

KLAMATH 9-1-1



Information from Klamath 9-1-1 Communications District

Volume 1, Issue 1

March 2007

Welcome Aboard Klamath 9-1-1

We would like to welcome you to the first issue of the Klamath 9-1-1 Communications District quarterly News Letter. We are excited at the prospect of bringing important information to the residents of our District. By opening the lines of communication, we will be able to answer your questions about what transpires at the 9-1-1 Center and how it works.

In the upcoming News Letters you can expect to find, call volume statistics, customer service surveys, Board of Director activities, Budget and Advisory Committee activities; as well as public safety tips and other useful information to ensure that you receive emergency services in a timely manner.

Save the Date

Klamath 9-1-1 Communications District proudly announces our participation in the following events. We will have staff members available to answer questions and provide informational handouts. Stop by and visit our table as you enjoy your time at both events!

Home Show

Klamath County Fair Grounds
Klamath Falls

Friday March 9th 4:00 p.m. to 9:00 p.m.

Saturday March 10th 10:00 a.m. to 5:00 p.m.

Sunday March 11th 10:00 a.m. to 4:00 p.m.

2007 Southern Oregon Career & Job EXPO

Klamath Community College
7390 South Sixth Street
Klamath Falls

May 16, 2007 2:00 p.m. to 6:00 p.m.

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Do You Know When to Call 9-1-1?

- ✓ Call 9-1-1 to get help for someone who is hurt.
- ✓ Call 9-1-1 if you see someone hurting someone else.
- ✓ Call 9-1-1 if you see someone taking something that belongs to someone else.
- ✓ Call 9-1-1 if you smell smoke or see a fire.
- ✓ Call 9-1-1 to report a hazard or drunk driver.

A Call to 9-1-1 Should Always be A CALL FOR HELP

- ✓ **NEVER** call 9-1-1 as a joke.
- ✓ **NEVER** call 9-1-1 to ask for information.
- ✓ **NEVER** hang up if you accidentally call 9-1-1

District Information

Klamath 9-1-1 Communications District is the single public safety answering and dispatch point for Klamath County, Oregon. Klamath County is situated in south central Oregon bounded on the south by California, on the east by Lake County, on the north by Deschutes County, and on the west by Jackson and Douglas Counties. The county is Oregon's fourth largest at 6,135 square miles, with a population of approximately 68,000.

The Klamath 9-1-1 Communications District taxing authority boundaries match those of Klamath County. The primary transportation routes serving the jurisdiction are Highway 97, Highway 140, Highway 39, Highway 62, Highway 58 and Highway 138. Klamath County is home to Crater Lake which is 1,943 feet deep and the seventh deepest lake in the world and the deepest in the United States. Klamath Lake, just outside of Klamath Falls, is the largest freshwater lake in Oregon and one of the largest in the United States, but only has a mean depth of 14 feet and a maximum depth of 49 feet.

The Klamath 9-1-1 Communications District is an Oregon special district formed under ORS 198 and ORS 401. The District is governed by a Board of Directors elected from seven geographic zones within Klamath County. The Directors serve at large and select their Chair, Vice Chair and Secretary. The Board governs with the participation of a statutory Advisory Committee consisting of appointed members from various public and private safety organizations within the jurisdiction. The Board appoints up to seven citizen members to its annual Budget Committee.

The District provides 9-1-1 call-taking and dispatching for all public safety agencies in Klamath County, including Klamath Falls, Merrill and Malin Police Departments, Klamath County Sheriff's Office, all Fire and Ambulance districts within the County, a total of twenty-five (25) agencies. Additionally, the District provides certain communications support services for Oregon State Police, Oregon Department of Forestry, Oregon Institute of Technology, Union Pacific Railroad, U.S. National Forestry and Klamath County Parole and Probation.

District's Board

No matter where you live in Klamath County, there's a 9-1-1 Communications Board member near you. This is someone who can listen to your concerns and answer your questions about how the District operates. The seven-person Board of Directors represents zones throughout the County and consists of citizens you elect from your communities. Board members ensure that the District is well managed, cost conscious and efficient, while focusing on safety and security for all residents in the County.

District Board Members

Stephen Schelb, Zone #3 Klamath Falls Chairman	Robert Bennett, Zone #1 Chiloquin Vice-Chair	Janet Arana, Zone #4 Klamath Falls Secretary	Bill Akins, Zone #2 Rocky Point Board Member
Chris Montenaro, Zone #5 Klamath Falls Board Member	Elizabeth Lucht, Zone #6 Klamath Falls Board Member	John Sayler, Zone #7 Klamath Falls Board Member	

To further ensure that the District is functioning for maximum safety and efficiency, an Advisory Committee meets quarterly. This committee is comprised of agency representatives from the public safety and emergency services agencies in Klamath County.

Finally, the District's Budget Committee works diligently to find the best ways to maintain and enhance services at the lowest possible cost. This committee is composed of the District's Board members and an equal number of citizen members. It is with the assistance of this committee the District staff successfully plans and manages our finances.

**Operation's Manager Comments
by
Kris Kauffman**

Calls Climb

Here we are in the beginning of 2007 already, as we can all tell by the new homes and businesses going up, Klamath County's population is increasing day by day. I thought it might be interesting to see how the call volume in the 9-1-1 Center would compare considering this growth. I have compiled call statistics that the Klamath 9-1-1 Communications Center handled in 2006 and compared those numbers to six years ago. In 2000 the 9-1-1 Center handled 78,709 phone calls for the year, which equates to 215 calls per day handled. Six years later the center handled 108,211, which equates to 296 calls per day handled. That is an additional 81 calls per day increase, which is a direct reflection of the significant increase in population. The District's minimum staffing is two call-taker/dispatchers on duty at any one time. The call volume is continuing to rise at an alarming rate and staffing has not increased due to budget constraints. The call volume is expected to continue to climb with the growing popularity of the beautiful Southern Oregon region that we live in, which is an attraction to relocate to Klamath County.



**District's Comments
by
Jeanine E. Dilley**

District Funding

Klamath 9-1-1 Communications District is an independent public service entity, not associated with or funded by Klamath County, City of Klamath Falls, or any fire district or other emergency services entity. Since the 9-1-1 District operates as a special and independent district, the 9-1-1 District also must rely on independent funding mechanisms.

Klamath 9-1-1 Communications District is funded by two main funding streams: Firstly, on your phone bill you will notice a \$0.75 cents 9-1-1 excise tax. The money that is recovered by the State of Oregon from this tax is shared between all 9-1-1 primary answering points throughout the state. Klamath 9-1-1 receives 1% of the funds received from that excise tax. In Fiscal Year 06-07 that amount resulted in 22% of the District's operating budget. Our second revenue source is obtained from a permanent tax rate of 0.1541% per \$1000 of assessed property value in Klamath County. In Fiscal Year 06-07 that amount resulted in 42% of the District's operating budget. The District's miscellaneous sales and beginning working capital accounted for the remaining 36% of the budget.

In an upcoming election, we will be asking the voters in Klamath County to vote on a ballot measure that will allow adequate funding to increase minimum staffing to maintain emergency communications and to upgrade the 9-1-1 facility and equipment necessary for call taking and dispatching of emergency services. This new funding stream will be kept to the minimum amount necessary to provide the emergency communications service for every citizen in every community in the county. This measure will require approval by a majority of the voters, and at least 50% voter turnout, to ensure proper funding for Klamath 9-1-1 Communications District. So start planning early to

VOTE VOTE VOTE

CALENDAR OF EVENTS

DISTRICT BOARD MEETING

PLACE: OCCUPATIONAL HEALTH/PEAK PERFORMANCE
TIME: 9:00 A.M.
DATE: MARCH 21, 2007

ADVISORY BOARD MEETING

PLACE: OCCUPATIONAL HEALTH/PEAK PERFORMANCE
TIME: 9:00 A.M.
DATE: APRIL 11, 2007

DISTRICT BOARD MEETING

PLACE: OCCUPATIONAL HEALTH/PEAK PERFORMANCE
TIME: 9:00 A.M.
DATE: APRIL 18, 2007

DISTRICT BOARD MEETING

PLACE: OCCUPATION HEALTH/PEAK PERFORMANCE
TIME: 9:00 A.M.
DATE: MAY 6, 2007

KLAMATH 9-1-1 COMMUNICATIONS DISTRICT

PO BOX 999
KLAMATH FALLS, OR 97601

NON-EMERGENCY
DISPATCH: (541) 884-4876 X4

ADMINISTRATIVE OFFICE:

Executive Director – Jeanine Dilley
(541) 884-4876 x1

Operations Manager – Kris Kauffman
(541) 884-4876 x2

Administrative Assistant – Shana Hobbs
(541) 884-4876 x3

ADMINISTRATIVE FAX:
(541) 884-5026

KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
PO BOX 999
KLAMATH FALLS OR 97601



BULK RATE
US POSTAGE
PAID
PERMIT NO.
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POSTAL CUSTOMER