



## STAFF REPORT

**Report To:** Board of Supervisors **Meeting Date:** December 3, 2020

**Staff Contact:** Nancy Paulson, City Manager

**Agenda Title:** For Possible Action: Discussion and possible action regarding the reappointment of two members to the 9-1-1 Surcharge Advisory Committee, each for a term ending in December, 2022. (Nancy Paulson, npaulson@carson.org)

Staff Summary: As required by Nevada Revised Statutes ("NRS") 244A.7645, the Board of Supervisors previously adopted Carson City Municipal Code ("CCMC") 4.05.030 to create a six-member advisory committee called the "9-1-1 Surcharge Advisory Committee" for the purpose of developing a plan to enhance or improve the telephone system for reporting emergencies in Carson City and for overseeing any money allocated to that purpose. Denise Stewart and Daniel Mckeehan occupy at-large positions that will expire in December, 2020 and are therefore seeking reappointment.

**Agenda Action:** Formal Action / Motion **Time Requested:** Consent

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### **Proposed Motion**

I move to reappoint Denise Stewart and Daniel Mckeehan to the Committee, each for a term ending in December, 2022.

### **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 positions for additional applicants.

**Attachments:**

[911 Surcharge Packet 12-3-20.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

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**Mary Katherine Durbin**

**2nd Term** Dec 06, 2018 - Dec 31, 2021

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**Daniel S Mckeehan**

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

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**Tina Petersen**

**6th Term** Dec 07, 2017 - Dec 31, 2021

**Appointing Authority** Board of Supervisors

**Position** Local Exchange Carrier

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**Denise Stewart**

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

**Appointing Authority** Board of Supervisors

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**Vacancy**

## Profile

Denise

First Name

Stewart

Middle Initial

Last Name

stewartdenise@sbcglobal.net

Email Address

602 Pat Lane

Street Address

Suite or Apt

Carson City

City

NV

State

89701

Postal Code

Mobile: (775) 721-1351

Primary Phone

Home:

Alternate Phone

## Which Boards would you like to apply for?

None Selected

Question applies to multiple boards

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

I was a 9-1-1/Public Safety Dispatcher for 33 plus years. I want to be a part of the process to enhance 9-1-1 for my community. The board has helped improve the 9-1-1 system for our community. I have been serving on this Board for several years. I have been the Chairperson for the last 2 years.

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## 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

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## 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:**

I have been a dispatcher for 33 plus years and have considerable knowledge of how the 911 process works.

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

I have been on this committee for 8 years. I have been working as a 4-H leader for the last 3 years.

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

APCO (past)

Upload a Resume

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## 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.**

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

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I Agree \*

**Denise L. Stewart**

P.O. Box 3681 Carson City, NV 89702 –775-721-1351 –stewartdenise@sbcglobal.net

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**Objective** To obtain a part time position

**Experience** **Public Safety Dispatcher V**

Nevada Department of Public Safety, Carson City, NV

[ ] -January 2018

responsible for the 24-hour operation of a specific Department of Public Safety Communications center;

manage and supervise the activities of shift supervisors and their subordinates;

participate in the design, development, implementation and maintenance of computer aided dispatch consoles and various automated records management and reporting systems;

assist in the development and monitoring of budgets for assigned center operations;

assist in the development of goals, objectives and work programs for assigned center operations and staff;

implement training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards; provide law enforcement communications training to department personnel;

represent the assigned center at various department staff meetings and other meetings as assigned and are responsible for coordinating department communications center activities with other law enforcement agencies.

**Public Safety Dispatcher IV**

Nevada Department of Public Safety, Carson City, NV

[ ] - [ ]

supervise subordinate dispatchers during a specific shift. Public Safety Dispatcher IV's delegate and review work assignments; provide training and complete performance evaluations; assess staffing needs and develop the work schedules of subordinate dispatchers to ensure the communications center is appropriately staffed 24 hours a day, 7 days a week

Develop, implement and update center procedures to ensure compliance with department policy, NCIC, NCJIS and NLETS (The International Justice and Public Safety Network) rules, regulations and policies, and with applicable laws and regulations for various federal, State and local agencies.

Assist the Public Safety Dispatcher V, with implementing training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards and providing law enforcement communications training to department personnel.

Assess equipment, training, travel and staffing needs; prepare cost projections; and submit information to management as input to the overall communications center budget.

Collect, organize and maintain materials from entities serviced such as policies, procedures, functions and updates; prepare statistical reports for submission to management; conduct audits and quality control checks regarding the entry, modification, deletion, confirmation and validation of law enforcement records (i.e., warrants, criminal history); perform audits of criminal history requests; coordinate with other law enforcement communications centers; respond to information requests from the media according to department policy; and testify at court and administrative proceedings regarding evidentiary communications records.

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Denise Stewart  
P.O. Box 3681 Carson City, 775-721-1351 stewartdenise@sbcglobal.net

**Shift Supervisor**

Carson City Sheriff's Office, Carson City, NV

[ ] - [ ]



## Profile

Daniel S Mckeehan  
First Name Middle Initial Last Name

danmckeehan@protonmail.com  
Email Address

1101 Sharrow Way  
Street Address Suite or Apt

Carson City NV 89703  
City State Postal Code

Mobile: (714) 818-0214 Home:  
Primary Phone Alternate Phone

### Which Boards would you like to apply for?

None Selected

Question applies to multiple boards

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

I have over 15 years in telecommunications. I am currently owner of DMC Services which specializes in telephone marketing including VOIP and SMS. I feel I can use these skills to help the community I live in. I am also a current member of the committee.

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## 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

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## Education

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

**College, Professional, Vocational or Other Schools attended:**

Attending Western Nevada College

**Major Subject:**

Computer Science

**Degree Conferred:**

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

I own my own company in Carson City with revenues over \$300k. This requires complex management of assets and funds. Also the business specializes in telephone marketing which will provide technical knowledge to support the 911 services.

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

Redcross, DAT Member/Coordinator, IT End User Services, Disaster technical services

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

IEEE

[Upload a Resume](#)

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## 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 \*

# DANIEL MCKEEHAN

1101 Sharrow Way, Carson City, NV 89703  
Mobile: 714-818-0214 • danmckeehan@yahoo.com

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## SENIOR SOFTWARE DEVELOPER

*Progressive technical management career with 15-year track record of effective implementations*

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### PROFESSIONAL EXPERIENCE

MOCAN MEDIA GROUP, IRVINE, CA

2010 to Present

#### Senior Software Developer

Designed and implemented a large network consisting of Cisco and Juniper equipment. Created an advanced voice dialing platform using the latest in SIP technology. Implemented large multi-tier applications using MySQL, MemCache, .NET MVC, and Microsoft SQL Server. Utilized Amazon AWS services including EC2, S3, RedShift, and Dynamo. Setup and managed Cisco UCS, Nexus platform utilizing VMWare vSphere.

#### Key Projects and Achievements:

- **Created a custom dialing platform** that handled over 6 million calls a day.
- **Cisco UCS System** design and implementation
- **EMC VNX Storage** array design and implementation
- **Lead developer**, created several in house applications including a bill system, CRM, call center scripting, 3<sup>rd</sup> party integration.

NOWMEDIA CORPORATION, Calabasas, CA

2006 to 2010

#### Senior Software Developer

Oversee system architecture within Windows, Linux, and Apple systems while coordinating software architecture and development for 10-member startup based around live, interactive broadcast platforms. Deliver monthly performance reports and performance metrics to executive board. Administrate all Microsoft SQL Server and Sun Mysql databases. Managed hundreds of Amazon AWS EC2 instances.

#### Key Projects and Achievements:

- **Serve as chief software and network architect** for all Nowmedia projects, including Nowlive.com and Nowmediacorp.com.
- **Developed social networking Web site with 150K+ users** that caters to radio and broadcasting industries.
- **Ensured 99.99% uptime for all Nowmedia partners**, including Sony, Crackle, ET Online, LA Times, and Yuwie.
- **Reduced overhead by \$500K+ annually** through utilization of cutting-edge network facilities, including Amazon EC2 web-scale computing service.
- **Implemented multiple video delivery systems**, including Adobe Flash Media Server, Microsoft Windows Media Services, and Wowza Live Server.
- **Adapted several open-source projects**, including Red5, Openfire, Inspircd, and Asterisk.

*Continued...*

## DANIEL MCKEEHAN – PAGE TWO

DMC SERVICES, Bell Gardens, CA

2002 to 2006

### **Senior Software Developer / President**

Pioneered successful software development firm specializing in gaming industry and coordinated sales and marketing efforts toward software consultation. Delivered sales presentations and led contract negotiations while hiring and training employees for warehouse and software development divisions. Deployed several Java J2EE applications using Tomcat.

#### **Key Projects and Achievements:**

- **Steered development of gambling machine that bets on horse racing**, including hardware design, creation of client software, and interface for online mirror of gambling software.
- **Secured \$250K+ in sales** through targeted marketing and specialized consultation efforts.
- **Implemented call centers** using Ericsson eCare and MD110 PBX with Ericsson OneBox voicemail system.
- **Installed and customized Asterix PBX VOIP** with SIP and IAX connections.
- **Performed multiple security audits** for HIPAA certification.

U.S. TELEPACIFIC CORPORATION, Los Angeles, CA

2000 to 2002

### **Senior Network Administrator**

Administrated corporate network and billing system for 2K+ employees and 50K+ customers. Managed support and design as well as presentation of projects to executive board. Fielded Tier 2-level issues in collaboration with Desktop Support team. Trained and supervised specialists on communications infrastructure. Evaluated and mentored network team, composing performance reviews.

#### **Key Projects and Achievements:**

- **Established network across 30 locations and 5 remote offices** by utilizing T1, DS3, and OC lines as well as NEC PBX-based corporate call center system; incorporated Nortel Meridian phone switch for 1 remote office.
- **Maintained 99.99% network availability** by implementing redundant networking connections and creating failover systems.
- **Held instrumental role in training** of staff on new helpdesk software.
- **Enacted multiple initiatives**, including Sun Solaris and Compaq Windows 2000 server upkeep, Cisco Cerent 15454 OC48 ring mergers, automated backup and monitoring script creation, and phone system transitions.

MCDONALD PACKAGING / THOMAS SYSTEMS, Santa Ana / Huntington Beach, CA

1998 to 2000

### **Network / Desktop Support**

Maintained order management systems, installed warehouse terminals, and provided desktop support for 30 users across 3 locations. Traveled offsite to repair hardware and software malfunctions. Migrated customers from existing systems to new platforms.

**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.

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