

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT SPECIAL MEETING
Wednesday, July 23, 2025
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 11:30 a.m. by Randy Sword.

Board Members Present: Sandra Fox - Remote
Randy Sword
Jan Bos
Mike Cook
John Ketchum
Adam Yancey

Board Members Absent: Aimee Reichlin

Others Present: Joanie Rote - Operations Manager, Remote
Jessica Gibson - Business Manager
Holly Kessler - Communications Supervisor
Amanda Rose - Citizen, Remote

II. Consent of the Agenda

III. Approval of Meeting Minutes: Randy motioned to approve the meeting minutes from June 18, 2025, Jan seconded, the motion carried.

Yes: Randy, Jan, Mike, John, and Sandra

No: None

IV. Discussion: Randy said at the last meeting they received a review of where they are and considerations for the next plan. They discussed the possibility of absorbing KIRG and completing the absorption of Lakeview and the IGA's that need to be issued.

Sandra asked who created the strategic plan. Randy said the board. Sandra said SDAO helps with these things and wanted to know if the board is interested in obtaining their assistance. Mike asked Sandra to explain what kind of help SDAO provides. Sandra said SDAO deals with many districts, so they have seen what plans work and those that do not. They can pull best practices from other entities and provide ideas that work. They also could provide advice on what does not work and obtain information from other agencies about future ideas and what should be in the plan. Mike said he has utilized SDAO services in the past and appreciated it. A great benefit was having updated legislation and ORS information provided. They also helped identify technical needs. John said he has had good experiences with that in the past as well. Sandra offered to reach out to SDAO, see what they have to offer, and report it to the board. Discussion followed regarding how SDAO can assist the board. The board agreed to have Sandra reach out to SDAO.

Sandra asked if there were any major issues with the last plan that the board should be aware of.

Mike asked Jan and Randy to provide input since they know the history.

Randy said prior boards were concerned with having a backup facility and equipment to keep service. They were also concerned with having a mortgage. However, since then the loan has been paid down and refinanced which saved about a million dollars. Another great thing has been the administration team bringing to the board the idea of moving district funds into the Local Government Investment Pool. This was a good move for the district. The board is concerned about how to make funding more permanent. They have depended on the operating levy and learned that it's not if, but when, it will be defeated. The board has seen budgets reflecting a loss in funding which shows that if they do not have the levy they will be cutting staff because other expenses do not make up the difference. Short of dissolving and reforming they have not come up with another option.

Jan said the last levy barely came through and they must be prepared if the next renewal does not pass. John said a trick is to run the levy at the earliest election so if it fails they have another chance in the same year. Sandra said funding is the top priority of the strategic plan whether it is a levy or grants. John said grants are a tough road. Adam asked if the district has a grant writer. Sandra said she has written grants for 30 years. John said another issue is that 911 is always hiring. Sandra said employee retention should be another top priority. Discussion followed regarding employee retention and making that a priority in the plan to determine where the downfall is, which keeps them from getting trainees across the finish line. John said it seems they keep hitting a wall. Sandra asked about training program. Discussion followed regarding the current training program.

Adam Yancey arrived at 11:43am.

Joanie said there was a turnover in staff at KCC so the intern program is gone but she met with Scooter at KCC to do a video on the fire side. However, that has been put on hold because she thinks the new director should be part of that and she does not know where they are with hiring a new director.

John asked where in the process a trainee usually fails. Joanie said it is usually during the last stage where they are putting all the pieces together in the busy dispatch environment. They recently created a separate training room with a full console so a trainee can be in a quiet space where it is less chaotic. Adam asked how many dispatchers there were. Joanie said there are eleven and we budgeted for fifteen. Discussion followed regarding how long it takes to get through DPSST training and the new CAD training that should be easier to use and has more training material. Adam asked what the perfect candidate looks like. Joanie said someone who can multitask, use multiple platforms, have split ear and carry-on multiple conversations at the same time. Holly added they must be driven and want to finish. Joanie said they also need to want to do shift work. Adam asked how many shifts there are. Joanie said five now that we only have full-timers. John said he does not know how they accomplish this, and it has been an issue for many years. Randy added that it's not just a job, it's a calling, so he understands what is being said. Discussion followed regarding recruitment and the process of testing, sit-ins, a panel interview, director interview and final job offer.

Sandra had to leave the meeting and asked Jan to take over for her. Sandra left the meeting at 12:00pm.

Discussion took place regarding position requirements, duties and responsibilities of a dispatcher and

cost to the district of putting candidates through the process. John said they need a better understanding of the critical spot of failure. The training program needs to be robust enough to be able to hang on to them as call takers and then transition through.

Amanda Rose left at 12:08pm.

Joanie said they do not have a call taker position in the contract so that would have to be addressed. This is an industry-wide issue not just an issue at our agency. Failure happens at the end when all the pieces of the job are put together and stress increases throughout that day. Mike recommended getting a hold of Sandra to emphasize the recruitment and retention challenges for her to share with SDAO. Mike said all the agencies in Oregon emergency services are having the same hard time.

John said he does not see much on the plan that can be removed; they are all ongoing challenges. Mike would like to see a side column celebrating the wins and an outline of future goals for each thing. Randy agreed it would be nice to add a side column of achievements. Mike said when he was considering coming on board he asked around and heard about all the issues, but he also heard a list of accomplishments and wins. Randy said it is important for the board to know and the community to be of aware as well; they need to do a better job at that. Mike said it is important to educate the community on what has been accomplished when it comes to obtaining support for levy renewal. John said it is hard to convey to people what dispatch does and all the areas the center handles. It would be good to allow them to hear calls to provide a better understanding. We are not the biggest center, but our dispatchers have the highest call volume per seat in the state.

John recommended each member review the strategic plan items, take note of the things they need to have SDAO address and at next month's meeting make a comprehensive list to provide.

Adam asked what SDAO is. John explained the Special Districts Association of Oregon, how they work and all they do for Special Districts.

Mike agreed with John's recommendation.

John asked if employees are given an exit interview. Joanie said no. John said they should be because it would help in obtaining information on where the issues are. He also thinks they should bring back some past dispatchers that failed and ask their input on what went wrong. Discussion followed regarding implementing exit interviews and the district's ability to obtain information to help identify the training program challenges.

Next meeting date will be August 20, 2025, at 11:30am.

V. Adjourn: Mike motioned to adjourn the meeting, Randy seconded, the motion carried.

Yes Votes: Jan, Adam, Randy, Mike, and John

No Votes: None

The meeting was adjourned at 12:20 p.m.

Approved and Adopted August 20, 2025

Sandra Fox, Board Chair

Date