



MINUTES

QCOMM911 BOARD MEETING

Wednesday, March 8, 2023 8:30am

PRESENT

City/Village Administrator: Steve Seiver, Milan
Nevada Lemke, Silvis
Doug Maxeiner- East Moline
Bob Vitas, Moline

Public Safety Representatives: Chief Ramsey, East Moline PD
Chief Johnson- Milan PD
Deputy Chief Copeland- Silvis PD
Chief Regenwether- Moline FD

QComm911 Director: Terry McMaster (via Zoom)

Other: Scott Ryckeghem, QCOMM, Captain Kratt- East Moline PD
Margo Sparbel, QCOMM

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1. Meeting Called to Order – Chairman Lemke called the meeting to order at 8:32 am
 2. Roll Call of Members – All above listed board members were present, Chief VanKlaveren was absent.
 3. Approval of Minutes – Steve Seiver made a motion to approve the minutes of the February 8, 2023, regular meeting; seconded by Bob Vitas. All in favor, motion carried.
 4. QComm911 Staffing – Deputy Director Ryckeghem reports QComm has 25 staff and 2 supervisors. Two candidates are in the final hiring process before on boarding and this will put us at 27 + 2 after the management moves. The plan is still to fill the training coordinator position from within by mid-summer.
 5. QComm911 Operations- Deputy Director Ryckeghem reports all equipment is operational at this time. CAD calls are up from last year, this is using numbers obtained through the new CAD system. INdigital did their equipment refresh and everything is up and functioning properly. They also conducted rollover and fail testing and found no issues.
Brian, Scott, and Margo met with representatives from SECC, INdigital, Comcast, and the State of Iowa on February 24th and again on March 6th on issues pertaining to 911 calls being transferred to QCOMM. Not all calls have issues, so they are working on finding a common factor that could be causing the transfer to go to a busy signal or a fax-like signal. It is suspected that it could be because the numbers that are assigned to the calls are registering as spam. We continue to monitor and gather information and will keep the board updated.
We continue to work with the Central Square team and have had no major complaints. There is another meeting scheduled with the CS team for March 10th and this could potentially be the last time we meet with this group. Scott met with Sheriff Hart and several representatives from the volunteer fire departments to discuss the P25 radios and what it looks like for them moving forward. The only QCOMM agency that was represented was Silvis Fire, represented by Chief Winters. Several things were discussed such as possible funding opportunities to assist the agencies with upgrading to P25, not limited to replacing pagers, radios, etc. Sheriff Hart is

continuing to research these opportunities.

Telecommunicator week is April 9th-15th. Cups with the QCOMM logo have been ordered for the team, along with a plan to provide lunch to all shifts one day during that week.

We are still waiting on a response to set a date to have a meeting with Genesis Ambulance.

6. QCOMM911 Expenses- Deputy Director Rykeghem presented expenses for the month February totaling \$13,367.50. The largest expense was the audit. Steve Seiver made a motion to approve expenses. Doug Maxeiner Seconded the motion. Roll call vote taken, Lemke- yes, Maxeiner- yes, Vitas-yes, Seiver- yes, all in favor motion carries.
7. Public Comment- None
8. Executive Session- Discussion of minutes of meetings lawfully closed under this act (5 ILCS 120/2c (21)). – None
10. Action from Executive Session- None
11. Other- Deputy Director Rykeghem reports that employment contracts for Director and Deputy Director are ready. There was also a TC resignation on Sunday that was reflected in the staffing numbers that were reported.
12. Adjournment –Having no further business to discuss, Bob Vitas made a motion to adjourn; Doug Maxeiner seconded; meeting adjourned at 8:41 a.m.

Respectfully Submitted,

Director, Terry McMaster