

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT  
MINUTES OF DISTRICT BOARD MEETING**

**Wednesday, November 17, 2021  
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

**I. Call to Order**

The meeting was called to order at 10:00am by Dave Burnett.

Board Members Present:     Dave Burnett  
                                      Betty Lucht  
                                      Larita Ongman  
                                      Bob Moore  
                                      Randy Sword

Board Members Absent:     Jan Bos  
                                      Chuck Brandsness

Others Present:             Keith Endacott  
                                      Jessica Gibson  
                                      Joanie Rote  
                                      Chris Swan  
                                      Jon Wanzer  
                                      Mike Rudd

**II. Pledge of Allegiance**

**III. Consent of the Agenda**

A. Approval of Agenda and Minutes: Randy motioned to approve the agenda as printed, Larita seconded, motion carried unanimously.

B. Approval of Minutes: Larita motioned to approve October 21, 2021, meeting minutes as printed, Bob seconded, motion carried unanimously.

C. Claims and Demands: Randy motioned to accept claims and demands for November as printed, Larita seconded, motion carried unanimously.

**IV. Old Business.**

A. Strategic Vision - Subcommittee Report: Joanie informed that the Motorola salesman and Spillman technician came for a visit to discuss our desires and needs in a new CAD system.

B. Bank Signature Card: Board members present signed, and Jessica informed that those absent would be by within the week to do so as well.

## V. **New Business.**

A. Business Manager Report: Jessica reported that the security workstations were shipped and arrived much earlier than expected. Centerlogic IT was onsite to do some of the setup and the final is being done this week with expected deployment within the week.

B. Ops Manger Report: Joanie reported there is one new hire which started yesterday and one in training. We lost 2 dispatchers in the last month and 1 more has given her resignation for December.

October Call Status: 10,147 total calls of which 4,810 came in on a 911 line, 1,232 were Fire & EMS, 870 were medical specific and 6,312 were law enforcement of which 1,583 were law enforcement initiated.

Executive Director Report: Keith reported he and Chris participated in the County Fire Preparedness event held at the fairgrounds on Monday evening. It was an informative presentation for peoples whose residence are in the urban interface and educated them on protecting and creating defensible space. The County recorded the event and will post the presentation on their website.

Leadership Klamath has come and toured our facility annually and will do so once again tomorrow.

Oregon APCO conference will be held virtually Dec 7-9<sup>th</sup> and the executive committee is working on the plans for 2022 March and May conferences.

The Advisory Committee did not meet. They were working on the GIS mapping but the person at State level has left that position and has not been replaced. As reported on in the past the OEM office has moved to its own department and no longer under the State. They are now taking on 40 additional employees and growing their organization to meet this change.

Keith informed that the CAD event report may be a little misleading and concerns of this has been brought to him, so he wanted to explain. Keith reviewed the report and how it relates geographically with response. Discussion followed regarding the report, issues with the reporting ability of CAD, response and how CAD logs them. Randy noted that he recalls the reason this report was requested by the board was so that they had the numbers if user fees were being looked at. He feels now less information is better and suggested to the board that the report is no longer necessary monthly but maybe quarterly or even less. Larita and Betty said they like having it each month and feel it is important to have. Bob said he thinks more information is better. Bob noted that the CAD database is a wealth of information and very useful. Discussion followed regarding sequel reporting capabilities and data we can provide upon request.

D. Executive Session per ORS192.660 (2)(d): Dave opened the executive session and dismissed the public. The public meeting resumed at 11:11am.

## VI. **Public Comments and Other Matters:** Dave said he attended the annual ODEA conference in Ashland and was elected Vice President. It was a good conference and next year will be in Hood River in September.

John asked how old the current CAD system is. Keith said it was deployed in 2006. John said not being able to run a simple query and report is unacceptable and having to pay a vendor to write a simple query and print it is a big deal. This is concerning that the agency cannot produce and provide quickly with the

current system especially if it would be that another response agency would need it. Keith said it is often assumed we are the holder of all information and that is not the case.

Randy asked when we are looking at needing to purchase a new CAD. Keith said approximately within then next 2-3 years. Keith said during discussions with the ECSO director he thought that they had changed their CAD but she said their's was 25 years old only the vendor name had changed. That to say CAD software is in service a long time. Changing CAD disrupts operations, it's a heavy lift. The detail of the the project has been a limiting factor with the resources, capability and being able to accomplish what we need.

Mike Rudd left the meeting at 11:37am.

Randy said is it a fair statement to say that the CAD system is performing how it should but that some of the use of the system is beyond the capability of the staff. He does not say that to disrespect any of the staff, but he feels we would have to hire a person who knows how to do this. John said he just brought it up that if its so old of a system that it can't run a simple report without needing a person to build it; what other things are missing in the background that may become an issue very quickly.

Bob asked John what his role was. John said he was on the financial committee and part of the radio group with the Emergency Management. Bob asked John what the life span is of a CAD system. John said he didn't know. Bob said it is about 4 years. Bob feels they need to look at this more seriously.

Randy said the CAD system is working well and that they need to not be focused on spending a large amount of money they don't have and have other important matters with negotiations to finish and then the administrative wage report they have asked to review. But he is happy to hear that they are working on and planning for future CAD replacement. Dave asked if CAD systems can be updated instead of replaced. Keith said yes and it has already been updated. He explained the process of replacing the CAD system would be like changing a tire on a car while it is still running down the highway. Keith said we are looking and planning for CAD replacement, but it is a process. Bob asked who is working on this? Keith said he and Joanie. Bob asked if they have any documentation on this. Keith said no. Keith said the software is supported, updated, and backed up daily. John commented that with updates and patches you can only do so much until things start breaking and it becomes problematic even with the patching. Randy said he would imagine the team that does the updates would tell us if it could only handle one more update.

Randy continued that they have fought this battle for 12 years and have even lost board members over it. There is not a piece of hardware that they have not replaced when it has gone down and made the necessary fixes when they were needed. Randy said now that they are planning and working on an RFP to get this going, he is happy with that. Randy said he backs the staff and their work on equipment replacement and research. John said he is just saying that they need to look more at the details. Keith said the equipment they use in dispatch is important and in use 24/7, staffing is always a priority, all these things are things that we do daily. He informed them that there will be things in the supplemental budget to address these issues and understands everything they are saying, agrees with it, and it doesn't leave in the day to day of his operations and management. He reminded the board that there are budget rules and procurement processes which he follows as he puts these things together and uses them as he budgets and manages the district.

Larita addressed Mr. Moore and said she knows as a new board member he wants all the answers now, but it just isn't possible to give him all of them right now. She asked him to be patient and learn in time. Bob said that isn't true.

Betty said that everything discussed has been good for them to know and she appreciates the conversations. She asked what they are going to do for the staff for Christmas and if it was to soon to make that decision today. Discussion followed on ideas.

Randy motioned to approve the purchase of a \$50 Howard Meat gift certificate for each staff from the Board for Christmas, Larita seconded, motion carried unanimously.

Betty reminded that she is always available to sign checks.

**VII. Agenda Items for December 15, 2021, 10:00am meeting  
SDAO Conference**

**VIII. Adjourn:** Larita motioned to adjourn the meeting, Randy seconded, motion carried unanimously. Meeting adjourned at 11:52am.