

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT  
MINUTES OF DISTRICT BOARD MEETING  
Wednesday, February 18, 2026  
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

**I. Call to Order**

The meeting was called to order at 4:02 p.m. by Sandra Fox.

**B. Roll Call**

Board Members Present:     John Ketchum  
                                      Jan Bos  
                                      Sandra Fox  
                                      Adam Yancey

Board Members Absent:     Mike Cook  
                                      Aimee Reichlin

Others Present:             Amanda Rose - Executive Director  
                                      Joanie Rote - Operations Manager  
                                      Jessica Gibson - Business Manager  
                                      Holly Kessler - Communications Supervisor

**II. Pledge of Allegiance**

**III. Consent of the Agenda:**

A. Approval of Agenda, Minutes and Claims and Demands: Amanda requested to add a report from the communications supervisor under new business. Jan motioned to accept the agenda with the addition of the communications supervisor report, January 7<sup>th</sup> & 21<sup>st</sup> meeting minutes and claims and demands as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra, and Adam

No Votes: None

**IV. Old Business**

A. Policy and Review Committee: Amanda reviewed Resolution 26-02, 03, 04, 05, and 06 as follows.

26-02: Updated language pertaining to the new levy and Lakeview consolidation.

26-03: Removes old language and updates to current process for the quality assurance program, forms and guidelines. Sandra asked about the internal complaint form. Amanda said that one is on the next resolution.

26-04: Updates language for regular employee reviews and incorporation of the new quarterly

check-in program. Adopting appendixes for the employee evaluation form in use and the new forms Joanie has produced for her quarterly evaluations. Sandra asked if the employees had opportunity to review the forms. Amanda said the forms are what were used for the 4th quarter evaluations of 2025. All evaluations have been completed except one. All employees received the email distribution of documentation for today's meeting.

26-05: Updated language to include a social media team. Amanda wants to develop a team to participate in keeping up the district's social media platforms. Sandra asked if this would go above and beyond the regular duties for dispatch. Amanda said no. It is info sharing and not creating. The team would be looking to share other agencies' info from their social media pages such as when power or phone lines are down. John asked what that would look like during an emergency. Amanda said any created or team shared content would be approved by herself or her alternate before posting.

26-06: Updates language regarding corrective action to be more appropriate terminology and adds new forms. Amanda explained the forms and how they will be used internally. The online complaint form will remain for citizens. Sandra asked if this was recommended by HR answers or ran by them. Amanda said no it was something she saw that was needed. John asked if all employees had seen them and if they were happy with them. Amanda said everyone received them in the board packet.

Amanda said it was brought to her attention after last month's meeting that the resolutions need to be read by title as part of the adoption process.

Sandra read resolution 26-02 by title in the matter of updating policy chapter 1, introduction. Jan motioned to approve Resolution 26-02 as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: None

Sandra read resolution 26-03 by title in the matter of updating policy chapter 1, introduction, quality assurance customer service. Jan motioned to approve Resolution 26-03 as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: None

Sandra read resolution 26-04 by title in the matter of updating policy chapter 2, personnel, regular review. Jan motioned to approve Resolution 26-04 as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: None

Sandra read resolution 26-05 by title in the matter of updating policy chapter 2, personnel, social media team. Jan motioned to approve Resolution 26-05 as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: None

Sandra read resolution 26-06 by title in the matter of updating policy language chapter 2, personnel, complaint process. Jan motioned to approve Resolution 26-06 as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: None

Amanda said next month she is confident they will finish chapter 2 updates and will continue updating the rest of the chapters. Sandra asked if legal counsel was reviewing all the resolutions. Amanda said they had been provided to Nathan in the board packet, so she assumes he is.

B. Public Outreach Events: Sandra said Amanda sent out the list for the year with the next event being the Home Show, March 6-8<sup>th</sup>. Amanda said in preparation she came up with some talking points and provided an outline to the board for review. Amanda said Joanie had the idea to update the stuff that would be at the booth, and she agrees so they will be working on updating those items. Discussion followed regarding the home show schedule. Amanda will send out a sheet for sign-ups.

SDAO Conference Review: Jan said it was excellent; a couple she attended were the Cyber Security and Onboarding Employees. She has some information to send out to obtain some information for the board, and she will share that once received.

John attended Board 101 on the first day, the second class was on passing levies. His takeaway was the need to have clear messages that are short, concise and easily understood.

Jan added that most of the slides are available online if anyone is interested. Sandra asked if they talked about recruiting or who to talk to and who to bring on board. John said they talked about partnerships. He attended one on alternative funding, but it was primarily geared for library districts. John shared some of the information provided and he heard one comment on funding that was not tax and needs to follow up on that information. He was looking for ideas to fund a campaign.

Sandra asked Amanda if she attended. Amanda said no. Sandra asked what staff attended. Jessica shared that she attended and reviewed a couple of the classes she went to. One was on de-escalation and communication, one on onboarding employees and one on alternate funding sources. Discussion followed regarding the topics and takeaways. John mentioned there will be a two-day board training in Klamath Falls in June.

Jessica added that she also attended a session on communication during critical events that was a group exercise. The big take away was the importance of having scripted messages for quick accurate responses that will keep conversations from becoming derailed.

Amanda said the dates for the board training in Klamath is June 24<sup>th</sup> & 25<sup>th</sup> and the Home Show times are Friday 2-8pm, Saturday 9-6pm and Sunday 10-4pm.

## **V. New Business**

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

LGIP Investment: The total January dividends received was \$14,021.99 of which the Money Market earned \$9,471.65, the Equipment Reserve earned \$2736.30, and the Building Reserve earned \$1544.04. The OSTF rate dropped from 4.10% to 4% on February 12<sup>th</sup>.

Budget Transfers: The budget transfers from the general fund to the building reserve and equipment reserve were in the amount of \$250,000 each completed on January 31<sup>st</sup> as budgeted.

Adam asked about the financial graph and how many months are left in the current budget. Jessica said four months are left. Adam acknowledged numbers look good and Jessica agreed.

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

Training: has been issued to staff for February.

January Call Stats: 8,382 total calls of which 3,890 came in on a 911 line, 1,173 were Fire & EMS, 828 were medical specific, 6007 were law enforcement incidents, 2178 were law enforcement initiated and 491 were in Lake County. John asked if 491 was all calls for Lakeview because it's not broken down. Holly said yes and they only have one law enforcement agency. Holly reviewed the back page with the breakdown by agency. Sandra asked if those are all included on the bar graph. Joanie said the bar graph includes all 911 calls received and officer-initiated events. 312 are the 911 calls received and the others are officer initiated. Amanda said the bar graph represents all total handled calls. Otherwise, you would look at the breakdown by agency.

C. Communication Supervisor Report: Holly reported that they are working with the Oregon State Fire Marshall (OSFM) on a train derailment exercise that will take place April 7-9<sup>th</sup>. This will be tabletop training, and each agency will be doing something different. Dispatch will take mock 911 calls on an emergency line and dispatch units to the call for service to make it as real life as they can. Sandra asked if they would need more staff on station. Holly said it will take place at KCC, and she will be there. Amanda will be on station in dispatch to assist. John said those do not usually put a strain on dispatch. Amanda advised it has been offered to staff if they want to participate but she does not expect it to increase the workload. Holly said the dispatch will be on the OSFM radio channel and not interrupt dispatch work.

Last week Holly worked with Mazama's Health Occupation class to provide training. They did CPR and a choking scenario calling into dispatch to receive instructions and see how it works. Discussion followed on the process and dispatch engagement.

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

Staffing: Two candidates remain in the background process. One candidate withdrew their acceptance of a conditional offer, and the district withdrew one other conditional offer after receiving the final background report. Recruitment remains closed and the hiring list retained after the last recruitment will be used before opening another round of recruitment.

Lakeview IGA's: Updated language received from Nathan and the revised IGA sent to Lakeview Commissioners; waiting for a response. Sandra asked if other agencies had been notified. Amanda said she is waiting to hear back from the commissioners and plans to have them assist in getting the others together in one room to discuss, possibly at a fire defense meeting.

Policy and Procedure: SOP's 4 -5 were updated and issued to staff. 6-7 are in there final stages of updates and then all will be up to date.

Meetings: The Local Public Safety Council meeting was held last week but Amanda was unable to attend. She will attend the next meeting on March 4<sup>th</sup>. Sandra asked who is part of the council. Amanda said the PD, OSP, Parole & Probation, etc.; pretty much anyone who touches public safety.

Lakeview Fire Defense meeting was held on Feb. 2<sup>nd</sup>. Amanda attended in person, however there was not a lot of attendance by LC agencies. She shared they were waiting to receive the new language and then would be reaching out with new agreements.

Amanda said they are having some issues with radio traffic and Lakeview's inability to assist with our dispatcher efficiency because they are jumping on the radio not knowing who is on another radio. This should be resolved by year end once Lakeview's radio system is updated.

KIRG meeting was held on Feb. 12<sup>th</sup>. The PD has an employee that has taken a grant writing class and will be assisting the group with grant writing to obtain a grant for the upgrade project. The total cost for the project is about 2.7 million. The new Stukel channel is up. Mike programmed it and they are working on getting it used. Amanda thanked Joanie and Holly for their work on this and noted that this was a project prior to her employment and she did not want to take credit for it. Sandra asked if it was something the PD asked for. Joanie said no it was something the district initiated because of the number of officers on at once, for one dispatcher, and a resolution to relieve some of their heavy workload. The thought was that it would be utilized during busy times and worked by one dispatcher. Sandra asked how that would work for the PD and SO when they crossover each other. Amanda said they are working on that and how it will be best utilized. Joanie said it can be silenced. Holly said it has the power to be encrypted so it provides a secure means of communication that they do not have on the other channels. Discussion followed regarding staffing to operate the added channel and the future benefit of having it.

Lake County Emergency Preparedness is run by the LC Emergency Manager. Amanda attended their meeting virtual yesterday. They will be having an active shooter training in the summer that hopefully the district can be involved in. They are looking at mapping changes and funding with next gen 911.

Klamath County Fire Defense meeting was held on Jan. 22<sup>nd</sup> at Kingsley. The next one is Thursday the 26<sup>th</sup>. At their last meeting they introduced the new leader for the KCC fire academy program, Treyson Robbins, who was previously with Fire District #1. Amanda is looking for opportunities for cross training with the dispatch team.

E. Board Ethics Training: Sandra asked who still needed to complete the training. Jessica said Aimee is the only still needed. Sandra said one thing they covered in the training was taking roll call for votes. Discussion followed regarding the current process and how votes are documented. Jessica confirmed that the current process met the requirement.

**VI. Public Comment and Other Matters:** John said they need to put on their radar Amanda's evaluation and putting together attainable goals and expectations. Amanda said she believes her first review is supposed to be next month.

Sandra asked about budget committee members and recruitment. Jessica said Michael Parrot is the only budget committee member, and he has informed her that he will no longer be able to serve. They need seven budget committee members. Discussion followed on recruitment and filling all seven positions.

Jessica informed the board that they needed to discuss and vote on the application for Neil Valiton for

the board position in zone #7. John said he knows Neil and is the one that recruited him. He did not have any intention of blocking someone else, just knows they need a full board. Neil used to work at dispatch many years ago and was a fire fighter. John said he called Neil and explained to him that they did not have anyone else to do it and they needed someone to serve. He has an interest in dispatch, would be thoughtful and want to see the organization succeed.

Jan made a motion to appoint Neil Valiton to fill the zone #7 position on the board, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: None

Sandra asked if an application was needed for a budget committee position. Jessica said yes and it is available online.

**VIII. Agenda Items for Next Board Meeting:  
Appoint Budget Committee**

**IX: Adjourn:** Sandra adjourned the meeting at 5:02 pm.

Approved and Adopted March 18, 2026

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Sandra Fox, Board Chair

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Date