

DRAFT MINUTES – June 9, 2026

Richmond Police Department Training Academy
1202 W Graham Rd, Classroom 103
Richmond, VA 23220
Tuesday, June 9, 2026 - 10:00am

Member(s) Present

Mr. Purvis Beanum
Mr. James W. Booker
Mr. Timothy Chrisman
Mr. Matthew Henderson
Mr. Charles Profitt
Mr. Robert Lamour, Secretary
Mr. James Reynolds
Mr. Stephen Shiflett
Mr. Christopher Stuart, Vice-Chairman

Public Attendance

(None)

Member(s) Absent

Mr. David A. Gambale
Ms. Marie Marshall
Ms. Corinne Mastronardi, Chairman
Mr. Gregory McAleer
Mr. Ray Wilder

DCJS Staff Present

Dr. Clay Aschliman, Training,
Policy, and Communications
Manager
Ms. Brenda Cardoza, Criminal
History Fingerprint Specialist
Mr. Paul Denise, Licensing
Supervisor
Ms. A'Daysha Corbett, Licensing
Mr. Timothy Haymore
Compliance
and Enforcement Supervisor
Ms. Sandi Kurek, Field Investigator
Mr. Rob Mason, Customer Service
and Criminal History Manager
Mr. Robbie Robertson, Field
Investigator

1. Meeting Called to Order/Roll Call: In the absence of Chairman Corinne Mastronardi, Vice-Chairman Christopher Stuart called the meeting to order at 10:02 a.m. Vice-Chairman Stuart asked Ms. Brenda 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. Stephen Shiflett made a motion to accept the minutes from the March 11, 2026, and April 29, 2026, meetings; Mr. James Reynolds seconded the

motion. With no objections, the minutes were unanimously approved.

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

The Director of the Department of Criminal Justice Services (DCJS), **Ashaki McNeil**, was introduced. Ms. McNeil is the newly appointed Director with prior experience at DCJS and in the criminal justice sector.

Bobby Cartwright was hired as the newest investigator, who began on May 11, 2026, and was sworn in at the Virginia Supreme Court on May 15, 2026. He previously worked in various roles at the Department of Corrections.

Leadership Changes at DCJS

- ❖ **Mr. John Colligan**, Division Director for Finance and Administration, is retiring at the end of June 2026. His contributions were highlighted, especially during the Lotus system transition and financial challenges. His departure marks a significant shift for DCJS.
- ❖ **Mr. Harvey Powers**, previously known to the board, was appointed as Chief Deputy Director by Governor Spanberger.
- ❖ **Mr. Rick Collins** was selected as the new Division Director for Law Enforcement, starting May 25, 2026. Mr. Collins began at DCJS on the same day as the current speaker in February 2023, initially as Standards and Policy Manager. Prior to DCJS, he served as Deputy Director at the Hampton Roads Criminal Justice Training Academy and as a law enforcement officer with the Hampton Police Department.

Funding and Projects

- ❖ Funding remains a critical issue. Discussions are ongoing with Secretary Stanley Meador's office, and requested documentation has been submitted. No resolution has been reached yet.
- ❖ The focus of recent DCJS work has been on process improvement, Lotus system enhancements, and performance measurement.

LOTUS System and API Enhancements

Dr. Clay Aschliman reported on progress with the Benchmark LMS API integration, which automates the transmission of compliance agent training completion data (12E and 12I). Previously, this was a manual process involving certificate submission and staff input into the Lotus system. The API now enables automatic updates upon training completion. The system

successfully passed testing, with production environment tests planned. Full implementation is expected late June 2026 or early July 2026, which will significantly reduce administrative burden and processing time. This will free up staff member Loretta Lynch, who currently handles these tasks manually, serving approximately 2,500 compliance agents.

Legislative Updates

- ❖ Governor Spamberger has signed legislation impacting the private security industry, effective **July 1, 2026**:
- ❖ **SB 749-HB 217**: Defines “assault firearm,” with implications for other bills.
- ❖ **HB 727**: Removes the exception for **licensed security officers** carrying firearms in public.
- ❖ **SB 173 (Hospital Bill)**: Includes an **exception for armed security officers**, but mandates signage in restricted areas to avoid criminalization.

Dr. Clay Aschliman, who tracks legislation and communications, has drafted updates for dissemination. These will be reviewed and published on the DCJS website.

The board suggested that a future meeting could include a legislative summary session with the chairman to review what passed, what didn’t, and the specific impacts on the industry.

Lotus System Updates

Mr. Robert Mason provided further updates on Lotus improvements:

- ❖ **Status Page Enhancements**: The application status page now displays more detailed outstanding requirements (e.g., fingerprints, background checks), reducing confusion and call volume.
- ❖ **Ghost Payment Reconciliation**: A recurring issue with “ghost payments” (unreconciled “ghost payments”) was addressed by limiting the number of individuals one can pay for in a single transaction to seven, improving traceability and reconciliation.
- ❖ **Search Functionality**: Employers can now search for individuals by name, DCJS ID number, or application number, improving accessibility.
- ❖ **Email Recovery and Password Reset**: Ongoing technical challenges with Microsoft restrictions are being resolved. The goal is to streamline the process for users to recover emails and reset passwords.
- ❖ **Elimination of Duplicate Training Requirements**: A bug that required armed security officers (who were already unarmed) to retake entry-level training is being fixed. This issue generated numerous calls and emails. The fix is in development and expected to be resolved within two weeks to one month.

Performance Measures and Operational Metrics

The DCJS team highlighted key performance indicators, reflecting progress and ongoing challenges:

Application and Credentialing Trends

- ❖ Record Approvals: Despite a slight slowdown in May, application submissions and approvals remain high, showing a 9.7% increase compared to 2024.
- ❖ Active Credentials: a record 70,000 active credentials have been issued — a significant milestone. This represents a 14.7% increase compared to two years ago.

Call and Email Volume

- ❖ Call Volume: Approximately 200 calls per day (283 in May 2026), with only about 100 answered. The answer rate dropped after the departure of a staff member on May 14, 2026.
- ❖ Email Volume: Similarly high, with more emails received than can be answered.
- ❖ Root Cause Analysis: The team, led by Ms. Cress (call center supervisor), is analyzing common call reasons to prevent the need to call. The philosophy is that if a constituent must call, the system has already failed.
- ❖ Hiring Efforts: Part-time customer service staff are being hired to improve response capacity. Improvements are expected as new staff onboard and system fixes are implemented.

Communication Campaigns

Targeted email campaigns have been launched using improved segmentation. For example, training school directors without active instructor credentials can now receive specific reminders. In May, open rates were high, particularly in the public sector (more than double the industry average of 30%). One campaign had lower open rates due to inclusion of inactive businesses, resulting in bounces, but the information was still disseminated.

Website Engagement

Two key web pages are being promoted to reduce calls:

1. Electronic Verification Tool (EVT): Allows public verification of credentials. A 90% week-on-week increase in visits followed an April 23 email directing users to use EVT instead of calling.
2. Lotus Resources Page: Also seeing high traffic.

Criminal History Processing

- ❖ A new performance measure tracks criminal history submissions:
- ❖ Blue bars: Number of criminal histories received.
- ❖ Line graph: Number approved (and denied).
- ❖ Patterns align with application trends — slightly lower in May than April, but still high.
- ❖ Low denial rate, though some applicants withdraw upon realizing disqualifying records.
- ❖ The process involves research, follow-ups with VSP, courts, or applicants, and review of rap sheets, indicating significant behind-the-scenes work.

This concluded today's DCJS update.

Director Ashaki McNeil's Address

Director McNeil shared her career journey:

She began in corrections in the mid-1990s due to a \$19,000 salary and health insurance. She then began working with youth before transitioning to correctional education for seven to eight years. Director McNeil worked for Senator Mark Warner and then joined DCJS for six years.

She returned to the Department of Juvenile Justice for 14 years before returning to DCJS as Director.

She emphasized a holistic approach to community safety, noting that DCJS operates across the entire criminal justice system. She highlighted rising community violence and expressed interest in partnering with private security, who are often first responders in public spaces (restaurants, nightclubs, housing complexes).

Director McNeil proposed forming a work group (spearheaded by Ms. Corinne Mastronardi, PSSAB Chairman, who was absent) to explore how DCJS can support private security in reducing community violence. She stressed that she does not assume to know the industry's needs and invited input on how to best support them.

4. Old Business: None

5. New Business:

Pursuant to *Virginia Code* § 9.1-143, the CJSB is authorized to appoint members of the PSSAB. Effective July 1, 2026, and October 1, 2026, the following positions are eligible for appointment/reappointment:

- 1-Locksmith Business Representative (eff. 07/01/2026)
- 1-Bail Bondsmen Representative ((eff. 07/01/2026)
- 1-Instructor Representative (eff. 07/01/2026)
- 2- Private Security Services Business (providing security officers, armed couriers, detector

canine handlers, etc.) Representatives (eff. 07/01/2026)

- 1- Electronic Security Business Representative (eff. 10/1/2026)

All board members eligible for reappointment were notified. The CJSB Nomination and Appointment Committee will meet on Thursday, June 11, 2026, to make recommendations, considering only those who submitted complete applications by the May 24, 2026, deadline.

6. Public Comment Period (3 minutes per speaker): None.

7. Announcements/Board Member Remarks:

Mr. James Reynolds announced he would not seek reappointment for the instructor representative position. He expressed gratitude to the board, Division Director Granderson, and former Deputy Chief Tracy Louise Banks, calling his service a pleasure and honor.

The chair acknowledged his contributions.

Motion: A motion was made by Mr. Matthew Henderson, seconded by Mr. James Reynolds, to form an ad hoc committee on emerging technology, chaired by Mr. Henderson, with two additional members. The purpose is to stay ahead of technological trends impacting the industry and advise the board and registrants. With no objections, the motion was unanimously approved.

The Vice Chairman praised the board for moving beyond sentiment to data-driven discussions, citing KPIs and system improvements as evidence of progress. He noted that while staff morale (feelings) is also discussed, the ability to point to measurable outcomes represents significant advancement since the challenging Lotus transition.

No additional board member remarks were offered.

8. Adjournment

The meeting concluded with appreciation for Director McNeil. With no objections, Vice-Chairman Stuart adjourned the June 9, 2026, PSSAB meeting at 10:45 a.m.