

**OFFICE OF STRATEGIC SERVICES – FRANCHISE ADMINISTRATION
FY 2024 ANNUAL REPORT**

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SUMMARY OF RESPONSIBILITIES

Franchise Administration operates within the Office of Strategic Services (OSS) and is responsible for managing the City's franchise and public utility licensing processes. These efforts collectively generate over \$85 million in annual revenue. The Franchise Officer leads and manages all aspects of franchising, licensing, and regulation for a range of essential services, including ambulance services, broadband internet, infrastructure providers, natural gas and electric utilities, solid waste and recycling services, telecommunications providers, and video service operators.

As of June 30, 2024 there were a total of:

- 26 franchise, wireless (pole attachment) and other right-of-way agreements
- 182 non-franchised public utility licenses

Key Responsibilities

The Franchise Officer oversees the following core functions:

- Negotiating and administering franchise agreements and other right-of-way agreements
- Reviewing and approving all public utility license applications
- Monitoring, tracking, analyzing and auditing revenues and trends
- Ensuring compliance with contractual agreements, City ordinances, and other applicable laws
- Drafting new agreements, ordinances and amendments
- Providing citizen support by answering questions, providing interpretive guidance on the City's franchise agreements and ordinances, and mediating consumer complaints
- Monitoring local, state and federal activity including legislation and regulations
- Serving as the City's franchise representative to other local governments, agencies and officials

FY 2024 HIGHLIGHTS

Revenue Collected

Franchise Fees	\$	79,231,460
Penalty Fees	\$	26,813
Attachment Fees	\$	902,795
Environmental Surcharge	\$	4,509,943
Annual Admin Fee (Republic Services)	\$	49,721
Annual Code Enforcement Allowance (Republic Services)	\$	372,910
Annual Service Credit (Republic Services)*	\$	782,468
Western Elite Recycling Rebate	\$	28,753
Total	\$	85,904,864

*Unused portion of FY 2023 Service Credit paid to City in FY 2024
(Total credit was \$1,386,144 with \$603,677 used during FY 2023)

Audits

Completed

- Cox Communications – CY 2018-2021

In progress

- CenturyLink – CY 2013-2015 and 2017-2020

New/Initiated

- NV Energy – CY 2019-2023
- Southwest Gas – CY 2019-2023

Settled/Closed

- Republic Services – CY 2015-2018 (\$70,541 refund for overpayment)

Franchise Agreements

Amendments and Extensions

- AT&T Corp., MCImetro Access Transmission Services Corp. and Zayo Group, LLC – 6 months
- Mercy, Inc. d/b/a American Medical Response (AMR) – 1 year
- MedicWest Ambulance, Inc. – 2 years
- Republic Services of Southern Nevada (Change of CPI Index) – BIS, Ordinance Amendment, Franchise Agreement Amendment, and Termination of 2019 Recycling Adjustment

New Agreements

- Google Fiber Nevada, LLC – Approved in June 2024
- Hotwire Entities
 - FixionX, LLC and Hotwire Communications, Ltd. – licensed in April 2024
 - HWNV, LLC – licensed with conditions; conditions removed in September 2023

Related Agreements

- Western Elite – Sludge Hauling Contract – 1-year Extension

Personnel

In addition to the Franchise Officer, the franchise program's success is driven by a dedicated team:

- Nathan Knapp, Management Analyst II (OSS) – The MA II position was added to OSS in FY 2024, providing part-time franchise program support.
- Susan Hauht, Administrative Secretary (Finance) – Susan provides critical assistance with franchise-related inquiries and complaint resolution.

Transparency and Public Engagement

The Franchise Home Page (www.lasvegasnevada.gov/franchise) serves as a central resource for residents, businesses and franchisees. This page includes:

- Links to all active franchise agreements, including wireless use (pole attachment) agreements and other right-of-way agreements
- Current ambulance and solid waste rate sheets
- Resolutions and proposed ordinances
- Contact information
- An on-line complaint form, submitted directly to the franchise email box through Formstack

Customer Service

Complaints and Inquiries

- Total Customer Contacts: 139
 - Number of Inquiries: 51
 - Number of Complaints: 81
 - Unknown: 7
- Top target of complaints:
 - Cox (49)
 - Republic Services (42)
 - Others (48)
- Performance:
 - Average number of days to acknowledge customers: < 1 business day
 - Average number of days to resolve issues: < 2 days

Internal Customer Service

- Maintain a master list of franchisees required to receive notices of annexations and vacations; provide updated lists to the departments responsible for compliance with Nevada Revised Statutes (NRS) and City policies
- Provide a Monthly Recycling Tip to Social Media Team to promote sustainability in the City
- Provide guidance to Business Licensing on franchise and public utility license issues

Inquiries Received from Existing and Prospective Franchisees/Guidance Provided

- CenturyLink/Lumen (micro-trenching)
- Cox (micro-trenching)
- Crown Castle Fiber (nano-trenching)
- Dispatch Health (ambulance)
- Draupnir Infrastructure Group (fiber)
- FixionX, LLC and Hotwire Communications, Ltd. (video service)
- Gateway Fiber (fiber)
- Light Source Communications (dark fiber)
- Marques Grady (ambulance)
- Nonmedically Supervised Transfer Services (various)
- OptimuMedicine (ambulance)
- Teleport Communications America, LLC (micro-trenching)
- Metronet (fiber)

MAJOR INITIATIVES and ACCOMPLISHMENTS

New Hybrid Franchise Agreement Template

Developed and implemented a new hybrid franchise agreement template for Communications Services, incorporating Broadband Internet Service in addition to Telecommunications Service.

Google Fiber Nevada, LLC

After extensive negotiations, the City entered into a franchise agreement with Google Fiber, utilizing the new hybrid template. This agreement allows for the rapid deployment of a City-wide network to provide broadband internet service using micro-trenching technology.

Sludge Hauling/Water Pollution Control Facility

Coordinated and facilitated meetings between City staff and sludge haulers to adjust current hauling volumes and pickup windows, providing schedule consistency and addressing operational challenges for WPCF staff. Changes were effective July 1, 2024 per signed agreement.

Contracted Ambulance Service (CAS) RFP

Assisted Las Vegas Fire and Rescue and Finance-Purchasing and Contracts in developing a new RFP to include additional services such as Basic Life Support (BLS) and a Crisis Response Team (CRT) that were not included in the original 2022 RFP and contract award. A new contract was awarded to AMR pursuant to the new RFP.

Franchise Records Retention Program

This program was developed in accordance with Nevada Revised Statutes (NRS) records retention requirements and implemented with guidance from the City Clerk's Office. As a result, thousands of outdated records were reviewed and properly destroyed, optimizing storage space and staff time. Additionally, formal procedures specific to retention of franchise fee payment records were implemented in collaboration with the Finance Department. This has enhanced organizational efficiency and the ability to locate current records.

Franchise Management Program Manual Overhaul

Completed extensive revisions to the existing manual, which had not been updated since 2020. New sections were added, along with an index of policies and procedures and a new complaint form. This revision made the manual more comprehensive than any previous versions.

CONCLUSION

The Franchise Officer remains committed to ensuring the City's franchise operations are managed effectively, transparently, and in alignment with public interest. Through continuous process improvements, regulatory oversight, and customer service enhancements, the Franchise Administration team plays a critical role in maintaining high standards of service delivery for the residents and businesses of Las Vegas.