

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, September 17, 2025
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 Fox.

B. Roll Call

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

Board Members Absent: Randy Sword
 Aimee Reichlin

Others Present: Amanda Rose - Executive Director
 Joanie Rote - Operations Manager
 Jessica Gibson - Business Manager
 Holly Kessler - Communications Supervisor
 Nathan Ratliff - Board Attorney
 Daniel Creech - Dispatcher, Remote
 Leland Hunter - Oregon State Fire Marshall
 Stephanie Avila - Dispatcher, Remote
 Lorin Alexander - Dispatcher, Remote
 Daniel Tague - Lake County Sheriff, Remote

II. Pledge of Allegiance

Sandra introduced Mr. Ratliff, the board's new attorney.

Nathan introduced himself and provided a history of his career and some work he has done locally. He has spoken with Amanda and Sandra regarding the scope of work he can provide for the district and looks forward to working with them.

III. Consent of the Agenda:

A. Approval of Agenda, Minutes and Claims and Demands: Jan motioned to accept the agenda, Aug 20th and Sep 4th meeting minutes and claims and demands as printed, Mike seconded, the motion carried.

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

No Votes: None

IV. Old Business

A. Budget Officer Appointment: Sandra asked for recommendations. John said historically he and Mike had been that person for the agency they worked for. It is a plan and the person in charge of executing the plan should be the one doing it. Mike agreed and said the one responsible for the budget ultimately is the Executive Director. However, he would like to give Amanda opportunity to discuss this with Jessica and see what will work best internally. Discussion followed. Amanda agreed and would like time to go over things with Jessica. The board agreed to postpone the appointment until October.

B. Policy and Review Committee: Sandra said they authorized Amanda to enter into an agreement with SDAO for strategic planning guidance. Amanda said she had reached out to SDAO and received a scope of work and price for them to review. Sandra asked Amanda to provide a quick review of the scope of work. Amanda said it would be a walk through with getting a strategic plan put together from start to finish. The total cost is \$3000. John asked if she is working with a consultant already. Amanda said so far, she has worked with Shanta Carter who will assign a consultant once a contract is in place. Sandra said they had already authorized Amanda to enter the contract so there is no further action needed.

B. Public Outreach Events: Sandra reviewed the upcoming events and asked what the board's intent has been for being at the events. Jan said it is important to be out there, and it provides an opportunity to interact with the public and answer questions. John said it is good to show face and do stuff, but he wonders if there should be informational pieces to lay out their funding vision and educate the community. Discussion followed regarding the group's effort needed to make outreach successful. Mike said they need a talking point page to provide a message of what 911 does for the community. It needs to be educational but rudimentary so anyone can understand it. This will help prepare the public for future levies. The group agreed outreach is needed with talking points so that everyone is sharing the same message. Sandra said they need to identify those that come in to talk and have a means of follow up.

Daniel Tague joined the meeting at 4:14pm

Sandra said it is her understanding that staff who help with outreach are doing it voluntarily and she feels they should be paid overtime. Amanda said it is her understanding that the board has been doing a lot of work for the levy. She is concerned with putting dispatch out there because it can put them in a sticky place when asking for money is involved. There is a group of dispatchers that would want to do public education but at a prior board meeting it was decided they would not be paid so that makes them not want to. Amanda thinks strategic planning will help provide talking points. Nathan acknowledged the need to do public outreach for a levy but reminded them they cannot use district resources for that.

Holly expressed the importance of being a part of the safety fair since they are a front-line community partner. The district participated in the Pumpkin Festival last year and it was a big kid event that was just about being a face in the community. Sandra said the board is in favor of being at any of the events they can. Amanda said staffing is tight that weekend and the booths must be manned for the entire time, so she asked for clarity on paying overtime for staff. The board agreed to pay overtime. Amanda informed the board that Holly attended the Lake County round up and it was good. Some citizens were under the assumption they would have an hour and a half delay in response time since Klamath had taken over. This is proof it is good to be out doing public outreach. Amanda will work on talking points.

V. New Business

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

LGIP investment dividends total for August was \$9418.38. The Money Market earned \$4897.89, Equipment Res. \$2906.79 and the Building Res. \$1613.70. The OSTF rate remains at 4.6%.

24-25 Financial Audit: Printed copies of the final report were distributed to the board giving them time to review and take note of any questions they have for the auditor during his report in October.

B. Ops Manger/Acting Director Report

Radio Project: Day Wireless advised they are still waiting on the FCC licensing for Stukel to complete the project.

Last month at Fire Defense there were a lot of complaints regarding the radio. Joanie reached out to Mike, and he showed them how to Simul Select; they believe this has resolved the issues.

August Call Stats: 10,921 total calls of which 5,398 came in on a 911 line, 1,406 were Fire & EMS, 953 were medical specific, 7,402 were law enforcement incidents and 2,652 were law enforcement initiated.

Reviewed the new tally provided and breakdown of law enforcement calls.

One issue with the new program is that somehow it is counting cancelled calls. Joanie is working to resolve this.

Holly reported they were having some issues with items uploading in Tyler and have been working with the GIS tech to push an update through that would fix it. The update was pushed through today and it worked. An update was also pushed through to web cad, so it is showing streets now connected and they are still working on getting mobility.

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

Lake County Update: Emails were sent on the 9th to all users to open communication regarding user fees. As of today, about a half dozen responses have been received and meetings scheduled. Updates will be provided as more responses are received and meetings scheduled. Jessica executed IGAs with the Forest Service and BLM that are good for five years.

Amanda worked with Daniel to arrange a meeting with Stan, the new Lakeview City Manager. The meeting will be to discuss missing items four and five of the IGA.

Staffing: Two conditional offers have been accepted, and the candidates are in the background process. Historically, backgrounds have been processed in house, but this has been changed to outsourcing with DSI. DSI was selected because the district already has a contract for service in place with them and they have tentative plans to complete the two in process by October 10th. They will then proceed to complete a psych evaluation.

Training: APCO fall conference is the 23rd -26th in Bend. Jessica, Amanda and Daniel will be attending. This will give Amanda a pulse check in what is going on in the 911 world and Next Gen which is a big piece that comes with a cost.

Tomorrow the Citizen Academy will be coming for a tour, and Holly has put together a power point for them.

A CJIS audit will take place next week. Holly and Joanie will facilitate this, and IT will be onsite if needed.

DPSST: Form submitted to transfer from OSP to 911. DPSST is requiring Amanda to have a psych eval to pick up a dispatch phone. She can forgo this but would like to be able to help with dispatch when needed. She will also need to reinstate her EMD certification.

John asked if Amanda could talk to Lakeview about the Acc Tech contract and address the sunset date for it.

Mike asked if Amanda was asking for approval to have the psych eval done. Amanda said yes and she wanted them to be aware of what she was doing. Sandra asked if Holly and Joanie had done a psych eval. Amanda said they were grandfathered when the new requirement took effect in 2024. Sandra said they are supportive of her getting additional training for what she needs.

Amanda requested to have an executive session to discuss the HR Answers contract. Nathan said they will need to hold a special meeting. The board agreed to hold a special meeting on the 25th at 4:00pm.

VI. Public Comment and Other Matters: Sandra thanked Daniel for recognizing Holly's participation at the Lake Fair.

Daniel again thanked everyone and Holly for coming over. The dispatchers are doing a great job, the GIS work is great, and things are getting better with their hang-ups.

Mike thanked Jessica for adjusting her schedule to attend the later time for board meetings and Sandra for moving it to 4:00 pm.

Mike asked Nathan if there is a requirement to have their attorney at every meeting and what is the idea behind having him at every meeting. Nathan said there is no legal requirement, he does not want to be there unnecessarily, and it can be on an as needed basis. John said he agrees they may not need him at all meetings but would like him to be at the next meeting. Nathan said if they have good communication, he is good with as needed. Sandra said she knows it keeps them out of trouble and if they have simple agenda items, she agrees he may not be needed but if they are having an executive session she would like him there. Mike said he just wondered if there was a historical reason why. Sandra recommended having Nathan review any resolutions and agreements before adding them to an agenda for consideration. Nathan said he wants to provide value for the district by working with Amanda and the board to keep the district out of problems.

VII. Agenda Items for Next Board Meeting
Budget Officer, MSP Audit Presentation

VIII. Adjourn: Sandra adjourned the meeting.

The meeting was adjourned at 4:53 p.m.

Approved and Adopted October 15, 2025

Sandra Fox, Board Chair

Date