

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, March 18, 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 Sandra Fox.

B. Roll Call

Board Members Present: John Ketchum
 Jan Bos
 Sandra Fox
 Adam Yancey
 Aimee Reichlin - Remote
 Neil Valiton

Board Members Absent: Mike Cook

Others Present: Amanda Rose - Executive Director
 Joanie Rote - Operations Manager
 Jim Strong - Lake County Resident

II. Pledge of Allegiance

III. Consent of the Agenda:

A. Approval of Agenda, Minutes and Claims and Demands: Jan motioned to accept the agenda as printed, February 18th & 25th meeting minutes and claims and demands as printed, Adam seconded, the motion carried.

Yes Votes: John, Jan, Aimee, Adam, Sandra & Neil

No Votes: None

IV. Old Business

A. Policy and Review Committee: The board considered Resolution 26-07, pertaining to updates to Chapter Two of the Personnel Policies. Amanda presented the proposed revisions, noting that the updates complete the chapter and incorporate recommended language from SDAO, effective January 1, 2026.

The revisions included the addition of Appendix K (Outside Employment Documentation) and Appendix L (Audio Recording Acknowledgment), as well as reorganization of several policy sections to improve clarity and usability. Updates were also made to employee classification, separation, procedures, payroll practices, and personnel records. Amanda further outlined revisions to timekeeping requirements for exempt employees, allowing for schedule flexibility within a defined pay period, subject to prior approval and proper documentation.

During Board discussion, John requested clarification regarding the updated timekeeping provisions. Additional discussion focused on the mileage reimbursement policy and associated insurance requirements for employees utilizing personal vehicles. Sandra expressed concern that the current language, which “encourages” certain insurance coverage, may not adequately protect the district. Amanda agreed to review the language and consult further to ensure appropriate risk mitigation.

Jan motioned to approve Resolution 26-07, with the understanding that the insurance language would be reviewed and clarified as necessary, Aimee seconded, the motion carried.

Yes Votes: John, Jan, Aimee, Adam, Sandra and Neil

No Votes: None

B. Public Outreach Events: Sandra said she would like to hear from Amanda about how she thought the Home Show went. Amanda stated that the district’s primary objective of public engagement was achieved, with staff having meaningful interactions and providing educational information to attendees. However, overall attendance and vendor participation appeared lower than in previous years, and event coordination was noted as an area for improvement by the new person running it. Jan and Aimee agreed. Sandra thanked the staff for putting together the poster boards and all the giveaways and having the information for a nice representation of the district.

V. New Business

A. Business Manager Report: Amanda reported for Jessica on the following.

LGIP Investment: The total February dividends received was \$12,029.46 of which the Money Market earned \$6,814.07, the Equipment Reserve earned \$3,131.99, and the Building Reserve earned \$2,083.40. The OSTF rate remained at 4%.

Recruitment: Jessica to date has had 26 applications that she's received, and three candidates are ready for interview. They've completed the preliminary testing and sit ins. 16 are in the test phase and few candidates did not pass the preliminary background or withdrew after they had applied. A lot of testing is taking place over the next few weeks. Adam asked if there were 20 potential candidates. Amanda confirmed there are 26.

Jan asked if there was only one hired from the last group. Amanda said yes.

Sandra asked how much time it takes for staff to do all the testing. Amanda said they are using a widely used program called critical. However, the software is outdated and can only test one person at a time. An upgrade is in progress and with implementation of the new system tests can be proctored. This will allow for more than one test at a time. That's going to take a lot less time for Jessica to run back and forth through testing candidates. It’s not an unbearable amount of time. It’s more so a lot of tracking to make sure we’re doing all the processes. Sandra stated, “so we are moving towards becoming more efficient”? Amanda said yes.

more efficient.

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

Training: Admin staff attended the G-191 ICS/EOC interface training at KCC and preparation for the upcoming training and rehearsal participation. The full functional exercise is scheduled for April 8th and 9th. 911 will be participating heavily by accepting calls, dispatching agencies on the state commercial frequency, creating a test incident and observing the process of response.

Quizlet's has been updated to include Lake County and Joanie completed her required CJIS training.

Joanie reported on the following for Holly.

Training: G-191 ICS/EOC interface training at KCC was planned to have the calls coming to the center so that we could see all the flows, but the communications weren't good radio wise. Holly dispatched from the location and did amazing.

Holly has also been working with Fire District #1, getting some recordings for Operation Prom Night, which is something that the fire district and law enforcement agencies get together, and they will present at a high school a horrific car crash, so they did some recordings for that.

Joanie switched back to her report and said they noticed two computer screens were going out, so two new ones were ordered, and have been replaced. Some Hamaker law enforcement back-up radio issues have been encountered, and they thought it was KIRG issues, but it is 911. The issue is while it's operational currently in the dispatch center, they cannot see what channel is selected, so they don't know which channel to answer. It is backed up with the normal radios, and they are currently doing well. Amanda has been provided with a few options from Day wireless to consider.

February Call Stats: 7630 total calls of which 3,582 came in on a 911 line, 1,164 were Fire & EMS, 821 were medical specific, 5563 were law enforcement incidents, 2216 were law enforcement initiated and 400 were in Lake County.

Joanie noted that the call volume seemed low but there were only 28 days in the month, so it turns out it was a busier month.

The big news is the new trainee started, she's amazing and we really like her.

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

Staffing: A new hire started on Monday, recruitment has been reopened, and we're in the application and testing phase. We still have three vacancies to fill.

Community Outreach: Home Show already reviewed. KCC is holding a Career and Technical Education Day on April 8th, this happens to also be the OSFM train derailment exercise day, and we are going to make our best effort to be there. KCC is going to be a great partner for the district and for public safety in our community so it's important that we show up for this.

Lakeview IGA's: The Lake County Commissioners have received the updated IGA and will be considering it at one of their board meetings. No further communication has been received since March 2. Payment from Lake County for last year and this year's user fees were received on March 3 for a total

of \$45,000. Doug White has offered to help coordinate a meeting with the other users to discuss the IGAs and move forward. Amanda requested that he get a couple of dates and time options for either next week or the first week of April for consideration, but she has not heard back from him yet. John asked if the \$45,000 brings them current. Amanda said it brings Lake County current.

Policy and Procedure: Chapter six and seven, SOPs were issued to staff on Monday. This completes all SOPs updated and with the resolution for Chapter two today, all major updates for policies are complete. Amanda will continue to review the remaining chapters for anything that might need some update, but she does not foresee anything major coming out of it.

Meetings: The local public safety coordinating council had no meeting in March. The next one is scheduled for April 1st. Lake County fire defense board meeting was scheduled for March 12th but was canceled, and a makeup meeting has not been scheduled. KIRG met on March 12th and their next meeting is April 9th. One of the big updates out of the KIRG meeting was Chief Hitchcock with district one shared information about the Rural Health Transformation Program. This is a grant that came out of the Big Beautiful Bill. There were some funds allocated to Oregon, and discussion surrounding it took place regarding it possibly providing funding for the radio improvement project. They are looking into that and are potentially going to be putting forth an application for some funds.

Lake County's emergency preparedness meeting was scheduled to be March 10th, but that was also canceled and the next one is scheduled for April 7th. The Fire Defense board meeting took place on the 26th of February at district four. The next one is next Thursday at district one; there were no major updates that came out of that meeting. The Klamath County Ambulance Advisory meeting was March 4th at KCC, and the next one is June 3rd. The Ambulance Advisory Board is reviewing their ASA plan with Ian and Diane Walker Pope from district four. They have worked painstakingly on updating this document, so there's a lot to be reviewed. It's going to take several meetings to go through it all. KCC's criminal justice is starting an Advisory Board, and their first meeting is to be determined. Aimee said it will be the middle to the end of April. Amanda noted that Joanie and Holly may attend these meetings as well.

District Values: Amanda presented a proposal to update the district's core values, based on staff input. The proposed values are integrity, composure, dependability, accountability, and teamwork. She explained that these values are intended to better reflect organizational expectations and guide daily operations. These values align closely with the expectation of modern public safety operation. They provide clear guidance for staff performance and leadership development, and they better represent the essential behaviors to maintaining trust with the community and our partner agencies. They also strengthen a unified culture grounded in a shared principle.

The values should be seen as an evolution, not as a replacement to the values already in place. These values are not replacing the principles we've been committed to, they're strengthening and clarifying them, integrity and accountability reinforce public trust, composure and teamwork directly support partner agency safety and reliability and dependability continues to support our mission and service expectation overall the proposed values, integrity, composure, dependability, accountability and teamwork are strong, clear and easy to understand. They're practical, practical, actionable and relevant to daily operations. Most importantly, they support and strengthen the behaviors that uphold our mission. So if approved by the Board moving forward with these as our values, we would integrate them into our employee onboarding, our internal culture training, leadership development, any public facing materials, and this would be to ensure that we're not just leaving them As words on the paper, but there

were actively there as principles that we actively uphold. Discussion followed and the board agreed it was very well done and thought through.

Sandra recommended that the item be placed on next month's agenda for formal consideration to ensure transparency and proper public notice.

Telecomm Appreciation Week: Amanda reminded the board that National Telecommunicator Appreciation Week will take place April 12 through April 18. Board members were invited to participate in recognizing staff contributions. Discussion followed and included the potential for a community engagement event during that time.

E. Board Ethics Training: Amanda reminded board members of required ethics training and highlighted the upcoming SDAO conference scheduled for June 24 and 25. Board members were encouraged to attend, particularly on the first day, which focuses on board governance.

D. Budget Committee: Sandra said they have an application from Liz Lowery for consideration. Jan said Liz is a CPA in town, and she works for a lot of farms. She does all their taxes and is an ongoing good citizen. She is really interested in coming to see what we do as far as our budgets. Jan thought she could bring a lot to the table from her experience in the community.

Adam made a motion to appoint Liz Lowery to the budget committee, Aimee seconded, the motion carried.

Yes Votes: John, Jan, Aimee, Adam, Sandra and Neil

No Votes: None

Sandra informed the board that they needed to set the April Budget Committee meeting dates and times. Discussion followed regarding board availability.

Adam motioned to hold the first budget committee meeting on the 15th at 5:00pm following the board meeting and tentatively on the 22nd at 5:00pm for a secondary meeting, Aimee seconded, the motion carried.

Yes Votes: John, Jan, Aimee, Adam, Sandra and Neil

No Votes: None

VI. Public Comment and Other Matters:

Sandra thanked Jim Strong for attending.

Amanda brought up her evaluation.

Sandra asked if they should update the agencies mission statement to include Lake County. Discussion followed and the board agreed to have the mission updated and approved at April's meeting.

Sandra said they need to discuss Amanda's contract and noted the need to have her evaluation completed by the end of March. Sandra asked for board input on whether they want to have an executive session to discuss or if there was a volunteer willing to sit down with her and go through the contract and identify

the specific things they want to look at. They also have some documentation from SDAO to review for what a standard evaluation would look like. Jan volunteered. John said to let him know if they need some help. Sandra will contact Nathan to find out whether they can hold an executive session to discuss the evaluation and get with Jessica to schedule it if that's the way they want to go. Sandra will inform the board on how they will proceed.

John asked if they could have Amanda provide a rundown of what her vision has been since she got here, and a self-evaluation of the things that she's tackled and worked her way through, so that they can have those things to review. Sandra said yes and that she believed a self-evaluation was built in the contract. Amanda said she put together the goals list John asked for and has it ready for them.

VIII. Agenda Items for Next Board Meeting: Updated Values

IX: Adjourn: Sandra adjourned the meeting at 4:54 pm.

Approved and Adopted April 18, 2026

Sandra Fox, Board Chair

Date