KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, July 15, 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 Jan.

B. Roll Call

Board Members Present:	John Ketchum Neil Valiton Adam Yancey, Remote Mike Cook, Remote Jan Bos Aimee Reichlin - Remote
Board Members Absent:	Sandra Fox
Others Present:	Amanda Rose - Executive Director Joanie Rote - Operations Manager Holly Kessler - Communications Supervisor Jessica Gibson - Business Manager Mallory Emmett - Dispatcher, Remote Shawn Eads - Dispatcher, Remote Tori Langford - Dispatcher, Remote Daniel Creech - Dispatcher, Remote Daniel Tague - Lake County Sheriff, Remote

II. Pledge of Allegiance

III. Consent of the Agenda:

A. Approval of Agenda, Minutes and Claims and Demands: John motioned to accept the agenda, June 17th meeting minutes and claims and demands as printed, Neil seconded, the motion carried.

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

B. Annual Business
a. Election of Officers: Amanda reviewed the current positions. Sandra is Chair, Jan is Vice Chair and Aimee is Clerk. Adam motioned to keep the positions as they are. Discussion followed. Neil seconded Adam's motion, the motion carried.

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

b. Election of Budget Officer, Board Attorney and Secretary: Amanda reviewed the positions. Amanda is Budget Officer, Nathan Ratliff is Board Attorney and Jessica is Secretary. John motioned to retain as is, Neil seconded, the motion carried.

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

IV. Old Business

A. Policy and Review Committee: Amanda said there are some new updates coming and she would like to schedule a policy committee meeting to review the changes. Discussion followed regarding availability and meeting the second week of August. Amanda will schedule and email out the date and time to the committee.

B. Public Outreach Events: Amanda reported that she and Jessica manned the booth last month for Third Thursday and it went great. The weather was nice, it was busy the whole time and they had a lot of interaction. The new location is more centrally located and that seemed to contribute to the constant interactions. Amanda did not make it to Build and Brews, so she had no feedback to provide. Jan said it was basically a drinking fest, and she thinks they should skip that event in the future. Amanda reminded this Third Thursday is on Friday. Jan, Holly, Daniel and Shawn will man the booth. Amanda said she appreciates everyone that is stepping up to be in attendance and that so far out of all the community outreach events she has done Third Thursday seems to have been the most productive. Jan said it usually is one of the busiest ones. When they were going out for the levy they were able to reach a lot of people through that and that's how they got a lot more votes in favor.

ProQA Review: John said they discussed making another visit to the other locations and until that is done they are not at decision stage should stick to the plan. Everyone agreed.

Amanda said there is one present that submitted feedback from their observation at ECSO and acknowledge Shawn. Shawn said he did not have anything else to add but would be at the next meeting in person and that if they had any questions for him, he could answer them then.

Amanda said she reached out to Deschutes County about getting a sit-in, but it has been challenging to get a response from them. She will continue to pursue that and hope to get a response to get it scheduled. Amanda has a contact for Crook County and just needs to know where they want go. John said the interest in Crook is that it is a smaller agency that may be more comparable to Klamath. Amanda said she is concerned they are getting a little off target with comparing agencies and not looking at the software and its use. She does not think it's fair to compare one agency to another because each agency has its special nuances and differences. John said that his point on that is he read the reviews and they were highlighting size differences. His interest in Deschutes is they have the same CAD and interface as Klamath but are more mature than Klamath. It would be great to see someone who has been using it a long time and may help mature Klamath's system more quickly. Amanda reiterated that she is working on scheduling a sit-in with Deschutes; they have just been playing phone tag.

Mike asked if everyone in the organization understood this is exploratory because he is reading the comments and no organization is the same. They haven't made $100 million decision to go to another program and have not changed any policies or procedures, but the underlying feeling he is getting is as if they are changing to ProQA tomorrow. Is it clear to the organization that this is exploratory? Because it is really starting to challenge him a little bit of reading some of the stuff of accusatory actions and items, when all they are doing is looking into the possibility of providing a system to provide better service to the community. Amanda said she can't answer that but it's a good question. Maybe she didn't explain it well enough to everyone in the organization. No other updates and the board will review in August.

V. New Business

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

LGIP Investment: June Dividends - $12,057.76
Money Market $6450.38, Equipment Res. $3367.41, Building Res. $2239.97 - OSTF rate remains at 4.00%

Security Camera System Upgrade: The quote was approved yesterday to move forward with the project. There was a bit of an increase around $600 because of the time frame; they would only provide a quote and hold it for 14 days. This was requested in May to plan for it in the upcoming budget. They had to wait and then get a new quote, so it had a little bit of a cost increase but remains under the $10,000 budget. The equipment is on order, and they will be scheduling the install. Jessica added that it was brought up last month and maybe she had not previously provided the reasons why they need to upgrade. The hardware is no longer supported. The software has unsecured access so when they go online to access the video feeds; it's not secure. The security part of it does not meet the safety requirements of their network so they get a pop up that says, "be aware you're accessing an unsecure website". This is monitored by IT and is something that they watch to make sure the district does not have any type of breach of security when on that site. Additionally, the licensing per workstation is $1,200, so the decision has been made not to pay that additional amount to try to get it at two workstations that do not currently have it.

Accreditation: Continue working through the assessment. Met with Day Wireless and Lumen technicians and toured Klamath Interagency Fire Center on June 26th. They identify the upgrades needed and we are now waiting for quotes. Jessica provided a handout with some information on accreditation that included benefits, process and an updated list of accredited PSAP's.

25-26 Financial Audit: Engagement letter is executed and file uploads started 7/14/26. Timeline: document control and preliminary testing 7/20-8/24/26, year-end audit procedures 7/27-9/25/26 and issue audit report 9/28-10/2/2026.

Amanda asked if anyone had any questions for Jessica. John asked to be enlightened on accreditation because it looked to him that it is mostly a law enforcement thing. Jessica agreed the information read that way because the accreditation website does not have a lot of feedback yet for communications. However, it is for both and speaks about communications which is the dispatch piece. The 16 agencies listed are dispatch centers that are either accredited or going through the accreditation. John asked who it is through. Jessica answered it is through the Northwest Accreditation Alliance. Amanda added that several listed are 911 centers, and Klamath's surrounding partners are all accredited she also highlighted that accreditation is not something new and she did not come up with the project. She thinks it's great but does not want to take credit for it. It is something that has been in the strategic plan, so it's been in the works and just getting more traction right now. John said he can remember back to PRoQA saying that's just for the fire guys, why do we care about that, and this looks like kind of the opposite of that.

Amanda said she could see that. Having accreditation looks very good for the district and she thinks it is a good project for them to continue. As a new director she is also learning and there's a lot of things that she sees being uncovered and it makes sense why they should have them. It's best practice, and they are doing what's best for the district and for the employees of the district; to make sure that they are being held accountable and doing things the way that they say they are doing them. This brings accountability and better transparency.

Aimee joined online at 4:23pm

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

Recruitment: Attracted 29 applicants and after preliminary background checks and scheduled testing there are 8 candidates selected to interview during the week of July 20th.

Staff Evaluations: Annual staff evaluations have been completed, with most people already been given their evaluation.

Dispatch Equipment: There are two new wireless base stations and handsets were successfully deployed. They are at CAD 1 and 5. They are not the most utilized stations, but where the new equipment is and has been tested. They are working great.

Office Furniture: Two new chairs were purchased, and we are currently awaiting their arrival.

Daniel Tague joined at 4:24pm.

Call Review: June Call Stats: 9,572 total calls of which 4,693 came in on a 911 line and 99.73% of incoming calls in less than 10 seconds, with an average duration of 95.60 seconds. 1,358 were Fire & EMS with 941 being medical specific, 6,544 were law enforcement incidents, 1,948 being field initiated, and 454 were in Lake County.

Neil asked if the numbers of hiring were typical and if the field outing things were affecting that or is it too soon to tell. Joanie said it’s too soon to know if they are affecting it. However, they usually do have quite a large amount of interest, but not everybody can pass the test, and we even ask them after the sit-ins because they sit in and decide it’s not for them. Neil asked if the numbers were typical. Amanda said she thinks so. Holly added that the last couple rounds, she would suggest have been very typical. Before that it was lower, but since they jumped on the online recruitment platforms, they have seen a lot more applicants.

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

New hire training: Amy will be switching to day shift starting tomorrow and they look forward to seeing her progress from graveyard shift and continuing her journey.

Virtual Academy has been used to track Amy’s progress which is new and has been helping with access to Daily Observation Reports (DOR’s) and allowed the use of their training officer program in the platform. Additionally, this has helped with reviewing the DOR’s in a timelier fashion and provide feedback. Holly has noticed some changes that are needed going forward with the next one and will be making those adjustments.

Staff Training: Holly had been tasked with looking at some different training opportunities for the staff. So they have partnered with some of the partners and user agencies to provide this. The first training will be onsite with somebody coming in to provide some training next month. Everybody has been moving along with their training and are all up to date.

D. Executive Director Report: Amanda reported on the following and noted that it has been a very busy last couple months.

Been a very busy month and last month the same.

Lakeview Intergovernmental Agreement (IGA) Status**:**
Amanda shared that she is trying to schedule a meeting with Commissioner Williams who had expressed interest in having a sit-down to discuss having one IGA between the county and 911 instead of one for every user agency. He also had asked for board representation at that meeting. Amanda asked if they wanted to have the meeting and who wanted to participate. If more than a quorum of the board wants to be present, they would have to hold it as a public meeting unless the board wants to appoint a few representatives to attend on their behalf. She is still working on gathering the information they had previously discussed. She does not have access to any of the historical data from before she came on board so she is going to start with the numbers that can be verified currently in CAD. She will use data from April 2025-April 2026 and use those numbers to present the call-for-service user fees. She thinks they will be successful with that.

There are also some other items to address so she thinks it would be best for them to try to have one large meeting to address the IGAs and any other outstanding Lake County issues. But the first thing they need to decide is what the board wishes to do. Whether they want broad attendance from the board or if they prefer to appoint a few representatives.

John said he thinks their chances of working through it is probably better with a smaller group because they are more likely to have an open discussion about how they need to move forward by having a smaller, more focused group.

Jan asked if John would be willing to be one of the representatives for the meeting?

Adam questioned why are they dragging their feet?

Amanda said she did not have an answer for that, and she would probably not describe it as dragging their feet. There's an outstanding question they have that no matter how it has been answered they are not satisfied so, we are trying to collaborate and come together to solve the issue and meet again.

Adam asked if the issue is that they just don't want to pay the bill, or is it too much money?

John said he thinks the question always comes back to the excise tax. They say the district has all the excise tax coming in. His suggestion to Amanda was that when they go back to them, they should take the excise tax out of the equation and figure out the actual costs outside of that.

Then look at the remaining balance, determine the percentage of use, and divide the remaining costs accordingly. There are also a couple of items specific to Klamath County that should be removed, like radio user group fees, because Klamath operates on a separate system than Lake. John said they are at the point where there's only so many ways to answer the question.

Adam said he thought what John was saying is that the simpler they make it, the easier it will be for them to understand. Just take the excise tax out and that gives the bottom line and is what they need to pay.

Amanda said yes and she is working through those numbers to make it simpler and show what the costs are without the excise tax. She feels confident in what she has put together so far but still has a few adjustments to make after John mentioned removing the KIRG dues, because that wouldn't be fair to include. Amanda thinks they will have a successful meeting once those numbers are presented. The other piece is that the numbers aren't what they originally agreed to use going forward, so a decision has to be made whether they move forward with the original proposal or with the verified numbers. That decision needs to be made during the meeting.

Daniel said that he agrees with having one IGA for Lake County, but he is not necessarily in agreement with having one voice representing everyone. He does not want the Board of Commissioners to be the sole voice for all of Lake County.

John said the Lake Board of Commissioners came to them asking for one agreement.

Daniel agreed and said he thinks they want one agreement so the county collects all the money. But there's a lot of history from the late 1990s and early 2000s with the 911 user board. There are still people around who remember that experience, and they haven't forgotten it. He is not saying they can't move past it, but he thinks there is more conversation to be had. The big concern is that our constituents want to know what their roughly half-million dollars in tax revenue is paying for and what it costs to run dispatch for the Lake County side, and they do not have an issue paying for it.

John said their approach is to take all the Klamath and Lake County excise tax money out of the equation and then look at the remaining budget required to operate dispatch. Then after removing the costs specific to Klamath County, they divide that remaining cost by usage. Daniel said if they can see what things they are paying for, he thinks they will be okay with it. Amanda said the difficult part is that they cannot line-item every penny. They can’t pull every power bill and tell them exactly what percentage belongs to Lake County. That's the challenge.

Daniel said he understood Amanda and that the cost of running their old 911 center changed so much. At one point it was somewhere between $900,000 and $1.4 million. When the merger took place, they expected their portion would be around $700,000, and that's where the user fees came from; those fees were originally intended to be a discussion exercise, not something that would become part of a contract. People threw out numbers, the numbers stuck, and Lakeview tried billing everyone based on that before passing them on to Klamath. They just need to make sure they are not paying more than what it would have cost to run their own dispatch center.

John said Klamath is paying all the bills to keep dispatch running. This has gone on for a long time, and the longer it continues, the bigger the problem becomes. It needs to get figured out.

Daniel said they understand that, and some of them have paid because they know they have to pay something for the work Klamath is doing. But the people in Lake County want to know what that half-million dollars in tax revenue is paying for. For a long time, they were told by OEM that it could only be used for the 911 call-taking side. Then, after they asked a lot of detailed questions, because they couldn't find that restriction in the ORS, OEM told them it could be used more broadly. That wasn't what they had been told for years.

Amanda agreed that the meeting would be better if kept small, so it stays focused. If the board is willing to appoint two representatives, she can work with them to find a time that works with Commissioner Williams and Daniel to meet.

Adam asked if they figured out the amount that every call costs, and know how many calls came from Lake County, couldn't they just multiply those together and say, "That's what it costs" Is it really that simple, or is it more complicated? Amanda said that is essentially what they are doing, but they are not using calls answered because they cannot easily separate Klamath and Lake County phone calls. Everything comes into one phone system. It could be done if they wanted to spend countless hours listening to recordings and tallying them, but that's not practical. Instead, we're using calls for service created for each agency. Every incident assigned to the Lake County Sheriff's Office is pulled from our CAD system, and each call for service is assigned the same calculated dollar amount. So it's basically what you're describing, just using different data. John said they could have 40 or 50 phone calls related to a single incident. The incident is the measurable unit. Once you identify the incident, you can divide the costs accordingly.

Amanda confirmed that John would participate and asked for one other volunteer. Adam said he would do it. Amanda thanked Adam for volunteering and said she would reach out to John and Adam to schedule a meeting with Commissioner Williams.

Amanda noted that she had already covered policy and procedure updates and will reach out to Jan and John about scheduling a policy committee meeting.

Amanda highlighted a few standing meetings. Joanie has taken over attending the Lake County Fire Defense Board and Lake County Emergency Preparedness meetings because she has competing priorities making it difficult for her to attend. It's also challenging because those meetings don't always have a consistent schedule so Joanie will take that on to make sure Klamath is represented. It's important that they are there to communicate and hear what's going on.

Joanie and Amanda started attending a couple of new meetings. One is the High-Risk Team meeting hosted by the Oregon Department of Human Services, Adult Protective Services. They found that meeting because Joanie wanted to explore additional community resources. It meets monthly and brings together service providers to discuss high-risk individuals and ways to connect them with services. If someone is a frequent caller, Joanie is working on identifying services that can help them rather than simply allowing the situation to continue. They have also been attending the Older Adult Stakeholder Meeting hosted by KBBH. It includes providers, the VA, and community organizations focused on serving older adults. Through that group, they learned about an elder abuse awareness event, which they participated in last month in both Klamath and Lake County.

Daniel said they are trying to get the Emergency Preparedness meetings on a regular schedule. It's been difficult lately, and the Fire Defense Board meetings have also been moved around too much. I'm working on getting both of those set on a regular schedule. Amanda thanked him for that.

VI. Public Comment and Other Matters: None

VII. Agenda Items for Next Board Meeting: PROQA

Amanda asked if there was any update on her evaluation. John said they had finished it and Sandra has it to deliver to her.

VIII: **Adjourn**: Adam motioned to adjourn the meeting, Aimee seconded, the motion carried.

Yes Votes: Aimee, Jan, John, Mike, Adam and Neil
No Votes: None

Meeting adjourned the meeting at 4:48 pm.

Approved and Adopted August 19, 2026

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Sandra Fox, Board Chair Date