

Rock Island County Emergency Telephone System Board

405 1st Street E • Milan, IL 61264 • 309-787-8785

AGENDA

EMERGENCY TELEPHONE SYSTEM BOARD OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, January 6, 2026, 10:00 a.m.

Rock Island Police Department
First Floor Community Room
1212 Fifth Avenue
Rock Island, Illinois

1. Approval of the December 2, 2025 Minutes – Chairman Seiver
2. Financial Reports – Christine Cary, Bi-State
 - a. ETSB Investments – Nick Camlin, Rock Island County Treasurer
3. PSAP Reports – PSAP Managers
4. Secondary PSAP Reports – AMT EMS & Medic EMS
5. Technical Report – Rich Schipper & Wayne Mooney, Bi-State
 - a. CentralSquare Open Tickets
6. Other Business
 - a. Motorola FLEX Presentation – Maggie O'Brien, Motorola Solutions, Inc.
 - b. Call Handling Software – Chairman Seiver
7. Public Comment
8. Adjournment

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Next Meeting: February 3, 2026 at 10:00 a.m. at the Rock Island Police Department

A cooperative effort of our public safety agencies in Rock Island County

MINUTES

EMERGENCY TELEPHONE SYSTEM BOARD OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, December 2, 2025, 10:00 a.m.
Rock Island Police Department
Community Room
1212 5th Ave
Rock Island, Illinois

BOARD MEMBERS PRESENT: Beswick, Gault, McCloud, McMaster (Present Via Zoom), Meyers, Ramsey, Seiver, VanKlaveren

BOARD MEMBERS ABSENT:

OTHERS PRESENT: Chris Johnson, Derek Radosevich, Milan Police Department; Jerry Sottos, Moline Fire Department; Stacy Houzenga, QComm; Chelsea Noe, Rock Island Arsenal; Kirk Pattison, Jamie Morris, Rock Island Police Department; Tom Helbing, FirstNet; Brian Youngren, RACOM; Gene Karzin; Nick Border, Unity Point; Paul Andorf, Medic EMS; Jim Uskavitch, Rich Schipper, Wayne Mooney, Norm Goetz, Christine Cary, Bi-State Regional Commission

1. Approval of the November 4, 2025 Minutes. Gault moved that the minutes of the November meeting be approved as presented. Meyers seconded, and the motion was approved.
2. Financial Reports. Cary distributed the December Accounts Payable totaling \$115,502.64. She noted the largest expenditure this month was for Year 2 of the RapidSOS Premium subscription. McCloud moved that the December accounts payable be approved for payment. Ramsey seconded, and the motion was approved unanimously by roll call vote. The following financial report was presented:

POOL Balance:	\$ 731,000.00
Checkbook Balance:	\$ 396.13
PFM LT Investments:	\$ 2,954,000.00
BH LT 9-Month CD:	\$ 500,000.00
 TOTAL Monies:	 \$ 4,185,396.13
 Nov. Surcharge:	 \$ 149,149.39

- a. RMS Monthly Billing. Cary reported that the addition of a third IT employee will result in an increase in the RMS monthly billing. She recommended deferring the increase until April 2026, which aligns with the start of ETSB's new fiscal year, and continue to bill RMS for two IT employees through March 31. Gault moved to defer the billing increase until April 2026. McCloud seconded, and the motion was approved unanimously by roll call vote.
- b. Budget. Cary reported that as of November, ETSB has expended 37.1% of the FY26 budget, which remains below the benchmark of 66.6%. She noted this is expected and is primarily due to the timing of the ProSuite renewal scheduled for February. Once that payment is applied, overall expenditures will increase significantly and fall closer to the anticipated year-to-date range.
- c. Long Term Investments. Cary reported that Treasurer Camlin provided a written report on ETSB's long-term investments accounts. The report showed projected interest earnings of \$16,114.06 from the Blackhawk CD and \$64,541.56 from PFM Illinois Trust. She noted that Treasurer Camlin will be at the January meeting to review our investment portfolio.
- d. Blackhawk Credit Card. Cary requested Board approval to issue a Blackhawk credit card for Norm Goetz and recommended a \$15,000.00 limit. Gault moved to approve the credit card. VanKlaveren seconded, the motion was approved unanimously by roll call vote.

3. PSAP Reports.

- a. County – Meyers reported that they are at full staff. She noted ongoing issues with transfers to Scott County dropping. Schipper stated IT would follow up with INdigital regarding this issue.
- b. Rock Island – Pattison stated they are fully staffed and are in the process of establishing a hiring list. He further noted that they experienced 25 CAD crashes last month.
- c. QComm – Johnson reported they have 17 TCs fully trained, two in training, and two expected to onboard later this month or early next month.
- d. Arsenal – Noe reported they remain at six staff members and received a signed exception of policy to hire two more now and two after that. She also noted they are finally receiving pay.
- e. SECC – No report.

4. Secondary PSAP Reports.

- a. AMT EMS – No Report.
- b. Medic EMS – Andorf reported that Jill Whitselt is retiring after 39 years of service. There will be a retirement party starting at 3:30 p.m. on December 19 at SECC.

5. Technical Report.

- a. Open CentralSquare Tickets – Mooney reported 20 QComm crashes in the past month, noting that the trend has continued to decline over the last three months. Dispatchers are consistently logging and submitting crash data to CentralSquare, and he stated that CentralSquare has been responsive in analyzing the information. He added that several issues identified through recent tickets are now being addressed by CentralSquare engineering. Mooney also noted an incident involving the CAD server becoming unresponsive, which affected users and required a restart of CAD mapping. VanKlaveren asked whether CentralSquare was focusing solely on QComm, given that Rock Island experienced 25 crashes this month. Schipper stated that all CAD crashes are being addressed, regardless of agency. Gault asked whether other systems are experiencing similar issues. Houzenga reported that she has checked with other agencies, and they are not encountering the same volume of crashes. Seiver added that CentralSquare has acknowledged other clients are experiencing crashes as well. Houzenga suggested that the volume of map layers in CAD may be contributing to the issues. She noted she is conducting an audit and will recommend removing inconsequential layers. Schipper stated that the preliminary takeaway is that the system may be using too many layers and invited Houzenga to participate in the CentralSquare meeting on Monday to discuss this further.
- b. Atlas Map Demo – Mooney stated CentralSquare provided a demo of their Atlas mapping product. He stated that while the product looked promising, it is currently deployed to only one agency, and its limited rollout makes it premature to consider adopting at this time. He noted that the re-architecture option discussed with CentralSquare may offer a more viable solution to the current mapping issues.
- c. CJIS – Mooney reported that they continue to work with NINJA to deploy BitLocker, which will provide drive encryption. He also noted that they are testing NINJA's ticketing system, as they have not previously had a formal system for ticket submission. The system includes a user-friendly feature that simplifies reporting issues. Schipper added that dispatchers will be able to click an icon to open the ticketing system, where they will only need to enter their email and a brief description of the issue. The system will automatically capture a screenshot of the problem and the current system configuration to assist with troubleshooting.
- d. INdigital Demo – Schipper stated the ETSB contract with Solacom through INdigital expires in the first quarter of 2027. He reported that INdigital will host a demo of their new product, Ryzylant, on December 11 at the Camden Center from 9:00 a.m. to 2:00 p.m. Schipper asked that anyone planning to attend RSVP, so he can provide an accurate headcount for the lunch that will be provided.

6. Other Business.

- a. QCGIS Contract – Cary stated the QCGIS contract is up for renewal. The contract reflects their continued work on NG911 boundary requirements, MSAG updates and corrections, review of wireless traffic plans, CAD updates, and related tracking. She noted that the not-to-exceed amount remains at \$4,200, and their hourly rate has not increased. Cary commented that QCGIS is excellent to work with and consistently maintains a high standard. Gault moved to authorize the Chairman to renew the QCGIS contract. Beswick seconded, and the motion was approved unanimously by roll call vote.
- b. CESSA – Meyers reported that QComm and RICO PSAPs must meet the CESSA training requirements by December 15. She stated that Adam Sowell has authorized moving forward with Protocol 41. Meyers noted ongoing reluctance to transfer calls to 988, citing concerns about the standard of care provided after the transfer. She explained that Houzenga forwarded a recent call she transferred to 988 to Alicia Atkinson, the State 911 Administrator. The call has prompted further discussion at the state level regarding how 988 handled the caller. Meyers reported that QComm and RICO PSAPs are part of the first cohort and will be transferring their 988 calls to Centerstone exclusively. She emphasized that Bobby Leebold is available to meet with any agency to discuss Mobile Crisis Response. Finally, she noted that the next Sub Sub Regional Committee meeting will be held at the EMA on December 12 at 9:00 a.m.

7. Public Comment. VanKlaveren introduced Gene Karzin as his replacement, noting that Karzin will begin on January 5. Gault recognized VanKlaveren's retirement after ten years as Chief, expressing appreciation for his leadership and contributions. He stated that VanKlaveren will be missed and acknowledged the significant work he has accomplished during his tenure. VanKlaveren stated that many changes lie ahead, and that it has been a pleasure to serve on the Board. Seiver also thanked him for his service and dedication to ETSB.

8. Executive Session. At 10:38 a.m., Gault moved that the Board enter executive session to discuss appointment, employment, compensation, discipline, performance, or dismissal of specific employees (5ILCS 120/2c (1)). VanKlaveren seconded, and the motion was approved. The meeting adjourned to executive session at 10:42 a.m. The consensus was to return to open session at 10:54 a.m. The following action was taken as a result of the executive session.

- a. Action from Executive Session. Seiver opened the session at 10:54 a.m. VanKlaveren moved to accept Mooney's review and merit increase as presented. Gault seconded, and the motion was approved by roll call vote. It should be noted that McCloud had to leave during executive session and did not vote.

9. Adjournment. The meeting adjourned at 10:56 a.m. The next monthly meeting is scheduled for Tuesday, January 6, 2026, at 10:00 a.m. at the Rock Island Police Department.

Respectfully submitted,



Jeff Ramsey, Secretary
Emergency Telephone System Board