

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT  
MINUTES OF DISTRICT BOARD MEETING  
Wednesday, April 15, 2026  
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

**I. Call to Order**

The meeting was called to order at 4:00 p.m. by Jan Bos.

**B. Roll Call**

Board Members Present:     John Ketchum  
                                      Jan Bos  
                                      Adam Yancey  
                                      Neil Valiton

Board Members Absent:     Mike Cook  
                                      Sandra Fox  
                                      Aimee Reichlin

Others Present:             Amanda Rose - Executive Director  
                                      Joanie Rote - Operations Manager  
                                      Holly Kessler - Communications Supervisor  
                                      Jessica Gibson - Business Manager  
                                      Jim Strong - Lake County Resident, Remote  
                                      Malory Emmett - Dispatcher, Remote  
                                      Mike Egbert - Dispatcher, Remote  
                                      Larissa Hackett - Dispatcher, Remote  
                                      John Spradley - Klamath Resident

**II. Pledge of Allegiance**

**III. Consent of the Agenda:** Amanda asked to add an additional item under new business for Resolution 26-09.

A. Approval of Agenda, Minutes and Claims and Demands: John motioned to accept the agenda with the addition under new business of Resolution 26-09, March 18th meeting minutes and claims and demands as printed, Adam seconded, the motion carried.

Yes Votes: John, Jan, Adam, & Neil

No Votes: None

**V. Old Business**

B. Policy and Review Committee: Amanda said they have Resolution 26-08 for consideration. This was regarding her presentation last month for updating the district values and Sandra's recommendation to update the mission to include Lake County. Jan asked if anyone had questions regarding the resolution covering updates to the mission and values. No questions. Jan read Resolution 26-08 in its entirety.

John motioned to approve Resolution 26-08 in the matter of updating the district mission and values, Adam seconded, the motion carried.

Yes Votes: John, Jan, Adam, and Neil

No Votes: None

Amanda mentioned they previously discussed policy for mileage reimbursement and the requirement of a driver's license and insurance. She confirmed this is already in a separate paragraph in chapter two; it just doesn't follow the mileage language. However, it does clearly state that a valid driver's license and insurance is a requirement and if an employee did not alert the district to any changes in those statuses, they would be in violation of that policy.

C. Public Outreach Events: Jessica presented a new opportunity to participate in the Brews and Blues Fest being put on by the Klamath Basin Homebuilders Association in July. Jan said she would be in favor of participating. Discussion followed regarding the event, dates and board availability to man a booth. No decision was made and the board will discuss it next month.

Amanda said she participated in the KCC career and technical education day. This year's focus was on high school students and over 500 were bused in. They liked seeing the picture display's and all the goodies; it was great interaction overall.

Amanda noted they will have a booth at the Two Rivers Festival on May 24th. This will give them a good opportunity to do some outreach in the north part of the county and have some face time with a lot of citizens they don't usually get much interaction with. Discussion followed regarding the event details.

Neil asked what type of outreach they are focusing on. Amanda said it is community education and some for recruitment but as they get closer to the renewal of the operating levy it will be more specific for that.

## **VI. New Business**

D. Business Manager Report: Jessica reported on the following.

LGIP Investment: The total March dividends received was \$13,462.71 of which the Money Market earned \$7,727.01, the Equipment Reserve earned \$3,444.47, and the Building Reserve earned \$2,291.23. The OSTF rate remained at 4%.

Recruitment: Opened February 24th and closed March 24<sup>th</sup>. Thirty-Three applications were received; twenty-one applicants were tested and seven passed. The seven that passed completed dispatch sit-ins and were interviewed yesterday. All seven were recommended to move forward with an executive director interview as potential candidates for hiring. There are three positions to fill, and it is nice for once to have several good candidates to choose from.

Agency Accreditation: The process for accreditation through NWAA began on April 1st and will take about eighteen months to complete. Jessica is managing the project and working with NWAA and Power DMS. This is something that's been discussed a lot over the years, and they are excited to move forward in joining the ten other dispatch centers that are accredited. There are about five others that are in the self-assessment phase along with Klamath.

Critical Upgrade: The district uses this to test candidates being considered for dispatch positions. The program has been upgraded because the old one is no longer supported. Part of bringing the new one on

board is to validate the test that will be administered to candidates. This is done by having current certified dispatchers and administrative staff that are certified take the test. Those scores collectively will be used to set the minimum scores. This ensures the test we are administering meets the minimum requirements, and that it will produce successful candidates. Validation is in process and will be completed by the end of next week. The new test will then be created using the validation scores and put go live May 1<sup>st</sup>. The upgrade will also allow for proctored remote testing in addition to onsite testing.

E. Ops Manger Report: Joanie reported on the following.

Dispatch QA & Evaluations: Quarterly QA evaluations are complete. Four evaluations have been given and the remaining seven are expected to be complete by the end of April.

AI Non-Emergency Call-Taking: Joanie has been researching and scheduling AI demos. One will take place in the first week in May with a total of three unless she finds another good company that they would like to reach out to. The purpose is to explore how AI can help with answering non-emergency incidents. If people call in and are identified to not have an emergency the dispatcher can make that selection and AI will take over the call.

High Frequency Callers: Joanie said they have always had high frequent callers that are dealing with mental health or elderly situations that call continuously utilizing emergency services. She has been researching and working with community partners to provide referrals to appropriate providers and additional community resources to help meet the needs. The hope is this will help divert them from calling 911 unless they have a true emergency.

John asked where a caller would first interact with AI. Adam said it is for training. Joanies said it would be used for things like burn calls or abandoned vehicles. Basically, anything that was identified as a non-emergency. Discussion followed regarding the type of calls AI would take over. Amanda noted that AI would not start on the 911 line, it would be started on our 10-digit emergency line, but that AI would triage the call and if it was determined it was an emergency AI would push the call to a dispatcher. Joanie said WACCA started using it last month and loves it. The City of Reno uses an AI program called Harmony which is a Rapid SOS product, and it works well for them. John Ketchum said they need to have it have kind of an Indian accent.

Joanie continued the discussion on community resources for high frequency callers. They recently had, a caller that called seventy-seven times in the past two months, and what he really needed was a caretaker. She met with the caller's sister and was able to figure out what was really going on. The sister was able to get him situated with some care and this helped some of the agencies out. These situations create people who are constantly utilizing emergency resources unnecessarily.

Joanie reported that she is working on revising and updating the books for dispatch that will have things in it like passwords, map prints and various other things. She is working with one of the dispatchers to help revise and update those books. Adam asked if it was like a quick reference guide and if it would be easier to have a tablet. Joanie said no because it is more for when CAD goes down and is easier to grab.

March Call Stats: 8,682 total calls of which 4,172 came in on a 911 line, 1,307 were Fire & EMS, 861 were medical specific, 6,707 were law enforcement incidents, 2,670 were law enforcement initiated and 426 were in Lake County.

Amanda thanked Joanie for the work that she's done on the community outreach piece. She has learned a lot by meeting with public health and being informed about the resources that are available in the

community. The resources that their community is not aware of are kind of mind blowing. She appreciates Joanie taking the initiative to care about the community, to step outside of the realm of what they're used to and look into what other actions can be taken and who they can be referred to outside of just sending an ambulance or a police officer.

F. Communications Supervisor Report: Holly reported on the following.

Training: The train derailment training took place on April 8<sup>th</sup> and 9<sup>th</sup>. An actual one will be done next year. It was a great experience, and it identified a few items they need to update. Mandy, the most senior dispatcher, was the dispatcher for the train derailment and she handled it amazingly.

They are in the middle of telecom week and love spoiling the dispatchers.

Holly is in the process of training the new hire and all is going great. She is utilizing ~~the~~ virtual academy, this is the training platform used for dispatch, but they are also using the CTO program part to track progress, daily observation reports, calls taken etc. This allows them to watch her growth as they go.

G. Executive Director Report: Amanda reported on the following.

Lakeview IGA's: Jessica and Amanda attended the Lake County Emergency Preparedness meeting in Paisley on April 7<sup>th</sup>. They met with all but two users who were absent. She felt it went well and they had the opportunity to speak to everyone, let them ask their questions and provide some answers. Each of the agencies present were provided with their IGA, copies of invoices they had previously paid, and a financial breakdown sheet. The two agencies that weren't there were sent their documents via email. Everyone has been asked to present the IGA to their respective boards and have them return by May so they can be finalized.

Policy and Procedures: No update.

Standing Meetings: Amanda attended the Local Public Safety Coordinating Council meeting at the courthouse on April 1<sup>st</sup>. Public Health was there and presented their overdose strike plan. Joanie and Amanda met with them previously to see how they could provide some help. Their next meeting will be Wednesday, May 6<sup>th</sup>.

Lake County Fire Defense was held following the Emergency Preparedness meeting on April 7<sup>th</sup> in Paisley. Amanda did not stay for that because most of the items they needed were covered in the prior meeting. The next meeting will be on Thursday, May 8<sup>th</sup>. They will be holding a joint meeting between Lake County Fire Defense and Klamath County Fire Defense in Bly.

KIRG met last Thursday, March 9<sup>th</sup>. Amanda attended virtually and had no major takeaways to share from that meeting. The next meeting will be on May 14<sup>th</sup> at 10:00am.

Lake County Emergency Preparedness will meet again on Monday, May 11<sup>th</sup> in Paisley.

The last Klamath County Fire Defense Board meeting was March 26<sup>th</sup> at Fire District 1. The next meeting is next Thursday at OIT and will be a working lunch at noon. This will be held during the Base Plan Symposium hosted by Klamath County Emergency Management. They will have a working lunch to get Fire Defense done and reduce the number of hours everyone's spending there that day.

KCC has an advisory board for their criminal justice program, and the first meeting will be next Wednesday 4/22 and she will be in attendance of that.

John asked how Lake County received everything. Amanda said she felt it went well and they had the opportunity to answer questions. She walked away, learning some things and with a different perspective of how they were seeing things.

H. Board Ethics Training: Aimee is the only one that needs to complete training.

D. Budget Committee: Amanda said there are two to consider, one is for John Spradley and the other for Julie Kraan.

Adam made a motion to appoint John Spradley and Julie Kraan to the Budget Committee, Neil seconded, the motion carried.

Yes Votes: John, Jan, Adam, and Neil

No Votes: None

E. Resolution 26-09: Amanda said this is in the matter of participation in the Oregon Growth Savings Plan which is a 457 deferred compensation plan. They are asking for approval for staff to participate if they choose. Jessica reached out to PERS and has a couple of different presentations scheduled. One took place on Monday for the Oregon Savings Growth Plan. Amanda has knowledge of this program from prior employment participation, and it helps you prepare for retirement. This will allow employees to put extra money away for retirement so they can retire and continue living in the way they are used to. This does not cost the district anything, and there's no limited number of people to participate. It's completely voluntary on behalf of the employees, and the employee is in charge of maintaining everything on their own. The district does not do any choosing of investments for them. It's done through a third-party platform called Voya. They will set up their account and make all their determinations on how they want their money to be funded. The gentleman from PERS will come back and sit down one on one with everyone to show them what would benefit them to invest. The request of the board is to approve for district employees to participate, if they should choose. Discussion followed regarding the benefit and opportunity.

John motioned to approve Resolution 26-09 as presented, Adam seconded, the motion carried.

John said something down the road they might want to talk about is participating in social security now that everyone is OPSRP. Discussion followed regarding social security and PERS eligibility. The board agreed to look at this in the future.

## **VII. Public Comment and Other Matters:**

James stated that he attended the meeting to gain a better understanding of how the district operates and how its budget is structured. He explained that many users in Lake County are struggling financially, noting that the county has a limited tax base and that two communities are nearing compression.

John asked which communities he was referring to. James said Christmas Valley and Lakeview.

James said he isn't sure what the best way to do it is. They can evaluate whether or not to look at just an IGA with the County and the County could work with their individual groups to try to supplement a contribution from their general fund. He explained that the town is struggling to come up with the

\$70,000 and is uncertain how it will manage that cost. He added that the town has already relinquished its municipal police department and is working to avoid placing additional burdens on its residents while still meeting its obligations. He expressed appreciation to Amanda for taking the time to meet with them and said that, after visiting dispatch today, he has a better understanding of the radio system challenges. However, he noted that they still have questions and would like a more detailed breakdown of what the user fees cover.

Amanda responded that they have not yet had the opportunity to put that together since last week's meeting.

James stated that one of their main questions is whether the 911 tax revenue could cover approximately \$477,000 in costs. He acknowledged that there are administrative expenses but suggested that, if that figure represents the full amount, the 911 tax should be sufficient to cover it.

John asked about the AccTech bill and the switch that had been paid for. James responded that he does not support entering into another agreement with AccTech, stating that those services have already been paid for.

Amanda noted that progress was made by bringing everyone together for discussion and said she appreciated James attending; emphasizing that it is important for the board to hear his perspective.

Jan also thanked James for sharing his input.

John commented that there have been difficult discussions about what is fair and about ensuring the quality of service being provided.

James added that Lake County is geographically large, and it takes time to become familiar with the information needed to dispatch services effectively. He acknowledged that this presents challenges and expressed recognition of the difficulty of dispatch work.

John responded that they face similar challenges, noting that they are currently on their third CAD system and have recently implemented a new system.

Mike said he wanted to talk about PROQA and AI. He stated that he thinks it's a terrible idea and that they should completely stay away from it. He noted that he has been a dispatcher for almost fifteen years, so it's not his first rodeo. He said he knows Mike Cook and Aimee, and has spoken with the individual from Keno before, and that they all know what he is about.

He referenced a quick Google AI search about PROQA, which states that it requires dispatchers to follow structured, scripted questions to standardize emergency response and ensure accuracy. He added that the same source also indicates that, while designed for safety, the protocol can sometimes delay sending help, causing dispatchers to feel the need to bypass questions in order to prioritize getting responders dispatched faster, particularly in high-stakes situations. He described it as involving forced mechanics and compliance, where dispatchers must follow key questions, often reading them verbatim, to ensure standardized determinant coding. Mike then stated that he has "never used this shit," so it is what it is.

Mike went on to say that the gentleman in the back from Christmas Valley was present in dispatch when he took a medical call about an hour and a half earlier. A caller reported that his father was not breathing and provided the address. Mike said he entered the call and had it dispatched in sixteen seconds, while the caller was pulling his sixty-nine-year-old father out of a chair and beginning CPR. Mike stated that if he had been adhering to PROQA, he would have been asking additional questions that he felt were

unnecessary, which would have delayed the response, and he would have been pissing the guy off.

He emphasized that the key advantage dispatchers provide to the County, the City, and Lake County is their ability to talk directly to people and determine what kind of response is needed. He posed a scenario: if someone calls and says their ninety-year-old grandmother may be having a stroke, would they prefer a dispatcher to ask a series of standardized questions that cannot be bypassed and may be reviewed by a third party, or to immediately initiate a response while continuing to gather information? He said that people prefer to feel heard and to know their loved one is getting the fastest and best response possible.

Mike apologized for getting upset but reiterated that he thinks it is a terrible idea. He stated that the board's job is to save taxpayer money, and as a taxpayer himself, he believes it is a "fucking waste of money." Amanda responded that the meetings were being recorded and asked Mike to carry himself with professionalism. Mike replied that's just how he is.

Mike then referenced something he found in his locker that read, "911 saves seconds, seconds save lives," and asked how that aligns with PROQA. He asked if anyone could explain that to him. He added that none of the dispatchers want this system because it is a waste of money and time and does not serve the community.

Regarding AI, Mike said he could save them money on that as well. He stated that his AI is his finger. When someone calls 911, they prioritize and multitask. He described putting someone on hold, picking up another call, and making quick determinations, such as identifying a medical call, handling another line, and then returning to the original caller. He characterized the proposed system as a wasteful and unhelpful expenditure and said they should not do it.

Mike said they are overcomplicating something simple. He stated that they are not Salem, Los Angeles, or Portland, and that the best thing the center does is serve the community. He concluded that if the board understands, sees, and values that, they will not move forward with it because, in his view, it is a bad idea.

Amanda thanked Mike and asked if there was any other public comment.

Jim stated that he was speaking strictly as a taxpaying resident of Lake County, with no formal affiliation with any of the end-user stakeholders. He wanted to reiterate a point raised by Commissioner Williams. While he understands that Amanda is working on an answer, he remains unsatisfied with the cost basis, specifically, the \$43.41 cost per call for service. This figure was applied to 2024 call data, which included, he believes, fifteen different agencies, totaling approximately \$477,000.

He emphasized that Amanda had attempted to explain the calculation to him, and while he appreciates that effort, he still does not feel he has a complete answer. It's not that he disagrees; rather, he feels the explanation is incomplete. He said he looks forward to the upcoming presentation for further clarification.

Jim also noted that, on their side of the financial discussion, they have dispelled what he described as a long-standing misconception that the 911 cell tax funds are strictly limited to receiving and handling calls before dispatch. He stated that, based on communication from the state OEM 911 Program Manager those funds are not as restricted as previously believed over the past eight years.

Building on Commissioner Williams' comments, Jim pointed out that Lake County's share appears to be about \$500,000 going to Klamath 911, while the listed expense for services based on 2024 calls is

approximately \$477,355. He said he shares Commissioner Williams' view that there appears to be financial flexibility. In his view, the quarterly 911 tax distributions should more than cover the estimated annual expenses presented. He expressed frustration that this is not more clearly acknowledged, while also allowing that there may be details, he is not aware of.

From his perspective as a layperson, Jim estimated that the additional workload from Lake County dispatching would likely require no more than three additional dispatchers. Referring to Amanda's comments from the previous week's meeting, he estimated that three dispatchers, including salary and benefits, would total around \$450,000, excluding overtime.

He also reminded the board that in November 2024, when the Fire Defense Board, Lake County representatives, and Klamath 911 met in Paisley, the estimate was 1.5 additional dispatchers would be needed. At a more recent Emergency Preparedness Committee meeting, that estimate had increased to 2.5 or possibly 3 dispatchers. Jim said he does not understand how that number increased and would like to know the justification, though he is not necessarily disputing it and does not expect an immediate answer.

Finally, Jim raised concerns about the draft intergovernmental agreements. He said he is still confused about the payment language, specifically, the last paragraph describing the agreement term as running from July 2025 through June 30, 2026, with automatic extensions for four additional years unless notice is given. He also pointed out language stating that invoices will be issued in January of each year and are due upon receipt, alongside another reference to a payment due on February 1, 2026, which he believes applies only to retroactive or past-due services.

His main confusion is whether agencies are being invoiced in January for the upcoming fiscal year or for the current fiscal year, which would already be halfway complete. He suggested that this language could be clarified further.

Amanda stated that they needed to wrap up the meeting, as their budget meeting had started five minutes earlier. She said that the questions raised were ones they could address and asked if she could follow up later in the week or early the following week to provide answers regarding the IGA language.

Jim responded that this would be fine and suggested that outreach be made to multiple parties. He added that, based on his understanding, other agencies present share the same concerns. He said that execution of the IGA may not be as close as some may think and that it could take additional time. He offered to discuss these concerns further with board members if they wished to contact him, reiterating that he is speaking as a taxpayer and not a direct stakeholder.

Amanda referenced the Christmas Valley Fire Board, noting that she understood Jim had taken their IGA and stated he was on their board.

Jim clarified that he had not said he was a member of the fire board. He explained that he had indicated he would be communicating with a board member and had taken a copy of the IGA on behalf of Christmas Valley Fire to deliver it. He stated that he returned to town and provided the document to a board member, who has expressed concerns, along with representatives from a couple of other agencies. He emphasized that he should not be misquoted and reiterated that he was not a member of the fire board at the time. He also clarified that the board member he referenced was not Glenn ~~Sharon~~.

Amanda thanked Jim for his time and stated that it appeared further discussion would be needed in a separate meeting.

**VIII. Agenda Items for Next Board Meeting:** Budget Hearing

**IX: Adjourn:** Jan adjourned the meeting at 5:07 pm.

Approved and Adopted May 20, 2026

\_\_\_\_\_  
Sandra Fox, Board Chair

\_\_\_\_\_  
Date