

Virginia Department of Criminal Justice Services
Private Security Services Advisory Board

December 2, 2020

NOTE: This meeting was held by electronic means, via ZOOM meeting software, in response to the Governor’s Declaration of a State of Emergency due to Novel Coronavirus (COVID-19)

Member(s) Present

Mr. Jagdish Katyal, Jr., Chairman
Mr. Michael Ashley, Vice Chairman
Mr. Edwin DePolo, Secretary
Mr. Thomas Gallemore
Mr. Frank Kollmansperger
Mr. Charles Law
Mr. Christopher Mortensen
Mr. Michael Niner
Mr. Eric Pohland

Member(s) Absent

Mr. David Bourne
Mr. Rodney Budd
Mr. John Frazer
Mr. Dave Killip
Mr. Frank Weaver, Jr.

Public Attendance

Mr. Jose Aleman

DCJS Staff Present

Ms. Shannon Dion, Agency Director
Mr. Leon Baker, Division Director
Ms. Anika Coleman, Licensing Mgr.
Ms. Brenda Cardoza, Fingerprint Specialist
Ms. Carolyn Cress

1. Meeting Called to Order/Roll Call: Chairman Jagdish Katyal, Jr. called the meeting to order at 10:09 a.m. Chairman Katyal asked Ms. Cardoza to call roll. Ms. Cardoza advised that there was a quorum of Board members to conduct business.

Prior to the meeting being called to order by Chairman Jagdish Katyal, Jr. Ms. Shannon Dion, DCJS Agency Director greeted the Board and attendees alike. Ms. Dion thanked the Board members for their continued commitment and the work that they are doing.

2. Acceptance of Meeting Minutes: Vice Chairman Michael Ashley made a motion to accept the minutes from the October 7, 2020 meeting; Mr. Michael Niner seconded the motion. With no objections, the minutes were unanimously approved.

3. 1st Public Comment Period (2 minutes per speaker): There were no public comments made.

4. Board Member/Committee Reports: None presented.

5. DCJS Report:

Mr. Leon Baker provided the DCJS report.

The new PSSAB member's orientation was conducted via Zoom virtual meeting today, December 2, 2020 at 9:00a.m. There is still a vacancy on the Board for the Armored Car Representative Position. We will be advertising to fill that position after the first of the year 2021.

As reported at the October 7, 2020, DCJS has been working remotely since March 16, 2020. Some staff have returned to the office under very strict safety guidelines. The Division of Licensure and Regulatory Services have a few staff who are working in the office one or two days per week, but the vast majority are still working remotely and will be for the foreseeable future.

Online Application Processing System

Also as reported last meeting, 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. We are defining the system requirements and doing everything within our power to ensure a non-complicated transition to the new system and that you won't lose any of the capabilities of the current system. We intend to reach out to our constituents at the proper time to seek input as to how our online services can be improved.

DCJS Staffing Update

DCJS is nearing the final stages of filling the new position within our Adjudication Unit, an Adjudication Specialist. As previously reported, this position will be instrumental in addressing the adjudication case backlog. We are also in the final stages of filling the vacancies we have in our Customer Service Unit. Customer service is extremely important and we are doing everything we can to ensure we hire the right persons to fill these roles.

Legislation

We are entering the regular legislative cycle shortly, so if there are industry related bills, we will be calling on the PSSAB for input regarding the bills.

We have previously advised that we will be placing all four of our regulatory programs under regulatory review to address a fee structure amendment and other regulatory changes to be determined. The Notice of Intended Regulatory Action (NOIRA) process has begun and hopefully, it will be released to the public shortly.

Mr. Baker ended the DCJS report introducing Ms. Carolyn Cress, Customer Service Supervisor who is DCJS' presenter for this meeting.

Ms. Cress' primary responsibilities are: Supervise customer service team and provide training and technical assistance; she is the first point of escalation for customer service related issues, and periodically evaluates live calls to ensure quality assurance, provide feedback on calls to improve level of customer service.

Ms. Cress acknowledged Ms. Anika Coleman, Licensing Manager and her staff for happily and willingly assisting with phone coverage. Ms. Cress presented on the DCJS Customer Service Call Center.

Customer Service Call Center Phone Calls Received:

2,971 (averaging 150 calls per day, per average of 2 representatives)

Division Statistics:

Ms. Cress provided a snapshot in time for the month of October 2020. There were a total of 58,557 registrants. DCJS issued 2,361 credential IDs and provided 1,045 email responses.

Tips for Success:

Our Goal is to Educate, Enable and Empower to streamline and expedite the application and renewal process for our constituents.

- Proper procedure is to submit initial applications and fees **BEFORE** submitting live-scanned fingerprints to Fieldprint.
- Please ensure SSNs are entered correctly on applications, incorrect SSNs require merging of records, increasing the applicant's processing time and increasing workload on our staff.
- Please have 99 # available when calling or include 99 # with email inquiry, speeds up research and inquiry response.
- Please send email inquiry to only one DCJS email address, multiple emails to multiple DCJS email addresses costs us additional manpower as several or more DCJS employees are working on the same inquiry.
- Use DCJS website resources: As opposed to calling for application or registration status, utilize the 'Check Application Status' or 'Individual License Verification' tool on the DCJS website. This enables self-sufficiency and reduces the number of incoming calls allowing staff to address other inquiries an applicant or registrant cannot resolve on their own.
- Password resets – we receive an extremely high number of calls, many registrants call the same time every year for a password reset. Please encourage them to write down their information.
- Clarify PSS Individual Registration application versus Electronic Security Fingerprint Processing Form, correct form will expedite application processing.

Changes:

1. New Telephone Prompts – Increase efficiency of directing calls to correct department/program manager, reduces number of incoming calls to Call Center allowing C/S to provide more assistance to C/S specific inquires.
2. No voicemails – email inquiry to Regulatory_Affairs@dcjs.virginia.gov
3. Fax number 804-786-6344 has been disabled, no longer accepting faxes, please email documentation. This ended Ms. Cress' presentation.

The Board members thanked Ms. Cress for her presentation and time.

7. Old Business:

There were continued discussions regarding concerns related to:

1. 1099 personal protection specialist-massive non-compliance and lack of enforcement/non-aggressive approach.
2. Include mandatory human trafficking training to the DCJS training curriculum-how to identify human trafficking and notify law enforcement.

Motion: Chairman Katyal made a motion that Mr. Niner form a subcommittee to discuss 1099 contracting of personal protection specialists and mandatory training on human trafficking and provide reports/updates to the PSSAB. Mr. Niner seconded the motion. With no objections, the motion was unanimously approved.

8. New Business:

Uniforms update: "Uniform" means any clothing with a badge, patch, or lettering that clearly identifies persons to any observer as private security services business personnel, not law-enforcement officers. For the purpose of this definition a uniform will include "uniformity" such as specific color shirts and/or pants for armed or unarmed security officer service contracted to provide.

The definition suggestion/draft, the purpose is to maintain broadness to allow company uniform creativity and not impede current designs but narrow down what is "uniformed security" (uniformity). This suggested change will of course work in conjunction with the other regulations such as name of the company, name plate/tag of the registrant that includes their last name etc.

Motion: Chairman Katyal made a motion that Mr. Niner form a subcommittee to discuss uniforms and provide reports/updates to the PSSAB. Mr. Niner seconded the motion. With no objections, the motion was unanimously approved.

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

10. Announcements/Board Member Remarks: There were no announcements or remarks

11. Adjournment: Chairman Jagdish Katyal, Jr.made a motion to adjourn the meeting. Vice Chairman Michael Ashley seconded the motion. With no objections, the motion was unanimously approved; Chairman Jagdish Katyal adjourned the meeting at 11:29a.m.