

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING**

**Wednesday, January 19, 2022
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 10:05am by Dave Burnett.

Board Members Present: Chuck Brandsness
 Dave Burnett
 Betty Lucht
 Bob Moore
 Randy Sword

Board Members Absent: Jan Bos
 Larita Ongman

Others Present: Keith Endacott
 Jessica Gibson
 Chris Swan
 Jon Wanzer
 Mike Rudd
 Brandon Fowler – KC Emergency Manager
 Henry Lucht

II. Pledge of Allegiance

III. Consent of the Agenda

A. Approval of Agenda: Randy motioned to approve the meeting agenda as printed, Bob seconded, motion carried unanimously.

B. Approval of Minutes: Randy motioned to approve December 19, 2021, meeting minutes as printed, Betty seconded, motion carried unanimously.

C. Claims and Demands: Randy motioned to accept claims and demands for January as printed, Betty seconded, motion carried unanimously.

IV. Old Business.

A. Strategic Vision - Subcommittee Report: Keith reported that they have been working on looking at CAD systems for replacement and are having a demo presented in February. Also, organizational succession planning with knowing he will retire sometime in the upcoming future and reviewing opening of positions. The last is what some of them walked into at the end of advisory and that group discussion of staffing; looking at redefining sustainability of funding and what can be done with that. The levy has provided sustainable funding thus far, built reserves to a place of supporting the cost of a

building and the systems we utilize. He said those having been around know that when he became the director, he was handed the keys with no gas in the tank. They have come a long way to a much better place with reserves and funding. An even better place to be is to build reserves to the level of our costs of replacement. Keith said having their support is great in these areas. John asked if the advisory discussion was an area of reserve funding and continuity of service. Keith said somewhat but they didn't get into the details. Randy said the board got hit hard from the advisory group 2 years ago about why they were sitting on money in the bank and not paying off the mortgage. They took their advice, did so and are still working on doing that after refinancing. He wants their support but wants them to understand that they can't keep switching back and forth in priorities.

Brandon Fowler joined the meeting at 10:16am.

Randy said he does think staffing needs to be the number one priority. He would love to find permanent funding but has seen that the only other good option was a levy without closing the district out and refiling. John said he is aware of a cyber security grant that they could potentially be a candidate for that may assist in providing funding for CAD replacement. Randy said it might be good to partner with the grant writer that assisted Keno in obtaining funding via that route. Keith said that is what the KIRG group is, and he is glad that Brandon is sitting in as he is part of that grant writing, and they all pass over his desk.

B. SDAO Conference Update: Jessica informed the entire conference has gone virtual, everyone will be able to attend on their own device and place. Email updates and links will be sent ongoing as the conference nears to those registered.

V. New Business.

A. Business Manager Report: Jessica said she already reported on the SDAO conference update and had nothing further unless anyone had questions for her.

B. Ops Manger Report: Chris reported on the call stats for December.

December Call Status: 10,040 total calls of which 4,788 came in on a 911 line, 1215 were Fire & EMS, 821 were medical specific and 6076 were law enforcement of which 1,127 were law enforcement initiated.

Keith added that current staffing is at 9 full time and 1 probationary half time. There have been 5 trainees that did not complete training in 2021 with only 1 that is still working, and we lost 3 additional solo staff to relocation. We are actively working to attract candidates and continue to budget for more people than we have because we don't ever want a qualified person to apply and not have approved funding to hire. Everywhere you go you see they don't have enough people, and everyone is saying, where are the people that want to work. The workforce is in a reshuffle. Chris added that the element of candidates having clear background records adds to this challenge.

Bob asked what the projected growth is in the 911 staffing over the next 10 years.

Keith said as good as it can get. He said 15 in the 911 dispatch staffing is what they would like. Bob asked what the turnover rate is. Keith said he would say 20% but it varies.

Henry Lucht joined the meeting at 10:37am.

Keith said some years it has been no turnover; others it is higher. Bob asked how the rest of the state is doing and is there any others having successful staffing retention. Keith said none that he has heard of; it

is about the same everywhere. It is a statewide and probably even nationwide problem. It is a job that to become very proficient at takes a lot of time, effort, and dedication. Keith said he is not reporting on this for the board to solve a problem but to inform them. Bob said he understood but what he is saying is that it will take 4 years to have 1 person trained and, on the job, successfully. Keith said that COVID has substantially contributed to the hiring and retention issue of staffing as well. Bob asked Keith being on this new committee what he could get from these committees and bring back to assist in the effort of this issues. Keith said this is not a previous or foreseeable projected issue it is a just coming issue and there is not an answer now. He is seeking wisdom and will share as he gets but its not there yet. He said it is very high technically and he is actively seeking, along with other PSAPs, what they are doing; as well as additional pieces to assist in doing the job more efficiently. Randy said he does not think there is an answer for this today. Until people want to go back to work there may not be much more to be done. Keith said the dispatch staff are highly dedicated to their job as well as the admin staff and the staffing issue is always a primary concern of his.

Executive Director Report: Keith reported on the following.

Oregon APCO – The March meeting will be virtual, planning for in person in May and hoping for in person for the September fall state award banquet. The National APCO conference will be held in Anaheim in August; Keith plans to attend. The state awards banquets have been virtual meetings the last 2 years due to COVID but they didn't want to do that on going so they decided to send a contingency person instead. Keith was selected to present to BOEC, Portland a life saver award and 2 critical incident awards. He presented these virtually instead of in person as that's how he was invited to do so.

State Advisory - Keith is assisting the group on gather information on the needs of PSAPs. The state mapping guy left so that has been put on hold. The policy committee asked to do a review of the things that have been paid for in the past, what this has got the program and where are they now.

Keith said he did not run the regular CAD report but provided some other statistics. Reviewed statistic report. John said it would be interesting to see the maximum and minimum staffing alongside the report.

Home and Outdoor Exp – Keith reviewed the correspondence invite to the 2022 Home Show.

Chuck motioned to approve the payment for registration of the Home Show 2022 booth, Betty seconded, motion carried unanimously.

- VI. Public Comments and Other Matters:** All the board agreed that it was a good turnout at the Advisory meeting.
- VII. Agenda Items for February 16, 2022, 10:00am meeting**
SDAO Conf. Review, Home Show,
- VIII. Adjourn:** Chuck motioned to adjourn the meeting, Betty seconded, motion carried unanimously. Meeting adjourned at 11:07am.