



MINUTES

QCOMM911 BOARD

MEETING

Wednesday, August 13, 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
Chief Regenwether, Moline FD (Absent)

QCOMM911 Director: Scott Ryckeghem

Others: Margo Sparbel, QCOMM (departed at 10:02 a.m., arrived at 10:30 a.m.)
Margaret Kostopulos, Ancel Glink (departed at 10:02 a.m.)
Melissa Hall, Ancel Glink (departed at 10:02 a.m.)
Angie Gillette, QCOMM (departed at 10:02 a.m.)
Vanessa Larson, QCOMM (departed at 10:02 a.m.)
Andrew Raya, Moline Police Deputy Chief (departed at 10:02 a.m.)
Jason Kratt, East Moline Police Captain (departed at 10:02 a.m., arrived at 10:30 a.m.)
Derek Radosevich, Milan Police Captain (departed at 10:02 a.m.)

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 VanKlaveren present. Absent: Chief Regenwether

3. Approval of the Regular Minutes from the July 9, 2025 Meeting– Steve Seiver made a motion to approve the minutes. Jerry Leibovitz seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, and Vitas; nays: none.

Approval of the Executive Session Minutes from the July 9, 2025 Meeting– Jerry Leibovitz made a motion to postpone the approval of the minutes due to the length. Mark Rothert seconded the motion, all in favor, the motion passes.

4. QCOMM 911 Expenses

Director Ryckeghem provided a copy of the expense report as well as the budget report. He noted that all third quarter invoices have been paid. The balances as of August 5, 2025 are:

Accounts Payable: \$200,00.00
Insurance Claims: \$116,196.40

Pooled Cash: \$981,347.96
Total for accounts: \$1,297,544.36

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

Ryckeghem noted that since inception, QCOMM has been operating as an extension of Milan's budgeting/payroll software through Tyler Technologies, Milan is currently working on separating QCOMM from the village. On August 8th, we received a quote of \$5,367.00 a year for us to stay with Tyler and continue using this product. All of the licensing fees were waived which would have been about \$21,000.

Jerry Leibovitz made a **motion to approve the Tyler Technologies quote for \$5,367.00**. Steve Seiver seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, and Vitas; nays: none.

Rothert asked if this was budgeted.

Ryckeghem explained that it was not budgeted since it was unforeseen. He added that he will have to move some money out of the training budget.

Leibovitz asked if that money would be needed for classes.

Ryckeghem explained that there are not a lot of certification classes and haven't been able to send people with the current staffing levels.

Rothert asked for confirmation that we are sitting at 36% of expenses for half of the year.

Ryckeghem confirmed.

5. Executive Director Report

Staffing:

Ryckeghem provided an update on QCOMM staffing. As of August 13, QCOMM has 23 of its 27 authorized positions filled, with 20 employees fully trained and three currently in training. One of the trainees began yesterday, filling the spot of another who resigned after realizing the position was not a good fit. There is one employee that we will be parting ways with today which will open another spot to hire.

Ryckeghem noted that one of the current trainees is expected to be fully independent by next month, at which time the team also plans to onboard another new hire.

Testing has been sent out to candidates, with 22 completed submissions received. Staff are reviewing those tests now and plan to begin scheduling interviews with qualified applicants within the next two weeks. From there, a list of candidates will be developed, with the goal of making at least one immediate hire.

Additionally, Ryckeghem and Sparbel have begun conducting one-on-one meetings with staff. Due to vacations and scheduling, not all employees have been reached yet, but those meetings are expected to be completed soon.

Operations:

Ryckeghem shared an update on operations.

Calls for Service – July

In July 2025, QCOMM handled 12,706 calls for service, compared to 11,619 during July 2024—an increase of 9.4% year-over-year.

Phone Calls In/Out – July

In July 2025, the center processed 8,923 emergency (911) calls and 22,903 administrative calls, for a total of 31,826 calls. This represents a 9.8% decrease from July 2024, when 35,286 total calls were recorded.

Ryckeghem shared, effective July 11, QCOMM halted the practice of covering time-off requests through voluntary overtime. Since this change, sick calls have still required up to four staff members to be called in unless volunteers were available, in order to reduce the impact of forced overtime on telecommunicators. First-pick vacations and time-off requests are still being honored when staffing allows. Leadership will revisit this matter in the future, reviewing both overtime restrictions and shift staffing levels to guide decisions.

I.T. staff have been working on the center's consoles, replacing audio cables and, when necessary, sound mixer boards that control the speakers. Additionally, monitors will be replaced as part of the routine equipment rotation, as the current monitors are 3–4 years old.

Two new portable radios have been received from RACOM, programmed, and placed into service. The final invoice totaled \$7,581, which was lower than the quoted \$8,301.50 due to contractual discounts. Borrowed radios previously provided by Deputy Chief Sottos have been returned. Ryckeghem expressed appreciation to Chief Regenwether for allowing QCOMM to use those radios as long as needed.

Investment Policy:

Fund Balance Policy:

Ryckeghem shared that draft policies were submitted with the meeting packet. Updates include additional language regarding collateralization of deposits in the Investment Policy and the addition of a Fund Balance Policy, as recommended by Administrator Rothert.

Vitas noted that he would like to see the board adopt these policies so that operationally they are in place. Vitas added that Seiver had sent some suggested changes via email. He added that the auditors must review the policies as well to confirm that are in compliance.

Seiver mentioned, the purpose of the policy is three-fold. One is for best practices for compliance with both accounting practices and federal regulations and also to communicate to staff what the board's expectations are and to document what the board is responsible for. Seiver noted a couple of inconsistencies that were redlined.

Rothert asked about an addition that mentions the 3-month minimum of funds.

Seiver noted that he was plugging in a number.

Rothert mentioned that the fund balance policy talks about 20% in reserve.

Seiver agreed, they should be consistent.

Vitas added that we could be flexible, similar to what Moline does, the policy is a range of 20%-25%.

Leibovitz noted that the suggestions strengthen it.

Vitas added that this would be brought back to the September meeting.

Ryckeghem noted that he would work on the final draft with the additions and send to auditor as well.

6. Other Business –

Ryckeghem noted that the lease agreement has officially been signed by all parties.

Proposal to QCOMM911 Board Regarding Financial Dispute

Vitas explained that there was a request to get an estimate, that Chief Gault was able to get from Cliff Cronk, a retired Assistant United State's Attorney to review the dispute with the IRS penalties that incurred with QCOMM. He added that Cronk was highly recommended by Chief Gault. Vitas asked for a motion to approve Cronk to work up to 40 hours and bring something back to the September 10 meeting so that we can resolve the dispute.

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

Request for Proposal for Organizational Assessment

Vitas explained that we have an ongoing issue with respect to staffing and issues with the telecommunicators which came up during negotiations and then after the negotiations, we continue to create issues within the organization. Vitas had asked Margaret Kostopulos and Mysi Hall to provide a proposal for conducting the assessment.

Kostopulos introduced herself and Melissa "Mysi" Hall, a new associate with Ancel Glink. Kostopulos explained that Hall has an entire career with organizations such as GovHR, prior to her law school education and brings an important element. Ancel Glink has an office in Moline, with full time staff in the office, and strictly a local government law firm. Over 45 lawyers, focusing on local government law. This provides QCOMM with experience and familiarity with operations and how governmental agencies work in general. Ancel Glink has worked with several dispatch centers and communities with their own dispatch services. Ancel Glink is familiar with the community, working with agencies and cities in the Quad Cities. Ancel Glink also offers experience in doing assessments. She added that she was able to look at prior minutes online and understand that there are ongoing concerns and goals to improve employee satisfaction and have a better understanding on having more efficient operations. Ancel Glink has done these assessments with other clients. Mysi is an expert in doing this with years of experience. Kostopulos shared that she also has a focus in labor and employment her entire career. She added that hiring a law firm, not only do they have the experience in the community and understanding of law and contract obligation, but can also offer attorney client privilege which is an important factor dependent on the issues that might arise. Kostopulos asked Mysi to provide an overview of her experience.

Hall explained that she has worked many years with local governments through GovHR, doing organizational assessment. One main role, was survey design, administration and analysis. This includes surveys and interviewing employees and stakeholders, getting feedback and putting together reports. She added that she is happy to answer any questions the board may have.

Vitas thanked Kostopulos and Hall. He explained to the board that there was a scope of work presented based on experience that Moline had in Public Works operations. The approach would include project initiation, organizational review, and development and presentation of final recommendations. The proposal also includes the compensation structure. Vitas opened it up to questions from the board.

Kostopulos added that she does want to point out that the scope was provided but naturally the board defines the scope of the assessment and what they want to learn from this. Secondly, the fee structure includes charging by the hour but open and willing to propose a flat rate.

Seiver shared that he appreciates the difficulty of identifying the scope. Seiver asked if Ancel Glink could help frame that. Seiver asked what we are looking at as far as initiating the work, when would they get on it and when would we start to see feedback. Seiver added that he would like to see the board gaining insight during the process, and not waiting for a final report. Seiver added that he believes the scope should be flexible.

Kostopulos added that they will initially interview and work with any board member as far as management to understand what we are looking for and set reasonable goals for archiving that and including benchmarks along the

way because we don't know what we might learn during the course of the project and that would be reporting to the board during any interval that the board wants. Ancel Glink is ready to start immediately and the first step would be what the board wants to achieve with the assessment.

Leibovitz asked if the travel expenses were included since staff is out of Chicago.

Kostopulos explained that it would be dependent on the fee structure arrangement. With technology, many things can be done virtually. Travel is also only charged one hour each way of travel.

VanKlaveren added that this should be taken with a grain of salt since he is a police officer, but Ancel Glink represents Silvis and has no issues there. He added that he doesn't know why we aren't assigning investigators from the departments. There are some really good number twos that could compile the information and create a report as well. There are trained investigators who do internal investigations all the time. Maybe this needs to be a third party but wanted to open it up for discussion.

Vitas recommended it being an outside, third party, because the board is too close. We are not investigating, we are conducting an assessment of personnel. Vitas added that he doesn't know what the results will be and would rather be distant from that.

Kostopulos added that investigators are law enforcement experts, these are likely employment issues which require employment experts. There is a different approach taken by law enforcement perspective and have respect for what law enforcement does but it is different doing an assessment from an employment perspective. She added that they do use all resources that are available so if there can be collaboration, that would be great.

VanKlaveren added that they are not just law enforcement, but also behavioral experts. He added that he ran a dispatch center for four years and know the behaviors, relationships and issues.

Vitas recommended that VanKlaveren be the lead on the project.

Ramsey asked what the collaboration would look like. Could there be aspects that law enforcement could handle and help with. He added that the survey could be done by law enforcement as well and meet with people.

Seiver asked if doing it locally with local knowledge, communities would give investigators an advantage over external, non-affiliated. He asked if one approach has an advantage vs. savings. He also questioned how you marry the two sets of observations. He mentioned the accountability of the final product, if it is a hybrid.

VanKlaveren added, he doesn't know and doesn't know the whole scope of this. He mentioned that he thinks the board is missing some steps and should try to do some damage control ourselves. If we then exhausted all means, then bring in a third party.

Seiver asked if doing that approach, we need to be able to clarify the scopes of internal and an outside firm. We would need to make sure nothing overlaps but also doesn't leave any gaps. It also needs to be marriable and actionable. The board's goal is to determine the actionable items and responsibilities. There needs to be a certain set of fresh eyes for parts of it.

Johnson added, he agrees with VanKlaveren that a lot of work can be done through the people sitting on the board before moving to the next level of having someone else come in. There are a lot of things left undone by the four law enforcement agencies.

Rothert added that we do not have the luxury of time to see if something works or not. The communications that the board has received shows that these issues need to be addressed now. We do have good talent that can look into things but going with an outside firm, meets the same energy and urgency that there is a problem and coming to them with an outside firm that has the legal aspect and employment aspect, really shows to them that we are serious about addressing this issue. He added that he is in favor of outsourcing a third party.

Leibovitz added that we do have the talent within our chiefs and agree with Mark that time is of the essence. He

added that he is looking at the budget and trying to figure out how it would be paid for but understands that we need to come to a resolution. He mentioned that he is still open to it.

Vitas asked for confirmation that Leibovitz would be in favor of integrating with local law enforcement.

Leibovitz added that his concern is time, time is of the essence.

Vitas mentioned that the decision can not be made based on money. We are losing money every time we train and lose a dispatcher.

Ramsey asked how many people from the firm would be working on this project.

Kostopulos shared that there are additional resources, but would like to focus a small group for efficiency. If additional people are needed to expedite, there are additional people. Kostopulos agreed that there are resources with law enforcement that could be combined with Ancel Glink resources to maximize the project and efficiency. She added that the client defines what is wanting to be accomplished, then work together to achieve the goals. It is great to have the resources that we already have.

Rothert asked about a rough estimated timeframe.

Hall explained that it would take 4-6 months, but may be milestones to provide more information that way everyone knows how the process is going. Meetings can be done virtual or in-person.

Kostopulos added that it includes time for employees to respond and the coordination. They would focus on the 4-months as opposed to the 6-months. The end goal is to have it done quickly but there needs to be realistic expectations.

Leibovitz mentioned that the end goal is to retain employees, create a positive culture and attract new employees that want to stay.

Kostopulos added that the culture starts to change, the minute that you start doing this. People appreciate that you are spending your time and resources trying to figure things out.

Seiver mentioned that the board will have things that need to be acted upon, in parallel to the process.

Vitas agreed and added that we need to manage the outcome. Vitas asked for a motion to retain Ancel Glink services. He added that someone will also need to lead the effort, and suggested VanKlaveren.

VanKlaveren expressed that he is available for whatever is needed.

Seiver suggested a collaboration between VanKlaveren and Rothert. This brings representation from the public safety side and the city administration side. It also brings in two different communities.

Leibovitz asked how the previous QCOMM Director will be involved.

Vitas responded, that he thinks that is passed.

Mark Rothert made a **motion to contract with Ancel Glink**. Jerry Leibovitz seconded the motion. Vitas noted for the motion, Rothert and VanKlaveren will co-chair the effort with Margaret (Kostopulos) and Mysi (Hall) to bring back results to the board over the next 4 months. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, and Vitas; nays: none.

7. Public Comment –

Vanessa Larson, Union Steward representing QCOMM, employees are requesting that the the board be aware that currently, time off requests are not allowed. They are saying we do not have the staff for it however, there are

volunteers for it. It is not being allowed to be covered by volunteers. There is also a grievance for it.

Angie Gillette added that they are very dire.

Vitas thanked them for bringing this to the board's attention.

Seiver added that at the ETSB meeting, the board took action to formally communicate back with the dispatchers through a letter, in regard to the problems and frustrations and the potential impact of public safety due to the CAD software problems. There have been file tickets reported with Central Square with a variety of crashes and problems. Different dispatch centers are experiencing different problems. Central Square has been unsuccessful in resolving those and identifying the issues. There were two actions that were indicated. One is to begin additional direction on Central Square to force their hand to resolve the issue and to acknowledge to the dispatchers that they are being heard.

Vitas noted that he has been hearing of Central Square issues for four years.

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. Steve Seiver made a motion to go into executive session. Jerry Leibovitz seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, and Vitas; nays: none.

QCOMM911 Board convened in Executive Session at 10:02 a.m.

QCOMM911 Board reconvened in Open Session at 10:30 a.m.

9. Action from Executive Session –

Seiver noted that ETSB, wrote a policy of encourage to get line dispatchers exposed to the state conference in Springfield, every fall, Illinois Public Safety Telecommunicator Association. ETSB is making available, some scholarships/ sponsorships.

Ryckeghem shared that there are two spots filled, Margo and Nick. There are a lot of good vendors and classes.

10. Adjournment - Having no further business to discuss, Mark Rothert made a motion to adjourn. Steve Seiver seconded that motion, all in favor, the motion passes and the meeting is adjourned at 10:33 a.m.