



MINUTES

QCOMM911 BOARD

MEETING

Wednesday, November 12, 2025
9:00 am

Present

City/Village Administrator:	Steve Seiver, Milan Mark Rothert, East Moline Bob Vitas, Moline Jerry Leibovitz, Silvis (Absent)
Public Safety Representatives:	Chief Ramsey, East Moline PD Chief Johnson, Milan PD Chief VanKlaveren, Silvis PD Chief Regenwether, Moline FD
QCOMM911 Director:	Scott Ryckeghem (departed at 10:07 a.m.)
Others:	Margo Sparbel, Kelly Bolinger, Vanessa Larson, Mike Johnson, Angie Gillette, Wayne Mooney, Norman Goetz, Rich Schipper, Chris Elliot (all departed at 9:37 a.m.) Margaret Kostopoulos, Leah Madsen, Derek Radosevich, Jason Kratt

1. Meeting called to order - Chairman Bob Vitas called the meeting to order at 9:00 a.m.

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

3. Approval of the Minutes from the September 10, 2025 Executive Session Meeting, October 22, 2025 Regular Meeting, and October 22, 2025 Executive Session Meeting – Steve Seiver made a motion to approve the minutes. Mark Rothert seconded the motion, all in favor, the motion passes to approve the minutes.

4. QCOMM 911 Expenses

Ryckeghem provided the expense report.

Balances as of November 6, 2025:

Accounts Payable: \$200,00.00
Insurance Claims: \$128,879.12
Pooled Cash: \$1,002,714.09
Total accounts: \$1,331,593.21

Steve Seiver made a motion to approve the expenses. Mark Rothert seconded the motion, all in favor, the motion passes to approve the expenses.

5. Executive Director Report

Staffing:

Ryckeghem reported that one employee submitted a resignation, with their last day scheduled for November 23. The employee has accepted a position with Mercer County, which is closer to home. Following this resignation, QCOMM will have 21 of the 27 authorized positions filled, with 19 fully trained employees, two currently in training, and two additional candidates undergoing background checks.

Operations:

QCOMM is participating in the Quad Cities Fall Success Fair in Rock Island, hosted by the Department of Employment.

For October, calls for service totaled 11,466 in 2024 and 12,427 in 2025, reflecting an 8.4% increase from the previous year. Phone calls, both incoming and outgoing, were down 11.4% compared to October 2024.

A command meeting with police command staff is scheduled for November 20. The Labor Management meeting originally scheduled for November 5 was postponed by the union and rescheduled for December 3.

One of the scheduled CTO meetings was held, during which new information was distributed to the CTOs, and efforts were made to ensure consistency in trainee scoring. The second scheduled meeting was canceled due to low attendance. Stacy is working to reschedule, and in the meantime.

On October 24, QCOMM received access to training materials from the State through UIC Behavioral Health's Learning Management System. This required training has been distributed to dispatchers and will be completed by November 30. Implementation remains on track for mid-December. The group continues to meet regularly to finalize details, and a meeting with the State 911 Coordinator is scheduled for later today.

Wayne Mooney, ETSB IT, provided an update on the CAD system. There has been a lot of activity and meetings with CentralSquare. The tracking of the issues began in April, CentralSquare had noted, they had an upgrade to a framework in their system and they think that may be part of the issue. They have developers looking to find ways to make it work. ETSB will continue weekly meetings with CentralSquare to stay on top of the issue.

Rich Schipper, ETSB IT, provided a summary of the CAD issue with the crashing since April. They have worked with Geneseo Communications to eliminated problems on the network, checked hardware, etc. – including everything an IT department can do. CentralSquare had admitted to their lack of communication and lack of escalation. He noted that ETSB members are committed to keeping CentralSquare commitment alive and meaningful.

Vitas noted, he would like to see written documentation after each meeting that takes place going forward.

Seiver mentioned, the first thing CentralSquare has done is assemble a team, they have triaged the issues and laid out a strategy for it. There appears to be more than one issue. Issues are happening for other agencies as well but not to this extent. CentralSquare is asking the right questions and verbally making the right commitments.

Regenwether asked if they are only suddenly responsive because we need to renew our contract with them.

Schipper noted, the issue finally made its way to the group of VPs. The CAD process to replace the vendor is years, likely a two to three year process of selecting and vetting a new process.

Seiver mentioned, John Kelly had agreed to make contact with their legal counsel but have not received an update.

Vitas noted, he has heard nothing but problems about CentralSquare over the last four years and it takes three years to replace them.

Schipper explained, it made sense to stick with the product at that time, knowing what it takes to start over with a different system.

Seiver noted, the first year involved implementing the system. He mentioned, the system is a one-off to CentralSquare. Anytime you modify a system, there are consequences. In hindsight, we may have adapted our workflows to how their software was designed to be used.

Vitas suggested going back to the system that as intended to be used. ETSB should start now, looking to replace CentralSquare.

6. 2026 Budget Adoption –

Ryckeghem noted, the current insurance renewal went up substantially, if we leave the 4%, we will be left with \$46,000 deficit. He noted a 5% increase, leaves a \$14,000 deficit. 25% was the budget for the current budget, that would put us around \$800,000 however the IRS situation is still pending.

Vitas noted he does not want to adopt a deficit budget. He added, we either use the reserves to balance it or reduce the 25%.

Rothert noted \$700,000 is 20%.

Seiver asked the length of term on contracted agencies.

Ryckeghem explained, there is no term but they get raised 4% each year.

Vitas mentioned the \$76,000 pending IRS amount. He asked if Seiver had time to speak to the board.

Seiver explained, the board has questions that have been provided to an attorney. He mentioned, he foresees having more information by the December QCOMM meeting.

Vitas asked the board how they wish to proceed and recommended using the reserves. He asked the exact dollar amount that would be coming out of reserves.

Ryckeghem explained, sticking with the 4%, it is \$46,193.

Vitas noted the budget needs to be adjusted by \$46,193.

Ryckeghem added, he would update the budget and send it out so everyone has a copy.

Vitas asked for a motion to approve the 2026 budget as amended.

Mark VanKlaveren made a motion to approve the 2026 budget with amendment to pull \$46,193 out of reserves to cover the deficit. Steve Seiver seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, VanKlaveren, and Vitas; nays: none.

7. Other Business –

QCOMM once again participated in the Village of Milan Trunk-or-Treat event on October 27, with four Telecommunicators and Ryckeghem in attendance to distribute candy.

8. Public Comment –

Vanessa Larson, Union Steward, addressed the staffing inaccuracy. Scott is correct 21 of 27, with 2 in training, so 19 working however Stacy does not work the floor. She does training only so that is 18 and we have one employee that has been off since September 2, under investigation. For transparency, it is 17 of the 27. There is a grievance that has been presented to the board for step 2. The timeframe is ridiculous, it has been over two months. Lastly, Ancel Glink has been hired by the board for the employee assessment however they have been in discipline meetings. The employees have not been told about them being our HR. They have been involved in FMLA paperwork as well. Dispatchers are confused.

9. 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. Mark VanKlaveren seconded the motion, all in favor. Roll call was taken with Steve Seiver, Mark Rothert, Bob Vitas, Chief Ramsey, Chief Johnson, Chief VanKlaveren, and Chief Regenwether present. Absent: Jerry Leibovitz

QCOMM911 Board convened in Executive Session at 9:37 a.m.

QCOMM911 Board reconvened in Open Session at 11:24 a.m.

10. Action from Executive Session –

11. Adjournment - Having no further business to discuss, Mark Rothert made a motion to adjourn. Mark VanKlaveren seconded that motion, all in favor, the motion passes and the meeting is adjourned at 11:24 a.m.