

# Emergency Telephone System Board of Rock Island County

---

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

## AGENDA

### EMERGENCY TELEPHONE SYSTEM BOARD OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, April 7, 2026, 10:00 a.m.

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

1. Approval of the March 3, 2026 Minutes – Chairman Seiver
2. Election of Slate of Officers for 2026-2027 – Chairman Seiver
3. Financial Reports – Christine Cary, Bi-State
  - a. FY27 Budget
4. PSAP Reports – PSAP Managers
5. Secondary PSAP Reports – AMT EMS & Medic EMS
6. Technical Report – Rich Schipper, Wayne Mooney, Norm Goetz, Bi-State
  - a. CentralSquare Open Tickets
7. Other Business
  - a. CentralSquare API Renewal – Christine Cary
8. Public Comment
9. Adjournment
10. Executive Session – Pursuant to 5 ILCS 120/2(c)(11) to consult with the Board's attorney regarding pending litigation.

Next Meeting: May 5, 2026 at 10:00 a.m. at Milan Village Hall

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

MINUTES

EMERGENCY TELEPHONE SYSTEM BOARD  
OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, March 3, 2026, 10:00 a.m.  
Rock Island Police Department  
Community Room  
1212 5<sup>th</sup> Ave  
Rock Island, Illinois

BOARD MEMBERS PRESENT: Beswick, Champion, Gault, McMaster, Ramsey, Seiver

BOARD MEMBERS ABSENT: Karzin, McCloud, Meyers

OTHERS PRESENT: Darren Hart, Mike Prine, Rock Island County Sheriff's Office; Derek Radosevich, Milan Police Department; Chris Johnson, QComm; Kirk Pattison, RICOMM; Jamie Morris, Rock Island Police Department; Jon Briggs, Rock Island Fire Department; Jose Vargas, Silvis Police Department; Justin Lemkey, AMT; Jim Uskavitch; Tom Long, Maggie O'Brien, Motorola Solutions, Inc; Brian Youngren, RACOM; Brian Smith, TwinState; Jerry Sotos, Moline Fire Department; Nick Border, UnityPoint Health Trinity; Rich Schipper, Wayne Mooney, Norm Goetz, Christine Cary, Bi-State Regional Commission

1. Approval of the February 3, 2026 Minutes. Gault moved that the minutes of the February meeting be approved as presented. Beswick seconded, and the motion was approved.
2. Financial Reports. Cary distributed the March Accounts Payable totaling \$155,941.49 and noted that the most significant expense was a Dell purchase for 40 monitors for all four PSAPs. Gault moved that the March 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:	\$	181,000.00
Checkbook Balance:	\$	171,893.27
PFM LT Investments:	\$	3,704,000.00
TOTAL Monies:	\$	4,056,893.27
Feb. Surcharge:	\$	147,030.25

- a. Budget. Cary reported that as of February, 68.9% of the FY26 budget has been expended. Overall spending remains below projected levels for this point in the fiscal year. At this time, no budget amendments are anticipated.
- b. FY27 Budget. Cary reported that the Budget Committee met the previous week to review the proposed FY27 budget. The Committee identified two items requiring Board direction: attorney fees and conference attendance. Gault recommended discussing attorney fees in closed session. Regarding conferences, Cary stated that additional funds were included in the travel line item to allow for the potential attendance of one representative from each PSAP at the NENA and IPSTA conferences this fiscal year. Historically, the ETSB has funded attendance for Board members and ETSB staff only; however, given the exploration of a new CAD system, she noted it may be beneficial to include operational users. Cary requested that each PSAP purchase a NENA membership for its selected attendee because a significant discount is received upon registration. Gault expressed support for sending one representative from each PSAP this fiscal year in light of the upcoming CAD selection process and recommended that those representatives also serve on the CAD/RMS selection committee. Beswick concurred, noting the value of sending representatives to IPSTA in the prior year. Ramsey agreed that PSAPs should cover the cost of the NENA membership and supported sending a PSAP representative to the conferences this year. Seiver tabled further discussion for the April meeting.

- c. Mid-Month Payables. Cary requested Board authorization for a mid-month check run due to the early March meeting date and the fiscal year-end. McMaster moved to approve the mid-month bills. Champion seconded, and the motion carried by voice vote.

3. PSAP Reports.

- a. County – Hart reported they are fully staffed. He also noted they are experiencing CAD crashes even when they are not on the computer.
- b. Rock Island – Pattison stated they are fully staffed, and everything is going smoothly. Crashes are still continuing, but they are being addressed by ETSB IT staff.
- c. QComm – Johnson reported current staffing at 20, with one in training and three additional candidates who have completed background checks, and are currently undergoing medical and psychological screenings. He stated they anticipate those candidates beginning training within the next month.
- d. Arsenal – No report.
- e. SECC – Bollinger reported three are currently in training, and staffing remains down by four or five. He stated everything else is status quo. He advised that they are currently operating from the backup center while SECC undergoes deep cleaning.

4. Secondary PSAP Reports.

- a. AMT EMS – No Report.
- b. Medic EMS – Andorf reported via email that operations at MED-COM are proceeding smoothly. He advised that both SECC and MED-COM are operating from their backup center at the Scott County Courthouse today and will remain there for two days while SECC undergoes deep cleaning.

5. Technical Report.

- a. Open CentralSquare Tickets – Mooney reported that weekly meetings with CentralSquare are ongoing. He noted that system crashes in February increased compared to January, but remained lower than those experienced in December. He also reported a spike in crashes earlier this week, which CentralSquare support believes may be related to a recent CentralSquare Pro update, and is currently under investigation. Mooney advised that Brian Kronengold, Vice President of Software Development, is now focusing on CentralSquare Pro in an effort to resolve the ongoing issues. CentralSquare has also appointed Marcos Glass, Customer Executive, as the primary point of contact moving forward. In addition, Andrew Jackson, their most senior Support Technician, has been assigned to work on the issues full-time. Jackson has already identified potential issues with the QT framework and aerial map layers. Schipper reported that IT will be speaking with Lisa Miller to determine whether changes can be made to the map layers on our end as well. He stated that CentralSquare now appears to have the appropriate personnel engaged in addressing our issues. Schipper also noted that IT has requested access to the SNMP, which CentralSquare indicated was a reasonable request; however, access has not yet been provided. Jackson also indicated that the map server may be under spec'd, which could be contributing to some of the issues. Seiver asked whether we were turning a corner with CentralSquare. Schipper responded that while there is reason for cautious optimism, it is too early to say we have turned the corner. Mooney added that we need greater transparency from CentralSquare moving forward.
- b. RapidSOS Credit – Mooney stated that he had been working with CentralSquare on a credit for RapidSOS. They have recently approved a 100% credit and will be sending an updated quote.

6. Other Business.

- a. TwinState Introduction – Brad Smith from TwinState Technical Services introduced himself to the Board. He explained that TwinState is currently working with the Moline Police Department on integrating Skydio with the CentralSquare Universal API. While a few challenges have been encountered, TwinState is working with Moline IT to resolve the outstanding issues. Gault stated that when ETSB purchased the Universal API, O'Leary had inquired with CentralSquare about

available training and was informed that none was offered. Although O’Leary later took a class on APIs, it became clear that specialized expertise was required to complete any integrations, which led to the engagement of TwinState. Gault noted that if agencies intend to integrate third-party applications with the Universal API, they should anticipate obtaining quotes from vendors, such as TwinState, and include those costs in their project planning. Schipper agreed, stating that writing to an API requires a specialized skill set. Gault added that while the Skydio integration is functioning, it is not currently pushing latitude and longitude coordinates to the drone, since it is not integrated with the CAD. He also reported ongoing issues with Quicket integration. Hart stated that Quicket has been unable to connect to CAD, and CentralSquare has acknowledged that the issue lies on their end. Gault expressed frustration that the product was purchased in May or June of last year and is still not operational, noting that responses from CentralSquare can sometimes take weeks.

- b. CESSA Response Matrix – Cary reported that concerns had been raised at the previous meeting regarding the CESSA Response Matrix. Gault explained that his concern was that Level 1 did not align with the State’s Risk Matrix and requested that it be revised. Houzenga subsequently adjusted the matrix by adding MBH0 to indicate a law enforcement only response when circumstances are unknown and by moving 988 transfers to MBH1. Gault moved to approve the CESSA Response Matrix. Ramsey seconded the motion, and it was approved by voice vote. Cary noted that the matrix will not go into effect until the corresponding incident codes are updated in CAD. Cary also reported that the State and the HUB have expressed concerns regarding the CESSA 911 to Centerstone (988) Transfer Criteria Policy approved at the previous meeting. A meeting was held the prior week with all relevant stakeholders to discuss the concerns and potential revisions. The State/HUB objected to Item #1 of the policy, which limits transfers to first-party callers, and indicated that second- and third-party callers should also be eligible for transfer to 988. They also raised concerns with Item #5, which addresses asking callers whether they want a traditional public safety response. Border stated that Dr. Barr has liability concerns regarding the transfer of second- and third-party callers and the lack of documentation of callers declining services on a recorded line prior to a transfer to 988. He asked for the Board’s input on the matter. Gault stated that the State’s desire is to limit law enforcement responses to these calls, which places fire and EMS in a difficult position. He indicated that transferring appropriate calls to 988 is a step toward addressing these situations. Border asked who would be responsible if a call transferred to 988 resulted in a poor outcome. Gault responded that indemnity provisions exist within the statute, specifically under Section 55, and stated that the system was created by the State, and we must comply with the requirements. Border indicated he would relay the discussion back to Dr. Barr. Cary also noted that the State/HUB raised concerns regarding the practice of dispatching the Mobile Crisis Response Team (MCRT) at the request of law enforcement, fire, or EMS. She stated that Brenda Hampton indicated that if our agencies currently coordinate directly with their MCRT, those operating practices could continue.
- c. LexisNexis Termination Letter – Gault reported that a majority of the police departments have decided not to continue using CopLogic. He stated that while Moline sees value in the system, they prefer to remain consistent with the other departments. He also requested that, as part of the search for a new public safety suite, the Board consider solutions that include an online reporting portal or a feature directly integrated with CAD. Gault moved to direct the ETSB Chairman to sign a letter terminating the contract with LexisNexis. Ramsey seconded the motion, and it was approved by voice vote.
- d. New ETSB Member Introduction – Seiver introduced Curt Champion as the new ETSB member. Champion stated he worked for the Rock Island County Sheriff’s Office for 17 years, he retired at the end of January, and was asked to be part of the ETSB. Seiver welcomed him to the Board.

7. Public Comment. None.

8. Executive Session – At 10:58 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) and pursuant to 5 ILCS 120/2(C)(11) to consult with the Board’s attorney regarding pending litigation. Beswick seconded, and the motion was approved. The meeting adjourned to executive session at 11:03 a.m. The consensus was to return to open session at 11:27 a.m. The following action was taken as a result of the executive session.
  - a. Action from Executive Session. Seiver opened the session at 11:27 a.m. Hart moved to accept Schippers review and merit increase as presented. Beswick seconded, and the motion was approved by voice vote. Gault moved to authorize the Chairman to engage Attorney John Kelly to litigate CentralSquare for breach of contract and failed products to include CAD and the Universal API. Beswick seconded, and the motion was approved by roll call vote. The Board also agreed to increase the FY27 budget to include \$5,000 in the Ottosen and Dinolfo line item.
9. Adjournment. The meeting adjourned at 11:33 a.m. The next monthly meeting is scheduled for Tuesday, April 7, 2026, at 10:00 a.m. at the Rock Island Police Department.

Respectfully submitted,



Jeff Ramsey, Secretary  
Emergency Telephone System Board