KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD MEETING
Wednesday, August 19, 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 Mallory Emmett - Dispatcher, Remote Larissa Hackett - Dispatcher, Remote Shawn Eads - Dispatcher Daniel Tague - Lake County Sheriff, Remote Brent Knutson - FD #1 Chief Stephanie Avila - 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, July 15th
meeting minutes and claims and demands as printed, Adam seconded, the motion carried.

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

IV. Old Business

Policy and Review Committee: Sandra said there are two resolutions for consideration and asked Amanda to provide an overview of both. Amanda provided an overview of Resolution 26-11, broken down by chapter updates as outlined on the resolution noting that all the updates modernize their administrative, operational, personnel, media, and financial sections. This ensures compliance with state law, CJ standards, best practices, and updated operational workflows, and strengthens their transparency, consistency, and accountability. Sandra asked if Jan, John and Neil sat in on the policy committee and if there was anything they wanted to point out. Neil did not attend the policy committee meeting, as he is not a member of the committee. He arrived early for the board meeting and happened to be present during the tail end of the policy meeting. Jan said they discussed the changes and she was good with them all except the exempt time which needs further review. Amanda said they discussed the suggested change for time records for exempt employees, and they separated that into its own resolution because there was discussion that they wanted to have more communication about it before moving forward. John said he was good with everything and agreed they needed more discussion on the time records for exempt employees. He liked that they added language about policy review and employee buy-in and it cleaned up some process items.

Stephanie joined at 4:06p

Jan motioned to approve Resolution 26-11 as printed, Adam seconded, the motion carried.

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

Sandra said the next item on the agenda is 26-12. Amanda said that is the one that goes through the piece about time records for exempt employees and asked if they wanted to discuss it today or put it on hold and move it to next month to allow for further discussion. John said to move it to next month. Sandra said they have a motion to continue the item until their next meeting.

Jan motioned to continue the item at the next meeting, Adam seconded, the motion carried.

Yes Votes: Jan, John, Adam, Sandra and Neil
No Votes: None
Public Outreach Events: Amanda said tomorrow is the last 3rd Thursday, and she did not send it out to staff partly because she forgot and the other is because they are tapped. She and Jessica and will man the booth and if any of the board wants to attend, they are welcome to do so. Jan said she could help.

Amanda said Jessica provided her with the paperwork for the Pumkin Festival scheduled for October 3-4th. She has not heard anything about the Safety Fair, but it seems like they will not be on the same weekend. She will put out communication to the staff to see about their capabilities to staff it. This is a free event, but they are required to staff it the whole time. Sandra asked where it was located. Amanda said at the fairgrounds. Jan said she should be able to help.

Sandra asked if there was anything else for public outreach. Amanda said the only other thing would be the Lake County Round Up, but she does not have confirmation at this time on their ability to staff it. Sandra asked what the dates were for the event. Amanda said the dates are September 4-7th. Holly attended last year and they were appreciative of her being there. It was good to get some interaction with those they do not get to see every day. Jan said if she is in town she could help.

ProQA Review: John said they were supposed to go look at two places that use the program and they have not been able to do that yet so in his opinion there is no use talking about it. Amanda said she is still working on getting the visits scheduled and has not heard back from Deschutes. Due to staffing shortage, they will probably not be able to send as many as before. Sandra said they will carry this to next month to allow for time to visit the other agencies.

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

LGIP Investment: July Dividends - $11,736.88
Money Market $5923.53, Equipment Res. $3491.10, Building Res. $2322.25 - OSTF rate remains at 4.00%

Security Camera System Upgrade: In process. SDIS Safety & Security Grant applied for and would receive $2,500 towards this project if awarded. Notifications will take place once grant closes in November.

Accreditation: Continue working through the assessment and backup site options. Waiting to hear from Day Wireless on some technical items to ensure that if dispatch goes dark they will still be able to dispatch Klamath and Lake.

25-26 Financial Audit: In process and onsite testing tentatively scheduled for next week.

Recruitment: Four candidates are in the background investigation process and their tentative schedule for hire is provided on the staff report.

SDIS Appraisal: The contracted appraiser for SDIS will be onsite tomorrow to do a building appraisal. Inspection results will be available before the 2027 renewal and premium adjustments will be made to ensure proper coverage.

B. Ops Manger Report: Joanie said she did not have much to report on but that it has been a busy month in dispatch and the deployed two new chairs in dispatch that are being used.

Call Review: July Call Stats: over 10,000 total calls. They were busy taking outdoor smoke reports, brush fires and structure fires. Agency grand total 8644, 2470 field, 6170 law enforcement. The others missed will be listed next month.

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

New Hire Training: Amy is progressing well. Staff completed a stop the bleed training through Sky Lakes and a few that were not able to attend will watch the recording and complete it by the end of the month.

Projects: Today they completed text to 911 integration into the phone system. This will hopefully resolve the issue with the old system of not receiving notifications. This should work better and be a lot quicker.

They have been working with OSP on CAD to CAD. Testing is complete and they are waiting for documentation and training. John asked if they will be able to have CAD to CAD with Deschutes since they use the same CAD program. Amanda said they just found out they can, but the functionality is not yet live. Grants Pass is working on going live with OSP with their CAD to prem system so once that's in place it will give Klamath a connection to Deschutes.

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

Jessica went through where they are on recruitment, but she wanted to provide some information for board awareness. Last Tuesday Amanda sent out communication to the union to begin discussions regarding the use of contracted dispatchers. The process takes 4-6 weeks from signing the contract to have someone in a seat. This is an option they are exploring that could provide some relief and she is still waiting for a response from union.
Lakeview Intergovernmental Agreement (IGA) Status: Met with Commissioner Williams, John and Adam on Thursday, July 30th however no agreement was reached during that discussion, and she does not have a tentative date for follow-up discussion. Jan asked if there is a specific issue they are having. Adam said they can't afford it. Jon said it was a good meeting, and they just need to understand the numbers are what they are. Sandra thanked them for having the meeting.

Policy and Procedures: SOP revision and drafts were sent out to staff this week to start the new review and approval process per policy. There will be a period of four weeks for staff to review and provide feedback before moving to the next phase of finalizing. Most suggested updates are aimed to provide more direction, consistency and align with industry practices and standards.

Amanda thanked Holly for reviewing the projects they are working on.

Standing Meetings: Amanda reviewed the meetings outline on the staff report and noted that she handed off the Lake County Fire and Emergency Management meeting to Joanie and asked Joanie if she had anything to share. Joanie said she did not. They had a good meeting and combined the fire defense board meeting with the emergency preparedness meeting, and they are just working with fires too.

Amanda noted that at the KIRG meeting Chief Hitchcock mentioned exploring a potential new grant opportunity for some radio upgrades. Yesterday they were notified that FD #3 will no longer be providing EMS services as of 8:00 am this morning. Agency heads met yesterday to address how they would provide service to those communities and there is more conversation to take place.

Staff Update: Mike received his intermediate and advanced certificates, and this month was Shawns 10-year tenure. So that's big milestone and she wants to make sure that they're acknowledging those.

Sandra asked Amanda with given the staffing situation that they have right now, did she think the four weeks for review for the SOPs is adequate, or do they need to extend the review time for staff. Amanda said she put in her communication to staff if they need more time or some help; to please reach out. There were 6-7 SOPs sent out; some with very minor revisions, so she thinks that four weeks should be doable to review those. Sandra said that with everyone working different shifts does she think that there is opportunity for them to sit down with her and explain the SOPs would be beneficial to them. Amanda said she does not have any problem meeting with anyone at any point in time. They're free to call her at any time. It would be difficult right now just because of staffing to bring everyone together to do that. So, if they want to provide their feedback or if they have questions about some of the changes, for them to come to her, and they can have that discussion. She could then send out follow-up communication to the rest, so that if anyone else had those same questions they could have the answers. Following the review, once they get ready to go live, there will be a more in-depth training piece and they will go over the why and how behind everything after the revisions are made.

VI. Public Comment and Other Matters: Sandra congratulated Shawn for his 10 years of service. He has done an amazing job, and she knows the PD appreciates him. She also congratulated Mike on his advanced certificate and said it's a great achievement.

VII. Agenda Items for Next Board Meeting: Resolution 26-12, ProQA

VIII. Adjourn: Meeting adjourned the meeting at 4:30 pm.

Approved and Adopted September 16, 2026

______________________________	______________________
Sandra Fox, Board Chair	Date