



MINUTES

QCOMM911 BOARD

Wednesday, July 8, 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 Chief Radosevich, Milan PD (arrived at 9:03 a.m.)
Interim QCOMM911 Director:	Paul Sikorski
Others:	Leah Madsen, Moline Human Resources Margaret Kostopulos, Ancel Glink Darren Gault, Moline Police Chief Jose Vargas, Silvis Jason Kratt, East Moline Kami Williams, QCOMM911 James McLachlan Ashley Kilker, Moline Human Resources Brandon Miller, QCOMM911 Stacy Houzenga, QCOMM911 Kristen Oberlander, QCOMM911 Karen Frame, QCOMM911

1. Meeting called to order – Chief Regenwether called the meeting to order at 9:00 a.m.

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

3. Approval of the Minutes from the June 10, 2026 Regular Meeting, and June 10, 2026 Executive Session Meeting – Jerry Leibovitz made a motion to approve the minutes. Mark Rothert seconded the motion, all in favor, the motion passes.

4. Employment Agreement – Emergency Communications Director for QCOMM911

The committee reviewed the employment agreement between QCOMM911 and Brandon P. Miller as Emergency Communications Director. Steve Seiver made a motion to approve the agreement. Mark Rothert seconded the motion. Motion carried on roll call with the following vote: ayes: Seiver, Rothert, Leibovitz, Regenwether.

Miller introduced himself to the board of directors.

Regenwether welcomed Miller to QCOMM911.

5. QCOMM 911 Expenses –

Sikorski shared the expense report with the board.

Mark Rothert 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, Regenwether.

6. Interim Executive Director Report –

Sikorski welcomed Brandon and shared that staff are ready and make up a talented team. He added that, based on his time serving as Interim Executive Director, he is committed to helping and providing his perspective as Brandon transitions into the role.

Sikorski recognized Karen Frame on behalf of the City of Moline and QCOMM in honor of her retirement after 35 years of public service. He acknowledged her contributions through policy changes, organizational restructuring, and consolidation efforts, noting that QCOMM is stronger today because of the foundation she helped build. Sikorski presented Frame with a retirement gift and wished her a retirement filled with rest, peace, and joy.

Sikorski also recognized Telecommunicator Angie Crider for receiving a letter of appreciation from Mark Beckwith. Beckwith expressed his gratitude for Crider's calm demeanor, reassuring voice, and professionalism while handling an emergency call, stating that her actions showed confidence during a stressful situation. Beckwith further shared that Crider is an asset to QCOMM911 and that the responding firefighters were outstanding ambassadors for the Moline Fire Department.

Sikorski reported that staff have backtracked budget information from January through June and entered expenses into the budget tracking spreadsheet. The three previously highlighted budget categories now contain updated figures. As the budget process continues, the spreadsheet will be used to track expenses more accurately and assist with forecasting future budgets. Additional updates will be provided next month as the document continues to improve.

Sikorski noted two outstanding bills requiring attention: one related to an IRS tax obligation and another involving an unemployment matter from the past several months. He stated that staff are working with Margaret and legal counsel on the unemployment issue, and there is potential for changes as discussions continue. Kostopulos noted that the matter could be discussed further during executive session.

Sikorski provided a staffing update, reporting that QCOMM currently has 17 operational telecommunicators out of 26 authorized positions, leaving nine vacancies. One telecommunicator is currently in training and is expected to complete training by the end of August. Two candidates are in the background investigation phase, with one nearing completion. An in-person written examination was conducted two weeks ago, and three candidates from that testing pool have been selected for interviews.

Sikorski reported that the personnel matter discussed at the previous meeting has been resolved and completed.

Sikorski shared that he met with Leah from the City of Moline to discuss recruitment strategies and additional opportunities for QCOMM to strengthen its hiring efforts. He also met with union representatives the previous week to discuss overtime concerns and recruitment strategies. Staff are continuing to develop a comprehensive recruitment plan.

Sikorski thanked QCOMM telecommunicators for assisting Silvis and the rest of Rock Island County during the John Deere Classic, recognizing their support throughout the event.

Sikorski reported that lead and supervisor training continues.

Finally, Sikorski shared that staff are conducting an agency needs analysis to identify organizational priorities and establish a strategic approach for continuing to build and strengthen QCOMM911.

7. Other Business –

Seiver provided an update from the Emergency Telephone System Board (ETSB). He shared that there continues to be frustration with resolving the CAD system issues. Although the vendor has focused significant attention on the problem, a permanent solution has not yet been identified, and system crashes are occurring at an all-time high.

Gault noted that all CAD systems experience issues to some extent. He explained that research into other vendors has shown that no system is without problems.

Seiver added that the ETSB discussed potential next steps, including researching other CAD systems currently available on the market.

Gault explained that, through discussions with Information Technology staff and CentralSquare, a potential hardware issue was identified involving the graphics chips in the workstation towers. The mapping and graphics processing appeared to be contributing to some of the system instability. As a result, the ETSB approved the early replacement of the workstation towers. The new hardware has been deployed, and staff are now monitoring whether it resolves the issue.

Gault also shared that he and Stacy Houzenga have been working with Julie Gelaude at Black Hawk College to explore the development of a dispatcher academy that would offer a professional certification. The Director of Mobile Team Unit 4 has also joined the discussions, and a 911 Dispatcher Advisory Committee will be established to develop the program. Gault noted that Houzenga has already developed a strong training template currently used at QCOMM that could help guide the curriculum.

The proposed academy would provide individuals who have not yet been hired with an opportunity to earn a certification and develop foundational skills before entering the profession. It would also allow prospective dispatchers to gain exposure to the career and determine whether it is the right fit for them. Gault stated that he plans to discuss the advisory committee with Brandon, noting that the program could become a valuable recruitment tool.

Houzenga shared that the initiative is still in the early planning stages. She explained that the vision includes three primary components: continuing education for current dispatchers, public education and recruitment, and the creation of a dispatcher academy. She added that the program would also raise awareness of the dispatch profession and expressed optimism about its potential.

Gault added that one of the ETSB board members recently attended a session at the NENA Conference, where a similar dispatcher academy in Cleveland was highlighted. The Cleveland program provides students with a certificate of proficiency in its CAD system, and the curriculum has been shared with the group. While implementing a similar model may be challenging due to the variety of CAD systems in use, Gault believes a comparable certification program could be developed.

Gault gave a summary of “Skydio”, Drone as a First Responder platform, that Moline started using in August 2025. The drones are in a temperature control location and covers about 80% of the City of Moline with the exclusion of the airport area. It is connected to CAD. There 14 licensed drone operators and employees can be internally trained.

8. Public Comment – None.

9. Executive Session – Regenwether asked for a motion to go into executive session per section 5 ILCS 120/2(C)(1) for appointment, employment, compensation, discipline, performance, or dismissal of specific employees. Chief Radosevich made a motion to go into executive session. Steve Seiver seconded the motion. Roll call was taken with Steve Seiver, Mark Rothert, Jerry Leibovitz, Chief Ramsey, Chief Karzin, Chief Regenwether, Chief Radosevich, Leah Madsen, Margaret Kostopulos, Paul Sikorski, and Brandon Miller present.

QCOMM911 Board convened in Executive Session at 9:42 a.m.

QCOMM911 Board reconvened in Open Session at 9:56a.m.

10. Action from Executive Session – None.

11. Adjournment - Having no further business to discuss, Mark Rothert made a motion to adjourn. Steve Seiver seconded that motion, all in favor, the motion passes and the meeting is adjourned at 10:01 a.m.