



# MINUTES

## QCOMM911 BOARD

### MEETING

Wednesday, January 8, 2025  
9:00am

#### **Present**

City/Village Administrator: Steve Seiver, Milan  
Mark Rothert, East Moline  
Bob Vitas, Moline  
Jerry Leibovitz, Silvis

Public Safety Representatives: Chief Ramsey, East Moline PD  
Chief Johnson, Milan PD  
Chief VanKlaveren, Silvis PD  
Chief Regenwether, Moline FD

QCOMM911 Director: Scott Ryckeghem

Others: Margo Sparbell- QCOMM, Angie Gillette-QCOMM, Kelly Bolinger-QCOMM,  
Captain Kratt- East Moline PD

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1. Meeting called to order- Chairman Bob Vitas called the meeting to order at 9:01 a.m.
2. Roll call of members- All of the above members were present.
3. Approval of Minutes- Steve Seiver made a motion to approve the minutes from the November 13, 2024 Regular Meeting. Mark Rothert seconded the motion, all in favor, the motion passes.
4. QCOMM911 Staffing- Director Ryckeghem reports that there are currently 20 full time TC's and 7 in training. This brings QCOMM's total staff to the current full staff of 26 personnel. Director Ryckeghem mentioned that he plans to evaluate staffing levels during the upcoming budget cycle, with the possibility of adding 2 or 3 positions. This could help address rising overtime costs and alleviate the need to mandate employees to cover sick calls and time off.

#### 5. QCOMM911 Operations-

##### **Rock Island Arsenal IGSA:**

The IGSA from the RI Arsenal has been received, and Chief VanKlaveren and Director Ryckeghem have been reviewing the agreement. Director Ryckeghem is now seeking board approval to sign the agreement between the QCOMM911 Dispatch Center and the United States. This agreement will provide financial support for times when QCOMM911 takes the RI Arsenal dispatch services. With being full staff, this would only be on an emergency basis.

After further discussion, Steve Seiver made a motion to approve the Rock Island Arsenal IGSA, which was seconded by Jerry Leibovitz. With all in favor, the motion passed.

##### **2024 Statistics:**

In 2024, total phone calls increased by 15%, reaching 186,798. Inbound admin calls rose by 16% to 101,748, while outbound admin calls grew by 14% to 335,957. 911 calls saw a 13% increase, totaling 49,091. Additionally, CAD

calls for service reached 134,439, up 7.9% from 2023. Excluding Coal Valley, Reynolds, and Coyne Center Fire (not included in 2023 totals), the increase was still up 6.1% in 2024. Director Ryckeghem mentioned the idea of phone trees or other ways to weed through the administrative calls.

**Signature Cards:**

Due to the change in the chair and vice chair positions, a new signature card will be created for Vice Chair Seiver, and Chief VanKlaveren will be removed from that role. Once the meeting minutes are finalized, Director Ryckeghem will make the necessary updates with the bank.

**Lease Agreement:**

Steve Seiver provided the draft lease agreement, which will be presented at the Milan Committee of the Whole meeting to discuss the use of common spaces and parking. The agreement includes exclusive use of the 3rd floor with the exception that the ETSB has access. The agreement also includes access to the breakroom, based on availability, on the 2nd floor and the council chambers. The lease term is five years, starting January 1, 2025, with the option for renewal beyond that. Year one of the agreement is set at \$30,000, with a 10% increase in 2026. The last three years are \$35,000/ year. There is a clause for a submeter as a key concern is the significant issue of electrical usage.

Chairman Vitas confirmed that the lease agreement would be reviewed at the next meeting.

Chief Ramsey mentioned that Silvis and East Moline are currently exploring ways to control costs and asked that the board keep that in mind when considering the lease agreement and adding more TC's.

Steve Seiver agreed and mentioned that the Village has a portion of the increases as well.

Chairman Vitas acknowledged the need to control costs but added that the true cost of operations is the true cost of operations.

**Schedule:**

Director Ryckeghem noted that the time-off schedule has been reopened, and temporary fill-ins have been brought in to help alleviate the strain of last-minute overtime due to call-offs. While the schedule was locked down, there was an increase in sick time usage, though this was anticipated.

**Fire Department Updates:**

Moline: On January 1, 2025, Moline Fire added six new firefighter positions, which allows for the addition of a third ambulance. This new ambulance will be stationed at Central Station, helping to reduce response times and improve service for Moline's residents. It also helps QCOMM by reducing the need to request additional ambulances for mutual aid. Training Coordinator, Stacy Houzenga successfully set up the new units in CAD and incorporated them into the appropriate run cards for ambulance rotation. To date, there have been no issues with CAD responses for the new unit.

Blackhawk: Greg Marty, previously Deputy Chief at RIFD, has been appointed as the new Fire Chief at Blackhawk Fire. There are plans to meet and discuss expectations and how we can support the growth of their department.

Steve Seiver made a note that the City Council will be considering a no interest forgivable loan to help with the cost for them to begin full time or paid staffing at the Fire Department during year 1 until they can get their property tax revenues, potentially the SAFER grant to cover some of the costs. Staff is going to council to consider a \$75,000 conditional forgivable loan.

Reynolds/Coal Valley: The Reynolds Fire Department has a new fire Chief, the previous Assistant Chief Scott Jahn, after the passing of Marty Gray. Staff has been assisting Reynolds and Coal Valley Fire with updating run cards and mapping items.

Carbon Cliff Barstow/Silvis/Hampton: Staff is working with these agencies to develop a new "duty chief" paging tone. This will help ensure the correct duty chief is dispatched without alerting the entire

department, as they rotate the duty chief among the three agencies. If successful, this system could also be implemented for Coal Valley, Reynolds, and Coyne Center, who use a similar duty chief rotation.

East Moline: East Moline recently updated their radios through Racom, which included adding some name changes for Silvis Fire's fireground operations channel.

#### **Radios:**

Director Ryckeghem noted that Racom performed routine maintenance on Friday, December 10th, which took about 5 minutes. They also visited on December 13th to add the Symphony consoles back into their active directory. This process took approximately 20 minutes per console, and they were able to complete the entire task that day.

#### **Training:**

Director Ryckeghem mentioned that there are four trainees progressing through the training program with the CTOs, along with an additional three new hires who began on Monday, the 6th. These new hires are completing a week-long classroom session with our Training Coordinator before being assigned to a CTO. Stacy has revamped the monitoring and evaluation process for continuing education requirements, which will help her better manage the training and certification requirements. At present, all employees are up to date on their certifications.

#### **6. QCOMM911 Expenses-**

Director Ryckeghem shared that the accounting firm, Bohnsack & Frommelt, reached out to Eide Bailey about conducting our audit. However, they informed us that we are not large enough for them to take on, as they require a minimum fee of \$25,000 for an audit. By comparison, our 2022 audit cost \$9,950. Finding auditors has become increasingly difficult. Sarah Bohnsack has recommended that they prepare our financial statements and report to the board. While this would not be a full audit, it would provide all our financial information in case any questions arise. Our accountant, Cindy, could attend the next meeting to address any questions or present these statements if we decide to go this route. Additionally, they suggested reaching out to Odoni Partners to explore the possibility of them conducting the 2024 audit, should they be available.

Steve Seiver recommended forgoing the audit every other year as far as a formal audit, under the condition that we still have the financial report prepared. He added that he is comfortable with Bohnsack, as long as they involve another member within the same firm to do that for the off year. He also stated that he would like to see an audit conducted for 2024. Chairman Vitas agreed that an audit must be done for 2024. He then asked if the audit could be added to an existing contract with another city as an alternative. He noted that he would research and discuss further with the City of Moline's Finance Director.

First quarter invoices have been sent out; the totals below do not include any of those received for 2025.

Balances as of January 1, 2025:

**Accounts Payable: \$200,00.00**

**Insurance Claims: \$118,676.23**

**Pooled Cash: \$556,390.78**

**Total for accounts: \$875,067.01**

Steve Seiver made a motion to approve the expenses, Mark Rother seconded that motion. All in favor, the motion carries.

7. Public Comment-  
(see below)

8. Other-

Steve Seiver noted that Terry McMaster is the new member of the ETSB Board.

9. Executive Session- None

10. Action from Executive Session- None

11. Adjournment- Having no further business to discuss, Mark Rothert made a motion to adjourn. Jerry Leibovitz seconded the motion, all in favor, the motion passes and the meeting is adjourned at 9:35 a.m.

Mark Rother made a motion to reopen the meeting for public comment, Jerry Leibovitz seconded the motion at 9:35 a.m.

Public Comment:

Kelly Bolinger requested that meetings be scheduled for negotiations so they can be completed.

Adjournment- Having no further business to discuss, Steve Seiver made a motion to adjourn. Jerry Leibovitz seconded the motion, all in favor, the motion passes and the meeting is adjourned at 9:36 a.m.