



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

**899 South Maine Street
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Fallon, Nevada 89407
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**Contact Person: Shelly Bunyard, Administrative Assistant
E-mail: shelly.bunyard@cccomm.co**

******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: April 4, 2024 at 1:45 PM

TYPE OF MEETING: Regularly Scheduled CC Communications Management Meeting

**If you wish to make public comment, you may provide them at the meeting or
via email, no later than 4:30 PM the day before the meeting, to
shelly.bunyard@cccomm.co.**

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 Board 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 Board reserves the right to impose uniform time limits upon matters devoted to public comment.***
- V. Any statement made by a member of the CC Communications Management Board during the public meeting is absolutely privileged.***
- VI. All persons participating in the meetings are put on notice that an audio and video***

recording is made of these meetings.

AGENDA:

1. **Call to Order.**
2. **Public Comment.**
3. **Verification of Posting of Agenda.**
4. **Consideration and possible action re: Approval of Agenda as submitted or revised.**
5. **Consideration and possible action re: Approval of Minutes of the meeting held on:**
 - A. March 7, 2024
 - B. March 7, 2024 Closed Session
6. **New Business.**
 - A. Consideration and possible action re: CC Communications 4th Quarter Write Offs for FY 2022/2023 in the amount of \$5,866.80
 - B. Consideration and possible action re: notification processes when internet and/or phone outages occur.
 - C. Consideration and possible action re: Collective Bargaining Agreement (CBA) with Communications Workers of America (CWA).
7. **Closed Session to Discuss Labor Negotiations Pursuant to N.R.S. 288.220.**
8. **Reports: General Manager Report.**
9. **Affidavit of Posting:**
10. **Public Comment.**
11. **Adjournment.**

STATE OF NEVADA)
 : ss.
County of Churchill)

*I, Shelly Bunyard, Administrative Assistant, do hereby affirm that I posted, or caused to be posted, a copy of this notice of public meeting, on or before the **29th day of March, 2024** between the hours of **1 pm and 5 pm**, at the following locations in Churchill County, Nevada:*

1. *Churchill County Administration Building, 155 N. Taylor St., Fallon, NV;*
2. *The CC Communications Website @ www.cccomm.info;*
3. *The State of Nevada Website @ <https://notice.nv.gov/>.*



Shelly Bunyard, Administrative Assistant

Shelly Bunyard, Administrative Assistant, who was subscribed and sworn to before me this March 29, 2024



Pamela D. Moore, Deputy Clerk to the Board

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 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.

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 Board 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 Communications 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 CC Communications Office. 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 7, 2024

Call to Order:

The regular meeting of the CC Communications was called to order at 1:45 PM on March 7, 2024.

PRESENT: Commissioner Myles Getto
Commissioner Harry Scharmann
Commissioner Justin Heath
General Manager Mark Feest
Chief Financial Officer Jamie Hyde
Administrative Assistant Shelly Bunyard

ABSENT:

Public Comment:

Chairman Myles Getto asked if there was any public comment but there was none.

Verification of Posting of Agenda:

It was verified by Shelly Bunyard, Administrative Assistant, that the Agenda for this meeting was posted on the 1st day of March, 2024 between the hours of 1 pm and 5 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 Justin Heath made a motion to approve the Agenda as submitted. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

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

A- February 1, 2024

Commissioner Harry Scharmann made a motion to approve the Minutes of the meeting held on February 1, 2024 as submitted. Commissioner Justin Heath seconded the motion, which carried by unanimous vote.

New Business:

A- Consideration and possible action re: SERVICE PROVIDER AGREEMENT BETWEEN CC COMMUNICATIONS AN ONGOING OPERATION OF CHURCHILL COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF NEVADA AND STOREY COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF NEVADA, together with the associated MOU

Mark Feest, CC Communications. Storey County had approached us through a consultant several years ago, about doing a Fiber to the Home project in Gold Hill, Virginia City and Virginia Highlands. This agreement pertains to Gold Hill and Virginia City only. The Agreement was drafted by Chief Civil Deputy District Attorney, Joseph Sanford. He has been working and negotiating this agreement with a few different people with Storey County. There is another agreement that goes along with it, it's called a Memorandum of Understanding. It basically lays out the service tiers and those types of things. Storey County will be utilizing

some of their funds from the Tesla taxes to provide \$1.5 million dollars to CC Communications for the construction of the Fiber to the Home. It will be an aerial build on poles currently owned by a cable company. The Pole Agreement is next, it's for poles that the cable had been on with NV Energy and AT&T. The next item does address that Pole Attachment Agreement, but I'll address it as it pertains to this agreement. This Agreement essentially lays out the respective obligations, responsibilities and benefits that both parties are getting from entering into the Service Agreement. It's a ten year agreement. The facilities that are deployed will belong to CC Communications and we will have the opportunity to use those beyond this agreement if there is a non-renewal. It does envision that we would negotiate in good faith to look at the Virginia Highlands area and different funding sources for that. It will be very costly getting the fiber up the hill from Virginia City to Virginia Highlands. Together, Storey County and CC Communications will be looking at other funding sources to defray the costs of getting up the hill and creating something that would be a sustainable business plan.

This Agreement states that Storey County will provide us with \$1.5 million dollars. There is about a \$600 to \$900 thousand dollar gap, based on inflation and some additional costs with those poles. We will work in the short term to try to reduce those costs that would be on CC Communications to cover. There are some short term fixes. We can purchase one piece of bandwidth from someone else. We can recover some costs as we take equipment down.

This Agreement talks about how we will deploy the network. It will be an XGS-PON network, which is the same network we deployed in Elko County. It will be owned by CC Communications. Other parties will not be authorized to use it. We will install and own the electronic components. They would have the right of first refusal to reacquire that network, if we wanted to be out of business. We are responsible for all of the maintenance and performance standards that the FCC requires.

I have used the worst case scenario looking at this from a payback standpoint. I come to a to a 4.44 to 6.65 years, to pay back our portion of the investment. Worst case scenario meaning every place we have to spend money that we don't find a cheaper way to do it. That is based on the annual EBITDA \$247,500.00 to \$284,534.38. I got to the EBITDA amount by using our depreciation and monthly operating expenses by the number of customers there and looking at costs per customer everywhere else. I did the same thing for the revenue side by taking the other customers we have in Elko and Churchill County and looking at where those customers fall into 100 Mbps, 250 Mbps and 500 Mbps packages. We did the same projections used for Elko. We are almost equal on take rate, Arpo and expenses from a EBITDA standpoint. The estimation is a 4.44 to 6.65 year payback on this. There is not a lot of customers in that area. We've discussed this with Storey County because it's something low on the list to go past 600 homes, then go up a hill and have to go aerial the entire time because of the ground.

That's how we came to an agreement, those numbers on a payback of 4.44 to 6.65 years at approximately \$250k to \$300k per year EBITDA, is the reason it makes sense and is sustainable.

Commissioner Harry Scharmann. Will this pull away any services to Churchill County?

Mark Feest, CC Communications. No, not at all. We actually use a 50% take rate in order to come up with the revenue projections. The exact same internet links we use in Fallon are the ones we will use for there. The fiber already exists along the highway that goes past them. We just have to build up the hill from there. We are reusing the things we already currently do. This will actually be better for Churchill County. We have certain links and have identified that we need more capacity. The transport equipment that we recently purchased will be installed between here and TRIC will allow us to bring in larger links from both Las Vegas and San Jose that goes out through Reno. We are buying such an amount of excess capacity because that's the blocks it's sold in. You can get a 10 Mbps, 40 Mbps and a 100 Mbps link. When you start adding links 100 Mbps links that are redundant for a company of our size, we are actually buying a decent amount more capacity than we actually need. We can bring those other customers onto that network and it won't add a backhaul cost. If anything, it is benefiting the customers here because we're able to spread those larger network costs across more customers.

Chairman Myles Getto asked if there was any public comment but there was none.

Commissioner Justin Heath made a motion to approve the Agreements for deployment of fiber to the premise in Virginia City and Gold Hill, Nevada. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

B- Consideration and possible action re: approval of Pole Right Transfer Agreement between CC Communications and Comstock Community Television

Mark Feest, CC Communications. Comstock Community Television has been out of business for some time. They have certain poles and then they also have pole rights on both AT&T and NV Energy. On most poles, you have energy and then your comm space. Then a pole that already has AT&T or if it was in our case CC Communications in our incumbent area. Below that incumbent com space can be a cable company or someone else. They have pole rights on those poles of NV Energy, AT&T and then they have a limited number of their own poles. This agreement is for them to transfer their rights on those poles to CC Communications. In that agreement, there is a map that depicts every pole we will be taking the rights from Comstock Community Television.

We will then go to AT&T and NV Energy to file an application to remove and replace where Comstock is already in the com space. It's makes this a lot easier for us, than starting from the beginning and going in as applicant that didn't have any rights on those poles. Chief Civil Deputy District Attorney, Joe Sanford, might want to explain why we're doing this. There is no compensation between us and Comstock to do this. They are out of business and they probably don't want the liability of having poles they are still on. We will be taking over that liability for them.

Joe Sanford, Chief Civil Deputy District Attorney. That's correct. The function of this agreement will be that they will be transferring these poles that are relevant to our network and only the ones that are in our network to CC Communications. We are not paying for those poles but we are obligating ourselves to maintain them which will include taking off their equipment and putting our equipment up.

Commissioner Justin Heath. There's no cost to NV Energy, that we have to pay or anything, for those rights on those poles.

Mark Feest, CC Communications. There is always a pole attachment fee. The difference is, this allows us to not be treated as somebody coming today and asking to get on a pole that there is already at least one communications provider on. That would require engineering costs which would have to be outsourced for each pole. They could come back and say we would need to engineer and show us that adding your stuff won't be a problem. It's a different process, but there still is a permitting process you go through with NV Energy or AT&T, whoever owns the pole. The permitting process is remove and replace or do upgrades. The agreement puts us in the position as the company doing those upgrades as opposed to a company asking to go on the pole for the first time. There is a federally mandated rate for a communications provider to be on the pole.

Chairman Myles Getto asked if there was any public comment but there was none.

Commissioner Harry Scharmann made a motion to approve the Pole Right Transfer Agreement Between CC Communications and Comstock Community Television. Commissioner Justin Heath seconded the motion, which carried by unanimous vote.

C- Consideration and possible action re: participation in USDA funded feasibility study for broadband projects in Lyon, Mineral, and Nye Counties

Mark Feest, CC Communications. A representative of the USDA and Valley Electric Association out of Pahrump, NV had approached me about a project that Valley had been working on with the USDA. That project covers a feasibility study for broadband projects in Lyon, Mineral and Nye counties. They are obviously in the area of Nye County. When looking at the map of what the USDA has come up with, actually includes North Clark County and some other places too. Those are all Valley locations. The map is broken up between square miles that in the Valley area and square miles that are in the CC Communications area. We don't really have any locations in upper Nye County. The locations in Lyon and Mineral counties are very sparse. Those are not areas that Valley is breaking out of points of presence on the fiber route. They are not any areas that anyone wants to truck roll that distance. They asked me if we would be interested in participating in this feasibility study. I agreed to participate in the feasibility. It is Clark, Esmeralda, Lyon, Mineral and Nye counties. The areas the feasibility study would impact us are Northern Nye County, Mineral and Lyon. If you look at say, Round Mountain and Carvers is in Nye County and Lyon County would be Silver Springs. Other areas that will be in the feasibility study will be even out to Smith Valley. It will be everything along Hwy. 50, between us and Virginia City. This feasibility study will not cost us anything but we will be designated in the feasibility study as the company and Valley for other locations, that the USDA will be working with. We are not obligated as they will be covering the costs of estimating how much it will cost to do these deployments. They will help look for the money. They can also cross out some spots, like maybe Smith Valley.

It doesn't cost us anything to participate in the study, but it keeps us in the conversation as the USDA figures out how to reach some of these harder to reach places. I am requesting approval from the board that we are an interested party to be part of this feasibility study.

Chairman Myles Getto asked if there was any public comment but there was none.

Commissioner Justin Heath made a motion to approve participation in USDA funded feasibility study for broadband projects in Lyon, Mineral, and Nye Counties. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

D- Consideration and possible action re: regarding overview of network upgrades (switch and transport gear).

Mark Feest, CC Communications. I wanted to separate this update from my general managers report, in case the board has further questions. We have two projects that are tied together which is a SWITCH upgrade and Transport Gear Upgrade. The SWITCH upgrade physical item is being installed right now. There is a difference between installing the item and then being able to turn it on for customers. We still anticipate an April or May timeframe, to start migrating customers onto that SWITCH that is in place right now. Currently, we are ensuring that the connections that connect to internet, trunks to AT&T and so forth are working without putting any customers on it. The process is taking longer than expected. We are about a month behind schedule on getting to the point where we are available for the migration.

The Transport Gear Upgrade is the equipment going in between Fallon; TRIC and Reno; and Reno TRIC and Las Vegas. That equipment is installed and is currently being configured. The servers that manage those routes are also being configured.

The major part of this, is that we have to coordinate with SWITCH, because SWITCH owns the fiber path between TRIC and Las Vegas. We are on a pair of that fiber and they will need to assign us another pair of that fiber so that we can put the new equipment at every location. Silver Springs, Yerington, Shurz, Mina, Beatty, Pahrump, Tonopah, Lida Junction and all the way down in every one of those Pop where we regenerate the light in those Pops. We can also add or drop something there. We want to put new equipment in every one of those location on the entire route with a new pair of fiber. The other pair of fiber will still be used by our old equipment. That coordination is taking a little bit longer than expected. We Just signed an agreement with SWITCH that will help us get this done for a temporary assignment of those fibers.

We ran into an unexpected issue, that was the power availability at a couple of the Pops. The new equipment does both layer one and layer two transport. The old equipment did not. It appears that everyone is trying to go to the new equipment. SWITCH has been notified that we are not the last one who is doing this. When they add all the power consumption, once everyone upgrades, they will run out of power at those Pops. We are in discussions with them. We were the first ones ready to go and asked about the power. We are currently working on how to address the power issue at some of the Pops. We believe, it doesn't keep us from installing with the number of transport customers buying circuits between Las Vegas and Reno; Reno and Yerington; Reno and Beatty or whatever it might be. Its our understanding there is enough

power to power the equipment to serve all of those customers and a few more, but not the entire capacity of what we are trying to upgrade to. We didn't purchase the equipment to use half of the capacity. We purchased it because we are able to sell these circuits and generate revenue. We want to be able to utilize the equipment to full capacity.

The timeline will be April or May to put the equipment in power it up and start testing it. In the event, there is a single or two Pops that have to be addressed immediately, we will work with SWITCH. We will be working on getting the long term planning in place so that when other customers want to upgrade it won't overrun the available power and take something down.

We had an internet issue last week, which I had alerted everyone too. It was an outage at Silver Springs. This is the exact reason we are going to the new equipment. We exchanged the part with a spare and the spare didn't work. The manufacturer doesn't have those types of spares any longer that cost \$6,700.00. Another company was asking \$75,000 for a spare. We ended up being able to purchase two refurbished spares for about \$16,000.00 together. The first refurbished spare worked just fine. That is the kind of market that has been created.

Commissioner Justin Heath. How are you notifying customers, when we have these outages?

Mark Feest, CC Communications. We put something out over Facebook for that outage.

Commissioner Justin Heath. That took over 24 hours to post.

Mark Feest, CC Communications. I'll make note of that.

Commissioner Justin Heath. I also called the help desk at 9 am on Wednesday morning. They had no idea there was an outage when our internet went down.

Mark Feest, CC Communications. I will check on when that notification went out. We will try to improved that process. We had a retiree and have a new employee. I'm not saying she missed it at all. That is one of the things she has identified, is the notification process both internally and externally, is something that needs to be improved. We send out a Mop email that goes out employees when the issue has been identified. I believe by 9 am the issued had definitely been identified by us.

Commissioner Justin Heath. When we called the help desk, they said we had to switch our IP from static to dynamic, which then messed the whole network up.

Mark Feest, CC Communications. You called them at 9 am on Wednesday.

Commissioner Justin Heath. It was 9 am. I think on Wednesday morning.

Mark Feest, CC Communications. Was it a phone issue or an internet issue?

Commissioner Justin Heath. It was internet.

Mark Feest, CC Communications. Ok. If it was phone, you should have done the instructions they gave.

Commissioner Justin Heath. The phone was still working it was just the internet.

Mark Feest, CC Communications. Ok. I will look into it. It's and identified issue that the new person in that group is tasked as a priority because it's a reoccurring issue when you update a process or a procedure and somehow it still doesn't get fixed with this notification issue. I will continued to be worked on.

Chairman Myles Getto asked if there was any public comment but there was none.

Informational Only

E- Consideration and possible action re: update to NTIA grants.

Mark Feest, CC Communications. We have the agreements signed with the Yerington Paiute Tribe for the NTIA Grants. That is the first tribe that we are fully signed with and able to move forward. You can do the EAS, prior to having the agreements fully signed. Walker River has been doing the EAS. The Yerington Paiute Tribe has held of on the EAS until we have the signed agreement. We currently have two tribes that are in the environmental and historical preservation process. This process takes up to 90 days. The expectation is that Yerington Tribe will start construction within 90 days as long as there is not something in the EAS that prevents digging in the ground. Walker River had already started their EAS where it goes through a process where they write a report and the report is reviewed by the State. The State then decides if that report is valid and covers everything they need to cover. That should be done soon, however, all the agreements with Walker River Tribe are not signed. They have just recently changed liaising with us. Hopefully, we can re-establish that relationship and get the agreements signed to move forward. We are still pending one permit that is going under the railroad tracks where we have already put conduit under, we just want to pull more fiber through it. Other than that this is something we can move onto construction very quickly.

We have not been doing construction in the Spring Creek Association for a bit of time, due to the weather and amount of mud. We did have our first desk review audit, which had no findings. Our annual report, will be worked on by myself, accounting and a project manager.

The last two grants for tribes are essentially caught up in the inability to reach an agreement on those facilities. The Fallon Paiute Tribe has a unique situation where the entire grant was built on the fact that we had put copper in conduit. We didn't direct bury copper, we put it inside of conduit. The grant is written that we just pull fiber through our conduit. That creates a problem, when the tribe wants to enter into an agreement that says we turn everything over to them in 10 years, if they're unhappy. We can't turn over something to them if it was already ours. We need to figure out how to create that part of the agreement, that we are not turning over something that we paid to put in. I don't think there will ever be a fall out, but we want to make sure if there is that everyone knows what they get at the end of that. Those are my updates for the grants.

Chairman Myles Getto asked if there was any public comment but there was none.
Informational Only

Reports: General Manager Report:

1. Switch Upgrade
 - a. March Installation
 - b. April/May migration
 - c. Installation and migration to Telco Bridges
2. Transport Upgrade Phase I & II
 - a. Phase 1 (route between Fallon, TRIC, and Reno) February
 - i. Power Upgrades needed at Switch
 - b. Phase 2 (route from North to South) March/April
 - i. Power Upgrades needed at POPS
 - ii. Coordinating Fibers
 - iii. Coordinating temporary space and power in POPS
3. 2024-2025 Budget
 - a. CAP
 - i. Elko
 - ii. 4 Tribe Grants
 - iii. SCA Grant construction
 - iv. Storey County
 - b. TEL/Broadband
 - i. Fallon ISP upgrades
 - ii. Fallon Apartments
 - iii. Fallon FTTH
 - c. Created timeline based upon schedule provided by Comptroller
 - d. Continue towards completion on track
4. Grants
 - a. NTIA SCA
 - i. Annual Report Due In March
 - b. Tribal
 - i. YPT Agreements signed
 1. EAS in progress
 2. 6- month Plan in progress
 - ii. ITCN/Provider construction agreement has been reviewed and commented on by Deputy DA
 - iii. WRPT is in environmental review (not an ITCN project)
 1. EAS continues
 - iv. FPST remains in negotiation for agreements

4. NOC + Services

- i. On-board 6-8 week plan has started

Closed Session to Discuss Labor Negotiations Pursuant to N.R.S. 288.220:

Affidavit of Posting:

Public Comment:

Chairman Myles Getto asked if there was any public comment but there was none.

Adjournment:

The meeting was adjourned at 2:39 p.m.

APPROVED: _____
Myles Getto, Chairman

APPROVED: _____
Harry Scharmann, Vice, Chairman

APPROVED: _____
Justin Heath, Commissioner


Shelly Bunyard, Administrative Assistant


Mark Feest, General Manager/CEO



CC Communications Agenda Report

Date Submitted: March 27, 2024

Agenda Item #: New Business - A

Meeting Date Requested: April 4,
2024

To: Board of Churchill County Commissioners
From: Shonda Standen, Billing & Collection Supervisor
Subject Title: Consideration and possible action re: CC Communications 4th Quarter Write Offs for FY 2022/2023 in the amount of \$5,866.80

Type of Action Requested: Accept

Does this action require a Business Impact Statement? No

Recommend Board Action: motion to approve the CC Communications 4th Quarter Write Offs for FY 2022/2023.

Discussion: We are asking for approval of the 4th Quarter Write Offs for FY 2022/2023 as submitted.

Alternatives: N/A

Fiscal Impact: N/A

Explanation of Impact: N/A

Funding Source: Current Budget


Prepared By: Shelly Bunyard, Administrative Assistant

Reviewed By:



Mark Feest, General Manager

Date: March 28, 2024



Jamie Hyde, Chief Financial Officer

Date: March 28, 2024

Board Action Taken:


Motion: _____

1) None

Aye: 0

2) None

Nay: 0



(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.

CC COMMUNICATIONS
SUMMARY OF WRITE OFFS
Fourth (Fiscal) QUARTER 2022/2023

April-23	4	Accounts	\$	1,855.90
May-23	4	Accounts	\$	2,513.60
<u>June-23</u>	<u>6</u>	<u>Accounts</u>	<u>\$</u>	<u>1,497.30</u>
Total	14	Accounts	\$	5,866.80

CC COMMUNICATIONS - WRITE OFF AVERAGE REPORT

Month	[2021] # Of Accounts	Total Amount	2022 # Of Accounts	Total Amount	2023 # Of Accounts	Total Amount	
January	3	\$ 921.11	3	\$ 1,176.13	5	\$ 720.18	3rd Fiscal Qtr
February	4	\$ 1,890.88	5	\$ 1,561.79	4	\$ 1,367.63	
March	6	\$ 2,147.19	6	\$ 1,512.85	5	\$ 2,485.70	
April	5	\$ 1,021.17	5	\$ 2,742.39	4	\$ 1,855.90	4th Fiscal Qtr
May	6	\$ 2,529.67	6	\$ 2,680.24	4	\$ 2,513.60	
June	3	\$ 812.23	3	\$ 924.32	6	\$ 1,497.30	
July	3	\$ 648.73	3	\$ 2,157.76	0	\$ -	1st Fiscal Qtr
August	10	\$ 4,782.38	6	\$ 3,100.74	0	\$ -	
September	4	\$ 613.46	4	\$ 1,877.89	0	\$ -	
October	2	\$ 235.48	5	\$ 1,964.44	0	\$ -	2nd Fiscal Qtr
November	3	\$ 1,139.67	3	\$ 1,808.15	0	\$ -	
December	2	\$ 935.28	7	\$ 2,349.27	0	\$ -	
TOTALS	51	\$ 17,677.25	56	\$ 23,855.97	28	\$ 10,440.31	
Avg/Month	4	\$ 1,473.10	5	\$ 1,988.00	5	\$ 1,740.05	
Avg/Account		\$ 346.61		\$ 426.00		\$ 372.87	
Jan-Mar	13	\$ 4,959.18	14	\$ 4,250.77	14	\$ 4,573.51	
Apr-June	14	\$ 4,363.07	14	\$ 6,346.95	14	\$ 5,866.80	
July-Sept	17	\$ 6,044.57	13	\$ 7,136.39	0	\$ -	
Oct-Dec	7	\$ 2,310.43	15	\$ 6,121.86	0	\$ -	
Avg/Qtr	13	\$4,419.31	14	\$5,963.99	14	\$5,220.16	

CC Communications Collection Efforts by Number of Accounts

Month	IH LTR Mailed	Paid in Full	Held as IH Acct	2small 2proceed	Legal	Error +/-	IH LTR Success Rate	PRC notices mailed	Paid in Full	Held as IH Acct	Legal	Collection Efforts Success Rate
Apr-23	14	9	0		1		71%	4				71%
May-23	11	4	1		2		64%	4				64%
Jun-23	13	4	1		0		38%	8	1		1	23%
Month	Bankrupt	2small 2list / Legals	IH Accts not paying as agreed +	Total # C/O accts	Un-collectable	Assigned to CSN						
Apr-23	0	0	0	4	1	3						
May-23	0	0	0	4	0	4						
Jun-23	0	0	0	6	0	6						

CC Communications Collection Efforts by Dollars

Month	IH LTR \$	PRE PRC Success % 60-90% Meets Exp	PRC \$	Collection Efforts Success Rate	C/O \$ before adds	C/O \$ after Payments /Adds	C/O % b4 Payments/ Adds 6-20% Meets Exp	C/O % after Payments/ Adds 6-20% Meets Exp
Apr-23	\$3,557.09	47.83%	\$1,855.90	47.83%	\$1,855.90	\$1,855.90	52.17%	52.17%
May-23	\$6,457.49	61.07%	\$2,513.60	61.07%	\$2,513.60	\$2,513.60	38.93%	38.93%
Jun-23	\$3,530.99	32.17%	\$2,395.11	32.17%	\$2,395.11	\$1,497.30	67.83%	42.40%

Quarterly Summary - Collection Challenges

Deceased	Bankrupt	Abandoned / UTL (RTN Mail)	Equipment	#
1	0	4	8	
\$256.04	\$0.00	\$729.79	\$3,200.00	Total \$
4%	0%	12%	55%	%

Legend: IH=In-House
 PRC=PreCollection (Final Demand LTR mailed by CC Comm)
 CSN=Collection Services of Nevada
 C/O=Charged Off

Total for Fourth Quarter 2022/2023:

April-23	Accounts	4	\$	1,855.90
May-23	Accounts	4	\$	2,513.60
June-23	Accounts	6	\$	1,497.30
			\$	<u>5,866.80</u>

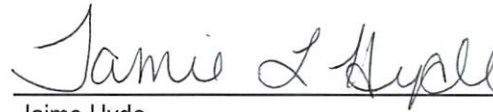
Totals: Accounts 14 \$ 5,866.80

Approved For Write Offs: \$ 5,866.80

Date



Shonda L. Standen
Customer Service
Billing & Collections Supervisor



Jaime Hyde
CC Communications-Accounting Manager



Mark Feest
General Manager

Approved By : COUNTY COMMISSIONERS

Justin Heath

Date

Harry "Bus" Scharmann

Date

Myles Getto

Date



CC Communications Agenda Report

Date Submitted: March 27, 2024

Agenda Item #: New Business - B
Meeting Date Requested: April 4, 2024

To: Board of Churchill County Commissioners

From: Mark Feest, General Manager / CEO

Subject Title: Consideration and possible action re: notification processes when internet and/or phone outages occur.

Type of Action Requested: Accept

Does this action require a Business Impact Statement? No

Recommend Board Action: NA

Discussion: CC Communications management has been working on an updated draft policy and procedure for internal and external notifications of network issues. Feedback and discussion from the Board and County staff will be sought at the April 4, 2024 meeting.

The process seeks to address the following:

1. Delivery mode
 - a. CC Communications fb
 - b. New "network status link" on cccomm.net
 - c. Fallon 411 - administrator has agreed to pin our "network issues" post to the top
 - d. Fallon 411 in thread (if existing)
 - e. Elko fb community page
 - d. working with emergency alert system for texts (amber alert, severe weather, 911 impacting issues)
 - e. IVR
 - f. email to designated customers (i.e. SO, County, City, Base)
 - g. NRTC and Internal MOP
 - h. Text field tech to check email
2. Trigger and Timing
 - a. social media posts asserting that we have an issue
 - b. Known Issue for 10 or more customers related to same network element
 - c. 15 minutes to notice investigating suspected issue potentially impacting (type of service/Location)
 - d. 1/2 hour later
 - e. every two hours 7 am to 8 pm
 - f. Every four no change requires further explanation from manager

- g. 7 Am and 8 Pm post
- h. resolution post
- i. Duty sup is responsible except for the fourth "no change" language.

3. Messaging Content

a. Canned language

i. discovery

"Our ongoing network monitoring indicates that there may be a Network Issue impacting an unknown number of customers. We are investigating now." To the extent information is available, add the canned language by service type impacted.

b. Half hour and 2 hour updates

i. What (service type), why (cause known to the extent appropriate) where (general locations), when - ETA of start time and time to repair

ii. What = Phone by type. Internet. 911. TV.

iii. What = Degraded or down

iv. Why = Upstream network issue engaging upstream provider to resolve. Hardware failure awaiting equipment replacement. Fiber cut awaiting repair. Software failure awaiting upgrade or patch.

v. Where = general location of impacted customers

vi. When = ETA of start time and time to repair

c. Every four no change updates requires further explanation from manager

i. CC Communications continues to work to isolate and resolve the issue that was identified at XX AM/PM xx/xx/xxxx. Add language to further explain efforts approved by manager.

Management is looking for comments and suggestions about time intervals, message content, and modes of delivery.

Alternatives:

Fiscal Impact:

Explanation of Impact:

Funding Source:

Prepared By: Shelly Bunyard, Administrative Assistant

Reviewed By:



Mark Feest, General Manager

Date: March 28, 2024

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.

Jamie L. Hyde

Jamie Hyde, Chief Financial Officer

Date: March 28, 2024

Board Action Taken:

Motion: _____

1) None

Aye: 0

2) None

Nay: 0

Sully Binyard

(Vote Recorded By)

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CC Communications Agenda Report

Date Submitted: March 27, 2024

Agenda Item #: New Business - C

Meeting Date Requested: April 4, 2024

To: Board of Churchill County Commissioners

From: Mark Feest, General Manager / CEO

Subject Title: Consideration and possible action re: Collective Bargaining Agreement (CBA) with Communications Workers of America (CWA).

Type of Action Requested: Accept

Does this action require a Business Impact Statement? No

Recommend Board Action: motion to approve the Collective Bargaining Agreement (CBA) with Communications Workers of America (CWA).

Discussion: CC Communications met with the union representative on March 27, 2024, and discussed the contract year for FY 2024-2025. A tentative agreement was reached on a five-year CBA addressing:

Tentative Agreement

1. Create an additional CHT 26 position for the current warehouse person, adding duties and responsibilities as determined by employer. Effective first full pay period FY 2024. Move incumbent from CHT 25 to CHT 26
2. 24-25 Cola: 4.5%
3. 5-year contract
4. Signing incentive: 1.5% non-PERs bonus payable in June 2024
5. COLA structure for years 2-5
 1. February CPI with floor of 2% and ceiling of 3.5%
 1. If above 4.5% , negotiations re-open for the sole purpose of negotiating COLA
6. Change sick leave payout upon retirement from \$10,000 to \$15,000
7. Move Foreman pay from \$1 per hour to \$2 per hour
8. Combination tech installer and combo tech construction employees with active CDL, then \$1 per hour additional is paid
9. Change Meal Per Diem from set amount to floating with the GSA federal rates

Alternatives:


Fiscal Impact:

Explanation of Impact:

Funding Source:

Prepared By: Shelly Bunyard, Administrative Assistant

Reviewed By:



Mark Feest, General Manager

Date: March 28, 2024




Jamie Hyde, Chief Financial Officer

Date: March 28, 2024

Board Action Taken:

Motion: _____

1)	None	<u>Aye: 0</u>
2)	None	<u>Nay: 0</u>



(Vote Recorded By)

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