

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT  
MINUTES OF DISTRICT BOARD MEETING  
Wednesday, December 17, 2025  
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

**I. Call to Order**

The meeting was called to order at 4:04 p.m. by Sandra Fox.

**B. Roll Call**

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

Board Members Absent:     Mike Cook  
  Aimee Reichlin

Others Present:             Amanda Rose - Executive Director  
  Joanie Rote - Operations Manager  
  Jessica Gibson - Business Manager  
  Holly Kessler - Communications Supervisor

**II. Pledge of Allegiance**

**III. Consent of the Agenda:**

A. Approval of Agenda, Minutes and Claims and Demands: Sandra noted they have three items for consent agenda and asked if anyone had any changes. John asked if they were going to talk about the IGA's. Amanda said they would be talked about in the business manager report.

Jan motioned to accept the agenda, November 19<sup>th</sup> meeting minutes as printed, Adam seconded, the motion carried.

Yes Votes: Jan, John, Sandra and Adam

No Votes: No

**IV. Old Business**

A. Policy and Review Committee: Amanda informed the board she started going through the policy manual and trying to align it with the SDAO sample that Jessica sent out. A couple chapters are ready, and she encouraged them to hold a policy meeting to review. Discussion followed regarding committee members. Amanda will confirm members and send out an email to schedule a meeting.

B. Public Outreach Events: Amanda reported they recently participated in "Shop with a Cop" and were thankful for being invited to it. There were some scheduling issues that caused problems with volunteer

availability, and feedback has been provided so hopefully they can have more participation next time. Overall, it was a really good experience and cool to see all the kids they were able to accommodate.

Leadership Klamath is scheduled for a district tour tomorrow at 3:00pm. Sandra asked if Joanie was doing the presentation. Amanda said Joanie would be there, but Holly will present a power point presentation she put together.

## **V. New Business**

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

LGIP Investment: The total November dividends received was \$10,754.56 of which the Money Market earned \$6495.37, the Equipment Reserve earned \$2738.77, and the Building Reserve earned \$1520.42. The OSTF rate dropped from 4.5% to 4.25% on November 26<sup>th</sup>.

PERS: The Milliman Advisory Report for PERS has been received and reviewed.

Highlights: As of December 31, 2024, the side account balance was \$159,391. The district invested \$130,000 into that account in 2020 and received matching funds. The account is set to be a rate relief on what the district owes to offset the monthly contribution. The side account generated investment earnings of \$8,983 for the year and the rate relief was 1.25% (\$15,572 transferred). The account is set to end in 2039, so they still have a while to earn and use the rate relief. The projected employer contribution rate for the 2027–2029 has been released, it is the advisory amount and could change but generally is right on. Last year's projection was 23.11%, which is what was budgeted and saw no change. The projected rate is estimated at 23.25%. Adam asked if the amount on the box of percent of budget received was income only. Jessica said yes, and it is based on 100% of what is budgeted. Adam asked when the fiscal budget starts. Jessica said it begins on July 1st. Adam asked if Jessica could add a line item to show what the expenses number is compared to budget. Jessica said yes, however it is already provided on the monthly financial reports and explained how the information is displayed in the reports. Discussion followed regarding reviewing government financials as opposed to other types of businesses.

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

CAD Project: Position two is still down and they are working to coordinate with Lumen to drop the wires into the floor track connection.

Training: All staff have finished up their annual training certification hours for DPSST.

November Call Stats: 8937 total calls of which 4,305 came in on a 911 line, 1,225 were Fire & EMS, 791 were medical specific, 5929 were law enforcement incidents, 2068 were law enforcement initiated and 667 were in Lake County.

Adam asked who Lumen is. Joanie said it is another name for Century Link, and they service our 911 phone system. Adam asked if they are the ones who need to cut through the concrete. Joanie said it is already cut. The consoles were moved so wires need to be run into the underground track. Discussion

followed regarding the reroute of wires and console moves.

Sandra asked how recruitment is going. Joanie said it's been busy and she is sure Amanda will talk about it. Discussion followed regarding recruitment.

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

Staffing: One candidate is still in the background process and recruitment has been crazy. Jessica posted an opening on Indeed on December 2<sup>nd</sup> and has had 131 applicants in 15 days. The post has been paused because Jessica has candidate testing scheduled out the rest of the month and 7 interviews scheduled for the first week of January. An additional 16 are in process to schedule for testing and several they have not heard from. Seeing the papers on her desk has been insane and she has been getting about 8-9 applications a day. Discussion followed regarding recruitment efforts. ECSO received about the same response on Indeed and ended with 27 qualified applicants. This is about a 15-20% pull at the end, and we hope to get the same. There are 4 positions to fill, and we have one in background so that leaves 3.

Policy and Procedure: Currently being worked on to align with the sample provided by SDAO, Amanda will reach out to schedule a committee meeting. SOPS are being updated and staff have received the updated chapters 1-3. A couple corrections needed to 4 and 5 have been made and those will be distributed shortly. That leaves the last 2 chapters which are ready and will be sent out to the admin staff for review.

Lakeview: Schedule 5, indemnification agreement, was received this week. The board was provided with a copy of this and Schedule 4, which is a list of the assets obtained from the old center. This finalizes the IGA and is now completed with all documentation.

IGA's are still in process. Two have been executed and signed this week; the others are still waiting to be received. Last Friday Commissioner Shullanburger visited from Lakeview. Amanda discussed with him the process they have been going through to try and meet with the Lake County agencies regarding the IGA's. He was provided with a sample of all the IGA documentation, and she reviewed the service model with him. Amanda spoke with him again this week for clarifying questions and it seems that agencies are going to him for questions, so she is working with him on this. John said Barry is usually pretty good with getting things done and following through. Amanda agreed and said the main concern for most agencies is signing an agreement they cannot meet based on their known financial situation. Amanda expressed to Barry that it is not the district's intent to draw anyone to the ground; however, the district needs to be compensated for their services and cannot do it for free. This is why they chose to go with the lesser numbers and then build upon it.

Acc Tech Agreement: Reviewed and worked with Jessica to obtain more information. Amanda is working with Barry to schedule a meeting with Sheriff Tague to discuss the agreement. Amanda reviewed the contract and how it came to be that the district is paying for this service for Lakeview. It has been expressed to her that it is not the intent of the board to assume the liability on this and she is working to set a sunset date, so it is not costing the district thirty thousand dollars.

John asked about the IGA's having the cost for service and including an escalator. Amanda explained that she discussed with each agency the breakdown of calls for service, user fees for the year and the districts cost per call which is \$43.41. The cost-per-call rate was not agreeable with the agencies, so she moved forward with the original budget rates provided by Lakeview. The agreements are for five years with a 3% increase each year. John asked if the 3% covers the escalation of costs the district has. Amanda said the 3% puts them a long way from the call for service number except for one agency who

had a higher budget number. John said he is trying to understand but it seems that they are going to sign an agreement that is less than the cost so they are starting at a deficit and will keep increasing it. Amanda said the intent is to get to the call for service number. 3% will not get them there but what they would need to charge, the agencies cannot afford. They would be running them into the ground, and it would be an unsuccessful relationship. What has been proposed gives everyone a starting point with a built-in increase to move them closer to the call for service rate and over the course of the year puts everyone on a better path to achieve where they need to get to. John said if it costs them more to provide the service than they are receiving, who is covering the deficit. Amanda said it would be covered in the budget, by the citizens of Klamath, through the levy. Sandra said they are subsidizing it. Adam agreed. John said he understands what they are trying to do but they need to remember that Klamath has a tax base that helps offset and their users pay an additional \$150,000 into the radio fund where Lakeview does not. Amanda said they cannot charge Lakeview agencies radio fees because they have their own radio system. John said his concern is that if Lakeview agencies have an agreement that does not cover the cost it will be sticker shock at the end of the five years. He was hoping for a three-year term and is worried they are entering into agreements that do not cover the cost of service.

Adam asked if they were talking about a contract with Lakeview. John said they are for Lake County agencies. Amanda added they are for user fees, and each agency has their own agreement. Adam asked what the districts cost is when a person calls in from Klamath. Amanda said the current cost is \$43.41. Adam asked if the price is the same if someone calls in from Lakeview. Amanda said that is the call for service rate they are using. Holly added that Lakeview pays a phone tax, so the district gets state tax money for Lakeview. John said if they took Klamath and Lakes excise tax out of the cost for service formula it would make the cost per call lower which would lower the amount being subsidized. Discussion followed regarding the inclusion/removal of the excise tax from the cost per call equation and how it would affect the rate. Joanie said when this was first being looked at Klamath was not paying for Lake because the user fees and excise tax for Lakeview would cover their cost. Holly agreed and said that the budgeted amount provided a year ago along with the excise tax would cover Lakeview's cost. Discussion followed regarding the proposed agreements and where they are currently. John asked if the taxpayers of Klamath County are subsidizing, in short term, Lake County service. Amanda said not with all the agreements in place. Discussion followed regarding Klamath subsidizing for Lakeview costs and the inclusion of Lake County excise tax funds being received on the cost per call. Jessica explained the formula used to create the current call for service rate, which includes all excise tax funds received, and how the rate would change if those funds were taken out of the equation.

John again asked if Klamath is subsidizing Lakeview. Discussion followed regarding the cost per call for service rate formula, variable factors and the built in 3% escalator versus increased cost to provide service.

John said it was still not clear to him, and he did not think they would get to an understanding of it today. He wants to understand it; however, they have already signed IGA's. Amanda said yes, they have and she is surprised by the questioning because she has talked about this at every board meeting.

Sandra said the board is trying to understand it. They have a five-million-dollar budget and came up with \$43 which would be about 116,000 calls for the year. Sandra asked if it was correct to take the budget and divide it by the number of calls for the year to reach the calls for service rate. Amanda asked Jessica to review the formula that produced the \$43 call for service rate. Jessica explained the formula is the total budget, divided by the past 3 years' average calls for Klamath and Lakeview. These were the current numbers at the time the call for service rate was created. Discussion followed regarding how the rate would change based on call volume and cost variables.

John said he understood they were going to negotiate the IGA's, but he did not get that they were going to subsidize it with tax dollars. Amanda said that is why they are trying to get the IGA's in place, so they are no longer doing that. Klamath has been subsidizing since they began providing service to Lakeview because they are not paying and she cannot go back and undo that. However, getting the IGA's in place can fix that because we have included in them retro pay to recoup that loss. Sandra said in that case the 3% should be benefiting them, not putting them in a hole, if they were charging them \$43, but they are not. Adam asked what they were charging. Amanda said they are charging the budget number that was originally provided by Lakeview and she can get them those numbers if they want. John said it would be helpful to review what they got from Lakeview and see where they can close the gap. They also need information to be able to answer questions they may receive from citizens. Sandra agreed it would be beneficial to have some talking points to review and reminded them that Amanda was going to put that together. Sandra asked if they wanted a work session added on next month's agenda to discuss this or if they need to have it sooner. Amanda said sooner would be better if they want her to renegotiate the IGA's. Adam asked what the number that Lakeview would be paying is. Jessica said the total for all agencies is about \$260,000. Amanda said it would be beneficial for everyone to get the hard numbers. Sandra said Jessica will put together something informational and email it to the board to review. Once they have reviewed, they can decide on a work session.

John asked if the escalator is higher than 3%, is there a clause in the agreement to allow for them to go back and seek the difference. Amanda said she did not want to answer that now because there are still a dozen IGA's out and if they need to adjust things could change. There are two agreements that have been signed. Amanda said these are small agencies and she felt like they are getting it pretty good with them agreeing to what was presented. Jessica will get them numbers and then they can discuss the escalator.

Adam said the Lake County people should be going to their commissioners to get their cost subsidized by their county. Amanda explained that there is an IGA for the County and Town of Lakeview for user fees. John said before throwing rocks let's see the hard numbers. Amanda said she has already encountered heavy pushbacks from the small agencies because they do not have the money. Discussion followed regarding what Klamath is already covering for Lakeview costs and how to recoup the cost while maintaining good relationships.

Joanie asked if there are grants that small fire agencies could get for dispatch services. John said there are grants for equipment, but he doesn't believe for dispatch services. Joanie said if there were they would be willing to help small agencies become educated. Amanda said many of the small agencies do not have the proper equipment and are considered frontier so providing some education on grants would be helpful. Discussion followed regarding costs of equipment and small agencies being able to receive grant funds.

D. Board Ethics Training: Sandra reminded everyone that this is a requirement for all board members and Jessica will send out updates for training opportunities as they arise. Amanda said she will email out a few of the recorded classes and if anyone needs help accessing them to let her know. Jessica added that there will be ethics training at the SDAO conference that may meet the requirement if OGEC certifies it. SDAO is still waiting for the approval of OGEC and hopes to have it before the conference. Discussion followed regarding training opportunities and board attendance at the SDAO conference.

E. Executive Session, ORS 192.660 (2)(h): Sandra announced they would enter executive session at 4:57pm and excused the public. The board attorney remained. Resumed regular session at 5:11pm.

**VII. Public Comment and Other Matters:** None

Jan said they need to work on recruiting to fill Randy’s vacant position and asked if Aimee was still going to serve. Sandra said yes, she just had her days off and thought the meeting was tomorrow. Sandra asked if there had been any applications received for the board vacancy from what Jessica sent to partner agencies. Jessica said none had been received. Discussion followed regarding the boundaries and recruitment for Zone 7.

**VIII. Agenda Items for Next Board Meeting:** Nothing new.

**IX: Adjourn:** Sandra adjourned the meeting.

Amanda reminded everyone that Advisory will be at 3:00 p.m. on January 21<sup>st</sup>.

The meeting was adjourned at 5:14 p.m.

Approved and Adopted January 21, 2026

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Sandra Fox, Board Chair

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Date