



Jessica Douglas
Director

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QUINCY/ADAMS COUNTY 9-1-1 JOINT EMERGENCY TELEPHONE SYSTEM
BOARD (ETSB) MEETING
Minutes
July 16, 2025

8 members present: Chairman Barb Fletcher, Quincy Ald. Kelly Mays, Quincy Ald. Ben Uzelac, Quincy Police Chief Adam Yates, Adams County EMS Chief John Simon, PSAP Representative David McCleary, Adams County Public Member Patrick Frazier, Adams County Rural Fire Association Representative Tom Bentley

1 member absent: Quincy Ald. Dave Bauer

Also present: 911 Director Jessica Douglas, 911 Information Technology (IT) Systems Administrator Dylan Oberling, Adams County IT Director David Hochgraber

Quorum Call. Chairman Barb Fletcher called the meeting to order and indicated a quorum was present.

Tom Bentley made a motion to approve the minutes of the April 16, 2025 meeting. Adam Yates seconded the motion.

The motion carried and the minutes were approved as presented.

204 Fund Balance. Director Douglas reported an Emergency Telephone System Fund (Illinois 911 surcharge) balance of \$2,040,702.08 as of July 15, 2025.

She noted that an average of \$73,500.00 per month in surcharge revenues was received in the past quarter.

It was discussed that the current Emergency Telephone System Act legislation will sunset December 31, 2025. The Statewide 911 Advisory Board and the Statewide 911 Administrator are actively reviewing and revising proposed changes in draft legislation.

Personnel Report. Director Douglas stated that the center is currently staffed with 13 dispatchers: 10 qualified, 3 in training.

Director Douglas reported 1 retirement and 2 resignations in the past quarter.

Director Douglas noted that there are currently 3 dispatcher vacancies and 1 dispatch supervisor vacancy. She stated that applicant testing dates have been scheduled in the months of July and August and that she anticipates hiring to fill additional dispatcher vacancies in the September/October timeframe.

There was discussion amongst the board and Director Douglas regarding the opportunity of part-time personnel to fill vacant shifts and requirements for part-time

personnel to remain on the part-time/on-call list. It is noted that though policy currently does not specify a minimum number of hours part-time personnel must work, part-time personnel are required to maintain all certifications to remain on the part-time/on call list, this includes completing 24-hours of continuing dispatch education biennially.

VHF Simulcast System P25 Upgrade/Site Expansion Project Status. Director Douglas reported that fire agencies completed migration to their respective P25 frequencies on April 21, 2025, and the Quincy Police Department migrated to their P25 frequency on June 6, 2025. It was discussed that the programming of the Adams County Sheriffs Office radios is complete and testing of the equipment on the P25 frequency is being performed.

Director Douglas stated that feedback had been received by her from fire agencies as well as the police department regarding low system volume and poor coverage areas. She noted that this feedback has been shared with Motorola and the Motorola team is actively working with both her and local public safety agencies to address concerns and optimize the radio infrastructure and subscriber radio equipment that is being utilized on the street by public safety personnel.

Director Douglas reported that Motorola was on-site for a project review on April 30, 2025 to discuss the status of licensing and construction at the 10th (Hannibal) site. She noted that during that meeting it was discussed that the original microwave link path planned between the 10th site and the existing Payson site was not viable, resulting in planning for a new pathway between the 10th site and the 911 tower site. It was also discussed that Federal Communications Commission (FCC) changes restricting the bandwidth planned for use also contributed to the change of the pathway. A change order has been executed with the cost of the change being absorbed by Motorola. It is anticipated that the site addition will be complete in the fall.

CAD/RMS Implementation Project Status. Director Douglas reported that a virtual kickoff meeting was held between local stakeholders, including representatives of all public safety agencies, with Mission Critical Partners on April 29, 2025.

Mission Critical Partners conducted on-site meetings with local stakeholders on May 13-14, 2025 to gather information for the purpose of drafting the request for proposal for the project.

Director Douglas stated that she has a call scheduled with Mission Critical Partners on July 18, 2025 to discuss the status of the request for proposal draft.

Old Business. There was no old business discussed.

New Business. Under new business, Director Douglas presented a solution, CommsCoach QA, powered by GovWorx that automates the evaluation of 9-1-1 calls and radio traffic to improve the performance of dispatchers and provides immediate, targeted feedback and actionable insights for coaching and improvement to the board for discussion.

She noted that the goals of implementing this solution include enhancing the training program, ensuring consistent quality performance, and overall, better preparing staff to handle the complexities of emergency situations. Director Douglas explained that the solution also empowers supervisors to focus on coaching and development of both new and seasoned dispatchers alike.

Director Douglas stated that she has not yet sought quotes for similar solutions from other vendors.

The board discussed a desire to learn more information regarding compliance and security certifications.

It is noted that Ben Uzelac left the meeting at 6:28 p.m.

Adam Yates made a motion to table further discussion regarding the CommsCoach QA solution to the next quarterly meeting to allow for further research to be done regarding compliance and security certification and time for Director Douglas to seek quotes from other vendors for similar solutions. Tom Bentley seconded the motion.

The motion carried and further discussion regarding the CommsCoach QA solution was tabled to the next quarterly meeting.

Meeting Adjournment. John Simon made a motion to adjourn the meeting. Adam Yates seconded the motion. The motion carried and the meeting was adjourned at 6:39 p.m.

Next Meeting. The next quarterly meeting of the Joint ETSB is scheduled for October 15, 2025 at 5:15 p.m.

A handwritten signature in cursive script, appearing to read "Jerrica Douglas".

07/17/25