

**KLAMATH COUNTY EMERGENCY COMMUNICATIONS DISTRICT MINUTES OF
ADVISORY COMMITTEE MEETING
Wednesday, January 19, 2022
Klamath Emergency Communications District**

I. CALL TO ORDER: The meeting was called to order at 9:03AM by John Ketchum. Representatives were present from the following agencies:

AGENCY REPRESENTATIVE	HERE	ABSENT
KC Emergency Management - Brian Fowler	X	
Winema National Forest		X
Basin Ambulance - Stacy Todd	X	
Merrill RFD		X
Central Cascade RFD - Bradley Kahler		X
OIT Security		X
Malin RFD		X
Merrill PD - Brian Bicknell		X
Malin PD		X
Kingsley FD		X
Walker Range Fire		X
OSP		X
Klamath Interagency Fire		X
ODF – Randall Baley		X
District #3		X
Chiloquin Ambulance & Fire – Mike Cook		X
BLM – Blake Dornbusch, Virtual	X	
Harriman RFD		X
Chemult RFD		X
Bonanza RFD		X
Bly RFD		X
District #4 – Larry Woodruff		X
District #1 - Matt Hitchcock		X
District #5		X
Crescent RFD - Dylan Webb		X
Klamath PD – Ryan Brosterhous	X	
Klamath SO – Chris Kaber, Randy Swan	X	
Keno RFD – John Ketchum, Virtual	X	

Guests: Keith Endacott, Chris Swan

APPROVAL OF MINUTES: Chris Kaber motioned to approve the meeting minutes from January 20, 2021, Ryan seconded, motion carried unanimously.

Radio Interoperability: Keith informed the system assessment is complete that grant funding had been received for. There is a training piece they asked to add on by the partner agencies that would provide a usable training tool still in final review with KIRG. Another piece was an assessment for equipment replacement and build out; this will be and has been an ongoing process. Brandon added there have been some maintenance items that have come up the last couple months as well. John commented that last year KIRG saw increased expenses and made the decision to increase user fees by 10%. This will provide the additional income to support expected increase of expenses.

Strategic Plan Update: Keith said the plan is always evolving. The basis of the plan was adequate funding, staffing and reserves for the heavy lift replacements of equipment. It's an ongoing effort to increase staffing and challenging to keep qualified staff. Keith said it's a tough environment and we are committed to retaining staff and the funding to do so. Renewing five-year funding is always a thought and process with building reserves to an adequate level to cover replacement of equipment. The other reserve is the building account which is \$50,000 that covers the insurance deductible in the event of a claim.

Chris Kaber asked about the staffing; what is full staffing and where is dispatch at? Keith said we have never achieved it, but the goal would be to always have 3 people on. The current is 2 which puts 1 on fire, 1 on radio and both taking calls. When a third person is on, they act as support for either position and take the bulk of the calls. Chris Kaber said so the goal would be to always have 3 on. Keith said it would be to have 3 on during the busy times. We budgeted for 9 full-time and 7 half times which work 30-37 hours and are flexible in schedule. Our dispatchers do every part of the job, and we are the busiest per seat in the State. We have 4 seats and even if they were all filled, we would still be the busiest per seat in the State. It is hard to train people because as things have evolved over the years it has only added to a dispatcher's workload. We currently have 9 full time and 1 half time. John asked if they think there is less interest in the part time position versus a full-time position. Keith said maybe; discussion followed on the hours, contract and scheduling the part-time position provides to the district.

John said they hear a lot that partners are not happy with the dispatch support, and he is wondering how it would be if they always had 4 on to support them. They are always working up against a wall and would not we be smart to get them relief; to relieve the workload per dispatcher. John asked what they all can do to help and look at funding options to present to the board to assist in this.

Brandon asked how many dispatchers they had on 10 years ago. Keith said 2, Brandon said so it is safe to say calls have gone up quite a bit in the last 10 years. Keith said no but the tasks they run have and the assistance they provide to police and fire have so the workload has increased drastically. The complexity of the job has gone up more than the call volume. John said he wonders if they put so much load on them. A new person coming in gets very overwhelmed while the long term does not recognize it because they have evolved into it. John commended the staff for getting it all done the way they have but they cannot keep going as is. If funding is what

is needed, then how can they help. Discussion followed regarding what officers ask for and the workload this puts on the dispatchers. Keith added that officers are doing more, and he understands the officer safety needs; all of which adds workload to the dispatcher for the assistance they provide to the field units.

Chris Kaber asked what is it that they can do to help. Is it a question of funding? Keith said no, funding is not the issue. It is a matter of getting qualified people in and getting them trained. This year was a tough year. Chris Swan added that since 2017 we have trained 13 but only retained 5. All for various reason; none to which we had control of those that have left. Ryan said he could never do the job and he likes to have his guys come over to see what dispatchers do. This helps them understand the task load taken on. He asked Keith if he had looked at the cost of the half time vs the full time and tuition. Keith said yes. Discussion followed regarding the cost effectiveness to bring in a trainee at half time vs full time and the flexibility of scheduling that half time provides in supporting the schedule. Keith discussed the idea identified in the strategic plan of the 3rd person to cover a radio channel and as well as KIRG added channels.

Chris Kaber said what if you had 14 employees and only tasked them with half the job; breaking the duties out to make it easier. Keith said that had been tried with a Call Taker, but the dispatchers had trouble teaching someone how to only do one part of the job. They have not dialed in in how to solve the problem but do know they need more people to do the job. Keith discussed how some agencies have various levels of dispatchers that only have single duties and the idea of what they can do to lighten the load on an entry level dispatcher. Kaber asked what the shifts were. Keith said 7-3, 3-11, and 11-7 with overage depending on the needs, vacations, time off etc. Keith added that contract adds another hurdle in this.

John asked how they get a piece together with the users and the board to talk about what the needs are and get the people working for that need. Keith said he doesn't think it's a matter of convincing the board but a matter of community support to ensure reserves. Brandon said he does not think money is the issue; it is bodies and training them for a smaller task load. Keith said they have had the money and obtained renewal of the levy, including paying off the loan via a refi and saved over a million dollars. Funding is adequate right now, that may be different later and need reassessed to see if, when all positions are filled, is the money and level of funding adequate at that time. Chris Kaber said if we are the busiest per seat and need to get these people in with 2 dispatchers working 22 police on screen and more with fire; they need help.

John asked what is the timeline they need to work on to have something ready to be helpful for Keith? Keith said next Advisory is in April.

II. NEW BUSINESS.

- A. Executive Director Report: Keith said they covered most everything already and informed that he is now the president of Oregon APCO/NENA which keeps him plugged in with all the PSAPS around the state. He is on a couple state interoperability committees as well. As a dispatch center he is trying to stay plugged in as to what is going on statewide.
- B. Operations Manager Report: No Report.

- III. GOOD OF THE ORDER:** Keith informed that Vice Chair of the advisory is currently Brian Bicknell and no communications received from him in quite some time. Keith advised consideration for next meeting to revote this position.
- VI. PUBLIC COMMENT:** Chris thanked Keith for answering his questions and extended to the board that he is doing a good job.
- VII. AGENDA ITEMS FOR NEXT MEETING.**
Officer Positions Revote, Funding/Staffing Support Plan

Next Meeting Date April 20, 2022, at 9:00am

Chris Kaber motioned to adjourn, John seconded, meeting adjourned at 9:54am.