

**MARIN EMERGENCY RADIO AUTHORITY**

c/o Novato Fire Protection District

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**DATE:** September 20, 2017

**TO:** Measure A Citizens Oversight Committee

**FROM:** Maureen Cassingham, Executive Officer

**SUBJECT:** AGENDA ITEM **C**: UPDATE ON NBS MEASURE A PARCEL TAX  
ADMINISTRATION SERVICES AND  
CONTRACT FEE

Recommended Action: Receive and file the Update on NBS Measure A Parcel Tax Administration Services and Contract Fee.

Background: On December 10, 2014, the MERA Governing Board approved the attached Agreement Addendum with NBS to provide Post Election Tax Administration Services for Measure A. There Scope of Service is included in the Addendum.

NBS advised they are spending significantly more customer service staff time on the toll-free number than was expected, especially on senior exemption calls. By Year-3, these calls should have decreased in number and duration. However, 386 calls were fielded in 2015 and 440 calls were received in 2016. Monthly counts for 2017 are already on pace for a similar year-end total.

NBS reached out for a fee adjustment effective July 1, 2017, from \$13,250 to \$20,000. NBS' actual cost of administration is \$26,000 annually. While this is a significant fee increase percentagewise, the extent and quality of all services rendered, along with the additional documentation developed for MERA to comply with Electronic Municipal Market Access (EMMA) 2016 Bonds filing requirements, is worth the additional cost. Also noteworthy is NBS absorbed extra staff costs for years 2015 and 2016 at no additional expense to MERA. Therefore, the Executive Officer administratively approved the requested fee adjustment with notification to the MERA Executive Board on July 12, 2017.

**ATTACHMENTS:**

- C-1 Addendum to Original Agreement to Provide Optional Post Election Tax Administration Services for the Marin Emergency Radio Authority (Dated December 10, 2014)
- C-2 Annual Tax Administration Services for Marin Emergency Radio Authority