

# MINUTES

## MEETING OF THE BOARD OF EXAMINERS

February 12, 2013

The Board of Examiners met on Tuesday, February 12, 2013, in the Guinn Room on the second floor of the Capitol Building, 101 N. Carson St., Carson City, Nevada, at 10:00 a.m. Present were:

### **Members:**

Governor Brian Sandoval  
Attorney General Catherine Cortez Masto  
Secretary of State Ross Miller  
Clerk Jeff Mohlenkamp

### **Others Present:**

Katie Armstrong, Attorney General's Office  
Steve Quinn, Attorney General's Office  
Kimberlee Tarter, Purchasing  
Julie Kidd, State Public Works Division  
Imran Hyman, Department of Child and Family Services  
Liz O'Brien, Budget Division  
Doug Van Aman, Governor's Office of Economic Development  
Kris Sanchez, Governor's Office of Economic Development  
Brooke Bohlhe, Callister & Associates  
Chad Westom, Health Division  
Brad Towle, Health Division  
Julia Peek, Health Division  
Jo Malay, Health Division  
Roger Miles, Attorney General/ Nevada Department of Transportation  
Nancy Bowman, Attorney General's Office  
Kimberly Dale, Attorney General/ Nevada Department of Transportation  
John Christopherson, Department of Conservation and Natural Resources  
Richard Vineyard, Department of Education  
Michael McMahon, Department of Welfare and Supportive Services  
Steve Fisher, Department of Welfare and Supportive Services  
Sue Smith, Department of Welfare and Supportive Services  
Ellen Crecelius, Department of Health and Human Services  
Lisa Koehler, Business and Industry  
Kate Morra, Business and Industry  
Melinda Brawner, Business and Industry  
Rhema Cruson, Business and Industry  
Martin Hefner, Department of Motor Vehicles  
David Gustafson, Enterprise IT Services  
Troy Dillard, Department of Motor Vehicles  
Nicole Lambole, Secretary of State  
John Echeverria, Echeverria Law Office

LeeAnn Easton, Department of Human Resource Management  
Shelly Blotter, Department of Human Resource Management  
Tina Gerber-Winn, Aging & Disability Services Division  
Jane Gruner, Aging & Disability Services Division  
Julie Kotchevar, Aging & Disability Services Division  
Shelly Gall, Aging & Disability Services Division  
Marva Clevon, Department of Education  
Deborah Cunningham, Department of Education  
Sandra Chereb, Associated Press  
Rudy Malfabon, Nevada Department of Transportation  
Ed Vogel, Las Vegas Review Journal

**1. PUBLIC COMMENTS**

Comments:

**\*\*Due to technical difficulties Agenda items 2,3,4,5, and part of 6 are not verbatim.\*\***

**\*2. FOR POSSIBLE ACTION – APPROVAL OF THE DECEMBER 5, 2012 BOARD OF EXAMINERS’ MEETING MINUTES**

**Clerk’s Recommendation:** I recommend approval.

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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Comments:

**\*3. FOR POSSIBLE ACTION – APPROVAL OF THE JANUARY 8, 2013 BOARD OF EXAMINERS’ MEETING MINUTES**

**Clerk’s Recommendation:** I recommend approval.

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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Comments:

**\*4. FOR POSSIBLE ACTION – STATE ADMINISTRATIVE MANUAL**

The State Administrative Manual (SAM) is being submitted to the Board of Examiners’ for approval of clarification in the following Chapters:

- A.     **2905 – Office of the Attorney General**

**Clerk’s Recommendation:** I recommend approval.

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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Comments:

**\*5. FOR POSSIBLE ACTION – AUTHORIZATION TO CONTRACT WITH A FORMER EMPLOYEE**

**A. Department of Health and Human Services – Aging and Disability Services Division**

Pursuant to Assembly Bill 240, Section 1 of the 2011 Legislature, Aging and Disability Service Division (ASDS) requests authority to contract with a former state employee who will provide psychiatric services to perform mental evaluations for the Elder Protection Rights program. NRS 159.044 (3) requires that this evaluation be conducted by a licensed physician and ASDS does not employ licensed psychiatrists.

**Clerk’s Recommendation: I recommend approval.**

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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**Comments:**

**\*6. FOR POSSIBLE ACTION – TORT CLAIM**

**A. Matthew Callister – TC 16431  
Amount of Claim - \$375,000.00**

**B. Echeverria Law Office Trust Account – TC 16434  
Amount of Claim - \$330,152.00**

**Clerk’s Recommendation: I recommend approval.**

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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**Comments:**

**Mr. Quinn:** -- hypothermia of 105 degrees an hour after death, and a history of drug abuse involving a similar incident just four months prior. The costs and the expenses of further litigation, coupled with the however slight potential for an adverse substantial award against the State make this settlement in the State's interest, therefore, in consideration of all this, the Department of Public Safety determined that the settlement was in their interest.

**Governor:** -- So if I understand the facts, if we had done nothing, he could have run into traffic and been harmed.

**Mr. Quinn:** He was out there in speeding traffic. He could have -- he was not only -- he not only could have been harmed, traffic was swerving around him, posing a risk to all the traffic that was trying to avoid his presence in the freeway.

**Governor:** So this simply was a cost of defense offer that was accepted.

**Mr. Quinn:** The initial demand was 7.2 million.

**Governor:** But as I said, your estimate is that a hard cost of a trial would equal somewhere around \$300,000?

**Mr. Quinn:** Yes.

**Governor:** And then given the potential for the demand and the uncertainties of a jury trial, that this is in the best interest of the State?

**Mr. Quinn:** Yes. Yes, Governor

**Governor:** And then there is a contribution by the City of Henderson as well?

**Mr. Quinn:** Their contribution is on top of this amount of, I think its 50,000 -- 45,000.

**Governor:** All right. I have no further questions. Other members of the Board?

**Secretary of State:** No, Governor.

**Attorney General:** No, Governor.

**Brooke Bohlhe:** For the record, my name is Brooke Bohlhe. I'm here on behalf of Matthew Callister and the firm.

**Governor:** All right. Thank you. If there are no questions, the Chair will accept a motion to approve a claim in the amount of \$375,000 in the case which is described in this Agenda item, Agenda Item 6.

**Secretary of State:** I move for approval.

**Attorney General:** Second the motion.

**Governor:** The Secretary of State has moved for approval. The Attorney General has seconded the motion. Any questions or discussion? All in favor please say aye. Motion passes three-zero. Thank you, Mr. Quinn. Thank you. All right. You have the second item?

**Nancy Bowman:** Yes, I do.

**Clerk:** Thank you, Governor. So Item 6B is another tort claim. This is Item 6B. Echeverria Law Office Trust Account, and the claim on this one is in the amount of \$330,152.

**Governor:** Good morning.

**Nancy Bowman:** Good morning.

**Governor:** Will you present a brief background, excuse me, on this matter, please?

**Nancy Bowman:** This is a case where on June 13, 2011, an NDOT driver was traveling on U.S. Highway 50A, left the paved portion of the highway and struck a vehicle parked alongside the highway. That vehicle had been occupied by two ladies, who were killed as a result of the impact with an NDOT driver, and a lawsuit has been brought by four plaintiffs, brothers and the estate of the decedents, and we have entered into a preliminary settlement to be approved by the Board.

**Governor:** And it's your opinion that this settlement is in the best interest of the State?

**Nancy Bowman:** It absolutely is. It absolutely is. We have -- we also represent the NDOT driver. The NDOT driver pled guilty to vehicular homicide and, therefore, we have no defense. And so the settlement is in the best interest of the state.

**Governor:** All right. I have no further questions. Board members, do you have any questions?

**Secretary of State:** No, Governor.

**Governor:** Was there a demand that was higher than the amount that we would be approving today?

**Nancy Bowman:** Governor, the amount of settlement represents the cap on the tort liability that the State would be subject to with regard to the wrongful deaths. In addition to that we're paying a sum for the funeral expenses for the two women who were sadly killed.

**Governor:** No. It's an absolute tragedy and well, does this resolve all the claims with regard to the case?

**Nancy Bowman:** It does not, Governor, thank you. And that's one question that I'd like to ask is, we are still working on a pending subrogation claim for the property damage for the vehicle of the decedents. It's going to be approximately \$20,000. It will be payable -- I believe State Farm is the claimant in that one. And so I would like to know if you would like us to bring that case in front of you since its part of the situation, or if we have approval to settlement that one in the amount of that property damage when it's ripe for settlement.

**Governor:** Well, I think we just approved -- under the SAMS manual that your office, the Attorney General's office could resolve that independently of this Board.

**Nancy Bowman:** Right.

**Governor:** And I have no problem with that.

**Nancy Bowman:** Okay. Thank you.

**Governor:** Okay. I have no further questions. Board Members?

**Secretary of State:** No, Governor.

**Governor:** Okay. The Chair will accept a motion for approval of payment of a claim in the amount of \$330,152 to the Echeverria Law Office Trust Account.

**Secretary of State:** I move for approval

**Attorney General:** Second the motion.

**Governor:** Motion for approval by the Secretary of State, second by the Attorney General. Any questions on the motion? If there are none, all in favor, please say aye. Motion passes three to zero. Thank you very much.

**Nancy Bowman:** Thank you.

**\*7. FOR POSSIBLE ACTION – LEASES**

Four statewide leases were submitted to the Board for review and approval.

**Clerk's Recommendation:** I recommend approval.

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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**Comments:**

**Governor:** Agenda Item No. 7, leases. Mr. Mohlenkamp.

**Clerk:** Thank you, Governor. Before the Board for consideration are four separate leases. The first is the Department of Business and Industry. The second is the Department Conservation and Natural Resources. Then you have Health And Human Services, the welfare division, and then finally, Department of Transportation. One thing I would point out, because we've been talking about this for quite a while now, is the savings that are being achieved in contract. I think we finally have hit the end the meaningful savings. It's both good and bad news. The good news is I think it means that the market is corrected -- fully corrected, but the bad news is we're not -- no more savings for the State. Anyhow, there's four for consideration.

**Governor:** But we're still negotiating hard to get the best deal we can, correct?

**Clerk:** You know, I have to say I have been more than pleased with the work on the part of the buildings and grounds unit, and the state agencies, because I think the savings we've achieved over the last two years, has really been meaningful for the State.

**Governor:** No. And at some point, if you would calculate what those savings were, I'd be interested in that number. Board members, do you have any questions with regard to the leases described in Agenda Item No. 7?

**Attorney General:** No.

**Secretary of State:** No, Governor.

**Governor:** if there are none, the chair will accept a motion for approval of leases 1 through four in Agenda No. 7.

**Secretary of State:** I'll move for approval.

**Attorney General:** I'll second the motion.

**Governor:** The Secretary of State has moved for approval of the leases described in Agenda Item No. 7. Attorney General has seconded the motion. Any questions? All in favor, please say aye. Motion passes three to zero.

**\*8. FOR POSSIBLE ACTION – CONTRACTS**

Forty-eight independent contracts were submitted to the Board for review and approval.

**Clerk's Recommendation:** I recommend approval.

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0**

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**Comments:**

**Governor:** We will move onto Agenda Item No. 8, contracts.

**Clerk:** Thank you, Governor. Before the Board -- we're continuing with some fairly light Agendas lately. Hopefully -- I'm not sure that will continue forever, but 48 contracts for consideration by the Board.

**Governor:** Thank you, Mr. Mohlenkamp. I had questions with regard Contact No. 6, 15, 22. I did have questions regarding 25, but the information that you've provided me was more than sufficient, and I want to compliment whoever provided that information. It was very thorough. So I'm going to leave that one out. And 43. Board members, do you have any other contracts you'd like to hold out?

**Secretary of State:** No, Governor.

**Attorney General:** No, Governor.

**Governor:** Good morning.

**Ms. Easton:** Good morning, Governor, members of the Board. For the record, my name is Lee-Ann Easton, Administrator for the Human Resource Management Division, and I'm here to speak on Contract No. 6. Also in the south is Brian Nix, the Administrator for the Hearings and Appeals Division.

**Governor:** Okay. Yeah. I don't know who the prime spokesperson is on this. I was just seeking a little bit more detail on what you hope to accomplish with this contract.

**Ms. Easton:** Well, before you is a contract to add the Hearings and Appeals Division as a designee for our hearings officer process. Currently we have 12 hearing officers, six in the north, six in the south. This would add a seventh in the north and the south. So they would basically just be added to the list of hearings officers that employees and agencies can choose from in the process. And we did take this to the personnel commission who oversees this process, and they did approve it at the December 7 meeting.

**Governor:** And at least within the purpose of contract description, it was to provide ongoing appeals officers to hear executive branch employee whistleblower complaints and appeals regarding suspensions, demotions, involuntary transfers and terminations. Were those going somewhere else, or...

**Ms. Easton:** Those the currently going to the 12 hearing officers that we have designated throughout the state. Those are private attorneys that -- six in the north, six in the south, that currently handle all the hearings. And so what this would do would bring in the hearings and appeals process under the Department of Administration as a seventh person in the north and south that we could go to handle our hearings.

**Governor:** Is there a backlog, or...

**Ms. Easton:** Not currently. We do have quite a few cases. Our cases are actually luckily going down, and last year we had 88 cases. So far this year -- fiscal year 13, we have 31 cases. But we believe that bringing. Hearings and appeals division into the process will be a cost savings to the State as well as I believe that we will get more consistent decisions throughout the state because we have a group of hearing officers that work together, and their all licensed attorneys.

**Governor:** That's what I needed to hear. All right. Thank you. I have no further questions regarding this contract. Board members?

**Secretary of State:** No, Governor.

**Governor:** All right. Thank you.

**Ms. Easton:** Thank you.

**Governor:** Okay. We'll move onto contract number 15, which I believe is the Governor's Office of Economic Development. Good morning, Sir.

**Mr. Sanchez:** Good morning. Chris Sanchez, Governor's Office of Economic Development.

**Governor:** Mr. Sanchez, if you would just provide the Board with a brief description of your -- what the office is hoping to accomplish with this contract.

**Mr. Sanchez:** Sure. So there's two components of the contract. The first part is a retro pay for the trade mission that occurred in September of 2012, and the second part is under a new scope of work. Its attachment AA I believe in the packet, that will be for March 1 through August 1, and it is to provide services for our focus areas, the Governor's Office of Economic Development, which is to increase exports from the state. Also to identify foreign direct investment that we can match with projects here in the state, and the third component is on the recruiting side for companies in China that might be considering relocating to Reno or Las Vegas, or in the rural part of the state.

**Governor:** So this will, I guess, enhance the efforts...

**Mr. Sanchez:** Yes.

**Governor:** ... that we're trying to do for the state with regard to, as you describe exports and investment, and then perhaps future relationships between Chinese businesses and the state.

**Mr. Sanchez:** Yes. Exactly. It's to enhance the efforts. It's important that -- and what we found is having someone on the ground that we can turn to, there's a lot of interest in Nevada from various groups in China and organizations and so we need somebody on ground that we can engage with that can kind of be our representative in the efforts that we are pursuing.

**Governor:** I have not further questions. Board members?

**Secretary of State:** The principal of a merge limited was designated in some capacity by the office of the governor, Jeffery Bernstein, at some point. Can you describe what his responsibilities were and how that may tie into that contract?

**Mr. Sanchez:** Yeah. So Jeff Bernstein actually has worked with -- actually there's I guess a couple of points. The Commission on Economic Development, he had worked with the commission with some conferences that had occurred in China. One was a battery conference. He had been a representative attended those conferences essentially on behalf of the commission. So he's been familiar with the state of Nevada, and worked in some capacity either on the private side or the public side through the commission for about two -- two to three years.

**Secretary of State:** So do we have a previous contract with them under those duties, or...

**Mr. Sanchez:** Through the commission days, I'd have to check and get back to the Board. I believe that there was some type of agreement there, but that was prior to my knowledge, so I'd have to check.

**Secretary of State:** Okay. Thank you.

**Governor:** Madam Attorney General, do you have any questions?

**Attorney General:** Just a clarification Governor, and I may have missed this. So this contract is specifically to facilitate international conferences in China? Is that what we're looking at, or...

**Mr. Sanchez:** So it's a bit broader in scope. It's the conferences as well as -- I'll give an example. So we have two components of this. We might have a company in China that's looking to invest in Nevada. But they are not quite sure, you know, who to go to, and we need a representative that can work with that company in China, and then work with us on the ground here in Nevada. And so he would be providing a service for the Chinese company. And then on the reverse side, we have a number of companies here in the state that might be seeking to break into Chinese markets, and he would then provide the trade business to business relationship part for those companies here seeking to break into that market.

**Attorney General:** Okay. So that answers my question. So this is just limited to interaction with China?

**Mr. Sanchez:** Correct.

**Attorney General:** Okay. Thank you.

**Governor:** If there are no further questions, thank you very much.

**Mr. Sanchez:** Thanks.

**Governor:** Move onto Contract No. 22. Aging & Disability Services.

**Jane Gruner:** Good morning. Jane Gruner, Aging and Disability Services Administrator, and with me is Tina Gerber-Winn, my deputy. This contract is for -- to start a new program with money that we saved in our senior RX and disability RX program, and the money was saved with using rebates and because a lot of drugs went generic recently. And so what we'd like to do is have a dental program as part of this program, and it would be a management piece. There would be 800 individuals served in the first year, and it's limited to a thousand dollar annual benefit.

**Governor:** And is this -- do you anticipate that we'll continue to have these types of savings to fund this as we move on?

**Jane Gruner:** We do. It's in our 14/15 budget. If it's not approved in our budget, the program will end.

**Governor:** No. And I -- I guess part of this is, I think it's a great accomplishment, the savings, then to be able to use that money for a new service that's really needed out there. So I just want to make sure that you had an opportunity to flesh this out and know how it's going. So will you report back and see, I mean, do you have a waiting list? I mean, do you know if there are folks out there that are going to sign up if you say that there will be 800 that will be served?

**Jane Gruner:** They're just waiting to hear it's okay.

**Governor:** All right. So when will you -- if we approve this today, when will you start implementing?

**Jane Gruner:** It would start March 1.

**Governor:** March 1, okay. All right. I have no further questions. Board members?

**Secretary of State:** No, Governor.

**Governor:** Thank you, and congratulations.

**Jane Gruner:** Thank you. Contract 43, Department of Motor Vehicles.

**Mr. Dillard:** Good morning, Governor. Troy Dillard, Interim Director with Department of Motor Vehicles. With me is Martin Hefner, Management Analyst and our project management for this particular contract. This contract is really about an exciting new technology that we're trying to bring to the Department of Motor Vehicles. I'm sure none of you thought that there were any lines in the Department of Motor Vehicles, but I'm here to tell you that is the case and has been for some time. This technology is about actually customer management. So changing the cueing system that we cueing system that we currently use, which is just a little bit more advanced than the ice cream shop cueing system where you take a number and wait in line, to bring new technology enhancements to your ability to manage your time much more efficiently than sitting in our offices waiting for service. Effectively, what it does is it's two parts, where the kiosk is put in the Department of Locations, and you check in based upon the services that you need, and puts you in a cue based upon those particular services to get you the most efficient system. That's if you're going to come into the office and wait. The real issue here, and the real enhancement and advancement, is the ability to now get in line without being at the office at all, by using a smartphone, using SMS messaging, commonly known to you as texting, you'll actually be able to text into a number, obtain a position in line at any of our offices. This initial deployment will only be in the Galletti office in Reno for a six-month, no-cost test pilot test phase to ensure that this technology actually functions for what we need it to in the state, and then the contract will kick in after that.

**Governor:** And pardon the little bit of a joke, but is there going to be an app for that?

**Mr. Dillard:** One of the reasons we chose Galletti is because we actually have to get the information out to the public the number that you have to text into. So if we'd have chose an office in Las Vegas, we couldn't manage it out of a single location, because all the valley would have the number and it would only be good in one area. So that's why we chose the location up in Northern Nevada, because it's really a centralized location for the north area, and that will give us a good possibility of seeing the impacts and letting you better manage your time and not have to spend your time waiting in line at the department.

**Governor:** So just for simplicity sake, I need to -- I just got the notice that I need to register my son's vehicle. So how would it -- I know I can do it online, but if I chose to come into the office to do that ...

**Mr. Dillard:** Yes.

**Governor:** So I would...

**Mr. Dillard:** So you would text into the number that will be provided, which is yet to be determined, but the system -- the pilot is set to go into place in March after the approval of the contract. And you would text in, and it would basically clarify which office you wanted to go to. In the pilot there's only one. It would then clarify what service that you wanted. In your case it would be a registration issue, and then it would give you an approximate appointment time. It says you will be served approximately between 11:45 and 12:00, would you like to join the cue for that time. If that's too soon for you, you'll have an option to go further back. In addition, if you're not running late in showing for your appointment, you'll also have the option to push yourself back and not lose your place in line, but be served at a later time.

**Governor:** Okay. And we're confident that when somebody comes in and has that 15 minute window, that we'll be able to service them at that time.

**Mr. Dillard:** That's part of what the pilot's going to ensure, that the technology functions as it is designed in the presentation. There are -- this is fairly new technology. There's only a few governmental entities using it. There's more in the private sector with buffet lines and things of that nature. But the government, on the scale that we're talking about, there's really only a few out there. So we really are kind of the cutting edge of trying out this technology.

**Governor:** No. And that's good. Are there other DMVs in another state have tried this?

**Mr. Dillard:** There is I think one other DMV using a similar -- it's not the same vendor, but a different vendor, and there's Public Safety in Texas is using this particular vendor with the SMS messaging service.

**Governor:** And they -- their experience has been positive so far?

**Mr. Dillard:** To this point it's very positive, the feedback, yeah.

**Governor:** And I'm sorry, you said in March is when we would expect that to begin?

**Mr. Dillard:** Yes. We're currently in the screen design and the modifications that need to be made to provide that proper feedback. We are anticipating a March launch for this at the Galletti office in Reno.

**Governor:** And that will be a free service, correct?

**Mr. Dillard:** And it will be a free service.

**Governor:** Okay. I have no further questions. Board members?

**Secretary of State:** Just a ...

**Attorney General:** Just a -- oh, I'm sorry. Go ahead, Mr. Secretary of State.

**Secretary of State:** You may have a better question than mine.

**Attorney General:** I don't know about that. Mine's on the heels of the Governor's app question, is how has DMV in a Box -- how successful has that program been, and does that somehow interact with this new system?

**Mr. Dillard:** That's a good question. There's no inner operability with this system, because this cueing system is specifically for services at the counter at DMV offices, where the DMV in a Box focuses on not having to come into a DMV office, and be able to conduct services outside of our office, thereby not impacting the wait times that go along with the offices. The DMV in a Box has actually been very successful. I believe it's the first program in the country that went to a user fee model that has been successful. Since we did that, we have been able to expand those -- I think we have 27 partnership locations now, out in the communities throughout Nevada, in addition to the kiosks that are located within the DMV offices. The amount of transactions has continued to go up each and every year, with a pretty large spike after last March when we actually launched that program with our community partners.

**Attorney General:** Great. Thank you.

**Secretary of State:** It's been a while since I've gone in person...

**Mr. Dillard:** Good.

**Secretary of State:** ... and pulled the ice cream shop ticket to wait in line. So would this technology be specific to an individual that booked the appointment time, or would it be broader? This is -- I know that there are some services out there that take a hold of the ice cream ticket, and you can pay them to essentially wait in line for you. Would that be possible under this system, or would it be unique to the individual?

**Mr. Dillard:** It's unique to number that's calling into the system. So it identifies. In other words it's smart enough to know that you can't get a cue at all four offices in Las Vegas. You're tied to specifically one location at a time to prevent the stacking of appointments, et cetera. I supposed it could be feasible if a service figures out how to then contact you so that you know when the appointment schedule is, but because it's a two-way communication, you're getting your appointment initially, but then the app is also communicating back with you, so it's interactive. So if you need to adjust that appointment you can. That could potentially prohibit a service from doing it. So it depends on how they would design that. But the system itself on no-shows, knows to move up the next -- appointment that's an in-office appointment from somebody that took one from the kiosk to move their wait time -- or to shorten their wait time and move it up even quicker than their normal appointment would have been.

**Secretary of State:** Okay. I would just hate to spend all this money offering a free service and then, you know, have all those times gobbled up by some private company that was going to resell them to the public.

**Mr. Dillard:** The other thing I'd also kind of like to point out from your consideration is that the contract itself, most of the fiscal impact of the contract is the up-front costs of actually obtaining the service and the software and the initial, but the maintenance of it really is no more than we're already paying the current vendor for a decade-old system that really is the ice cream ticket machine.

**Secretary of State:** Okay.

**Governor:** Any other questions? I want to congratulate you on being innovative and, it sounds like, leading the nation in terms of ensuring that we decrease wait times as much as possible.

**Mr. Dillard:** That's one of our primary focuses, so thank you, Governor.

**Governor:** What are our average wait times, do you have any idea?

**Mr. Dillard:** You know, they vary by month. We just -- we were just under 30 minutes for December, which is, I think only the third time in the last two years that we've been able to reach a 30-minute wait time. We're back up roughly 48 minutes or so in January, so it's right in the 45 -- 30 to 45 minutes on an average wait time. That doesn't mean customers don't wait an hour and a half or two hours occasionally, particularly the day after, or the day before state holidays.

**Governor:** Okay. Those are the busy days?

**Mr. Dillard:** Those are the busy days.

**Governor:** Stay away, huh?

**Mr. Dillard:** Yeah.

**Governor:** Okay. I have no further questions. Thank you very much. Board members, I have no further questions with regard to the contracts 1 through 48 as described in Agenda Item No. 8. Do you have any further questions?

**Secretary of State:** No, Governor.

**Attorney General:** No.

**Governor:** Okay. Chair will accept a motion for approval of Contracts 1 through 48 as described in Agenda Item No. 8.

**Secretary of State:** I move for approval.

**Attorney General:** Second the motion.

**Governor:** Secretary of State has made a motion for approval. Attorney General has seconded the motion. Any questions on the motion? All in favor please say aye. Motion passes unanimously.

**\*9. FOR POSSIBLE ACTION – MASTER SERVICE AGREEMENTS**

Eleven master service agreements were submitted to the Board for review and approval.

**Clerk's Recommendation:** I recommend approval.

**Motion By:** Secretary of State                      **Seconded By:** Attorney General                      **Vote:** 3-0

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**Comments:**

**Governor:** Mr. Mohlenkamp, Agenda Item No. 9, master service agreements.

**Clerk:** Thank you, Governor. Before the Board are 11 contracts, master service agreements. All of them are related to fire fuel reductions. Strangely enough, when I saw that there was 11 different companies that we use for trimming, moving, you know, removing debris, things of that nature, I was shocked. But I did get a list, and we actually have used all of them in recent years and various different agencies used them. So while I was shocked to see 11, we in fact do use all 11.

**Governor:** I have no questions regarding Agenda Item No. 9. Board members?

**Secretary of State:** No, Governor.

**Governor:** Chair will accept a motion for approval of master service agreements 1 through 10, or, excuse me, 11, as ...

**Secretary of State:** I move for approval.

**Attorney General:** Second the motion.

**Governor:** Secretary of State has moved to approve the master service agreements described in Agenda Item No. 9. The Attorney General has seconded the motion. Any questions? All in favor, please say aye. Motion passes 3-0.

**10. BOARD MEMBERS' COMMENTS/PUBLIC COMMENTS**

**Comments:**

**Governor:** Agenda Items No. 10, Board member comments. Board members, do you have any comments? Public comment? Is there any member of the public here in Carson City that would

like provide comment to the Board? Las Vegas? Any public comment? Is there anyone even in there, Madam Attorney General?

**Attorney General:** No, Governor.

**Governor:** Okay.

**\*11. FOR POSSIBLE ACTION – ADJOURNMENT**

**Motion By: Secretary of State                      Seconded By: Attorney General                      Vote: 3-0;**

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**Comments:**

**Governor:** All right. Then Agenda Item No. 11, adjournment. Is there a motion to adjourn?

**Secretary of State:** Move to adjourn.

**Attorney General:** Second.

**Governor:** Secretary of State has moved to adjourn the meeting. It looks like the Attorney General has seconded the motion. All in favor please say aye. This meeting is adjourned. Thank you ladies and gentlemen.

**Respectfully submitted,**

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JEFF MOHLENKAMP, CLERK

**APPROVED:**

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GOVERNOR BRIAN SANDOVAL, CHAIRMAN

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ATTORNEY GENERAL CATHERINE CORTEZ MASTO

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SECRETARY OF STATE ROSS MILLER