

ATTACHMENT 1

NOTIFICATION LETTER



togetherforbetter

Department of Business License

VINCENT V. QUEANO

DIRECTOR

500 SOUTH GRAND CENTRAL PKY, 3RD FLOOR

BOX 551810

LAS VEGAS, NEVADA 89155-1810

(702) 455-4340

(800) 328-4813

FAX (702) 386-2168

<http://www.clarkcountynv.gov/businesslicense>

November 6, 2025

NOTIFICATION OF PROPOSED AMENDMENTS TO CLARK COUNTY CODE TITLE 4, CHAPTER 4.35 – 9-1-1 TELEPHONE LINE SURCHARGE

Dear Licensee and Community Partners:

Pursuant to NRS 237.080, please be notified of proposed amendments to Clark County Code, Title 4, by adding a new Chapter 4.35 – 9-1-1 Telephone Line Surcharge. The amendments are available for your review online at www.clarkcountynv.gov/businesslicense/proposedamendments.

Specifically, the proposed amendments will revise Title 4 by adding a new Chapter 4.35 to impose a surcharge on telephone lines, including mobile telephone service, for the purpose of ensuring that the 9-1-1 emergency response system provides efficient, interoperable, and technologically advanced public safety communications. The proposed amendments address the following key areas:

- **Section 4.35.010** adds new definitions applicable to the surcharge.
- **Section 4.35.020** imposes a surcharge beginning on April 1, 2026, on all telephone customers within Clark County as follows:
 - \$1.00 per month for each telephone access line;
 - \$10.00 per month for each telephone trunk line; and
 - \$1.00 for each number assigned to a customer by a mobile telephone service.
- **Section 4.35.030** creates a 9-1-1 Emergency Response Advisory Committee.
- **Section 4.35.035** establishes the composition of the 9-1-1 Emergency Response Advisory Committee and the qualifications and terms of committee members.
- **Section 4.35.040** requires that the Committee adopt bylaws.

In accordance with NRS 237.080, business owners and interested parties may submit data and arguments to the Clark County Board of Commissioners, in care of the Department of Business License as to whether the proposed amendment will:

1. Impose a direct and significant economic burden upon a business; or
2. Directly restrict the formation, operation or expansion of a business.

Please direct your comments, data and arguments in writing to PublicCommentCCBL@ClarkCountyNV.gov by 5:00 p.m. on December 16, 2025.

Sincerely,

Michael Harwell

Michael Harwell, Franchise Manager

BOARD OF COUNTY COMMISSIONERS

TICK SEGERBLOM, Chair • WILLIAM MCCURDY II, Vice-Chair
APRIL BECKER • JAMES B. GIBSON • JUSTIN JONES • MARILYN KIRKPATRICK • MICHAEL NAFT
KEVIN SCHILLER, County Manager

ATTACHMENT 2

PUBLICATION NOTICE



Las Vegas Review-Journal
1111 W. Bonanza Road
Las Vegas, NV 89106

CC BUSINESS LICENSE
PO BOX 551810
LAS VEGAS, NV 89155

Order Confirmation

Order No.:	344956
Order Po.:	
Date:	11/7/2025
Account No.:	104048
Account Manager:	Aidan Smith asmithic@reviewjournal.com

Start-End Date	# of Ads	PO Number	Description	Ad Size
11/12/2025- 11/19/2025	10		Review Journal Online AMENDMENTS TO CC CODE TITLE 4, CHAPTER 4.35	Legal Display 3 Column 3col (4.90) x 7.50 inches

Summary

Total Net Amount	\$ 2,650.00
Total Amount	\$ 2,650.00



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November 6, 2025

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KEVIN SCHILLER, County Manager

ATTACHMENT 3

RESPONSES IN OPPOSITION

From: [stacie brown](#)
To: [BL Public Comment](#)
Subject: 911 Fees
Date: Saturday, November 15, 2025 9:25:14 AM

Dear Clark County - Please do not charge us \$1/per phone line for the 911 fees. We pay all kinds of property and high sales taxes already, and everything is increasing in price. Why don't you use some of the money we already pay to you to fund the 911 upgrades, and if that is not enough, then make a case to use part of the room tax for your upgrades. I anticipate that many 911 calls are necessitated by tourists, people staying in Air BNBs and lots of folks who don't live here. Las Vegas is becoming too expensive to live, and you are exacerbating it, all so you can add passage of this measure to your resumes when you seek re-election. Please find another way! Sincerely, Stacie Brown



December 16, 2025

The Honorable Tick Segerblom
Chair, Clark County Board of County Commissioners
500 S. Grand Central Pkwy.
Las Vegas, NV 89155

Dear Chair Segerblom and Commissioners:

On behalf of CTIA®, the trade association for the wireless communications industry, I write to respectfully ask for a proposed revision to the proposed amendment to Title 4, Chapter 4.35, which would impose a \$1 per telephone line, per month 911 surcharge on wireless consumers. This legislation would impose a new burden on wireless consumers in Clark County, disproportionately impacting working families and small businesses. In particular, families with multiple wireless lines on a “family share” plan would pay multiple surcharges per month.

CTIA and the wireless industry at large share the goal of ensuring that all citizens in the County and across Nevada can effectively use wireless services to access emergency services. Wireless providers have invested billions of dollars to expand network capacity and deploy next-generation technologies that support rapid, resilient 911 access. However, at a time when many low- and moderate-income families are struggling with the impact of inflation, an additional fee increase on wireless consumers is problematic.

We respectfully request that the tax sunset after five years. Since the tax is being proposed to support the new 5-year master plan for capital improvements, the tax should be repealed once these capital improvements have been funded and funding for ongoing 911 operations should revert to general fund local revenue sources.

For all these reasons, we respectfully ask that you not move forward with this amendment. Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Annissa Reed".

Annissa Reed
Director, State and Local Affairs

From: [Karlin Martinez](#)
To: [BL Public Comment](#)
Subject: Public Feedback Regarding Proposed 911 Fee in Las Vegas
Date: Monday, November 17, 2025 10:37:14 PM

Dear City and County Officials,

I am writing to provide feedback on the proposed 911 fee for Las Vegas residents. While I understand the intention to improve emergency response resources, I strongly oppose placing an additional fee—whether monthly or per call—on a service that is fundamentally essential, publicly funded, and relied upon for life-or-death emergencies.

Introducing a recurring 911 fee would create unnecessary financial pressure on residents, many of whom are already struggling with rising costs of living. Essential emergency services should never become a subscription-based resource, nor should people have to make financial calculations before calling for help.

There is also significant confusion and miscommunication circulating among the public regarding whether this fee might apply **per call**, which has understandably caused fear and hesitation. Even the possibility of residents believing they may be charged for calling 911 is dangerous. It may discourage people from seeking help, delay reporting emergencies, and ultimately jeopardize public safety.

Emergency response systems are already funded through taxes and existing allocations. If the concern is resource management or misuse of the system, there are alternative solutions—such as improved dispatch screening, public education campaigns, and expansion of non-emergency lines—that do not require penalizing residents with new charges.

A monthly 911 fee sets a concerning precedent: that basic public safety can be paywalled. For a city as large and economically diverse as Las Vegas, this approach risks disproportionate harm to low-income families, seniors, disabled individuals, and anyone hesitant to incur additional expenses.

For these reasons, I respectfully urge the city to reconsider this proposal and instead explore more effective, community-centered solutions to strengthen our emergency response infrastructure.

Thank you for your time and for considering this feedback from concerned residents.

Sincerely,
Karlin Martinez
30 year local

Sent from my iPhone

From: [Robert Maslin](#)
To: [BL Public Comment](#)
Subject: Proposed 911 fee
Date: Thursday, November 13, 2025 9:37:46 AM

I worked in 911 for the state of California 16 years ago, and yes the system was old, but it works. If it is not broke, don't fix it. Reading the article in the Las Vegas Review-Journal, about the systems failure over tree roots in Missouri, is hilarious. The issue here was not the system, but the lack of diversity in the network, something Centurylink, in my opinion since moving to Las Vegas, doesn't do enough of. Did they not test their fall back communication systems? But, please tell me if I am incorrect, don't we already pay 911 taxes on our landlines and cell phones? Where has that money gone? Just because you can, doesn't mean you should create a taxing burden by death of a thousand "small" taxes and fees. Everybody wants the biggest, the baddest, and newest, especially if someone else is paying for it.

Robert Maslin



Henderson, NV

From: [Sherry Mccombe](#)
To: [BL Public Comment](#)
Subject: 911 Fee comment
Date: Thursday, November 13, 2025 4:06:49 PM

Hello, I have just read in the Thursday edition of the Review Journal that it is being proposed that each individual telephone line pay \$1/month to support the 911 system. I take issue with this as a household that has 3 phone lines - one for myself, my husband and our child. This would mean an additional \$36/ year. I don't think you should be charging children to pay for this upgrade. I am just thankful that I only have one line for a child...I can't imagine if I had multiple kids.

Thanks,
Sherry McCombe



From: [John Poulos](#)
To: [BL Public Comment](#)
Subject: 911 surcharge taxing
Date: Tuesday, November 18, 2025 8:30:22 AM

The time is upon us to ensure that this insanity stops. You all need to stop spending MY money. It IS NOT yours'.

There are many other taxes which have a percentage placed into the 911 funding which combined would fully fund the proposed 911 upgrading.

This constant political notion which has resulted in applying/increasing a tax to the public upon those items which we utilize to make life easier ALWAYS get screwed up due to the incompetence of politicians, specifically the commissioners at this moment.

I could name no less than 25 actions which I would have no issue sharing to the public within Southern Nevada that did not require the action taken (monetary), but because it gave rise to a specific campaign effort there was no problem spending, again, MY money.

I demand that the commission do the job of taking funds from other accounts which are worthless and provide only that of political nonpartisan actions in order to pay for the wish list you all choose for. No more wants, with the belief that another tax or increase will take care of it.

And now for the kicker part, I am retired and have extra time available to be so vocal in opposition against these ongoing actions. In addition, I have a very firm grasp and knowledge base where I would welcome the challenge to publicly show the level of waste which takes place within Southern Nevada.

In case there is any lack of understanding in this matter, the statements supra reflect a resounding "NO" regarding new or increasing taxing for the 911 upgrading. Take from the DEI efforts for starters and there will be no issue with start-up funding.

Thank you,

John Poulos
"Silent No Longer"

From: [Angela Rodriguez](#)
To: [BL Public Comment](#)
Subject: Absolutely not.
Date: Sunday, December 7, 2025 10:23:03 AM

NO, charging \$1 a month is not okay. People are struggling and instead of charging casinos, or billionaires, NV energy yet again you want to charge the community? How about reinstating those fines that were dropped against Elon Musk ? You better figure something else out. STOP TRYING TO ALWAYS PUT THE RESPONSIBILITY ON LOWER INCOME PEOPLE!!!

From: [D Shearer](#)
To: [BL Public Comment](#)
Subject: Proposed \$1 Fee for 911
Date: Monday, November 17, 2025 11:05:00 AM

I am against this. It's starts as a dollar and then just keeps going up. I lived in California back when they decided to do this. Next thing you know there was a proposal to add on a tax for texting. I'm just saying NO.

Delise Shearer

From: [Elaine sims](#)
To: [BL Public Comment](#)
Subject: \$1 surcharge to monthly cell phone bill
Date: Monday, November 17, 2025 2:15:29 PM

We are taxed to bones ! No i do not support \$1 a month on my cell phone bill to upgrade the 911 system. Perhaps nevada energy could help out with the 65 million they overcharged customers
Sent from my iPhone

From: [edgar Soto](#)
To: [BL Public Comment](#)
Subject: Feedback on the 1 dollar charge for 911
Date: Monday, November 17, 2025 10:36:03 AM

Sent from my iPhone

No how about you take those 500k back from Elon and use those!!!!

From: [Joshua Thai](#)
To: [BL Public Comment](#)
Subject: 911 Upgrade Surcharge
Date: Monday, November 17, 2025 9:03:42 AM

How about y'all strat taxing all these companies that exist in our states. Local gov, the casinos, the companies that thrive in Las Vegas have spent the last 5 years pressing our paychecks to the point where people HATE living here.

It's already hard enough to live the American life with today's economy. One to two good years of taxing non human, money making entities would and could upgrade your system in less time.

V/R
Joshua Thai

From: [Carla Uribe](#)
To: [BL Public Comment](#)
Subject: Feedback \$1 a month
Date: Monday, November 17, 2025 9:22:39 AM

Hello,

I find it concerning that instead of using our already paid tax dollars or local fines to support this transition/update, finding another way to charge locals is the solution.

If money is needed, why was the fines issued to Elon Musk removed? Why are we providing support to Ice? Why are we trying to move forward with the "Hollywood handout bill" to cut their taxes instead of charging them?

Smarter decisions need to be made to benefit the LOCALS instead of bailing out big corporations.

Thank you.

From: [Bob Zimmerman](#)
To: [BL Public Comment](#)
Subject: Phone Fee
Date: Thursday, November 13, 2025 10:41:14 AM

We are opposed to the proposed phone fee. Any fee for operation of the 911 system should be based on the projected cost of the 911 system, not to cover other “multi-agency” expenses or to build up a fund that could be later used to fund other expenses unrelated to operation of the 911 system.

Sincerely Yours,
Robert and Deecie Zimmerman

[REDACTED]
Las Vegas, NV [REDACTED]

ATTACHMENT 4

RESPONSES IN SUPPORT

From: [Desiree King Frisbie](#)
To: [BL Public Comment](#)
Subject: Vote for 911 charge
Date: Tuesday, November 25, 2025 7:09:46 PM

If it makes things safer and more efficient for the community, I definitely thing \$1/month charge is more than fair for people to pay.

From: [blaze.hansen](#)
To: [BL Public Comment](#)
Subject: Support for 911 System Update
Date: Monday, November 17, 2025 1:49:28 PM

Hello,

I am writing to ask that you please move forward with the proposed update to the 911 system. I have personally experienced multiple situations where it took more than ten minutes for 911 to answer.

There is no doubt that many lives have been lost because the current system is outdated. Updating it for only one dollar per month is an obvious and necessary improvement for public safety.

Thank you for your consideration.

Best regards,

Blaze Hansen
Las Vegas Local

****NOTICE:** This E-mail (including attachments) is covered by the electronic Communications Privacy Act, 18 U.S.C. 2510-2521, is confidential and may be legally privileged. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error, then delete it.

From: [Lyndsay Jackson](#)
To: [BL Public Comment](#)
Subject: Please upgrade our 911 system
Date: Saturday, November 29, 2025 9:04:15 PM

Hello,

I would like to voice my opinion to please upgrade our city's 911 system! As we grow we desperately need this and it will only help to keep us safe and of course save lives!

Thank you,

Lyndsay Jackson



December 16, 2025

Vincent Queano
Director
Clark County Department of Business License
Clark County
500 S. Grand Central Pkwy
Las Vegas, NV 89155

RE: BIS Comments Regarding Proposed Amendments to Clark County Code, Title 4, by adding a new Chapter 4.35 – 9-1-1 Telephone Line Surcharge

Dear Director Queano:

On behalf of the members of the Nevada Resort Association operating in Clark County and in accordance with NRS 237.080, please accept this letter as part of the business impact statement (BIS) process related to the proposed amendments to Clark County Code, Title 4, by adding a new Chapter 4.35 – 9-1-1 Telephone Line Surcharge.

The safety of our employees and guests is our highest priority. A reliable, efficient 9-1-1 telephone system is essential to protecting public safety and ensuring Clark County remains both a premier global tourism destination and a preferred place to live and work. Our members support efforts that strengthen emergency response capabilities and recognize the importance of ensuring that these systems are adequately funded and operational.

The purpose of this letter is to seek clarification regarding the definition of “trunk line” and the applicability of the proposed surcharge. Proposed Section 4.35.010.8 defines a “trunk line” as “a line which provides a channel between a switchboard owned by a customer of a telecommunications provider and the local exchange of the telecommunications provider.” Our understanding is that this definition encompasses a single trunk line, inclusive of all T-1 lines or channels associated with that trunk, rather than treating each downstream or room-level telephone line as a separate trunk line.

If this interpretation is correct, we respectfully request confirmation that the proposed 9-1-1 surcharge would apply only to each trunk line serving a resort property and would not be assessed on each individual guest room or internal extension line connected through that trunk.

If, however, our understanding of the definition is incorrect, the proposed surcharge could have a substantial financial impact on our members due to the significant number of internal telephone lines necessary to operate large, integrated resort properties. Such an outcome would materially affect operating costs without necessarily correlating to increased usage of 9-1-1 services. We appreciate Clark County's continued commitment to maintaining strong and effective emergency response systems and thank you for the opportunity to provide input during this process. We look forward to working collaboratively to ensure the ordinance achieves its intended public safety goals in a clear, equitable and administratively practical manner.

Sincerely,

A handwritten signature in dark ink, appearing to read "Virginia Valentine", is positioned above the typed name and title.

Virginia Valentine
President & CEO

cc: Kevin Schiller, County Manager
Les Lee Shell, Deputy County Manager
Abigail Frierson, Deputy County Manager
Lisa Kremer, Deputy County Manager
Michael Harwell, Franchise Manager

ATTACHMENT 5

RESPONSES - NEUTRAL

From: [Christa Vidales](#)
To: [BL Public Comment](#)
Subject: 911 fees
Date: Thursday, November 13, 2025 11:51:24 AM

Many residents in the Las Vegas area did not originate their cell phone service here. How will the cell phone carriers know to send that particular lines fee to Clark County? If properly executed this would generate a great deal of revenue needed to improve the 911 system without a burden on the taxpayers. IF PROPERLY EXECUTED!

From: mwood.woodtms.com
To: [BL Public Comment](#)
Subject: 911 Telephone Line Surcharges
Date: Thursday, November 20, 2025 5:59:16 AM

Good morning.

My company works with multiple large Casino chains in Las Vegas that will be impacted by the 911 telephone line surcharge. We also work directly with the carriers that provide these services. Is there someone I could email or meet with to find out exactly how this will be implemented? For example, will the customer need to provide details on their trunking and business lines, or will Clark County be working directly with the carriers?

Just let me know who I can reach out to when convenient. Everyone is very concerned about expenses right now so they are trying to plan. I am readily available by email or cell phone if you have any questions for me.

Thank you for your assistance.

Mike Wood
Office 702-407-6363
Cell 214-493-9184