



# STAFF REPORT

**Report To:** Board of Supervisors **Meeting Date:** January 5, 2023

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

**Agenda Title:** For Possible Action: Discussion and possible action regarding the appointment of up to four members to the 9-1-1 Surcharge Advisory Committee (“Committee”), each for a two-year term expiring in December 2024. (Nancy Paulson, npaulson@carson.org)

Staff Summary: The Committee is a body which must have at least five members, but no more than seven. There are currently two vacancies that must be filled and an additional two vacancies that may be filled at the discretion of the Board of Supervisors. Four applications have been submitted. Denise Stewart has requested a reappointment. New applications were submitted by James Powell, Jed McComber and Steven Figone.

**Agenda Action:** Formal Action / Motion **Time Requested:** 1 hour

**Proposed Motion**

I move to reappoint Denise Stewart and to appoint \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, each for a full term expiring in December 2024.

**Board's Strategic Goal**

Efficient Government

**Previous Action**

N/A

**Background/Issues & Analysis**

CCMC 4.05.030(1) provides that the Committee “shall be comprised of a minimum of five (5) members and a maximum of seven (7) members.” Members serve two-year terms that are staggered such that three Committee members must have terms expiring in odd-numbered years.

**Applicable Statute, Code, Policy, Rule or Regulation**

NRS 244A.7645 and 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**

Reopen the position for additional applicants and/or provide alternative direction to staff.

**Attachments:**

[911 Committee Packet 1.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** 5 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**

**4th Term** Jan 20, 2022 - Dec 31, 2023

**Appointing Authority** Board of Supervisors

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**Mary Katherine Durbin**

**3rd Term** Jan 20, 2022 - Dec 31, 2023

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**Bryson M Gordon**

**1st Term** Jan 20, 2022 - Dec 31, 2023

**Position** Local Exchange Carrier

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**Daniel S Mckeehan**

**1st Term** Dec 06, 2018 - Dec 31, 2022

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**Denise Stewart**

**4th Term** Dec 18, 2014 - Dec 31, 2022

**Appointing Authority** Board of Supervisors

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**Profile**

Denise

First Name

Stewart

Last Name

Middle Initial

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

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 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 3 years.

Question applies to multiple boards

**Are you currently a registered voter in Carson City?** Yes  No

Question applies to multiple boards

**Are you currently a member on any other Carson City Board, Committee or Commission?** Yes  No

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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

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

Western Nevada College

**Major Subject:**

Business Management

**Degree Conferred:**

AA

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

I was 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 9 years. I have been working as a 4-H leader for the last 5 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.**

---

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

---

I Agree \*

---

**Profile**

James

First Name

A

Middle Initial

Powell

Last Name

onebleve@aol.com

Email Address

1119 Lahontan Dr.

Street Address

Suite or Apt

Carson City

City

NV

State

89701

Postal Code

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 have dedicated my career to emergency services, 911 its uses and its proper administration save lives and that's the bottom line!

Question applies to multiple boards

**Are you currently a registered voter in Carson City?** Yes  No

Question applies to multiple boards

**Are you currently a member on any other Carson City Board, Committee or Commission?** Yes  No

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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?**

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Yes  No

Question applies to multiple boards

**If yes, please provide contract details:**

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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

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

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AA in Fire Science from Western Nevada Community College University of Nevada Certificate of Public Management Master Fire Service Instructor through the Nevada State Fire Marshals Office-Training Division

**Major Subject:**

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Fire Science

**Degree Conferred:**

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Western Nevada Community College was closed prior to issuing degree.

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

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Over 50 years in emergency services. 29 Years with Carson City Nevada Fire Department (last position held Operations Battalion Chief)

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

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Past member of the Carson City Chapter of the Optimist Club. To aid and encourage the development of youth in the belief that giving one's self service to others will advance the well-being of humankind, community life and the world! Coached Carson City Pop Warner Football Umpired Carson City Little League, Babe Ruth and High School Baseball (Donating our checks for high school baseball back to the school student body that issued the check)

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

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Life Member of the Nevada Fire Chiefs Association

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Upload a Resume

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**Declaration to Accept Terms & Conditions**

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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 \*

Jim Powell has over 52 years of Fire Service experience. Thirty years of active suppression experience with the Carson City Nevada, Fire Dept. and responded to over 17,000 calls for service during his career. Jim retired as Chief of Operations in 1997.

Jim is the founder and owner (1997-Present) of All Clear Fire Training and Consulting and serves a wide variety of professional departments both **Industrial** and **Municipal** in North America. He also writes government required SARA Title III Hazardous Materials Emergency Response Plans (LEPC) for several of his governmental clients.

In 2000 Jim was appointed by then Nevada Governor Kenny Guinn and served four years on the Nevada State Board of Fire Service Standards and Training Committee.

Until it closed in 2012 Jim was for 14 years the senior consultant and the lead Adjunct Instructor for **Incident Command Emergency Response** (ICER) at the University of Nevada-Fire Science Academy Carlin. In addition, Mr. Powell has taught **Industrial Firefighting Strategy** and **Tactics** as well as Industrial Incident Safety Officer since 1997.

Mr. Powell was recognized in the April 2008 edition of the international magazine **Fire and Rescue** as one of the top fire instructors in the world. (Fire and Rescue April 2008 issue 69)

Mr. Powell is a past Chief of The Truckee Meadows Community College (TMCC) Fire Academy as well as a **Master Adjunct Instructor** for the Nevada State Fire Marshal's office. In addition, he taught Strategy and Tactics in the degree program at TMCC. Jim presently provides NFA STICO/PICO and Leadership classes through the Nevada State Fire Marshal training division. He also is a **life** member of the Nevada Fire Chief's Association.

In 2011 Jim Powell was nominated and received the **Nevada Distinguished Fire Service Award** through the Nevada Firefighter Memorial Committee. At the time Jim was only the **Fifteenth person in Nevada history** to receive the award and his name is now on a plaque at the Distinguished Service Section of the Memorial located in Mills Park in Carson City.

For more information go to [www.allclearfire.com](http://www.allclearfire.com) or you can contact Jim at [onebleve@aol.com](mailto:onebleve@aol.com)

### Profile

Jed \_\_\_\_\_ A \_\_\_\_\_ Mccomber \_\_\_\_\_  
 First Name Middle Initial Last Name

jed.mccomber@gmail.com \_\_\_\_\_  
 Email Address

4690 Wagon Wheel Road \_\_\_\_\_ Suite or Apt \_\_\_\_\_  
 Street Address

Carson Ciy \_\_\_\_\_ NV \_\_\_\_\_ 89703 \_\_\_\_\_  
 City State Postal Code

Mobile: (651) 777-1800 \_\_\_\_\_  
 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 am currently seeking opportunities to serve the community I live in. This committee appears to be one that I may be able to bring some expertise to based on my professional career.

Question applies to multiple boards

### Are you currently a registered voter in Carson City?

Yes  No

Question applies to multiple boards

### Are you currently a member on any other Carson City Board, Committee or Commission?

Yes  No

### 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?**

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Yes  No

Question applies to multiple boards

**If yes, please provide contract details:**

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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)?**

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Yes  No

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## Education

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

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University of Minnesota, Century College, United States Army Military Police Academy, United States Air Force Law Enforcement School.

**Major Subject:**

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Law Enforcement / Psychology

**Degree Conferred:**

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Associate In Arts - Law Enforcement

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

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Direct P&L oversight of \$74 million dollar annual operating budget overseeing 1000+ staff in four locations across the nation. Providing telecommunications oversight including consumer PERS (Personal Emergency Response System) services on three unique telephony platforms for our customers. 7 Years serving as Director of Network Operations at AT&T. Our PERS services utilize Priority Dispatch ProQA Dispatch Software, which CC PSAP uses as well.

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

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None to date.

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

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Have held numerous Electronic Security licenses over the years however am currently only active with the State of California Department of Consumer Affairs as a Alarm Company Qualified Manager (held since 2011) and State of Illinois Department of Financial and Professional Regulation - Company manager license.

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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.**

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I Agree \*

# Jed A. McComber



651.777.1800



[jed.mccomber@gmail.com](mailto:jed.mccomber@gmail.com)



Carson City, NV

## SKILLS

Care Center Leadership  
Physical & Electronic Security  
Regulatory Compliance  
Rapid Conflict Resolution  
Strategic Planning and Implementation  
Cross-functional Collaboration & Leadership  
Corporate Investigations  
Customer Relationship Mgmt  
Project Management

## HIGHLIGHTS

Sought-after Customer Contact Leader  
Electronic Security Industry expert  
Achieved Industry recognition milestone 5 Diamond Award 4 years in a row  
2016 AT&T Summit Winner

## EDUCATION

**A.A.**, Law Enforcement  
Century College  
White Bear Lake, MN

## CERTIFICATIONS

Brainard Strategy – Executive Leadership Course  
ESA Certified: Alarm Technician Level 2  
Six Sigma Green Belt

Performance-focused, multi-faceted and analytical professional offering broad-based experience leading teams in Contact Center Operations and Life Safety/Security markets for over 25 years

Visionary with strong technical and solutioning abilities

Excellent interpersonal capabilities fostering and maintaining positive professional relationships

Effective communicator with executive, functional and technical associates across various organizational levels

Mastery of high-end budget management & cost optimization

## CURRENT PROFESSIONAL EXPERIENCE

**Vice President – Care – Best Buy Health**

**2017-Present**

*Contact management leader for growing Best Buy Health business*

- Currently overseeing 7 Care sites (4 BBY & 3 BPO) with combined ~74M annual budget
- Designed and deployed business CX renaissance which improved NPS score by 62% over 18-month period
- Redesigned front-line role structure to drive efficiency and optimize cross skilling across business silos
- Designed and deployed 'PEAK' Performance Scorecard to provide feedback loop with frontline and leadership. Improved staff efficiency by 11% over 11-month period.
- Current monthly attrition rate 2.6% against 4.5% target
- Reset Care KPI's then deployed real time metric display boards across all sites to share common objectives and daily results with front line teams
- Led selection, design and launching of new Caring Center site in San Antonio TX in 2019 / Geographically diversifying services and supporting LRP growth strategy

# Jed A. McComber

## PROFESSIONAL EXPERIENCE CONTINUED

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### **Director – Care / Monitoring – AT&T**

**2011-2017**

*Built and Managed all customer contact delivery for start-up Home Automation business*

- Selected, designed, & supervised concurrent buildout of 2 UL listed alarm monitoring facilities
- Establish service level agreements, evaluate business results to create business decisions to produce and improve key performance indicators (KPIs) and improve customer satisfaction
- Developed Life Safety alarm prioritization template to ensure traffic routing & handling of prioritized incidents
- Reduced Customer Alarm Rate over 350% since product launch via Alarm automation
- Managed mix of seven internal (AT&T) & external (BPO) contact centers under ~40M staffing budget

### **Director – Commercial Operations – Protection One**

**2007-2011**

*Led team responsible for handling product/data integrity & customer/technical support services*

- Reduced customer attrition 13% thus retaining ~218k customers by instituting a dedicated National Account Customer Service team
- Achieved New York City Fire Department Company certification for Service Center operations opening new market service offerings in largest commercial market in US
- Managed resource planning & scheduling capital projects
- Directed fiscal planning & staffing for 24x7 Customer Service operations consisting of ~280 employees in 2 locations, accounting for \$18.5M, annually
- Designed innovative, customizable solutions for National Account customers
- Responded to RFP's & presented service offering overviews

### **Manager – Operations – Stanley (originally Honeywell Inc)**

**1997-2007**

*Facilitated 24x7 Customer Service/Security Services Operation center (U.L./F.M./DoD listed-cleared)*

- Launched dedicated Department of Defense team for facilities holding government Facility Clearances through Defense Security Services
- Implemented critical business relocation plan on time and \$400k under budget
- Improved service levels for all company objectives within budget for 5 consecutive years
- Directed fiscal planning & staffing for ~210 employees in 2 locations

### **Lead Officer/Safety Specialist – Allina Health Care - MN**

**1992-1997**

### **Law Enforcement Specialist – United States Air Force**

**1988-1991**

### **Military Police Specialist – United States Army**

**1985-1998**

## BUSINESS LICENSES

TX DPS/Private Security Bureau – Qualified Manager ID# 15064402

TX Dept of Insurance – State Fire Marshal's Office – Fire Alarm Monitoring Tech License #1740508

NYC Fire Dept – Certificate of Fitness ID# 85070613

CA Bureau of Security & Investigative Service – Qualified Manager - ACQ ID #5773; Locksmith – LCO ID 5510

AR Board of Private Investigators & Private Security Agencies – Agency Representative Manager ID #4417 OK State

Dept of Health – Occupational Licensing Division – Monitoring Manager ID 012024

TN Dept of Commerce & Insurance – Qualifying Agent ID #1580

OR Dept of Public Safety – Executive Manager – ID # AMT 1740508

IL Dept of Financial & Professional Regulation – Private Alarm Contractor ID # 124 001779

NC Alarm Systems licensing board – Business Qualifier – ID 007236P3



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**Profile**

Steven

First Name

R

Middle Initial

Figone

Last Name

stevenfigone@gmail.com

Email Address

7 Bullion Dr

Street Address

Suite or Apt

Carson City

City

NV

State

89706

Postal Code

Mobile: (408) 318-7152

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 recognize the need for reliable, clear communication for the community. As a local first responder, any delay in the 911 system can lead to an unfavorable condition for the call taker. I would like to serve this board because I am a member of this community, and I can use my institutional knowledge to help contribute to its success.

Question applies to multiple boards

**Are you currently a registered voter in Carson City?** Yes  No

Question applies to multiple boards

**Are you currently a member on any other Carson City Board, Committee or Commission?** Yes  No

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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:**

N/a

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

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

CSU Chico - Bachelors Degree Butte College - Associates Degree, Fire Academy I

**Major Subject:**

Bachelor of Science in Construction Management Associate of Science of Paramedicine

**Degree Conferred:**

CSU Chico - May 2016 Butte College - June 2019

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

I have knowledge of the 911 system - I have worked wildland fire, municipal fire, and private emergency medical services (EMS). I am also certified as a NWCG Radio Operator (RADO), which have all made me realize that the need for reliable communication is crucial for the safety of the community.

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

I am not currently involved in any community organizations. As a new member of this community, I am looking to become more involved in the community by serving on this board.

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

N/a

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 \*

# Steven Robert Figone

7 Bullion Dr, Carson City, NV 89706

stevenfigone@gmail.com

(408) 318-7152

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## EDUCATION

California State University, Chico

May 2016 - **Bachelor of Science - Construction Management**

Butte College

June 2019 - **Associate of Science - Paramedicine**

## WORK EXPERIENCE

Firefighter - *Reno Fire Department - (Reno, NV)*

October 2019 - Present

- Member of the Water Entry Team (WET) for Swiftwater Rescue
- Paramedic Preceptor
- NWCG RADO certified

Firefighter - *California Department of Forestry - CAL FIRE (Auburn, CA)*

2018

- Seasonal firefighter in Lake Tahoe

CPR Instructor - *Lifeline Training Center (Chico, CA)*

2016 - 2019

- CPR and Wilderness First Aid Instructor

*Trip Leader - Adventure Outings, CSUC (Chico, CA)*

2013 - 2016

- Analyzed risk management & managed safety for all participants
- Design and built trip itineraries, budgets, train drivers for class B and trailer driving
- Making people feel comfortable in uncomfortable positions
- Delegated tasks, organized bi-annual Staff Retreat, meet with staff members before their trip
- Developed & trained assistant leaders to move towards Trip Leader

*Raft Guide - All Outdoors Whitewater Rafting (Coloma, CA)*

2012 - Current

- CREW Leader, managed the South Fork of American river operation
- Class IV+ River Guide on some of California's more advanced rivers
- Coordinated & managed 75+ guests on 2-day river trips
- Gave daily safety speeches to guests

References available upon request

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.

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

**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](#))