KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, October 21, 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 Fox.

A. Roll Call

Board Members Present:	John Ketchum Neil Valiton Adam Yancey Jan Bos Sandra Fox - Remote
Board Members Absent:	Mike Cook Aimee Reichlin
Others Present:	Amanda Rose - Executive Director Joanie Rote - Operations Manager Holly Kessler - Communications Supervisor Jessica Gibson - Business Manager Larissa Hackett - Dispatcher, Remote Shawn Eads - Dispatcher, Remote Brent Knutson - FD #1 Chief Raymond Lang, Auditor Claire Berringer – Dispatcher, Remote

II. Pledge of Allegiance

III. Consent of the Agenda

A. Approval of Agenda, Minutes and Claims and Demands: Jan motioned to accept the agenda, September 16th meeting minutes and claims and demands as printed, Adam seconded, the motion carried.

Yes Votes: John, Adam, Jan, Sandra and Neil
No Votes: None

Audit Report: Ray Lang represents MSP, performed the onsite audit visit in August and reported on the following.

Reviewed the internal control letter. No significant findings. Reviewed the journal entries and standard items. Discussed one equity to equity entry adjustment that had no impact as it stayed within the standard accounts. No significant disagreements with management and the audit was made with an unmodified opinion which means that the financial statements were financially correct. Ray said this is

the best outcome the board would want.

Reviewed the internal control items. The first two are recurring based on the auditor drafting the statements of financial report and the second item is due to segregation of duties. Due to the size of the entity this is normal being that they do not have multiple employees involved in the finance process. One new item was found this year during testing of time sheets where the supervisor or employee had not signed timecards. This is one control the district has in place to confirm accuracy and employee acknowledgement of hours worked/paid. The financial statements had no significant changes so were not reviewed in detail.

John said most small districts have the same letter. Ray agreed and noted that out of the customers they have very few are large enough to have several employees in their finance department.

Ray commended Jessica for having everything finalized quickly and having an efficient audit.

No further board questions.

Sandra thanked Jessica for her work.

IV. Old Business

A. Policy and Review Committee - Resolution 26-12: Sandra said they need to review and decide on whether to amend or approve and asked if anyone had input. No one had anything to change.

Amanda read the resolution by title.

Adam motioned to approve, Jan seconded, motion passed unanimously.

Yes Votes: John, Adam, Jan, Sandra and Neil
No Votes: None

B. Public Outreach: Amanda reported on the following.

The Safety Fair was on Saturday October 2nd. They had a booth with the water cup game which draws a lot of attention from children and adults.

The Snowflake Parade is on December 10th. There is a forty-dollar entry fee. Amanda has presented the idea to staff and has had good interest so they will probably move forward with that today.

The Home Show registration form has been received, and the cost is $821 for the booth space. Discussion followed and the consensus was to participate.

Shawn reported that Claire, Jessica, and himself went to Mazama for the career fair. It was well attended. They handed out goodies and invited students interested in a dispatch career to do a sit in.

C. ProQA Review & Cost Sharing Agreement: Amanda said Shawn and Lorin did their observation at Deschutes, and she would like them to provide their feedback. She failed to send an email until today and doesn't share to persuade a decision but wanted to inform everyone that they had already paid for the interface for this piece with Tyler.

Shawn said he and Lorin took a tour of the center, sat with supervisors and got the full rundown on ProQA and how it works within Tyler. He learned more at Deschutes than at ECSO because they use the same CAD. He observed several scenarios and run cards to see how ProQA works. The supervisor Shawn sat with really liked the cards and is the one that handles the updates for their run cards which are over 300,000. He observed 3 medical calls, one being over 20 minutes where the program required them to stay on the phone until response was on scene. Shawn focused on the interworking's of the ProQA system. As he previously reported he is not worried about them learning the system. His concern is for 16 hours of the day when there are only 2 dispatchers. If a call comes in that requires them to stay on the phone with a caller until responders are on scene, that creates a big concern, since response times can be over a half hour in rural areas like Lakeview.

Lorin said Shawn covered the big points. She agreed that they can learn the system and the main issue is the QA side and how that reflects on the dispatcher. Having only 2 dispatchers for 16 hours is a huge struggle. The topic of burnout was brought up by District 1 and dispatch is encountering burnout now and while they have support, it is an issue. She does not think it is a bad system but is unsure it would work with their current situation.

John asked if it was helpful seeing it on a mature system. Shawn said this was his second time seeing it and Deschutes really uses Tyler. Their phone is not as good as Klamath, and they use the Tyler map and not intrado as much. Shawn noted how ProQA inputs calls and is written in a robotic way, however seeing it in Tyler was a night and day difference. John said his question is that did they see enough in Tyler that when it is a mature system it is good. Is there improvement. Shawn and Lorin both said yes. Shawn said he enjoys working in the Tyler system and with each update they are adding more technology and he thinks it will be good as they progress.

Adam said the whole thing is that ProQA is supposed to make them more efficient, but it doesn't seem to do that. Amanda said it is not that they are inefficient now. ProQA provides a more appropriate response based on call priority. Adam said his concern is that the new system would not be efficient for community response. Shawn said if they had more staff at one time ProQA would be a great thing. They just don't have that right now. Discussion followed regarding ALS/BLS response and the agencies this would really help. John said the run card is built around the resource. Shawn said its only going to help about 3 agencies. Amanda said there is a bigger picture to it and everyone knows that District 3 pulled out and others are having to respond to their calls. The prioritization system would assist every agency in the community. John agreed that it is not a bad system but may not be for right now with their current staffing levels. He understands the QA side of it and its importance. John was appreciative to hear their comments. Amanda said Shawn made a good point with the card system use only as they only support the software and the cards are only as a backup. Sandra asked if there are modifications that can be made. Amanda said yes and discussed the QA, SOP and guidance to provide them.

Claire stated that this adds to the burnout that Lorin and several others are experiencing and that it is "a vicious cycle that is not of benefit to the dispatchers who run the whole show". Sandra stated that she would disagree with the characterization that dispatchers "run the whole show" adding that dispatchers are highly appropriate and very much needed, but that it is a team effort.

Neil said he sat and watched the dispatchers at ECSO. Those that were exposed to ProQA and got used to it can work with it easily. ProQA has dealt with all these things so he would think they know how to resolve each one of the issues. Sandra said there are agencies who have chosen to go with it and those that have not, so it is more of an agency choice. Amanda highlighted that they have a system to be followed but she has found that it is not always followed. Dispatch is not asking all the questions, not

following all the cards and protocol. She understands the concern with being on a long call. However, she also understands why ProQA requires them to remain on the call because patient status can change quickly. Adam asked what they are doing now. Shawn said they can put the caller on hold but that is not acceptable with ProQA. John said the board has not had the opportunity to go see it in action in Deschutes and he feels they need to do their due diligence in that before deciding. Sandra asked Amanda to look at the quick disconnect and the opening up of additional calls. Amanda said she reached out for an answer regarding the concern about two separate tabs, and she believes that is an opt in/opt out but she is still waiting for an answer.

Sandra thanked Shawn and Claire for their feedback.

V. New Business

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

LGIP Investment: September Dividends - $11,074.86
Money Market $5,382.44, Equipment Res. $3,418.48, Building Res. $2,273.94 - OSTF rate remains at 4.00%

Requested the board to make a motion to remove Keith Endacott from the LGIP accounts and replace with Amanda Rose.

Adam motioned to remove Keith Endacott from the LGIP accounts and replaced with Amanda Rose, Neil seconded, motion passed unanimously.

Yes Votes: John, Adam, Jan, Sandra and Neil
No Votes: None

Accreditation: The quote for radio equipment needed to establish a backup site at Klamath Interagency Fire Center location was received from Day Wireless in the amount of $99,850.18. They will continue working on that project and in the interim move forward with the backup site location at the PD.

Recruitment: The one candidate in background has passed and started on 10/16/2026. Welcome Ben Bailey. This fills the last full-time vacancy for dispatch. Remaining budgeted vacancies are 1 half-time and 2 Leads.

Sandra asked Amanda about her plan for hiring leads and the one part-time. Amanda said she is not planning to fill those positions in the immediate future due to the new employees in training. Once they are released on station then they could work towards filling the lead positions. However, there are issues within the pay scale that need addressed before adding leads.

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

Took 10 vacation days off in the past month.

Quarterly QA evaluations are complete and have been provided to each dispatcher. For each evaluation, one incident was selected from each of the following categories: Law Enforcement, Call Taking, Law Enforcement Dispatch, Fire/EMS Call Taking, and Fire/EMS Dispatch. Incidents were reviewed using

CAD records and associated phone and/or radio traffic. Dispatchers received the incident details and corresponding audio and were given the opportunity to complete a self-evaluation. Individual meetings have been scheduled for next week to discuss their self-assessment, compare findings, and establish goals and feedback for the upcoming quarter.

Joanie said she had been asked to provide more details on her duties throughout the month, as well as additional statistics regarding call volume and county percentage breakdowns. She had only a short amount of time to prepare the new information, so it is raw for the report. In addition to the tasks in the staff report document; she completed one additional training hour with APCO. The special project she had been working on in August is complete. It is regarding workload reduction for dispatch, and she will be creating a Power Point presentation for next month's meeting.

Reviewed volume of DA and DHS record requests that she solely processed.

Reviewed September call volume and statistics for Klamath and Lake County.

C. Communications Supervisor Report: Holly reported on the following.

Spoke at Mazama's Criminal Justice class to give a little background on 911 and what they do.

Amanda, Tori and Holly finished up the career pathway program at Klamath Union. It was a fun interactive way to teach students about the career and give them a small taste of call taking. Two students have reached out about sit-ins, and one is going to complete her senior project with them.

Shawn and Larissa presented to KCC's criminal justice class on Monday and gave them a deeper insight into another career choice.

Shawn, Claire, and Jessica attended the career fair at Mazama on the 17th.

There are four trainees. One is fine tuning her skills before being released solo. Two have moved from the "book work" section to the floor and one started on the 16th and is in the very early stages of training.

CAD2CAD has been implemented with OSP, it is going well and Holly has received positive feedback from the dispatchers.

Holly noted that the APCO conference was a great learning tool and she took a lot from it this year. She looks forward to creating some training and sharing it with the work group.

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

Lakeview Intergovernmental Agreement (IGA) Status: No movement waiting on scheduling a meeting.

Policy/Procedure and SOP Updates: No new updates.

ASAP to PSAP Interface: Still waiting for staff feedback and communication.

Rescue 911 Contract Dispatchers: Since they filled the three positions the union does not seem interested in having a conversation about it. She will keep the conversation going to remain proactive and not reactive. Amanda provided a cost comparison of current dispatch cost and contracted cost. She added that looking into this was not just a money thing but an option to address over-worked staff and it does provide cost savings when covering overtime.

Redundant Internet: Amanda said that Mike Cook had asked her to do some research on cost savings. They are still waiting for quotes so she is not going to review today but it will be coming.

Amanda started the OEDI high-performance leadership academy on October 10th. It is a 10-week course and is taking a bit more time than she expected but that's also because she is trying to do it throughout her day, which often has interruptions. She teamed up with her cohorts that are mostly public safety in Oregon, is networking with them, and appreciates the opportunity.

Standing Meetings: Amanda reported on standing meetings. Nothing major to report on. She had been asked to sit on the advisory committee for KCC public safety but was informed that they have decided to combine their Emergency Response Operations programs to come together for one meeting. They will meet quarterly with the next meeting taking place on November 5th and then in February.

Staff Recognition: Tammi had her 15 years with the district on October 5th. Elfie, Holly and Mandy received APCO awards. Tori and Mandy delivered new ones, receiving stork awards which does not happen often.

The social media team has launched and consists of Stephanie, Claire and Larissa. They made a pumpkin post, and it has taken off well. Huge thanks to them.

Sandra said she was joking with Claire when she said they didn't run the show, but this is truly a team environment and she can see it. Huge thank you to everyone.

VI. Public Comment and Other Matters: None

VII. Agenda Items for Next Board Meeting:

VIII. Adjourn: Sandra adjourned the meeting at 5:14pm.

Approved and Adopted November 18, 2026

_____ _____

Sandra Fox, Board Chair Date