

Lakeview 911 consolidation with Klamath 911

Last week I was contacted by OEM and made aware that Lakeview 911 may be dissolving as of 12/31/2024. It is my understanding that the Director has been provided with a layoff notice effective 10/09/2024.

The ask from OEM is that Klamath 911 ECD would take over all the duties of Lakeview 911 and dispatching services.

10/1/2024 911 internal discussions took place and Jessica prepared financial projection based on discussions.

10/2/2024 911 internal meeting to discuss finances if we were to consolidate with Lakeview based on their state 911 tax and current user fees. The determination is that it is financially feasible and would pose no financial hardship to our agency.

10/3/24 Holly and I went to a town hall meeting in Paisley. We heard the Lakeview town council tell them that they will be closing 911 as of 12/31/2024 due to lack of financial resources due to previous town administration mishandling of funds. There is no way to circumvent this currently.

After the meeting, I spoke with Sheila (Lakeview administrator) who advised that their plan moving forward is on Tuesday, 10/08/2024 the town council will formally determine that they are closing 911 on 12/31/2024 and notify the county commissioners.

It is anticipated that on Wednesday, 10/09/2024 the Lakeview County Commissioners will decline to accept responsibility for Lakeview 911 and by Friday, 10/11/2024 a letter will be sent to OEM911 advising them that Lakeview 911 is closing as of 12/31/2024.

**These are the questions and answers I have asked/ received from Frank Kuchta, State 911 Program Manager from Oregon Emergency Management.

1. Regarding the tax distribution, when would it begin coming to Klamath 911?
 - a. *The earliest I would anticipate, assuming an agreement can be reached would be the January distribution for this current calendar quarter. Not knowing what an agreement might look like makes that question a bit difficult to answer in terms of exact timing or amount. That said, once you get closer to knowing with more certainty you will be in a position to assist Lakeview, what I would like to do is approach our partners at the Department of Administrative Services to see how any population allocations might work and confirm you would be receiving the full amount that Lake currently receives.*

2. What financial resources will be available to get started initially? Will that be a flat rate, or will that be reimbursement based? What will be covered?

a. Initially, funding any additional call delivery circuits installed within your PSAP, any provisioning costs to support the additional call volume would be fully funded. We can assist with ordering those and providing direct vendor payment as we do today for your current circuits. We can also fund any additional call handling/workstations needed to support the call volume and directly pay for those products and services as well. I'm not sure if you would ask for the positions that are currently at Lake (they have approximately 4 years of useful lifecycle). I would be more than happy to fund the relocation of that particular equipment or fund new/additional equipment at your PSAP to support the number of workstations you need for that workload. I would also fund any additional increase/need for expanding your UPS to support the additional equipment and move/fund additional text-to-911 licenses. Those are just a few things that come to mind and that we could direct vendor pay. If you have other needs, I would be more than willing to take those into consideration as well.

3. When will we begin to take calls?

a. This would depend on the formal cutover agreement with Lake. From what I'm hearing the town may have funding through December. Hopefully, we hear more about this tomorrow. We can have calls transferred over to you until such time ESNs can be reassigned, and permanent routing is in place. It takes about 30-45 days for additional new circuits to be ordered, installed and tested. My team can assist you with coordination of that that as well. Understanding timing is probably key here but there is some flexibility. Like we have been doing with Coos Bay PD and Coos County, we would establish regular coordination meetings once we knew the consolidation of Lake was a 'go' to help support you and your team addressing the technical tasks.

4. What will be the process to connect the radio's? Who will pay for that?

a. This is the major point of discussion at the moment with the Town and with the County. They are in the process of considering grants for the acquisition of a repeater. From what I understand this may be a low-cost item to establish this capability, however I'm hoping to have this confirmed following the town meeting tomorrow or soon after with Dean and the county. Once we know there's a firm commitment on the part of the town and county to move

forward, we can pull William Chapman (and his vendor contacts) into the conversation to help solution and determine costs. That would help in determining where funding might be able to come from – both on the part of Lake as well as any additional costs you might incur. These conversations would include you as well.

5. Is their current mapping complete and adequate? If updates are necessary is there funding available for that?

a. I believe their mapping is adequate as GeoComm currently supports them. We also fund their GIS similar to what we do for you and any additional costs related to a consolidation we would most certainly cover. I would anticipate there would be additional dollars allocated to your PSAP for ongoing GIS maintenance work given you would be covering an additional jurisdiction. I would bring my GIS Coordinator (Alex Petzold) into the loop as well on this and the ESN work. So, I believe we can support you very well here both in the transition and ongoing funding.

6. Is there a financial downside to taking on an additional county? I do not want to have a decrease in funding for Klamath County because I chose to help Lake County.

a. This ties into your first question and I would need to confirm with the Department of Administrative Services. Maybe what I will do is ask the question now to see if I can get a rough idea if there would be any impacts or you would just receive their full population/distribution dollars. I'll make the assumption that any agreement between you and Lake would provide 100%, not having all the details. I'll let you know what I hear back.

7. What other agencies have been through re-organization lately? What were the challenges they faced?

a. As I mentioned in question 3, Coos Bay PD would be an excellent example of consolidation in terms of taking over the county call taking and dispatch. Granted both entities are located within the same jurisdiction, in terms of any lessons learned it would be great for you to chat with Tessa Cupp. I've included her contact info below. If you're comfortable, you can reach out directly or I'd be happy to set something up with the three of us to chat. They are currently in the process of finalizing their intergovernmental agreement with the county now while we (the state program and Tessa) work on the technology implementation, updates to jurisdiction plans, etc. Coos Bay PD has been taking the county calls for approximately a month now, and

their situation was clear from the start that the county was committed to the consolidation. Tessa felt things have gone very well in terms of our partnership and support and I can say in terms of the scope of work we are partnering on, it has gone well. I'm less aware of any political or local issues that they may have faced, or lessons learned, but again, Tessa is awesome and I know she would happily share.

I have since heard back from Frank regarding question #1, and he advised that the DAS accountant confirmed that we will receive 100% of the 911 tax Lakeview is receiving given all of their 911 services are consolidated with our district.

Pro's

1. Provides additional funding even after expenses.
2. consolidation has been part of the strategic plan for many years. This will bring this to fruition.
3. Will provide additional funds coming into our District.
4. Will provide additional infrastructure capabilities to KIRG for Public Safety Radio use.
5. Will create growth opportunities for our agency.

Con's

1. Provides more workload across all positions.
2. New information to learn.
3. New project to manage.
4. Short timeline

Moving forward:

Advise Klamath 911 Chairman of the Board

Advise KIRG, 911 Advisory Board, 911 Board of Directors, Teamsters

Create appropriate agreement with Lakeview – both for 911 and separately for KIRG (IGA, MOU).

Offer the hiring process to Lakeview employees – they would have to pass our process.

Work through the steps.