

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, June 17, 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.

B. Roll Call

Board Members Present: John Ketchum
 Sandra Fox
 Neil Valiton
 Adam Yancey
 Mike Cook, Virtual

Board Members Absent: Jan Bos
 Aimee Reichlin

Others Present: Amanda Rose - Executive Director
 Joanie Rote - Operations Manager
 Holly Kessler - Communications Supervisor
 Jessica Gibson - Business Manager
 Malory Emmett - Dispatcher, Virtual
 Claire Berringer - Dispatcher, Virtual
 Brent Knudson - KCFD #1 Fire Chief
 Daniel Creech - Dispatcher, Virtual
 James Wilson - Crescent Fire Chief
 Tori Langford - Dispatcher, Virtual
 Larissa Wade - Dispatcher, Virtual

II. Pledge of Allegiance

III. Consent of the Agenda: Amanda noted that she had requested an executive session but did not see it on the agenda. Sandra confirmed that it was under "New Business" at the end of the agenda.

A. Approval of Agenda, Minutes and Claims and Demands: John motioned to accept the agenda, May 20th meeting minutes and claims and demands as printed, Adam seconded, the motion carried.

Yes Votes: John, Adam, Mike, Neil and Sandra

No Votes: None

IV. Old Business

A. Policy and Review Committee: Amanda reported that policy updates will be required as part of the accreditation process but had nothing to present at this meeting. She also noted that the Peer Support Team is developing a policy with the goal of presenting it to the board by November and implementing it by January.

Sandra confirmed that the policy would formalize the Peer Support Team's work but would not prevent the team from continuing its current activities.

B. Public Outreach Events: Amanda noted that she and Jessica will be manning the booth for Third Thursday and informed of the location change closer to the Lighthouse area. Sandra asked if they needed help from the board. Amanda welcomed their participation and said that the event is well attended by the community. She reminded the board that no more than three members could attend simultaneously to avoid creating a quorum. Board members discussed attendance and staffing of the booth.

Amanda also reported attending the Two Rivers Festival on May 24. She stated that the event was well attended, provided valuable insight, and that organizers were welcoming and supportive of their participation.

Daniel Tague joined the meeting at 4:08pm.

C. ProQA Review & Cost Sharing Agreement: Amanda reported that three dispatch employees had visited ECSO to observe ProQA in use. One dispatcher is present and the other two are at a training.

Sandra read an email from Malory in its entirety.

Mallory's written observation stated that after observing ProQA at ECSO, she did not believe it could be ethically implemented in Klamath County.

Mallory highlighted the following:

- ECSO employs 33 dispatchers with trained supervisors working the floor regularly.
- Ten dispatchers were working during the observation, nearly equivalent to Klamath 911's entire staff.
- ECSO staffing levels allow for breaks and lunches for every employee.
- ECSO dispatchers are not monitoring the same amount of radio traffic as Klamath 911 dispatchers.
- Many calls are transferred to other agencies, reducing workload.
- ECSO employs dedicated IT staff, including one employee responsible solely for mapping and ProQA maintenance.
- Despite dedicated support staff, ECSO still experiences software outages and must occasionally revert to physical cards.
- The ProQA questions were largely similar to the EMD cards already used by Klamath 911.
- ECSO had experienced glitches involving CPR and overdose calls.
- There is uncertainty regarding integration with Tyler CAD.
- Dispatchers and supervisors at ECSO reported longer call times using ProQA.
- Dispatchers must read the script verbatim and cannot deviate from it.
- Callers often become frustrated when repeating information.
- Important contextual information may not affect call priority because it cannot be entered into ProQA's decision-making fields.
- Priorities cannot be manually overridden by dispatchers.
- ECSO experiences long ambulance response delays that callers frequently complain about.

Mallory expressed concerns about:

- Being required to continue scripted questioning even if circumstances change during a call.
- The inability to manage multiple ProQA call windows simultaneously.
- Potential delays when handling simultaneous emergencies.
- Increased training time.
- Staff turnover associated with implementation.
- Accreditation costs, security system upgrade and district priorities.

Mallory questioned whether accreditation and ProQA were appropriate investments while unresolved staffing, equipment, and morale issues remain. She concluded by saying the district should address foundational operational issues before pursuing ProQA implementation.

Sandra asked Amanda if she attended the observation. Amanda said no because she had already seen it in action and did not want the dispatchers to feel she was watching them.

Neil said he had a significantly different experience. He observed two dispatchers using ProQA and felt they worked effectively with the system. He acknowledged some "clunky" aspects but felt the system provided consistency and helped ensure dispatchers followed appropriate steps. The dispatchers appeared comfortable with the software and viewed it as a normal part of their workflow.

John reported spending approximately three hours observing one dispatcher and speaking with several others. He focused his questions on the quality assurance processes, fairness of evaluations, usefulness of feedback and overall satisfaction with the system. When questioning the dispatchers they felt the QA evaluations were fair and the feedback useful and positive. None of the dispatchers he spoke with indicated they would prefer to return to a system without ProQA.

John discussed observing long ambulance response delays, however, they were related to ambulance availability and transport not ProQA itself.

John found that ECSO's minimum staffing and the district's minimum staffing, when applied to the same population base equation, was not far apart. He knows they are still working on staffing but doesn't know if there is another center that has already been using this with Tyler that they could observe to see how it interacts.

Sandra asked if the QA is used punitively. John said he did not ask. Amanda said it should not be; it should be used as a coaching tool.

Neil said one dispatcher he talked to voice her frustration with having to get used to changing her verbiage but she wasn't against it.

John said they all told him the same story of what they like and didn't like and that when asked if they would if given the choice get rid of it or keep it; they all said keep it.

Mike added that he saw an example of verbiage where the one dispatcher was talking to a patient who had two broken legs and it asked for the person to go unlock the door. This shows a commonsense moment they have to be aware of.

Claire said based off what John and Neil had to say – the dispatchers went in knowing what they do. A lot of the ECSO dispatchers were taken back about how we do our jobs versus theirs and the amount of calls we take, the things we do, the tasks we do. Claire said more important than anything they can

barely keep up with medical calls with the current staffing and it would drastically change what they do with the staffing they have. There is one dispatcher that has already said they will not be here another year, and staffing levels are already at the lowest. She is concerned with spending over \$100,000 on a system that current staffing levels cannot adequately support.

Mike added that he talked to Kevin and the ECSO floor supervisor. He found it interesting that they worked hand in hand with their medical supervisor to reclassify for known language. Mike explained how this works with the numbering system and he really liked how they adjusted it to deliver better customer service by having that in the ProQA.

Amanda said there are some discrepancies she wants to clear up. They are only looking at the EMD portion of priority dispatch not the law enforcement module. Minneapolis was using the law enforcement module, and they have no intention of using that. She reached out to DPSST, and they confirmed that EMD cards are expected to be used on every medical call. However, current practice is that they are only used on complex calls. They have a problem that needs to be fixed and are not meeting the standard currently. Amanda added that she presented ProQA information to both the Fire Defense Board and Ambulance Advisory Committee. She asked them to submit letters of support or opposition. A few letters of support were received and forwarded to the board.

Amanda invited Chief Wilson to attend today to provide his input and experience using ProQA.

Tori asked if it could be re-evaluated after they have more staffing.

Chief James Wilson spoke in support of ProQA stating that the system would benefit all agencies, not just District One. Rural agencies with limited ALS resources require accurate early information to allocate resources appropriately. The structured questioning ProQA provides assists in making deployment decisions that can affect ambulance coverage for hours. James went on to explain that he previously managed implementation of ProQA at Crook County 911. Initial resistance from dispatch staff was common. Call times initially increased but later became shorter than pre-implementation averages. Policies can be created to account for high workload situations during QA reviews. He added that Deschutes County successfully uses ProQA with Tyler CAD and said that a visit to Crook County may provide a better comparison because of its smaller center size. He acknowledged implementation challenges but stated that the long-term benefits justified the effort.

John expressed interest in visiting Deschutes and Crook County to observe agencies using both Tyler CAD and ProQA and acknowledged that there are some underlying issues that are more than the software. He is not opposed to using it but wants to make sure they look at stuff that resembles what the district is using.

Adam said he is not a fan. If it does not make the job easier then why use it and who is paying the bill. Amanda said it is a 55/45 split with district one the first year and then the district pays the annual maintenance each year following and that the system does make it easier than flipping cards because the information is provided on screen. Adam said he would agree with her except that they are going to make the job tougher with an already challenged staff; with limited staffing. Amanda said she does not think it makes it tougher. Adam said she may not think it does. Amanda added that she has been a dispatcher and the concern is they are supposed to be doing this and it is clear that they are not. Sandra said the issue is this would be a forced compliance to what the staff is not doing on their own.

Claire reported that Shawn and Lorin have an overview of their observation that they want to provide to the board. Sandra asked them to provide it in writing and send it to the board.

Sandra requested they have an end date to decide and not kick it down the road.

Sandra read a comment in the chat from Larissa that she'd like to point out that the EMD cards are on a PDF loaded into the computer so that they can hyper click and take them right to the card, so they don't have to flip through the pages if they choose. So, they can keep those open on the computer.

Brent expressed that he is a big supporter of it, but they are in no rush. They want the district to look at it and be comfortable with it. He added that change management is hard, but it is worth it. They have a great dispatch and admin team and want to support what's best for everyone.

Sandra asked to hear Joanie and Holly's opinions.

Joanie said that she can't speak for Holly, but she is of two minds. One being that she thinks scripted questions can, at times, help new dispatchers when they're not sure what to say next. However, they have a very experienced dispatch team, and although they don't always have their book out, she can go through and probably find within 95% accuracy on every single medical call. They have memorized the survey cards. They may not flip up a card or know the specific medical incident unless it's something more serious, like CPR, or something along that nature. Joanie added that Amanda is of the opinion that even though they say that, and she's not wrong, it's just a different opinion, and she is probably not right, but it's her opinion that if somebody says they have a cat scratch, while they have a wound card, if the dispatcher can articulate, use a position of comfort, add pressure if it's bleeding, direct the caller to call back if something changes, then that's probably, in her opinion, adequate for a cat scratch, because they've already memorized their survey cards. They know where they're going, they know what the chief complaint is, they know the location and they know male or female, conscious, alert, and breathing.

Joanie went on to say that every dispatcher does what is on the survey cards. They may not do it every time, but she does not often hear a medical call where it is not done, and she would venture to guess that 95% at least get done. She thinks the main issue is in doing so, that 911 has had a history of not delineating between a BLS and an ALS call type. This is where the problems arise for the medical agencies. She understands it's a resource issue, but if they are sending an ALS unit to a cat scratch, and thirty seconds later have a heart attack coming in, that gets a BLS crew, and that's probably not right either.

She thinks ProQA is probably the solution to having a medical provider agree to send BLS to a scratch, and it's not to say that it's going to lengthen their workload, however, the staff are certainly entitled to their feelings. Referring to staff report, if they look at the 4599, 911 calls, there were 898 of those being medical specific. The 90 seconds that it takes the average call to be handled, it will increase when using ProQA and they are currently answering and prioritizing every single call within 10 seconds, 99.73% of the time. That is an amazing statistic for the staff. They're doing well, and personally, if she had to make a choice at this point with their staffing levels and the struggles that they have, she would not include ProQA, that might get her fired, but at any rate, that's her personal opinion.

Sandra thanked Joanie for her input.

Amanda commented that would not get her fired and she appreciates everyone's opinions and research looking into it. She is trying to do what's best for the agency and that's what they hired her to do.

John asked if when they are doing QA right now are they listening to the call and making sure they are going through the list. Amanda said she could not confirm that they are verifying that every question on the card is being answered and would refer that to Joanie. Sandra asked Joanie how they are doing QA right now. Joanie advised that they currently use the APCO standard even though they did not buy that

program they implemented a lot of that standard into the district standard. She reviews a lot of calls every day and the answers are in the calls.

John proposed having 60 days to look at Deschutes and possibly Crook County and make an answer by their August meeting. He would like calls reviewed during this time to confirm that they are following protocol and using the cards. He wants to be sure they are using the protocol and cards, not I think they are. He hears the concerns regarding the system and some other concerns that do not have anything to do with it or the standard. What are they doing to fix those and the other pieces at the same time?

Sandra said she would like to make sure they have a full board at the August meeting. Discussion followed regarding August attendance.

Neil added that it's understandable to be concerned with something new. He is not a dispatcher, and he knows they are going through a lot but the people he talked to saw it as just part of life, they use it and it works well.

Sandra read Claire's comment in the chat notes saying EMD allows for some minor gray area and extra questioning to provide the best care possible. By gray area, she means on an abdominal pain, it's not necessary to ask a four-year-old or 90-year-old male if they're pregnant. However, if that's what admin is asking them to do, they will all gladly accommodate, this is just how they are trained to operate and Sandra agreed that in most of their careers they have had situations where there is black and there is white, but there's also, as Mike said, kind of common sense, and so there's that gray area. She does not know how that plays into it. She trusts the dispatchers but also understands that they have got compliance issues that they need to be dealing with. They will try to schedule a day to go up to Deschutes and potentially Crook, and schedule this for the August meeting. She asked the dispatchers on the line to let Lorin and Shawn know that they can put their concerns in writing and send them either through admin or to herself. She will then send it to the rest of the board. She asked for this to be done asap because they would like to get this finalized as soon as possible.

Amanda said she sent the three dispatchers that went to ECSO a list of questions and forwarded it out to the board members that observed to take with them in case they did not already have some prepared; with the expectation that they would provide a post observation summary.

D. Board Ethics Training: Aimee has completed.

V. New Business

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

LGIP Investment: May Dividends - \$12,846.99

Money Market \$7072.31, Equipment Res. \$3,467.88, Building Res. \$2306.80 - OSTF rate remains at 4.00%

Recruitment: Unfortunately, the three candidates that were in backgrounds were not successful and tentative offers were withdrawn. Another round of recruitment opened June 12th and will close June 26th.

PROJECTS

Security Camera System Upgrade: Will begin in July with the new fiscal year budget.

Accreditation: Continued work through the assessment. Toured Klamath Interagency Fire Center on June 9th to assess its viability as a backup center location. It has great potential but there is some work to be done to get the radios and phones working properly for dispatch. We are working to identify the upgrades needed to perform dispatch from their location and determine the cost. It has great potential. There's a lot of opportunity out there. They are really excited about it and want to work with us, including putting some funds toward some of the upgrades that might need to be made to get that working properly for dispatch. They have an onsite visit for next Friday with the districts Day Wireless tech for radio and Lumen tech for the 911 phones, to assess what is needed.

Adam asked what accreditation was for. Jessica explained that accreditation is through the Norwest Accreditation Alliance and achieving accreditation puts them in a good position for consolidation. It establishes operational standards throughout the organization from top to bottom. It requires proof that policies and procedures are followed and strengthens the district's liability protection. There are twelve accredited agencies; one more just became accredited for Oregon this month. Many other agencies are following suit, because they believe that it's going to become a standard that it will be enforced, even though it is not currently, so they will be ahead of the game if they achieve accreditation. Adam asked what the cost was. Jessica said the first year is free and she does not have on hand the ongoing cost but thinks it's around \$1500 every two years. Adam asked if they would receive a discount on their insurance once accredited. Jessica was not sure but would look into it. John added that they get credit off their insurance from special districts by going through a path they have. Amanda added that the accreditation has been discussed for decades, it is not new and not something that they just came up with a couple months ago.

Amanda discussed recruitment difficulties with the new psych requirement and possible future strategies, including sign-on bonuses for lateral hires and possibly using contracted dispatchers. This new recruitment will use the new test platform so hopefully we get better feedback with it. Sandra asked how much it costs to do the psych eval. Amanda said it is about \$650-680. Adam asked who does it. Jessica said they use Corey & Stewart out of Portland that are certified by DPSST and have over twenty years of performing them throughout Oregon and Washington. Sandra asked if they just get a pass/fail. Amanda said they typically are pass/fail. There are a few times where minor things are red flags, and he will have that discussion with them to see if they want to take the risk but thankfully, they are catching the things that are a hard fail. Sandra asked if there was anything they could do on the front end to catch the things before the psych eval. Amanda said they have discussed this and there is a new portion of the test that is like the Briggs Meyers test that they are hoping will identify some of the things ahead of time. Discussion followed regarding what can be asked of candidates, their truthfulness and other options for psych evaluators.

Sandra said Tori asked if they could do more PR things on social media to make it seem like a great place to work. Sandra said she hopes that it is a great place to work. Most people that Tori talks to focus on the TV version of dispatchers and not the true reality. Sandra agreed that is true with most first responders. Amanda noted that social media improvements are planned but staffing and competing priorities have delayed implementation. James recommended having partner agencies include Klamath 911 in public acknowledgements and press releases to increase visibility and recruitment awareness. Amanda thanked everyone who provided recommendations regarding recruitment and outreach.

Sandra asked if there were any additional questions regarding hiring or the Business Manager Report. Hearing none, she requested the Operations Manager Report.

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

Joanie continues to conduct dispatch call reviews on an ongoing basis. She reviews calls for DHS requests, quality assurance purposes, and significant incidents on a daily basis. She acknowledged that there is a "dead chair row" in dispatch but explained that many chairs are simply removed from service and set aside until repairs can be made. There are still a substantial number of functioning chairs available, and one chair has recently been repaired. A request for a quote from Concept Seating has also been submitted.

Regarding headset equipment, Joanie explained that Poly, the company that supplied many of the dispatch center's headset components, recently discontinued support for some products. As a result, replacement parts are no longer available. New remote headset bases and wireless systems have been ordered from newer manufacturers attempting to fill the market gap. The equipment is expected to arrive within a few weeks. However, the vendors have advised that the products may experience growing pains while they refine their designs. Joanie explained that the new headsets designed specifically for those bases have also been purchased and existing headsets may not be fully compatible with the new systems. Employees may experience reduced audio quality if incompatible equipment is mixed.

Amanda clarified that the equipment being discussed are the wireless headsets that allow dispatchers to move around the room while remaining connected to calls. Traditional wired headsets are also available.

Recent dispatch resource book updates are ongoing as responder info changes.

May Call Stats: 9,666 total calls of which 4,591 came in on a line and 99.73% of all calls were answered within 10 seconds. 1,305 were Fire & EMS with 898 being medical specific, 6,823 were law enforcement incidents, 2,288 being field initiated, and 475 were in Lake County.

Sandra thanked Joanie and noted that if the board visits Crook County to evaluate ProQA, call volume comparisons will be important because Klamath County experiences one of the highest call volumes in the state.

C. Communications Supervisor Report: Joanie reported for Holly in her absence.

Training: Amy completed academy, has returned from Salem and is continuing in-house training with Lorin on graveyard.

Holly has been working closely with Fire District No. 1 and GIS staff on response area mapping updates. Through collaboration, response area changes have been implemented and deployed successfully.

On June 9th Amanda and Holly attended training focused on Next Generation 911 implementation. During the event, they toured a 911 center utilizing Tyler CAD and gathered ideas regarding dispatch center layouts and operations.

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

Lakeview IGA's: Amanda reported that on June 8th they received a payment from the Town of Lakeview for \$35,000, covering services from January 1 through June 30, 2025. No further movement regarding the IGA's. She remains in communication with Commissioner Williams and is attempting to schedule a meeting to discuss a single user-fee agreement. Amanda noted that the county may ultimately assume responsibility for collecting fees from user agencies.

Standing Meetings: Full list provided in the staff report.

Amanda provided additional details regarding the Oregon Emergency Management Road Show and Next Generation 911 implementation. She explained that many people incorrectly associate Next Generation 911 with video calling capability. She clarified that the current implementation phase does not include video calls rather the project focuses on modernizing aging infrastructure, including transitioning 911 phone lines from analog to digital systems, improving reliability and resiliency and enhancing call routing accuracy. The district is currently scheduled to participate in phase two of the statewide implementation process, tentatively planned for October through December. The vendors will install the necessary equipment on-site and that operational impacts to dispatch should be minimal. The call routing will move away from relying solely on ANI/ALI data and instead use verified geospatial location information, significantly improving routing accuracy.

John explained that ANI/ALI refers to Automatic Number Identification and Automatic Location Identification systems currently used in 911 call routing.

Amanda emphasized that Next Generation 911 represents a major technological advancement for emergency communications in Oregon.

Sandra asked if there were any specific items they wished to place on the July agenda. Discussion followed regarding continued ProQA review and discussion, accreditation and staffing updates.

John requested a more definitive update regarding Lakeview user-fee calculations. He noted that discussions have continued for an extended period without agreement on the underlying numbers and suggested using data from March 2025-2026 to determine actual call percentages and service utilization. Amanda confirmed that staff is actively working on those calculations

Sandra asked for public comment or any other matters before entering executive session. No one had anything else.

E. Executive Session per ORS 192.660(2)(i): Sandra announced that they would now enter executive session and excused the public except for the executive director. Entered at 5:25pm. Resumed and adjourned the public meeting at 6:07pm.

VI. Agenda Items for Next Board Meeting: ProQA, Accreditation, Staffing

VII: Adjourn: Sandra adjourned the meeting at 6:07 pm.

Approved and Adopted July 15, 2026

Sandra Fox, Board Chair

Date

