

FINAL MINUTES – December 10, 2025

Richmond Police Department Training Academy
1202 W Graham Rd, Classroom 103
Richmond, VA 23220
Wednesday, December 10, 2025 - 10:00am

Member(s) Present

Mr. James W. Booker
Mr. Timothy Chrisman
Mr. David A. Gambale
Mr. Matthew Henderson
Mr. Robert Lamour, Secretary
Ms. Marie Marshall
Mr. Charles Proffitt
Mr. James Reynolds
Mr. Stephen Shiflett
Mr. Christopher Stuart, Vice-Chair
Mr. M. Ray Wilder

Public Attendance

Mr. Robert Bryant

Member(s) Absent

Mr. Purvis Beanum
Ms. Corrinne Mastronardi, Chairman
Mr. Gregory McAleer

DCJS Staff Present

Ms. Aubrey Granderson, Director
Division of Licensure and
Regulatory Svcs
Dr. Clay Aschliman, Continuous.
Improvement Manager
Ms. Brenda Cardoza, Criminal
History Fingerprint Specialist
Ms. Carolyn Cress, Customer
Service Supervisor
Mr. Paul Denise, Licensing
Supervisor
Ms. Jasmine Garland, Customer
Service Representative
Mr. Boaz Jean, Criminal History
Ms. Creola Macklin, Customer
Service Representative
Mr. Rob Mason, Customer Service
and Criminal History Manager
Mr. Robbie Robertson, Field
Investigator
Mr. Darius Smith, Criminal History

1. Meeting Called to Order/Roll Call: Vice Chairman Christopher Stuart called the meeting to order at 10:04 a.m. Vice Chairman Christopher Stuart asked Ms. Cardoza to call roll. Ms. Cardoza called roll and 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 4, 2025, meeting; Mr. David Gambale seconded the motion. With no objections, the minutes were unanimously approved.

3. Board Member/Committee Reports:

The PSSAB Training Subcommittee Mr. Timothy Chrisman and Mr. Steve Shiflett, chaired by Mr. James Reynolds had several topics that were discussed earlier in the year. For the December 10, 2025 meeting, listed below are those discussion points.

- ❖ Mr. Reynolds - DCJS mandates certain topics for Unarmed Security Officers, such as Access Control, Terrorism, etc. The problem that I see is that every training school / instructor teaches either something different or teaches to a greater/lesser extent of time. While all of the material being taught can be attributed to those topics, there is no standard as to specific information or length. I feel that DCJS should provide a full state issued curriculum so that anyone who takes an OIE (or various other certifications) gets the exact same material, no matter which company or training school they took their training with. This would add value in consistent information being delivered for uniformity. As we know, security officers often move from one company to another so a state issued curriculum would ensure consistency of training.

- ❖ Mr. Shiflett - DCJS requires an armed officer to qualify with the weapon they will be carrying on duty or a weapon that is the same "action and caliber" as the weapon they carry (ie: 9mm, semi-automatic, .38 Special revolver, etc.). The DCJS Training Completion Record form only indicates Action type (Revolver / Semi-Auto) and caliber. The question is, should DCJS consider amending the form to include the make of the gun on the Training Completion Form as well as the caliber? Within the Semi-Auto action type, there are various guns that have different modes of firing (Striker-fired vs. Hammer-fired)

- ❖ Mr. Chrisman / Mr. Sbihi - There was discussion on the topic of access-control installations on fire doors and a lack of training for some currently performing such tasks. The suggestion was made to add the topics of NFPA 80, ADA and Life Safety to the 35E Electronic Security Technician curriculum to ensure that those performing such work are properly trained.

4. DCJS Report: Ms. Aubrey Granderson, Division of Licensure and Regulatory Services Director presented the DCJS Report.

Staff

Division Director Granderson happily shared that the approved number of part-time staff was increased to five. New part-time staff:

- ❖ Mr. Boaz Jean – Criminal History Specialist
- ❖ Mr. Darius Smith – Criminal History Specialist
- ❖ Ms. Emily Vinciguerra – Training Specialist
- ❖ Ms. Jasmine Garland – Customer Service Representative
- ❖ Ms. Creola Macklin – Customer Service Representative

Since the five part-time staff have come aboard and gone through initial training, we have seen positive quantifiable changes in all three work areas, including a reduction in the turnaround time for criminal history results, improved processing of training waivers, and an increase in the number of answered calls in our call center.

- ❖ Training Specialist Ms. Julie Gorwood left DCJS on November 7, 2025. I began recruiting for the vacancy immediately after her departure and am now working with HR to schedule interviews. In the meantime, I am very grateful to Robbie Robertson for handling training and working with Emily until the vacancy is filled.

- ❖ Business Licensing Specialist Ms. Erica Reid left DCJS to work at the Department of Medical Assistance Services (DMAS). The position was a promotion for her, with a significant pay increase. Licensing Specialist Margaret Isler has taken over PSS business responsibilities, and we are currently looking at restructuring the vacancy that Erica's departure left.

- ❖ Licensing Specialist Liz Miller retired in the summer, and her position was filled by Ms. A'Daysha Corbett. As some of you know, A'Daysha previously worked in the call center. With Liz's departure, we rearranged some licensing responsibilities. A'Daysha is handling bail bondsmen and bail enforcement agents, while Ms. Monica Cooks is now handling special conservators of the peace and tow truck drivers.

- ❖ Customer Service Supervisor Carolyn Cress is working to fill the vacancy that A'Daysha moved from.

- ❖ Investigations Supervisor Tim Haymore is currently working to fill the investigations vacancy and will likely hold interviews in January.

- ❖ Hiring part-time staff and investing in training for team members aligns with one of the major priorities in our strategic plan – investing in staff. The investment is worthwhile for all of us.

Lotus

- ❖ We have continued to move from a reactionary, putting-out-fires position to increased stability. While we continue to find small-scale issues in Lotus, overall, the system is working well.

- ❖ We have refined our internal processes to improve sustainability and continuous improvement. The division staff have worked closely with IT to develop processes and procedures to report issues as they arise. We have shifted from meeting daily to discuss problems, to meeting weekly to set next priorities for IT. And, we have added a bi-

weekly strategy meeting to identify and address simple improvements, training needs for the staff, and long-term direction.

- ❖ As you all know, the Lotus launch last December was painful. In January of this year, we only approved 339 applications, which was far fewer than the normal January average of about 2,700 applications. At the close of November, we had approved 35,314 applications, representing normalcy for application approvals.
- ❖ We have three complete years of application data, going back to 2022. As of right now, we are positioned to approve nearly 38,000 applications by the close of 2025, which is more than in any of the previous three years.
- ❖ DCJS staff still recognize the need to continue to improve Lotus and our operations. We will continue to work on that every day. But I also want to recognize the success we've had in recent months. Our approved applications mean that security professionals can earn a living, businesses can operate, and Virginians are safer. This all happens because of feedback from constituents, including members of the PSSAB, and because of the grit, determination, and general hard work of DCJS staff. Thanks to all of them.

Projects

We have two projects with external partners in the works for 2026.

- ❖ The first is an improved interface with our fingerprint/background check vendor, Fieldprint. As we shared in the last meeting, our current process works best when done in a certain order, beginning with the paid application.

The problems we're addressing:

- ❖ When applicants submit fingerprints before an application, it causes problems in Lotus and the fingerprint results get stuck. (It caused problems in our previous system and, fortunately, when we built Lotus, we were able to build guardrails on the process.)
- ❖ Additionally, each of our programs has specific Fieldprint/fingerprint codes that **MUST** be used to attach fingerprints to the correct application and program.
- ❖ Right now, applicants should not submit fingerprints (1) before an application and (2) with the wrong code. This stops the application process but does not alert us or the applicant.
- ❖ With the new interface, when an applicant submits fingerprints to Fieldprint, Fieldprint will check Lotus to make sure the applicant (1) has a paid application on file and (2) is using the correct code for their application/program.

- ❖ Applicants who do not have a paid application on file and/or are using the incorrect code will be prompted with next steps to make corrections before they submit their fingerprints.
- ❖ Thus, this change will eliminate some user errors that are causing problems for DCJS staff as well as applicants and provide communication earlier in the process (which we cannot do right now).
- ❖ We are looking at implementation in early 2026.
- ❖ Our second project will be an improved interface with Benchmark, our online learning management system. This project will happen after we finish the Fieldprint project, we will give you more information later.

Communication and Outreach

There is a great need for improved communication. Most of our division resources have gone toward replacing our unsustainable system. Now that Lotus is in a better place, we can turn more attention to improved communication.

- ❖ In August we held a town hall with training schools. The session went well but created a lot of work on our end. The training position vacancy has slowed our response to the town hall and our plans to hold additional town halls. However, when we fill that position, we will continue with our plans.
- ❖ Ms. Granderson mentioned earlier that Dr. Clay Aschliman and Mr. Paul Denise participated in IASIR training. We are working to increase our involvement in IASIR in the coming months.
- ❖ Hopefully, you have noticed that we have been sending more communications by email in the last several months. We have plans to continue to improve our communications, not just by email, but in other ways, too. Communications are more targeted than we have been able to provide in the past, and we can track performance metrics, which gives us valuable feedback about what does and does not work.
- ❖ We have been working with industry partners, including towing industry representatives and the National Association of Security Companies (NASCO). Just before Thanksgiving, we met with NASCO members, including some of you, for an overview of our current position and to answer some of the most frequently mentioned concerns from security professionals.
- ❖ We look forward to working and communicating with representatives from all our programs.
- ❖ We have 5 programs and have to treat them all equitably.

Budget

- ❖ Our budget situation has not improved, and I do not have any significant updates.
- ❖ Fees for the programs have not increased fees in 13 – 25 years (varies by program).
- ❖ Overall salary expenses have grown by 46 percent due to increased market competition and state employee pay raises. Since we are special-funded, the division must pay for the increase without funding from general funds.
- ❖ Staff salaries now account for 86.5 percent of our expenditures, and that doesn't leave a lot of room for growth.
- ❖ We expect to finish the fiscal year at a financial deficit because of growing expenses and stagnant revenue of about \$3.2 million per year.

New Administration and General Assembly

- ❖ As you all know, Virginia's governor changes every four years. We are preparing, to the extent that we can, for new state and agency leadership next month.
- ❖ Additionally, the General Assembly will convene on January 14, 2026, with inauguration on January 17. This means that we start the GA under one administration then continue with another.
- ❖ We expect this year's GA to be busy.
- ❖ We also expect to work with Governor-Elect Spanberger's transition team in the coming months, and with a new DCJS Director.

That concluded the DCJS update.

4. Old Business: None

5. New Business:

Based on the 2026 CJSB meeting dates, we are looking at the following dates and times for PSSAB meetings in 2026:

- ❖ March 11, 2026, 10:00a -12:00p
- ❖ April 29, 2026, 10:00a -12:00p
- ❖ June 3, 2026, 10:00a -12:00p
- ❖ September 30, 2026, 10:00a -12:00p
- ❖ Alternate date of November 18, 2026, 10:00a -12:00p

- ❖ All meetings will be held at the Richmond Police Department Training Academy, 1202 W Graham Road, Classroom 103, Richmond, VA 23220

Mr. Shifflett motioned to approve the 2026 PSSAB meeting dates and venue. Mr. Reynolds seconded the motion. With no objections, the 2026 PSSAB meeting dates and venue were unanimously approved.

6. Public Comment Period (3 minutes per speaker): There was no public comment made.

7. Announcements/Board Member Remarks: None

8. Adjournment

Mr. Reynold made a motion to adjourn the December 10, 2025, PSSAB meeting. Mr. Gambale seconded the motion. With no objections Vice Chairman Stuart adjourned the meeting at 11:00 a.m.