

**Minutes  
of the Meeting of the  
Carson City  
9-1-1 SURCHARGE ADVISORY COMMITTEE  
July 18, 2023**

The Carson City 9-1-1 Surcharge Advisory Committee held a public meeting on July 18, 2023, beginning at 8:30 a.m. in the meeting room of Fire Station 51, 777 S. Stewart Street, Carson City.

**1. Call to Order**

Chair Denise Stewart called the meeting to order.

**2. Roll Call and Determination of a Quorum**

Voting members present were Denise Stewart, Denise Bauer, Katie Durbin, Jim Powell, Jed McComber and Steven Figone which constituted a quorum.

Voting member absent was Andy Polisso.

Also present were Adam Tully (Carson City District Attorney's Office), Ken Furlong (Carson City Sheriff), Sean Slamon (Carson City Fire Department), Kathie Heath (Volunteer), Nancy Merritt (Carson City Fire Department), Jenn Stoffer (Communications Manager), Frank Abella (Carson City Information Technology), Dan Gonzales (Carson City Sheriff's Office), and Micah Chalk (Carson City Sheriff's Office).

**3. Public Comment\*\***

There were no public comments.

**4. For Possible Action:** Approval of April 18, 2023, Meeting Minutes.

It was moved by Jim Powell, seconded by Denise Bauer, with all ayes in favor that the April 18, 2023, meeting minutes be approved as submitted.

**5. For Discussion Only (No Action):** Discussion and presentation on revenue and expenditures in the 9-1-1 Surcharge Fund. *(Kathie Heath)*

Kathie Heath reported that the budget for FY24 is in place. The only expenditure for FY24 has been a single bond payment. Kathie reminded everyone that FY23 will not be final until August or September. There are two outstanding items from FY23. The first is the Uninterruptable Power Supply (UPS). If directed, Kathie will email Public Works requesting an update regarding the UPS. \$73,000 was spent in FY23 on this project. The

other major outstanding item for FY23 is the payment to Mission Critical Partners (MCP). A purchase order has been issued but the final payment has not come through yet. All other expenditures for FY23 have been taken care of.

**6. For Discussion Only (No Action):** Discussion and presentation regarding potential for internal and external customer surveys concerning 9-1-1 service. *(Jim Powell)*

Jim wanted to address 911 performance. Jim provided an article labeled “911 Call Center Survey” to all attendees and asked for some insight on how and if there were any way for users of the 911 system to give feedback regarding performance as Jim would like to create an avenue for this if there were none in place. Jenn Stoffer advised that Carson City already has an internal system in place for callers and their experiences to responses. Sheriff Furlong requested that Jim email him the article that was provided for this meeting so that the Sheriff could have time to review and address the topics within the article.

**7. For Discussion Only (No Action):** Reports of Committee members and staff.

Internal communications and administrative matters

None at this time.

Status reports and comments from Committee members

With regard to the AT&T cost increase discussed at the April 18<sup>th</sup> 911 Surcharge Meeting, Jenn Stoffer reported that the numbers needed from AT&T could not be provided at this time. Working with AT&T for the numbers has been a slow process. Jenn would like to have a complete package to present before reporting and updating the Committee. The system is working fine as it is right now, however, the committee will need to relook at the terms as soon as Jenn can get the numbers dialed in.

Jim Powel commented on the Jack’s Valley Fire that occurred in 2021. Jim was concerned about the evacuation notifications that went out for this fire and wanted to know who sends and how the notifications are sent out; Directions for evacuations need to be accurate. Jenn Stoffer responded that this fire was East Fork’s Fire so notifications would have been generated from East Fork. Jenn added, with regards to notifications, there are many variables and it appears that with this fire, there was an overlap with the notification radius which caused the evacuation notice to include an unaffected

area of Carson City. Sheriff Furlong stated that evacuations are primarily Fire and Sheriff functions and not that of the 911 Center and that it is very common for sections of Carson City to be included in notifications from surrounding areas. These notifications are intended for the area and not specific to any one location. Sheriff Furlong reported that as Communication Manager, Jenn is working on coordinating a statewide Dispatch Manager's Unit where Dispatch Management Teams from all around can come together to discuss and address issues and concerns that arise. Sheriff Furlong added that it is a good thing that these messages are going out and that ultimately it is a personal responsibility to make decisions with the information going out in these notifications.

Carson City staff comments and status reports

None at this time.

**8. Public Comment\*\***

There were no public comments.

**9. For Possible Action: To adjourn**

Katie Durbin motioned to adjourn at 9:05 a.m.

Recorder: Nancy Merritt