

MINUTES

EMERGENCY TELEPHONE SYSTEM BOARD
OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, January 6, 2026, 10:00 a.m.
Rock Island Police Department
Community Room
1212 5th Ave
Rock Island, Illinois

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

BOARD MEMBERS ABSENT: Beswick

OTHERS PRESENT: Derek Radosevich, Milan Police Department; Chris Johnson, QComm; Chelsea Noe, Rock Island Arsenal; Kirk Pattison, Jason Kratt, East Moline Police Department; Tom Helbing, FirstNet; Nick Camlin, Rock Island County Treasures Office; Stacey Bollinger, SECC; Paul Andorf, Medic EMS; Jim Uskavitch, Maggie O'Brien, Brian Bullock, Dominick Storelli, Tom Long, Motorola Solutions, Inc; Wayne Mooney, Norm Goetz, Christine Cary, Bi-State Regional Commission

1. Approval of the December 2, 2025 Minutes. Seiver stated there was a correction to the December minutes as there was a name spelled incorrectly. Gault moved that the revised minutes of the December meeting be approved as presented. Meyers seconded, and the motion was approved.
2. Financial Reports. Cary distributed the January Accounts Payable totaling \$145,914.96. Notables were the Texty and Mobiles annual subscription fees. McCloud moved that the January 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:	\$	623,000.00
Checkbook Balance:	\$	244,774.90
PFM LT Investments:	\$	2,954,000.00
BH LT 9-Month CD:	\$	500,000.00
TOTAL Monies:	\$	4,321,774.90
Dec. Surcharge:	\$	149,035.04

- a. Budget. Cary reported that as of the end of the third quarter, ETSB remains within budgetary expectations. She noted that following the February payment cycle, projected expenditures are expected to more closely align with actual costs, and most revenue sources are tracking as anticipated. Overall, ETSB continues to maintain a strong financial position with no budget amendments at this time. Ramsey moved to approve the budget as presented. Meyers seconded, and the motion was approved by voice vote.
- b. Investments. Treasurer Camlin provided the Board with an update on ETSB investments. He reported that the CD is projected to earn \$16,114.06 in interest. In December, interest earned on the IIIT account totaled \$74,182.99, for a combined projected interest total of \$90,297.05. He noted that had the funds not been invested, total interest earnings would have been approximately \$76,807.44. Treasurer Camlin further advised that since the investment accounts were opened, the Federal Reserve has reduced interest rates, with the IIIT rate decreasing from 4.2800% to 3.7800%. He stated that he is monitoring another fund tied to the bond market as a potential option to help maintain higher returns. Seiver requested that Treasurer Camlin obtain CD rate quotes for the Board's consideration at the next meeting. Gault moved to accept the Treasurer's report. Meyers seconded the motion, and it was approved by voice vote.

3. PSAP Reports.

- a. County – Meyers reported that they are status quo.
- b. Rock Island – Pattison reported that they are fully staffed; however, Melissa Evans will be retiring effective January 16, and interviews to fill her position will begin next week. He further noted that they continue to experience CAD crashes, which appear to be related to name cards, map sizing, and running pass-along reports.
- c. QComm – Johnson reported one trainee has completed training and is now working independently, bringing the total staffing to 18. He noted that one additional trainee is currently in training, and they anticipate starting a few more next week. He further stated that he would like to start scheduling interviews over the next few weeks to fill the remaining vacancies.
- d. Arsenal – Noe reported they remain at six staff members fully trained. She stated the exception to policy to hire has been approved; however, they are still submitting paperwork for candidate selection. She expressed hope that a new employee will be chosen by the next meeting and ready to begin. She further noted there have been no QComm transfers, and that they are not experiencing the random CAD crashes that other PSAPs have reported.
- e. SECC – Bollinger reported they had one resign during the holidays, leaving eight vacancies. He stated they are currently reviewing applications from the posting period that remained open through December.

4. Secondary PSAP Reports.

- a. AMT EMS – No Report.
- b. Medic EMS – Andorf reported everything was fine.

5. Retirement.

- a. Seiver acknowledged that Chief Johnson retired on December 31, 2025, following 25 ½ years of service with the Milan Police Department, and noted that he is currently serving as Interim Director at QComm. He also welcomed Derek Radosevich as the new Milan Police Chief.

6. Technical Report.

- a. Open CentralSquare Tickets – Mooney reported they are still continuing weekly meetings with CentralSquare regarding the CAD crashes. In the last month, they have seen a spike at RICOMM. CentralSquare suggested dispatchers reboot their computers between every shift. They are also testing to see if it may be the graphic cards.
- b. ProQA – Mooney stated a ProQA update was completed in December.
- c. Ryzyliant – Mooney reported INdigital put on a demo for Ryzyliant at the Camden Center on December 11.
- d. CAD Crashes – Gault expressed concern that the CAD system crashes have not improved, stating that the situation is unacceptable, and that the Board should consider potential legal action. Mooney noted that it is difficult to determine whether the numbers accurately reflect the issue, and it is unclear whether all crashes are being logged. He reported that QComm trends appear to be improving, while RICOMM continues to experience issues, some related to pass-through reports. Gault thanked the dispatchers for continuing to work through these challenges and expressed appreciation for their understanding as efforts continue to resolve the issues. Seiver suggested that further discussion occur in closed session, as the matter may involve potential legal action. Ramsey asked whether similar issues occurred in 2021, to which Noe responded that there were problems during the initial implementation period. Seiver stated that CentralSquare acknowledged a major system update in April, which coincided with the increase in crashes. CentralSquare has indicated that other agencies have experienced CAD crashes, though not to the same extent, and they have been unable to identify why the impact has been greater for us. Seiver also noted that PCs were replaced at RICOMM recently, which could be a contributing factor. Gault added that customer service from CentralSquare has also been an issue, noting that Twin State has been unable to obtain responses regarding the Skydio API. Seiver stated that he has lost confidence in CentralSquare's ability to resolve the problem, and

noted that the contract is renewed annually, meaning the Board is not locked into a long-term agreement. Seiver asked about the process for evaluating a new CAD system. Gault suggested that each agency designate a representative to serve on a committee. Seiver asked Meyers and McCloud to lead the committee; both agreed and stated they would begin recruiting non-Board members to participate. McCloud asked who serves as legal counsel for these matters. Seiver responded that John Kelly of Ottosen, DiNolfo, Hasenbalg, & Castaldo, Ltd. serves as legal counsel. McCloud suggested holding a closed session at the next meeting and inviting him to attend.

7. Other Business.

- a. Motorola Flex Presentation – Storelli, Area Sales Manager with Motorola Solutions, Inc., introduced himself and the rest of the team. He noted that transitioning to a new system can be challenging and emphasized the value of telecommunicators participating in live training environments or visiting agencies currently using the system. Bullock explained that Motorola Solutions has a strong history of acquisitions and continuous product enhancement, with Flex having more than 40 years of experience in the public safety space. He noted the platform utilizes a subscription-based pricing model with a flat rate over five years to support predictable budgeting. The Flex cloud environment includes a Cad Web Client, CommandCentral Map, CC Responder CAD, Agency Alerting, and Public/Private Incident Collaboration. The RMS cloud features include multi agency sharing and historical data sharing. Flex offers more than 20 core modules and over 20 add on-modules. O'Brian provided an overview of Motorola's call-handling software, including VESTA and VESTA NXT. VESTA NXT is cloud-based, includes translation and AI assist features, and can be used as a backup solution. Motorola also offers hands-on demonstrations at their experience center in Chicago, where telecommunicators can take 911 calls in a simulated training environment. Chief Gault asked whether the County could be viewed as a single agency despite operating four separate PSAPs. Long responded that approximately half of Motorola's customers are counties with multiple PSAPs and are typically treated as a single agency. He explained that implementation would begin with a discovery phase and an in-depth business process review. Storelli added that Motorola would work with any third-party vendors to ensure system interoperability. McCloud asked about the typical implementation timeline, and Long stated it is approximately eight months. Chief Gault also asked whether Flex is off-the-shelf or customizable. Long explained that the system is off-the-shelf, with customization limited to appearance and the addition or removal of modules. Chief Gault stressed the importance of clearly communicating to staff that future CAD systems must be used as designed, without additional customization. Seiver asked whether the CAD/RMS suite can integrate with call-handling software other than VESTA, and Motorola confirmed compatibility with third-party call-handling solutions. O'Brian stated she would provide contact information for current customers using Motorola's products.
- b. Call Handling Software – Seiver stated that INdigital presented a demonstration of their Ryzylant call-handling software at the Camden Center and noted that there are several viable alternatives to Solacom. He emphasized that, as the Board considers a transition to new software, it will be important to evaluate the advantages and disadvantages of premise-based versus cloud-based solutions. Seiver also noted that INdigital has been responsive, and that they thoroughly vet, support, and stand behind the vendors with whom they partner.

8. Public Comment. None.

9. Adjournment. The meeting adjourned at 11:35 a.m. The next monthly meeting is scheduled for Tuesday, February 3, 2026, at 10:00 a.m. at the Rock Island Police Department.

Respectfully submitted,



Jeff Ramsey, Secretary
Emergency Telephone System Board