



MINUTES

QCOMM911 BOARD

Wednesday, August 12, 2026
9:00 a.m.

Present

City/Village Administrator:	Steve Seiver, Milan Mark Rothert, East Moline Bob Vitas, Moline (absent) Jerry Leibovitz, Silvis
Public Safety Representatives:	Chief Ramsey, East Moline PD Chief Karzin, Silvis PD Chief Regenwether, Moline FD (absent) Chief Gault, Moline PD (in Regenwether's absence) Chief Radosevich, Milan PD
Emergency Comm. Director:	Brandon Miller
Others:	Leah Madsen, Moline Human Resources Margaret Kostopulos, Ancel Glink Paul Sikorski, Interim Director Kami Williams, QCOMM911 Jason Kratt, EMPD Jennifer Calkins (arrived at 9:10 a.m., departed at 9:20 a.m.)

1. Meeting called to order – Mark Rothert called the meeting to order at 9:01 a.m.

2. Roll call of members – Roll call was taken with Steve Seiver, Mark Rothert, Jerry Leibovitz, Chief Ramsey, Chief Karzin, Chief Radosevich and Chief Gault present. Absent: Bob Vitas and Chief Regenwether

3. Approval of the Minutes from the July 8, 2026 Regular Meeting, and July 8, 2026 Executive Session Meeting – Jerry Leibovitz made a motion to approve the minutes. Steve Seiver seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, Gault

4. QCOMM 911 Expenses –

Sikorski reviewed the budget report, noting that there is now a better understanding of employer health insurance and IMRF expenses based on reports received from those agencies. These items will continue to be highlighted in the larger spreadsheet as staff works to refine and ensure the accuracy of the budgeted amounts.

Under Software Subscription Licenses, the reimbursement from Tyler is reflected. Sikorski noted that Other Professional Services is currently over budget due primarily to consulting fees for Sikorski and accounting services. These expenses are expected to decrease or be eliminated over time.

Sikorski also reviewed the expense report, noting that Page 2 provides a summary and there were no unusual expenses to report. Several checks still require a second signature.

Rothert asked about an increase in the month of May.

Sikorski confirmed, it is due to the three pay periods.

Jerry Leibovitz made a motion to approve the expense report. Steve Seiver seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, Gault

5. Interim Executive Director Report –

Legislative Update - Miller discussed the importance of building relationships with state legislators. He noted that there has been continued discussion regarding a potential increase to the 911 surcharge and emphasized the importance of positioning QCOMM to advocate for future legislative support when appropriate.

Staffing and Recruitment - Miller reported that QCOMM currently has 17 telecommunicators. Taylor began working independently on August 1 and has been a positive addition to second shift. One employee is currently on FMLA. QCOMM is authorized for 26 telecommunicators and is utilizing five temporary employees, with plans to add another.

Miller commended employees for continuing to maintain a positive attitude despite staffing shortages and significant overtime demands. The goal is to reach full staffing within approximately one year.

Recruitment efforts continue. Some candidates recently participating in the testing process did not successfully complete background requirements, requiring recruitment efforts to continue. QCOMM has increased its social media presence, including Facebook and Instagram, and is exploring additional platforms. Miller reported a recent increase in applications and inquiries, which may be related to expanded social media efforts, community sharing of job opportunities, and paid advertising.

Miller also met with lead telecommunicators to better understand their day-to-day challenges and expressed appreciation for their leadership. Recruitment is also underway to fill the vacancy resulting from Karen's retirement. A recent labor-management meeting provided an opportunity to meet with union stewards and representatives and discuss workforce matters.

Airport Exercise - Miller reported that several telecommunicators are participating in the airport's full-scale emergency exercise.

Building and Grounds - Miller discussed building and grounds items, including restroom signage, touch-up painting, carpet cleaning, and other general maintenance needs that may exist throughout the facility.

Board Communication and Organizational Support - Miller expressed appreciation for the organization and the leadership and assistance provided during the transition, including support from Sikorski and Human Resources staff.

Seiver asked what the expectations of the board are.

Miller noted, everyone seems to be very supportive and added he is not afraid to reach out to the intelligent people in the room that have much experience.

Rothert asked if the municipalities could share common content from social media pages.

Miller agreed, it would be helpful and noted he would notify the board when there are certain items that should be shared.

Gault provided an update regarding discussions with Black Hawk College about the development of a dispatching academy. Julie Gillette is leading the project, with initial discussions focused on planning and program development on Monday.

Miller noted that he has also been in contact with Gillette and that an initial program outline has already been

developed as a draft. The proposed academy could provide participants with certification and greater exposure to the profession before entering the workforce.

Gault noted that the program could help reduce training failures while creating another recruitment pathway for individuals interested in public safety communications. Miller added that QCOMM may also utilize sit-ins or job observation opportunities for prospective applicants to provide a realistic understanding of the demands and complexity of telecommunicator work before beginning the hiring process.

Miller recognized Telecommunicator Jennifer Calkins for her response during a July 22 incident involving Moline Police in which a suspect fired at personnel. Calkins received the report and responded with calm and urgent action, verified information, and provided accurate location information to responding personnel. No personnel were injured during the incident. Miller noted that her actions demonstrated the professionalism and composure expected of QCOMM telecommunicators.

Gault commended Calkins for her performance, noting that her calm presence on the radio provided reassurance to officers during a high-stress situation. He emphasized the critical role telecommunicators play in public safety and the importance of recognizing their work. He noted that dispatchers get left behind on recognition. He noted, that situation would not have gone as smoothly without her on the radio.

Leibovitz agreed that sharing examples such as this helps demonstrate the vital role of telecommunicators and provides the Board with a better understanding of their responsibilities.

6. Leadership Team Positions and Recruitment

Miller discussed the need to establish a strong administrative and leadership team for QCOMM, noting that recent experience has reinforced the importance of having an appropriate organizational structure in place. He shared that discussions regarding additional leadership positions have been ongoing and that draft job descriptions have been developed and reviewed in detail, including proposed titles, responsibilities, and salary ranges. Regional comparisons, including SCCC, were considered when developing the positions.

The proposed structure includes two Deputy Director positions at the executive leadership level, as well as administrative support. Gault asked if the Deputy Director of Operations would have oversight responsibilities related to training and professional development and asked if that would replace the current training coordinator position. Miller emphasized that a dedicated training function would still be necessary to provide direct oversight and support for training activities on the dispatch floor. Gault noted if that position took on that role, it would be a wash and there would only be one new additional position. He mentioned being worried about the salary overhead. He noted whether certain responsibilities could be combined to limit additional staffing costs, while balancing operational needs with fiscal responsibility. Ramsey asked if these would be added positions, in addition to the 26. Miller explained that the current budget included one Deputy Director and one training position; under the proposed structure, two positions would be added. He noted bringing currently outsourced administrative and financial functions back in-house. Seiver asked about Human Resources responsibilities. Sikorski noted how much QCOMM is currently relying on Moline's Human Resources staff and legal assistance. The long-term goal would be for QCOMM to become more self-sufficient, with internal leadership handling financial, human resources, and other administrative responsibilities while continuing to utilize outside resources, including the City of Moline, when specialized assistance is needed.

Seiver and Gault discussed the importance of building an organizational structure appropriate for a stand-alone agency while remaining mindful of personnel costs and benefits. The Board acknowledged that the current transition period provides an opportunity to establish a sustainable structure for the future.

Rothert expressed support for moving forward with the organizational changes as soon as practical and noted that a budget amendment may be necessary and an increased cost for the municipalities. The timing would also allow the organization to establish a more stable structure heading into the next fiscal year.

The Board discussed its role in the recruitment and selection process. Miller indicated that Board representation would be appropriate during the hiring process. Recruitment could include both internal and external candidates to

ensure a strong applicant pool.

Gault asked if there would be a layered approach or all at the same time.

Miller suggested doing them all at once and create a healthy organization to have the people in place and will take time for recruitment. Rothert asked about timing and noting that by the time they would be hired, it would be close to the next fiscal year, giving time to prepare for next years budget. Seiver noted that this year, we went off the game plan and started over, and should start the budgeting process next year with a clean slate.

Sikorski noted the realization of working at QCOMM, one being staffing, and they are doing a lot of recruitment and two having a strong leadership team. It is apparent that QCOMM needs a really strong leadership team.

Seiver noted, the board brought Miller on with the intensions to provide support. The organizational structure has been well thought out. He asked about the budgetary indication for the next year so it is manageable. He asked what that additional amount might be.

Miller advised that preliminary salary estimates for the proposed Deputy Director positions were included in the draft job descriptions but noted the many other changing factors that would also include the potential change to 12-hour shifts.

Madsen added, based on the midpoint of the proposed salary ranges, the estimated combined personnel cost was approximately \$243,000.

Rothert agreed to giving the resources and best start, due to the importance of the organization.

Board members expressed general support for continuing to develop the proposed administrative structure and succession planning, with additional review of the financial impact and any necessary budget amendments before implementation.

6a. Approval of Proposed Deputy Director of Operations Job Description

6b. Approval of Proposed Deputy Director of Administrative Services Job Description

6c. Approval of Proposed Administrative Coordinator Job Description

Steve Seiver made a motion to approve the three job descriptions. Jerry Leibovitz seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, Gault

7. Banking and Financial Authorization

7a. Approval to remove Scott Ryckeghem and Margo Sparbel from Blackhawk Bank and Trust Credit Card.

7b. Approval of adding Brandon Miller to Blackhawk Bank and Trust Credit Card.

7c. Approval to remove Paul Sikorski from all accounts at Blackhawk Bank and Trust.

Steve Seiver made a motion to approve the banking and financial authorization. Jerry Leibovitz seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, Gault

8. Other Business – None.

9. Public Comment – None.

10. Executive Session – None.

11. Action from Executive Session – None.

12. Adjournment - Having no further business to discuss, Steve Seiver made a motion to adjourn. Jerry Leibovitz seconded that motion, all in favor, the motion passes and the meeting is adjourned at 9:47 a.m.