our call center to be more responsive to callers. The reality is we have almost 60,000 active constituents and an unknown amount of potential new regulants who are trying to reach between 2-3 customer service representatives. Most calls take in excess of 20 minutes to handle properly. Simple numbers say that is not enough staff to handle the potential callers. The issue is that we cannot increase staff unless we have the funds to do so. Those funds come in the form of the fees the industry pays for licensure, registration or certification.

DCJS has modified their website so that people can help themselves if they can't reach us, but people don't always connect to the website and the website can't help you to remember or reset

an account password, which is the issue regarding a lot of our calls. After the first of the year, through either a survey or some other mechanism, we intend to solicit input from the industry as to how we can better address this issue.

Online Credentialing Management System

As previously reported, there is a very strong possibility that DCJS will have a new vendor and online system in place once the current vendor's contract expires. DCJS will continue to update the PSSAB on the progress of this initiative and as previously stated we intend to reach out to our constituents at the proper time to seek input on how we can approve our online services. This concludes the DCJS Report.

7. Old Business: None for discussion.

8. New Business: None for discussion.

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

10. Announcements/Board Member Remarks: None.

11. Adjournment: Vice Chairman Michael Ashley made a motion to adjourn the meeting. Mr. Frank Weaver seconded the motion. With no objections, the motion was unanimously approved; Chairman Jagdish Katyal adjourned the meeting at 11:21 a.m.