

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, May 22, 2024
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 10:02 am by Randy Sword.

Board Members Present:

Brandon Fowler
Bob Moore
Randy Sword
Larita Ongman
Jan Bos
Chuck Brandsness arrived at 10:06 am

Board Members Absent:

Others Present: Joanie Rote
Jessica Gibson
Holly Snell
Mike Rudd – Board Attorney
Betty Lucht

II. Pledge of Allegiance

III. Consent of the Agenda

A. Approval of Agenda: Brandon motioned to accept the agenda as printed, Jan seconded, motion carried unanimously.

B. Approval of Minutes: Jan motioned to approve the meeting minutes from April 17th as printed, Brandon seconded, motion carried unanimously.

C. Claims and Demands: Bob motioned to accept claims and demands for May as printed, Jan seconded, motion carried unanimously.

IV. Old Business

A. Operating Levy Results: Randy said the results as of this morning are a passing vote with yes's leading by 169 votes. However, mail ins are still counted until June 16th so he is unsure on approving a budget today and thinks they should wait until the final count is in. Discussion followed regarding statewide measure results and how updates are received. The board agreed to postpone today's budget

committee meeting until June 19th and to hold a special board meeting on June 25th to include the budget hearing.

B. Board Vacancy Zone 6: Betty Lucht submitted her application to the board for consideration. Randy said Betty was a previous board member for over 16 years and had to step away for medical reasons. During that time, they have not found anyone to fill the position.

Bob motioned to appoint Betty to the position representing Zone 6, Chuck seconded, motion carried unanimously.

C. Executive Director Transition Committee: Randy said they did not meet last month. The background process is ongoing and expected to take around six to eight weeks with results around mid-June. Randy said the committee is going to meet at Mike's office and he asked if there is a day that is best for the committee to meet? Brandon said Thursday or Fridays is best for him. Discussion followed. The committee will meet on June 13th at 10am. Mike said he will email out the confirmation on that to the committee.

V. New Business

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

LGIP Investment: April Dividends \$9246.84

Money Market \$5384.42, Equipment Res. \$3647.82, Building Res. \$214.60

Jessica reported on the SDAO training and said that HR Answers will be rolling out an "Employee Handbook Tool" free of charge to the district as a SDAO member. The handbook will be color coded with mandatory laws, highly recommended and otherwise suggested language. Randy said he attended the training as well and it was very good. His big takeaway is that every employee should receive an annual review that is objective based and allows for two-way communication. Larita asked if there is a specific date set for these to be performed. Randy said historically it has been the anniversary date of employment. Discussion followed regarding timeline of reviews and when they should be done. Joanie asked if it would be ok to have a set annual date for all, such as June. The board discussed and said that they were ok with having a set month that all employee reviews were performed.

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

Joanie said some of the prior discussion rolls into her report so to continue she thinks she can commit to doing everyone's reviews by June 30, 2024. Brandon asked when the last time reviews were performed. Joanie said she feels like she is doing call reviews all day long while preparing DA reports. Additionally, any call issued with a case number, or ones recommended through our quality assurance control are further reviewed.

Holly said that in January each dispatcher received their individual quality assurance reviews at an all-staff meeting.

Trainees: We still have two trainees, and both are scheduled for the academy in July. If they are not on an upward trajectory by then academy training may be postponed. Jan asked how they were doing now. Joanie said one is on the struggle bus and some adjustments may be needed in their training and the

other is doing good.

Jessica successfully completed her LEDS training amid her other tasks so she can now have access to CAD. This will make her job easier so she will not have to search as much in the reporting program.

April Call Status: ECATS has been having some issues, so we do not have an accurate total call volume for April. A ticket has been put in to resolve the issue. However, 1046 of the calls received were Fire & EMS, 728 were medical specific, 6430 were law enforcement incidents and 1869 were law enforcement initiated.

CBA Representation: The labor attorney was contacted and requested to set a date for negotiations. The request has been sent to meet on June 26th and 27th but it has not been confirmed. She has discussed the current contract/language with the attorney, and he is aware of what can be expected from the district's side. It is good that the dates are pushed out since funding is still awaiting the levy results.

CAD Project: Joanie, Holly, Claire, and Mallory spent all last week, Mon-Fri, from 8am to 4pm working on the CAD build with Tyler solutions. The mobile unit build will be in June and Holly will be assisting with that. Meetings still occur weekly for all involved.

We were able to receive an additional position through the phone CPE refresh giving us a 5th station. This is set up in the office adjacent to dispatch and will be fully functional. A radio and desk were purchased for this. Larita asked if there was an additional cost. Joanie said yes the radio and desk. Bob asked if the staff are adapting to the new Vesta. Joanie said yes and the deployment went without incident.

Completed Projects: Radio Consoles, Phone CPE and Logging Recorder

SOP Review/Special Response Instructions: Joanie and Holly are working on updating these for dispatch to be a useful tool and are expected to be complete by July 23rd.

Joanie said she has been researching accreditation and reviewed the pros and cons provided in the staff report. This could be a good tool for the community to know we are accredited and a stand-alone agency. The backup center is a hurdle but may be obtainable without a huge cost.

Policy: Joanie said she thinks it would be a good time to review the district policies. She has been allowing the staff to bring their dogs to work and sent out a staff survey that was 100% positive to the creation of the idea. She created a pet procedure that is included for their review and is open for feedback. She wants this to be transparent and not secretive and said it has been a very positive thing so far. Larita asked about issues with pet allergies or what if a pet scratches someone and those types of issues. Joanie said those things were considered in the pet procedure.

Randy asked what the liability is to the district. Mike said it is a potential liability to the district because a lawyer will always try to sue as many parties as they can. There is a negligence issue that will always be a factor. Larita said she is for it and thinks it brings a calm environment to dispatch. Brandon said he is all for it. Randy asked if keeping pet vaccinations in the employees' locker is acceptable? Mike said he thought was fine so long as it is available to anyone upon request. Randy said it must be noted that pets are only allowed in non-public spaces. Bob asked how they are going to handle the pet relieving itself. Joanie said that the back patio area is where they can go. It is a rather small area, and the pet owner is responsible for cleaning up all their dog's relief at the end of their shift.

Joanie reviewed the APCO intellicom program. This would provide another tool to assist the dispatchers in asking questions for specific call types and guide them through providing specific responses. Discussion followed regarding the benefit of the tool, cost and how it will help the dispatchers do their job better.

Joanie said the last page of the staff report is the event tally so they can track the different agencies activities.

C. Executive Session per ORS 192.660 (2)(a): Randy dismissed the public at 10:59am. Resumed public session at 11:13am.

Randy said now is a good time to reactivate the Policy and Procedure Subcommittee and he would like Chuck to chair it. They also need a couple of board members to be on the committee. Larita asked how often they would meet. Discussion followed with the recommendation of Chuck, Bob, and Larita.

Jan motioned to reactivate the Policy and Procedure Committee made up of Chuck, Bob and Larita, Randy seconded, motion carried unanimously.

Randy said they discussed in executive session taking advantage of HR answers to utilize one of their consultants who is knowledgeable in the industry to perform a review of the organization. This would consist of a review from the top down and recommendations would be made to the board based on the findings. Randy made the recommendation to have the board attorney contact HR Answers and facilitate the review.

Bob motioned to approve the board attorney to contact HR Answers and facilitate the organization review, Jan seconded, motion carried unanimously.

Joanie will finish working on the pet procedure and Randy said it will need to be put in policy and approved by the board. Chuck said the policy needs to state the dogs that by law or insurance are prohibited in the workplace. Joanie will look for exclusions.

Bob asked what is included in the background check process and is a psychological exam and a physical required. Randy said yes it includes those and more. They have also required employees and user groups to be surveyed as well.

Public Comments and Other Matters: None

Discussed the processes of updating policy and how to make changes and recommendations to the board.

Agenda Items for June 19, 2024, 10:00am meeting

Policy and Review Committee, Executive Session per ORS 192.660 (2)(a)

- VI. Adjourn:** Brandon motioned to adjourn the meeting, Jan seconded, motion carried unanimously. The meeting was adjourned at 11:27am.