

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT  
MINUTES OF DISTRICT BOARD MEETING  
Wednesday, January 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.

**B. Roll Call**

Board Members Present:     John Ketchum  
                                      Jan Bos  
                                      Sandra Fox  
                                      Mike Cook - Virtual  
                                      Aimee Reichlin - Virtual

Board Members Absent:     Adam Yancey

Others Present:             Amanda Rose - Executive Director  
                                      Joanie Rote - Operations Manager  
                                      Jessica Gibson - Business Manager  
                                      Holly Kessler - Communications Supervisor  
                                      Daniel Tague – Lake County Sheriff

**II. Pledge of Allegiance**

**III. Consent of the Agenda:**

A. Approval of Agenda, Minutes and Claims and Demands: Jan motioned to accept the agenda, December 17<sup>th</sup> meeting minutes and claims and demands as printed, John seconded, the motion carried.

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

No Votes: No

**IV. Old Business**

A. Policy and Review Committee: Sandra said they are still waiting for updated policies for the committee to review. Amanda advised that the committee met last Friday, comprised of herself, Joanie, Jessica, Jan and John. They reviewed the updates she presented to chapters one and two. The group identified some corrections that she will be making and then she will push it out to the board for resolution next month. Sandra asked if anyone had any questions for the committee. No questions.

B. Public Outreach Events: Amanda said Jessica informed her of the Home Show that will be March 6-8<sup>th</sup>. Typically, the board participates in manning the booth. Jessica informed them the booth cost was \$782 for a spot on the concrete area and the deadline to register is February 1st. Jan asked if they could be where they were last year. Jessica said she would make that request. She added that historically the message has been to thank the community for their support and engage in educational conversations.

They have time to prepare a different message if the board has something else, they would like. Discussion followed regarding messaging and the items that Amanda was still working on to provide the board with speaking topics.

Jan said she is available to help. John wondered if it was worth the money. Jan said it is. Amanda agreed especially because it is primarily an adult audience.

Daniel Tague joined at 4:07 pm.

The board agreed to participate in the Home Show.

## **V. New Business**

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

LGIP Investment: The total December dividends received was \$14,598.93 of which the Money Market earned \$10,358.52, the Equipment Reserve earned \$2726.69, and the Building Reserve earned \$1513.72. The OSTF rate dropped from 4.25% to 4.10% on January 14<sup>th</sup>.

Sandra asked if anyone had questions for Jessica. No questions.

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

Training: 2026 training has been provided to staff for completion. The creation of a quarterly evaluation program is complete and 10 out of 11, 2025, 4<sup>th</sup> quarter evaluations are complete as of today.

December Call Stats: 8,820 total calls of which 3,947 came in on a 911 line, 1,243 were Fire & EMS, 849 were medical specific, 5797 were law enforcement incidents, 2007 were law enforcement initiated and 457 were in Lake County.

Sandra asked if anyone had questions for Joanie. No questions.

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

Staffing: One employee is out on leave with a new baby added to the family. One candidate remains in the background process. Three others have received and accepted conditional offers as of yesterday and will begin the background process. If all four make it through, dispatch would be fully staffed with fifteen. Recruitment is closed for now. Sandra asked how long the background process takes. Amanda said it is usually about a month; however, the background investigator had some life events occur delaying the one in process. Amanda said she thinks they had a very successful recruitment and the admin staff agree. They extended three offers and have a hiring list that will be maintained for a year in case someone doesn't make it.

Amanda said Joanie mentioned finalizing the quarterly evaluation program for dispatch and completing evaluations. On the admin side Amanda met with each one and reviewed their job descriptions which helped her understand better what each one of them does and identify what their deliverables look like. She is working on updating their job descriptions.

Lakeview IGA Status: Amanda is working with Nathan to update the IGA language as he suggested. The two agencies they had executed agreements with have been informed that they were rescinded and she will be renegotiating with them once the IGA language is updated. Sandra asked if she informed them of what was being updated. Amanda said yes.

Amanda met with Lake County Commissioner Williams who is now their liaison. They discussed bringing the users together to talk about the IGA's. She was pleased with the conversation and thought it would be a good partnership. Additionally, she was informed of when their fire defense meetings are held so she can attend.

Policy & Procedures: Amanda mentioned she is still finalizing some of the SOP's updates. Chapter 4 and 5 focuses on fire and EMS so she met with their partner agencies to make sure their process aligns. Sandra asked who she met with from the police department. Amanda said she met with Chief Dentinger, Captains Wheat and Reynolds and Sgt. Young and Reed. They all agreed it would be beneficial to meet more regularly and are planning to do so. Sandra asked how the Leadership Klamath tour went. Amanda said Holly provided them with a presentation and it went well. Holly agreed.

Amanda restated the policy committee met on Friday and she will push out the updated chapters for consideration at next month's meeting.

John said he has watched the library group be very successful in obtaining funding and he thinks they should tag them on how they are doing it. Sandra wondered if they had a PAC and said she would look into it.

D. Board Ethics Training: Amanda said they only have certificates for Mike and John. Jessica brought to her attention a good option that OGEC offers is a group training; if that is something they would all be interested in. She also has the meeting list for next month if they would like that and prefer to do it individually. Discussion followed regarding the options available. Jan said she would prefer to do it in a group. Sandra asked Aimee what she preferred. Aimee asked Amanda to send out the February schedule and said she would try to jump on the one she saw for tomorrow from 10 to 12:30 p.m. Sandra asked Amanda to reach out and see what group options are available. Aimee said if they do the group option; Monday through Wednesday, in the mornings, work best for her. Sandra will call Adam to see his preference. Jan said she could do it anytime.

E. Resolution 26-01: Sandra said they have a resolution for consideration and asked Amanda to explain. Amanda said Jessica had the information on it and asked her to explain. Jessica said it is a resolution to opt-in to the recreational immunity provisions that provide protection for the district in the event of someone getting hurt on district property. SDAO and SDIS highly recommend the district electing to opt-in even though the district does not have parks or trails. Sandra asked if anyone had any questions. No questions.

Jan motioned to approve Resolution 26-01 in the matter of opting to limit liability for certain claims arising from the use of public trails or structures in public easements and unimproved rights-of-way pursuant to ORS 105.668, Mike seconded, the motion carried.

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

No Votes: No

**VI. Public Comment and Other Matters:** Amanda said she and Jessica talked about the board being mostly new and wanting to ensure that they are reporting on what the board would like to be informed of. She may make some changes to what she reports on and have Holly report on it. Amanda asked if there was anything different the board would like them to report on. No one had anything.

Amanda said she wants to make sure their reports reflect what each one does and that each one receives the recognition for the work they do. Sandra asked if there was a need for engagement from the dispatch employees and wondered if there was anything that could be reported on, as in, the temperature of the organization. Amanda said dispatch has a board that shows how the employees are doing. Additionally, the quarterly evaluations taking place provide opportunity for them to participate in feedback, work harder on themselves and provide input on the work they do. Sandra said she is not trying to get in the weeds but wants to have a feel for what is going on.

John said prior information the board received showed that some of the folks in the back did not feel the board was engaged. He understood those employees do not work for the board, they work for Amanda, but he wants them to know they are appreciated by the board and wants them to know there is a good chain of command. He has avoided going into the back to make sure lines are not crossed but it's important to him that they know they are appreciated and that the message the board delivers is the same. Discussion followed regarding chain of command and messaging to the staff. The board agreed that they needed to have and follow a clear chain of command but want to ensure the staff know they can talk to them and have open communication.

Amanda said it is a tricky line to establish but she agrees they need to know how to forge that relationship. Mike agreed with Sandra and John and said he has a big delineation between the board and the staff but does want them to know they can come to him. Mike said as for reports he likes to hear the reports on things like the family addition, monetary items, training of who they gained or lost and the numbers being provided to the constituents. He likes to hear what's going on with the other agencies as well. They are the board and they manage one employe that they trust to manage and operate the district. Aimee agreed with everyone's comments. She likes the open-door policy but also agrees with following the chain of command. Jan agreed with all that was said.

Sandra asked if they could have a list of all the other meetings that the admin staff attend on behalf of the district and receive a report on who they met with and how the meeting went. Amanda said monthly they have fire defense board for Lake and Klamath and quarterly is ambulance advisory. Sandra said she would like the report back on those meetings. John asked how things are coming along with Lake County. Amanda said it is going well, and she thinks the new communication with Commissioner Williams will continue to make it better. John said he was pleased with the conversation taking place. Aimee said Amanda will be attending another meeting for KCC in the future.

Amanda said the Berringer family grew by one today with a new baby girl.

Daniel said the after-action review was good. He was not sure where they were with the IGA's but the meeting with the commissioner should have all the players there so that will be good.

**VIII. Agenda Items for Next Board Meeting:** John said it did not need to be added as an agenda item, but he would like to have the exempt and nonexempt positions within the district explained. Amanda said that would be explained in the policy chapters update.

Mike asked if Amanda could send him the list of public events for the year so that he can schedule to participate. Aimee agreed she would like the same.

**IX: Adjourn:** Sandra adjourned the meeting at 4:40 pm.

Approved and Adopted February 18, 2026

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Sandra Fox, Board Chair

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Date