



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** December 19, 2019

Staff Contact: Nancy Paulson, City Manager

Agenda Title: For Possible Action: Discussion and possible action regarding the appointment of three members to the 9-1-1 Surcharge Advisory Committee, each to fill a term that will expire in December, 2021. (Nancy Paulson, npaulson@carson.org)

Staff Summary: NRS 244A.7645 and CCMC 4.05.030 create a six-member advisory committee as the "9-1-1 Surcharge Advisory Committee." Tina Petersen currently occupies the position required to be reserved for a representative of a local carrier exchange position and Mary Katherine Durbin currently occupies a position that may be filled by a member of the general public; both are seeking reappointment. A new application was submitted by Miette Lopez to fill a vacancy as a member of the general public.

Agenda Action: Formal Action / Motion **Time Requested:** 15 minutes

Proposed Motion

I move to reappoint Tina Petersen and Mary Katherine Durbin each to fill terms that will expire in December, 2021, and to appoint Miette Lopez to fill a term that will expire in December, 2021.

Board's Strategic Goal

Quality of Life

Previous Action

N/A

Background/Issues & Analysis

N/A

Applicable Statute, Code, Policy, Rule or Regulation

NRS 244A.7645; CCMC 4.05.030

Financial Information

Is there a fiscal impact? No

If yes, account name/number:

Is it currently budgeted?

Explanation of Fiscal Impact:

Alternatives

Re-open the position for additional applicants.

Attachments:

[911 Surcharge Packet 12-19-19.pdf](#)

Board Action Taken:

Motion: _____

1) _____

2) _____

Aye/Nay

(Vote Recorded By)




9-1-1 Surcharge Advisory Committee

Board Details

The board hereby creates an advisory committee called the "9-1-1 surcharge advisory committee" to develop a plan to enhance or improve the telephone system for reporting an emergency in Carson City and to oversee any money allocated for that purpose. The advisory committee shall be comprised of a minimum of five (5) members and a maximum of seven (7) members.

Overview

 **Size** 6 Seats

 **Term Length** 2 Years

 **Term Limit** N/A

Additional

Meetings

•Time varies •Typically on a quarterly basis or at the call of the chair •Fire Station 51, 777 South Stewart Street, Carson City, Nevada

Powers & Duties

To develop a 5-year master plan for the enhancement or improvement of the telephone system for reporting emergencies in Carson City and to oversee any money allocated for that purpose. The master plan must include an estimate of the cost of the enhancement or improvement of the telephone system and all proposed sources of money for funding the enhancement or improvement.

Additional Information

[CCMC_4.05.pdf](#)



Carson City, NV

9-1-1 Surcharge Advisory Committee

Board Roster



Denise Bauer

3rd Term Dec 21, 2017 - Dec 31, 2019

Appointing Authority Board of Supervisors



Mary Katherine Durbin

1st Term Dec 06, 2018 - Dec 31, 2019



Daniel S Mckeehan

1st Term Dec 06, 2018 - Dec 31, 2020



Tina Petersen

4th Term Dec 07, 2017 - Dec 31, 2019

Appointing Authority Board of Supervisors

Position Local Exchange Carrier



Denise Stewart

3rd Term Dec 01, 2016 - Dec 31, 2020

Appointing Authority Board of Supervisors



Vacancy

Profile

Tina Petersen
First Name Middle Initial Last Name

jp1245@att.com
Email Address

1124 Crain Circle
Street Address Suite or Apt

Carson City NV 89703
City State Postal Code

Mobile: (775) 762-5116 Business: (775) 453-7599
Primary Phone Alternate Phone

Which Boards would you like to apply for?

9-1-1 Surcharge Advisory Committee: Submitted

Question applies to multiple boards

Why would you like to serve on this Board/Committee/Commission?

I live in Carson City and have served on this committee since its inception. I am in the telecommunications industry and can provide technical expertise as needed.

Conflict of Interest

Question applies to multiple boards

Within the past twelve (12) months, have you been employed by Carson City (including as an elected official)?

Yes No

Question applies to multiple boards

Do you currently have a contract with Carson City for services/good?

Yes No

Question applies to multiple boards

If yes, please provide contract details:

I am an employee of AT&T. The City of Carson City has multiple services contracts with AT&T. I have been a Committee Member since its inception as the Telecommunications Carrier representative.

Question applies to multiple boards

Have you been convicted of a felony, domestic violence or gross misdemeanor involving moral turpitude (conduct contrary to community standards of justice, honesty and good morals)?

Yes No

Education

Note: only complete this section if a degree is required for this position

College, Professional, Vocational or Other Schools attended:

Major Subject:

Degree Conferred:

Briefly describe the qualifications you possess which you feel would be an asset to this Board/Committee/Commission:

Telecommunications Carrier experience; 41 years in the industry.

List the community organizations in which you have participated and describe participation:

Served on the 911 Surcharge Advisory Committee since its inception to present. Leadership Reno Alumni.

List your affiliation with professional or technical societies: *if required for the position.

Upload a Resume

Declaration to Accept Terms & Conditions

I understand that my submitted application is considered public information. I understand the Board of Supervisors may require a pre-appointment background check for any position if deemed warranted.

I hereby declare that all statements given by me on this form are truthful and complete to the best of my knowledge.

I have read and understand the Carson City's Boards, Committees and Commissions Policies and Procedures.

I Agree *

Justina Petersen

5250 S. Virginia Street, Reno, NV 89502 • (775) 762-5116 • Tinap@att.com

PROFILE

Forty-one years with AT&T, twenty-two years Sales experience; role is responsible for building and maintaining relationships with the client, account planning and strategy, and increasing revenue with client base while pursuing new sales opportunities and ensuring AT&T exceeds customer expectations. Background in Sales, Account Lead, Account Manager, Account Executive, Advertising, Marketing, Product Management Event Marketing with AT&T. Detail-oriented and skilled at managing multiple projects while exceeding sales goals.

PROFESSIONAL EXPERIENCE

AT&T, Reno, NV USA

02/2014 – Present

Client Solutions Executive 3 Integrated – Government, Education, Medical

Direct Sales position: Manage Government Education and Medical accounts at customer's premises and by utilizing AT&T technologies for remote communications when necessary. Generate and retain revenue by applying consultative selling skills to identify and solve customer's strategic business priorities. Serve as customer advocate to ensure timely and accurate delivery of service while engaging internal support resources to solve outstanding issues. Ultimately responsible for customer satisfaction and anticipate the customer's needs by providing AT&T solutions. Formulate responses, network design, and proposals to customer's inquiries and Requests for Proposals. Assist team members with increasing their knowledge and proficiency of account and funnel management as well as process, product, and systems knowledge. Demonstrate strong record of sales results; results in 2018; Revenue growth: 171%; Retention: 168%; Combined New Sales Revenue: 128%.

AT&T, Reno, NV USA

07/2012 – 02/2014

Account Manager 2 – National Business Markets

Direct Sales position: Managed Strategic Module of 30 strategic high billing accounts. While utilizing the consultative selling skills set, generated new and retained existing revenue, successfully increased NSR results and grew total billed revenue for moduled customers. Majority of customer-based accounts were located in Las Vegas, Nevada. Achieved strong revenue results by demonstrating a commitment to solving customer's business problems with AT&T solutions and ensuring customer satisfaction was a dedicated top priority. Initiated and led monthly Top Accounts Strategic Planning sessions with internal partners across multiple organizations. This was recognized as a "Best Practice" in National Business Markets. This Best Practice successfully led to increasing customer satisfaction and revenue results. As an advocate for customer satisfaction, was recognized for the ability to effectively increase satisfaction, resolve problems and follow through. Relied upon to turn customers around, unhappy customers would be moved into my module which resulted in stronger relationships and increased customer satisfaction. Directed and led Account Team, with knowledge of product and service portfolio and utilizing internal resources, prepared and responded to requests for proposals; including network design, pricing, product and service planning for customer presentations.

AT&T, Reno, NV USA

06/2009 – 07/2012

Account Manager – National Business Markets

Direct Sales Position: Effectively managed 150 accounts; increased NSR results and increased retention results. Majority of customer accounts were located in Las Vegas, Nevada which presented a unique challenge as this is an OOT market. Achieved strong revenue results by demonstrating a commitment to solving customer's business problems with AT&T solutions and ensuring customer satisfaction was a dedicated top priority. Utilized consultative selling method to generate new and retain existing revenue, grew total billed revenue for top moduled customers. Ultimate responsibility for increasing customer satisfaction levels while enhancing and improving the customer's AT&T experience. Directed and led Account Team, with knowledge of product and service portfolio and utilizing resources, prepared and responded to Requests for Proposals; including network design, pricing, product and service planning for customer presentations.

AT&T SBC Nevada Bell, Reno, NV USA

05/2007 – 06/2009

Account Manager – Government, Education, Medical

Direct Sales position: Managed Nevada's Cities, Counties, School Districts and University Systems, as well as some major medical accounts, Hospitals and Medical Centers. Directed and led Account Team and coordinated sales activities to increase revenue for accounts. Had ultimate responsibility for Customer Satisfaction Metrics; CEE. Success achieved in increasing customer satisfaction by building long-standing relationships with otherwise unsatisfied customers, examples: Washoe County, City of Carson City and Renown Medical Center. Increased revenue in moduled accounts by increasing my Data knowledge; evidenced by the increased Data/IP revenue results. Increased sales activities in accounts that were not previously managed and didn't have revenue spend with AT&T, example: Accounts in Las Vegas territory.

AT&T SBC Nevada Bell, Reno, NV USA

03/2002 – 05/2007

Account Manager – National Business Markets

Direct Sales position: Managed accounts in Signature and Majors: selling company products and services to assigned customers and grew customer base. Applied in-depth knowledge of voice and data products, gathered competitive intelligence, marketing objectives, sales skills to achieve established revenue goals. Account management responsibility, including strategy development and resource allocation within team to carry out growth and retention aspects of the assigned accounts. Exceeded Revenue and Customer Satisfaction targets every year while in position. Major Revenue attainment accomplishments: 1) Grew revenue base for Nevada Restaurant Services; customer who's billing began at less than \$1,000.00 per year to over \$180,000.00 per year during the time I managed the account. 2) Grew revenue base for Western Nevada Supply, won back local services from competitive local exchange carrier, as well as Internet and Long-Distance services & equipment purchases; customer's billing began at less than \$600.00 per year to over \$60,000.00 per year.

Market Leader's Club Honoree

Vice President's Club Honoree

SBC Nevada Bell, Reno, NV USA

09/1999 – 03/2002

Account Executive Inside Sales – Sales/Marketing

Direct Sales position: Managed business customers providing solutions for their telecommunications needs, including consultative and design activities for both voice and data systems, sales and implementation of customer premises equipment. Responsible for the generation of new leads, develop, identify, and qualify sales opportunities with new and existing customers. Prepared and presented proposals meeting customer's communications needs, followed through and coordinated successful implementations. Support outside sales team when needed.

SBC-PTG-Nevada Bell, Reno, NV USA**01/1997 – 09/1999****Corporate Manager – Presence Marketing**

Created and executed event marketing and local advertising strategies which included event evaluation, contract negotiations, coordination, and execution to meet sales and marketing goals and objectives. Strategic development, execution, and results analysis of fully leveraged exhibit marketing, sponsorship marketing and other sales positioning programs that fully integrated with overall company brand efforts. Established and directed the Local Market Council team; evaluated sponsorships and events to fully leverage each opportunity to meet individual organizational priorities. Ensured marketing events or programs had clear target audience and set of objectives to support products, services and applications and create value by achieving revenue results. Managed the development of all elements needed for event execution including media development/placement, collateral, ads, creative items, events calendars. Managed and tracked event marketing budget planning and analysis.

Nevada Bell, Reno, NV USA**04/1995 – 01/1997****Advertising Manager – Marketing/Sales**

Managed and coordinated advertising and marketing communications process for the corporation. Directed and led the Integrated Communications Team. Responsibilities included: development and execution of brand and product advertising campaigns, analysis of market data, development of strategy and tactics, managed and directed Advertising Agency of record. Developed, produced, and executed advertising and direct response marketing communications for the corporation, including Brand, product, and service advertising. Developed, directed, and managed communications initiatives. Developed, produced and oversaw the production of the Nevada Bell Directory covers. Developed, managed, and tracked advertising budget while working with Product Management and Sales to ensure positive campaign ROI and revenue commitments were achieved. Developed and produced all corporate and product collateral. Marketing and advertising liaison to External Affairs for all local and community presence activities: i.e., contract negotiations for special events, trade shows, sporting events, and community relations to leverage partnerships, initiated and managed internal communications process for all external communications. Additional responsibilities included all customer notification communications, marketing, legal, and regulatory driven from the development of communications plan, initial message content and target audience identification to production of message to customer, budget tracking and expense reporting for accurate cost allocation.

Nevada Bell, Reno, NV USA**01/1990 – 04/1995****Product Manager and Advertising Administrator – Marketing and Sales**

Product Manager for the Nevada Bell Directory/Yellow Pages and 911; Product Management responsibilities included marketing initiative development, promotion design and ultimate responsibility for service costing and product revenue results. Product Management and Customer Notification team lead on the legislative process team for the funding of Enhanced 911 services in Northern Nevada. Coordinated and led Advertising Manager in the marketing communications process. Responsibilities: broadcast and print production assistance, copy writing, liaison to product management, and management of customer bill notification process and messaging. Produced and co-anchored monthly internal communications video designed to keep employees informed on company activities and telecommunications issues. Produced and published a business publication that was distributed to Nevada Bell small business customers.

Nevada Bell, Reno, NV USA**03/1988 – 01/1990****Data Administrator – Corporate Accounting & Taxes**

Account management, preparation and tracking of corporate sources, input into general ledger system, transfer pricing tracking and booking; filings for compliance and audits.

Nevada Bell, Reno, NV USA

03/1979 – 03/1988

Staff Associate – Network Operations

Administrative support to the District Manager of Operations and Switching Control Center Managers (35 managers and 139 non-management). Duties included: Network Services results preparation and tracking, District budget preparation, tracking, time and expense preparation and reporting.

Nevada Bell, Reno, NV USA

04/1978 – 03/1979

Directory Assistance Operator and Hotel Billing Information Services (HOBIS)

Answered customer service calls. Reviewed and investigated hotel call billing information for the purpose of collecting potentially lost revenue.

BACKGROUND AND EXPERTISE INCLUDES:

- **22 years outside sales experience and 41 years of experience in Telecommunications**
- **Demonstrated ability to exceed sales and revenue goals**
- **Knowledge of network architecture and design**
- **Strong business acumen**
- **Strong time management skills**
- **Excellent written and oral communication skills**
- **Knowledge of marketing concepts and methodologies**

Education:

University of Phoenix, Reno, NV USA

Bachelor of Arts, Business Administration and Management, working towards degree

UC Berkeley Extension, San Ramon, CA USA

Certificate, Marketing/Product Management & Project Management

Truckee Meadows Community College/PSI Organization, Reno, NV USA

Undergraduate studies; Certificate, CPS Rating

Professional Licenses, Accreditations, and Memberships:

DENM Graduate Certified AT&T Data Training
Sales to Marketing Career Path Program – AT&T Services
Reno-Sparks Chamber Leadership Reno Program Graduate
Reno-Sparks Chamber Leadership Reno Alumni Board Member
Reno Ad Club past Executive Board Member
Professional Secretaries International Past President and Vice President
Certified Professional Secretary - CPS Certified
Secretary of the Year - Northern Nevada Division
Secretary of the Year - Division Title Nevada/Arizona Division

Foreign Languages:

Currently studying Italian

Profile

Mary

First Name

Katherine

Middle Initial

Durbin

Last Name

katied1042@gmail.com

Email Address

2304 Glenn Drive

Street Address

Suite or Apt

CARSON CITY

City

NV

State

89703

Postal Code

Home: (775) 721-1537

Primary Phone

Home:

Alternate Phone

Which Boards would you like to apply for?

9-1-1 Surcharge Advisory Committee: Submitted

Question applies to multiple boards

Why would you like to serve on this Board/Committee/Commission?

As a long time resident of Carson City, I would like to continue serving my community by my continued participation on the 911 Surcharge Committee.

Conflict of Interest

Question applies to multiple boards

Within the past twelve (12) months, have you been employed by Carson City (including as an elected official)? Yes No

Question applies to multiple boards

Do you currently have a contract with Carson City for services/good? Yes No

Question applies to multiple boards

If yes, please provide contract details:

Question applies to multiple boards

Have you been convicted of a felony, domestic violence or gross misdemeanor involving moral turpitude (conduct contrary to community standards of justice, honesty and good morals)?

Yes No

Education

Note: only complete this section if a degree is required for this position

College, Professional, Vocational or Other Schools attended:

Major Subject:

Degree Conferred:

Briefly describe the qualifications you possess which you feel would be an asset to this Board/Committee/Commission:

Coordinated the 911 Dispatch academy at Western Nevada College, after Anne Keast left the post. I am currently serving on this committee and would like to submit my request for continued service.

List the community organizations in which you have participated and describe participation:

List your affiliation with professional or technical societies: *if required for the position.

Upload a Resume

Declaration to Accept Terms & Conditions

I understand that my submitted application is considered public information. I understand the Board of Supervisors may require a pre-appointment background check for any position if deemed warranted.

I hereby declare that all statements given by me on this form are truthful and complete to the best of my knowledge.

I have read and understand the Carson City's Boards, Committees and Commissions Policies and Procedures.

I Agree *

Profile

Miette

First Name

Lopez

Last Name

miettelopez28@gmail.com

Email Address

3320 somerset way

Street Address

Suite or Apt

Carson city

City

NV

State

89705

Postal Code

Home: (775) 671-0486

Primary Phone

Home:

Alternate Phone

Which Boards would you like to apply for?

9-1-1 Surcharge Advisory Committee: Submitted

Question applies to multiple boards

Why would you like to serve of this Board/Committee/Commission?

I would like to become more involved with bettering our community.

Conflict of Interest

Question applies to multiple boards

Within the past twelve (12) months, have you been employed by Carson City (including as an elected official)? Yes No

Question applies to multiple boards

Do you currently have a contract with Carson City for services/good? Yes No

Question applies to multiple boards

If yes, please provide contract details:

Question applies to multiple boards

Have you been convicted of a felony, domestic violence or gross misdemeanor involving moral turpitude (conduct contrary to community standards of justice, honesty and good morals)?

Yes No

Education

Note: only complete this section if a degree is required for this position

College, Professional, Vocational or Other Schools attended:

Western Nevada College The University of Nevada Reno.

Major Subject:

Criminal Justice

Degree Conferred:

Associate of Arts-2018 In pursuit of Bachelor of Arts in Criminal Justice

Briefly describe the qualifications you possess which you feel would be an asset to this Board/Committee/Commission:

I have lived in Carson City for over 13 years and have had a lot of experience working in the area. Im also a Criminal Justice Major so I have studied the Criminal Process and procedures.

List the community organizations in which you have participated and describe participation:

List your affiliation with professional or technical societies: *if required for the position.

Upload a Resume

Declaration to Accept Terms & Conditions

I understand that my submitted application is considered public information. I understand the Board of Supervisors may require a pre-appointment background check for any position if deemed warranted.

I hereby declare that all statements given by me on this form are truthful and complete to the best of my knowledge.

I have read and understand the Carson City's Boards, Committees and Commissions Policies and Procedures.

I Agree *

 Miette Lopez

775-671-0486 miettelopez28@gmail.com 3320 Somerset Way CC,NV

Profile

I am a full-time student studying for a Bachelor of Arts in Criminal Justice. Being a BACJ major I have thoroughly studied the criminal justice process. I also work in order to afford an education, with this I have had multiple jobs with all types of different experiences. I am looking to obtain more experience in work pertaining to my field of interest. I plan on attending law school in the upcoming years as I aspire to become a prosecuting attorney for the state of Nevada.

Education

University of Nevada, Reno; Reno, Nevada- pursuing a Bachelor of Arts in Criminal Justice Specializing in Law and Justice- Expected Graduation May 2020

Western Nevada College; Carson City, Nevada- Associate of Arts 2018

Experience

PREFROMING ARTS ASSISTANT, WESTERN NEVADA COLLEGE, CARSON CITY, NEVADA-2016-2018

At WNC, I assist the Western Nevada Theatre Company with all office duties in addition to making costumes, renting out and shipping costumes. I organize all the warehouses, prop rooms, and costume rooms as well as create excel forms according to costumes and organization. I also help out with spotlighting and backstage management.

RECEPTIONIST, HELICOPTER PARTS INTERNATIONAL, CARSON CITY NEVADA-2015-2016

At HPI, I organized parts in a warehouse, helped organize and set up all offices and furniture, I re-filed all previous purchases as well as kept charts of inventory, answered and made calls for purchasing helicopter parts.

MANAGER, BOOST MOBILE; CARSON CITY, NEVADA - 2015

Working at Boost Mobile I maintain inventory, customer service, technical issues, create the schedule for employees, as well as make deposits for the company.

References

Producer/Director/Owner of WNMTTC, (775)544-7144

Assistant Manager of WNMTTC, (775)443-8756

District Manager at Boost Mobile, Maria Lara (775)230-9172

NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

1. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is 100,000 or more but less than 700,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must consist of not less than five members who:

- (a) Are residents of the county;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) Are not elected public officers.

2. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is less than 100,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance or improve the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

- (1) Are residents of the county;
- (2) Possess knowledge concerning telephone systems for reporting emergencies; and
- (3) Are not elected public officers; and

(b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, "incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

3. If a surcharge is imposed in a county pursuant to [NRS 244A.7643](#), the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to [NRS 244A.7643](#). The money in the fund must be used only:

(a) In a county whose population is 45,000 or more but less than 700,000, to enhance the telephone system for reporting an emergency, including only:

(1) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

(2) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

(3) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

(4) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

(b) In a county whose population is less than 45,000, to improve the telephone system for reporting an emergency in the county.

4. If the balance in the fund created in a county whose population is 45,000 or more but less than 700,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

5. If the balance in the fund created in a county whose population is less than 45,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$500,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$500,000.

(Added to NRS by [1995, 1056](#); A [1999, 1686](#); [2001, 621, 2125](#); [2007, 561](#); [2009, 641](#); [2011, 1124](#))

Chapter 4.05 - SURCHARGE FOR ENHANCEMENT OR IMPROVEMENT OF TELEPHONE SYSTEM USED FOR REPORTING EMERGENCIES

Sections:

Editor's note— [Ord. No. 2010-2, § I, adopted February 18, 2010](#), amended the title of Ch. 4.05 to read as herein set out. See also the Code Comparative Table and Disposition List.

4.05.010 - Authority and purpose.

1. This chapter is enacted pursuant to NRS 244A.7641 through 244A.7647 for the following purposes:
 - a. To establish an advisory committee to develop a plan for the enhancement or improvement of the telephone system for reporting emergencies in Carson City and to oversee any money allocated for that purpose.
 - b. To impose a surcharge for the enhancement or improvement of the telephone system for reporting an emergency in Carson City on:
 1. Each access line or trunk line of each customer to the local exchange of any telecommunications provider providing those lines in Carson City; and
 2. The mobile telephone service provided to each customer of that service whose place of primary use is in Carson City.

(Ord. 2008-21 § 3, 2008).

([Ord. No. 2010-2, § II, 2-18-2010](#))

4.05.020 - Definitions.

As used in this chapter, the words and terms defined in this section have the meanings ascribed to them unless the context requires otherwise.

"Incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

"Mobile telephone service" means cellular or other service to a telephone installed in a vehicle or which is otherwise portable.

"Place of primary use" has the meaning ascribed to it in 4 U.S.C. § 124(8), as that section existed on August 1, 2002.

"Supplier" means a person authorized by the Federal Communications Commission to provide mobile telephone service.

"Telephone system" means a system for transmitting information between or among points specified by the user that does not change the form or content of the information regardless of the technology, facilities or equipment used. A telephone system may include, without limitation:

- (a) Wireless or Internet technology, facilities or equipment; and
- (b) Technology, facilities or equipment used for transmitting information from an emergency responder to the user or from the user to an emergency responder.

"Trunk line" means a line that provides a channel between a switchboard owned by a customer of a telecommunications provider and the local exchange of the telecommunications provider.

(Ord. 2008-21 § 4, 2008).

[\(Ord. No. 2010-2, § III, 2-18-2010\)](#)

4.05.030 - Establishment of an advisory committee to develop a plan to enhance or improve telephone system for reporting emergency.

1. The board hereby creates an advisory committee called the "9-1-1 surcharge advisory committee" to develop a plan to enhance or improve the telephone system for reporting an emergency in Carson City and to oversee any money allocated for that purpose. The advisory committee shall be comprised of a minimum of five (5) members and a maximum of seven (7) members.
 - a. Members will serve without compensation.
 - b. A member appointed to the committee must:
 - (1) Be a resident of Carson City;
 - (2) Possess knowledge concerning telephone systems for reporting emergencies; and
 - (3) Not be an elected public officer.
 - c. As Carson City has a population of less than one hundred thousand (100,000), at least one member of the committee must be a representative of an incumbent local exchange carrier which provides service to persons in Carson City.
2. Members will be selected at large by the board at its discretion.
3. The board must appoint members for a term of two (2) years. In order to stagger the terms, the board must set the appointed members' terms to provide for terms of three of the appointed members to end in odd numbered years. A member may be reappointed to subsequent terms of two years. Any vacancy occurring during a member's term will be filled by the board. A person appointed to fill a vacancy occurring during a term must serve out the unexpired term of the member replaced.

(Ord. 2008-21 § 5, 2008).

[\(Ord. No. 2010-2, § IV, 2-18-2010\)](#); Ord. No. [2014-1](#), § I, 1-16-2014)

4.05.040 - Chairman, election and duties.

1. The committee must elect from its membership a chairman and vice-chairman.
2. The chairman will preside at meetings and be the signatory of any correspondence necessitated by operation of the committee.
3. The vice-chairman will carry out the duties of the chairman in his/her absence.

(Ord. 2008-21 § 6, 2008).

4.05.050 - Rules, regulations and bylaws.

The committee may adopt rules, regulations and/or bylaws regarding its meetings and procedures.

(Ord. 2008-21 § 7, 2008).

4.05.060 - Quorum.

A majority of members of the advisory committee will constitute a quorum. The approval of a majority of all members present to vote is necessary on any action the committee desires to take.

(Ord. 2008-21 § 8, 2008).

(Ord. No. [2014-1](#), § II, 1-16-2014)

4.05.070 - Meetings.

The committee must hold a public meeting not less than quarterly. Any member of the committee may request a meeting of the committee for special purposes. Such requests shall be made to the chairman, or in his absence, the vice-chairman. Notice of the meetings and the conduct of the meetings of the committee, including the taking of minutes and their transcription and retention, must comply with the provisions of chapter 241 of NRS, Nevada Open Meeting Law.

(Ord. 2008-21 § 9, 2008).

4.05.080 - Imposition of telephone surcharge.

1. For the duration of the imposition of the surcharges, the Board of Supervisors shall, at least annually, review and if necessary, update the master plan.
2. The board imposes surcharges for the enhancement of the telephone system for reporting an emergency in Carson City on:
 - (a) Each access line or trunk line of each customer to the local exchange of any telecommunications provider providing those lines in Carson City; and
 - (b) The mobile telephone service provided to each customer of that service whose place of primary use is in Carson City.
3. The surcharge on access lines to the local exchange of a telecommunications provider is twenty-five cents (\$0.25) per month per line.
4. The surcharge on trunk lines to the local exchange of a telecommunications provider is two dollars and fifty cents (\$2.50) per month per line.
5. The surcharge for each telephone number assigned to a customer by a supplier of mobile telephone service is twenty-five cents (\$0.25) per month per telephone number.
6. A telecommunications provider that provides access lines or trunk lines in Carson City and a supplier that provides mobile telephone service to customers in Carson City must collect the surcharge from its customers each month. Except as otherwise provided in NRS 244A.7647, each telecommunications provider and supplier must remit the surcharge it collects to the treasurer of the county in which the surcharge is imposed not later than the 15th day of the month after the month it receives payment of the surcharge from its customers. In accordance with NRS 244A.7647, a telecommunications provider or supplier which collects the surcharge imposed pursuant to this section is entitled to retain an amount of the surcharge collected which is equal to the cost to collect the surcharge.
7. The committee or city manager may adopt procedures as necessary to effectuate the provisions of this section.

(Ord. 2008-21 § 10, 2008).

(Ord. No. [2010-2](#), § V, 2-18-2010)

4.05.090 - Creation of special revenue fund; use of money in fund.

1. The board hereby creates a special revenue fund for the deposit of any money collected pursuant to NRS 244A.7643 and CCMC 4.05.080. The money in the fund must be used only for the following purposes:
 - (a) To enhance the telephone system for reporting an emergency including only:
 - (1) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;
 - (2) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;
 - (3) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and
 - (4) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.
2. If the balance in the fund created pursuant to subsection 1 of this section which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board must reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

(Ord. 2008-21 § 11, 2008).

[\(Ord. No. 2010-2, § VI, 2-18-2010\)](#)

4.05.100 - Penalty for failure to remit surcharges

Any telecommunications provider or mobile telephone service supplier that fails to remit surcharges due within 90 days after the date on which the telecommunications provider or supplier must otherwise remit the surcharges to the county treasurer will be subject to a penalty of 5% of the cumulative amount of surcharges owed by the telecommunications provider or supplier.

(Ord. 2008-21 § 12, 2008).

4.05.110 - Dispute of amount of surcharge or designation of place of primary use by customer of supplier of mobile telephone service: Notice by customer; review by supplier; refund, credit or explanation.

1. If a customer of a supplier of mobile telephone service believes that the amount of a surcharge imposed pursuant to NRS 244A.7643 or the designation of a place of primary use is incorrect, the customer may notify the supplier of mobile telephone service in writing of the alleged error. The notice must include:
 - (a) The street address for the place of primary use of the customer;
 - (b) The account number and name shown on the billing statement of the account for which the customer alleges the error;
 - (c) A description of the alleged error; and

- (d) Any other information which the supplier of mobile telephone service may reasonably require to investigate the alleged error.
- 2. Within 60 days after receiving a notice sent pursuant to subsection 1, the supplier of mobile telephone service shall review the records that the supplier of mobile telephone service uses to determine the place of primary use of its customers.
- 3. If the review indicates:
 - (a) That the alleged error exists, the supplier of mobile telephone service shall correct the error and refund or credit the customer for the amount which was erroneously collected for the applicable period, not to exceed the 24 months immediately preceding the date on which the customer notified the supplier of mobile telephone service of the alleged error.
 - (b) That no error exists, the supplier of mobile service shall provide a written explanation to the customer who alleged the error.
- 4. A customer may not bring a cause of action against a supplier of mobile telephone service for surcharges incorrectly imposed pursuant to NRS 244A.7643 unless he first complies with this section.

[\(Ord. No. 2010-2, § VII, 2-18-2010\)](#)