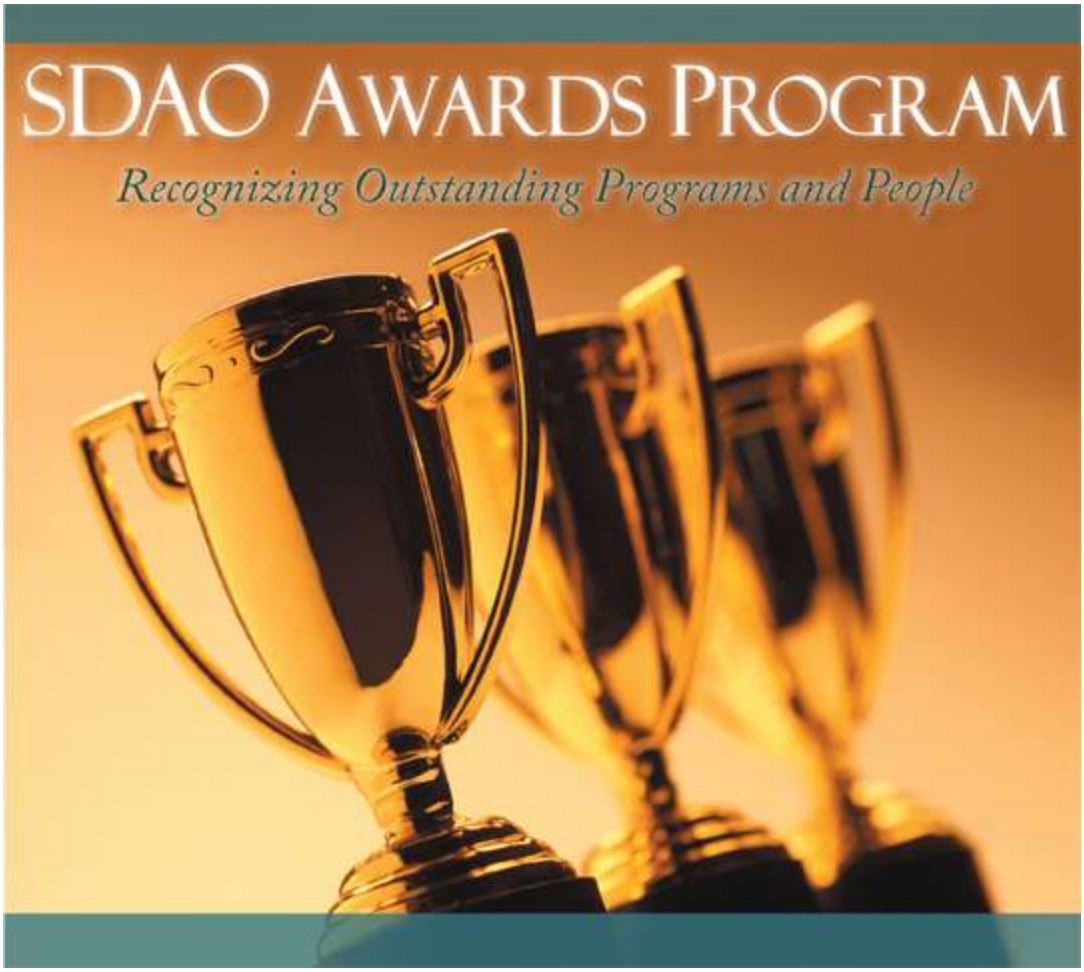
SDAO Special Districts Association of Oregon



The SDAO Awards Program gives recognition to member districts for accomplishments which allow them to provide better service to the public and honors individuals who have greatly contributed to the success of their organization. These awards celebrate the ingenuity, creativity, and diversity of our members. Within this program are two special recognition award categories; the **Outstanding Special District Program** award, and the **Outstanding Special District Service** award.

2012 OUTSTANDING SPECIAL DISTRICT PROGRAM AWARD

DISTRICTS WITH 6-25 EMPLOYEES

Klamath 9-1-1 Communications District

Klamath 9-1-1- Emergency Communications District constructed a new operating facility in 2011 to replace an old unsafe operating facility. The District's jurisdiction for 9-1-1 call taking and emergency communications is the County of Klamath, which is the fourth largest County in the State at 6,135 square miles with approximately 66,000 residents. Unfortunately Klamath County also has one of the highest unemployment rates in the State at 12% which does not make the atmosphere for an additional tax on property owner a viable option. After two failed attempts to garner electorate support for an operating levy, the district had to make some innovative choices to provide employees a safe working environment.

The building was located in close proximity to the railroad yard creating a vulnerable situation for a HAZMAT or a terrorist event. This location did not allow the district to attain Department of Homeland Security and the FBI's security requirements for their equipment or building perimeter security to prevent unauthorized entry.

After extensive research and negotiations, the District was successful in leasing a piece of property adjacent to the newly constructed police department, and securing a low interest USDA-RD construction loan. The proximity to the police department allowed for a considerable construction cost savings as the district was able to share secured employee parking and security fencing.

2012 OUTSTANDING SPECIAL DISTRICT SERVICE AWARD

This award category recognizes individuals who have contributed substantially to the improvement and successful operation of his or her special district. Four subcategories have been established for this award, including Board Member, Manager, Employee, and Volunteer.

MANAGER

Jeanine Dilley

Klamath 9-1-1 Communications District

Jeanine Dilley was hired as the Executive Director of the Klamath 9-1-1 Communications District in May 2005. At that time, the district was in what is best described as disarray. Hiring, training, and retention of qualified dispatched trainees was a problem affecting operations as well as morale and teamwork. Communications equipment needed upgrade and/or replacement. The rented building housing the center was in deplorable condition and was not in a safe and secure location. Relations with users, emergency service organizations, county officials, and the general public were generally neither positive nor productive. There was no plan in place to address future operational needs much less current deficiencies.

Jeanine revamped the District's operational structure to clarify supervisory lines, responsibilities, and accountability. Necessary equipment was replaced. Inadequate funding streams were evaluated. Policies and procedures governing all facets of the operation were critically reviewed and upgraded. To the extent possible, corrective action was taken or planned to deal with violations found by OR-OSHA and the state fire marshal during facility inspections. Jeanine also researched options to obtain funding for a new center. A USDA loan was obtained that allowed for the building of a new facility, coming in almost $60,000 below estimate. Every aspect of the operation and management of the District has shown significant improvement because of Jeanine's commitment to excellence in professionalism and work ethic.