

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, September 16, 2026
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 4:07 p.m. by John Ketchum.

A. Roll Call

Board Members Present: John Ketchum
 Neil Valiton
 Adam Yancey
 Mike Cook - Remote

Board Members Absent: Jan Bos
 Aimee Reichlin
 Sandra Fox

Others Present: Amanda Rose - Executive Director
 Joanie Rote - Operations Manager
 Holly Kessler - Communications Supervisor
 Jessica Gibson - Business Manager
 Mallory Emmett - Dispatcher, Remote
 Larissa Hackett - Dispatcher, Remote
 Shawn Eads – Dispatcher, Remote
 Daniel Tague - Lake County Sheriff, Remote
 Brent Knutson - FD #1 Chief

II. Pledge of Allegiance

III. Consent of the Agenda

A. Approval of Agenda, Minutes and Claims and Demands: Adam motioned to accept the agenda, August 11th and 19th meeting minutes and claims and demands as printed, Neil seconded, the motion carried.

Yes Votes: John, Adam, Mike and Neil

No Votes: None

IV. Old Business

A. Policy and Review Committee - Resolution 26-12: Amanda said that she had not had a chance to bring the Policy Committee back together but did briefly talk to John. She knows there was some concern with the language. When she first came on and reviewed the policy, she had attempted to make some changes to give the flexibility that needs to be there for exempt employees. However, in doing so, there were still some questions. She tried to define it more, but defining it more does the exact opposite of what she needs it to do. It makes it much harder to have flexibility with all the stipulations. She recommended changing the policy to read: "Exempt employees work a salaried professional work week

and are not eligible for overtime. A standard 40-hour week is generally expected. Employees must manage schedules to meet operational needs and maintain regular availability during business hours. Flexible or alternate schedules must be used with supervisory approval and must support operational coverage and professional responsibilities. Schedule changes should be communicated as soon as practical. Flexibility cannot replace the use of earned leave when an absence qualifies for leave, and exempt employees will record daily time for documentation purposes only. The time records do not determine the pay. Accrued paid leave must be used for full-day absences and partial-day absences as required by law or procedure, including outside approved schedule adjustments." Amanda said she thinks the policy really needs to be as short as possible, so the flexibility is there. She asked the Board to trust that she is doing her job; making sound decisions and acting ethically in the way that she is adjusting it so the flexibility is there, but it isn't overly defined to the point that it becomes almost impossible.

John said he is good with it. The question he has is that it talks about supervisory approval. In Amanda's case, the board is her supervisory piece, and they meet once a month. He does not think they are in a position to approve those things every time. He is happy to have her report to them what she uses, but thinks for this kind of position, their expectation is that she will use it judiciously. If she feels like there's a need to report it to them, that's fine, but to get their approval to use it, as an exempt employee, doesn't seem appropriate. It's outside the way he ever learned how to handle exempt employees.

Adam said exempt employees are on the clock all the time. Period. That's why they're exempt, right? It's no different than the private sector.

Amanda said she tries to communicate with the board when she is going to be out of the office, so there isn't any surprise about why she isn't at work. She will continue to have that communication, as she did when she was having to fill station in the back, so they were aware that she was probably going to be working more than her regular schedule and that there was an opportunity to adjust those times. She communicates regularly with the staff and sends email notifications, so they know when she is going to be unavailable if she has to flex the day off.

John said he is good with all that. He just does not want a policy that reads as though somebody would interpret it to mean that she has to come to the board for approval every time she does this while she is trying to manage a schedule and see them once a month.

Neil asked if this was referring just to Amanda?

Amanda said no, she and Joanie are the two exempt employees.

Mike said he agreed with John as far as the supervisory piece with their Executive Director and he likes the way the policy is. He believes that, by mere directive from the Board, Board President, or a motion from the Board, they could say something to the effect that the Director shall report anything out of the norm to the Board, and other than that, be able to make their own decisions to operate as normal. He thinks they could do that, and it would take care of that section because he likes the policy the way it is. The Executive Director should have the leeway to operate the district the way that they see fit.

John said the question is, how do they interpret this? It says that she will do those things, and schedule changes should be communicated as soon as practical. If she does that, she has communicated to them that she made a change. If that's how they interpret it, he is okay with the way the policy reads.

John asked Mike if he read it. It says it has to be approved by a supervisor, schedule changes, if she's the supervisor, would be reported to her. Schedule changes on the other part say they would be

communicated as soon as practical, and that would be like at the next meeting or whatever that would be.

Neil clarified that Amanda would approve Joanie's and that doesn't need to come to the Board; just Amanda's needs to come to the Board. Amanda said yes. Neil said he thinks that makes sense. Amanda said essentially, her suggestion is to remove "with supervisory approval" so it would read: "Flexible or alternate schedules may be used and must support operational coverage and professional responsibilities. Schedule changes should be communicated as soon as practical."

John asked if everyone was in agreement with the recommended language. The group agreed they were.

Amanda said they would need to make a motion to approve Resolution 26-12, in the matter of updating Policy Chapter 2, Personnel, Exempt Time, with the language as presented today, redacting "with supervisory approval." John asked if a resolution was written.

Amanda said the resolution is drafted, but it is the old one and does not reflect the new recommended language. She can update the resolution, and they can approve it next month. Everyone agreed to do so.

B. Public Outreach: Amanda noted that the Lake County Roundup was September 4th through the 7th. Holly and Amanda staffed the booth on Saturday from 9:00am to 5:00pm. They were not swarmed by any means but felt like they had positive engagement. They had a lot of good face time with the law enforcement partners they don't see regularly, and had an opportunity to meet the new DA, Ramy Amaro. Holly agreed it went well and the weather was beautiful.

Amanda said they discussed the Pumpkin Festival last month, that is October 3rd and 4th from 10:00 to 5:00 on Saturday and 10:00 to 4:00 on Sunday. The stipulation is that they must man the booth the whole time and she has not yet sent out an email to see if there is any interest. The Safety Fair is on October 3rd, which is on the same Saturday, from 10:00 to 2:00, also at the fairgrounds. Depending on what they get from volunteers for the Pumpkin Festival, they may not be able to do the Safety Fair. Amanda will send out communications to see who is interested in volunteering for the events.

C. ProQA Review & Cost Sharing Agreement: John said given where they're at, there's nothing really to talk about for the ProQA review and cost-sharing agreement. It's not that they are ignoring it, but they said they would go observe other agencies where it is in use and have not done so yet. Amanda said she was able to schedule Lorin and Shawn to observe Deschutes on the 6th of October and will work with the Board to get them up there, hopefully before next month.

Neil asked if that is what she was hoping to talk about. Amanda said she sent out an email, and included Brent on it, that she was going to be asking that this move forward because they did not have an opportunity to complete the observations. Those are now scheduled so this will be postponed to next month.

V. New Business

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

LGIP Investment: August Dividends - \$12,033.78

Money Market \$6,201.96, Equipment Res. \$3502.19, Building Res. \$2329.63 - OSTF rate remains at 4.00%

Security Camera System Upgrade: Install complete and went live on 8/21/2026. There is still some learning to do on the new program but so far, it is working well.

Accreditation: Most of the documentation pieces are complete. The last few items are SOP updates that are waiting for the current review period to be completed. Back-up site locations are still being researched, and we are currently waiting for answers from Day Wireless. They were hopeful that an alternate site in Lakeview would work, and the equipment was already there. Mike had gone over and was thinking that it was pretty much almost plug-and-play but then, the day they went over to finalize some questions, the Lake County Sheriff decided he was pulling all the equipment out of the fire station where it was located and moving it somewhere else. They're working on where they might relocate that equipment and whether that would possibly be an option. Deschutes could be an option, but it would cost a little bit more to get up and they're finalizing some information on that. It would not be as good an option as Lakeview so we're still waiting on Day Wireless for some answers on how that would work and what the best route is.

25-26 Financial Audit: Onsite testing took place August 26th – 28th and they are on track to present their report in October.

Recruitment: Two candidates successfully completed the background process, accepted a final offer and started today. Welcome Hailey Anderson and Jeremy Crowder to the team. One candidate remains in the background process and has passed the psychological evaluation as of today. He will be moving on to complete the drug and physical screening, and a new projected start date will be set based on the timeline of the results of those screenings. Adam asked how many candidates they are short. Amanda said that if the one who is moving on to the next step reaches the final job offer and accepts, they will have all 15 positions filled.

B. Ops Manger Report: Joanie said she wanted to supply the correction from last month for the snapshots, so they will see that the snapshots for July are on this month's report.

The snapshot for August is a total of 11,194 calls were handled, 5,465 were 9-1-1 calls, with 99.6% of those incoming calls answered in less than 20 seconds with an average duration of 95.2 seconds. There were 1,513 fire incidents, with 983 being medical-specific and 169 being fire-related. 7,438 law enforcement incidents were handled, with 556 being in Lake County, and a total of 2,295 calls were initiated by law enforcement officers.

Mostly for this last month, Joanie was working on a special project and is not reporting on that.

Adam asked if the 11,000 calls include Lake County? Joanie said yes.

John said didn't they see July last month. Amanda said yes but there was an error in the number, so Joanie re-presented the correct numbers.

Neil asked if there were specific numbers for Lake County that can be provided, or if that was not possible? Joanie said phone call portion comes in all registered under Klamath, so they are never able to get a solid phone-call number specifically for Lake County. The law enforcement incidents are field-initiated, and then all their medical and fire calls are kind of divided.

Adam asked if they are on track to be similar to last year with call volume; has it gone down or gone up? Joanie said she was not sure but could research it. John said the historical trend is that they inch up each year.

C. Communications Supervisor Report: Holly communicated with the Mazama health occupations class. They did their test call into dispatch to practice CPR. The trainee, Amy, helped with that, so that was good for her to get some practice, and the students got to call 911 and see what that's like. She does this twice every school year for the two semesters of the occupations class. This year, they are going to try to do a tour and will be doing that along with the PD and fire department.

Next week, she will be speaking at a criminal justice class at Mazama to talk about the career. KU is also doing a career pathway program, and they will be going to do three days of speaking at that.

The final training for CAD-to-CAD has been put out, and she is waiting for some feedback from the staff. The projected go-live date would be the first week of October. Their hope with this is to be able to share calls with OSP directly. OSP will be able to see the calls as they input them, and dispatch will be able to see the calls OSP sends over to them. This should cut down on phone calls between the two agencies.

Adam asked if they would have a booth at the end of September at KCC. Amanda said they have done that in the past. Adam asked if they were there before at the end of September? Also, they have one in December too. Amanda said she did not remember when it was but that she went and it was a two-part thing. One was in their cafeteria area, and then they had a high school career path where they were with law enforcement and all the first responder safety partners. They participated in a few career days last year; one was in Doris and the other at Mazama.

John asked since they were ready to go CAD-to-CAD with OSP; do they have a way to go CAD-to-CAD with Deschutes? Amanda said it sounds like there is, but they have not started those conversations to explore what that looks like. It is being worked on with their partners in Grants Pass, and they're connecting their environment to OSP. The district will let them test it and work out all those kinks and then explore it with Deschutes. John said that would give them connectivity with everybody around, other than Jackson County, since they don't use Tyler, but he supposes there's a way to do that. Amanda said there is, but it is not as easy. There is technology out there. It's the PDCC, the Portland Dispatch Consortium, which has a hub that can connect all the departments. It's a separate program that must run in the background, and they would have to copy and paste from it. It's only beneficial for the partner that starts it because it integrates from their CAD to the hub. If you're the one receiving, then everything must be worked out of that. It's out there, and they may figure out a way to do it CAD-to-CAD at some point but the last she knew that was not in the works. John said OSP and Deschutes are probably the ones they deal with the most. Amanda said OSP, Deschutes, and Jackson County would be the most common. John said if they could cut two-thirds of those down that would be great. Amanda added that it would with Deschutes more so than Jackson because they share that top part of the county.

D. Executive Director Report: Amanda provided an update on the discussion last month regarding contract dispatchers. Last month she initiated an attempt to have a discussion with the union regarding exploring the possibility of contract employees. Since that time, they have filled positions and potentially almost filled all of their empty positions, but those employees still have to be trained. They are filling the positions, but the staff are still feeling the lack of those positions because those people aren't on duty yet. Also, in the dispatch world those things can change at the drop of a hat so she would still like to explore that conversation, but to date, she has received no communication. She will continue down that path and see where we go.

John asked if she knew how much the difference is with the loaded cost versus one and the other. Amanda asked what he meant. John said it is the comparison of the cost of a district employee and their loaded cost versus the contract cost, because there are no other benefit costs with the contract

employees, how far apart are those and has she looked at that. Amanda thought it would be comparable because the rate they charge is higher than the district's dispatcher cost. There is also a fee because they have to find them housing that's fully furnished. She would say it's probably comparable, possibly slightly less, depending on how long you're keeping them for but there's also an initial startup fee, so when you add that on, it balances it out. Neil asked if there is a pool and how that works. Amanda said there are a few different companies that do it and a couple ways it can be done. There are other centers that have used nearby dispatch center employees who will do a part-time gig and bounce back and forth. She already started exploring with a company that does exactly that. They hire dispatchers to travel, kind of like a traveling nurse. They're all certified, and they send them out to you. The shortest contract period is about six months, so they would bring them on for six months. John said it did not seem as desirable as having their own people trained up. Amanda agreed that having somebody long-term is more desirable. But if they were in a position like they were a couple of months ago, it would be nice to call up and order a contract dispatcher to come in and help take care of the workload. Adam thought with all the expense, it'd be way more than having their own staff. Amanda said they are not paying PERS or any benefits for them and she could run the numbers but would say it's probably going to come out comparable just because the hourly fee is much higher. Mike said he would like to see the comparison. Amanda said she will provide it.

Lakeview Intergovernmental Agreement (IGA) Status: Amanda informed that there had been no new movement but said she will reconnect with Commissioner Williams to determine if he's had an opportunity to have a discussion since their last meeting and see if they have or are going to bring anything forward to propose for a solution. John said he would ask if she was going to do that, and since they are going on two years, they should spend some time looking at what the relationship looks like down the road if they offload the actual PSAP side of service. What would it look like to have a plan if they were just passing on the calls. They should have an understanding of where they are with that. Discussion followed regarding the status of an agreement, Lakeview's ability to pay, what to do if they cannot come to an agreement and a plan to move forward. Amanda noted that two agencies have not paid for the first half-year and only one is paid up to date, which is the County.

Policy/Procedure and SOP Updates: Amanda already went policy items earlier but the SOP, like Jessica mentioned and she reported last month, were sent out with the revisions and draft additions for the review period. She gave four weeks and set that to end on Monday. Staff provided good feedback and she communicated through email with everyone. She was very appreciative of everyone having open communication, collaborating and trying to understand the concerns, address the problem, and find a solution. She sent back out, after discussing and taking all the concerns in, a drafted final resolution which is out for everyone's feedback and to make sure they're good with it before they move on to the next piece.

Tyler Data Archive: Amanda said she has been working on this which was part of this year's budget. They are currently paying EIS to keep a connection to the historical records so they can fulfill records requests. She found through communications with Tyler that there was a data archive completed to a degree. They only pulled law enforcement calls, so that data is there but they didn't pull fire and medical. After engaging with them, Tyler has agreed that they can fulfill the project before the end of the year by pulling the missing data. The original cost was going to be \$23,000, which is what they budgeted and that has been decreased to \$11,500 to pull only what is missing. They can then cease paying EIS to keep the connection because all of their data will be in the archive, so that's a good savings. Discussion followed regarding the data archive and cost savings of over \$30,000 in the next two years.

ASAP to PSAP Interface: Amanda said she found in a recent bill for the Tyler project something that they also paid for was an interface in Tyler for ASAP-to-PSAP, which connects the alarm companies to

directly integrate into CAD. The interface was paid for, so they just need to engage with the ASAP partner to finish the project, which is about \$8,000. This will be funded through some of the savings from the data archive project. If they proceed and get that interface built, the alarm companies would no longer have to call dispatch because they would hit a button on their side, and it would automatically generate the call into CAD. Discussion followed regarding how ASAP to PSAP works, the benefit of having it, the original project and remaining cost to complete the project.

Standing Meetings: Amanda reported on standing meetings.

Local Public Safety Coordinating Council met on the 2nd, no major updates and the next one is on October 7th.

Klamath Radio Interoperability Group met on September 10th, no major updates and the next meeting is October 8th.

Klamath County Fire Defense Board met on August 27th at District #5 out at Bly Mountain. Most of the conversation at that meeting surrounded District #3 pulling out of their ambulance service. The next meeting for Fire Defense is September 24th at Rocky Point.

The Ambulance Advisory meeting, which is a quarterly meeting, met on September 2nd at Fire District #1. Most of the discussion was focused on District #3 ceasing its ambulance services. There was a lot of engagement with the County Commissioners trying to work together to find a long-term solution. The interim solution is putting a lot of hardship on the partners that stepped in to cover the area that is now lacking service. There has been discussion about how ProQA can help with this situation, not that she is being pressured or feels that way, but there is communication about how being able to prioritize calls would significantly help those who are battling trying to cover a wide geographical area. They are already seeing some impact on a certain provider struggling to provide service in their area because they're being pulled way outside their district. This is just to inform the board of those conversations, so they are not shocked if the County Commissioner happens to show up at one of their Board meetings.

Amanda asked Joanie if she had anything to report from the Lake County Fire Defense and Emergency Preparedness meeting. Joanie said no, both meetings were cancelled. Amanda has sent Daniel and the Lake County Fire Chief a request to see if there's any way to get a virtual option for those meetings. She has asked in the past and fortunately, Joanie was able to adjust her schedule to go to the meeting tomorrow, but sometimes that's not always doable. It would be nice to be there, especially because she saw on the agenda that they're going to have a conversation about looking at and exploring putting together an interoperability radio group and she thinks those are good conversations to be part of.

Amanda said she sent out an email with a letter she received from the County Commissioners wanting to give their thanks to the staff for their work during the Wrights Fire. She wanted to acknowledge the staff for their hard work, and she appreciated that the staff were recognized for that.

VI. Public Comment and Other Matters: None

VII. Agenda Items for Next Board Meeting: ProQA, Resolution 12-6

VIII. Adjourn: Adam motioned to adjourn the meeting, Neil seconded, the motion carried.

Yes Votes: John, Adam, Mike and Neil

No Votes: None

Meeting adjourned the meeting at 4:51pm.

Approved and Adopted October 21, 2026

Sandra Fox, Board Chair

Date