

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, May 20, 2026
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 4:00 p.m. by Sandra.

B. Roll Call

Board Members Present: John Ketchum
 Jan Bos
 Neil Valiton
 Sandra Fox
 Aimee Reichlin - Virtual

Board Members Absent: Adam Yancey
 Mike Cook

Others Present: Amanda Rose - Executive Director
 Joanie Rote - Operations Manager
 Holly Kessler - Communications Supervisor
 Jessica Gibson - Business Manager
 Daniel Tague - LCSO, Virtual
 Brent Knutson FD # 1
 Tori Langford - Dispatcher, Virtual
 Lorin Alexander - Dispatcher, Virtual
 Mike Egbert - Dispatcher, Virtual
 Shawn Eads - Dispatcher
 Malory Emmett - Dispatcher
 Claire Ralston - Dispatcher
 Jim Strong - Lake County Citizen, Virtual

II. Pledge of Allegiance

III. Consent of the Agenda:

A. Approval of Agenda, Minutes and Claims and Demands: Jan motioned to accept the agenda, April 15th meeting minutes and claims and demands as printed, Neil seconded, the motion carried.

Yes Votes: John, Jan, Sandra, Aimee & Neil

No Votes: None

IV. Old Business

A. Policy and Review Committee: Amanda reported that she had nothing new, but Jessica is working through the accreditation process and has identified some items that will require policy updates; so they will see those soon.

B. Public Outreach Events: Amanda said they had discussed the Build and Brew event last month and chose to table it till this month to decide on participation. Participation requires manning the booth both nights. There are a couple of staff out on those days so having a booth would require help from the board. Discussion followed regarding the event schedule, theme and cost. Sandra asked what the boards take was on the last home show and how it went. Jan thought it was not well attended due to lack of advertising. Aimee thought attendance being lower may have been due it being the first year an entrance fee was charged. Amanda thought they should see how it goes and if a good turnout they can participate next year. The board agreed to hold off and participate next year.

Third Thursday: Jessica reported that July's event will be held on Friday the 17th instead of Thursday the 16th.

Amanda reminded the board that she will be in Crescent on Sunday manning a booth at the Two Rivers Festival. Sandra asked if she needed anyone to go with her. Amanda did not think so but if anyone wants to go, they are welcome too.

V. New Business

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

LGIP Investment: April Dividends - \$12,569.46

Money Market \$6999.38, Equipment Res. \$3,345.01, Building Res. \$2,225.07 - OSTF rate remains at 4.00%

Recruitment: Three candidates received and accepted conditional job offers and are currently in the background process.

PROJECTS

Critical Upgrade: Validation is complete and they are assessing appropriate time limits for testing but can begin using the new test with the next round of hiring.

Admin Phone Upgrade: Admin phones have all been ported over to Zoom and went live on May 12th. The transfer went smoothly and we will be able to disconnect 3 phone numbers which are no longer needed. This will decrease the phone bill by about \$120 a month.

Security Camera System Upgrade: Quotes have been obtained from Center Logic and Winema Electric. The quote for installation and hardware, to include adding a camera out front, is \$8,586 and the electrical wiring is \$5,358 for a total of \$13,944. The costs could see a slight increase between now and

July 1, 2026, however they are not expected to increase so much as to put it over the budgeted amount of \$15,000.

Accreditation: Actively working through the assessment. The Administrative Standards initial review is complete, and there are 15 action items requiring an update to policy or procedure. A requirement of accreditation is an off-site back-up dispatch center. Jessica is working on scheduling meetings in June with the Police Department and Klamath Interagency Fire Center to discuss dispatch back-up center location options.

Oregon Savings Growth Plan: Contribution account setup is nearing completion. Employees have been provided participation enrollment forms and notified that they may begin contributions in June.

Sandra asked if anyone was hired since last month's meeting. Amanda said no. Aimee started in March, and the three vacant positions are expected to be filled with the three in background which will bring them to fifteen.

B. Ops Manger Report: Joanie reported on the following.

Dispatch QA & Evaluations: All are completed except for Claire because she has been gone.

AI Non-Emergency Call-Taking: They were able to explore some AI through attending AI non-emergency call taking demonstrations. They looked at Rapid SOS, Aurelien and Prepared. They are all very cool. The link to each vendor is provided on the staff report in blue letters. The non-emergency AI assistant is a tool that would basically free the dispatchers of having to handle roughly 44,000 inbound non-emergent calls per year that are currently handled by person. It does not take away the dispatch portion, just the initial call, so that they can better focus on things like the responders on the radio and things that they're having to split so much attention to. In addition to the ability of the AI to handle those types of non-emergency calls, many of them include a logging recorder that can perform a quality missions review, both on non-emergency and emergency calls. Most platforms are working on radio transcription services as well, but only one of them have it that they could look at but most of the platforms are going to piggyback off each other, and that's something that's going to become available.

High Frequency Callers: Amanda and Joanie attended a community partnership meeting for high frequency callers. They are calling the group HRT and the meeting was held at DHS. They discussed high frequency callers and what services they can offer and resources already available to the community.

Dispatch resource books are complete and housed at each console.

April Call Stats: 8,627 total calls of which 4,172 came in on a 911 line, 1,241 were Fire & EMS with 835 being medical specific, 6,707 were law enforcement incidents, 2,670 being field initiated, and 426 were in Lake County.

Sandra asked what the interest was for AI and the cost associated with it. Joanie said there are costs associated, but that is just something that is upcoming in the 911 industry. There are many other agencies looking at it and some have already implemented it. It's going to take the very basic non-emergent calls and handle them somewhere else. It will take the very basic non-emergent calls and allow

the AI to pick it up. John asked to help him understand it. Discussion followed regarding AI call handling, how the dispatcher would initiate AI to take over a non-emergency call, non-emergency call types and the relief using AI can provide to the dispatchers.

Aime said she had done a bunch of research on it and has some concerns with information she found that said there have been some concerns when a call is not typical and AI having some issues with the call. They all know a lot of calls coming in are not typical. The agencies that are using this are large dispatch centers with thousands of calls coming in. It seems apples to oranges, and she is not sold on it because of all the problems with it being so new. She is also concerned with it turning to a point of devaluing the caller. Amanda said the concerns are valid and they are just looking at what is out there and how it can help. They do not have a proposal for consideration and are just looking at what is being offered. There are some calls they could filter through the AI platform to alleviate a caller being put on hold when a dispatcher is doing something like CPR with another caller. John said he does not mind looking at it but for him he would prefer it to be on a non-emergency number. Amanda clarified that this is not on the 911 line and is an interface on the non-emergency line. One thing that is getting missed on what Joanie is proposing is the radio transcription piece. This would allow dispatch to see in live time the transcription and it would be outstanding. It also gives them the ability to pick up on key words and provide an alert to dispatchers. She wants to make sure they are looking at all the pieces and not missing a tool that would be very beneficial. Sandra asked what the liability of using AI would be. Amanda said that has not been discussed yet. There is a lot more to look at, but it is the future of dispatch. Amanda said Jessica has brought up a good point as well. They want to make sure that the district is staying up with their partners, so if a push for consolidation came they are up with the times, and the center is strong. They want to be a strong contender against some of their partners, like ECSO or Deschutes County, that's implementing all these things, and we're behind on time. It's good for them to know what's out there and understand what they could potentially be looking at.

C. Communications Supervisor Report: Amanda reported for Holly in her absence.

Training: Aimee is doing well and transitioned to her trainer. She is currently at DPSST academy and scheduled to graduate on June 5th. Following this she will complete the three-day emergency medical dispatch certification course and then return home to continue in-house training.

D. Executive Director Report: Amanda reported on the following.

Lakeview IGA's: Met on Wednesday, the 13th with Commissioner Williams, Sheriff Tague, Undersheriff Smith, Frank with OEM, Sonia McCormick with OEM, and Jessica. Frank was asked to come because there's been a lot of questions about the 911 tax, and how it can be used. Frank was able to provide a clear explanation of the tax, where the tax comes from, how it is distributed, and what expenses it can cover. There was some miscommunication and Lake County misunderstanding what Frank had previously referenced in ORS 403 point 115 and 403 point 245. During the meeting Commissioner Williams initiated discussion regarding the possibility of Lake County executing a single IGA with the district, paying for all user fees and then seeking to have their own agreements with the users. There's still more discussion to be had but the takeaway from that was to determine the most appropriate way to provide a cost breakdown for Lake County, because the question keeps coming up of what it costs to provide Lake County services. Originally, it was understood by many that the call for service model presented was the cost to provide dispatch service to Lakeview, which is not the case. That was just a user fee model and did not represent the full cost of providing service. On Thursday, May 14, the signed IGA from North Lake County EMS was received, so that has been signed and fully executed. Additionally, they paid their user fee payment.

Standing Meetings: Full list provided in the staff report.

Lake County Fire Defense was May 14th not May 20th. Amanda tried to attend virtually but was unsuccessful.

KIRG met last Thursday and Ian arranged a meeting with Gavin the spokesman from Senator Merkely's office.

Nothing major for all other standing meetings. First KCC went well and Amanda looks forward to growth in that one.

Shawn received his advanced certificate from DPSST.

PROQA: IGA and letter from Nathan regarding representation provided in the board packet.

Amamda read her presentation for PROQA and said she invited Chief Knutson to provide his perspective on PROQA and how it would benefit partner agencies on the other side of dispatch.

Brent said they have great staff and a great group of dispatchers. PROQA is not about that but about standardizing the process. The majority of calls are EMS related so appropriately triaging them with consistency is extremely important. They have a great group of dispatchers but sometimes, depending on who takes the call, changes how that information is delivered. Using PROQA would help resource deployment and standardization. FD #1 is a strong believer in this and that's why they are supporting it financially. They are truly committed to PROQA because they believe it will improve responder safety, patient care, resource allocation, and overall coordination between agencies. Brent provided his background and experience using PROQA. He has spoken to a few other Chiefs about it, and they are excited because it will bring the County up to standards. It will be a struggle in the change but it will make everyone better.

Amanda said PROQA was brought up last month by some employees who rightfully had some concerns and she would like to address some of those. She understands that with change there is fear, and there's some education that needs to be had in what the system is and how it works. There are ways to make a quick disconnect and get through to dispatch. The program integrates with CAD and is not within the radio, so it does not inhibit their ability to access the radio, set off tones and dispatch. Amanda would like to put together a group of dispatchers to go to ECSO where it is currently in use so they can see how it works in the workflow and what that looks like. This is not a punishment for dispatch but a tool to help bring our capabilities up to standards. Amanda asked for the board's support to move forward with the agreement with fire district one.

John asked about the push-through to call and if a caller said a key word like chest pain; would it immediately push to the higher level. Brent said yes, that is his understanding of how it works.

Discussion followed regarding how PROQA functions within the dispatch system. Neil asked if the training and difficulties were primarily in dispatch. His understanding is that they have a book of cards for reference now and it sounds like the system would provide the cards, so they don't have to go searching. Amanda said that is correct. Brent added that most dispatch centers use some form of PROQA. Sandra said the cards are prioritized but it sounds like the order is not how the fire side wants to see it. John added that no one provides medical service without it being attached to a physician

advisor. Brent noted that their advisor will sign off on PROQA. Aimee asked if someone could walk her through what this looks like from the point of a call coming in. Amanda said the call comes in, the dispatcher inputs the address, the system prompts them to the book on the computer and helps them identify clear instructions for the appropriate medical situation. It takes out the guess work, so they have clear understanding of what questions to ask to ensure the appropriate response is sent.

Amanda reviewed the total cost and noted that the fire district will cost share the first year and then after the yearly maintenance renewal cost and training would be covered by the district.

Aimee asked what if the system is not accurate and something bad happens. Amanda said using the cards removes any liability because it makes the dispatcher ask all the questions. Discussion followed regarding scenarios where misinformation was provided at the time of the call that caused it to be coded wrong and how using PROQA would alleviate this from happening.

Aimee asked if they had compared agency size of those that are using it. Amanda said she has looked at smaller agencies comparable to them such as Prineville. They had challenges in the beginning because it was new but now things are going well and they are glad they got it.

Aimee asked if they had anyone go and shadow at an agency who is currently using it. Amanda said not yet.

Aimee asked how happy the dispatchers are with using this because that's what matters and all she has heard is how it benefits the fire and not dispatch. Amanda said she is looking at it from the scope of dispatch not the fire side. It helps the district in the liability realm, because it's been said that the book of reference cards has not always been adhered to. It has been treated as suggestive, and that opens them up to some concern. This is concerning for Amanda because she wants to make sure that the dispatchers are protected.

John asked what the reoccurring cost was. Amanda said the quality assurance piece is \$23,000 and the maintenance and training is \$12-16,000.

Neil asked if they were trying to get this implemented in the next couple of months. Amanda said yes and it is included in the 26-27 budget.

Aimee said she noticed Tori asked how to hot ship the call. Amanda said it is not called hot shipping, but it will immediately notice the need and ship the call.

John asked if the recurring amount will be shared with fire district one. Amanda said no. John said he is looking at whether they commit to a dollar cost now and if there is a requirement to sign the agreement today. Amanda said she is not looking for them to sign it today because there is another piece to be covered and they can discuss it further next month.

Sandra said they do want to hear from other users on how it is working for them. Amanda said she has mentioned it in meetings but has not sat down with all the other ones. She intends to speak at the Klamath Lake meeting next Thursday and the Ambulance Advisory on June 4th. Sandra said she hears that they are trying to help the fire side and decrease the districts' liability.

Sandra said she hears that there is a problem with the fire department, and that they are attempting to resolve that. Additionally, they are trying to decrease liability for the dispatchers. She does not care what program they have because they are all civilly liable anyway. So, what problems are they having at 911

with the current situation that would be solved and what are they really getting from this program? Amanda said what they are solving is taking out the guess work. Sandra asked if that had been a problem. Amanda said she could pull several calls where the book was not used. It is not used for every medical call that comes in. The questions that are outlined on those cards are not asked routinely and followed as they should be. So outside of micromanaging and sitting back there and watching everybody, this takes that away and provides the protocol on the computer. The current card situation does not always provide clear steps and can be very confusing in following the pattern of what's the next step. This system clearly identifies and gives you the instructions for the next step.

Sandra asked how they address a dispatcher not following the cards. Amanda said when it comes to her attention it would be dealt with following policy for corrective action. Sandra said she is looking at this bigger picture, dollar wise, what are they getting. Amanda said some of the cost savings will cover the DPSST EMD certification so that training can be done in-house, so they no longer have to be gone three days, and the potential liability of a lawsuit would be decreased. Discussion followed regarding the legal issues and liability that comes by nature of the business.

Sandra asked if they could send a dispatcher and a board member to a site and sit with them to see how it performs. Amanda said yes, she can schedule that with ECSO.

Aimee asked if it is policy on medical calls that they must use the flip card on all calls. Amanda said yes. Aimee asked if that is realistic for an SOP. Amanda said they should be used for everything and not just complex calls. They are not a suggestion and should be followed regardless of call type.

Sandra asked for dispatcher input and for them to keep it concise and professional.

Shawn said he has been here almost 10 years, and during his training he was explicitly taught that the EMD cards were intended for complex situations. As a new employee, I followed what my trainers taught me. The work group's biggest concern is that it will slow them down. They are already understaffed. While they technically have 12 positions, only 11 are actively staffing consoles, and they are now responsible for both Klamath and Lake Counties. On graveyard shift, there are only two of them covering all emergency and non-emergency calls, dispatching fire, medical, and law enforcement services for both counties. If his partner is tied up monitoring a law enforcement pursuit, which is a major officer safety issue, he is left handling all incoming calls and dispatch responsibilities alone. That means managing multiple radio channels and emergencies across two counties at the same time.

All of them are certified emergency medical dispatchers that recertify annually and maintain CPR certifications. They already have access to the cards at every console and can use them when needed. The concern is being required to work through every card on every call, even low-priority situations while another line could be ringing with a shooting, cardiac arrest, or structure fire. They must prioritize emergencies, and when staffing is limited, spending extra time on low-priority calls can delay responses to critical incidents. They have already seen situations where all available staff were fully committed to a major incident, such as the ATV crash at Christmas Valley Dunes over Memorial Day weekend. Fortunately, nothing else happened at the same time.

They are also concerned about quality assurance expectations. If they are required to complete every card but are forced to prioritize a more urgent emergency, will they be penalized for not following every prompt? That uncertainty adds additional stress. The fire department's concerns about burnout are understandable, but dispatch is already experiencing significant burnout due to chronic understaffing and increasing workloads. Requiring additional steps on every medical call will add to that burden and could negatively impact their ability to manage multiple emergencies effectively.

Neil asked if any of them have ever worked with this type of system. Shawn said no and additional expressed concerns about implementing the proposed system, noting that current reference materials are already available both in printed binders at each console and digitally on computers. They emphasized that comparisons with larger agencies may not be applicable due to staffing differences. While some agencies using the system have significantly more personnel or lower call volumes, Klamath and Lake Counties operate with limited staffing and higher radio traffic. The group's key concerns are increased call-processing time, delayed dispatching, longer response times, and placing more calls on hold. They already have challenges associated with managing active incidents, monitoring field personnel, and coordinating responses across large geographic areas served by volunteer agencies, where response times can already be lengthy. Their current practice allows immediate dispatch of critical incidents, such as cardiac arrests, before obtaining additional information, and expressed concern that a more question-intensive process could delay lifesaving response efforts.

John said the board has demonstrated their interest in looking at it and ensure they understand it. He asked that the work group be willing to take the same journey with them. They will look at it; make sure they understand it and make an informed decision. Just because they have always done something one way doesn't mean it is the best way.

Shawn said they have dispatchers in the back that have done the research. Mallory did a wonderful job of digging into pro QA and seeing where agencies have taken it on and then got rid of it because it slowed them down too much.

Sandra said they are hearing that there are concerns and asked if Shawn was speaking for the others. The others acknowledge he was but that they were willing to speak as well. Sandra asked for questions to be held until they had heard from the others because it is the part of the board listening to another side. They heard from the admin side and user side and have taken that information in with the acknowledgement that no decision will be made until they have all the information to make a informed decision.

Claire said obviously they are going to look into it; that's their job. Dispatch has done the same and what they are trying to advocate is taking away PROQA for now because as Shawn said they are grossly understaffed. She went on to say that even if they took a year to get trained on PROQA, they do not have the staffing for it. They do not have staffing to allow for Lake County at all; most of the time. They are allotted three at most if there is something major, like an event, then it's allowed and paid for by overtime. Otherwise, there's two of them. It doesn't matter if there's a disturbance. It doesn't matter if trying to call out Lake County deputies takes them an entire hour for an assault in the middle of nowhere, they are still having all those calls. This is going to increase call times, so even if they increase it by a normal 30 seconds per minute, medical increases two minutes, a call that's now waiting behind it is then again delayed, and so on. They have seen in many articles that they researched the ripple effect has exponentially increased call times, that at this point, even if it's a growing phase, they don't have the staffing to cover. Their biggest concern right now is the whole scope of the picture with lack of staffing and taking on a whole other piece of equipment, added costs and all the stuff that again they do not have the staffing for.

Sandra thanked Daniel for being there and acknowledged that he was leaving the meeting. Daniel left at 5:27pm.

Aimee asked Brent if at the dispatch center where he had experience using PROQA the dispatchers were assigned to one specific task for the day or did they do everything like the districts dispatchers do and

multitasking. Brent said when he first started, they did everything but as the center grew, they implemented call takers and he is not sure currently how many people they have.

Amanda said she worked at a center that used PROQA and they did have more dispatchers on at a time, but anyone who answered the phone would use it. There was no one dedicated to handling all the PROQA. If you answered the phone, you went through the protocol.

Mallory said everything she found said PROQA increases the call time about 20%. Minneapolis had it for two years and discontinued because of that. She has had a caller tell her that the most important part is getting someone there. PROQA can help but getting someone on scene is going to help way more than anything PROQA can do.

Shawn added that generally within the first couple minutes they can get out of the caller what is needed to get the response out but using PROQA will make that take longer and will affect the caller.

Lorin said basically everything had already been covered. Lorin stated, as Amanda said that she has asked for comment. Which is totally true, but they are voicing their opinions, that's why they are there. All the concerns are a huge deal and as a trainer she does not know what that would look like.

Additionally, they only have two trainers, right now.

Sandar acknowledged Tori and Mike's questions in the online chat and all the issues brought to the table.

Amanda added that there is another program they could use, APCO Intellicomm, which is also similar, but it would require them to have a supervising physician. Sandra asked if this was something that there would be more providers for. Amanda said not in the near future that she is aware of.

John said their mission is to go look at it in action and talk to other agencies within the next month and then discuss it next month.

E. Board Ethics Training: Aimee still needs to complete the training.

F. Budget Hearing:

a. Resolution 26-1

Amanda asked if there were any questions on the resolution. No questions. Amanda read by title Resolution 26-10 in the matter of adopting the budget.

Jan motioned to adopt the 2026-2027 fiscal year budget in the amount of \$8,420,189, John seconded, the motion carried unanimously.

Yes Votes: Jan, Aimee, Sandra, John and Neil

No Votes: None

VI. Public Comment and Other Matters: None

Amanda said her evaluation still needs to be completed. Discussion followed and the board agreed the evaluation committee will conduct it on Friday, May 22, 2026, at 3:00pm.

Jan and Aimee noted they will not be able to attend the June board meeting.

VII. Agenda Items for Next Board Meeting: PROQA Review

VIII: Adjourn: Sandra adjourned the meeting at 5:43pm.

Approved and Adopted June 17, 2026

Sandra Fox, Board Chair

Date