

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT  
MINUTES OF DISTRICT BOARD MEETING  
Wednesday, July 20, 2022  
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

**I. Call to Order**

The meeting was called to order at 10:04 am by Dave Burnett.

Board Members Present:     Chuck Brandsness  
                                    Dave Burnett  
                                    Bob Moore  
                                    Randy Sword  
                                    Jan Bos

Board Members Absent:     Betty Lucht  
                                    Larita Ongman

Others Present:             Keith Endacott  
                                    Jessica Gibson  
                                    Joanie Rote  
                                    Mike Rudd, Board Attorney  
                                    Mrs. Moore

**II. Pledge of Allegiance**

**Election of Officers Chair, Vice Chair & Clerk:** Dave said he would be stepping down as Chair and would like to nominate Randy for Chair, Chuck seconded, motion carried unanimously.

Chuck had everyone repeat a prayer he provided for Betty as she has covid and is in quarantine for seven more days.

Dave nominated Chuck for Vice Chair, Bob seconded, motion carried unanimously. Dave nominated Larita to continue as Clerk, Bob seconded, motion carried unanimously.

**Appointments of Budget Officer, Board Attorney and Secretary:** Randy reviewed last year's appointments. Chuck motioned to retain current appointees, Bob seconded, motion carried unanimously. Current appointees are as such: Keith Endacott as Budget Officer, Mike Rudd for Board Attorney and Jessica Gibson as Secretary.

**III. Consent of the Agenda**

A. Approval of Agenda: Dave motioned to accept the agenda with the correction to the date of July 20th, Jan seconded, motion carried unanimously.

B. Approval of Minutes: Bob motioned to approve the meeting minutes from June 15<sup>th</sup> and Special Meeting minutes from June 29th as printed, Dave seconded, motion carried unanimously.

C. Claims and Demands: Bob motioned to accept claims and demands for July as printed, Dave seconded, motion carried unanimously.

**IV. Old Business.**

A. Strategic Vision - Subcommittee Report: Keith reported the focus is on continuation of staffing and projects on our horizon. There are a lot of things that fit this area but have not been redefined as strategic vision. There has not been scheduling of specific meetings for this but there are ongoing meetings for the work projects.

## V. **New Business.**

A. Business Manager Report: Jessica reported nothing new and business as usual.

B. Ops Manger Report: Joanie reported there is one trainee working on station and seems to be meeting training standards based on the daily benchmarks. We have recently made a job offer to someone and they are in the background process, and we are still posting the dispatch position on our website.

The CAD replacement project is ongoing. Joanie met with CIS for an informational meeting, and they will be providing a demonstration of their product soon. Tyler Technologies is also preparing to do an onsite demonstration in early September.

June Call Status: 9125 total calls of which 4683 came in on a 911 line, 1028 were Fire & EMS, 716 were medical specific, 6949 were law enforcement incidents and 1958 were law enforcement initiated. Graph provided on these numbers for visual.

C. Executive Director Report: Keith reported that the posting of the Communications Supervisor positions will take place soon. This position provides ongoing support and development to the dispatch staff including the ability to assist as a 3<sup>rd</sup> person during spikes in activity.

Audit Documentation: this will be the same firm as the past couple years. We have received their engagement letter to begin the process. Key notes of this letter are the new standard in government auditing for reporting of leases. There is also an increase in cost that is significant with projected cost of \$15,000. Last year's cost was \$10,600 and prior was \$9,800. Keith advised they are good to work with and give informed advice throughout the year, he is not recommending switching just informing of the cost. Discussion followed of other options in town. Bob asked if they had been contacted regarding the increase and if there is anything we can do to bring it down. Jessica said no that has not been done and the letter was just received a couple days ago.

MSAG/GIS: Meetings and work-sessions have been taking place with Fire Districts regarding their mapping information. Fire District 3 was able to expand their boundaries which is the Sprague River area. For us this means changing run cards and mapping lines. This also includes updating information to the state used to determine the routing of 911 calls to the correct PSAP.

Joanie and Keith attended the Wildland Fire Cooperator Meeting and informed them that we can help in capturing the phone number and location; this is helpful for fire investigators, and we can assist in providing this to them.

IT vendor was on site this week. He did some server maintenance and a couple other things. Bob asked where they are located and if response is 24-7. Keith informed they are out of Portland and yes, they have the capabilities to provide support 24-7. Bob asked if the response time is good and not causing extra down time. Keith said these things are schedule during specific times that are best for minimal down time. Most of what IT is doing is moving things forward as technology is doing so and not as much of working on things that break.

988 went live this month. This means if someone calls, they will get one of the 2 call centers in Oregon providing them with mental crisis help on various levels. The OHA advisory committee is working on the administrative rules process for Crisis response, including mobile crisis teams. We are engaged in this process, and the chapter legislative committee will be following up with comments in writing. Bob asked what level of qualifications the dispatchers at the centers these calls go to have. Keith said he is not involved at that level but does know they are all qualified in the areas needed. Keith explained services provided based on the need of the caller. Bob asked how we treat the calls that come in that are like 988 calls. Keith said we have been taking calls that are like this all along. We don't have a specific call type that is limited to mental health crisis, but we take them and classify the nature of the call to initiate the appropriate response. Bob asked when 911 would be able to identify a call and transfer it to 988. Keith said that mobile crisis teams are not in place consistently to respond on these calls so we're not ready to transfer them. KBBH is our local crisis team, and when available they currently get engaged at the request of the LE or EMS responders. Discussion followed on the current function and appropriate responses to mental health calls. Also, how those are handled with statewide and local capabilities. 988 is a different pathway than our local crisis line and is working but can get better. Keith said his engagement is to ensure that the rules do not tear apart but preserve the local processes that are working.

OEM: OEM will be extending the GIS Policy which is a funding source for us for another year. Bob asked if this was the local EM and Keith said no this is the state program. Keith advised they continue to work on the Statewide Assessment of GIS, accuracy of the data and how the counties align data with each other.

A PSAP community survey was done, and a high priority was wireless location accuracy such as where the cell phone is that is calling us. The program is looking for more feedback as there have been steps taken to improve that.

PSAP staffing is an issue for all centers, and the AC discussed the possibility of utilizing the tactical emergency response team (TERT) for dispatchers. However, there is currently no state funding allocated for this.

Planning is taking place for breakout groups and discussions for the Advisory Committees at the fall conference and 988 implementation is also a topic for this committee.

Randy said they didn't add to the agenda the evaluation. He asked Dave if they wanted to do this. Dave handed out to the board the boards compiled evaluation report. He addressed Keith saying that the outlying agencies think he does a great job but there are issues with the internal staff that need addressing. They do not want to get rid of him but help advise him of changes. Dave said three of them would like to meet with Keith on the 22<sup>nd</sup> at 10am at 409 Pine Street in the conference room at Mike Rudd's office. They will go over what they would like him to do and give him input on addressing the issues.

Bob asked who is on the Strategic Planning Committee. Keith said it is primarily himself and Joanie. Bob said he feels it is stagnant and asked the board about redoing it. Dave said he thinks Keith and Joanie are working well on it. Bob said he has seen nothing come out of it besides a report with nothing being completed. Randy agreed with Dave that he thinks Keith and Joanie are working in this and that there is a 5-year plan in place. Bob requested a copy of the plan. Jessica will mail this to Bob.

## **VI. Public Comments and Other Matters: None**

**VII. Agenda Items for August 17, 2022, 10:00am meeting**

Evaluation Report to the Board – Meeting with Keith

**VIII. Adjourn:** Dave motioned to adjourn the meeting, Jan seconded, motion carried unanimously. Meeting adjourned at 11:48am.