

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, November 20, 2024
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 10:00 a.m. by Randy Sword.

Board Members Present:

Brandon Fowler
Bob Moore - Remote
Randy Sword
Jan Bos
Larita Ongman

Board Members Absent: Chuck Brandsness

Others Present:

Joanie Rote
Jessica Gibson
Holly Snell
Gregg Wheat - Citizen of Klamath
Brian Loader - Citizen of Klamath, Remote
Mike Smith - Citizen of Klamath
Sam Guzman - Klamath Basin Cleaning
Flavia Guzman - Klamath Basin Cleaning
Raymond Lang - MSP Auditor

II. Pledge of Allegiance

III. Consent of the Agenda

A. Approval of Agenda: Randy said he would like to move the Pet Policy to item A under old business.

Brandon motioned to accept the agenda as amended, Jan seconded, motion carried unanimously.

B. Zone 6 Vacancy: Randy informed that three applications for Zone 6 had been received for board consideration of which two were present. He asked if anyone had questions for the applicants. Larita said she is interested in knowing how long each one has lived in Klamath. Mike Smith introduced himself and provided a background of his time living in Klamath and law enforcement experience as Sheriff in Wheeler County. Mike relocated to Klamath this year and will be the undersheriff to the new sheriff. Gregg Wheat introduced himself and said he has lived in Klamath all his life.

Brian Loader joined the meeting remotely at 10:08 a.m.

Randy asked each one to share why they wanted to be on the board.

Mike said he wanted to serve on the board because he has a lot of experience and has served on other PSAP boards including Klamath for a short time. He provided a history of his work in law enforcement and involvement in regional dispatch centers. His main reason is because if they are looking at going regionally he has experience in that and can share lessons learned from making mistakes. Mike shared his experience as Executive Director of the Wheeler dispatch center which provided regional service and underwent consolidation.

Gregg provided his background as a resident of Klamath and his involvement in law enforcement since 1998. He would like to continue serving in public safety, bring new ideas, help with problem solving and making the PSAP better.

Brian said he has lived in Klamath all his life. He is in the military and has served in the air guard for over 24 years. His status is Chief Master Sergeant, and he has a lot of experience working with diverse teams and solving problems. He has held positions in security forces, and military dispatch for the Airforce fire department. He would like to give back to the community and this matches his background in emergency management and law enforcement.

Randy asked if anyone had comments. Larita said she wished they could have three new people right now. Bob nominated Mike Smith. Brandon said he and Gregg worked together at the Sheriff's office; he knows him and thinks he has more knowledge and experience in the county.

Raymond Lang arrived at 10:20 a.m.

Discussion followed regarding each applicant's experience, involvement and knowledge they bring to the group.

Bob motioned to appoint Mike Smith to Zone 6 of the 911 Board of Directors, Larita seconded, motioned carried unanimously.

Randy thanked all the applicants for wanting to serve and invited them to attend future meetings and serve on the budget committee. Brian said he would be willing to help with the budget committee. Gregg acknowledged the same. Jessica will send Brian and Greg the budget committee application.

Mike took the Oath of Office and signed the document for filing.

C. Approval of Minutes: Brandon motioned to approve the meeting minutes from October 16th as printed, Jan seconded, motion carried unanimously.

D. Claims and Demands: Larita asked about Anthony's Lawn Care and how often the outside maintenance is done. Jessica said this was not for maintenance but for partial removal and cleanup of a tree that was over hanging on the roof. Anthonys removed the dead trees last year and works with John Bellum, the County Arborist, on these types of removals.

Brandon asked if there were any more payments for the audit. Jessica said no the \$12,000 was a

progress payment made last month and the final \$10,000 was already paid at the beginning of this month; it will show on next month's check detail.

Randy asked about prior conversation of entering a three-year contract for pricing. Jessica said she and Ray have discussed this and agreed it would be best to do another single year and then consider a two-year contract. This was the first year for MSP conducting the audit so there was more work involved setting up accounts; making it is not the best comparison for future costs.

Ray said to be transparent they did come in over budget around \$25,000 but wanted to honor what was quoted. He acknowledged his team could have been more efficient so they will assume the extra cost. MSP does not want to enter a long-term contract until they have a better understanding of what is needed going forward.

Brandon motioned to accept the claims and demands for November as printed, Jan seconded, motion carried unanimously.

IV. Presentation

A. MSP Financial Audit Presentation: Ray introduced himself and said this is MSP's first year working with the district. He was onsite for a week working with Jessica and completed the audit November first. Ray presented a review of the audit opinion and report. Their opinion is that the financials were materially correct, and no modification is necessary. This is the best result for an audit to be received.

Page 4: Reviewed the net position comparison over the prior year. This year was 3.7 million and last year was 3.4 million. This is less than a 10% change and is not of concern.

Page 5: Reviewed operations for the fiscal year. Last year was a net \$300,000 increase and this year there is a \$300,000 decrease. This is directly related to the loan for net pension liability for PERS. GASB 68 addresses PERS and wanting the entity to reflect the liability. The actuary is updated every couple years as an estimate of what the district will owe to PERS based on the assumption of future cost of retirement. For the size of the district the financial statements are lengthy so he did not go in depth, but they can contact him directly with any questions.

Board Letters: Ray said there were no difficulties. Significant risks, and internal controls are addressed on the internal control letter. Reviewed the standard journal entries and discussed the changes. Reviewed the letter of internal control which addresses appropriation of internal control and drafting the financial statements. This is typical and only five to ten percent of agencies do their own; especially at the smaller size. The district does not have a large accounting department for separation of duties and so Jessica has her hands in a lot of duties. This is normal for an organization this size and the board is not expected to change this. Ray identified inadequate training for new accounting updates such as subscription-based information technology agreements and recommends the person doing accounting attend updated training at least once a year. Prepaid expenses had an incorrect balance that was corrected. The date on the invoice itself was April 2024 but the coverage was determined to be from November 2023 thru October 2024 for the contract period. He recommends an internal review be done by Jessica at year end and journal entries made to reconcile.

Randy thanked Ray for the presentation.

Ray left the meeting.

Brandon asked if the next thing was to file with the state. Jessica said that had already been done.

Randy said the action items from the report are for Jessica to take annual training and to report the annual year end review and reconciliation to the board.

Jessica explained the GASB 96 subscriptions the district has that do not meet the requirement. The new ten-year lease for Equateur was identified meeting the new requirement and corrective action has been made to amortize and record for the duration of the contract.

Randy reaffirmed the action for Jessica is to take a training session at least once a year to keep up with the latest financial requirements. Jessica will make the annual adjustments for the prepaid financials and report to the board any changes. Randy signed the deficiency corrective action letter that will be submitted to the State.

V. Old Business

A. Pet Policy: Randy said he moved this up because he asked the cleaning people to come and share what they have seen since dogs have been allowed in dispatch. They clean up and see what is going on and what the dispatch center looks like. Randy said he has seen the rate increase proposed by the cleaning company, thinks it is appropriate, and the district is blessed to be served by them. He owns his own corporation and raises their rates every five years which can be significant based on the economy. That process works very well for his company. Randy asked if the carpets and dispatch area were visibly dirtier and if dog poop has been found not being picked up. Sam and Flavia acknowledged that was true.

Flavia introduced herself, the owner of Klamath Basin Cleaning, which has been providing cleaning services since 2018 and they have been very happy to do so. She handed out letters to the board. She shared that since dogs have been allowed she has continued to see a decrease in the cleanliness in dispatch. She also expressed that as a citizen she does not think it is appropriate for dogs to be in a place like dispatch because their attention needs to be focused on the people in the community that are calling for emergency help. Her daughter works in the emergency room at the hospital and its very stressful but not appropriate for dogs. Flavia explained the first letter was one previously provided to the district regarding a rate increase and her concerns of the cleanliness in dispatch. The second letter is regarding a complaint she is bringing against Joanie and how she was treated by her. She said that Joanie questioned her about her letter and who wrote it. She added that on Mondays there is a lot of hair all over the building not just in dispatch. She is very appreciative of the staff and the job they do; she knows it is very stressful, and she could not do it. However, she does not think the community would be in support of this. She really cares about the community and dispatch and does not think this is good for either. They will also spend a lot of money on carpets and cleaning because of this and she does not think it is appropriate, but understand it is their decision to make. The group agreed to table the pet policy until next month.

Joanie asked what the process of addressing this would be being that one part is a financial aspect and the other is an additional complaint that she was not aware of. Joanie said she did ask Flavia who wrote the letter and if someone had helped her write it because of the specific language. She thinks that someone else wrote the letter because it is specific to information that she was already aware of from other meetings. Larita said if it was in meetings then it would be in the minutes. Joanie said she did not

find it in board meeting minutes and thinks it may have been during a policy committee meeting. Larita asked who is on the policy committee. Joanie said it has been herself, Jessica, Bob, Holly and Larita. Joanie said the increase is substantial and that sometimes they are only onsite for half an hour. Flavia said they clean three times a week and often are there for over an hour to two. Joanie said she asked Jessica to put together an RFP, but she does not think that has been done yet and hopes that they will apply. Discussion followed regarding the rate increase and if the board would want to put the service out to bid. The board agreed they do not have an issue with the company or the service they have provide. Larita said she is concerned with whether the vendor will want to continue service if they accept a pet policy. Joanie said no vendor should guide their implementation of any policy and handed out a revised copy of the pet policy for consideration.

Sam introduced himself and said he works with Flavia. Twice a year he cleans outside and has been doing this for three years now. The last time he was here there was dog poop everywhere and he was not ok with it. When he was raking and weed eating it got poop all over his pants and boots. He had never seen this before and informed Jessica about it. Also, while he was out back a dog came out and started eating his food. He enjoys the work he does for the district and thinks he does a good job providing it. Larita asked if there was dog poop on the patio in the past months. Sam said yes and it has been present in the past six months. Randy said he does not have an issue with the rate increase and does not feel they need to put the service out for bid because the current company does a good job for them. Bob agreed. Larita asked for a quote to be provided separate from the letter. Larita asked if the dogs have pooped inside. Flavia said yes that she has cleaned up two or three times in the past six months. Board discussion followed regarding staff cleaning up after themselves and the consideration of providing doggy bags and a receptacle for cleanup. Randy said that if a policy is accepted and they keep getting complaints of it being violated; he will request to cancel the policy. Randy said he wants to make sure the staff understand there is no acceptance to the restrictions of the policy. Joanie said she agrees and does not want to violate anyone's rights. There is one staff that has a qualified ADA accommodation for a service animal that is a breed on the excluded list. Randy requested the board be provided the ADA documents for that staff from the physician saying they need that specific dog and the paperwork showing it as a registered service animal. Randy thanked Sam and Flavia for coming and said the board will review the letters and asked them to provide the separate quote at Decembers meeting.

B. Policy and Review Committee: No meeting last month and nothing to report.

C. Executive Director Transition Committee: The group meet last month, and Randy attended over the phone. Randy reviewed the committee make up and its purpose. The committee will change once the final decision is made for the executive director and will continue. Brandon said it is good and beneficial. Randy agreed and said it allows them to address issues as they arise. Next meeting will be December 12th at 10:00am.

D. Public Outreach Events: Joanie said there are no upcoming events, but she wanted to present a vision she has and provided a document for a Medical ID Card that Tori created. She sees this being on cardstock and making it available to the community to keep on hand to be provided to first responders. Discussion followed regarding the information that should be on the card and changing the DNR/ Directive to Advanced Directive. The board liked it and thought it was a great idea.

E. Lake County 911 Transition: Joanie reported a lot of work is being done on this. One thing they did not get to last month was approving for her to engage Eileen Eakins in drafting an IGA between the district, the City of Lakeview and the County of Lakeview. Brandon said he talked with Eileen about this a couple weeks ago and she seemed excited to work on it for them.

Brandon motioned to authorize Joanie to engage Eileen Eakins in drafting the IGA for the Lake County transition, Jan seconded, motion carried unanimous.

F. Holiday Staff Recognition: Randy reviewed what the board had agreed upon for staff gifts at last month's meeting. Jan said Jessica obtained the staff order for cups and she will get it placed.

G. SDAO Annual Conference: Jessica confirmed that reservations are made for seven board members, Joanie and herself. Brandon said he is attending but not sure if it will be under the district or Chiloquin Fire, but he will let Jessica know as soon as possible.

VI. New Business

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

LGIP Investments: Money Market \$3867.36, Equipment Res. \$2095.56, Building Res. \$228.11. OSTF rate change from 5.15% to 5.00% effective 10/23/24.

UPS maintenance and the FM 200 alarm panel repair is scheduled for tomorrow, but this may be postponed due to weather because both are traveling down from the Salem area.

Randy said it puts a smile on his face every month to see the increased funds being received from the investment account and he is thankful Jessica brought that to the board.

B. Ops Manger/Acting Director Report: Joanie reported on the following.

Staffing: No Changes

Labor Negotiations: The districts labor attorney submitted a counteroffer to teamsters and is waiting a reply. An in-person meeting will be scheduled if needed.

CAD Project: Joanie and Holly continue to participate in weekly meetings. Holly continues to work on the fire response plans for agencies within the Tyler CAD database and data for Lake County is being prepared as well.

Redundant Internet: Quotes have been received from Cal-Ore and Lumen. The price from Cal-Ore is more in line with available resources and the fiber path will be separate from the current provider. She proposed they get this done sooner than later. Brandon said he needed to declare he is a Cal-Ore employee, and the price is the same as they would provide to any other agency. Randy requested the quotes to be provided to the board next month and to make sure there is no conflict, Brandon will abstain from voting. Randy said he appreciates them providing notice to the board and that he does not see there being any conflict, however they will err on the side of caution.

Mike asked if they were doing a data dump or a fresh start for CAD. Joanie said a fresh start.

Employee Training: Staff has almost completed the 2024 APCO training.

Joanie has completed thirty-two hours of executive education classes and will attend APCO quarterly the first week of December.

Law Repeated Channel: In process and equipment ordered but may be delayed due to snow.

APCO Intellicom: Joanie has decided to pause this project to consult with a medical advisor regarding BLS/ALS status questions for dispatching purposes. The main goal is to delineate between a BLS or ALS medical call. She would like to find a better solution that does not require as much money, time and training. They will utilize the tools in the new Tyler system and if it is not enough they will relook at APCO Intellicom. Larita asked if this is something that they are required to have. Joanie said no but there are other agencies requesting dispatch to identify if a call is BLS or ALS. Discussion followed regarding classification of calls, cost, physician advisor confirmation and partner agency cost allocation. Mike explained the use of PROQA and how it works to provide questions that are not deviated from which protects the district. Joanie said they do not want to use PROQA because it is too time consuming, and this was a better option.

September Call Status: 9,239 total calls of which 4837 came in on a 911 line, 1245 were Fire & EMS, 899 were medical specific, 7071 were law enforcement incidents and 1809 were law enforcement initiated.

Joanie reviewed the event tally and said she did a search but did not find anything for Dorris. Her November and December calendar was provided for review.

Larita asked where Sprague River was on the event tally. Brandon said they are part of District #4.

Randy said he appreciated seeing other administrative staff noted on the calendar for time off. He does not want to micromanage, but it is good for them to know who is going to be out of the office and be informed in case they get any complaints.

VII. PUBLIC COMMENT AND OTHER MATTERS

Holly said the staff Christmas dinner and awards night is scheduled for December 17th, 6:00pm at Wubbas.

Bob asked what the status is on the transition. Randy said Joanie, Holly and Jessica are working on that and so far it is moving smoothly. The decision was made today for them to reach out to Eileen for the IGA.

VIII. AGENDA ITEMS FOR NEXT BOARD

IX. Adjourn: Brandon motioned to adjourn the meeting, Jan seconded, motion carried unanimously. The meeting was adjourned at 12:18 p.m.