



# MINUTES

## QCOMM911 BOARD

### MEETING

Wednesday, November 9, 2023  
8:30am

#### Present

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

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

QCOMM911 Director: Scott Ryckeghem

Others: Margo Sparbell- QCOMM, Stacey Houzenga- QCOMM, Chief Gault-  
Moline PD

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1. Meeting Called to Order- Chief VanKlaveren called the meeting to order at 8:30am
2. Roll Call of Members- All of the above members were present with Chief Johnson absent.
3. Approval of Minutes- Steve Seiver made a motion to approve the Minutes from the November 9, 2023 Regular Meeting. Bob Vitas seconded, all in favor, the motion carries.
4. QCOMM911 Staffing- Director Ryckeghem reports that there are currently 22 TC's, 4 trainees, a Training Coordinator, and 2 Admin. As of Friday, we had lost one trainee as a result of a mutual decision to part ways. At shift change on Oct 1, staffing should be at 8 on first shift, 8 on second shift, and 6 on third.
5. QCOMM911 Operations- Director Ryckeghem reports that CAD calls for service for September 2023 were 10,369, which was up from 9,987 in 2022 and 9,808 in 2021. CAD calls for service in October 2023 were 10,794, which was up from 9,573 in 2022 and 9,558 in 2021. The Rapid SOS purchase upgrade was approved and we will now be able to see the locations of body cams on the screens. We are aiming to start taking the Coal Valley/Coyne Center/Reynolds Fire calls on December 12<sup>th</sup> before the holidays and vacations start. We have tested the area and there is good radio coverage. Fees for next year will be reevaluated. We assisted the Arsenal 4 times for a total of 18 hours and 4 total calls. There will be a meeting to discuss reimbursement for the hours used. They are also looking to utilize Stacey for some training.  
Chief Gault asked in the Arsenal intended to provide QCOMM with any indemnification during the time that we are covering their unfilled shifts. He stated that in the past, the Arsenal refused to sign any Mutual Aid Agreements. If a Dispatcher were to make a mistake, would we be covered? Director Ryckeghem stated that he will reach out to legal.
6. QCOMM911 Expenses- Director Ryckeghem reports combined expenses for September and October 2023 at \$28,099.73. He noted that expenses were higher as they reflected payments for rent and the auto

renewal for Power DMS. Director Ryckeghem also reports that all Quarter 4 invoices have been received and deposited, Q1 invoices will be sent out the week of December 4<sup>th</sup>. Current account balances, as of 11/01/2023, are \$1,216,921 for all accounts. Bob Vitas made a motion to approve expenses, Steve Seiver seconded. A roll call vote was held with all members voting aye and the motion carries.

7. Public Comment- Chief Gault attended a meeting for training and implementation of CESSA and expressed continued concerns that Dispatchers will be responsible for risk assessment when receiving mental health calls. Chief Gault will keep the Board updated with future concerns and updates.

8. Other- Director Ryckeghem introduced Stacey Houzenga, who assumed duties as the Training Coordinator and is doing a fantastic job. Director Ryckeghem also introduced the meeting schedule for 2024 as the following: January 10, March 13, May 8, July 10, September 11, and November 13. The meetings will take place bi-monthly on the second Wednesday of that month at 9:00am.

9. Executive Session- None

10. Action from Executive Session- N/A

11. Adjournment- Having no further business to discuss, Steve Seiver made a motion to adjourn, Bob Vitas seconded, all in favor, the meeting was adjourned at 8:52 am.