



MINUTES

QCOMM911 BOARD SPECIAL MEETING

Wednesday, April 9, 2025
9:00 am

Present

City/Village Administrator: Steve Seiver, Milan
Mark Rothert, East Moline (Absent)
Bob Vitas, Moline
Jerry Leibovitz, Silvis (Arrived at 9:28 a.m.)

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 9:55 a.m.)
Stacy Houzenga, QCOMM (Departed at 9:55 a.m.)
Shawn Johnson, Milan (Departed at 9:55 a.m.)
Cindy Parchert, QCOMM (Departed at 9:30 a.m.)
Jennifer Martinson, Lauterbach & Amen, LLP. (Departed at 9:30 a.m.)

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

2. **Roll call of members** - All of the above members were present with Mark Rothert and Chief Regenwether absent and Jerry Leibovitz arriving at 9:28 a.m.

3. **Approval of Minutes** - Steve Seiver made a motion to approve the regular session minutes as well as the executive session minutes from the February 19, 2025 Meeting. Chief VanKlaveren seconded the motion, all in favor, the motion passes.

4. **QCOMM 911 Expenses** – Director Ryckeghem provided the expense report, check report and budget report. All quarter two invoices have been paid and deposited.

Balances as of April 1, 2025:

Accounts Payable: \$200,000.00

Insurance Claims: \$111,992.15

Pooled Cash: \$1,289,440.84

Total for accounts: \$1,601,432.99

Jerry Leibovitz made a motion to approve the QCOMM 911 Expenses, Steve Seiver seconded the motion, all in favor, the motion passes.

5. **Audit Status Report** – Jennifer Martinson, Lauterbach & Amen presented the 2023 audit. The goal of the audit is to be able to provide an opinion of the financial statements. An unmodified opinion has been issued. A few key areas of the audit include:

- (Page 4) The **Management's Discussion and Analysis** which is a narrative summary that touches on the

- key highlights and compares previous year to current year.
- (Page 9) **The Statement of Revenue, Expenses and Change in Net Position** includes a decrease of approximately \$139,000 with ending that position at \$477,579. Total operating revenues totaled \$2.9 million. A breakdown of the municipalities are included on page 14.
- (Page 28) **Budgetary Comparison Schedule** includes the comparison for budget to actual for the year.
- **Management Letter** includes a couple of policies to consider which include an Investment Policy and a Capital Asset Policy. The last two pages include the GASB (Governmental Accounting Standards Board) statement that are coming out over the next few years.

Steve Seiver made a motion to approve the Audit Status Report, Chief VanKlaveren seconded the motion, all in favor, the motion passes.

6. IRS Penalty (Milan) Status Report – Cindy Parchert, Finance Director of QCOMM, provided an update on the IRS issue from 2021. Parchert shared that QCOMM received an IRS notice that the first quarter of 2021 had not filed a 941-tax return. We had under paid the taxes by (approximately) \$16,000. A refund was provided for a \$16,000 tax which was applied by the wrong quarter. The penalties made up the balance for the amount that needed to be paid. We have just been made aware of the need of the 941- form. Parchert added that she thinks this problem is behind us now but we do not know for sure. The IRS was sending notices but QCOMM was not receiving them.

Vitas asked if this is reflected anywhere in the audit.

Martinson explained that it will be noted that the liability is cleared for 2025. It will be included on next year's audit as a liability since the payment happened in 2025.

Chief Ramsey mentioned that one of the benevolent associations had a similar problem and they were able to get the fees waived.

Parchert noted that they did receive a refund but didn't recall the amount.

VanKlaveren asked for confirmation that there should not be any additional penalties.

Parchert noted that to her knowledge, all the 941's are in now but if they find another that was not filed, there would be penalties.

Seiver added that, at that time, he approached the board when the refund was returned and asked if the refund could be applied to the Village and the board said no.

Vitas shared that Parchert can come back to the board at the next meeting to get a clear understanding.

VanKlaveren asked for confirmation that QCOMM is not paying for the fines since it wasn't a QCOMM issue.

Seiver added that it was a QCOMM issue due to the intergovernmental agreement that Milan agreed to provide services until QCOMM was fully developed. He added that it was a Milan problem but there were a number of processes that were not established.

Parchert agreed that she will come back with clearer, broken down numbers.

VanKlaveren added that he doesn't believe QCOMM should be liable.

Parchert added that the manner in which the IRS notifications were handled is highly suspect.

7. Budget Report - Director Ryckeghem noted that in account 6200, the yearly RACOM was taken out of the wrong account but has been fixed.

Steve Seiver made a motion to approve the Budget Report, Jerry Leibovitz seconded the motion, all in favor, the motion passes.

8. **QCOMM 911 Staffing** – Director Ryckeghem shared an update on staffing. There are currently twenty full-time TC's, three in training, one of those is a lateral hire. Two of the three should be done by May. That will put us with minimum staffing for every shift. There are still temporary dispatchers that have been helping fill some gaps in the schedule. The hope is that the 12-hour shift will help increase the laterals. There is an open testing session currently and pending the results, interviews will be conducted. There is one new hire that is going through the background phase.

Stacy Houzenga, Training Coordinator has been working an 11:00-3:00 in her position and 3:00-7:00 on the floor to help fill gaps in staffing. As open shifts are filled, she will be pulled back to her position.

The plan is to continue working to a staffing level that will allow us to look at 12-hour schedules.

9. **QCOMM 911 Operations** - Director Ryckeghem provided an update on operations. The calls for service from January through March 2025 totaled 33,787, up 5.41% from last year. Phone calls in/out from January through March 2025 totaled 40,094, down 9.69% from last year.

The **LEADS Audit** was returned from the State, this began back in May of 2023. On March 6, 2025, we received a letter from the state, advising that QCOMM was in full compliance in all applicable areas of LEADS/NCIC rules, policies and procedures.

Training/Education/CAD – Director Ryckeghem and Sparbel attended the regional disaster training on the 25th of March in Bettendorf. They talked about issues with public health and emergency management.

Director Ryckeghem also shared that he attended a RapidSOS program in DeKalb along with Sparbel and Wayne Mooney. This was an informative meeting that went through existing functions that RapidSOS is offering, along with a focus group discussion asking what PSAPs throughout the state are looking for in the future. RapidSOS are coming up with some AI things to assist with Administrative phone calls.

There will be an active shooter training June 23-27. This training will involve police, fire and dispatch. The plan would be to filter in some QCOMM staff but that will be based on staffing. This training has been done for the last couple of years but this is the first year they have wanted dispatch fully involved. Houzenga is working with them on the details.

A new training manual is in the works, along with updating and reformatting the operational procedures, along with adding additional procedures to accommodate some of the agencies who are rapidly changing.

Audits of the fire run cards have been done across all nine of the fire agencies. Houzenga has created a recurring report that will send the run cards to the agency contacts on a quarterly basis for their review.

Moline Second Alarmers have been taken off of all run cards. The volunteer air supply group is no longer operating under the City of Moline. The Coal Valley Fire Department is in the process of working them into their organization to function in the same capacity with whomever they get mutual aid agreements with.

Vitas added that the Moline Second Alarmers were going to Henry, Mercer and Rock Island Counties with City equipment that the City pays for along with the fuel. There were three issues with the partnership. One was the liability. Cost was another and other MABAS units didn't want to pay. Lastly, the fire department is working on accreditation and this partnership could prevent the fire department from being accredited.

Director Ryckeghem shared that employees have been complaining about CAD locking up. Houzenga opened a ticket with CentralSquare. Houzenga shared that they believe it has to do with the map and name cards. There are also issues with the fire reporting software. All of the data is correct in CentralSquare but it is not once it reaches the secondary system. Seiver shared that there is a five-year contract which is going into the fifth year. It took a year and half to convert over from one product line to another and get live. QCOMM staff will continue to work through the issues.

10. Lease Agreement QCOMM & Village of Milan –Seiver shared that the Milan Village Council voted on Monday night to approve the lease agreement. Seiver added that if the board has any requested changes, the agreement would need to go back for approval.

Vitas noted that the agreement lightened up on the 5th bullet with the electrical.

Seiver added that they did not see that as being practical.

Vitas asked if the agreement should be brought back in draft form at the next meeting.

Seiver noted that it is up to board, the board can authorize Bob to sign it. There are changes to the monthly billing versus quarterly. There has been no adjustment for the amount. It continues that way for the next year. Christine Carey is on the 3rd floor, in the event that the ETSB would no longer need that space, it would be inherited by this contract. Conversely, the training room on the 2nd floor can be used by QCOMM if available. That is not included in the agreement but it doesn't change.

Chief Ramsey made a motion to accept the terms of the lease agreement and the Board Chair to execute it with the Village of Milan, Leibovitz seconded the motion, all in favor, the motion passes.

11. Other Business - None

12. Public Comment - None

13. Executive Session

QCOMM911 Board convened in Executive Session at 9:55 a.m.

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

14. Action from Executive Session - None

15. Adjournment - Having no further business to discuss, Steve Seiver made a motion to adjourn at 10:10 a.m.