MINUTES

QCOMM911 BOARD MEETING

Wednesday, September 10, 2025
9:00 am

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 (Absent) Chief Regenwether, Moline FD
QCOMM911 Director:	Scott Ryckeghem (departed at 10:00 a.m.)
Others:	Chuck Henson, Vanessa Larson, Kelly Bolinger, Bruce Stickell, Doug Humphrey, Terry McMaster, Doris Moreno, Betty Boltz, Michelle Hubbard, Karen Wilson, Mike Johnson, Audie Schmidt, Shawn Johnson, Margo Sparbel (all departed at 9:30 a.m.) Jason Kratt, Derek Radosevich (all departed at 9:30 a.m., returned at 10:28 a.m.) Cliff Cronk (departed at 9:53 a.m.) Margaret Kostopulos, Darren Gault

---

1. Meeting called to order - Chairman Bob Vitas called the meeting to order at 9:02 a.m.

2. Roll call of members – Roll call was taken with Steve Seiver, Mark Rothert, Bob Vitas, Jerry Leibovitz, Chief Ramsey, Chief Johnson, and Chief Regenwether present. Absent: Chief VanKlaveren

3. Approval of the Minutes from the July 9, 2025 Executive Session, August 13, 2025 Regular Session, and August 13, 2025 Executive Session Meetings– Jerry Leibovitz made a motion to approve the minutes. Steve Seiver seconded the motion, all in favor, the motion passes to approve the minutes.

4. QCOMM 911 Expenses

Director Ryckeghem presented the proposed 2026 budget as well as an updated quote for the budgeting software, Tyler Technologies. The quote is now $8,197. They did honor the $5,367 for the first year but the $8,197 would be tied to the second year and thereafter. The accountants said it is still a decent price for the software.

The 2024 audit is underway with Lauterbach & Amen. Once it is complete, it will be brought forward.

Steve Seiver made a motion to approve the expenses. Mark Rothert seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, and Vitas; nays: none.

5. Executive Director Report

Staffing:
Ryckeghem reported that 22 of 27 authorized hired, 19 fully trained, and 3 in training. There is one employee leaving that is not captured in the numbers. There were interviews on the 28th and three offers were accepted. They are going under background checks currently. Psych testing will take place September 30, October 20 and November 11. Ryckeghem asked about forgoing the testing for a previous officer and correctional officer to save time.

Johnson explained that testing is still done even for laterals at his department. He added that it would be nice to speed it up but wouldn't cut that.

Leibovitz asked how long it takes.

Ryckeghem explained, once they get to the psychological testing, a report comes within two weeks.

Regenwether asked if we can hire to full capacity.

Ryckeghem explained, we could keep going but don't have the ability to train more than four at a time.

Operations:
Radio Issues
Ryckeghem explained that he had received some complaints on officer traffic radio issues. He had checked in with chiefs and things seem to be getting better.

Labor Management
Ryckeghem mentioned, they met with the union a couple of times since the last meeting. They are going to help out with some sick issues and restrictions that we have been fighting in the past. Time off requests have been opened back up. There are also monthly labor management meetings set up to help work through the issues together.

Command Meeting
Ryckeghem added, there are ongoing command staff meetings that include the police department, command staff, shift leads and administration.

CTO Meetings
Ryckeghem noted, the date for these meetings is to be determined.

FOIA
Ryckeghem shared, there was a FOIA submitted for the Milan issue and it was fulfilled to one of Milan's council members.

Rothert asked when the board will be expected to approve the budget.

Vitas noted, it will be discussed at the next meeting to give the board time to review.

6. Other Business –

Investment & Fund Balance Policy
Ryckeghem shared, he and Margo met with the Auditor to review the policies. Her advice was to make the one revision, keeping us from being locked in, allows some flexibility. She also did not recommend having a fund

balance policy. With our enterprise type of accounting, we are not required to have that as the city's are under GASB. Since the 3 months operating/ 20% amount is in the investment policy, it gives us a guideline.

Seiver noted that he likes it with the updates.

Steve Seiver made a motion to **approve the investment fund policy**. Jerry Leibovitz seconded the motion, all in favor, the motion passes to approve the investment fund policy.

Cliff Cronk Update
(discussed in executive session)

Ancel Glink Update
Kostopulos provided an update on the Organizational Assessment. Kostopulos provided a draft survey for review and asked the board to provide any comments or suggestions. The survey was developed after speaking with the Director, Assistant Director, Chiefs and Administrator Rothert. There was also a meeting with Terry McMaster for further perspective. With the approval of the board, the hope is to meet with staff starting next week and talk about the survey as well as bring them up to speed on the goals and participation. Looking at a 360 analysis, discussions have already taken place with Rothert, VanKlaveren and Gault, also hoping to provide input from the board for additional perspective. Kostopulos also provided the revised scope of work for the organizational assessment which also indicates entering phase 2 at this point and hopefully will be on track to have a report back to the board within four months.

Vitas mentioned that he reviewed the survey and is a great instrument that hits all the relevant areas.

7. Public Comment –

Kelly Bollinger, QCOMM, asked about the July 9 minutes that were approved today and if they are different from the July 9 minutes posted on the website. (The board confirmed. The minutes that were approved today were executive session.) She mentioned that she wants to make some clarifications from the July 9 meeting minutes and come inconsistencies and problems. The minutes say there was a meeting with the leads and said there was a lot of negativity floating around but no specific source of the negativity. Chief Ramsey had asked if the issues were from the staffing shortage and overtime. The Director had explained that it was nothing specific, the negativity comes from several places. As union steward, I met with him and the deputy director several times. CAD failure was discussed several times, as well as radio failure, policy issues, expectations for the service and staffing and execution. Chief Regenwether had asked if the shift leads are part of the negativity. This didn't seem to the answered in the minutes but regardless of who on the floor is contributing, the director and deputy director have a hand in the negativity as well. Overtime restrictions were brought up. Those people on overtime restrictions are not signing up for overtime requests. They are signing up for staffing so that other people aren't forced so they know they are pulling their weight with the overtime restrictions. Time off requests aren't filled before staffing is filled so there are no time off requests, that the overtime restrictions are being filled before the staffing is. Chief Johnson had asked about the lateral hires, raises, and part timers and if these are things that the three people on the table wanted. The director had explained that historically with the union, the members don't give much input and it is just the people at the table. That is not true at all in this case. For contract negotiations, there were multiple surveys, polls, meetings with members. The lateral hires, part timers, and raises are all things that people are happy about. Perhaps if they would have been implemented when brought up to the board, when the union brought it up, we would have maintained the staff then.

Vanessa Larson, QCOMM and Union Steward, expressed concern about an investigation that is impacting QCOMM right now. We currently have an employee placed on administrative leave with no clear timeline for resolution. This has been drug on even though administration had ample time previously to review this matter. This leaves the agency short staffed. We just lost another person. We are already at minimum staffing levels, which results in constant overtime. There are many upset employees and there is possibility of more resignations this year. There is at least one employee that has interviewed with another agency and they will most likely have a job by December. She asked that the board ensures the investigation is conducted in a timely, transparent manner.

Karen Wilson, Village Trustee, asked if the findings from Cronk's investigation will be available to the public soon and if they are going to be redacted and the possibility of getting minutes from the executive session. As a village trustee, she feels she has a little skin in the game. She mentioned she has respect for QCOMM and the Village of Milan but feel the village board needs the same information as QCOMM.

Darren Gault, Moline Police Chief, wanted all board members to be aware of the several issues about the CAD crashing. Seiver is on the ETSB board and is aware, while many others may not sit on the board. The CAD issues are not specific to QCOMM and the ETSB board is addressing that through channels with Central Square. This began around March or April of this year and tickets were entered by the 911 centers. While the issues seem to be exasperated at QCOMM, it is not limited to QCOMM and is under investigation. On behalf of the ETSB board, we are frustrated with the provider of the software due to the responsiveness to the ticket. That is being addressed by Chairman Seiver through the attorney for ETSB.

Seiver added that QCOMM is in a situation with staffing levels, that calls are still being answered but it is a major disruption to the dispatchers. In the event, that any one station goes down, just the time to bring it back up, is excessively impactful on those agencies. It is not just a QCOMM problem but QCOMM is handling it very successfully. There is no resolution in site, but actively working on it.

Vitas asked if this is the same ongoing issue or something new?

Seiver added, it may be multiple problems, all that we can do from this side is run down things as far as the local systems. Those have been tested and verified that they are not the problem. We believe the issue is with Central Square. All the input from dispatchers, has not been resolved at the support level and has been kicked back to the developers to try to troubleshoot.

Gault mentioned, 911 IT has said that it is a different issue, the rollout issues with the new software are different than the current ticket being worked.

8. Executive Session –

Vitas asked for a motion to go into executive session per section 5 ILCS 120/2(C)(1) for appointment, employment, compensation, discipline, performance, or dismissal of specific employees and section 5 ILCS 120/2(C)(11) pending, probable or imminent litigation. Steve Regenwether made a motion to go into executive session. Jerry Leibovitz seconded the motion, all in favor.

QCOMM911 Board convened in Executive Session at 9:30 a.m.

QCOMM911 Board reconvened in Open Session at 10:58 a.m.

9. Action from Executive Session –

10. Adjournment - Having no further business to discuss, Mark Rothert made a motion to adjourn. Jerry Leibovitz seconded that motion, all in favor, the motion passes and the meeting is adjourned at 10:59 a.m.