

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, February 19, 2025
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 10:04 a.m. by Randy Sword.

Board Members Present: Bob Moore - Remote
 Randy Sword
 Jan Bos
 Mike Smith
 Brandon Fowler - Remote

Board Members Absent: Chuck Brandsness

Others Present: Joanie Rote - Operations Manager
 Jessica Gibson - Business Manager
 Holly Snell - Communications Supervisor
 Mike Rudd - Board Attorney
 Shawn Eads - Dispatcher
 Mandy Coon - Dispatcher, Remote
 Mallory Emmett - Dispatcher, Remote
 Tammi Massey - Dispatcher, Remote
 Aimee Reichlin - Citizen

II. Pledge of Allegiance

III. Consent of the Agenda

A. Approval of Agenda: Jan motioned to accept the agenda as printed, Mike seconded, motion carried.

Yes Votes: Jan, Brandon, Randy, Mike and Bob

No Votes: None

B. Zone 3: Randy informed the board that Larita resigned from Zone 3 last month. Two applications have been received, and one is from Aimee Reichlin, present. Randy reviewed Aimee's application. The other is from Michele Jordan, not present. Randy reviewed Michele's application. Randy opened the floor for board questions. Brandon said he had a question but refrained from asking it.

Mike motioned to appoint Aimee Reichlin to Zone 3, Jan seconded. Randy asked if there was any further discussion. Brandon asked if the position had to be open for a certain number of days before they could make an appointment. Mike Rudd said no. Motion carried.

Yes Votes: Jan, Brandon, Randy, Mike and Bob

No Votes: None

Aimee recited the Oath of Office and signed the document.

C. Approval of Minutes: Jan motioned to approve the meeting minutes from January 19th as printed, Mike seconded, motion carried.

Yes Votes: Jan, Brandon, Randy, Mike, Bob and Aimee

No Votes: None

D. Claims and Demands:

Jim Strong joined at 10:20 am.

Jan motioned to accept the claims and demands for February as printed, Brandon seconded, motion carried.

Yes Votes: Jan, Brandon, Randy, Mike, Bob and Aimee

No Votes: None

IV. Old Business

A. Policy and Review Committee: Randy said there is no policy addressing the issues of board and staff reimbursement responsibility. They need to develop a policy on how to handle last-minute cancellations when the district spends money on training and it is cancelled, not refundable, and the cancellation is non-emergency related. Jan asked about the policy committee. Randy said Larita needs to be replaced. Discussion followed. Jan will replace Larita on the policy committee. The topic will be addressed by the policy committee along with other updates in the coming months.

B. Pet Policy: Randy asked if they had received any paperwork submitted by an employee. Joanie said yes and provided a document to Randy. Discussion of dogs being “senior” took place. Randy asked if the board reviewed the letter from Aimee Barnhouse. Everyone had except for Aimee Reichlin. Randy asked if the service dog has been specifically trained to take care of the employee’s needs. Joanie said yes. Discussion followed regarding ADA accommodations, the interactive process, undue hardship on the district and hardship on employees. Mike Rudd briefly reviewed the outline provided and encouraged the board to read the memorandum thoroughly. He recommended the Director meet with the employee requesting the accommodation and follow the interactive process outlined in the memorandum. Mike Rudd will furnish a copy of the memorandum to Aimee Reichlin. Aimee asked if the employees are seeking emotional support or a service dogs. Joanie said she believes it’s a service and is for one specific individual not the entire dispatch center. Randy said regardless of pets in the workplace the district needs to follow ADA protocol and that is what the memorandum provides

guidelines for. This is to determine if the requested accommodation can be provided and what the employer needs to do. Mike said the board needs to leave it with the manager of the district. Joanie asked for a copy of the document. Mike Rudd said it is a legally privileged document, and the board can decide if they want to provide it to her. Mike Rudd said the ADA request is separate from the pet policy. Randy said he does not want to prolong the topic, and they need to close the books on some things. However, he is fine with the board postponing the pet policy until next month to provide Aimee with time to review it.

D. Public Outreach Events: Randy said the Home Show is March 7-9th. He will prepare a signup sheet and get it out to the board. Randy asked if the promotional items are taken care of for the show. Jessica said yes. The magnets arrived and everything else was ready to go. She presented an idea of a community survey to have available at the show and passed out the questionnaire for review. Discussion followed regarding the community survey and a partner agency survey. Everyone liked the idea. The board will review and get any changes to Jessica.

E. SDAO Conference 2025 Review: Mike Smith said he liked the conference and thought the opening speaker was good. It was interesting and one class he really liked was on fixing workplace conflict. The only class he did not like was on change management. Jan thought it was all extremely informative. Randy liked that pre-conference sessions were broken up into different topics. One thing they did very well was splitting training between board and staff topics. Discussion followed regarding training topics and next year's location at Seaside.

Aimee left at 10:44 am.

V. New Business

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

LGIP Investment: January Dividends - \$12,994.85, Money Market \$10,584.03, Equipment Res. \$2,061.14, Building Res. \$349.68. OSTF rate remains at 4.70%.

Maintenance: Fire suppression control panel replacement scheduled for next Tuesday. The door lock control panel is being replaced today. Six new wireless keyboard and mice sets were purchased and a rechargeable battery station with 16 batteries. Two of the keyboard and mice sets were put in at station 4, 2 at station 5 and 2 extra are on hand when needed. There are also 7 wired keyboard and mice that came with the new CAD PC's. The rechargeable battery station is setup near station 5.

SAIF: The onsite audit went well and resulted in a premium decrease from \$1,140.04 to \$956.45 for 2024-2025. The credit of \$183.59 will be applied to the next quarter dues.

Zone Maps: Jessica provided everyone with a copy of the individual zone maps. A big thank you to Erica Wilde at the County Clerk's Office for creating detailed zone-specific maps. These are now accessible on the district website.

Training: SDAO conference sessions attended were all very good. The biggest take away was from the preconference session within the alliance group that covered a case study on lessons learned from the merger of Jefferson Fire & EMS. A full list of training sessions attended was provided on the printed staff report.

B. Ops Manger/Acting Director Report: Joanie reported on the following.

Staffing: Tori received her certification from DPSST making the dispatch staff fully certified. One staff member is out on medical leave for a month, no Lakeview staff responded to the recall and all half-time have been moved to full-time.

CAD Project: Weekley meetings continue to take place and progress is going well. All agencies are working diligently to maintain progress in the project. Holly and Joanie have been working to add Lake County into the CAD build which includes building response lists, units, agencies, and all things related to GIS mapping. Everyone will continue to get ready for March 18th go live date. The new CAD computers are on site and will be configured next week. All staff have been provided with access to Tyler University, the online pre-training, with all applicable courses they need to complete prior to in person Tyler training. This training is scheduled for all dispatch staff and there are still many moving parts to the build.

Redundant Internet: This has been installed in the building and another day will be scheduled for setting up.

The Admin Server will be replaced next week, while Centerlogic is onsite configuring the CAD workstations.

Lumen has been working on adding two new trunks to our CPE. Two additional CPE are on order since we added Lakeview. This is still in progress.

Two new consoles have been ordered and are currently in the process of being built. This is due to the addition of Lake County and is still in progress. The old CAD 1 console will be moved to the new CAD one station and the stand-up desk will be moved to Holly's office. This is still in progress.

January Call Stats: 9450 total calls of which 4365 came in on a 911 line, 1208 were Fire & EMS, 883 were medical specific, 6678 were law enforcement incidents and 1784 were law enforcement initiated.

Lake County Call Stats: 125 fire with 833 being medical specific, 529 law enforcement incidents with 101 being law enforcement initiated.

Event tally and Joanies calendar provided.

Randy asked how long they must wait to begin hiring now that the job offers have been sent to Lakeview. Discussion followed. All timelines have been met, and hiring can begin now.

C. Acting Director Report: Mike said he has been working with the union on completing their contract and finalized it yesterday. He will send it out to the board for review. The pay was very low, and they needed to increase pay and benefits. He offered an increase of 8%, 7% and 7% and they accepted. This gets them up to 15% by July 1. A few other things were to add additional paid time off, and they would like to have leads. He is looking at potentially having leads who will work in the dispatch center as front-line supervisors. Randy asked if the agreement was sent to the attorney. Mike said not yet but he will send it to him as well. Randy asked how long the contract is for. Mike said three years and it will be retro because we are in year two. This will put the dispatch at fifteen full-time positions; going from nine to eleven FTE and five PTE budgeted in the current year to fifteen FTE budgeted for next year.

Randy said once the positions are all filled their goal of always having three dispatchers on station will be met.

Randy said Mike mentioned to him that he would like to increase the maximum offer for the executive position. Mike said he thinks they need to look at increasing the top to \$140,000 or \$150,000.

D. SDAO Director Recruitment Update: No discussion.

E. ORS 192.660 (2)(a): Entered at 11:03 a.m. Only board members and the board attorney remained. Exited at 11:18 a.m.

F. Resolution 25-01: Randy provided background on the replacement bid for the HVAC system and the quote to replace all four units. Randy read resolution 25-01 by title in the matter of authorizing the intrafund transfer.

Mike motioned to approve Resolution 25-01 in the matter of an Intrafund Transfer as presented, Jan seconded, motion carried.

Yes Votes: Jan, Brandon, Randy, Mike, and Bob

No Votes: None

G. Strategic Planning Work Session: Randy said they need to start scheduling for a special work session within the coming months and asked that everyone look at their calendars and plan to discuss next month.

H. Staff Training: Randy said training is very important and they talk all the time about it. He wants the staff to know that the board supports them to attend training. It is important for dispatch staff to go to the Oregon APCO and SDAO conferences for training and morale. He would like to send two dispatch staff to the quarterly APCO and annual SDAO on a rotating basis, so all staff get to attend. This is not a vacation but for them to go and upon returning share the knowledge with the dispatch staff. Shawn said he had the opportunity to attend the fall APCO. It was very informative; he was able to learn a lot and was very grateful for the opportunity to go. He was able to make some connections and sit-in with Deschutes County 911. He thanked Joanie, Holly and Jessica for the opportunity to go. Randy said it is important as a board for the dispatch center to know they are supported in attending training. Brandon said he is fine supporting it on the budget side if the admin staff still get to go, and the dispatch staff have coverage to go. Joanie said she thinks the dispatch staff would be better served attending the APCO Nena instead of SDAO because of being dispatch focused. They tried but could not make it work to get staff to the quarterly APCO in March. Discussion followed regarding funding and SDAO classes that may be better served to send leads and above staff to. If a dispatcher shows promotion capabilities then maybe they would be sent to SDAO for management classes.

The board agreed for this to be included in next year's budget.

PUBLIC COMMENT AND OTHER MATTERS: Shawn said he wanted to share his thoughts on dogs in the workplace. He said that the other animals are not setup to be emotional support animals and that none of the dogs have been a distraction. The ones that do come are great for morale and he thinks it's

an attraction to the work group and calms them down. He believes he is speaking from everyone in the workgroup. The dogs come one at a time and the ones that have been back there are good, not barking and well-behaved. Randy asked what type of dogs had come. Shawn said he did not know the exact breed. Joanie said there has been a Doberman and bulldog. Shawn said he gets excited when he sees the dogs come. He knows the board has to follow the legalities but wanted to share his thoughts on that they are not a distraction.

VI. AGENDA ITEMS FOR NEXT BOARD
ORS 192.660 (2)(a), Appoint the Budget Committee

Randy requested to remove the SDAO Conference from the agenda and to move SDAO Ex. Director Recruitment Update, Strategic Planning and Staff Training to old business.

VII. Adjourn: Jan motioned to adjourn the meeting, Mike seconded, motion carried.

Yes Votes: Jan, Brandon, Randy, Mike, and Bob

No Votes: None

The meeting was adjourned at 11:36 a.m.