

**KLAMATH COUNTY EMERGENCY COMMUNICATIONS DISTRICT MINUTES OF
ADVISORY COMMITTEE MEETING
Wednesday, July 20, 2022,
Klamath Emergency Communications District**

- I. CALL TO ORDER:** The meeting was called to order at 9:05 AM by Keith Endacott. Representatives were present from the following agencies:

AGENCY REPRESENTATIVE	HERE	ABSENT
KC Emergency Management - Brian Fowler	X	
Winema National Forest		X
Basin Ambulance - Stacy Todd		X
Merrill RFD		X
Central Cascade RFD - Bradley Kahler		X
OIT Security		X
Malin RFD		X
Merrill PD		X
Malin PD		X
Kingsley FD		X
Walker Range Fire		X
OSP		X
Klamath Interagency Fire		X
ODF – Randall Baley		X
District #3		X
Chiloquin Ambulance & Fire – Mike Cook		X
BLM – Blake Dornbusch, Virtual	X	
Harriman RFD		X
Chemult RFD		X
Bonanza RFD		X
Bly RFD		X
District #4 – Larry Woodruff		X
District #1 - Matt Hitchcock, Greg Davis	X	
District #5		X
Crescent RFD - Dylan Webb, Virtual	X	
Klamath PD – Ryan Brosterhous		X
Klamath SO – Chris Kaber		X
Keno RFD – John Ketchum, Virtual		X

Guests: Keith Endacott, Joanie Rote, Dave Burnett

ADVISORY ELECTIONS: Keith said the intent of the statute for these elections is to ensure that the 911 dispatch center is meeting the needs of the users. There are officer elections of Chair and Vice-Chair. Currently John Ketchum is Chair, and the Vice-Chair is vacant with the exit of Brian Bicknell. Discussion was held on chairs for the committee. Greg asked who is eligible to be in those positions. Keith informed that any fire, EMS, and law are eligible but no two from the same agency can hold a position. Matt asked the difference between KIRG and this meeting? Keith explained that KIRG is specific to radio and Advisory is specific to the dispatch center. It is an advisory committee to the District board of directors and is a requirement in statute.

Blake volunteered if they needed anyone.

Brandon had no objection to a position but would need to confer with the sheriff on his participation.

Keith noted that there was only one board member present and it's not always effective to assign those not in attendance. We could consider this at the next one and in the meantime reach out to see how we can get better attendance. Discussion followed on attendance of the advisory group. Keith said that if there are issues with dispatch attendance seems to be high but if all is going well it tends to be lower.

APPROVAL OF MINUTES: Brandon motioned to approve the meeting minutes from January 19, 2022, Dylan seconded, motion carried unanimously.

Radio Interoperability: The group is looking at the best way to get funding to improve and enhance the system used for dispatching.

Keith said we are in the middle of evaluating the CAD system and looking at possible replacement that would provide the interface and opportunity for records management. For the last few years, we have been trying to solve issues amidst our low funding including the phone system replacement. CAD is the biggest component used for assisting our response agencies and they're in put is helpful. Matt said out of all the upgrades being worked on, the CAD system is the biggest one that they are excited about. Adding RMS that would mesh with user agency RMS would be good. Keith ensured we are looking at the appropriate requirements that will be useful for all.

Strategic Plan: This is covered above.

Funding and Staffing Support Plan: Keith said this is dependent on our levy which has 2 years remaining. We will be looking at funding options with the intent of renewing the levy. The collective bargaining agreement for the 21-24 year is ratified and our staffing plans remain to have 3 on during our busiest times. Most centers are down to 70% for fully filled positions as recruitment has had many challenges. Discussion followed regarding funding for positions and objectives needed to fill those positions to obtain full coverage.

Dylan asked about the levy and if that is solely for staffing or for equipment. Keith explained it is for anything operational giving the history on the original intent that was proposed for the operating levy. Its not restricted to any one specific category as a levy. Keith said it has been a struggled to get fully staffed which has caused a higher year end to carry over. With that additional building payments have been made to save the public over a million dollars in the cost of the building. Keith reviewed the funding resources that the district currently receives.

Keith informed he has been engaged in the 988 implementations. This has now been implemented and is the suicide and mental health hotline. Anyone in a mental health crisis can call and get help. One of the underlying goals is to assist 911 and EMS by lowering the rate of those in crisis that end in jail, the hospital etc. At some point 911 may want to transfer calls to 988 but that capability is not currently available. Keith gave some overview of other cities that utilize the 988, how they use the program and its setup. The integration is evolving for 911 to 988, but the capabilities to provide the assistance is undetermined.

We are working with a couple fire agencies that are expanding their boundaries resulting in the need to update run cards and mapping areas. Some areas of concern have been identified and MSAG is working on getting those worked out. Matt asked if Celeste had talked to Keith about their issues of how CAD is plotting a location for response. Keith explained how CAD plots and uses the map data. Discussion followed on the program interpretation of information and issues with some of the data.

II. NEW BUSINESS.

A. Executive Director Report: Nothing more to report that has not already been reported.

B. Operations Manager Report: Joanie reported call volumes for last month. Calls have been a little busier than in May. Hiring is ongoing and we have one currently in the background process. There is one in training, and they are working with him on voice projection and communications over the radio. We have one trainee who is 19 and Clackamas has 5 that are 18. This used to be a biases as to why longer life skills are needed but this is changing, and centers are adapting. Some agencies are offering lateral hiring bonuses for a hope in more successful recruitment. Discussion followed on CAB language for hiring, bonuses and offering higher start for pay based on experience.

Dylan asked about the onboarding and training process of a new hire. Joanie said it is about 6 months on the job training, 3 weeks at DPSST training and then on station with a trainer. This all takes about a year or so. Dylan asked if new hires are aware of the workload they have upon hire. Joanie said they are given all the knowledge needed to work on station and begin doing the job. We have seen that once on station and taking calls some regress can take place based on the calls coming in. We have had 2 exits this year based on this happening.

Keith advised we can prepare them for the experience, but they must live through it to survive. Matt asked about the CAD replacement timeline. Joanie said we have a couple CAD demos, and she hopes to have them all done by November. There were 6 vendors that responded to the RFI and 2 additional after that process was closed. This gives us a total of 8 to consider. Discussion followed regarding the demos, what they look like and how they are used to determine if a good fit for our needs. Joanie said she expects in the 4th quarter to begin the RFP process with the specific criteria to meet our needs. There are no hard dates, but it would be about an 18-month process to completion after determining a vendor.

III. GOOD OF THE ORDER: Dave said he is glad to see those in attendance. He asked Brandon if Randy Swan has been replaced yet. Brandon said no but they are working on it.

VI. PUBLIC COMMENT: None

VII. AGENDA ITEMS FOR NEXT MEETING.

Next Meeting Date October 19, 2022, at 9:00am

Matt motioned to adjourned, Brandon seconded, meeting adjourned at 9:55am.