



**CHURCHILL COUNTY COMMISSIONERS  
CC COMMUNICATIONS MANAGEMENT  
CHURCHILL COUNTY, NEVADA**

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**\*\*\*NOTICE OF PUBLIC MEETING\*\*\***

**AGENDA**  
**PLEASE POST**

**PLACE OF MEETING:** Churchill County Administrative Building, Commission Chambers,  
155 North Taylor Street Suite 145, Fallon, Nevada

**DATE & TIME:** May 2, 2019 at 2:00 PM

**TYPE OF MEETING:** Regularly Scheduled CC Communications Management Meeting

**Notes:**

- I. These meetings are subject to the provisions of Nevada Open Meeting Law (NRS Chapter 241). Except as otherwise provided for by law, these meetings are open and public.***
- II. Action will be taken on all Agenda items, unless otherwise noted.***
- III. The Agenda is a tentative schedule. The CC Communications Management may act upon Agenda items in a different order than is stated in this notice – so as to affect the people’s business in the most efficient manner possible.***
- IV. In the interest of time, the CC Communications Management reserves the right to impose uniform time limits upon matters devoted to public comment.***
- V. Any statement made by a member of the Board of CC Communications during the public meeting is absolutely privileged.***

**AGENDA:**

- 1. Call to Order.**



**Shelly Bunyard, Administrative Assistant**, who was subscribed and sworn to before me this **24th day of April, 2019,**



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**Pamela D. Moore**

*Endnotes:*

***Disclosures:***

*\*CC Communications is an equal opportunity provider and employer.*

***Accommodations/Nondiscrimination:***

*\*Notice to Persons with Disabilities: Members of the public who are disabled and require special assistance or accommodations at the meeting are requested to notify the CC Communications Executive Office in writing at P.O. Box 1390, Fallon, NV 89407 (Attn: Shelly Bunyard), or by calling 775-423-7171 ext. 1215 at least two days in advance.*

*\*In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies or complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible agency [(775)423-4092] or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the Complaint Form, call (866)632-9992. Submit your completed form or letter to USDA by:*

- 1. Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;*

2. Fax: (202)690-7442; or
3. Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

**Procedures:**

*\*The public meetings may be conducted according to rules of parliamentary procedure.*

*\*Persons providing public comment will be asked to state their name for the record.*

*\*The CC Communications Management reserves the right to restrict participation by persons in the public meeting where the conduct of such persons is willfully disruptive to the people's business.*

*\*All supporting materials for this Agenda, previous Agendas, or Minutes are available by requesting a copy from the CC Communication Office, 775-423-7171 ext. 1215. During the meeting, there will be one copy available for public inspection. Additional copies are available by making the request from the Clerk. You are entitled to one copy of the supporting materials free of charge.*

**MINUTES OF THE CC COMMUNICATIONS MANAGEMENT**

**155 N. Taylor St., Fallon, NV 89406  
March 27, 2019**

**Call to Order:**

The regular meeting of the CC Communications was called to order at 10:00 AM on March 27, 2019.

PRESENT:           Commissioner Carl Erquiaga  
                          Commissioner Harry Scharmann  
                          General Manager Mark Feest  
                          Accounting Manager Jamie Hyde  
                          Administrative Assistant Shelly Bunyard

ABSENT:            Commissioner H. Peter Olsen, Jr.

**Public Comment:**

Chairman Carl Erquiaga asked if there was any public comment but there was none.

**Verification of Posting of Agenda:**

It was verified by Shelly Bunyard, that the Agenda for this meeting was posted on the 14th day of March, 2019 between the hours of 1:00 PM and 5:00 PM at all of the locations listed on the Agenda, in accordance with NRS 241.

**Consideration and possible action re: Approval of Agenda as submitted or revised:**

Commissioner Carl Erquiaga made a motion to approve the agenda as submitted. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

**New Business:**

**A- Consideration and possible action re: Presentation of the 2019 - 20 Fiscal Year Budget Workshop**

Presentation to the Board of the 2019 - 20 Budget Workshop. Attached power point is attached to minutes.

FISCAL IMPACT: Budget for 2019 - 20

EXPLANATION OF IMPACT: N/A

FUNDING SOURCE: Budget for 2019 - 20

ACTION REQUESTED: None; Informational Only

**Public Comment:**

Chairman Erquiaga asked if there was any public comment but there was none.

**Adjournment:**

The meeting was adjourned at 11:15 a.m.

APPROVED: \_\_\_\_\_  
Carl Erquiaga, Chairman

APPROVED: \_\_\_\_\_  
H. Peter Olsen, Jr., Vice, Chairman

APPROVED: \_\_\_\_\_  
Harry Scharmann, Commissioner

\_\_\_\_\_  
Shelly Bunyard, Administrative Assistant

\_\_\_\_\_  
Mark Feest, General Manager/CEO



# 2019 Budget Workshop

CC Communications

An overview of the Budget  
and company plans for 2019  
-2020

# Agenda

CC Communications

Made up of three  
companies:

Telephone

Broadband

Long Distance



**Budget Process  
Discussion**



**Overview**



**Revenue Forecasts**



**Financial Overview &  
Capital Budget**



**Plans and Programs**



## 2019-2020 Budget Process

- ◆ Development of the FY 19-20 budget used incremental budgeting.
- ◆ The Revenue budget is based on target market characteristics, strategic goals, and changes to the regulatory regime. The projections in the FY 2020 budget are primarily driven by the evolution of the communications industry, customer preferences, the introduction and implementation of the Consumer Only Broadband Loop (CBOL) support mechanism, and general economic conditions.
- ◆ Development of the Capital budget consisted of group and individual department meetings to determine project needs and prioritization consistent with long term strategy of the company.

# Significant Factors Impacting Budget Process Overall

- ◆ Introduction and Implementation of CBOL
  - Consumer Only Broadband Loop Support (“CBOL”) provides an avenue to deliver a broadband only service to consumers, while shifting the associated USF funding from High Cost Loop Support (“HCLS”) to Connect America Fund Broadband Loop Support (“CAF BLS”)
- ◆ Accelerated FTTH buildout timeline
  - Necessary to fully provide CBOL service
- ◆ Further development of transport and deregulated telephone revenue opportunities
- ◆ Competition and customer preferences

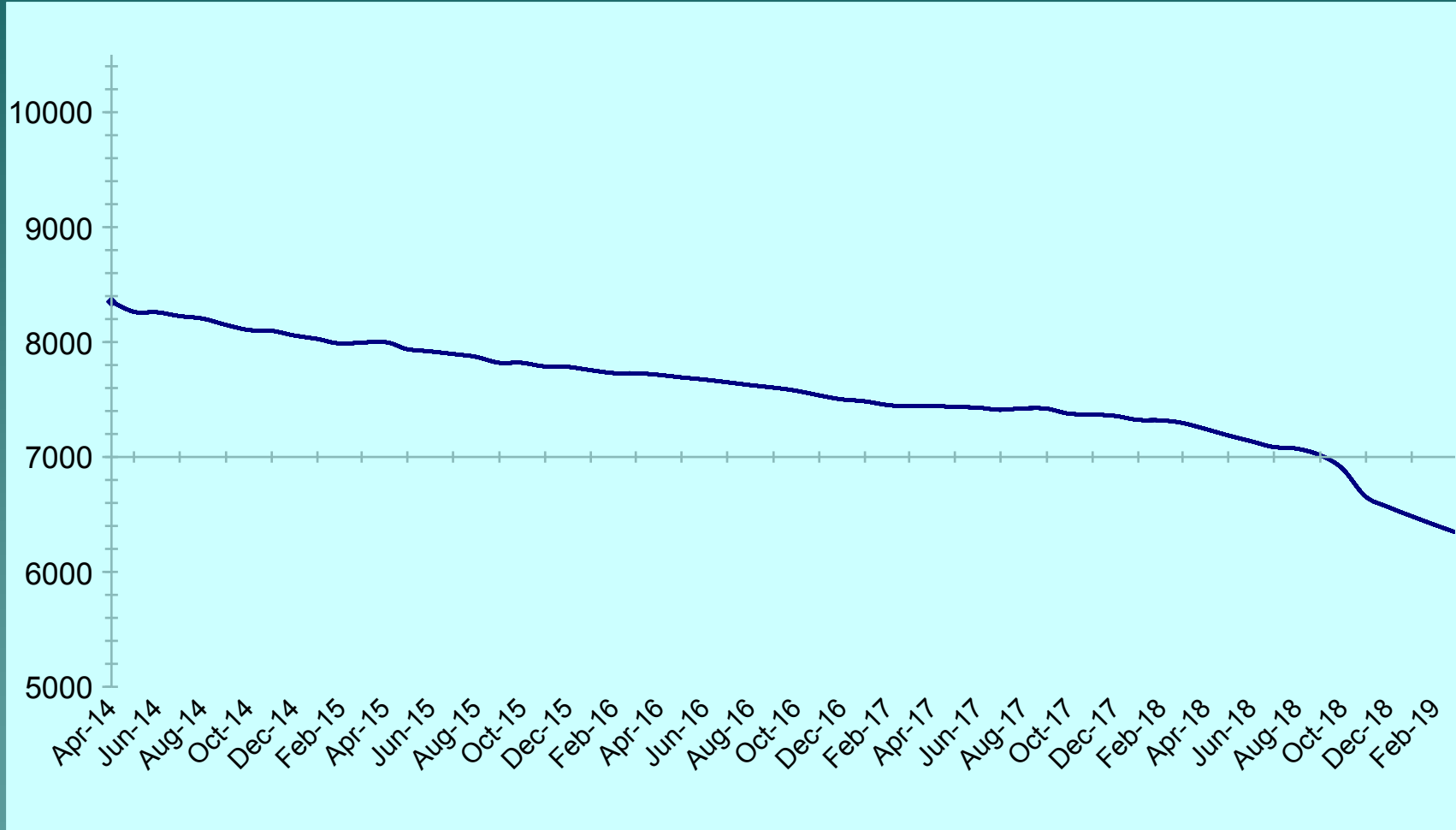
# CBOL

- What is CBOL?
- How does it impact CC Communications?
  - Services
  - FCC/NECA/USAC roles
  - Strategy
  - Financial Statements

# Significant Factors Impacting Budget Process from 19-20 Budget: TEL

- ◆ Implementation of CBOL
- ◆ Increase in Interstate Pooling Revenue
  - Projected \$261,638
- ◆ Decrease in Access Revenue
  - Projected (\$572,309)
- ◆ Increase in Local Service Revenue
  - Projected \$50,889
- ◆ Total Projected Impact = (\$259,782)

# Telephone Access Lines



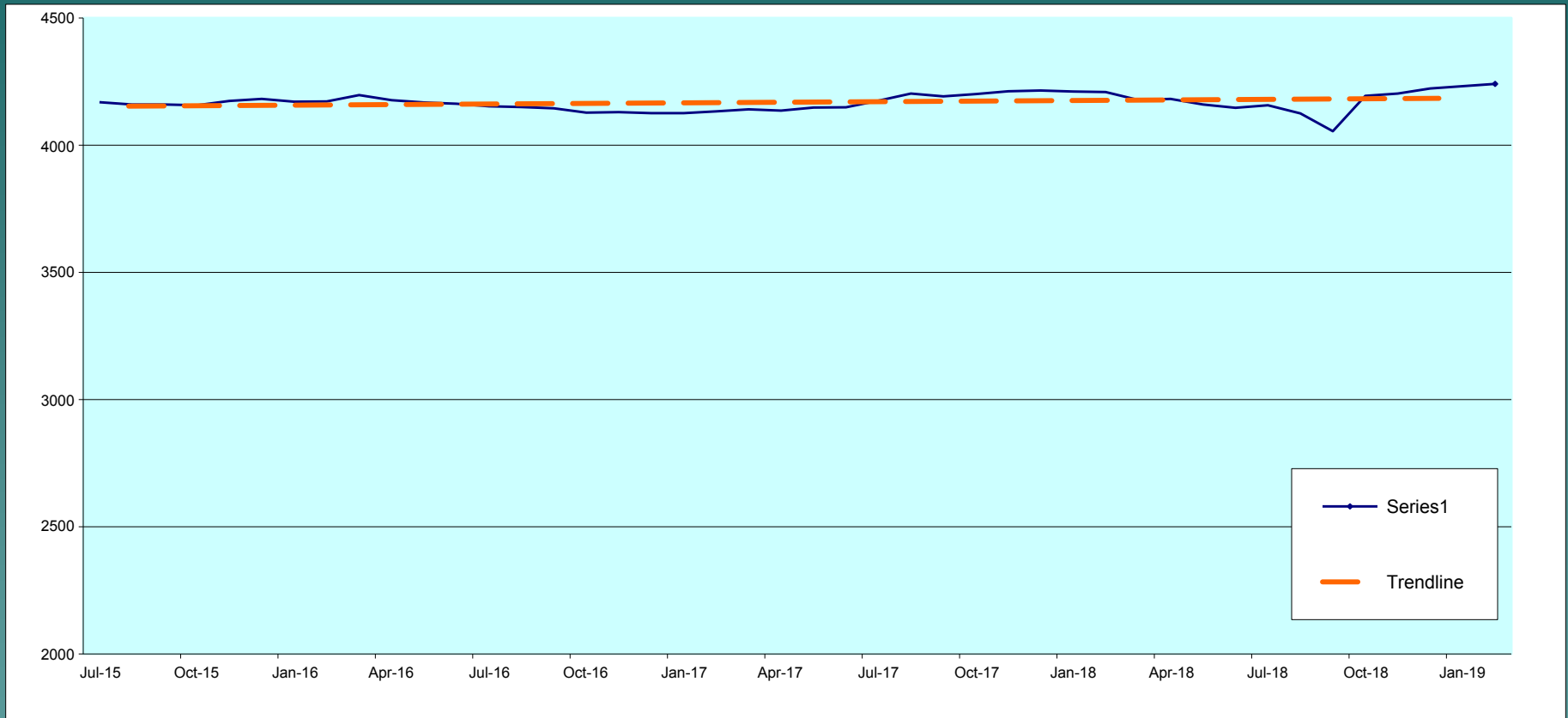
# Mitigation: TEL

- ◆ Expense control is a primary method to mitigate Local Service and Access revenue decreases
- ◆ Efforts to increase deregulated revenues
  - Multiline sales
  - Security and Surveillance
  - Cabling

# Significant Factors Impacting Budget Process: Broadband

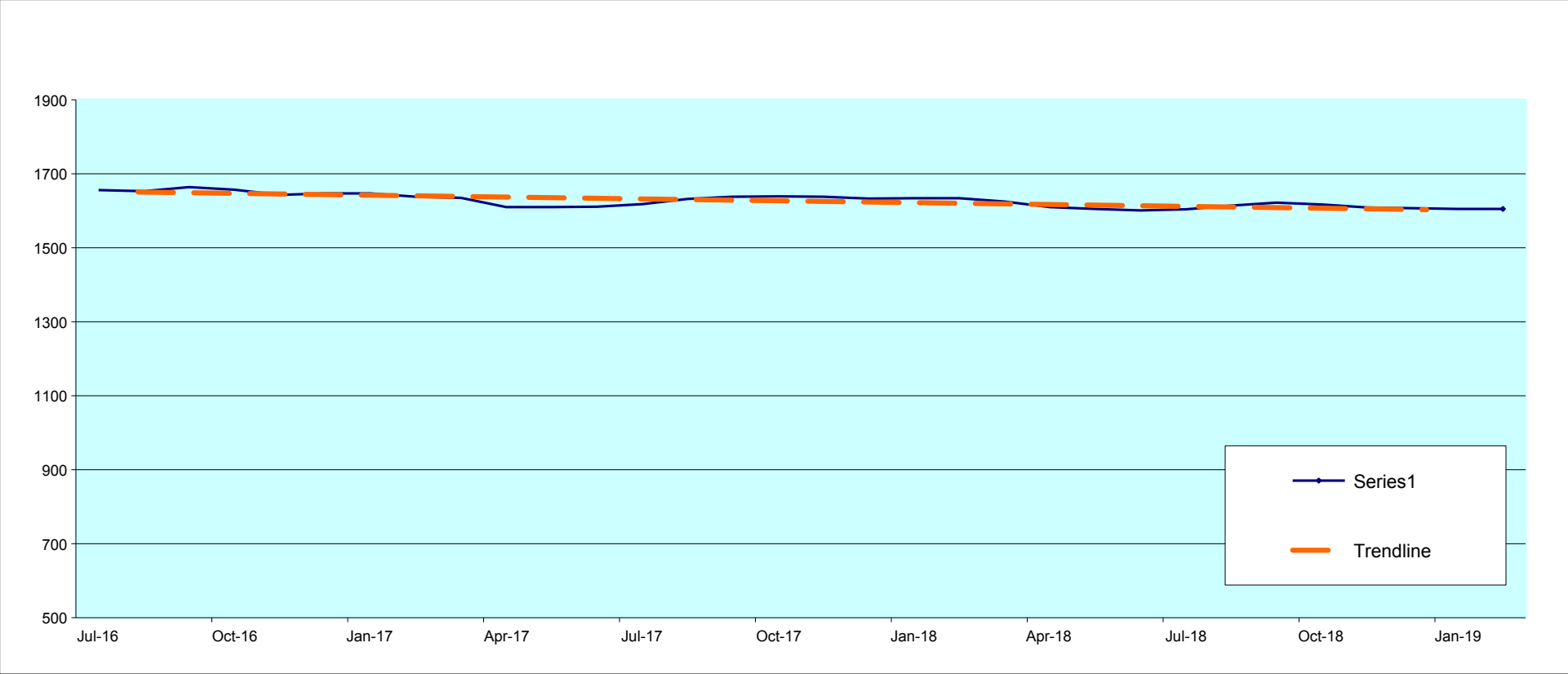
- ◆ Implementation of CBOL
- ◆ Content cost increases in DTV
- ◆ FTTH availability
- ◆ Competition and Downward pricing pressures

# DSL (including CBOL) Growth





# Digital TV Growth



# Mitigation: Broadband

- ◆ Maximizing fiber assets outside of Churchill County
- ◆ Enhancing the broadband customer experience
- ◆ Move customers to higher bandwidth packages and CBOL (Requires FTTH Capex)
- ◆ Expense control generally

## 2018-2019 Annualized Compared to Budget - Telephone

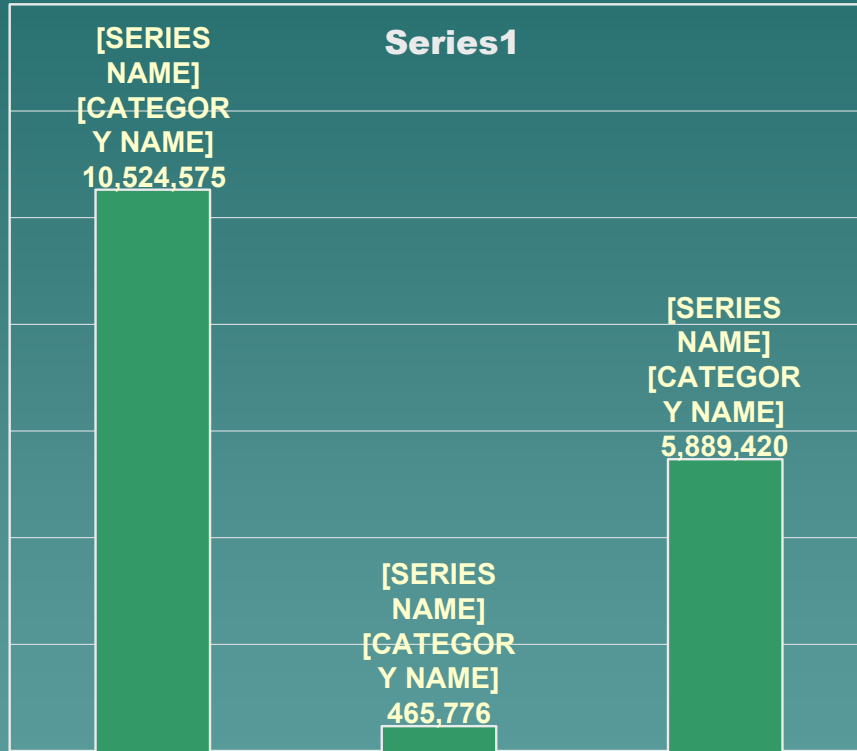
<i>(in millions)</i>	<b>2018-19 Annualized</b>	<b>2019-20 Budget</b>
Revenues - regulated / deregulated	\$10,524,575	\$11,178,000
Expenses - regulated / deregulated	\$12,162,482	\$12,641,398
Net Income(Loss)	(\$1,637,907)	(\$1,463,398)
Capital	\$2,210,430	\$3,461,394
Transfers to County	\$1,300,000	\$1,300,000
Total Net Assets	\$37,046,386	\$35,582,988

## 2018-2019 Annualized - 2019-2020 Budget All Companies

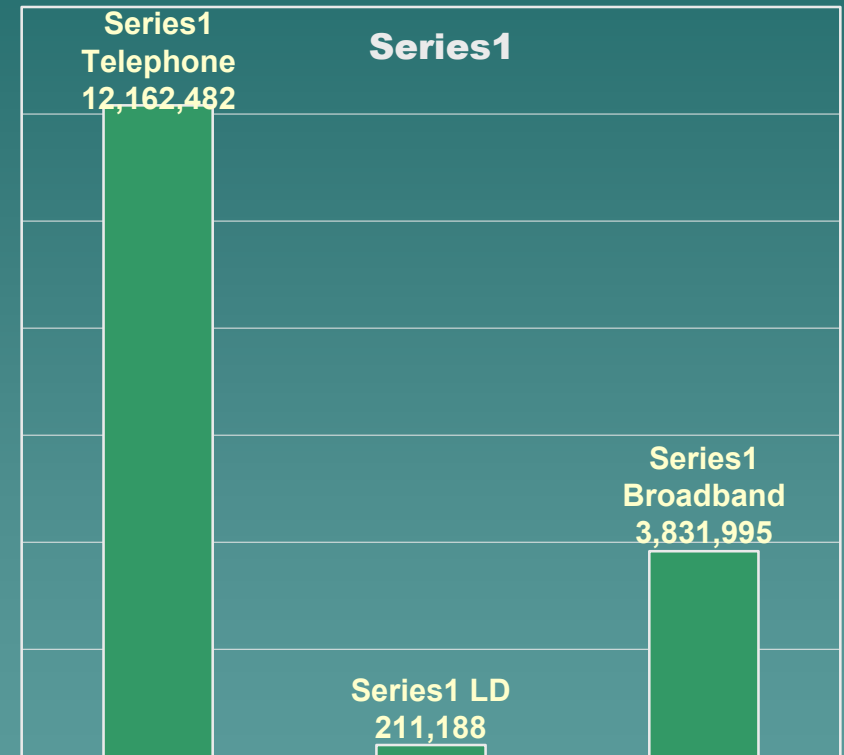
	<b>2018-19 Annualized</b>	<b>2019-20 Budget</b>
Revenues	\$16,461,333	\$17,452,920
Expenses	\$16,205,665	\$16,995,843
Net Income (After \$1.3 million PILT)	\$255,668	\$457,077
Capital Projects	\$3,252,235	\$3,622,944

# Estimated Income Current Budget Year 2018 – 2019

Net Revenues



Net Expenses

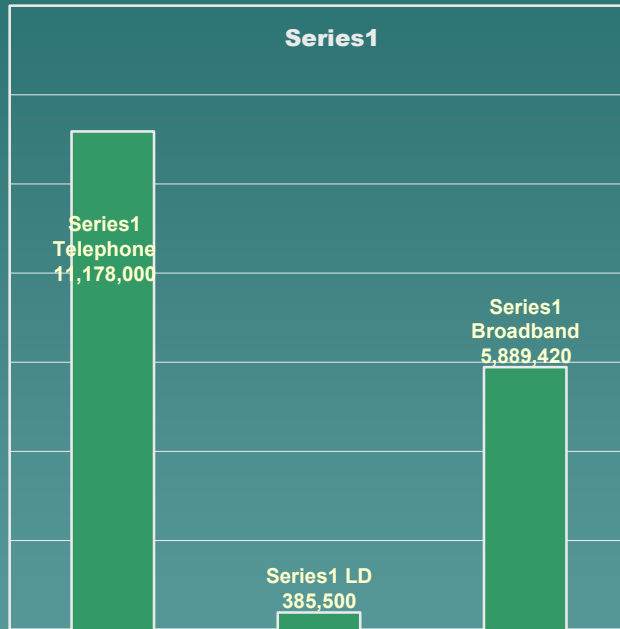


• **Estimated Combined NET Income for June 30, 2019**  
**\$255,668 (Additional \$865,00 Profit Transfer to County)**

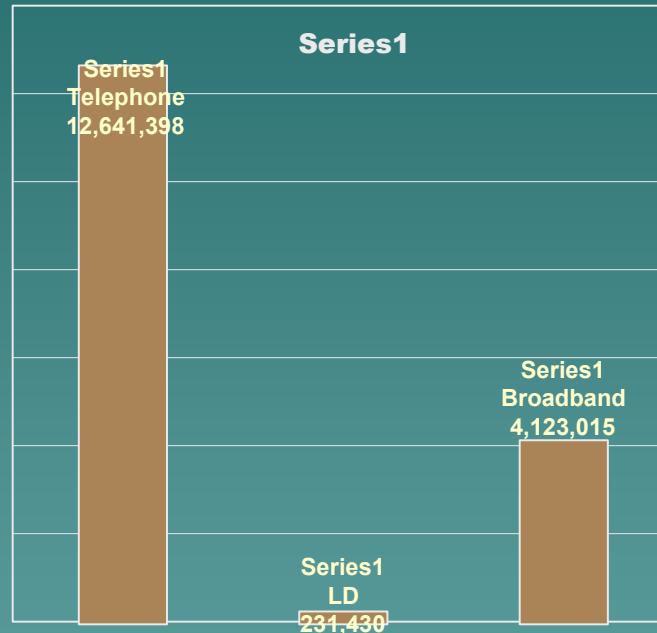
• **Before Transfer \$1,120,668 / EBITDA \$5,869,891**

# Net Income Projections Budget Year 2019 – 2020

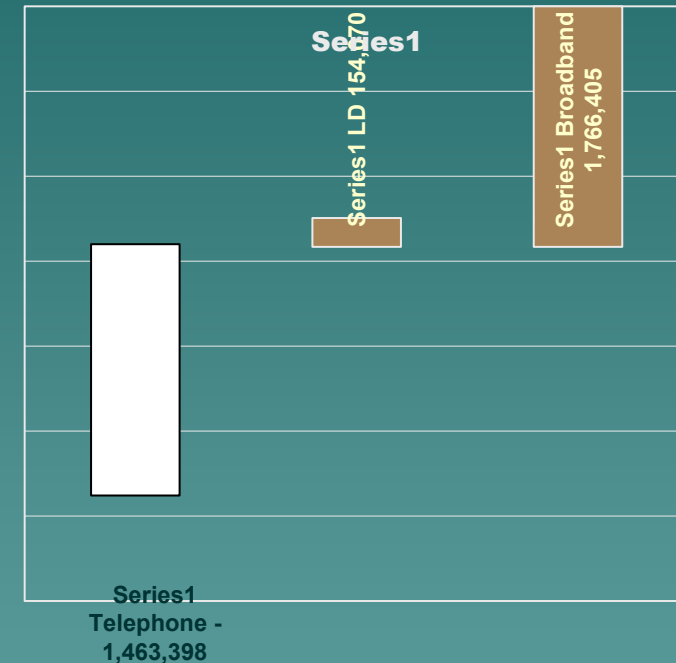
Net Revenues



Net Expenses



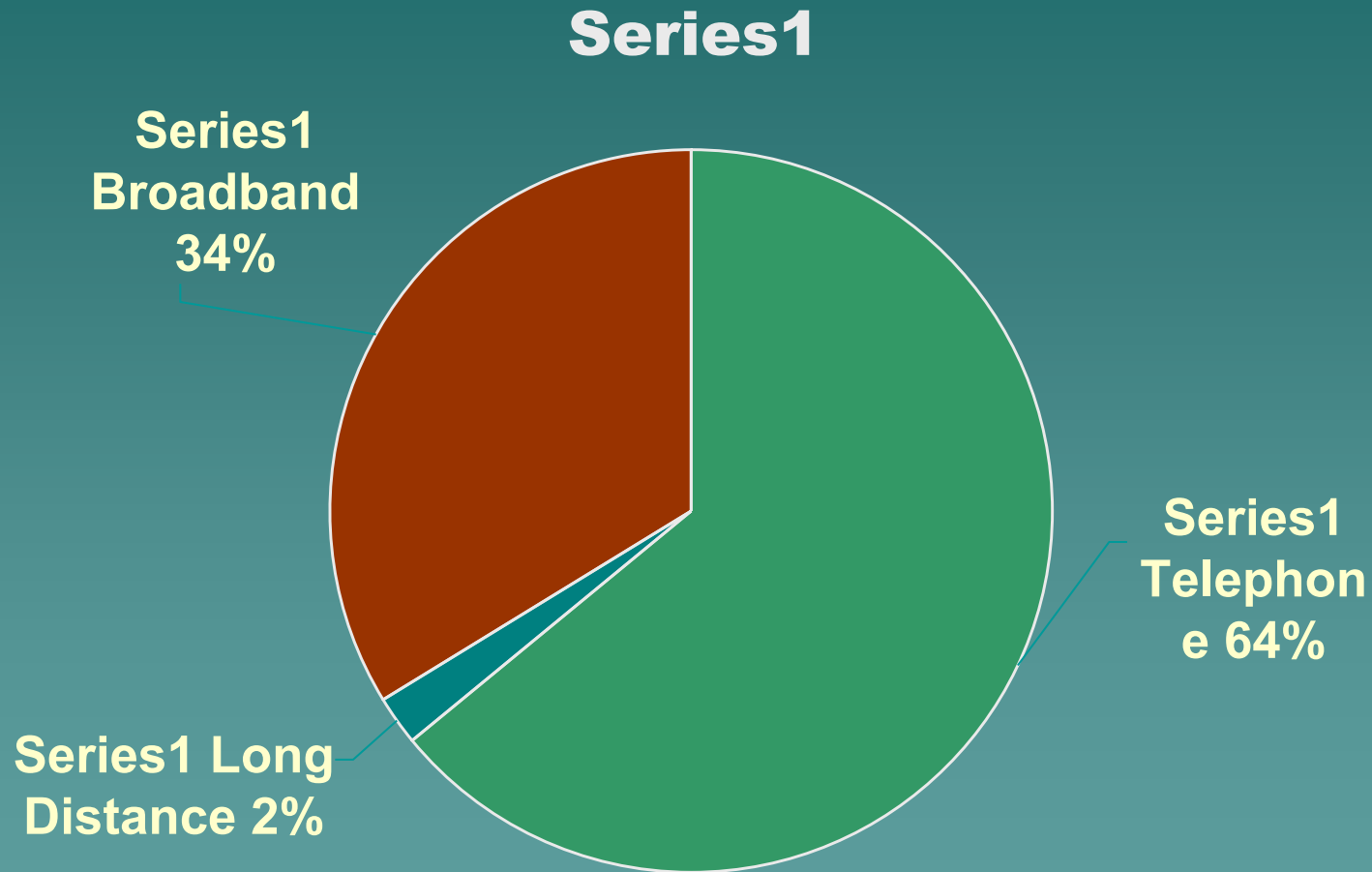
Net Income



• **Estimated Combined NET Income for 2019-2020**  
**\$457,077**

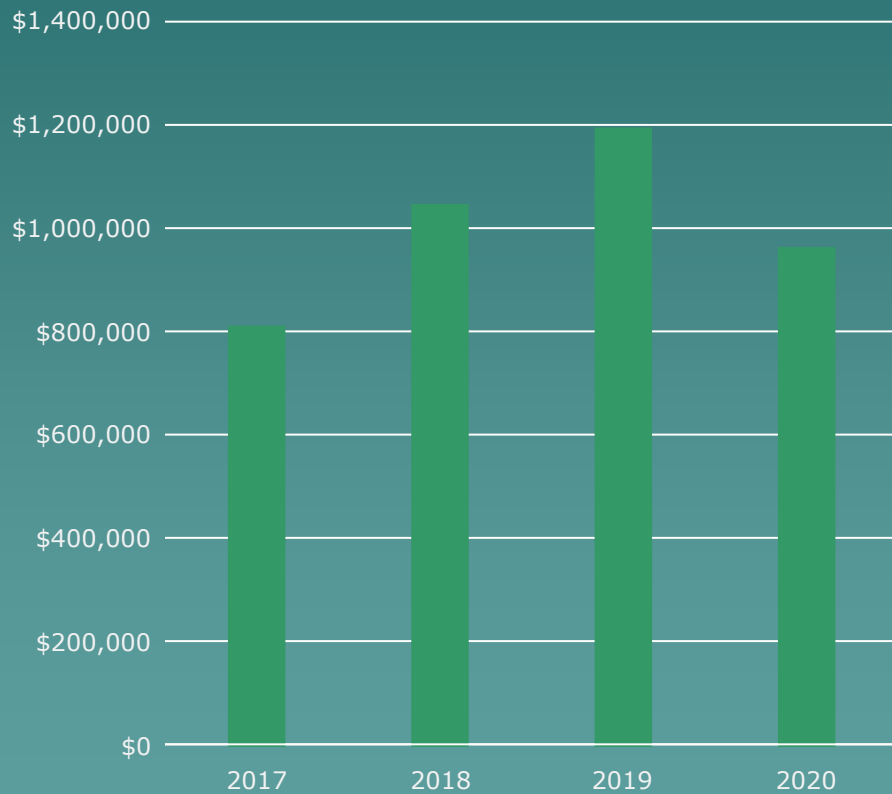
• **Before Transfer \$1,322,077 / EBITDA \$6,237,768**

# Revenue by Company Budget Year 2019-2020

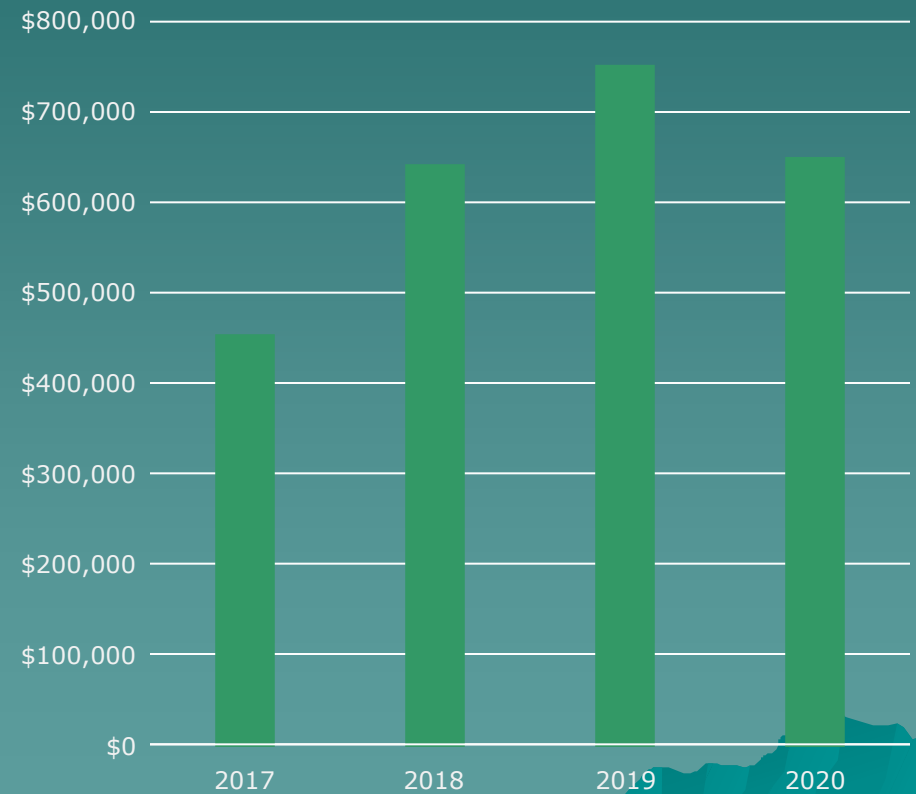


# DEREGULATED REVENUE

## Deregulated Revenue Growth



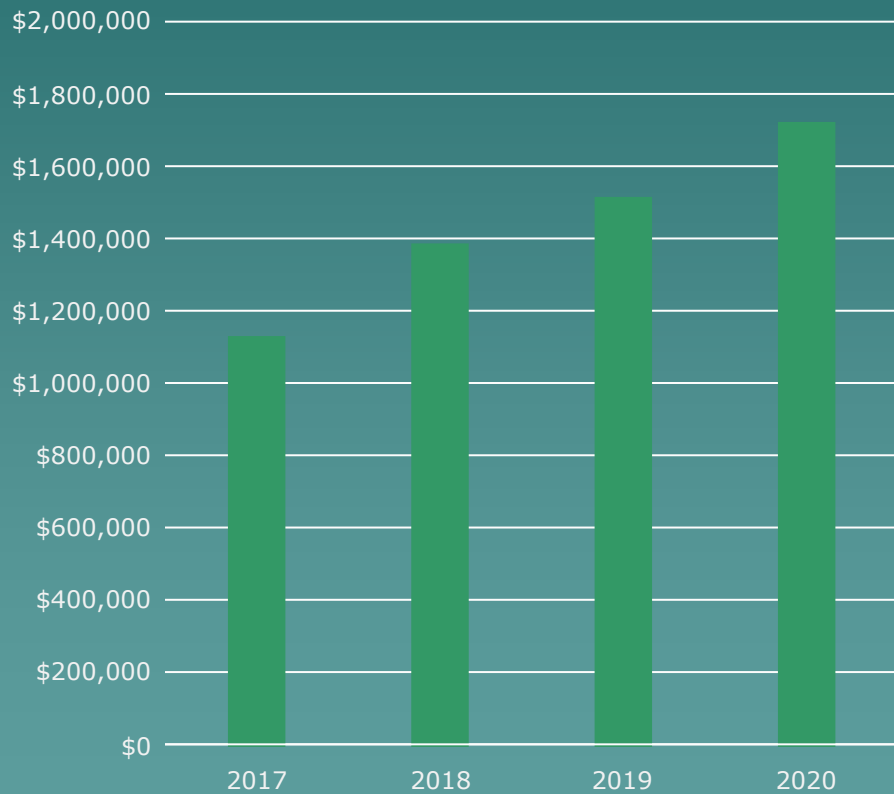
## Deregulated Income Growth



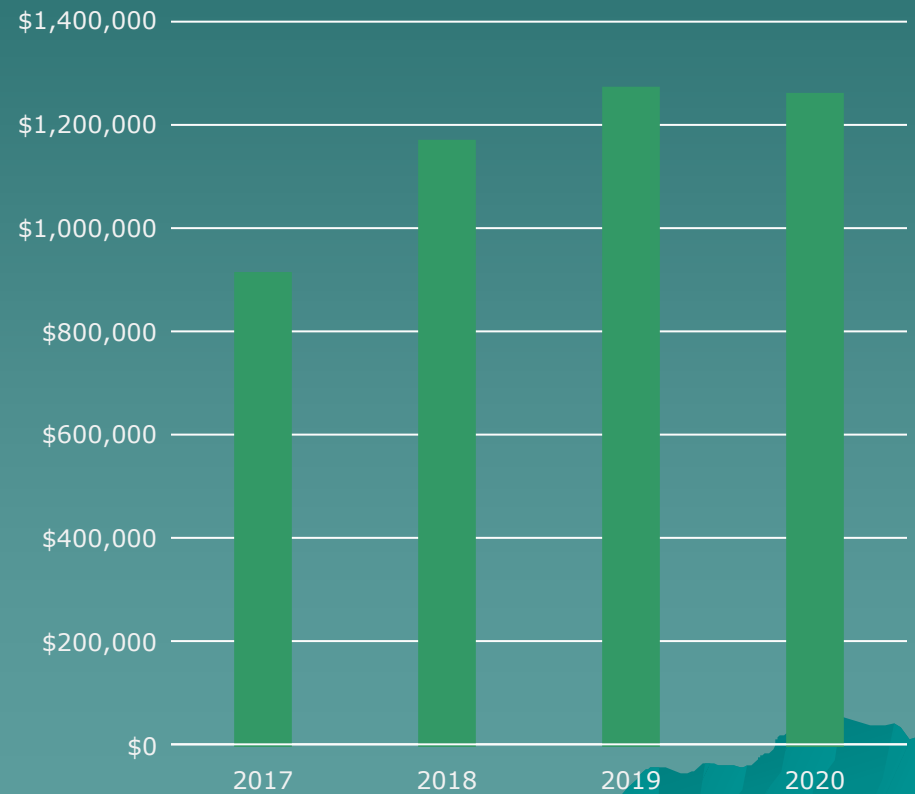


# CAP REVENUE

## CAP Revenue Growth

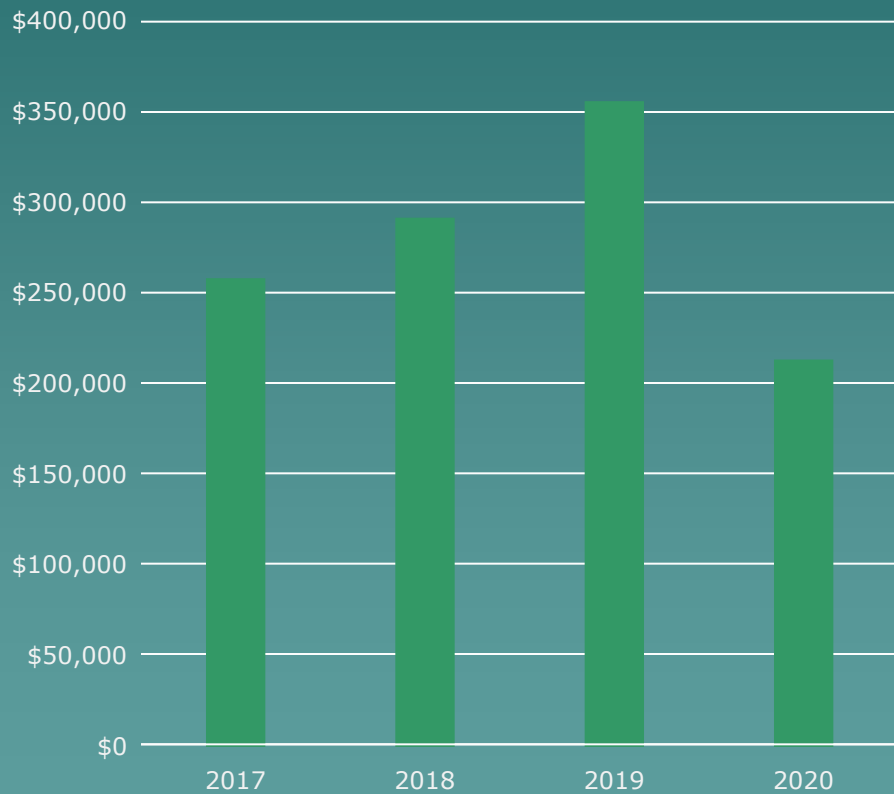


## CAP Income Growth

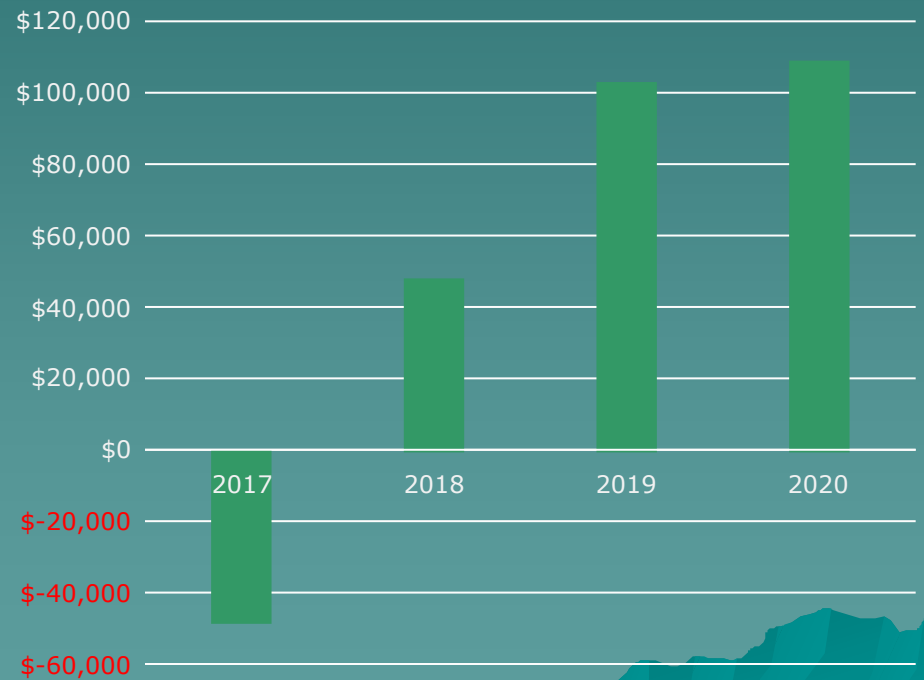


# MDS REVENUE

## MDS Revenue Growth

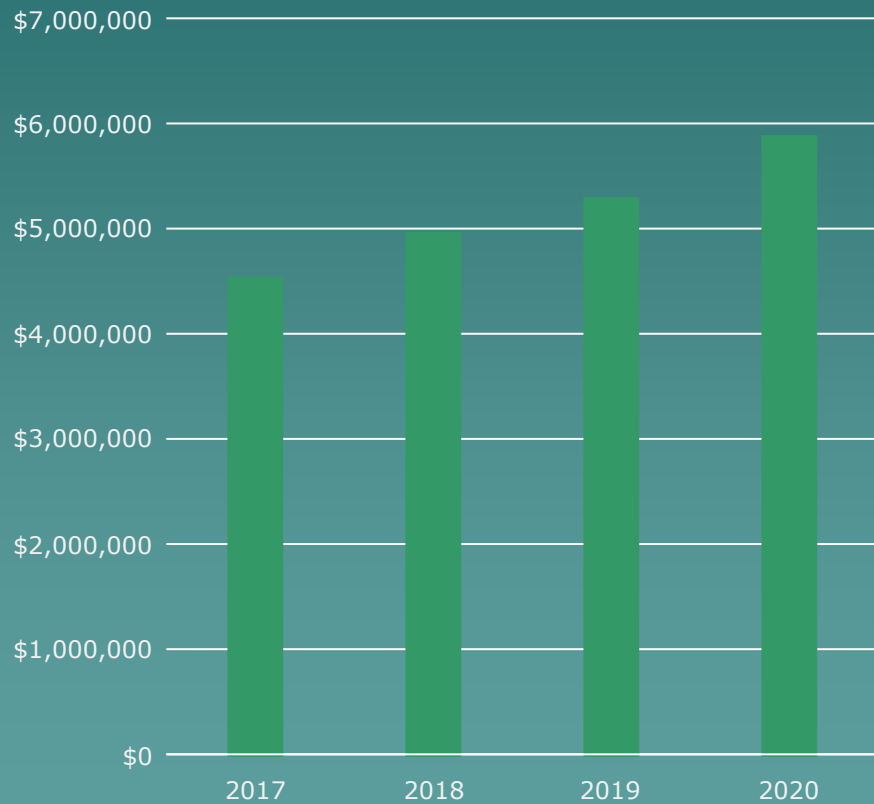


## MDS Income Growth

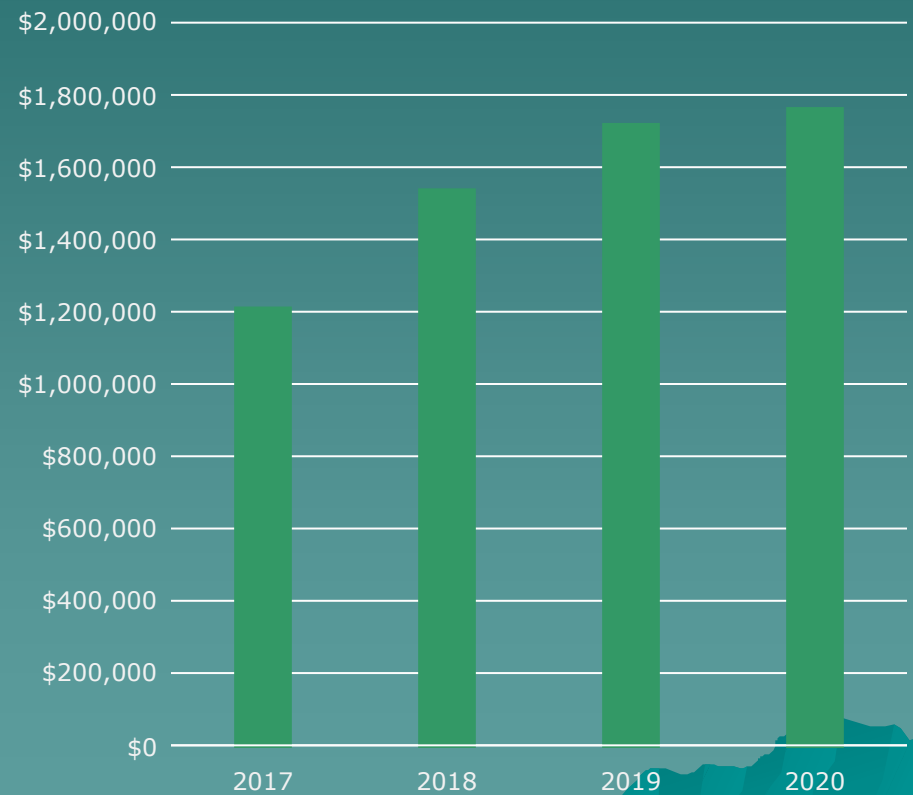


# Broadband Revenue

## Broadband Revenue Growth

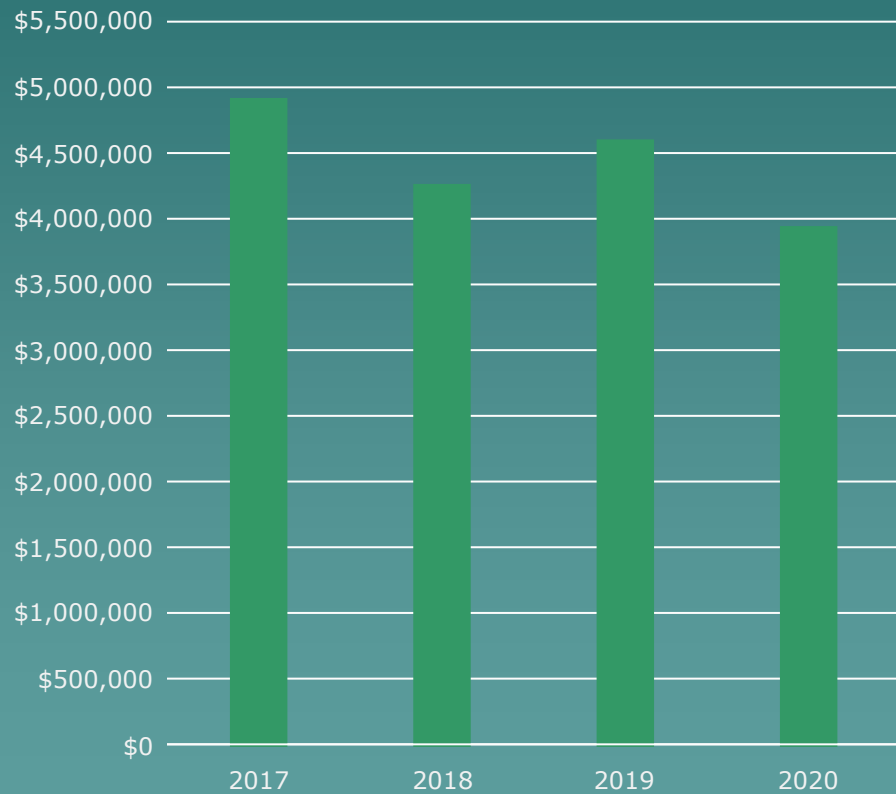


## Broadband Net Income Growth

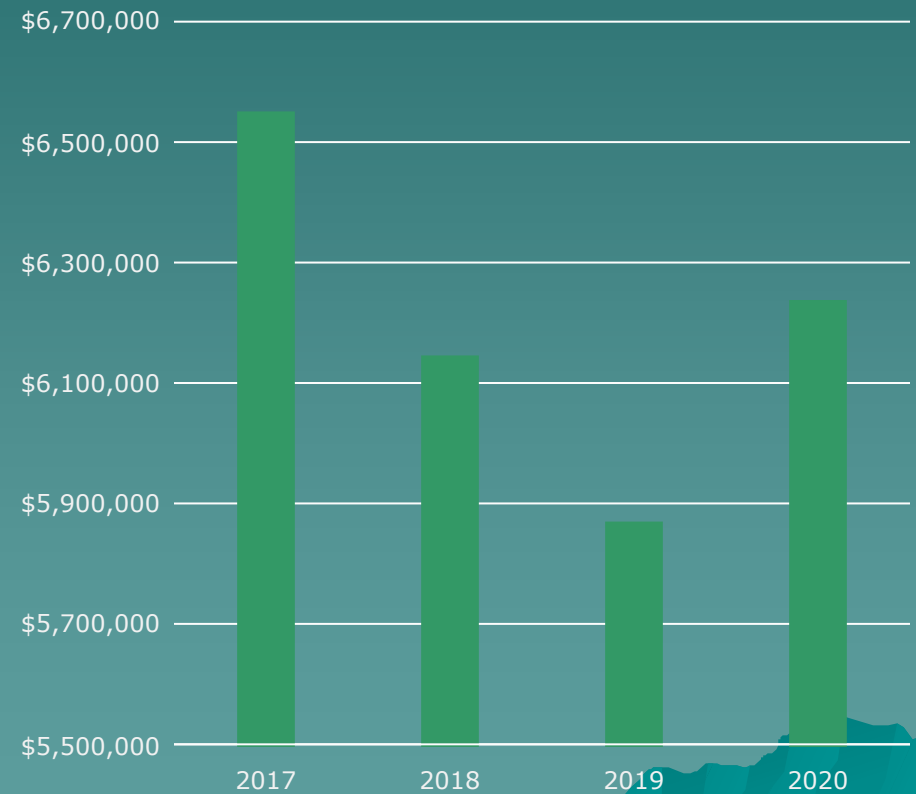


# EBITDA

## TEL EBITDA

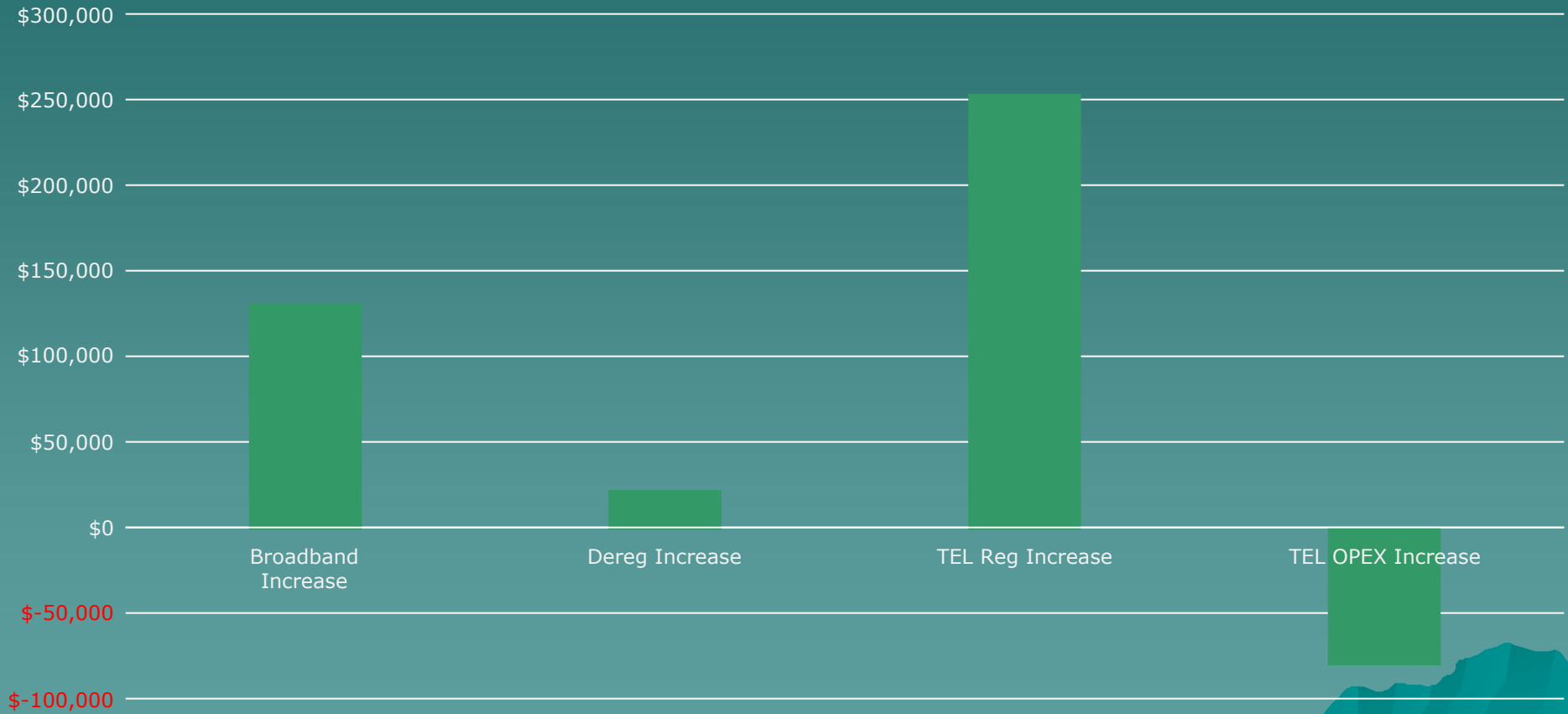


## Consolidated EBITDA



# EBITDA DELTA

Primary Factors for EBITDA Delta



# Capital Planning

- Understanding the current and future communications environment
  - Reduction in local service and access revenue
    - Transition to CBOL and CAF BLS
  - Impact on cash
  - Changes to Customer preference
  - Competitive environment
- Involving the Management Team
  - Educating on current environment
  - Communicating Vision
  - Receiving input on necessary Capital Projects
- Outcome
  - \$3,622,944 capital expense primarily in fiber cable, central office and network core equipment
  - Continued focus on broadband projects
    - Capitalize on strategic capabilities and core competencies
    - Improve our ability to offer advanced services
    - Efficiently use USF to reach Company Goals

# Telephone Capital Budget

	2018-2019	2019-2020
<b>Aerial Fiber</b>	<b>754,738</b>	<b>0</b>
<b>Buildings</b>	<b>40,370</b>	<b>0</b>
<b>Buried Cable</b>	<b>0</b>	<b>0</b>
<b>Central Office</b>	<b>478,970</b>	<b>195,050</b>
<b>Computer Equipment</b>	<b>65,793</b>	<b>112,310</b>
<b>Customer Billing</b>	<b>0</b>	<b>0</b>
<b>Furniture and Office Equipment</b>	<b>0</b>	<b>2,100</b>
<b>Other Communications Equipment</b>	<b>0</b>	<b>0</b>
<b>Other Work Equipment</b>	<b>33,340</b>	<b>13,180</b>
<b>Pole Lines</b>	<b>0</b>	<b>0</b>
<b>Removals</b>	<b>0</b>	<b>0</b>
<b>Underground Cable</b>	<b>0</b>	<b>0</b>
<b>Underground Conduit</b>	<b>0</b>	<b>0</b>
<b>Underground Fiber Cable</b>	<b>3,379,176</b>	<b>2,996,315</b>
<b>Vehicles</b>	<b>93,550</b>	<b>142,440</b>
<b>Wireless</b>	<b>53,220</b>	<b>0</b>
<b>Totals</b>	<b>\$4,899,157</b>	<b>\$3,461,394</b>

# Plans and Programs

- ◆ Continued roll out of Fiber To The Home and other high speed broadband technologies
  - Convert customers to CBOL
- ◆ Continue to plan strategically and tactically to meet changing competitive environment
  - Monitor Television offering in light of changing environment
  - Focus on broadband growth opportunities
- ◆ Continue to seek improvement in expense control and staff utilization
  - Utilize benchmarking
  - Processes and Policy development and compliance
  - Implementation of Best Practices
  - Revenue Assurance
- ◆ Marketing – Emphasis on Direct Response Marketing, Institutional Advertising, Community and Employee involvement
- ◆ Maintain training levels for one more year, then evaluate needs.
- ◆ Increased Financial Analysis to assess Company Profitability



# Summary

- ◆ Revenue mix will continue to change
- ◆ Focus on High Speed Internet in Capital Expenditures
- ◆ Refine Broadband and TV offerings
- ◆ Refine Data Services business
- ◆ Increase in Inter-group Planning & Communications
- ◆ Ongoing planning to improve expense control and staff utilization.
- ◆ Continued implementation of current training plan to maximize potential of current workforce.

# Questions?



## MINUTES OF THE CC COMMUNICATIONS MANAGEMENT

155 N. Taylor St., Fallon, NV 89406  
April 4, 2019

### Call to Order:

The regular meeting of the CC Communications was called to order at 2:03 PM on April 4, 2019.

PRESENT: Commissioner Carl Erquiaga  
Commissioner H. Peter Olsen, Jr.  
Commissioner Harry Scharmann  
General Manager Mark Feest  
Accounting Manager Jamie Hyde  
Administrative Assistant Shelly Bunyard

ABSENT:

### Public Comment:

Chairman Erquiaga asked if there was any public comment but there was none.

### Verification of Posting of Agenda:

It was verified by Shelly Bunyard, that the Agenda for this meeting was posted on the 29th day of March, 2019, between the hours of 1:00 and 4:30 PM at all of the locations listed on the Agenda, in accordance with NRS 241.

### Consideration and possible action re: Approval of Agenda as submitted or revised:

Commissioner Harry Scharmann made a motion to approve the adoption of the agenda as submitted. Commissioner H. Peter Olsen, Jr. seconded the motion, which carried by unanimous vote.

### Consideration and possible action re: Approval of Minutes of the meeting held on:

#### **A- February 7, 2019.**

Commissioner Harry Scharmann made a motion to approve minutes of February 7, 2019 meeting. Commissioner H. Peter Olsen, Jr. seconded the motion, which carried by unanimous vote.

### New Business:

**A- Consideration and possible action re: Employee request relating to Retirement Incentive Plan per CC Communications Retirement Incentive Plan, Policy No. 7.6.**

Mark Feest, CC Communications Policy 7.6 Retirement Incentive Plan provides that the company may purchase up to one year of retirement service credit, for one employee per year, when (1) the employee has purchased at least one year of service credit, (2) the purchase will result in a financial savings to the company, (3) the employee is eligible to retire under PERS. This program is limited to one (1) employee per year, and only one employee has made the request. PERS estimates the cost at \$20,347.53. CC Communications management has determined that a cost savings will occur as the incumbent is at step 11, and in the recent past we have been successful in filling CHT 6 job descriptions at step 1. Filling the vacated position at CHT step 1 would result in a year one savings of \$40,067.55, that's obviously in excess of the \$20,000.00 to purchase it. There's a little bit of a question at the end of Policy 7.6.5 Board Consideration – the Board retains the option to waive any requirements under this policy if in the opinion of the Board there's extenuating circumstances. I am not actually sure that something needs to be waived it's opened to interpretation on the policy. Where it says the employee is eligible to retire under PERS. In the past some people have read that to say they are going to retire with an unreduced benefit and they're eligible because of being 60 years old and having 20 years-service. However, we are all eligible to retire once we are vested if we are willing to take a discount. In the Policy, were we intending to say you have to be able to retire with a unreduced benefit or is the person just eligible to retire. I understand it to say I am eligible to retire. There is clearly a cost savings. We have had several quality applicants previously when the CHT 6 was filled. It's definitely a benefit to the company on a financial basis. Also, this employee's responsibility is primarily for billings and collections in house collections. In the last 12 months, total collected was \$33,696.00, in house. We have a employee with a cost of total benefits of \$80,000.00 and we collected 33,000.00, in house, last year. We are not sure if this should be continuing, and maybe we should turn all of this over to outside collections. If we were to decide to do that, this employee is eager to retire at this point, would then be asked to work a restructured job description. It would be a benefit to our company that if we were to restructure that job description and change those duties and make them more focused on customer service. Maybe it is also beneficial to the company to allow that employee who wants to retire under the incentive program retire. Then hire a new employee at a lower level and train them from step 1 to do the position as we define it going forward.

Chairman Erquiaga asked if there was any public comment but there was none.

Commissioner Harry Scharmann, I'm happy with the interpretation.

Mark Feest, I think this is the best way to go especially when it's clear that the primary purpose of the Retirement Incentive Program is money savings, and that is easily shown here.

Commissioner Harry Scharmann, I am looking at this as a opportunity to make some internal changes that might be needed to focus more on customer service.

Mark Feest, Absolutely, changes with a employee that is brand new is probably easier and more

beneficial to the employee themselves.

Commissioner H. Peter Olsen, Jr. made a motion to approve the purchase one (1) year of PERS service credit for Vickie Champneys pursuant to CC Communications Policy 7.6 Retirement Incentive Plan. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

**B- Consideration and possible action re: Modification of Verizon Wireless tower lease at Rattlesnake Hill site.**

Mark Feest, CC Communications. Verizon Wireless is seeking to reduce monthly rent at the Rattlesnake from \$6,143.20 to \$4,500.00 per month in exchange for a guaranteed 60 months. They have expressed that their nationwide review of leases indicates that Rattlesnake and Fairview Peak are above market rate. They have also indicated that their initial offer of \$4,500.00 per month is negotiable. Failure to renegotiate may place the continuation of the current lease at risk, as the current lease allows Verizon to vacate on 90 days notice. Authorization to renegotiate may not result in reaching an agreement.

FISCAL IMPACT: \$98,592: The difference between current rent and lowest renegotiated rent is \$98592 over 60 months. This assumes Verizon would not terminate if lease is not renegotiated. \$270,000: The amount CC Communications is guaranteed to receive if the lease is renegotiated.

Chairman Erquiaga asked if there was any public comment but there was none.

Commissioner Harry Scharmann made a motion to authorize the general manager to negotiate a modification of Verizon Wireless tower lease at Rattlesnake Hill site that adjusts the monthly rent to an amount below current rent, but no less than \$4,500.00. Commissioner H. Peter Olsen, Jr. seconded the motion, which carried by unanimous vote.

**C- Consideration and possible action re: Modification of Verizon Wireless tower lease at Fairview Peak site.**

Verizon Wireless is seeking to reduce monthly rent at the Fairview Peak from \$5,972.79 to \$4,500.00 per month in exchange for a guaranteed 60 months. They have expressed that their nationwide review of leases indicates that Rattlesnake and Fairview Peak are above market rate. They have also indicated that their initial offer of \$4,200.00 per month is negotiable. Failure to renegotiate may place the continuation of the current lease at risk, as the current lease allows Verizon to vacate on 90 days notice. Authorization to renegotiate may not result in reaching an agreement.

FISCAL IMPACT: \$106,357.40: The difference between current rent and lowest renegotiated rent is \$106,357.40 over 60 months. This assumes Verizon would not terminate if lease is not renegotiated.

\$252,000: The amount CC Communications is guaranteed to receive if the lease is renegotiated.

Chairman Erquiaga asked if there was any public comment but there was none.

Commissioner H. Peter Olsen, Jr. made a motion to authorize the general manager to negotiate a modification of Verizon Wireless tower lease at Fairview Peak site that adjusts the monthly rent to an amount below current rent, but no less than \$4,200.00. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

**D- Consideration and possible action re: Approval of the 2019 - 2020 Budget for CC Communications - Telephone, Long-Distance, and Broadband Enterprise Funds.**

Jamie Hyde, CC Communications. We are looking for a motion to approve the 2019-2020 Budget for CC Communications – Telephone, Long-Distance, and Broadband Enterprise Funds as submitted. On March 27, 2019, CC Communications presented the 2019-2020 FY Budget to the board and now management is asking for the approval of the 2019-2020 FY Budget.

Chairman Erquiaga asked if there was any public comment but there was none.

Commissioner Harry Scharmann made a Motion to approve the 2019-2020 budget for CC Communications - Telephone, Long-Distance, and Broadband Enterprise Funds as submitted. Commissioner H. Peter Olsen, Jr. seconded the motion, which carried by unanimous vote.

**Reports: General Manager Report:**

Mark Feest, CC Communications

1. Received notice from CWA regarding desire to negotiate new CBA
  - a. Expect to meet week of May 6<sup>th</sup>
  - b. Closed session for negotiations will be scheduled at each monthly board meeting until we have a new contract.
2. FTTH construction has slowed due to holidays and vacation.
  - a. Timeline is dependent upon next year's Capex budget approval, available human resources, available materials, and permitting.
    - i. NDOT permitting timelines are beginning to go back to normal
      1. Met with NDOT and clarified some changes they have made in the Northern Region.
      - ii. Demand for fiber is high as many companies are currently ordering it.
      - iii. Construction is on the rise, which leads to labor shortages
3. New Building

- a. We are reviewing the feasibility of relocating 7 of the 11 remaining employees at 1750 W. Williams Ave to the old C5 building on S. Maine Street, and the other 4 to 50 W. Williams Ave.
    - i. We have discovered some issues with the floor at 1750 W. Williams. I have a meeting with the owner at 4 pm today.
  - b. Relocation of these 11 employees would allow us to vacate 1750 when the lease is up in October.
    - i. This would result in a significant rent and utilities savings during the construction phase.
    - ii. To fully understand the feasibility, we will need to engage the selected architect in that discussion.
    - iii. Joe Sanford is reviewing ADA compliance options.
    - iv. I anticipate bringing something to June or July meeting along with recommendations on New BLDG.
4. HR
- a. Continue to work on expanding internal training and tying it to workgroup responsibilities
  - b. We continue to solicit applications for the Revenue Analyst and CTO positions
5. Accounting
- 6. I attended NTA Legislative committee meeting for the upcoming session
  - 7. Testified on SB 341
  - 8. Attended company dinner
  - 9. Attended CEDA Breakfast, CEDA business Council BD meeting, CEDA BD meeting
  - 10. Attended Oasis Board meeting
  - 11. WTA Public Policy Committee meeting
  - 12. I will be on vacation the week of April 14th

**Closed Session to discuss up-coming Labor Negotiations Pursuant to N.R.S. 288.220:**

There was no closed session as there was no update regarding negotiations.

**Public Comment:**

Chairman Erquiaga asked if there was any public comment but there was none.

**Adjournment:**

The meeting was adjourned at 2:29 P.M.

APPROVED: \_\_\_\_\_  
Carl Erquiaga, Chairman

APPROVED: \_\_\_\_\_  
H. Peter Olsen, Jr., Vice, Chairman

APPROVED: \_\_\_\_\_  
Harry Scharmann, Commissioner

\_\_\_\_\_  
Shelly Bunyard, Administrative Assistant

\_\_\_\_\_  
Mark Feest, General Manager/CEO





## CC Communications Agenda Report

**Date Submitted:** April 23, 2019

**Agenda Item #:** New Business - A  
**Meeting Date Requested:** May 2,  
2019

**To:** Board of Churchill County Commissioners  
**From:** Mark Feest, General Manager / CEO  
**Subject Title:** Consideration and possible action re: Review of Modified Network Operations Center and Installation & Repair Schedule

**Type of Action Requested:** None; Informational Only

**Does this action require a Business Impact Statement?** No

**Recommend Board Action:** No action recommended

**Discussion:** The Board approved a modification to the NOC/I&R Saturday schedule at the January 2019 meeting. At that time management stated that we would follow up after the change was implemented to provide information on impacts. Attached is a breakdown of open trouble tickets at the end of day Fridays, open trouble tickets at start of day Mondays, and open trouble tickets at end of day Mondays. The table further categorizes the status of the ticket as "no contact", "customer request", and other. "No contact" means we were unable to reach the customer to work the ticket. "Customer request" reflects situations where we have made customer contact and we are able to dispatch, but the customer is not available. Other reflects situations where we were unable to resolve the ticket due to things such as inability to truck roll or need for escalation. All start of day Monday tickets are classified in the third category. The goal is that no tickets are "others" end of day Friday or Monday.

**Alternatives:** NA

**Fiscal Impact:** NA

**Explanation of Impact:** NA

**Funding Source:** NA

**Prepared By:** Shelly Bunyard, Administrative Assistant

**Reviewed By:**

A handwritten signature in black ink that reads "Mark Feest". The signature is written in a cursive, flowing style.

Date: April 23, 2019

Mark Feest, General Manager

*Jamie L. Hyde*

Date: April 23, 2019

Jamie Hyde, Accounting Manager

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**Board Action Taken:**

**Motion:** \_\_\_\_\_

1) None

Aye: 0

2) None

Nay: 0

*Sully Binyard*

\_\_\_\_\_  
(Vote Recorded By)

The submission of this agenda report by county officials is not intended, necessarily, to reflect agreement as to a particular course of action to be taken by the board; rather, the submission hereof is intended, merely, to signify completion of all appropriate review processes in readiness of the matter for consideration and action by the board.

<b>Date</b>	<b>No Contact</b>	<b>Customer Request</b>	<b>Other</b>	<b>Total</b>
EoD Friday 3/22	3	2	0	5
Monday 3/25	0	0	9	9
EoD Monday 3/25	2	1	2	5
EoD Friday 3/29	0	0	0	0
Monday 4/1	0	0	3	3
EoD Monday 4/1	0	0	0	0
EoD Friday 4/5	3	0	0	3
Monday 4/8	0	0	6	6
EoD Monday 4/8	4	0	0	4
EoD Friday 4/12	0	0	0	0
Monday 4/15	0	0	9	9
EoD Monday 4/15	2	1	0	3
EoD Friday 4/19	2	0	0	2
Monday 4/22	0	0	9	9
EoD Monday 4/22	2	1	0	3