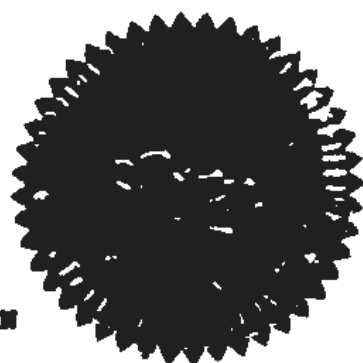


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of  
Resolution by City  
Commission of Haines City  
Requesting Extended Area  
Service (EMS) from Haines  
City Exchange to All  
Exchanges within Polk Count,  
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DOCKET NO. 950699-TL



FIRST DAY - MORNING SESSION

VOLUME 1

Pages 1 through 183

PROCEEDINGS: HEARING  
  
BEFORE: COMMISSIONER J. TERRY DEASON  
COMMISSIONER SUSAN F. CLARK  
COMMISSIONER DIANE K. KIESLING  
  
DATE: Tuesday, April 22, 1997  
  
TIME: Commenced at 10:00 a.m.  
  
PLACE: Haines City, City Hall  
City Commission Chambers  
502 Hinson Avenue  
Haines City, Florida  
  
REPORTED BY: H. RUTHE POTAMI  
Official Commission Reporter

DOCUMENT NUMBER - DATE

FLORIDA PUBLIC SERVICE COMMISSION 04400 MAY-26

FPSC-RECORDS/REPORTING

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4 Haines City.

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8                   **J. JEFFRY WARLEN**, Ausley & McMullen, Post  
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15                   **BETH CULPEPPER**, Florida Public Service  
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## WITNESSES - VOLUME 1

	NAME	PAGE NO.
1		
2		
3	DR. EARLE LEE	
4	Direct Statement	12
5		
6	ELLEN KUBINY	
7	Direct Statement	15
8		
9	BETTY SKIFFINGTON	
10	Direct Statement	16
11		
12	ROBERTA DOWNING	
13	Direct Statement	17
14		
15	NOEL OTWELL	
16	Direct Statement	16
17		
18	RON BURCHFIELD	
19	Direct Statement	19
20		
21	GEORGE REILLY	
22	Direct Statement	24
23		
24	TRESSIE FORTUNE	
25	Direct Statement	26
26		
27	JOHN DEMBITSKY	
28	Direct Statement	27
29		
30	JOHN TUCKER	
31	Direct Statement	28
32		
33	KELLY CALLIHAN	
34	Direct Statement	30
35		
36	FR. HUGH McGLASHON	

1	Direct Statement	31
2	<b>DAVID SAVANT</b>	
3	Direct Statement	35
4	<b>ALICE ROGERS</b>	
5	Direct Statement	38
6	<b>RUTH MILLER</b>	
7	Direct Statement	40
8	<b>JULIE SAPP</b>	
9	Direct Statement	41
10	<b>LORI CUNNINGHAM</b>	
11	Direct Statement	43
12	<b>STEVE WILLIAMS</b>	
13	Direct Statement	47
14	<b>MARSHAL KIRCHIK</b>	
15	Direct Statement	48
16	<b>JANE JUKES</b>	
17	Direct Statement	51
18	<b>DR. CHANCELLOR HANNON</b>	
19	Direct Statement	55
20	<b>THELMA LANDER</b>	
21	Direct Statement	59
22	<b>LEE CARTER</b>	
23	Direct Statement	62
24		
25		

1	<b>JAMES BRANTLEY</b>	
2	Direct Examination By Mr. Nettleton	68
	Prefiled Direct Testimony Inserted	70
3	Cross Examination By Ms. Caswell	78
	Cross Examination By Mr. Beck	82
4	Cross Examination By Ms. Culpepper	82
5	<b>GEORGE CAREFOOT</b>	
6	Direct Examination By Mr. Nettleton	83
	Prefiled Direct Testimony Inserted	85
7	Cross Examination By Ms. Caswell	89
	Cross Examination By Ms. Culpepper	93
8		
9	<b>JAMES JOSEPH DeGENNARO</b>	
	Direct Examination By Mr. Nettleton	95
10	Prefiled Direct Testimony Inserted	97
	Cross Examination By Ms. Caswell	102
11	Cross Examination By Ms. Culpepper	103
12	<b>JIM NELSON</b>	
13	Prefiled Direct Testimony Inserted Into the Record by Stipulation	106
14		
15	<b>BEN SAAG</b>	
	Direct Examination By Mr. Nettleton	109
16	Prefiled Direct Testimony Inserted	111
	Cross Examination By Ms. Caswell	116
17	Cross Examination By Ms. Culpepper	118
18	<b>WALTER STORMS</b>	
19	Direct Examination By Mr. Nettleton	121
	Prefiled Direct Testimony Inserted	123
20	Cross Examination By Ms. Culpepper	127
21	<b>THOMAS WHEELER</b>	
22	Direct Examination By Mr. Nettleton	128
	Prefiled Direct Testimony Inserted	130
23		
24		
25		

1	<b>ELIZABETH ANN TONEY DEAL</b>		
2	Direct Examination By Mr. Nettleton		134
	Prefiled Direct Testimony Inserted		136
3	Cross Examination By Ms. Caswell		152
	Cross Examination By Ms. Culpepper		156
4	<b>SHARON HARRELL</b>		
5	Prefiled Direct Testimony Inserted		166
6	Into the Record by Stipulation		
7	<b>R. EARL POUCHER</b>		
	Direct Examination By Mr. Beck		173
8	Prefiled Direct Testimony Inserted		174
9			
10			
11			
12			
13	<b>EXHIBITS - VOLUME 1</b>		
14	<b>NUMBER</b>	<b>ID.</b>	<b>ADMTD.</b>
15			
16	1	Customer Burchfield's bill	24
17	2	Customer Lander's phone bill	61
18	3	Harrell Ex. 1, confidential	165 165
19	4	Poucher Ex. 1	173
20			
21			
22			
23			
24			
25			

**P R O C E E D I N G S**

(Hearing convened at 10:00 a.m.)

**COMMISSIONER DEASON:** Would you please read the notice?

**MS. CULPEPPER:** By notice issued April 8th, 1997, this time and place have been set for a hearing in Docket No. 950699-TL, Resolution by the City Commission of Haines City requesting EAS to all exchanges in Polk County.

**COMMISSIONER DEASON:** Thank you. We'll take appearances, and when you give your appearance, I'm going to ask that you please stand so the people in the audience can see who is speaking at the time and put a face with a name.

**MR. WAHLEN:** I'm Jeff Wahlen of the Ausley & McMullen law firm in Tallahassee, Florida, on behalf of Sprint-Florida, Inc.

**MS. CASWELL:** I'm Kim Caswell for GTE Florida.

**MR. NETTLETON:** Robert Nettleton, City Attorney for the City of Haines City.

**MR. BECK:** My name is Charlie Beck with the Office of Public Counsel appearing on behalf of the Citizens.

**MS. CULPEPPER:** Beth Culpepper on behalf of

1 Commission Staff, 2540 Shumard Oak Boulevard.

2 COMMISSIONER DEASON: Thank you. I want to  
3 take this opportunity to welcome everyone to the  
4 hearing today. My name is Terry Deason. I'm a member  
5 of the Public Service Commission. I'll be chairing  
6 this hearing today.

7 Seated to my right is Commissioner Susan  
8 Clark, and seated to my left is Commissioner Diane  
9 Kiesling. We're the panel of Commissioners which will  
10 be hearing this matter and making the decision in this  
11 case.

12 There are a number of Staff personnel that  
13 are here today. Ms. Culpepper just introduced  
14 herself. Also seated at the bench here is Ann  
15 Shelfar, and I think sitting behind her is Vonnie  
16 Wiggins. These are members of the staff of the Public  
17 Service Commission. You probably met some of our  
18 other Staff in the rear of the auditorium.

19 If any of you have any questions that you  
20 wish to address informally, any of these people will  
21 be more than glad to assist you in whatever way that  
22 they can.

23 The purpose of the hearing today is to give  
24 the citizens of Haines City and Polk County an  
25 opportunity to address the Commission concerning the



1 pending request for extended area service. We will  
2 have a session this morning to take general customer  
3 and citizen testimony. We will then proceed into what  
4 we refer to as the technical portion of the hearing.  
5 And then there will be another session this evening  
6 beginning at 6:00 to once again give members of the  
7 public an opportunity to address us concerning this  
8 matter.

9 I want to review very briefly with you the  
10 procedure that we're going to follow today. When you  
11 entered the rear of the auditorium, you should have  
12 been greeted and been given the opportunity to sign up  
13 to speak. It is necessary for you to sign that card  
14 so that we can have a list of people who do wish to  
15 speak.

16 Mr. Beck from Public Counsel's Office will  
17 be receiving those cards and he will be calling names  
18 from that list. When your name is called we ask that  
19 you come forward to the podium directly in front of me  
20 and begin by giving us your name and your address, and  
21 if you think it would be helpful to the court  
22 reporter, you may wish to spell your name so that it  
23 will be accurate in the record.

24 This is an official hearing of the Public  
25 Service Commission. It is being recorded by our court

1 reporter. The information that you provide to us  
2 today will be evidence and will become part of the  
3 record, and the Commission will rely upon that  
4 information in making the decision that we make in  
5 this case.

6           So that your testimony will become part of  
7 the record, it is necessary that you be sworn in as a  
8 witness. This is a necessary step in the process. It  
9 is in no way intended to intimidate you, but it is  
10 necessary. So in a moment before we begin testimony,  
11 I'm going to ask all members of the public and other  
12 witnesses that are here today to stand and to be sworn  
13 in.

14           For those persons who do not actually wish  
15 to make a formal statement here today on the record,  
16 you should have been provided a special report. If  
17 you will notice, the last page of that special report  
18 is designed to be detached so that you may provide  
19 comments to the Commission and fold that and mail that  
20 to the Commission. That is an opportunity which is  
21 also available to you.

22           Are there any other preliminary matters we  
23 need to address at this time?

24           MS. CULPEPPER: There is one matter  
25 regarding the stipulation of one witness' testimony,

1 but that can be taken up at the beginning of the  
2 technical portion.

3 COMMISSIONER DEASON: We'll address that at  
4 this time. I'll ask the parties, do any of the  
5 parties have any preliminary matters before we begin  
6 taking customer testimony?

7 MS. CULPEPPER: No, sir.

8 MR. NETTLETON: No, sir.

9 COMMISSIONER DEASON: Very well. I'm going  
10 to ask, then, all members of the public and other  
11 witnesses who have prefiled testimony as well  
12 somewhere to please stand and to raise your right  
13 hand.

14 (Witnesses collectively sworn.)

15 COMMISSIONER DEASON: Thank you. Please be  
16 seated. Mr. Beck?

17 MR. BECK: Thank you, Commissioner Deason.

18 First witness is Dr. Earle Lee.  
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1 DR. EARLE LEE

2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

4 DIRECT STATEMENT

5 WITNESS LEE: My name is Dr. Earle Lee.  
6 That's Earle with an "E" on the end. And I live at 41  
7 North 20th Street here in Haines City, Florida. I  
8 appreciate your allowing me to speak first. I have to  
9 leave for Tallahassee as soon as I'm through here, so  
10 I appreciate the opportunity.

11 I've been residing in Haines City now for 17  
12 years.

13 COMMISSIONER DEASON: If you get just a  
14 little bit closer to the microphone, it may help.

15 WITNESS LEE: I've been residing in Haines  
16 City now for 17 years, and for 17 years had the  
17 experience of every time you pick up the phone trying  
18 to figure out is this one long distance, is it not  
19 and, being isolated, can't even reach the county seat  
20 without it being a long distance call.

21 And I realize you have -- as a Commission,  
22 you have some statistics and, as you've put in the  
23 handout here, some studies that you've done; but I  
24 believe the service that's to be provided should go  
25 beyond those type of statistics and should deal with

1 the needs of the people and the needs of the area.

2           Haines City has grown. I've only been here  
3 17 years, but I've seen it grow tremendously in that  
4 time, and in the statistics from Tallahassee, in this  
5 past year Haines City itself is the fastest growing  
6 city in northeast Polk County. So it is obviously  
7 going to continue to grow, and this Commission can  
8 wait until the growth is all in place and then  
9 respond, or it can make a decision to respond ahead of  
10 time; and my hope and trust is that you will be  
11 proactive and respond ahead of time.

12           Now, it's possible to call -- I don't know  
13 if you realized it or not, but in your statistics, man  
14 as a human being is a welfare maximizer and a cost  
15 minimizer; and, for instance, I can pick up my cell  
16 phone and I can call anyone in 941 and not have to  
17 bother with punching in all those numbers, and so I'll  
18 do that.

19           We have a large ministry here in town, and  
20 we have a lot of our folks that live throughout the  
21 areas and we have to make calls. If I have to go to  
22 Winter Haven I'll access a phone in Winter Haven where  
23 I don't have to pay long distance and things of this  
24 nature, and I'm sure that other people are the same as  
25 myself. They will have taken advantage of these types

1 of things in order to keep their costs down.

2 Many times when you want to reach someone,  
3 it's very frustrating when you dial and then the  
4 operator comes on and says you haven't done it right  
5 and then you remember, oh, yes, that one is long  
6 distance, and you go back at it a different way.

7 I hope that the Commission will certainly  
8 look beyond statistics and respond to the needs of the  
9 community. I know that our city -- our county  
10 government has some 800 numbers, but I've had the  
11 experience they're very hard to find, the 800 numbers,  
12 to start with, and then when you do they are so busy  
13 that you can't get through, so you again pick up and  
14 pay long distance to call your county seat to conduct  
15 your business as a citizen of Haines City.

16 And I know that others will speak, but I can  
17 only imagine what it must mean to our emergency  
18 personnel and people of this nature that also have to  
19 pick up the phone and find that it's long distance to  
20 access some of these other areas.

21 So I would like to go on record, and as you  
22 can well tell by now, encouraging this Commission to  
23 work out the details, technical and otherwise, so that  
24 we could have this expanded calling area in Haines  
25 City; and I believe in so doing, you would live up to

1 that key word in your name "service," and I trust that  
2 we'll end up with the right kind of service for Haines  
3 City. Thank you. (Applause.)

4 COMMISSIONER DEASON: Mr. Beck.

5 MR. BECK: Eileen Kubiny. I apologise if I  
6 mispronounced your name.

7 COMMISSIONER DEASON: I'm going to put the  
8 various attorneys on notice, if you have a question  
9 for a witness let me know; otherwise, I'll assume that  
10 there are no questions for the public witnesses.

11 - - - - -

12 ELLEN KUBINY

13 appeared as a witness and, swearing to tell the truth,  
14 testified as follows:

15 DIRECT STATEMENT

16 WITNESS KUBINY: My name is Eileen Kubiny.  
17 I live at 3802 Lake Ellen Drive, Haines City. I have  
18 been a resident since '83, and my daughter lives in  
19 Polk City, and it's long distance for me and for her  
20 and it -- her and my phone bill are tremendous because  
21 we call each other two or three times a day because  
22 she lives alone and I live alone. So I'd appreciate  
23 it if we could.

24 I do business in Lakeland, too, and it's all  
25 long distance, and like the gentleman said, we can't

1 even call the county seat unless we are long distance.  
2 So I would like that changed. Thank you. (Applause.)

3 COMMISSIONER DEASON: Thank you. I'm going  
4 to ask the witnesses again to please spell your names  
5 for the benefit of the Commission as well as the court  
6 reporter. Thank you.

7 COMMISSIONER DEASON: Thank you.

8 MR. BECK: Betty Skiffington.

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10

**BETTY SKIFFINGTON**

11 appeared as a witness and, swearing to tell the truth,  
12 testified as follows:

13

**DIRECT STATEMENT**

14

15 **WITNESS SKIFFINGTON:** My name is Betty  
16 Skiffington, S-K-I-F-F-I-N-G-T-O-N. I live at 2670  
17 Lake Ellen Drive in Haines City and we've been with  
18 the phone company here since 1978. I lived in Miami  
19 for 25 years and I could call anywhere in Dade County  
20 and, I mean, here we can't even call in to Lakeland.  
21 But my sister lives in Winter Haven and she can call  
22 all over. And when I was in the hospital in Lakeland,  
23 in order to call my husband without dialing a bunch of  
24 numbers, I called my sister and my sister would call  
25 me, and I just don't think it's right. If Miami can  
have all over the county, I don't know why we can't.



1 Thank you. (Applause.)

2 COMMISSIONER DEASON: Thank you.

3 MR. BECK: Roberta Downing.

4 - - - - -

5 ROBERTA DOWNING

6 appeared as a witness and, swearing to tell the truth,

7 testified as follows:

8 DIRECT STATEMENT

9 WITNESS DOWNING: I'm Roberta Downing,  
10 D-O-W-N-I-N-G. I live 4580 East Lane, Haines City,  
11 and I work in Haines City and my supervisor lives in  
12 Lakeland. So to keep in touch with her we have to  
13 call long distance, and I would really appreciate it  
14 if we could have a -- one toll, or whatever they do  
15 for that, and that would be really nice if it were for  
16 the whole county. Thank you. (Applause.)

17 COMMISSIONER DEASON: Thank you.

18 MR. BECK: Noel Otwell.

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**NOEL OTWELL**

appeared as a witness and, swearing to tell the truth,  
testified as follows:

**DIRECT STATEMENT**

**WITNESS OTWELL:** My name is Noel Otwell,  
N-O-E-L, O-T-W-E-L-L. I reside at 4995 State Road 544  
East, Haines City. I've resided there since 1981.  
And really I think it's very unfair to live in a  
county that you have to have a long distance call to  
the county seat, which we often make calls there. And  
I'm also a disabled veteran, and I do have an 800  
number there at the Veteran's Office, but most of the  
time it's tied up, and if I get another number, I have  
to pay a long distance.

We make many long distance calls out of  
state. I think the telephone company makes enough on  
that; make a lot of calls to Lakeland. And I  
appreciate having this opportunity to speak before the  
Commissioners. I'm certainly for it. Thank you.

**MR. BECK:** Ron Burchfield.

1                   **RON BURCHFIELD**

2   appeared as a witness and, swearing to tell the truth,  
3   testified as follows:

4                   **DIRECT STATEMENT**

5                   **WITNESS BURCHFIELD:** Good morning, ladies  
6   and gentlemen. My name is Ron Burchfield,  
7   **B-U-R-C-H-F-I-E-L-D.** If I may, Mr. Chairman, I would  
8   just like to pass out one handout.

9                   **COMMISSIONER KIESLING:** Would you give one  
10   to the court reporter, please?

11                   **WITNESS BURCHFIELD:** I don't know if I have  
12   enough copies. Mr. Chairman, I'll try to be brief in  
13   my comments since I've offered an exhibit which  
14   documents most of the concerns that I have and my  
15   company has, and I believe most of the citizens of  
16   Haines City have here this morning.

17                   First of all, I am chief executive officer  
18   of Engineers of Central Florida. We're located at 902  
19   Highway 27 North in Haines City Florida.

20                   In September of this year because of the  
21   potential growth and the growth that's occurring along  
22   the 27 corridor and within the Haines City area, from  
23   my corporate office in Winter Haven I decided to open  
24   a branch office on Highway 27 in Haines City. This  
25   was in September or August of this year

1           That office, being successful, has now  
2 become my home base office, and my operations have  
3 shifted from Winter Haven to Haines City, and we're  
4 enjoying a very good relationship with the community  
5 of Haines City, and we're looking forward to continue  
6 doing business in Haines City.

7           However, as I handed out to you, I will read  
8 our concerns regarding some of our operating costs to  
9 do business in Haines City that we did not experience  
10 in Winter Haven. And as a matter of record let me go  
11 ahead and read the information that I've handed out to  
12 the Commissioners and to the counsel so that the  
13 audience also will be privy to what is being submitted  
14 to the Commission, if it pleases the Commissioners.

15           "Gentlemen: Enclosed is a copy of a portion  
16 of our Haines City office phone bill for the month of  
17 March, 1997. Since we are an engineering firm, we  
18 deal with many items regarding governmental services  
19 in Bartow and Lakeland. These calls from Winter Haven  
20 and other areas in the county are considered local  
21 calls. However, in the Haines City area they are  
22 treated as long distance calls. In many areas of the  
23 county the distance to these offices is quite more  
24 significant than from Haines City. However, Haines  
25 City considers these long distance calls. These calls

1 have added approximately 20% to our already tremendous  
2 phone bill.

3           We strongly support Haines City's effort to  
4 reclassify these calls to local. Continuing to charge  
5 long distance rater for these calls is an economic  
6 hardship on business and individuals in the Haines  
7 City area."

8           And what I've attached is my phone bill from  
9 GTE for the month of March, and along with that we've  
10 taken the last six pages and we have highlighted those  
11 phone calls, for example, to Bartow, Lakeland and Polk  
12 City that are classified as long distance phone calls,  
13 and we have taken those five or six pages and we've  
14 totaled them up, and our total cost for the month of  
15 March was \$71.52. This is the additional cost of  
16 doing business in the Haines City area that we didn't  
17 have in Winter Haven and some other areas within Polk  
18 City.

19           We feel like this is an unjust cost for  
20 doing business in this area. It's certainly  
21 additional cost that we had not anticipated when we  
22 moved our corporate office here to Haines City. We  
23 certainly enjoy doing business in Haines City and will  
24 continue to do so. However, we feel that this  
25 additional fare for long distance phone calls is a

1 hardship on business communities and also the private  
2 sector, and we ask that the Public Service Commission  
3 entertain our request this morning and look favorably  
4 upon removing these calls as long distance phone  
5 cells. Thank you very much. (Applause.)

6 COMMISSIONER DEASON: Mr. Burchfield, I have  
7 a request. I'm looking at the attachment to your  
8 letter and I'm looking at the last page, and just  
9 below where you have totaled \$71.52 there's a category  
10 there that refers to summary of GTE total solutions  
11 for business and there's a discount calculated there.  
12 What is that?

13 WITNESS BURCHFIELD: Well, we found out --  
14 the last month, of course, I've been on my accountants  
15 and my secretaries to reduce these phone calls because  
16 with the -- also the cellular phones that we have,  
17 which is an additional \$500.00 on top of these. They  
18 came up with a -- talking to GTE, that if we dialed 9  
19 instead of dialing the number directly, we could  
20 receive a rebete back from our total costs. So that  
21 there is -- I believe dialing 9 within our own system  
22 which gives it a 25% reduction.

23 COMMISSIONER DEASON: Now, is this a service  
24 you to subscribe to --

25 WITNESS BURCHFIELD: Yes, we have to request

1 this.

2 COMMISSIONER DEASON: Is there a fee for  
3 that, having that --

4 WITNESS BURCFIELD: There was a -- there  
5 was a small fee to initially join it, but after that  
6 there's no fee.

7 COMMISSIONER DEASON: But it's your  
8 testimony, though, that that's not sufficient?

9 WITNESS BURCFIELD: That is not sufficient.  
10 We feel that our testimony and our letters show that  
11 these phone calls should be considered local phone  
12 calls and we should not be assessed as long distance  
13 phone calls.

14 COMMISSIONER DEASON: Is it your  
15 understanding that this is a service just available to  
16 business customers, or do you know?

17 WITNESS BURCFIELD: I do not know. I do  
18 not know at all.

19 COMMISSIONER DEASON: Thank you, sir.

20 MR. BECK: Commissioner, Deason, could  
21 Mr. Burchfield's exhibit be marked?

22 COMMISSIONER DEASON: Yes, most definitely.  
23 We have not identified any exhibits before today; is  
24 that correct?

25 MS. GULPEPPER: That's correct.

1           **COMMISSIONER DEASON:** The letter and the  
2 attachment thereto will be identified as Exhibit  
3 No. 1.

4           **MR. BECK:** Thank you.

5           (Exhibit 1 marked for identification.)

6           **MR. BECK:** George Reilly.

7                                 - - - - -

8                                 **GEORGE REILLY**

9 appeared as a witness and, swearing to tell the truth,  
10 testified as follows:

11                                 **DIRECT STATEMENT**

12           **WITNESS REILLY:** My name is George Reilly,  
13 R-E-I-L-L-Y. I reside at 202 East Palm Street,  
14 Davenport, Florida. I'll try to be brief. We've  
15 lived in this area now for 11 years. Love it.

16           My wife is a shopper, as a lot of women are,  
17 so she just loves to hit the malls. We welcomed the  
18 opening of Eagle Ridge Mall figuring, gee, now she can  
19 call locally and find out what's -- you know, prices,  
20 availability of stuff; but I don't know whether you  
21 people realize it or not, the J.C. Penney and Sears at  
22 Eagle Ridge do not have the selection or the prices  
23 that the same stores in Lakeland have. It was a  
24 revelation, but we found it out.

25           There's no Home Depot in Polk County, no



1 San's Club except in Lakeland. Well, it's Home Depot  
2 in Lakeland. And, of course, there is an awful lot of  
3 professional people, legal, medical and various other  
4 types of businesses, in Lakeland that are not  
5 available anywhere else.

6 As everyone else has said, it's unbelievable  
7 that you have to pay a toll to call the county seat.  
8 It's, I mean, your -- and relative to the toll calls,  
9 anytime you do make a toll call and the first thing  
10 they say is hold, and you hold, and while you're  
11 holding, those prices go up. It's unbelievable.

12 My wife's mom lives in Chicago. She can  
13 call her cheaper than we can call Lakeland during the  
14 same periods of time and for the span of the call.

15 So thank you very much for the opportunity  
16 to get this off my chest, but I -- prior to coming  
17 here, we lived in Allegheny County, which is  
18 Pittsburgh, and as the other gentleman -- the lady  
19 said about Dade County, Florida, we had access to the  
20 entire county without paying tolls. Here we don't.  
21 Thank you. (Applause.)

22 MR. BECK: Tressie Fortune.

23

24

25

**TRESSIE FORTUNE**

1  
2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

**DIRECT STATEMENT**

4  
5 **WITNESS FORTUNE:** My name is Tressie  
6 Fortune, F-O-R-T-U-N-E, and we live at 633 Watercrest  
7 Drive, Haines City, and we've lived in this area for  
8 about 19 years.

9 We, too, feel like it's very unfair to not  
10 be able to reach our county seat. We pay taxes.  
11 We're homeowners. Many, many times you have to call.  
12 And I'm like the gentleman before, you get someone on  
13 the line and you will hold 30 minutes. I can call my  
14 family in Tennessee much cheaper than I can make a  
15 call to Lakeland or to Bartow.

16 And this area is growing so fast and so many  
17 senior citizens and -- well all the trades of life as  
18 far as that goes -- and our medical facilities are  
19 needed very much in Lakeland; and having to call long  
20 distance to get an appointment or to check on someone  
21 that's in the hospital there is ridiculous.

22 I would like to see us be able to call  
23 anyplace in Polk County without having to pay a fee,  
24 and I appreciate anything that you can do. Thank you.  
25 (Applause.)

1                   MR. BECK: John Dembitsky.

2                                   - - - - -

3                                   JOHN DEMBITSKY

4 appeared as a witness and, swearing to tell the truth,  
5 testified as follows:

6                                   DIRECT STATEMENT

7                   WITNESS DEMBITSKY: My name is John  
8 Dembitsky, D-E-M-B-I-T-S-K-Y. I reside at 7066  
9 Fairview Village, Winter Haven.

10                                   We're in a pocket. We're in the city of  
11 Winter Haven, but we're not in the City of Winter  
12 Haven, and they list us in Haines City. So evidently  
13 everything we do is long distance out of there. The  
14 place across the street has a Winter Haven phone  
15 number. They can call anyplace in the county, but  
16 we're penalized because we're in an unincorporated  
17 area.

18                                   I'm a past commander of Disabled American  
19 Veterans and we service most of Polk County. And  
20 every time I try to get in touch with some of our  
21 clients we get a long distance buzz on the phone, and  
22 it's -- I resorted down to getting a cell phone, but  
23 even that, every time I make a call the taxes on that  
24 are terrific. Between your state taxes and your  
25 federal taxes, I make a 15-cent phone call and I get a

1 70-cent tax on it.

2           So I'd appreciate it if they would make the  
3 county all available as a local calling area, the same  
4 thing with like the call phone, the whole state of  
5 Florida is local area. Thank you. (Applause.)

6           **MR. BECK:** John Tucker.

7                                 - - - - -

8                                 **JOHN TUCKER**

9 appeared as a witness and, swearing to tell the truth,  
10 testified as follows:

11                                 **DIRECT STATEMENT**

12                                 **WITNESS TUCKER:** Good morning. My name is  
13 John R. Tucker, III, T-U-C-K-E-R. I live at 588  
14 Sweetwater Way East in Haines City.

15                                 I'm here not only as an individual but I'm  
16 president of the Haines City Little League. I  
17 represent 500 children and approximately the same  
18 number of families. We're in the southernmost  
19 district of Little League. All the calls that we make  
20 are made to the Lakeland area, areas like Polk City.  
21 Every time we call it's an extra cost to the children,  
22 money that is raised by the kids and should not have  
23 to be spent unnecessarily for phone calls.

24                                 Many, many phone calls have to be made this  
25 time of year. We're setting up tournament schedules.

1 Even on a rain-out, a simple call for a rain-out costs  
2 the kids more money than should be -- have to be paid.

3 We, because we're in the southern part of  
4 this district, every call we make, even to our  
5 neighboring leagues, becomes a long distance toll  
6 call.

7 So on behalf of the children of Haines City  
8 Little League, I would ask that you change this.

9 Thank you. (Applause.)

10 COMMISSIONER DEASON: Excuse me, Mr. Tucker.  
11 I have a question. The calls that you're having to  
12 place, is that from one region to another, or is it  
13 actually team members that it's long distance for,  
14 say, for example, a coach to call a team member?

15 WITNESS TUCKER: It could be both. Our area  
16 extends all the way to the northern county line all  
17 way over to Winter Haven, to the eastern county line  
18 and down to Lake Wales. So some of these areas are  
19 toll calls if we have to be in touch with the children  
20 in our league.

21 Even our neighboring leagues, Polk City, we  
22 do an interleague schedule with Polk City. Every time  
23 we have to call them to schedule a game, to notify  
24 them of a rain-out, or to just be in touch with their  
25 league, it's an unnecessary cost for us.

1           Our district administrator is in Lakeland.  
2 All tournament schedules go through the Lakeland area,  
3 so almost all of our calls become a toll call for us.

4           **COMMISSIONER DEASON:** Let me ask you another  
5 question. Do you realize that under one of the  
6 proposals that there would be an additional cost, a  
7 flat additional cost for residential and business  
8 customers, but for residential customers it would be  
9 in the range of \$3.22 to \$3.67 per month added to the  
10 bill. Were you aware of that?

11           **WITNESS TUCKER:** Yes. But it would appear  
12 to me, observing what our calls are, that that would  
13 still be much less expensive than the additional  
14 charge on every call.

15           **COMMISSIONER DEASON:** Okay. Thank you, sir.

16           **MR. BECK:** Kelly Callihan.

17           - - - - -

18           **KELLY CALLIHAN**

19 appeared as a witness and, swearing to tell the truth,  
20 testified as follows:

21           **DIRECT STATEMENT**

22           **WITNESS CALLIHAN:** Hi. My name is Kelly  
23 Callihan, and I'm the recreation director for the City  
24 of Haines City; and I would also just like to echo  
25 Mr. Tucker's concerns with our Little League baseball.

1           The City actually runs our Little League  
2 basketball program and numerous -- all -- any of our  
3 youth sports, and also our adult sports we run into  
4 the same problems where we have to call Lakeland,  
5 Bartov, the same -- you know, it's the same thing.  
6 You have to make those long distance calls, and it's  
7 just a problem for us and -- you know, that's really  
8 all I have to say. (Applause)

9           **COMMISSIONER DEASON:** Thank you.

10          **MR. BECK:** Father Hugh.

11   - - - - -

12   **FR. HUGH MCGLASHON**

13 appeared as a witness and, swearing to tell the truth,  
14 testified as follows:

15   **DIRECT STATEMENT**

16           **WITNESS MCGLASHON:** Good morning. I'm the  
17 Very Reverend Hugh McGlashon, Jr. That's capital M-C,  
18 capital G-L-A-S-H-O-N. I'm the rector of St. Marks  
19 Episcopal Church here in Haines City, and I'm also the  
20 dean of the Southwest Episcopal Deanery of the diocese  
21 of Central Florida.

22           I'm going to talk about phones from a  
23 stewardship aspect. I have to make phone calls as a  
24 rector to my parishioners or they have to make them to  
25 me at the parish from a large surrounding area, Winter

1 Haven, Lake Wales, the cove up by the bass lake, all  
2 over Polk County. Not everybody who goes to church  
3 here lives in Haines City, and they do want to be in  
4 touch with their pastors and we want to be in touch  
5 with them.

6           It's expensive for the church to pay the  
7 phone bill when I'm on that phone, not just because of  
8 the parish, but my deanery, in which I am serving as  
9 the dean, runs from here to Lake Placid. It includes  
10 Lakeland, Mulberry, Wauchula, Bartow, Winter Haven, as  
11 I said, and Davenport and all these surrounding areas.

12           As the Bishop's liaison man in this  
13 particular area for the deanery, I'm required to make  
14 phone calls to all of those areas and contact all of  
15 the parishes, 16 of them, and all of the clergy who  
16 are there with important notices. That's a lot of  
17 phone calls and it's a lot of money.

18           Yes, it's in the budget for the parishes to  
19 pay our phone bills. It's in my budget to pay my  
20 phone bill, because I make those same phone calls from  
21 the house and I do not charge the church. It's part  
22 of my give-back to the church.

23           However, if I didn't have to pay long  
24 distance phone calls from the church, from my home,  
25 and if my parishioners didn't have to make long



1 distance phone calls living in Polk County, they might  
2 increase their tithe to the church and be better  
3 stewards of their money. (Applause)

4           These are God's resources. It is God's  
5 money that we're using and if -- use it in a proper  
6 way, from a very theological viewpoint. It might help  
7 them, it certainly would help us, and it would help  
8 those who won't make a phone call because they can't  
9 afford to do so and they wait until they come into  
10 church on Sunday and maybe it's too late then.

11           I really urge you to look at extended  
12 service for this community which, as others have said,  
13 is rapidly growing. We pastors are well aware of that  
14 because all of our churches are growing, and that  
15 means more and more people are coming into the area,  
16 and we do need to service them in a proper manner.  
17 Thank you for hearing what we had to say, and God  
18 bless you all.

19           **COMMISSIONER KIESLING:** I just want to make  
20 sure that you understand that if this county gets  
21 countywide calling at a mandatory --

22           **WITNESS McGLASHON:** Yes, ma'am.

23           **COMMISSIONER KIESLING:** -- that not only  
24 will you have to pay between \$3.22 and the \$3.67 a  
25 month extra, but that every one of your parishioners

1 will have to pay that also.

2           **WITNESS McGLASHON:** It's miniscule compared  
3 to the long distance calls, ma'am. I will assure you  
4 of that. I'll probably be back tonight and I may have  
5 some figures for you then, but that \$3.00 is minimal.  
6 Believe me.

7           **COMMISSIONER KIRSLING:** It just came to mind  
8 because you mentioned that you have some parishioners  
9 who can't afford to make a phone call to you so they  
10 wait until they come into church, and if they can't  
11 afford to make one now --

12           **WITNESS McGLASHON:** They won't be able to  
13 make one then, either.

14           **COMMISSIONER KIRSLING:** Are they going to  
15 still be able to --

16           **WITNESS McGLASHON:** But I can call them, so  
17 it will be easier. Thank you. Good question.

18 (Applause)

19           **MR. BECK:** David Savant.

20

21

22

23

24

25

**DAVID SAVANT**

1  
2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

**DIRECT STATEMENT**

4  
5 **WITNESS SAVANT:** Good morning. My name is  
6 David Savant, spelled S-A-V-A-N-T. I'm here on behalf  
7 of a business which was recently located to the Haines  
8 City area, Ytong Florida, spelled, Y-T-O-N-G.

9 We have selected a site here in Haines City  
10 and are just finishing a \$32 million manufacturing  
11 facility. At the moment we're employing around 75  
12 people with that number going up in excess of 100, and  
13 these are manufacturing and other types of employment.  
14 It's a good kind of employment that has been brought  
15 to the area. One of the reasons that we came here was  
16 because of the growth that's been mentioned in the  
17 central Florida area and Florida as a whole.

18 And in the course of the last year and a  
19 half, as we've been through the process of  
20 constructing this manufacturing facility, of course  
21 we've had to make numerous, numerous phone calls to  
22 Bartow to the county planning, the zoning, the  
23 building department and so forth. Also, our legal  
24 counsel is in Lakeland, and so we have a host of calls  
25 that are part of our normal daily business routine.

1 I didn't bring a copy of our phone bill, but  
2 I did look, and it is a substantial amount, in excess  
3 of \$150.00 a month that we're spending within the  
4 county on toll calls.

5 Let me say I'm a native of Polk County, born  
6 in Lakeland and raised in Winter Haven, and I remember  
7 the days when it was a toll call from Winter Haven to  
8 Lakeland. Of course, that was in the days when you  
9 had to rent your telephone at so much per month, and  
10 Polk County was quite a different area to live in,  
11 more rural, and the citizens pretty much stayed within  
12 their community; but that's not the case anymore.

13 Most of our employees either come from the  
14 Winter Haven-Lakeland area as well as Haines City, and  
15 so we find that the community at large is no longer  
16 just Haines City isolated or Winter Haven or Bartow.

17 Polk County is growing and changing into a  
18 more -- more of a singular community, if you will, and  
19 from a purely business standpoint it really doesn't  
20 make sense that we can make the phone call to Winter  
21 Haven or to some other area that's nearby, but when I  
22 have to contact my legal counsel and spend 30 minutes  
23 on the telephone dealing with a complex matter or  
24 dealing with the county officials for whatever reason,  
25 that we have to then pay an inordinate amount of money

1 for that.

2           So I come representing a new business in  
3 town that has been very well and warmly received by  
4 the community. We're glad to be a part of Haines  
5 City. But for competitive reasons and for general  
6 business cost considerations, we believe it makes  
7 sense for the Commission to consider this request and  
8 to respond favorably to provide access, equal access,  
9 within the county at large. Thank you.

10           **COMMISSIONER DEASON:** Thank you, Mr. Savant,  
11 I have a question. Do you realize that for business  
12 customers that the increase per month to have extended  
13 area service throughout the county could range  
14 anywhere from \$8.11 to \$9.31?

15           **WITNESS SAVANT:** Yes.

16           **COMMISSIONER DEASON:** What is your feeling  
17 on that?

18           **WITNESS SAVANT:** We believe still with the  
19 volume that we do within the area that it would be  
20 still net cost beneficial to have equal access  
21 calling. (Applause)

22           **COMMISSIONER DEASON:** Thank you, sir.

23           **MR. BECK:** Alice Rogers.

24

25

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**ALICE ROGERS**

appeared as a witness and, swearing to tell the truth,  
testified as follows:

**DIRECT STATEMENT**

**WITNESS ROGERS:** My name is Alice Rogers,  
R-O-G-E-R-S; employed by the City of Haines City, the  
recreation department. Run the senior programs with  
approximately 500 or more seniors taking part in the  
program living this area, and I wish you had this  
about two months ago. We would have brought about 80  
or 90 of those people with us each time.

But they do -- it is placing hardship on  
these seniors having to make these long distance  
calls; and like some of them have already said, a lot  
of them are -- have medical appointments in Lakeland  
and they have to go to Bartow for different things,  
and it's a hardship on them; and I know that three --  
less than \$4.00 a month is a lot better than what  
they're having to pay now.

I also run a Heart of Florida senior games,  
and it's open to anybody within the county, and if  
somebody calls me for information from Lakeland,  
that's a long distance call for me, and I don't have a  
sponsor for my games. I mean, the people pay for  
their own, and it's supported by the people that take

1 part in the games; and so that places a hardship on  
2 our department, also, for having to make long distance  
3 calls.

4           And another thing there is the Haines City  
5 Community Theater. A lot of times those that are  
6 doing the parts in the plays live in Lakeland, and in  
7 order to get in touch with them, it's a long distance  
8 call. Somebody calls from Lakeland for tickets to the  
9 play, that's a long distance call for me to call them  
10 back and confirm their reservations.

11           And I do believe that the little bit that  
12 we're going to pay each month is well worth it,  
13 especially a lot of these seniors are on fixed  
14 incomes. These ones that are staying here year-round,  
15 they are on fixed incomes, and the government keeps  
16 taking more and more and more of that fixed income and  
17 they're getting less for it.

18           And I would appreciate it -- I'm going to  
19 back my seniors 100%, and I just wish you would  
20 consider this as a cost to these people, an added  
21 cost, and they would be willing to pay that \$3.00 or  
22 \$4.00 a month regardless, because it is a savings in  
23 the long run. Thank you. (Applause)

24           MR. BECK: Ruth Miller.

25

1 RUTH MILLER

2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

4 DIRECT STATEMENT

5 WITNESS MILLER: Good morning. My name is  
6 Ruth Miller, M-I-L-L-E-R, and I'm one of Alice's  
7 seniors. Everything she said I say ditto to.

8 But I do want to say that we came from  
9 Illinois, from the Chicago area. We had unlimited  
10 calling to anyplace within a 100-mile radius, and when  
11 we moved to Haines City, we picked Haines City because  
12 of friends and the good report that we had on the way  
13 seniors were treated, and when we made our budget, we  
14 budgeted accordingly.

15 And the phone bills we get, like everyone  
16 else here our doctors are in Lakeland, our county seat  
17 is Bartow. We have extra charges, it seems, every  
18 time we make a phone call. We're fortunate because we  
19 don't know that many people yet because we're new, but  
20 we do have responsibilities and have taken up our  
21 place in your community and want to do the best we  
22 can.

23 Much of it has to be by phone because we  
24 don't drive that much. So remember us when you're  
25 taking your vote. And we do need this out in our



1 phone bills. Thank you so much.

2 Did I give my address? It's 3000 US Highway  
3 17/92 West. Thank you. (Applause)

4 MR. BECK: Julie Sapp.

5 - - - - -

6 JULIE SAPP

7 appeared as a witness and, swearing to tell the truth,  
8 testified as follows:

9 DIRECT STATEMENT

10 WITNESS SAPP: Hello. My name is Julie  
11 Sapp, 2305 Westridge Road in Davenport, and we lived  
12 there for 20 years; and, like I say, I have to call  
13 Bartow a lot, sometimes for our utilities and our  
14 taxes, and I've been on hold for a half an hour and I  
15 end up hanging up. So you have to call again, you  
16 know, and I don't think that's fair. Do you?  
17 (Applause) That isn't fair.

18 And then I have a friend in Lakeland, and I  
19 call her and she'll call me. She said, don't call me  
20 because it's a toll call for you; and I thought, well,  
21 I'm going to return her calls. I don't want to be a  
22 cheapskate. So I would appreciate it if you would  
23 have that local calls. Thank you. (Applause)

24 COMMISSIONER DEASON: Ms. Sapp, what is your  
25 feeling on the \$3.00 --

1 WITNESS SAPP: I would pay it.

2 COMMISSIONER DEASON: You would pay it --

3 WITNESS SAPP: Gladly, yes.

4 COMMISSIONER DEASON: Thank you.

5 UNIDENTIFIED SPEAKER: Somebody from Winter  
6 Haven has to pay that extra money.

7 MR. BECK: Lori Cunningham.

8 COMMISSIONER DEASON: Excuse me. Let me  
9 clarify something. The information -- and I'm getting  
10 this information from calculations that our Staff have  
11 made. The numbers that I've been describing here,  
12 \$3.22 or \$3.67, depending upon the specific area, is  
13 for Haines City. That does not apply to the other  
14 areas. That's information specific to Haines City,  
15 that exchange.

16 UNIDENTIFIED SPEAKER: What about the  
17 Lakeland --

18 COMMISSIONER DEASON: The additive, it is my  
19 understanding, would not apply to Lakeland.

20 UNIDENTIFIED SPEAKER: Why?

21 (Miscellaneous inaudible audience comments.)

22 UNIDENTIFIED SPEAKER: Does it make sense  
23 what you're saying?

24 COMMISSIONER DEASON: Hold on a second.  
25 We're in a hearing here, and I'm trying to be helpful,

1 but just extraneous comments from the audience can't  
2 be picked up by the court reporter. Perhaps it would  
3 be better if you come forward and when you give your  
4 testimony, if you have a question, ask it. That  
5 question will be on the record, and then we can  
6 respond directly instead of just entertaining  
7 questions at random from unknown people at this point.

8           So I'm not trying to dodge any questions, be  
9 glad to try to help in any way. Just ask your  
10 question on the record, and then we'll try to handle  
11 it in that manner. Okay.

12

- - - - -

13

**LORI CUNNINGHAM**

14 appeared as a witness and, swearing to tell the truth,  
15 testified as follows:

16

**DIRECT STATEMENT**

17

**WITNESS CUNNINGHAM:** Good morning. My name  
18 is Lori Cunningham, and I'm the executive director of  
19 our Haines City Chamber of Commerce located at 908  
20 U.S. Highway 27 North here in Haines City, Florida.

21

The purpose of my meeting this morning is I  
22 just wanted to let you know that as our Chamber of  
23 Commerce, one of our primary initiatives, of course,  
24 is to bring economic and industrial development to our  
25 greater Haines City area.

1           A lot of times when we have new businesses  
2 move into the area or looking to move into our area,  
3 as well as residents, a lot of the questions are  
4 brought into the Chamber; and they ask us such  
5 questions as, "Where do we find information on  
6 different events and festivals in our county? Where  
7 do we have information on looking up plat book  
8 information and real estate information? How do you  
9 go about starting a small business in Haines City, in  
10 Polk County? What are the steps that are necessary to  
11 take?"

12           All of these questions can be answered with  
13 a phone call, but all those phone calls are typically  
14 a long distance charge. So we feel that it is very  
15 important to be able to offer our new businesses, as  
16 Mr. Savant brought up earlier, as well as to new  
17 residents that move in the area to be able to do their  
18 research and information and for it to be a local  
19 call.

20           Additionally, the Chamber of Commerce is  
21 comprised of many different committees that make us  
22 strong in our community. We currently have over 450  
23 business and community leaders that are scattered  
24 throughout our Polk County area, and we often have to  
25 call them to discuss meeting times and dates as well

1 as to set up different programs for our folks.

2 Our tourism committee is very active in the  
3 area, and a lot of the coordination is with our Polk  
4 County visitors and convention bureau which, in fact,  
5 is located in Bartow.

6 Additionally we have a very active education  
7 committee, which is comprised of a lot of cur  
8 different principals in the area, but once again, in  
9 order to do our job properly, we coordinate with our  
10 Polk County School Board; and our school board once  
11 again is located in Bartow, which makes for a long  
12 distance phone call.

13 Also, we have a governmental affairs  
14 committee which works with our various forms of  
15 government here in the city, but as well, we  
16 coordinate with our county government; and to do that  
17 and to speak to our supervisor of elections, once  
18 again that's a toll call to Bartow.

19 We also entertain a very active economic  
20 development committee which is trying very proactively  
21 to bring the business and the industry to our area to  
22 help us grow economically and financially; and to do  
23 that when discussions are had with these folks, a lot  
24 of the questions become, you know, "Where do you find  
25 information in setting up a new business?" And once

1 again, a lot of the phone numbers that we have to give  
2 them are, in fact, a toll call.

3           We also serve as a visitor information  
4 center for the folks coming into Polk County using the  
5 I4 and 27 corridor, because we're located right there  
6 on Highway 27 as you enter into Haines City. And a  
7 lot of these people that are coming in, both as  
8 seasonal visitors as well as new-time residents, stop  
9 at the chamber to ask for general information and  
10 packets and brochures; and lot of the information that  
11 we give them, once again, for them to get situated  
12 here are toll calls to our county seat in Bartow.

13           We also have a very active Polk Association  
14 of Chambers of Commerce, which is comprised of all of  
15 the chambers in greater Polk County, and we do have  
16 meetings every two months, six times a year. And once  
17 again, to try to coordinate that and get information  
18 out and find out reservation information, once again,  
19 to a lot of the different places, to Bartow, Lakeland,  
20 Frostproof, Mulberry and so forth, is a toll call.

21           So I appreciate the time to speak to you  
22 this morning, and I thank you for looking at our  
23 request. Thank you. (Applause)

24           MR. BECK: Captain Steve Williams.

25

**STEVE WILLIAMS**

1  
2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

**DIRECT STATEMENT**

4  
5 **WITNESS WILLIAMS:** Captain with the City of  
6 Haines City Fire and Rescue, and I'm a resident at 103  
7 Crestview Court in Davenport.

8 My main concern here today is the extended  
9 area calling for emergency services. In our  
10 day-to-day activity we are constantly communicating  
11 with our fire departments and other government  
12 agencies, especially in Bartow, being the county seat;  
13 and it would be very beneficial to us to be able to  
14 make a local dialed call in our day-to-day  
15 administrative duties.

16 In the case of an emergency such as fire,  
17 hurricanes, tornadoes, such as that, which is real to  
18 all of us, I think you'll agree with me that when  
19 emergency services are needed, that they're needed as  
20 expeditiously as possible. And to eliminate the long  
21 distance calling is only going to benefit in that  
22 expeditious call.

23 And we a lot of times have to rely on  
24 resources from other agencies that we may not have  
25 available within our own city, as they may have to

1 depend on something from us. So with the large influx  
2 of people, also, in the event of a hurricane not even  
3 in our area, just threatening Florida somewhere, we  
4 will have a large influx of people due to evacuation,  
5 and we need to be able to communicate throughout the  
6 county for shelters and so forth so these personnel  
7 will be taken care of.

8           But I'm trying to keep it brief, and that's  
9 my main concern is our emergency function and the  
10 duties that will be expected of us, and through  
11 eliminating the long distance calling, I think it  
12 would benefit us as well as the citizens that we're  
13 responsible for. Thank you. (Applause)

14           MR. BECK: Colonel Kirchik.

15

- - - - -

16

**MARSHAL KIRCHIK**

17 appeared as a witness and, swearing to tell the truth,  
18 testified as follows:

19

**DIRECT STATEMENT**

20

**WITNESS KIRCHIK:** Marshal Kirchik,

21 K-I-R-C-H-I-K. I live at 1122 Highway 17/92 North,  
22 Davenport, Florida, and I've come this morning to  
23 voice our support for the changes.

24

I am the officer in charge of the Florida  
25 Rescue Workers, and as such, we have to network with a



1 lot of other social servants, agencies, within Polk  
2 County; and from our point where we are, for us to  
3 have to call Bartow and certain parts of Winter Haven,  
4 I believe, and other areas in Polk County, it is a  
5 long distance call for us.

6           Having this change to a flat rate, which we  
7 would be more than willing to pay as opposed to a  
8 call-by-call long distance charge would be a most  
9 welcome advantage to us. We have to call various  
10 agencies looking for beds and clothing and furniture  
11 and shelter and all different types of help for people  
12 to call our 24-hour hot line.

13           We also deal with a lot of the lower income  
14 families in the Davenport and Haines City area that  
15 have telephones, and I think that you will also  
16 probably find that if you institute this flat rate,  
17 people will be somewhat more willing to try to pay  
18 their phone bills completely and not have outstanding  
19 bills or having phones turned off. I think this will  
20 only serve to help people, low income families, to pay  
21 their phone bills. So we rise today in definite  
22 support of the flat rate. Thank you. (Applause)

23           COMMISSIONER DEASON: Let me ask you a  
24 question. You indicated that with the flat rate that  
25 you think it would be more likely that lower income

1 families which you provide services to would pay  
2 their -- would be able to pay their bills. Is that  
3 because they would no longer be running up high toll  
4 charges on their bill, or what's the reason for that  
5 assessment?

6           **WITNESS KIRCHIK:** The reason for that is  
7 because the general bill, their general bill, the  
8 overall bill, which includes the tolls, would be a lot  
9 less, especially for families that have, you know,  
10 like relatives in Lakeland or relatives in some of the  
11 outlying areas, it would be a lot easier for them to  
12 pay their phone bills and, of course, GTE would also  
13 benefit from that, because their revenues would be  
14 coming in quicker and better, I guess, for them.

15 Thank you.

16           **COMMISSIONER DEASON:** Thank you. Mr. Beck,  
17 before you call your next witness, I notice there's a  
18 number of individuals and some ladies in the back that  
19 are standing. If you wish, I see three vacant chairs  
20 right on the front row. If you're standing because  
21 you want to stand, that's fine, but if it's because  
22 you don't have a seat, I know there's at least three  
23 on the front row. So if you would like to come  
24 forward, you may do so.

25           **MR. BECK:** Jane Jakes. Jukes; sorry.

**JANE JUKES**

1  
2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

**DIRECT STATEMENT**

4  
5 **WITNESS JUKES:** Thank you. I'm Jane Jukes.  
6 I live at 915 Hill Drive, Haines City; J-U-K-E-S.  
7 Dr. Jukes and I have lived in Haines City for 34  
8 years, and so I certainly echo all of the statements  
9 which have been made concerning indignities which we  
10 face every time we try to shop, we try to handle  
11 educational needs for our children, we try to take  
12 care of medical problems. They all become long  
13 distance calls many, many times, and certainly we feel  
14 the need for the same treatment which other  
15 communities in Polk County have.

16 Since retirement, we have become interested  
17 also in computers, and so I represent today over 400  
18 computer users who live in the Ridge area who are  
19 active members of computer clubs in this area. Now  
20 I'm sure there are twice or three times that many  
21 computer users in the area who are not members of our  
22 clubs.

23 As you know, the use of computers is really  
24 growing, and every grandparent who moves down here who  
25 has a computer wants to be able to correspond with her

1 family, send e-mail to them and receive e-mail from  
2 her grandchildren. We are unable to do that because  
3 of only a few Internet service providers that are not  
4 long distance for us in this area. Even GTE which has  
5 just offered Internet service, become an Internet  
6 service provider, is still a long distance call for  
7 us.

8           So we would welcome the use of the free  
9 numbers to Lakeland and Winter Haven where the  
10 majority of Internet service providers, mistakenly,  
11 probably went, thinking that was the biggest area, but  
12 they shut off a great area over here.

13           So I would certainly support the fact that  
14 we need extended area calling in this area. And  
15 perhaps I'll ask the question which has been raised  
16 behind us, are we saving \$3.00 a month compared to  
17 Winter Haven and Lakeland on our phone bills, so that  
18 by paying that extra money, will we then be paying the  
19 same they are, or are they paying an extra fee for the  
20 services which they provide? (Applause)

21           **COMMISSIONER DEASON:** I don't know what the  
22 Lakeland and Winter Haven rates are at this point, but  
23 the new rate for Haines City would be \$14.08 per  
24 residence and \$35.56 for business.

25           Now, part of that increase is what we refer

1 to as a regrouping charge. What that means is that  
2 the number -- each exchange within the state is  
3 grouped according to the number of access lines they  
4 can call on a toll free basis, which means the more  
5 that you can call toll free, the bigger your monthly  
6 rate is.

7           So part of that increase would be going from  
8 one rate group to another rate group, and so, for  
9 example, Lakeland, which has over 116,000 subscribers,  
10 are probably already in that higher rate group and are  
11 already paying a higher rate than you're presently  
12 paying.

13           But part of the additive is not just the  
14 regrouping, but it is an increment above that to  
15 defray the cost of providing the service. And it's my  
16 understanding that there is an increment which is  
17 \$2.72 that would be specific to Haines City for  
18 getting the extended area service.

19           Now, before we approve an increment to  
20 everyone's telephone bill, we require there be a  
21 survey taken of all customers to determine if they are  
22 willing to pay that increment; so we normally survey  
23 only the exchange which is seeking the extended area  
24 service.

25           Quite honestly, if we were to put an

1 increment on Lakeland and survey them, I would assure  
2 you that it would not pass, because usually the  
3 community of interest is from the smaller exchange to  
4 the larger; and when you survey the smaller exchange,  
5 your chances of getting that passed are much higher.

6           If we were to survey all 116,000 people in  
7 Lakeland, most likely there's not a majority of  
8 116,000 people that want to call back to Haines City.  
9 That's just the nature of the area and the way things  
10 work.

11           WITNESS JUKES: I understand.

12           COMMISSIONER DRASON: So the reason that  
13 we're not -- your chances of getting EAS are better by  
14 us not asking Lakeland to pay an additive; okay. So  
15 that's the reason it's done the way it is.

16           WITNESS JUKES: Well, we would just hope,  
17 then, that you would consider this and that you would  
18 consider not only our local area, but Lake Wales and  
19 the other areas on the Ridge which are in the same  
20 situation we are. Thank you. (Applause)

21           MR. BECK: Dr. Hannon.

22

23

24

25

1 DR. CHANCELLOR HANNON

2 appeared as a witness and, swearing to tell the truth,  
3 testified as follows:

4 DIRECT STATEMENT

5 WITNESS HANNON: Good morning, gentlemen,  
6 ladies. My name is Chancellor Hannon. I live at 435  
7 South 14th Street here in Haines City. I'm a retired  
8 plant pathologist and citrus consultant.

9 I've lived in the area 41 years, and in that  
10 time I dare say that the population of the area has at  
11 least doubled or increased beyond that, which means  
12 that the income to General Telephone for telephones  
13 has doubled in that time. I know our telephone bill  
14 has done nothing but go up since deregulation. And I  
15 avoid using General Telephone long distance anytime I  
16 can, even though I may only call Bartow or Lakeland,  
17 by simply dialing into the AT&T number and then dial  
18 the call for 10 cents a minute. It would cost me  
19 considerably more than that on GTE.

20 Now, looking at the profit picture of  
21 telephone companies -- and I own stock in some of  
22 them -- I know that they're doing very well, and I see  
23 no reason for a flat fee to let this area call to  
24 Bartow or Lakeland. I think it's ridiculous, and I  
25 think probably the company involved has already

1 calculated from the lost revenue of long distance how  
2 much of a flat fee they will have to charge; and I  
3 don't think that that is equitable for the people that  
4 live here.

5           People from Lakeland calling to Haines City  
6 will not have a fee on their phone. They will pay a  
7 long distance charge, but they will not have this flat  
8 fee to cure their long distance charge as we will be  
9 paying. So I think it's rather ridiculous all around  
10 that the Commission is even considering assessing a  
11 flat fee or allowing the phone company to charge a  
12 fee; and that's my feeling on the situation.

13           You look in the area here population-wise,  
14 Polk County has more than doubled. You look in all of  
15 these frozen grove areas and see the number of trailer  
16 parks and new home sites, et cetera, all of which have  
17 telephone service. There are more than 15 rural  
18 routes served by the local post office, and all of  
19 those people in these parts are telephone customers;  
20 so I don't see why it's necessary to be thinking of a  
21 \$3 or \$4 flat fee to call Bartow or Lakeland. Thank  
22 you. (Applause)

23           COMMISSIONER DEASON: Let me clarify one  
24 thing. It's my understanding -- and correct me if I'm  
25 wrong -- that if there were a survey taken and it did



1 pass, that while there would not be a specific  
2 assessment added onto the Lakeland subscribers, they  
3 would be able to call toll free to Haines City, it  
4 would be two-way toll free calling. But as I  
5 indicated earlier, Lakeland is already in a larger  
6 rate group and is already paying to some degree a  
7 higher monthly rate than is currently being charged in  
8 Haines City, and that's because of the way local rates  
9 are set, based upon the number of access lines which  
10 can be called on a toll free basis.

11           **WITNESS HANSON:** Why just consider the toll  
12 free? Why not the population of the area, or is that  
13 just because of the rules you have set?

14           **COMMISSIONER DEASON:** Well, normally the two  
15 generally coincide. Normally the population within an  
16 area is the number of access lines which can be called  
17 on a toll free basis. Generally, exchanges follow at  
18 least what have historically been commercial centers,  
19 cities and towns and things of that nature. They  
20 don't necessarily follow exact city boundaries,  
21 because we know this entire area is growing.

22           But generally Lakeland, being a big center  
23 as it is being over 116,000 customers, that generally  
24 follows what the population is of that area. So  
25 there's a great deal of similarity between the number

1 of telephone lines that can be called toll free and  
2 the population with any given area.

3           **WITNESS HANNON:** Well, I still don't follow  
4 the logic of this. You have an area here that runs  
5 all up and down the Ridge from Frostproof to Baseball  
6 City, and many of these areas are long distance calls.  
7 I know Baseball City isn't. Davenport isn't. Polk  
8 City is. Bartow is. Frostproof is.

9           When you consider all of these people, that  
10 if they were on a toll free system I think that the  
11 company could well afford to give this service.  
12 Certainly many of the other services of the company  
13 have disappeared. Used to if you had trouble with  
14 your line, you could call repair service and there  
15 would on be a man there within 15 or 20 minutes or a  
16 half an hour. Today it's going to cost you money if  
17 the repairman comes.

18           Service has not been as good today as it has  
19 been in the past any way you look at it and neither  
20 have the charges. Thank you. (Applause)

21           **COMMISSIONER DEASON:** Thank you.

22           **MR. BECK:** Thelma Lander.

23

24

25

1                   **THELMA LANDER**

2   appeared as a witness and, swearing to tell the truth,  
3   testified as follows:

4                   **DIRECT STATEMENT**

5                   **WITNESS LANDER:** Good morning. I'm Thelma  
6   Lander of Haines City, and I am a native of here.  
7   After hearing from all these people this morning and  
8   all their good reasons, and every one of them are  
9   important, and especially Dr. Hannon, I don't think  
10   there's much more I could say except we do need the  
11   services that they're asking for; and I would like to  
12   submit my phone bills to you. I've made some copies  
13   of them.

14                  **COMMISSIONER DEASON:** Do you have a copy you  
15   can provide to the court reporter? Ma'am, if you  
16   could distribute those and then make your comments at  
17   the microphone so it can be picked up on the record.  
18   Thank you.

19                  **WITNESS LANDER:** Practically every phone  
20   call, those about six pages, most of them are in Polk  
21   County. And I really don't think the citizens of this  
22   area should be penalized for living here. This is a  
23   great area and they should be able to call anywhere in  
24   Polk County. And I agree with Dr. Hannon; I don't  
25   think it's necessary to add additional charges for \$3,

1 \$5, \$6, whatever it is. I think we do need the  
2 service. Thank you. (Applause)

3 COMMISSIONER DEASON: Ms. Lander, could you  
4 come back? Commissioner Clark has a question.

5 COMMISSIONER CLARK: I should have asked  
6 Mr. Hannon, but as a native, you probably know. What  
7 is meant by the term "along the Ridge"?

8 WITNESS LANDER: Well, it goes really from  
9 Frostproof, it goes up to Loughman, in that area, and  
10 then it extends -- well, that's the Ridge, from about  
11 Frostproof, Avon Park and Lake Wales and Haines City,  
12 Davenport.

13 (Simultaneous conversation.)

14 WITNESS LANDER: Yes, it basically follows  
15 27.

16 COMMISSIONER CLARK: Okay.

17 WITNESS LANDER: But we're not -- we cannot  
18 call these to Bartow, which they should be able to  
19 call and talk to their county representatives without  
20 cost.

21 COMMISSIONER CLARK: I just didn't know what  
22 you meant by the term "Ridge". Thank you.

23 WITNESS LANDER: You're welcome.

24 MR. BECK: Commissioner Deason, that  
25 completes the people who have filled out slips ahead

1 of time.

2 COMMISSIONER DEASON: Okay. Let me ask  
3 then, has there been anyone who has entered the  
4 auditorium that has not signed up to speak but who  
5 wishes to speak, if you will raise your hand at this  
6 point and make yourself known.

7 MR. NETTLETON: Mr. Chairman, while that's  
8 being done, could we ask that Mrs. Lander's phone bill  
9 be marked as an exhibit, please?

10 COMMISSIONER DEASON: Surely. We can mark  
11 that as Exhibit 2.

12 (Exhibit 2 marked for identification.)

13 COMMISSIONER DEASON: Sir, if you'll come  
14 forward. Where you previously sworn with the other  
15 witnesses?

16 UNIDENTIFIED SPEAKER: No.

17 COMMISSIONER DEASON: If you will come to  
18 the podium and raise your right hand, please. If  
19 there's anyone else who was not sworn and wishes to  
20 testify, if you'll please stand and raise your right  
21 hand as well.

22 UNIDENTIFIED SPEAKER: I wasn't sworn --  
23 (inaudible) --(Laughter)

24 COMMISSIONER DEASON: Please stand and raise  
25 your right hand. Than I'll ask you if the testimony

1 you gave was truthful.

2 (Additional witnesses sworn.)

3 COMMISSIONER DEASON: Give us your name and  
4 your address.

5 - - - - -

6 LEE CARTER

7 appeared as a witness and, swearing to tell the truth,  
8 testified as follows:

9 DIRECT STATEMENT

10 WITNESS CARTER: My name is Lee Carter, and  
11 I'm of Lee's Furniture downtown Haines City; and the  
12 reason I'm here, I was told this meeting was taking  
13 place and it affects me quite a lot.

14 I have a business on the east side of the  
15 county, a couple of businesses on the east side, and  
16 one on the west side; and if I dial my store in  
17 Lakeland, I have to go a long distance call every time  
18 we communicate.

19 So it was more feasible -- we put in a  
20 special line to connect us to the Lakeland store, and  
21 that's an extra cost we shouldn't have to do. I  
22 understand if we had open dialing that it would be  
23 probably more cost per phone, but it would still be  
24 worth it to me and everyone else on this side of the  
25 county.

1 I've been in Haines City making a living for  
2 the last 35 years, and we've always -- the east side  
3 of Polk City is like it had a fence down by it, about  
4 a mile or two west of 27 all the way down; and by  
5 doing so, it's isolated us. And we got more people in  
6 the area now, and it's very important that they open  
7 this phone system up and take the fence down.

8 But like I say, we had to put in a direct  
9 line through the Winter Haven or Auburndale number and  
10 our store in Lakeland so our people in east Polk  
11 County can call our Lakeland store and we can call it.  
12 But if that line is tied up, my other phones are  
13 sitting there idle -- because we have an automatic  
14 system that would rotate from one line to another, but  
15 we have to wait until that one line opens because it's  
16 dialed on an automatic system. We have one line going  
17 in from east Polk County, and keep us contacted  
18 with -- from store to store and through the people in  
19 Polk County that we sell to.

20 We have a lot of people in the east side of  
21 the county go to our electrical store because we have  
22 a bigger store, better selection and bigger selection,  
23 and lot of people go there and buy, and they need to  
24 make contact back there. So they have to make a toll  
25 call back or -- if we don't let them use our toll

1 number. So we have a direct line they can just dial  
2 and it rings our Winter Haven or Auburndale number in  
3 our Lakeland store. But that's extra cost. We  
4 shouldn't have to do all this.

5 Like I say, for 35 years like we've been  
6 like we've been fenced in, you know, on this side of  
7 the county, and it needs to be removed. You know, the  
8 county is growing. The east side of Polk County is  
9 part of the other county, or the west side. So we  
10 don't need two counties, we need one county. Thank  
11 you. (Applause)

12 COMMISSIONER DEASON: Sir, I have a quick  
13 question for you. This direct line that you're  
14 referring to, do you know if that's what is referred  
15 to as an FX line, a foreign exchange line?

16 WITNESS CARTER: No, it's not. It's a line  
17 I had in the store in Auburndale. When I closed the  
18 Auburndale store, I built a bigger store in Lakeland  
19 and I closed the store in Auburndale. We carried that  
20 line with us. We pay a trunk service on that, so the  
21 telephone company tells me. We pay a toll on that  
22 line every time a call goes through it.

23 COMMISSIONER DEASON: Do you have a  
24 telephone number -- it's a telephone number with the  
25 prefix that applies to that area? Is that the way it



1 works?

2           **WITNESS CARTER:** No, a regular number like  
3 you would have in a number in Auburndale. My number  
4 is 965-1000. You dial that here and it rings in my  
5 store in Lakeland direct.

6           **COMMISSIONER DEASON:** How much does that  
7 cost you a month? Do you --

8           **WITNESS CARTER:** I'm not sure, but it's  
9 pretty expensive. We -- by having that number, our  
10 customers can use it, but we have just that one line  
11 open, and sometimes we need to dial and can't get  
12 through because this line is tied up. See, if it was  
13 open, it would fall into my automatic system and  
14 switch from one line to another, in the case of the  
15 open line; but as it is, we've got to wait until that  
16 line clears to get a call through, and my customers  
17 have to do the same thing. We understand we'll  
18 probably have to pay more money, but --

19           **COMMISSIONER DEASON:** Do you know generally  
20 if there are other businesses that have utilized  
21 similar services that you're doing, or you have no  
22 idea?

23           **WITNESS CARTER:** Well, there's quite a few  
24 businesses, I understand, in this area. I see them  
25 from time to time they'll have a Winter Haven number

1 listed here in Haines City, because they can dial --  
2 by using that number, they can dial Bartow direct,  
3 they can dial Lakeland and all this. They don't have  
4 to go through the long distance system. To my  
5 knowledge, there's quite a few of them doing that,  
6 because it's a -- they just have the extended line.  
7 They've been doing it for years. It's not something  
8 new. It's been doing it for years.

9 COMMISSIONER DEASON: I understand. Thank  
10 you, sir.

11 Okay. I think there were at least two or  
12 three other individuals that stood and were sworn in  
13 that perhaps have not yet testified. Does -- anyone  
14 else that has been sworn and wishes to testify and  
15 have not yet testified, if you'll please just come  
16 forward to the podium. (No response.)

17 I think the others must have already  
18 testified and they were then being sworn in. I think  
19 that concludes the customer and citizen input in this  
20 phase of the hearing.

21 As I indicated earlier, we will have another  
22 session this evening at 6:00. We're going to take a  
23 recess at this point. After the recess we will enter  
24 into what we refer to as the technical phase of the  
25 hearing. Everyone is welcome and invited to stay for

1 that session as well. But for right now we're going  
2 to take a 10-minute recess. We will reconvene at  
3 11:30.

4 (Brief recess.)

5 - - - - -  
6 **COMMISSIONER DEASON:** Ladies and gentlemen,  
7 if I could ask everyone to please reenter the  
8 auditorium and take your places, we will call the  
9 hearing back to order. We are now entering the  
10 technical phase of the hearing.

11 We have a number of witnesses who have  
12 prefiled testimony with the Commission, a number of  
13 individuals on behalf of Haines City, and those  
14 witnesses are scheduled first, and we will take them  
15 at this time. I believe the first witness is James  
16 Brantley.

17 **WITNESS BRANTLEY:** Good morning,  
18 Commissioners. Welcome to east Polk County.

19 **COMMISSIONER DEASON:** Just for a moment,  
20 before you begin. Normally when we go and we have  
21 prefiled testimony, there is a procedure that we  
22 follow to have that inserted into the record and that  
23 sort of thing.

24 Let me ask, Mr. Nettleton, are you familiar  
25 with our procedure for getting that testimony into the

1 record?

2 MR. NETTLETON: I believe so, yes.

3 COMMISSIONER DEASON: Okay. Go ahead, then,  
4 please.

5 - - - - -

6 JAMES BRANTLEY

7 was called as a witness on behalf of Haines City and,  
8 having been duly sworn, testified as follows:

9 DIRECT EXAMINATION

10 BY MR. NETTLETON:

11 Q Please state your name.

12 A James C. Brantley.

13 Q And with whom are you affiliated? What is  
14 your affiliation?

15 A I am affiliated with the East Polk County  
16 Committee of 100.

17 Q Have you prefiled testimony in this docket?

18 A Yes, I have.

19 Q And if you are asked the same questions,  
20 would your answers be substantially the same?

21 A Yes, they would.

22 Q Are there any corrections or deletions to  
23 that prefiled testimony that you would wish to make at  
24 this time?

25 A I would like to add one addition.

1           **COMMISSIONER RIBSLING:** Mr. Nettleton, I'm  
2 sorry. Could you speak into the mike. We can't hear  
3 you and the court reporter can't hear you.

4           **Q**        **(By Mr. Nettleton)** My question was, are  
5 there any corrections or deletions to that prefiled  
6 testimony that you would like to make at this time?

7           **A**        There are no corrections or deletions.

8           **MR. NETTLETON:** Then I would ask,  
9 Mr. Chairman, that the prefiled testimony of this  
10 witness be inserted into the record as if read in  
11 full.

12           **COMMISSIONER DEASON:** Without objection, it  
13 will be so inserted.

14           **MR. NETTLETON:** Thank you.  
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**Direct Testimony of****JAMES C. BRANTLEY****On Behalf of The City of Haines City****Before the Florida Public Service Commission****February 21, 1997**1  
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**Q. Please state your name, business name, address and title.**

**A. James C. Brantley, 401 Avenue B, N.W., Winter Haven, Florida, 33880, Executive Director, East Polk County Committee of 100, a committee that includes representatives from all chambers of commerce in Eastern Polk County.**

**Q. Please describe your educational background and your business experience.**

**A. Graduate of Florida State University and the University of Oklahoma Economic Development Institute. B.S. in Criminology and Corrections, Graduate Certificate Public Administration. My experience includes thirty years in a combination of public management, community and economic development. Served as President and CEO of the Central Florida Development Council, Inc. for thirteen years. This organization was responsible for the marketing and attraction of new industry to the community, assisting existing business and industry with problems they were having in expanding. Assisted companies in development of new export markets, and assisted foreign companies in locating**

1 their US Corporate Headquarters to the community.

2 Additionally, I am the President and CEO of The Brantley Partnership, an  
3 international economic and tourism strategy development company. Our clients  
4 are located throughout Florida, USA, and currently the U.K. Many of our clients  
5 are looking to locate in the greater Haines City area. Our tourism division works  
6 primarily with groups looking for locations for corporate meetings and retreats.

7

8 **Q. Please describe your role as a community leader in Haines City.**

9

10 **A.** My role as a community leader in Haines City is in the area of promoting  
11 economic growth which will bring jobs to an area that still has a high  
12 unemployment rate due to the nature of our economic base. The area is very  
13 dependent on Tourism and Citrus, of which both experience a cyclical nature

14

15 **Q. Why is it appropriate that the Florida Public Service Commission be**  
16 **concerned with the provision countywide extended area service for Haines**  
17 **City?**

18

19 **A.** It is very appropriate that the Public Service Commission consider the provision  
20 of extended area service as it would serve as an economic enhancement for the  
21 entire Haines City Area. N.E. Polk County, according to GTE, has a greater  
22 number of telephone connections than any other area in Polk County. Also, of  
23 the sixteen new companies locating in Polk County during the past twenty four  
24 months, eleven of them has been within the N.E. quadrant. Additionally, the  
25 last two U.S. headquarters of foreign companies have located in Haines City

1 area.

2

3 With the economic growth which has occurred and will continue, it is essential  
4 for the Public Service Commission to consider this issue and to act favorably on  
5 the request.

6

7 **Q. In what ways will the implementation of countywide extended area service  
8 impact your business and community interest?**

9

10 **A. Business and industry which must conduct a great deal of its business  
11 outside of the Haines City area would be able to do so in a more cost  
12 effective and competitive fashion. Individuals hired from outside the area i.e.  
13 Lakeland, Bartow, etc. would benefit by being able to conduct personal  
14 business more cost effectively. A large number of residents living in the  
15 area have medical needs outside the area. Many of these individuals are  
16 retired and live on fixed incomes. The cost can become significant when  
17 calling clinics and physicians in the Lakeland area where many of the clinic  
18 and medical related facilities are located. This is also an issue when working  
19 with new companies considering Haines City as a location.**

20

21 **Q. In what ways do you foresee the implementation of countywide extended  
22 area service impacting the economy of Haines City?**

23

24 **A. The economic impact would be significant both from the elimination of this issue  
25 in a company's decision to locate to Haines City as well as the employees that**



1 would be hired. A barrier would be removed for people making a decision  
2 to purchase homes in the area.

3

4 **Q. Describe what you see as Haines City's growth potential with countywide**  
5 **extended area service for local telephone usage.**

6

7 **A** When companies are considering a location many factors must be reviewed.  
8 The bottom line for any company is the cost associated with doing business.  
9 Significant cost in telephone service, as in gas or water, can be a deciding factor  
10 in choosing a community over another.

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1           Q        (By Mr. Nettleton) Now, Mr. Brantley,  
2 would you like to summarize your testimony for the  
3 Commission?

4           A        I would like to add some additional  
5 testimony that was not made available in the prefiled  
6 paper.

7           COMMISSIONER DEASON: Let me tell you that  
8 normally that's not allowed, but if there's no  
9 objection by the parties, I will allow it; but  
10 normally you're limited to your prefiled testimony,  
11 and that's the reason --

12           WITNESS BRANTLEY: That's fine. I have no  
13 problem with that.

14           COMMISSIONER DEASON: That's between you and  
15 your attorney.

16           WITNESS BRANTLEY: I don't have a problem  
17 with it. Thank you.

18           COMMISSIONER DEASON: Now you may summarize  
19 your testimony, but when you indicated that you wanted  
20 to cover additional matters, that's where we normally  
21 don't allow that; but summaries are certainly welcome.

22           MS. CASWELL: No questions. Well, I did  
23 have one, but I can ask it --

24           MR. NETTLETON: Mr. Brantley --

25           MS. CASWELL: That's okay.

1           MR. HITTLETON: Would you come back to the  
2 microphone, please.

3           COMMISSIONER KIRSLING: There are questions  
4 for you, Mr. Brantley.

5           WITNESS BRANTLEY: I'm sorry. I thought I  
6 had been dismissed by the Chairman. Excuse me.

7           COMMISSIONER DEASON: There are some  
8 questions, it's my understanding. Ms. Caswell.

9                           CROSS EXAMINATION

10          BY MS. CASWELL:

11           Q     Yeah, I just have a couple of things,  
12 Mr. Brantley.

13                   I'm Kim Caswell with GTE Florida. I wanted  
14 to be clear on what exactly you think the Commission  
15 should order in this case. You talk about countywide  
16 extended area service. What does that mean to you  
17 exactly?

18           A     Well, what it means to me is that this  
19 procedure that is now in place has been in place a  
20 long time. I don't know -- I'm assuming it was  
21 appropriate in the '50s or the '60s, but three years  
22 before moving into the new century, it's a very  
23 inadequate and antiquated system for an emerging  
24 economy and an emerging community such as the greater  
25 Haines City area has been experiencing for the last

1 three to five years.

2           As you saw in the testimony, there are more  
3 GTE hookups in this northeast section than the balance  
4 of the county, and I think that it means to me that  
5 from a business and a personal standpoint, people who  
6 live within a geographic boundary where a lot of the  
7 business has to take place in other cities such as  
8 Lakeland that -- and even other communities, it is a  
9 commuting county, people work and drive. They have to  
10 leave their children in day care in one city and they  
11 come to another, and it seems to me like that although  
12 this may have been very appropriate when it -- you  
13 know, I remember when it was long distance to call  
14 Winter Haven from here.

15           And so it seems very appropriate that moving  
16 into this new -- into the new century and as rapidly  
17 as this area is growing six -- 11 out of the 16  
18 companies that located in Polk County last year  
19 located in the northeast and along the 27 Ridge.

20           Now, you would say, well, then obviously  
21 that's not a -- that doesn't create a problem, but  
22 many of those, unfortunately, it's after the fact. I  
23 mean, we don't work with every company directly. We  
24 work with a good number of companies, but not every  
25 company, and especially in the retail area.

1           And so this is the fastest growing segment  
2 or quadrant in the four quadrants of Polk County. So  
3 what it means to me on extended service is being able  
4 to go into Ann Toney's office and me pick up the phone  
5 because I've got to do business in Bartow.

6           There is an incredible -- I mean, think of  
7 the difference in regulatory requirements between  
8 '50s, '60s, '70s and even into the '80s and now in the  
9 '90s, and they're only going to get increased  
10 significantly, because we all are very concerned about  
11 the environmental issues.

12           So with that increased activity back to your  
13 own county seat, and it becomes a long distance  
14 charge, the extended service to me just -- it just  
15 seems that it's time to move into the 20th -- the new  
16 century.

17           Q     Okay. And focusing just on the charges now,  
18 you pay long distance -- or toll charges now. What  
19 would you pay under the countywide extended area  
20 service that you're recommending?

21           A     Well, I don't have any idea, because I don't  
22 pay currently. I don't live in Haines City --

23           Q     Okay. Are you --

24           A     I just work the area.

25           Q     Okay. I guess what I'm trying to get at is

1 instead of paying toll charges, the recommendation you  
2 have here for the countywide service, would you pay  
3 anything in place of toll charges, or would you get  
4 the calls for free? What do you want the Commission  
5 to do?

6 A Well, you know, I'm definitely not an expert  
7 in telephone service, so I don't know that I can  
8 professionally answer that. I can give you my  
9 layman's opinion. I'm not sure why anybody ought to  
10 have to pay a \$3 whatever-you-call-it just to be able  
11 to to make a call.

12 I mean, I -- you know, I can add this. It's  
13 probably irrelevant. But I live in a city that has  
14 the same problem on the Ridge, and I do a lot of  
15 business, both medical, professional, personal, in  
16 Lakeland, and it -- every time I make that call; and  
17 they do add up. I mean, we're not talking about a few  
18 pennies.

19 MS. CASWELL: Okay. Thank you,  
20 Mr. Brantley.

21 WITNESS BRANTLEY: Thank you.

22 COMMISSIONER DEASON: Further questions?

23 MR. BECK: Yes.

24

25

## 1 CROSS EXAMINATION

2 BY MR. BECK:

3 Q Mr. Brantley, let me try and see if this  
4 raises an objection. Did you have an additional  
5 matter that you wanted to raise that wasn't in your  
6 testimony?

7 A Actually, I just wanted to focus in a little  
8 bit on the tourism aspects. I ran the Central Florida  
9 Convention Visitors Bureau for 13 years, and I just  
10 wanted -- that's all. But it was well stated in the  
11 previous testimony.

12 MR. BECK: Thank you.

13 COMMISSIONER DEASON: Does Staff have  
14 questions?

15 MS. CULPEPPER: Just a couple.

## 16 CROSS EXAMINATION

17 BY MS. CULPEPPER:

18 Q Mr. Brantley, if the Commission were to  
19 determine that EAS were not appropriate, do you  
20 believe that you, yourself, and other residents of  
21 Haines City would be willing to pay 25 cents per call  
22 for residential and 10 cents per minute and 6 cents  
23 for each additional minute for business calls?

24 A I wished I could answer that. I'm not a  
25 resident of the area. You know, I live in another

1 community. I represent this area in economic  
2 development, and so I don't think I could speak for  
3 them.

4 MR. CULPEPPER: That's all Staff has.

5 COMMISSIONER DEASON: Thank you,  
6 Mr. Brantley.

7 WITNESS BRANTLEY: Thank you.

8 (Witness Brantley excused.)

9 - - - - -

10 COMMISSIONER DEASON: Mr. Nettleton, you may  
11 call your next witness.

12 MR. NETTLETON: George Carefoot.

13 - - - - -

14 GEORGE CAREFOOT

15 was called as a witness on behalf of Haines City and,  
16 having been duly sworn, testified as follows:

17 DIRECT EXAMINATION

18 BY MR. NETTLETON:

19 Q State your name, please.

20 A George Carefoot.

21 Q And, Mr. Carefoot, what is your affiliation,  
22 or what business or occupation are you in?

23 A I'm president of the First National Bank of  
24 Polk County, and I'm also president of the Haines City  
25 Chamber of Commerce.



1           **COMMISSIONER DEASON:** Mr. Nettleton, let me  
2 interrupt for just a moment. If your witnesses wish,  
3 they can sit down at the table, which is customary for  
4 people who have prefiled testimony. Sometimes cross  
5 examination can be lengthy and that sort of thing, and  
6 if they wish, they can sit down at the table, and if  
7 they have any notes or anything they need to lay out  
8 on the table they can do that; but that's strictly the  
9 witness' choice. It's not necessary that they be at  
10 the podium. I just wanted to clarify that.

11           **MR. NETTLETON:** Thank you.

12           **Q**        (By Mr. Nettleton) Mr. Carefoot, did you  
13 prefile testimony with this Commission?

14           **A**        Yes, I did.

15           **Q**        And if asked the same questions, would your  
16 answers be substantially the same?

17           **A**        They would.

18           **Q**        Are there any corrections or deletions to  
19 that testimony that you wish to make at this time?

20           **A**        No, there are not.

21           **MR. NETTLETON:** Then, Mr. Chairman, we would  
22 ask that Mr. Carefoot's prefiled testimony be  
23 admitted.

24           **COMMISSIONER DEASON:** Without objection, it  
25 will be inserted into the record.

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**Direct Testimony of**  
**George H. Carefoot**  
**On Behalf of The City of Haines City**  
**Before the Florida Public Service Commission**  
**February 21, 1997**

**Q. Please state your name, business name, address and title.**

**A. George N. Carefoot, President, First National Bank of Polk County, Post Office Box 188, Haines City, FL 33845-0188.**

**Q. Please describe your educational background and your business experience.**

**A. I graduated with a BSBA from Stetson University in 1967. I am currently President of First National Bank of Polk County. I have previously served as President of Southland Bank in Deltona and Flagship Bank in Tallahassee.**

**Q. Please describe your role as a community leader in Haines City.**

**A. I am current President of Haines City Chamber of Commerce and past President of the Haines City Rotary. I also currently serve on the Ridge Technical School Advisory Board.**

**Q. Why is it appropriate that the Florida Public Service Commission be concerned with the provision of countywide extended area service for Haines City?**

**A. Haines City is the fastest growing area in Polk County. The County seat is in**

1 Bartow, and Lakeland is the largest city in the county. Haines City residents  
2 must call long distance for many county services. Many services only available  
3 in Lakeland or other parts of the county require long distance calls, professional  
4 as well as retail.

5

6 **Q. In what ways will the implementation of the extended area service impact  
7 your business and community interest?**

8 A. In January we made 92 calls to various in-county long distance numbers. This  
9 is costly over a year. We now have to use directory assistance or multiple  
10 phone books to make calls to Bartow and Lakeland and other exchanges in Polk  
11 County.

12

13 **Q. In what ways do you foresee the implementation of the extended area  
14 service impacting the economy of Haines City?**

15 A. Because of the growth, Haines City is losing its isolation from the rest of the  
16 County. It will allow Haines City to become a center of commerce.

17

18 **Q. Describe what you see as Haines City's growth potential with the extended  
19 area service for local telephone usage.**

20 A. It will make Haines City an even better choice for residents. Retail services will  
21 benefit since their customers can contact them without long distance charges.

22

23 **Q. Please describe any additional factors which you believe the Florida Public  
24 Service Commission should consider with regard to Haines City's  
25 application.**

1 A. Our County is tied together economically - retirement, citrus, distributions. It  
2 makes no sense to chop communication into smaller parts. In a time when one  
3 communicates with the world for flat rate cost, we must use a 1950's telephonic  
4 communications system. Using cellular phones, we can call throughout Central  
5 Florida, Orlando, Tampa and South to Fort Myers, without long distance  
6 charges. This Community should at lease have the small window of our county  
7 within which we can communicate freely.

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1           **MR. NETTLETON:** Thank you.

2           **Q**       **(By Mr. Nettleton)** Now, Mr. Carefoot,  
3 would you like to summarize your testimony for the  
4 Commission?

5           **A**       Yes. I'd like to echo what Mr. Brantley  
6 just said, that as we approach the 20th Century -- or  
7 the 21st Century, the end of the 20th Century, that as  
8 I said in my testimony, I can sit in my home, which  
9 happens to be in an area that can dial locally to  
10 Lakeland, and I have choices of Internet connections  
11 that I would not have in Haines City where my business  
12 is located, and I can connect to a computer anywhere  
13 in the world with a local phone call; and yet if I  
14 want to call the county seat or if I want to call a  
15 doctor or a retail establishment or professional  
16 person in Lakeland, I've got to pay toll charges.

17                   That somehow doesn't seem to be on the  
18 cutting edge of the information -- new information  
19 world.

20           **MR. NETTLETON:** Thank you.

21           **COMMISSIONER DEASON:** Questions.

22           **MS. CASWELL:** I do have just a couple of  
23 questions.

24

25

## 1 CROSS EXAMINATION

2 BY MS. CASWELL:

3 Q Mr. Carefoot, I'm Kim Caswell with GTE. I'm  
4 looking at your direct testimony on Page 3. The  
5 sentence beginning on Line 4, you state that using  
6 cellular phones we can call throughout central  
7 Florida, Orlando, Tampa and South Ft. Myers without  
8 long distance charges.

9 But even though there aren't any long  
10 distance charges, don't you still have to pay usage  
11 with cellular calls?

12 A I sure do, and --

13 Q The bill -- I'm sorry.

14 A And that cellular service is provided to me  
15 by GTE.

16 Q Do you know what the per minute usage is?

17 A I think it's like 21 cents per minute is the  
18 rate.

19 MS. CASWELL: Okay. Thank you.

20 COMMISSIONER DEASON: Further questions?

21 COMMISSIONER CLARK: Mr. Carefoot, I have a  
22 question. You mention in your -- again on Page 3 you  
23 say, "Our county is tied together economically:  
24 retirement, citrus and distributions." Could you sort  
25 of describe for me how those different things you

1 describe, retirement, citrus and distributions, are  
2 distributed throughout Polk County?

3           **WITNESS CAREFOOT:** Yes. The east side of  
4 the county has traditionally been a rural and  
5 retirement area.

6           **COMMISSIONER CLARK:** When you say east side,  
7 are you talking about east of 27? Is that --

8           **WITNESS CAREFOOT:** 27, east of Winter Haven.  
9 It's along the Ridge. (Laughter)

10           **COMMISSIONER CLARK:** Now, that clarified it  
11 for me.

12           **WITNESS CAREFOOT:** Along 27. But citrus is  
13 a very important business in our area. It's not  
14 bounded by whether it's on the Ridge or not. There's  
15 citrus all over the county. The Department of Citrus  
16 has their offices in Lakeland.

17           Tourism and retirement is countywide. We  
18 have many, many retirees moving to this area. We have  
19 a lot of people that come to stay for the winter in  
20 the Haines City area. They're interested in  
21 participating in activities all over the county.

22           Distribution; Polk County is known as a  
23 distribution area because of its location on along  
24 I-4. Lakeland is a very important distribution area.  
25 Recently Wal-Mart has built a 20-acre distribution

1 center. It's in the actual Winter Haven city limits,  
2 but it's only a mile and a half from 27.

3 This kind of business ties the county all  
4 together. People are working all over the county.  
5 People are doing things all over the county. Polk  
6 County is a single governmental subdivision as far as  
7 the governmental county is concerned, yet the  
8 telephone service is fragmented.

9 Even if you want to look up a telephone  
10 number for Lakeland or Bartow in your phone book,  
11 which is required to be provided by the Public Service  
12 Commission, if you want to look up a number in Bartow,  
13 you can't find it in there. You have to call  
14 information service and pay an extra charge to have  
15 that number given to you.

16 In their wisdom GTE has provided us the  
17 numbers for Kissimmee, but that's not a very important  
18 factor as far as who you want to call, I don't think,  
19 in Polk County.

20 COMMISSIONER CLARK: Do you know what the  
21 Ridge is? I mean, what --

22 WITNESS CAREFOOT: The Ridge is an area that  
23 really does run along 27, and it's a geographic ridge  
24 and Highway 27 happens to follow that ridge and  
25 probably starts up around Ocala somewhere and ends up



1 down in Lake Placid. But along that area that we all  
2 like to refer to as the Ridge was a very important  
3 citrus growing area. Most of the communities along  
4 there are -- have by default, because of the nice  
5 climate and beautiful surroundings, it's become a  
6 retirement area.

7           And I don't know where it began, but over  
8 the years it's been called the Ridge. When I was  
9 growing up in Fort Meade, we were part of the Ridge  
10 conferenca, and that was a long time ago. So this is  
11 just the Ridge, and it's a geographic thing that's  
12 taken on a more social description through the years,  
13 I think.

14           **COMMISSIONER CLARK:** Then I glean from your  
15 testimony that people who live throughout Polk County  
16 may work where they live or they may go to another  
17 part of Polk County. Can you say, for instance, that  
18 most of the people who live in Winter Haven work in  
19 Lakeland, or --

20           **WITNESS CAREFOOT:** I couldn't say that, but  
21 I know that there is a significant amount of commuting  
22 within the county from living places to working  
23 places; and people that live in the western part come  
24 over here. The largest employer in this area is Green  
25 Leaf. They, during the wintertime, have at times five

1 and 600 people working out there.

2 My office is on State Road 544. They all  
3 call come right in front of there in the morning. The  
4 traffic is terrific and they're all coming from the  
5 west. So there's a terrific amount of commuting  
6 within the county for work.

7 COMMISSIONER CLARK: Okay. Thank you.

8 COMMISSIONER DEASON: Staff?

9 MS. CULPEPPER: Staff has just a few  
10 questions.

11 CROSS EXAMINATION

12 BY MS. CULPEPPER:

13 Q Mr. Carefoot, looking in your testimony Page  
14 2 and Line 8, you indicate there that your business  
15 made 92 calls to various in-county, long distance  
16 numbers. Do you know whether those were to other  
17 businesses, or were most of them to government  
18 offices?

19 A I would say most of those were to other  
20 businesses. Because of the nature of our business, we  
21 interreact with law firms, title companies and that  
22 type of thing throughout the county. We don't have  
23 any offices of our business that are located outside  
24 of our local calling area. One day we may, but most  
25 of those were probably to professional realtors, that

1 type of thing.

2 Q Okay. In your opinion as a community leader  
3 and a business owner, if I were to ask you to  
4 prioritize the exchanges in Polk County based on your  
5 own calling needs and those of the community that  
6 you're aware of, which of the following would be your  
7 top three choices? The exchanges are Lakeland,  
8 Bartow, Mulberry, Polk City, Frostproof Indian Lakes  
9 and Fort Meade.

10 A Lakeland, Bartow and Polk City, probably,  
11 for us.

12 Q Okay. I just have one more question. In  
13 your opinion, do you believe that the residents of  
14 Haines City would be willing to pay an extra \$322 to  
15 \$367 a month, and business customers \$8.11 to \$9.31 a  
16 month to call all of Polk County toll free?

17 A I'm certain that people would be happy to do  
18 that.

19 Q I'm sorry. We do have one more question.  
20 Then in your opinion, if the Commission determined  
21 that EAS were not appropriate, do you feel that  
22 residents would agree to use 25-cent calling per call  
23 for residents and 10 cents for the first minute and  
24 six cents for each additional minute for business  
25 calls?

1           A     Well, I think the Commission would be  
2 mistaken if that's their determination, but I -- and I  
3 really am not equipped to answer that other question  
4 because I don't know what the relative cost is.

5           MS. CULPEPPER: Thank you.

6           COMMISSIONER DEASON: Thank you, sir.

7           (Witness Carefoot excused.)

8           MR. NETTLETON: Call James DeGennaro.

9

- - - - -

10                           JAMES JOSEPH DeGENNARO

11 was called as a witness on behalf of Haines City and,  
12 having been duly sworn, testified as follows:

13                           DIRECT EXAMINATION

14 BY MR. NETTLETON:

15           Q     Please state your name.

16           A     James Joseph DeGennaro.

17           Q     And, Mr. DeGennaro, what is your affiliation  
18 or occupation, sir?

19           A     I'm the senior vice president of the Central  
20 Florida Development Council in Bartow. We're a  
21 public/private partnership between the Board of County  
22 Commissioners and all the Chambers in Polk County.

23           Q     All right, sir. And did you prefile  
24 testimony in this docket?

25           A     Yes, sir.

1 Q And if asked the same questions today, would  
2 your answers be substantially the same?

3 A Yes, sir.

4 Q Are there any corrections or deletions in  
5 that prefiled testimony that you would like to make?

6 A No, sir.

7 MR. NETTLETON: Then I would ask that  
8 Mr. DeGennaro's prefiled testimony be inserted into  
9 the record.

10 COMMISSIONER DEASON: Without objection, it  
11 shall be so inserted.

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1 **Direct Testimony of**  
2 **James J. DeGennaro**  
3 **On Behalf of The City of Haines City**  
4 **Before the Florida Public Service Commission**  
5 **February 21, 1997**  
6

7 **Q. Please state your name, business name, address and title.**

8 **A. James DeGennaro, 600 N. Broadway, Suite 300, Bartow, Florida, Senior Vice**  
9 **President Central Florida Development Council.**

10  
11 **Q. Please describe your educational background and your business**  
12 **experience.**

13 **A. I attended the University of South Florida and graduated from the Economic**  
14 **Development Institute at the University of Oklahoma in Norman. I have been an**  
15 **Economic Development Professional for 13 years and have been with the**  
16 **Central Florida Development Council since its inception in 1985. In 1995, the**  
17 **Florida Economic Development Council recognized me as its "Professional of**  
18 **the Year".**

19  
20 **Q. Please describe your role as a community leader in Haines City.**

21 **A. I have worked directly with the City of Haines City for 15 years in both**  
22 **community and economic development. As the former Administrative Manger**  
23 **of the Polk County Community Development Block Grant Program, I was**  
24 **responsible for working with City Government to make comprehensive housing**  
25 **and neighborhood infrastructure improvements to the community. These**

1 projects were valued at more than \$5 million. As the chief business recruiter  
2 and manager of a county wide business retention program, I have worked  
3 extensively with Haines City in the expansion of existing businesses as well as  
4 in the attraction of new companies to the fast growing community. A recent  
5 example would be in my close working association with City officials to attract  
6 the \$35 million Ytong Florida, Inc. project to Haines City. Ytong will open its  
7 lightweight concrete products plant this spring and will employ 120 persons.

8 **Q. Why is it appropriate that the Florida Public Service Commission be**  
9 **concerned with the provision of countywide extended area service for**  
10 **Haines City?**

11 **A. Long distance telephone tolls create an economic impediment as Haines City**  
12 **develops along with several of Polk County's municipalities. As Lakeland and**  
13 **Winter Haven have become the hubs for economic activity in Polk, it is**  
14 **imperative that the citizens of Haines City have easy and economical access in**  
15 **order to enjoy the same business climate growth. Furthermore, long distance**  
16 **tolls create a cost of doing business and living in Haines City that creates a**  
17 **competitive disadvantage for business in that community.**

18  
19 **Q. In what ways will the implementation of countywide extended area service**  
20 **impact your business and community interest?**

21 **A. One of the primary objectives of the Central Florida Development Council - a**  
22 **public/private partnership between the Board of County Commissioners and all**  
23 **area Chambers of Commerce - is to market the assets of Polk County as a**  
24 **whole throughout the United States and the world. Haines City brings valuable**  
25 **assets to our marketing effort. However, the office of the Central Florida**

1       Development Council is located in Bartow, the county seat. To call Haines City  
2       requires long distance telephone calls and vice versa to our office.

3

4   **Q.    In what ways do you foresee the implementation of countywide extended**  
5   **area service impacting the economy of Haines City?**

6   A.    As the U.S. Highway 27 corridor (Frostproof through Haines City) and the 17-92,  
7       highway 60, and interstate 4 corridors, continue to develop as a business and  
8       residential location, Haines City will interact more and more with established  
9       business communities in Polk County. It is imperative that extended area  
10      service be available to promote countywide development. If EAS is  
11      implemented, Haines City's market area is increased. The West Polk County  
12      area holds a potential market for larger than the Haines City and extreme  
13      Eastern area of the County. When tolls are lifted, that market can be cost  
14      effectively targeted by Haines City business.

15

16   **Q.    Describe what you see as Haines City's growth potential with the extended**  
17   **area service for local telephone usage.**

18   A.    With extended area service in place, Haines City can mature as one of the  
19       fastest growing residential and service areas in Polk County.

20

21   **Q.    Please describe any additional factors which you believe the Florida Public**  
22   **Service Commission should consider with regard to Haines City's**  
23   **application.**

24   A.    As it now stands, Haines City is the only community in Polk County where  
25       residents and business owners are penalized by long distance telephone tolls



1 to their friends and business contacts in other parts of the county. Haines City  
2 is not an island, but a key player in Polk's future growth.

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1           Q        (By Mr. Nettleton) And would you like to  
2 summarize your testimony today?

3           A        Yes, sir, I may. Copernicus and Galileo  
4 were wrong. Haines City is the center of the  
5 universe. (Laughter)

6                    It seems in this age of modern  
7 telecommunications advancements, it would be archaic  
8 not to have the extended area service in this area.  
9 Long distance telephone calls create an economic  
10 impediment as Haines develops with other Polk County  
11 municipalities.

12                   As was stated to you all earlier today, the  
13 dynamics of the growth of Polk County have changed  
14 dramatically over the last decade. Growth in Polk  
15 County traditionally came from the west; from Tampa  
16 through Plant City into Lakeland.

17                   Today Orlando has gone galactic. It's  
18 pushing growth into the northeast part of our county  
19 and along what's called the Ridge, or along on the  
20 eastern part of our county, so there are dramatic  
21 population shifts in our county.

22                   Furthermore, long distance tolls create a  
23 cost of doing business and living in Haines City that  
24 creates competitive disadvantages for businesses. You  
25 heard from a representative, David Savant, from Ytong

1 recently. I mean, this morning.

2 We also brought a Japanese company into the  
3 Haines City area called Gleeco Fruits, USA. And it  
4 just seems ironic we're trying to create an  
5 international base of business here and the people in  
6 Haines City can't even call Bartow without a toll  
7 being added. That's essentially my comments, sir.

8 COMMISSIONER DEASON: Thank you. Questions?

9 MS. CASWELL: I do have a couple of  
10 questions.

11 CROSS EXAMINATION

12 BY MS. CASWELL:

13 Q Mr. DeGennaro, I'm looking at your prefiled  
14 testimony on Page 3, the sentence starting on Line 24.  
15 It says "As it now stands, Haines City is the only  
16 community in Polk County where residents and business  
17 owners are penalized by long distance telephone tolls  
18 to their friends and business contacts in other parts  
19 of the county." Do you know if Frostproof is in Polk  
20 County?

21 A Yes. And I've since learned that Lake Wales  
22 may have the same negative impediment.

23 Q When you say negative impediment, what are  
24 you referring to?

25 A It just seems God awful that someone would

1 live in one community of Polk County and couldn't  
2 contact another community without a toll within the  
3 same geographic area.

4 Q Okay. So Frostproof can only call Lake  
5 Wales on a flat rate basis; is that --

6 A I don't know, ma'am.

7 Q Do you know the calling scope of Bartow and  
8 Indian Lake?

9 A Bartow?

10 Q Do you know if Bartow and Indian Lake, which  
11 are also in Polk County, can call countywide  
12 without --

13 A I don't know, ma'am.

14 MS. CASWELL: Okay. Thank you.

15 COMMISSIONER DEASON: Further questions?

16 MS. CULPEPPER: Staff has a few.

17 CROSS EXAMINATION

18 BY MS. CULPEPPER:

19 Q Mr. DeGennaro, in your role as a business  
20 and community leader, are you aware of whether the  
21 residents of Haines City would be willing to pay extra  
22 to have toll free calling within Polk County?

23 A No, ma'am.

24 Q If I were to ask you to prioritize the  
25 exchanges in Polk County based on your own need, which

1 of the following would be your top three choices:  
2 Lakeland, Bartow, Mulberry, Polk City, Frostproof  
3 Indian Lakes or Fort Meade?

4       A       For my own need would be Lakeland, Bartow  
5 and Mulberry.

6               MR. CULPEPPER: Thank you.

7               COMMISSIONER DEASON: Thank you, sir.

8               (Witness DeGennaro excused.)

9

- - - - -

10              COMMISSIONER DEASON: Mr. Nettleton, you may  
11 call your next witness.

12              MR. NETTLETON: All right. Thank you. At  
13 this time Jim Nelson was the scheduled witness, your  
14 Honor, and as the Commission has been informed,  
15 Mr. Nelson was not able to be here today, and I  
16 understand that the other parties to this docket are  
17 willing to stipulate the prefiled testimony of  
18 Mr. Nelson into evidence, and I would ask that that be  
19 done at this time.

20              COMMISSIONER DEASON: Are there any changes  
21 to that testimony? There are no changes to the  
22 testimony?

23              MR. NETTLETON: Not that I'm aware of.

24              COMMISSIONER DEASON: Okay. And it's your  
25 representation there's no objection to simply having

1 that testimony inserted into the record? Is there any  
2 objection? (No response.)

3 No objection. Very well. The prefiled  
4 testimony, then, of Mr. Jim Nelson will be inserted  
5 into the record.

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**Direct Testimony of**  
**Jim Nelson**  
**On Behalf of The City of Haines City**  
**Before the Florida Public Service Commission**  
**February 21, 1997**

- Q. Please state your name, business name, address and title.**
- A. Jim Nelson, Post Office Box 545, Haines City, Florida, 33844, Publix Supermarket, Store Manager.**
- Q. Please describe your educational background and your business experience.**
- A. Graduate of Florida State University. Twenty-six years with Publix Supermarket.**
- Q. Please describe your role as a community leader in Haines City.**
- A. Former City Commissioner of Haines City, 1994 - 96; Member of the Haines City Chamber of Commerce, served on its Board of Directors for eight (8) years; served on the Board of Directors of the Haines City Mainstreet Program, and currently a countywide "elected" official to the Polk County School Board District.**
- Q. Why is it appropriate that the Florida Public Service Commission be concerned with the provision of countywide extended area service for Haines City?**
- A. Because as a resident, I feel we should not have to pay long distance to other**

1 cities in Polk County when it is not long distance to them. As a manager of  
2 Publix Store, we call our home office (Lakeland) frequently. As an Elected  
3 Official with the School Board office in Bartow, I feel I should not have to pay the  
4 "extra charge" when conducting business and performing my elected duties.

5

6 **Q. In what ways will the implementation of countywide extended area service  
7 Impact your business and community interest?**

8 A. It will most definitely increase the volume of calls around the County. It would  
9 serve as an added "incentive" for people and businesses to call around the  
10 County without the detraction of inflated phone bills.

11

12 **Q. In what ways do you foresee the implementation of countywide extended  
13 area service impacting the economy of Haines City?**

14 A. Haines City and the surrounding areas are statistically the fastest growing area  
15 in Polk County, and the fourth largest of the 17 municipalities. Extending the  
16 calling service can only have a positive impact for business and residents  
17 both now and in the future. It most definitely will increase the volume of calls  
18 from this area both from business, personal and governmental purposes.

19

20 **Q. Describe what you see as Haines City's growth potential with countywide  
21 extended area service for local telephone usage.**

22 A. Again, you will see a significant increase usage in the first year and a steady  
23 rise in the years after.

24

25 **Q. Please describe any additional factors which you believe the Florida Public**



1       **Service Commission should consider with regard to Haines City's**  
2       **application.**

3

4    A.    With major companies and distribution centers located in Lakeland, many  
5       Haines City residents either work or seek jobs in the Lakeland areas which  
6       require frequent long distance calls.

7

8       Also, the GTE Governmental Liaison for the Haines City area is located in  
9       Lakeland requiring a long distance call to contact him.

10

11       Because Bartow is the County seat, and home of the Polk County School  
12       system, parents, citizens and businesses in the Haines City area are charged  
13       long-distance rates where others in the County are not. This, I believe is an  
14       injustica.

15

16       As an elected countywide official, voted on by registered voters from the entire  
17       County, my constituents from Frostproof, Mulberry, Polk City, Fort Meade,  
18       Lakeland, and Bartow cannot reach me via a local telephone call at my  
19       residence or place of employment in Haines City.

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1                   MR. NETTLETON: Next witness would be Ben  
2 Saag.

3                   - - - - -

4                   BEN SAAG

5 was called as a witness on behalf of Haines City and,  
6 having been duly sworn, testified as follows:

7                   DIRECT EXAMINATION

8 BY MR. NETTLETON:

9           Q     State your name, please.

10          A     Ben Saag, S, as in Sam, A-A-G.

11          Q     And your occupation or affiliation, sir?

12          A     I currently serve as the town manager for  
13 the town of Dundee. Up until two days ago, I was the  
14 assistant to the City Manager and Main Street Director  
15 for the City of Haines City.

16          Q     And we miss you already.

17          A     Thank you.

18          Q     Did you prefile testimony in this regard,  
19 sir?

20          A     Yes, I did.

21          Q     If asked substantially the same questions,  
22 would your answers be substantially the same?

23          A     Yes, sir.

24          Q     Are there any corrections or deletions that  
25 you wish to make in that prefiled testimony?

1           A       Just that I now was or serve as town manager  
2 of Dundee and no longer serve, as I wrote in my  
3 testimony, as Assistant City Manager and Main Street  
4 Director for the City of Haines City.

5                   MR. NETTLETON: Thank you, Mr. Chairman. We  
6 would ask that Mr. Saag's prefiled testimony be  
7 inserted into the record.

8                   COMMISSIONER DEASON: Without objection, it  
9 shall be so inserted.

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**Direct Testimony of**  
**Ben Saag**  
**On Behalf of The City of Haines City**  
**Before the Florida Public Service Commission**  
**February 21, 1997**

**Q. Please state your name, business name, address and title.**

**A. My name is Ben Saag. I currently serve as Assistant to the City Manager/Main Street Director for the City of Haines City, Florida. My address is 32 North 5th Street, Haines City, Florida.**

**Q. Please describe your educational background and your business experience.**

**A. In 1990, I received a Bachelor of Arts degree from Indiana University in Bloomington, Indiana. In 1993, I received a Master of Public Administration degree from Northern Illinois University in DeKalb, Illinois. For the past six years, I have been employed in municipal government. From 1991 to 1993, I served as an Administrative Intern in the Village Manager's office in Hinsdale, Illinois. From 1993 to 1994, I served as a Management Assistant in the County Administrator's office in Scott County, Iowa. Since May, 1994, I have been employed in my current position as Assistant to the City Manager/Main Street Director with the City of Haines City, Florida.**

**Q. Please describe your role as a community leader in Haines City.**

**A. As the Assistant to the City Manager/Main Street Director I have a great deal of**

1 contact with the community. I specifically deal a tremendous amount with the  
2 local business community through my role as Main Street Director. I have daily  
3 contact with over 100 downtown merchants and business people, oversee the  
4 operation of the Main Street Board of Directors, serve on three Chamber of  
5 Commerce committees, and attend meetings of various boards, commissions,  
6 and civic clubs throughout the City on a regular basis.

7

8 **Q. Why is it appropriate that the Florida Public Service Commission be**  
9 **concerned with the provision of countywide extended area service for**  
10 **Haines City?**

11 **A. Having the daily contact with the local business community which I have, I see**  
12 **the problems that many local business people have with conducting their**  
13 **business under the current telephone system. Many smaller businesses depend**  
14 **heavily on dealers and distributors who are located in the larger Polk County**  
15 **communities of Bartow and Lakeland. Currently, if these smaller businesses**  
16 **need to contact their distributors, they are forced to make a long distance phone**  
17 **call or send a facsimile long distance to place an order or ask a question.**  
18 **Further, many of the dealings which the Main Street program has are with other**  
19 **programs in Polk County. It is often times necessary for us to contact these**  
20 **programs or for these programs to reach us. Again, this currently requires a**  
21 **long distance phone call or facsimile.**

22

23 **The Main Street office frequently receives visitors who need governmental**  
24 **services from county offices or the local phone or electric companies. Reaching**  
25 **all of these offices are long distance since the County offices are located in**

1 Bartow, the phone company governmental liaison is located in Lakeland and the  
2 electric company district supervisor is located in Sebring. Further, contact with  
3 the main offices for the Lakeland Ledger and Tampa Tribune are both located  
4 in Lakeland.

5  
6 One of the primary functions of the Main Street program is to recruit new  
7 businesses and industry to the community. It is difficult to recruit new  
8 businesses to downtown Haines City when a business can open in downtown  
9 Winter Haven (10 minutes away) and be able to call all of Polk County without  
10 a long distance charge being assessed.

11  
12 **Q. In what ways will the implementation of countywide extended area service  
13 impact your business and community interest?**

14 **A.** Should extended area service be implemented, it would make recruiting  
15 businesses and industry into the downtown Haines City area considerably  
16 easier. It would offer a popular incentive that currently is not offered here, but  
17 is offered in neighboring communities with similar demographics.

18  
19 **Q. In what ways do you foresee the implementation of countywide extended  
20 area service impacting the economy of Haines City?**

21 **A.** As previously stated, I believe that the implementation of extended area service  
22 into Haines City would greatly increase the economic vitality of the community.  
23 I believe that more businesses and industry would consider locating in Haines  
24 City and that the flux of new business and industry would create a "snowball"  
25 type of growth on the smaller retail and service oriented businesses in the

1           downtown. The increased businesses and industry would add to Haines City's  
2           economy directly by way of property and sales taxes. They would also add  
3           indirectly by way of increased traffic through the area.

4

5   **Q.   Describe what you see as Haines City's growth potential with countywide**  
6   **extended area service for local telephone usage.**

7   **A.   Haines City is by no means a land-locked community. Many annexation and**  
8   **growth opportunities exist outside the city limits. The addition of extended area**  
9   **service would add a tremendous incentive for these residents and businesses**  
10   **to annex into the City. There is also room for growth within the City limits of**  
11   **Haines City. This growth potential exists with both undeveloped and**  
12   **underdeveloped property.**

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1 Q (By Mr. Nettleton) Mr. Saag, would you  
2 like to summarize your testimony?

3 A Yes, sir, I would. I come before you today  
4 representing the 100-plus members of the Main Street  
5 Organization whom I served as their director until  
6 last week, many of who are small business owners in  
7 the city of Haines City and immediately surrounding  
8 area; more specifically, many of whom operate in the  
9 downtown business district of Haines City which has,  
10 among other things, no highway access other than  
11 Highway 17/92 -- it has no access off the major  
12 through route of Haines City, U.S. 27.

13 Those business owners are handicapped by the  
14 fact that they have to pay long distance charges to  
15 call their customers, distributors in areas,  
16 specifically Bartow and Lakeland, where many of them  
17 do business.

18 You heard from one of our local business  
19 owners this morning, the owner of Lee Furniture, who  
20 told you about his situation. There are many others,  
21 many of whom operate much smaller businesses than  
22 Lee's furniture, that are handicapped by this  
23 regulation.

24 I also come before you, as I wrote in my  
25 testimony, as a citizen of the city of Haines City who



1 is handicapped personally by the fact that we have to  
2 pay long distance telephone charges. If we want to  
3 check and see what time a movie is playing in  
4 Lakeland, that's a long distance phone charge. If we  
5 want to see what time the county offices in Bartow are  
6 open until, that's a long distance phone charge.

7 From both a business and professional --  
8 from both a professional and personal standpoint, I  
9 believe it's in the best interests of the city, of the  
10 businesses and the residents of the city, to have the  
11 extended area service that's been requested.

12 MR. NETTLETON: Thank you.

13 COMMISSIONER DEASON: Questions?

14 MS. CASWELL: I've got just a couple of  
15 questions.

16 CROSS EXAMINATION

17 BY MS. CASWELL:

18 Q In your testimony I think you mentioned that  
19 you need to pay long distance charges to call county  
20 offices, the phone and electric companies, the  
21 Lakeland Ledger and the Tampa Tribune; is that right?

22 A That's correct.

23 Q But aren't there 800 numbers that you could  
24 use to call those --

25 A The only one that I'm aware of that has an

1 800 number is the County Commission switchboard, and  
2 that puts you through to some offices located in a  
3 very centralized area. They cannot connect you to  
4 outlying offices such as the Clerk of Courts or such  
5 as other outlying recreation offices, things like  
6 that.

7 I'm not aware of an 800 number for either a  
8 Power or GTE or, as I state in my testimony, the  
9 Lakeland Ledger and the Tampa Tribune, which are two  
10 of the larger daily circulated newspapers in this area  
11 that are both located outside of the local calling  
12 area.

13 Q Have you ever looked in the phone book to  
14 see if there are 800 numbers for those businesses?

15 A I have, indeed, for the Lakeland Ledger, the  
16 Tampa Tribune and Florida Power. I've never looked  
17 for GTE.

18 Q Okay. I'd like to ask you something else  
19 about another statement you made in your testimony.

20 A Sure.

21 Q This is on Page 3. Lines 9 and 10 you state  
22 that Winter Haven is able to call all of Polk County  
23 without a long distance charge being assessed.

24 A I believe that to be true.

25 Q Where did you get that information?

1           A     I don't remember where I got the information  
2 from. I believe it to be a true statement.

3           Q     Would you be surprised to learn it's not  
4 true?

5           A     Yes, because I believe it to be true. If  
6 it's not true, I'd be surprised; yeah. (Laughter)

7           MS. CASWELL: Okay. That's all I have.  
8 Thank you have?

9           COMMISSIONER DEASON: Further questions?  
10 Staff?

11                                   **CROSS EXAMINATION**

12           BY MS. CULPEPPER:

13           Q     Mr. Saag, we just have a couple questions.  
14 Do you think that the need for countywide calling is  
15 necessary primarily to access other businesses in the  
16 county or to access government offices?

17           A     I think -- are you asking me from a business  
18 perspective or personal? From my experience as Main  
19 Street Director or from my experience as a resident of  
20 Haines City?

21           Q     How about from both perspectives.

22           A     From a Main Street perspective, I think the  
23 vast majority of our merchants would use the extended  
24 area service to call other businesses. I don't know  
25 how many of them have day-to-day contact with

1 governmental agencies outside of the area.

2 From a personal perspective, I think both  
3 are very important. I have made several calls long  
4 distance from my home to both businesses and  
5 governmental agencies outside of the area. I wish  
6 they had 800 numbers.

7 If you know of any, since I was surprised by  
8 your last statement, I'd like to know if you know of  
9 any of those 800 numbers, because I'd be glad to use  
10 them all; save some money.

11 Q Well, I'd also like to ask you to  
12 prioritize --

13 A Lakeland and Bartow.

14 Q Thank you.

15 A You can pick from the other ones as a third,  
16 but Lakeland and Bartow are the two biggest.

17 MS. CULPEPPER: Thank you.

18 COMMISSIONER DEASON: I have a question. Is  
19 it your testimony that Florida Power cannot be called  
20 on a toll free business --

21 WITNESS SAAG: They do have a local office  
22 here. Their district office right now is located in  
23 Sebring. They have regional offices in Lakeland and  
24 Lake Wales, but in order to get anything other than  
25 your power turned on, turned off, if you want to one

1 of the executives, who many businesses have contact  
2 with the local regional manager who used to be located  
3 in the Lake Wales office, is now located outside of  
4 the local calling area. When he was in Lake Wales, it  
5 wasn't that big a problem. You could pick up the  
6 phone and you could call Lake Wales. But now that  
7 they've moved that region outside -- they've expanded  
8 the region and moved it outside -- you can no longer  
9 call one of the regional managers or regional offices.  
10 You can only call the local electric company, which is  
11 located here in Haines City, if you need your power  
12 turned on or turned off. But if you need to call John  
13 Marts, who happens to be our regional manager, you  
14 have to make a long distance phone call to do that.

15           **COMMISSIONER KIESLING:** Well, I can tell you  
16 I'm a Florida Power customer, too, up in Monticello,  
17 Florida, and they have one number for the whole state.

18           **WITNESS SAAG:** Do you get a busy signal a  
19 lot? (Laughter.)

20           **COMMISSIONER KIESLING:** Yes.

21           **WITNESS SAAG:** And, in fact, I've called  
22 that number and gotten someone in Winter Haven to try  
23 to solve my electric problem in Monticello. And I  
24 have had experiences -- since you brought up Florida  
25 Power, I've had personal experience with Florida Power

1 where you try and call their office and they cannot  
2 connect you to their offices outside of this area.  
3 Instead, they give you a number, a long distance phone  
4 number that you need to call to take care of your  
5 problem. They don't give you an 800 number. They  
6 give you a long distance phone number to call to take  
7 care of your problem.

8           **COMMISSIONER DEASON:** Florida Power is kind  
9 of a touchy subject these days anyway.

10           **WITNESS SAAG:** So is GTE, but there's none  
11 of you asking me questions about that. (Laughter)

12           **COMMISSIONER DEASON:** Any further questions?  
13 (No response.) Thank you, sir.

14           (Witness Saag excused.)

15           **MR. NETTLETON:** Walter Storm.

16           - - - - -

17           **WALTER STORMS**

18 was called as a witness on behalf of Haines City and,  
19 having been duly sworn, testified as follows:

20           **DIRECT EXAMINATION**

21 **BY MR. NETTLETON:**

22           **Q** Please state your name, sir.

23           **A** Walter W. Storms. There's an "S" on both  
24 ends.

25           **Q** And, Mr. Storms, what is your occupation or

1 business affiliation?

2 A I'm the director of Polk County Elderly  
3 Services.

4 Q For?

5 A For the Board of County Commissioners for  
6 Polk County.

7 Q And did you prefile testimony in this  
8 docket, sir?

9 A Yes, I did.

10 Q And if you were asked the same questions,  
11 would your answers be substantially the same?

12 A Perhaps a little enhanced, but the same.

13 Q Are there any corrections or deletions that  
14 you would like to make with regard to that testimony?

15 A Just under the one area with all the math  
16 questions. I do not have a degree in mathematics.  
17 It's a degree in marketing, and that is incorrect on  
18 there.

19 Q All right, sir.

20 MR. HUFFLETON: With that correction, then,  
21 Mr. Chairman, we would ask that the prefiled testimony  
22 of Mr. Storms be inserted into the record.

23 COMMISSIONER DEASON: Without objection, it  
24 shall be so inserted.

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**Direct Testimony of**  
**Walter W. Storms**  
**On Behalf of The City of Haines City**  
**Before the Florida Public Service Commission**  
**February 21, 1997**

**Q. Please state your name, business name, address and title.**

**A. Walter W. Storms, 1290 Golfview Drive; Post Office Box 9005, Drawer HS07, Bartow, Florida; Director - Elderly Service Division, Polk County Board of County Commissioners.**

**Q. Please describe your educational background and your business experience.**

**A. Bachelor's Degree in Mathematics and Accounting  
28 Years Public Service  
Chief Fiscal Officer in Public sector and Division of Elderly Services.**

**Q. Please describe your role as a community leader in Haines City.**

**A. My role not only as a Community Leader in Haines City, but throughout all of Polk County is very instrumental in working closely with the City of Haines City, businesses, Chamber of Commerce, service agencies, and religious organizations in forming partnerships to better serve the needs of frail, elderly clients and preventing premature institutionalization.**

**Q. Why is it appropriate that the Florida Public Service Commission be**



1       **concerned with the provision of countywide extended area service for**  
2       **Haines City?**

3   A.   Frail elderly low to moderate income clients in the Haines City area pay a  
4       premium to access services throughout Polk County.

5

6   Q.   **In what ways will the implementation of countywide extended area**  
7       **service impact your business and community interest?**

8   A.   Polk County Elderly Services not only provides in-home services to frail,  
9       elderly clients in Haines City, but also maintains two nutrition sites and one  
10      adult day care center. The cost saved through an extended area service  
11      would be used to serve additional clients in Haines City.

12

13   Q.   **In what ways do you foresee the implementation of the countywide**  
14      **extended area service impacting the economy of Haines City?**

15

16   A.   Encourage more businesses to expand and relocate in the area.

17

18   Q.   **Describe what you see as Haines City's growth potential with the**  
19      **countywide extended area service for local telephone usage.**

20   A.   Significant.

21

22   Q.   **Please describe any additional factors which you believe the Florida**  
23      **Public Service Commission should consider with regard to Haines**  
24      **City's application.**

25   A.   Give favorable consideration in the request, considering Polk County is the

1 fourth largest county geographically, wherein many of the services needed by  
2 our citizens are located in other Polk County towns outside the Haines City  
3 calling area.

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1           Q        (By Mr. Nettleton) Mr. Storms, would you  
2 like to summarize your testimony?

3           A        Yes, I would.

4           Q        All right. Please do.

5           A        In summary, I think it's important to know  
6 that in Polk County that 23.4% of the elderly -- of  
7 the citizens of Polk County are 60-plus years old, and  
8 of those people who are 60-plus years old, most of  
9 those are on a fixed income, and of those that are  
10 60-plus years old, about 22% of those are low to  
11 moderate income; and those are the people who are  
12 being hurt the worst by the telephone bills that they  
13 have to pay.

14                   And the reason I state that is because if  
15 you're a frail, elderly person, your best friend is  
16 the telephone, because you are usually homebound or  
17 semi homebound, and you need to make those calls to be  
18 in contact with the outside world. You also need  
19 those phone calls to be in contact with services that  
20 you need for any kind of an in-home service that you  
21 may need.

22                   Most of those services either originate in  
23 Bartow or in Lakeland. And for every \$2.50 that can  
24 be saved by anyone, that's a meal I can provide to  
25 someone. For every \$10.00 I can provide a shower to

1 someone who is incontinent. Those are the dollars we  
2 would like to see come back into this community and  
3 provide services to the frail and elderly in Polk  
4 County.

5 MR. NETTLETON: Thank you, sir.

6 COMMISSIONER DEASON: Questions?

7 MS. CRAWFELL: No questions.

8 COMMISSIONER DEASON: Staff?

9 CROSS EXAMINATION

10 BY MS. CULPEPPER:

11 Q Mr. Storms, in your role as a community  
12 leader, do you think that the residents are willing to  
13 pay extra to call all of Polk County toll free?

14 A I'd like to preface that by saying I guess  
15 I'm disturbed by saying "paying extra," because if I  
16 have a \$20.00 phone bill and we go do an expanded wide  
17 area and my phone bill is only \$17.00, then I don't  
18 understand where "extra" is. So I don't believe  
19 they're willing to pay extra. They're willing to pay  
20 less, however you want to phrase that.

21 Q Okay. I'd also like to ask you to  
22 prioritize the exchanges that you think are most  
23 important.

24 A Based on the clientele that I serve, I don't  
25 think that they should be placed in a position to have

1 to prioritize, because the services they need are very  
2 important to them wherever they come from. If I were  
3 forced to do that, from my personal point of view it  
4 would have to be Bartow and Lakeland.

5 MS. CULPEPPER: Thank you.

6 COMMISSIONER DEASON: Thank you, sir.

7 WITNESS STORMS: Thank you.

8 (Witness Storms excused.)

9 MR. NETTLETON: Thomas Wheeler.

10

- - - - -

11

THOMAS WHEELER

12 was called as a witness on behalf of Haines City and,  
13 having been duly sworn, testified as follows:

14

DIRECT EXAMINATION

15 BY MR. NETTLETON:

16 Q Please state your name, sir.

17 A Richard Thomas Wheeler.

18 Q And your affiliation?

19 A I am the Chief of Police for the City of  
20 Haines City.

21 Q And did you prefile testimony in this  
22 docket, sir?

23 A Yes, I did.

24 Q If you were asked the same questions, would  
25 your answers be substantially the same?

1           A     Yes.

2           Q     Are there any corrections or deletions that  
3 you wish to make in that testimony at this time?

4           A     None.

5           MR. NETTLETON:  Sir, then I would ask that  
6 the prefiled testimony of this witness Mr. Wheeler, be  
7 inserted into the record.

8           COMMISSIONER DEASON:  Without objection, it  
9 shall be so inserted.

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1                                   **Direct Testimony of**  
2                                   **Richard Thomas Wheeler**  
3                                   **On Behalf of The City of Haines City**  
4                                   **Before the Florida Public Service Commission**  
5                                   **February 21, 1997**  
6

7   **Q.    Please state your name, business name, address and title.**

8   **A.    My name is Richard Thomas Wheeler. I am Chief of Police for the City of**  
9           **Haines City. My business address is 502 Hinson Avenue, Haines City,**  
10           **Florida.**

11  
12   **Q.    Please describe your educational background and your business**  
13           **experience.**

14   **A.    My educational background consists of a Masters and Bachelors Degrees in**  
15           **Criminal Justice, an Associates of Art Degree in Police Science. I am a**  
16           **graduate of the FBI National Academy. My background in business involves**  
17           **over thirty years as a law enforcement officer in Polk County and seven years**  
18           **as a Chief Investigator for both the Public Defender's Office and the State**  
19           **Attorney's Office with responsibilities for the oversight of criminal**  
20           **investigations in the Tenth Judicial Circuit consisting of Polk, Highlands and**  
21           **Hardee Counties. I have served as Chief of Police for two of the larger cities**  
22           **in Polk County for approximately ten years.**

23  
24   **Q.    Please describe your role as a community leader in Haines City.**

25   **A.    My involvement in the community consists of President of the Polk County**

1 College Alumni Association; Vice President of the Heart of Florida Optimist  
2 Club; served for three years as a youth motivator for Eastside Elementary  
3 School; and a member of the Quality Improvement Councils for Eastside  
4 Elementary School, Boone Middle School, and Haines City High School. I  
5 am a Past President of the Polk County Police Chiefs Association and am  
6 currently serving on its Board of Directors. I am also a board member of the  
7 Tampa Bay Chiefs Association. I spend a great deal of my time speaking to  
8 service and civic clubs, churches, youth groups, etc. I presently serve on a  
9 number of committees relating specifically to the Criminal Justice System and  
10 Juvenile Justice System.

11

12 **Q. Why is it appropriate that the Florida Public Service Commission be**  
13 **concerned with the provision of countywide extended area service for**  
14 **Haines City?**

15 **A. I believe the Florida Public Service Commission should be concerned with**  
16 **the need to extend service for Haines City for several reasons, among which**  
17 **is the mere fact that Polk County is over 2,000 square miles and Haines City**  
18 **is located in the uppermost northeast corner of the county.**

19

20 **Q. In what ways will the implementation of countywide extended area**  
21 **service impact your business and community interest?**

22 **A. Law enforcement services are impacted greatly because criminals have no**  
23 **boundaries. This necessitates constant communications between law**  
24 **enforcement agencies within the county. It is the fastest form of relaying**  
25 **intelligence information from agency to agency and many times will require**



1

2 lengthy conversations between investigators. Due to the present restriction  
3 on telephone service and the requirements for an officer to justify his or her  
4 long distance calls, not having extended area service often hampers the  
5 sharing of necessary information.

6

7 **Q. In what ways do you foresee the implementation of countywide  
8 extended area service impacting the economy of Haines City?**

9 **A. Projections for growth in this northeast corner for the next ten years indicate  
10 we are in the fastest growing area in the county and perhaps the state. With  
11 growth comes the need to improve and enhance not only the area's  
12 infrastructure but desirability for new business to locate here in the Haines  
13 City area because we have enticements that will promote and draw business  
14 to them.**

15

16 **Q. Describe what you see as Haines City's growth potential with the  
17 extended area service for local telephone usage.**

18 **A. Extended telephone service is a tremendous drawing card. Businesses know  
19 up front that if over fifty percent of their telephone business in the county will  
20 require long distance charges, they will have second thoughts about  
21 relocating their business, thus, having a tremendous economic impact.**

22

23 **Q. Please describe any additional factors which you believe the Florida  
24 Public Service Commission should consider with regard to Haines  
25 City's application.**

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A. I believe that if the Florida Public Service Commission will grant the extended service area to include all of Polk County, it would cause a greater sharing of information between agencies in dealing with criminals. The simple equation of becoming more effective and efficient will decrease crimes committed. This will cause a decrease in the costs associated with law enforcement efforts which will decrease the crime rate which, in turn, will be an encouragement for people to locate in the Haines City area.

1           Q           (By Mr. Nettleton) Mr. Wheeler, would you  
2 like to summarize your testimony?

3           A           Yes, I would. I am not a new kid on the  
4 block here in Polk County. I grew up here and I've  
5 been a resident of Polk County for 54 years.

6                       The last 33 of those, I have been in law  
7 enforcement. I served as the police chief in Winter  
8 Haven for a number of years, and I didn't have the  
9 problem that I have since I've become Chief of Police  
10 here in Haines City, because I had the capability for  
11 my investigators to call all the other agencies, with  
12 the exception of maybe one.

13                      I don't have that capability here in Haines  
14 City for my investigators to pick up the phone and  
15 talk to an investigator in Lakeland, in Fort Meade, in  
16 Mulberry, in Frostproof about a particular case.

17                      I will tell you that we do not have the  
18 capability of picking up the telephone and talking to  
19 a witness or a victim that lives in another part of  
20 the county. And that kind of summarizes the fact that  
21 communications is very, very critical to those of us  
22 who are in this business. And in having this added  
23 capability, it would greatly enhance our capabilities  
24 to investigate crimes, therefore making, I think, this  
25 area a much safer community for our citizens and for

1 the people who come from other areas into Haines City.

2 COMMISSIONER DEASON: Questions?

3 MS. CASWELL: No questions.

4 COMMISSIONER DEASON: Staff?

5 MS. CULPEPPER: No questions.

6 COMMISSIONER DEASON: Thank you, sir.

7 (Witness Wheeler excused.)

8 MR. NETTLETON: Ann Toney Deal.

9

10 ELIZABETH ANN TONEY DEAL

11 was called as a witness on behalf of Haines City and,

12 having been duly sworn, testified as follows:

13 DIRECT EXAMINATION

14 BY MR. NETTLETON:

15 Q Please state your new name.

16 A My new name, for the record, is Elizabeth

17 Ann Toney Deal.

18 Q And what is your affiliation?

19 A I am City Manager for the City of Haines

20 City.

21 Q Did you prefile testimony in this docket?

22 A Yes, I did.

23 Q If you were asked the same questions, would

24 your answers be substantially the same?

25 A Yes, they would.

1 Q Are there any corrections or deletions to  
2 that prefiled testimony that you would wish to make at  
3 this time?

4 A Only the change of my name.

5 MR. NETTLETON: I would then ask that the  
6 prefiled testimony of this witness be inserted into  
7 the record as if read in full.

8 COMMISSIONER DEASON: Without objection, it  
9 shall be so inserted.

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1 **Direct Testimony of**  
2 **Elizabeth Ann Toney**  
3 **On Behalf of The City of Haines City**  
4 **Before the Florida Public Service Commission**  
5 **February 21, 1997**

6

7 **Q. Please state your name, business name, address and title.**

8 **A. I am Elizabeth Ann Toney. I am City Manager of the City of Haines City. Our**  
9 **business address is 501 Hinson Avenue.**

10

11 **Q. Please describe your educational background and your business**  
12 **experience.**

13 **A. My educational background consists of an Associates of Art Degree from**  
14 **Polk Community College, a Bachelors of Art Degree in Political Science from**  
15 **the University of Florida, and a Masters of Art Degree in Political**  
16 **Science/Public Administration from the University of Florida. My business**  
17 **experience includes a management internship with the City of West Palm**  
18 **Beach, and serving the City of Boynton Beach as Assistant to the City**  
19 **Manager and then as Assistant City Manager and as Interim City Manager for**  
20 **a period of time. I served as Deputy City Manager for the City of North Miami**  
21 **Beach. I am currently the City Manager with the City of Haines City, a**  
22 **position which I have held for approximately five years.**

23

24 **Q. Please describe your role as a community leader in Haines City.**

25 **A. As City Manager I am in charge of the City's 160-plus employees. We are a**

1 full service city providing services for recreation, library, public works, water,  
2 wastewater, police, fire, parks, etc. Also in our community, I am active on  
3 various committees in the Chamber of Commerce and have served as  
4 Chairman of the Governmental Affairs Committee on three separate  
5 occasions. I am also a member of the Central Florida Economic  
6 Development Council and am Chairman of the Polk County City and County  
7 Management Association. I am active in the American Legion Auxiliary at  
8 both the local and the state level. I also serve my church as a member of the  
9 Pastor-Parish Committee; and for two years prior to this, I have served as  
10 Stewardship Chairman.

11

12 **Q. Why is it appropriate that the Florida Public Service Commission be**  
13 **concerned with the provision of countywide extended area service for**  
14 **Haines City?**

15 **A. Countywide extended area service or extended calling service is very**  
16 **important for the City of Haines City for a variety of reasons. Haines City**  
17 **clearly has numerous "communities of interest" with other parts of the county**  
18 **and we have a significant barrier due to our inability to make local telephone**  
19 **calls to other parts of the county. I would like to first note that Haines City is**  
20 **the fourth largest city, based on population, out of the seventeen**  
21 **municipalities in Polk County. Haines City is also statistically the fastest**  
22 **growing area of Polk County. Therefore, the communities of interest not only**  
23 **exist but will continue to intensify in their importance over the coming years.**  
24 **The first item I would like to note is that Bartow is the county seat of Polk**  
25 **County. Located within Bartow is the County Administration Building, the**

1 Polk County Courthouse, the Polk County School Board Offices, the Polk  
2 County Sheriff's Main Office, and the main office of all Polk County  
3 Constitutional officers. In order for the citizens of this City to call Bartow,  
4 they must use long distance service. This circumstance is somewhat unfair  
5 and isolates this very large part of Polk County from what is the  
6 governmental nucleus of Polk County. Also because Bartow is the county  
7 seat and houses the County Administration Building, the Polk County  
8 Courthouse, the Polk County School Board, the Polk County Sheriff's Main  
9 Office, and the main office of all Polk County Constitutional officers, many  
10 residents from Haines City commute to Bartow to work. In this scenario, in  
11 order to place a call to or from one's office to or from Haines City would also  
12 require a long distance telephone call.

13  
14 The City of Lakeland which is the largest city, based on population, in Polk  
15 County has many doctors offices, a regional hospital, and a major medical  
16 clinic. Due to the dynamics of Haines City and the greater Haines City area  
17 population, many medical related activities transpire. One item I would like to  
18 specifically note is that Haines City does not have a dialysis center and  
19 residents of Haines City requiring this treatment have driven to Lakeland to  
20 the Watson Clinic in order to receive kidney dialysis in order to extend their  
21 quality of life. In order to call to make an appointment, to change an  
22 appointment or for an inquiry relative to treatment would require said  
23 residents to make a long distance telephone call.

24  
25 From an economic standpoint Lakeland is a major employment and



1 distribution center with industries like Publix, Watkins Trucking, Peppridge  
2 Farms, etc. In the Lakeland area are many employment opportunities for  
3 Haines City area residents, and access to Lakeland is very easy due to  
4 Haines City's location on 17-92 and its easy access to Interstate 4, both of  
5 which are direct routes to the City of Lakeland. Also from an economic  
6 standpoint, our City's businesses order stock and supplies from major  
7 companies located in Lakeland. Therefore, from both an employment and a  
8 business prospective, long distance calls are required of the business  
9 community in Haines City.

10

11 Lakeland is also the home of Florida Southern College, which provides our  
12 residents with higher education opportunities. Florida Southern College is  
13 the largest college in Polk County; and in order to call to gain information  
14 relative to registration or activities related to Florida Southern College  
15 athletics or performing arts series, residents from this area must place a long  
16 distance call.

17

18 The Lakeland Center located within the corporate limits of the City of  
19 Lakeland is the most culturally significant facility for cultural and  
20 entertainment opportunities in Polk County. In order to make inquiries or  
21 reservations would require residents of the Haines City area to make a long  
22 distance telephone call. The Lakeland Center continues to be a major focus  
23 of the Polk County Tourist Development Council as a major asset to our  
24 County and its dynamics. The Lakeland Center is a recipient of a high  
25 percentage of the Tourist Development tax dollars. Ironically the area of the

1 county generating the largest percentage of the Tourist Development tax  
2 dollars is the northeast part of the county, a/k/a the greater Haines City area.  
3 It is truly a statement by the Tourist Development Council to the residents of  
4 Polk County that the Lakeland Center is the focal cultural and entertainment  
5 point in Polk County based on its decision to allocate a large share of funds  
6 for that facility.

7  
8 It should also be noted that the Polk County Museum of Art is located in  
9 Lakeland. The museum is sponsored by private and governmental donations  
10 from throughout Polk County. A Haines City resident would have to make a  
11 long distance call to make an inquiry relative to hours of operation, exhibits,  
12 etc.

13  
14 One of Haines City's two oldest and significant industries is citrus and  
15 trucking. Haines City is home to the Haines City Citrus Growers Associations  
16 (HCCGA), the largest citrus co-op in the state of Florida. Because of the  
17 number of citrus owner's serviced and represented by HCCGA there are  
18 constant countywide telephone requirements.

19  
20 Secondly, Haines City is known nationwide as a trucking center. Products  
21 from throughout the county, state, and nation are brokered out of offices  
22 located in Haines City. You will note that when traveling throughout Florida,  
23 signs refer to the number of miles to Haines City. The reason for this is the  
24 significance of the trucking industry in Haines City. Unfortunately, trucking  
25 brokers and drivers in Haines City and Polk County in general are put to an

1 economic disadvantage within their own county due to the fact that they are  
2 unable to make local calls throughout Polk County.

3  
4 The trucking industry is a communications driven industry and the inability for  
5 a trucker in Frostproof, Mulberry, Fort Meade, Bartow, Polk City and  
6 Lakeland to call his broker in Haines City is not only inconvenient but it  
7 economically affects his/her business.

8  
9 I would also note that the Florida Department of Transportation (FDOT) now  
10 has right-of-way acquisition monies in the FDOT work program to purchase  
11 land so U.S. 27 can be widened to six (6) lanes. Now, and even more so in  
12 the future, U.S. 27 will naturally link Frostproof to Haines City.

13  
14 Additionally, one of Haines City's strongest assets is its location. We  
15 contend that "all roads lead to Haines City " Because of the State highway  
16 system, despite its location on the other side of the county, people do travel  
17 between Fort Meade and Haines City for employment and shopping. Both of  
18 these activities are conducive to the need for telephone contact. In  
19 particular, I find it of interest that the Assistant Principle of Fort Meade Middle  
20 School is a Haines City resident.

21  
22 Another important link between the schools of Polk County is high school  
23 athletics. Both Bartow High School and Mulberry High School are two of our  
24 biggest rivals. Athletic events certainly do not end with football season and  
25 involve both girl and boy participants School to school cares, parent to

1 parent calls, and friend to friend calls are quelled due to a countywide  
2 communication barrier known as long distance telephone calls.

3

4 It is also interesting to note that the General Telephone Electronics (GTE)  
5 Governmental Liaison for the Haines City area is located in Lakeland. To  
6 contact him by telephone would require a resident of this area to call long  
7 distance or to call collect.

8

9 **Q. In what ways will the implementation of countywide extended area  
10 service impact your business and community interest?**

11 **A. It is my opinion as City Manager that an extended area or calling service  
12 opportunity for the citizens of Haines City would certainly diversify our  
13 opportunity to compete with neighboring cities in attracting not only larger  
14 businesses but also smaller businesses. This is important in diversifying the  
15 business community. Given an opportunity a business will locate in an area  
16 where telephone access to more of the county is prevalent. Contact with  
17 possible customers and suppliers is facilitated by having the ability to make a  
18 local call.**

19

20 **Q. In what ways do you foresee the implementation of countywide  
21 extended area service impacting the economy of Haines City?**

22 **A. Without question this will become an economic development selling point for  
23 the Haines City area. For so long government representatives from Haines  
24 City have heard criticisms that Haines City is difficult to access by telephone,  
25 and the irony is that it is easy to access by major roadways, yet difficult in the**

1       quickest way of communication which is by telephone. We would be able to  
2       encourage economic exchanges by allowing persons in other parts of the  
3       county to call the businesses in Haines City for cost comparisons and  
4       business information more easily.

5

6   **Q.   Describe what you see as Haines City's growth potential with**  
7       **countywide extended area service for local telephone usage.**

8   A.   With or without the extended area or extended calling service, the City of  
9       Haines City will continue to grow. However, the quality of this growth will be  
10      greatly enhanced by greater communication opportunities. It is true in any  
11      business as well as in government that the ability to interact at various levels  
12      is most important. The consumer to interact with a business, the business to  
13      interact with a supplier, and governments to interact with each other. In  
14      those cases, Haines City has been denied that economic opportunity for the  
15      most important exchange areas in Polk County.

16

17   **Q.   Please describe any additional factors which you believe the Florida**  
18       **Public Service Commission should consider with regard to Haines**  
19       **City's application.**

20   A.   I believe the Public Service Commission should consider the growth of  
21       Haines City and how much the potential growth could be accelerated by the  
22       addition of extended area or extended calling service to the greater Haines  
23       City area. It also should be noted that Haines City has tremendous economic  
24       development opportunities. Accordingly, such industries and citizens  
25       locating in this area not only help Haines City, but Polk County as well as the

1 State of Florida.

2

3 From an educational standpoint, it is disturbing to think that a student from  
4 Haines City who wishes to attend a county-wide Magnet School in Lakeland,  
5 such as Harrison Center for the Performing Arts, would be unable to make a  
6 local call to the school for any reason. Truly, the lack of extended area or  
7 extended calling service has been a barrier to the City of Haines City for  
8 economic, cultural, entertainment, and medical as well as information  
9 exchange at the governmental level.

10

11 Also, the availability for countywide EAS will allow our residents to solicit a  
12 larger number of medical specialists and to have "local" access to more  
13 medical facilities for health care.

14

15 One item that I feel is especially important to emphasize is that the GTE  
16 figures on the telephone traffic between Haines City and other Polk County  
17 cities is not a true representation of ACTUAL traffic flow. There are  
18 numerous businesses and non-profit agencies that have opted to purchase  
19 the services of a toll-free line in order for the long-distance issue to be  
20 partially addressed. As a result, it is ultimately the consumer or taxpayer who  
21 compensates this expense. Furthermore, not everyone chooses GTE as  
22 their long distance carrier. Other providers for placement of long distance  
23 calls are utilized. Additionally, more and more people are utilizing their  
24 cellular telephones to make telephone calls that would otherwise be local.  
25 The cost of a cellular call is less than placing the call to or from Haines City

1 and be assessed a long distance charge. Unless the above-mentioned  
2 situations are considered and factored in, a TRUE picture of the traffic flow to  
3 and from Haines City is at best incomplete and certainly not reliable.

4  
5 The bottom line is that businesses and residents in the fourth largest city in  
6 Polk County cannot place a "local" call to the County Seat (Bartow).  
7 Furthermore, the existing economic stress caused by the Haines City  
8 business community's inability to communicate county-wide will continue to  
9 increase with each passing month. The further enhancement of this  
10 condition comes with the creation of magnet schools, and with the increasing  
11 focus on the cultural arts in the Lakeland area with the Lakeland Center, the  
12 fine arts series at Florida Southern College, and the Polk County Museum of  
13 Art. With the compilation of each item discussed in my testimony, imagine  
14 each item representing a brick. When all are gathered together a "wall" is  
15 constructed that keeps the residents from Haines City from having free  
16 flowing communication opportunities relative to county-wide events and  
17 activities, educational and medical options, and from having contact with the  
18 governmental and social service agencies of Polk County.

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1 Q (By Mr. Hettleton) And would you like to  
2 summarize your testimony for the Commission?

3 A Yes, sir, I would.

4 Q Please do.

5 A As City Manager of Haines City I have  
6 various roles, as are indicated in my testimony. For  
7 the record, I serve as chairman of the Polk County  
8 City Managers Association. I am a board member of the  
9 Central Florida Economic Development Council, and in  
10 my civic activities, I am a member of the American  
11 Legion Auxiliary and serve the state in various  
12 capacities, in particular, chairman of the Girls State  
13 program.

14 I have a career history in South Florida as  
15 being assistant to the City Manager and Assistant City  
16 Manager for the City of Boynton Beach; worked for the  
17 City of West Palm Beach, and deputy City Manager of  
18 North Miami Beach.

19 I have lived in various phone calling  
20 districts with various options and, as evidenced in my  
21 testimony, see many impediments to the current system  
22 we have with GTE in the Haines City area at this time.

23 We have numerous communities of interest  
24 that far exceed just convenience. It is economic. It  
25 is contact with governmental agencies. It is contact



1 with medical facilities and educational facilities, as  
2 well as cultural type facilities.

3 Haines City, the Ridge area as we refer to  
4 it, as has been mentioned earlier, is often isolated  
5 because of our inability to communicate freely with  
6 other areas in so many avenues.

7 For example, our county seat is Bartow, and  
8 testimony indicated earlier there is a 1-800 number.  
9 The number is often busy. It is only manned until  
10 5:00 p.m., if you are lucky, and as most of us know  
11 who work in government, our issues don't just happen  
12 at 5:00 or prior to 5:00.

13 We have a total inability to contact the  
14 school board offices, and we have numerous elementary  
15 schools, two middle schools and a high school here in  
16 Haines City. We have intergovernmental relations with  
17 our schools in order to save our taxpayers dollars for  
18 joint use of city school facilities -- city facilities  
19 and school facilities. We share gyms, ball fields,  
20 meeting rooms, et cetera.

21 We have a summer recreational program where  
22 we use school buses to -- and we lease school buses  
23 from the County to transport our students at three  
24 different sites. They're all school sites. We have a  
25 year-round constant contact with various schools in.

1 our community, and need to contact our school board,  
2 which would dictate us accessing through long  
3 distance.

4           There are also constitutional offices in  
5 Bartow. There are some branch locations, and having  
6 recently filed for a marriage license, there are  
7 certain offices that you can get through to sooner  
8 than others.

9           Medical needs is a big concern. As City  
10 Manager, I've seen that come up more and more. In  
11 particular in my testimony, I indicated a dialysis  
12 center. Most of the people that I'm aware of in  
13 Haines City who are currently undergoing dialysis do  
14 travel to Watson Clinic; and we don't think that much  
15 about having that opportunity until we need it or  
16 until our family needs it. And it happens that I have  
17 a city employee whose family member is traveling to  
18 Lakeland on a regular basis and is calling and  
19 scheduling appointments and making long distance calls  
20 back and forth.

21           Education is another issue that's not been  
22 mentioned today, other than the school board. We're  
23 very proud in Polk County to be the home of Florida  
24 Southern College. Frank Lloyd Wright designed a  
25 facility that many students from this area attend; and

1 also there is a lot of interaction between the school  
2 and various communities with governmental projects, et  
3 cetera.

4           Lakeland is also the campus of Polk  
5 Community College branch as well as the University of  
6 South Florida. There are a lot of commuters because  
7 the University of South Florida campus is geared  
8 toward those persons who are working and are attending  
9 classes predominantly in the evenings. Many of these  
10 people have families, and calls are needed to be made  
11 back and forth.

12           The Lakeland Center is the focus of Polk  
13 County's -- I don't want to say cultural, but I'll say  
14 entertainment activities. The Tourist Development  
15 Council of the county has dedicated numerous funds to  
16 the expansion of this center and it's one of the  
17 largest centers of its type now in Florida.

18           Many of us in this room have spoken today --  
19 in fact, just yesterday I was at a program at the  
20 Lakeland Center, and for me to call the Lakeland  
21 Center, it is a long distance number for us to inquire  
22 about activities or for us to have a municipal  
23 liaison.

24           Also in Lakeland is the Polk County Museum  
25 of Art. It is the only museum of its type in Polk

1 County, and it is long distance for our residents to  
2 inquire about exhibits, opening times or to make any  
3 contributions that we would.

4 Haines City has things unique about our  
5 community. We are considered a trucking center, and  
6 when I was in South Florida it made me feel good --  
7 because I grew up in Polk City -- to look at road  
8 signs and I'd see Haines City, but I never knew why  
9 Haines City was on the signs until I moved here. But  
10 because this is considered a major trucking hub, many  
11 signs along especially the 27 route do indicate the  
12 number of miles to Haines City.

13 So as Mr. DeGennaro indicated, this may be  
14 the center of the universe because that's where all  
15 the truckers come to.

16 With trucking comes brokering that is a  
17 highly intensive telephone usage, and the brokers of  
18 this community certainly would be better suited if  
19 they were able to call fellow brokers in the  
20 Auburndale/Lakeland/Frostproof/Mulberry, et cetera  
21 areas in this county.

22 We also are the home of the Haines City  
23 Citrus Growers Association. They are a citrus co-op.  
24 They have clients throughout the state, but especially  
25 throughout Polk City because of the intense citrus

1 industry in our entire county.

2 I would like to add also, somewhat tongue in  
3 cheek, that to call our GTE government liaison is a  
4 long distance call; and when I did bring this to his  
5 attention he said I could call him collect. So I do  
6 want to acknowledge that there were not any 800  
7 numbers available for our governmental liaison in  
8 Lakeland.

9 I believe that the Public Service  
10 Commission, as I've indicated in my testimony, would  
11 be well -- or serve our citizens well in looking at  
12 the possibility of giving our citizens an opportunity  
13 to have flat rate or the 25-cent rate calling. It is  
14 something that I, as City Manager, have heard asked of  
15 me for the over five years that I've been in this  
16 community. Why can we not call other cities in Polk  
17 City, and why do we have to be assessed the long  
18 distance calls?

19 So at this time I would yield to any  
20 questions, and I appreciate your favorable  
21 consideration of Haines City's request.

22 **COMMISSIONER DEASON:** Questions?

23 **MS. CASWELL:** I do have some questions.  
24  
25

## 1 CROSS EXAMINATION

2 BY MS. CASWELL:

3 Q I want to make sure I heard you correctly.  
4 In your summary I think you've asked the Commission to  
5 order either flat rate calling or the 25-cent ECS  
6 plan; is that true?

7 A It was our understanding early in the  
8 process that should, for some reason, the ballot fail  
9 for a flat rate, that in lieu of that, our citizens be  
10 given the opportunity of the 25-cent calling.

11 Q Okay. And if EAS is not eventually ordered,  
12 the flat rate EAS, do you have a preference as to the  
13 25-cent per call plan and a 70% reduction in the toll  
14 rates that you pay now?

15 A Not having been privy to that information to  
16 do an analysis of the cost difference, I would not be  
17 situated to answer that question.

18 Q In your summary I think you were also  
19 critical of the 1-800 number for the Bartow county  
20 offices because you couldn't reach them after 5:00; is  
21 that right?

22 A That is correct.

23 Q And do you think if your calling scope were  
24 extended so that that was now a local call, that the  
25 staffing hours of the county offices would change so

1 that you could reach someone after 5:00?

2           A     Absolutely.  Because in lieu of calling the  
3 800 number, I do dial their direct numbers.  I find  
4 that my colleagues in the City Administrator's office,  
5 the department heads, specifically Charles Sadler,  
6 Darrell Gunn, Jim Keene -- he was administrative  
7 services director, now the County Administrator --  
8 J. R. Roden, they all work the same hours I do, and  
9 oftentimes get more work done after 5:00.  And I  
10 believe that the inward dialing capability without  
11 resorting to the dialing the long distance call would  
12 benefit me tremendously.

13           Q     I'd like to talk a little bit about Gaines  
14 City as a nationwide trucking center.  Do you know  
15 what percentage of the brokerage activity is wholly  
16 within Polk County?

17           A     No.  I do not have that information  
18 available to --

19           Q     Do you think most of the brokerage occurs  
20 outside of Gaines City because it's a nationwide  
21 center?

22           A     The actual brokerage -- because calls are  
23 dictated within, because we do carry a lot of  
24 produce -- whether there's a 50/50 split, I do not  
25 know.

1 Q Okay. On Page 9 of your testimony, Line 25,  
2 you state that the cost of a cellular call is less  
3 than placing a call to or from Haines City and be  
4 assessed a long distance charge. Do you know what per  
5 minute usage is on a similar call?

6 A Pardon me. I could not hear your last  
7 question.

8 Q I'm sorry. Do you know what per minute  
9 usage is on a cellular call?

10 A Do I know what per minute --

11 Q Yeah, because --

12 A I don't understand your --

13 Q And what I'm referring to -- I'm sorry if  
14 you didn't hear me -- is Page 9, Line 25. I think you  
15 indicate that the cost of a cellular call is less than  
16 if you called using the land line telephone.

17 A That's true.

18 Q From Haines City. And do you know what the  
19 per minute charge for a cellular call would be?

20 A Now I understand your question. That  
21 fluctuates tremendously. For example, one of our  
22 cellular phones is unlimited weekend calling,  
23 therefore, is zero, and that's the per minute call on  
24 the weekend. Therefore, it's much cheaper to do that  
25 than it would be to use the toll lines, and it depends



1 on time of day, it depends on whether your carrier is  
2 Cell One, GTE, BellSouth. Whoever is providing your  
3 long distance service, it varies, and this is just a  
4 observation on some of the phone bills that I have  
5 looked at where the rates would be different. And  
6 especially if you utilize your cell phones on the  
7 weekend, it's just like having local calling, because  
8 you don't pay a fee if you're on the plan where you  
9 don't pay that fee. You pay a flat rate, and then  
10 that's it.

11 Q Okay. Leaving out the weekend, do you know  
12 what the peak and off-peak rates are?

13 A I cannot speak for every company who  
14 provides services --

15 Q Okay.

16 A -- offhand.

17 Q Do you have a range in mind?

18 A I would not venture to give that.

19 Q Do you pay, also, a monthly charge for  
20 similar service?

21 A That is --

22 Q Flat rate charge.

23 A -- correct --

24 Q Do you know what the range of those charges  
25 might be?

1           A     It varies.  Approximately \$40.00 is probably  
2 the basic rate.

3           Q     Okay.  Do you know what the average toll  
4 rate is to or from Haines City that you're referring  
5 to here?

6           A     I couldn't tell you what the average is of  
7 all the companies --

8                   MS. CASWELL:  Okay.  Thank you.  That's all  
9 I have.

10                   COMMISSIONER DEASON:  Steff?

11                                   **CROSS EXAMINATION**

12           BY MS. CULPEPPER:

13           Q     In your role as City Manager of Haines City  
14 do you think that the residents and the businesses  
15 would be willing to pay extra to have toll free  
16 calling in Polk County?

17           A     I can only speak to that at two levels, as  
18 what I had heard prior to the hearing and what I've  
19 heard today.  Prior to the hearing, the business  
20 community and the residents have spoken enough that it  
21 was the impetus for our City commissioners to ask that  
22 this be done.  And then at the hearing today, not  
23 knowing what the residents would say, I would have to  
24 say based on the hearing and based on the citizens  
25 that have called me, I have not had one telephone call

1 or one citizen comment that disagreed with what is  
2 being proposed.

3 Q We've heard a lot today about the medical  
4 facilities in Lakeland. Does Haines City have its own  
5 medical facilities?

6 A We do have medical facilities of which we're  
7 very proud. In fact, we do have a hospital and we  
8 also have a lot of doctors' offices. However, there  
9 are specialties that we are endeavoring to attract to  
10 this area. Some of the doctors, in fact, that  
11 practice here have dual practices where they may be in  
12 Lakeland X number of days and Haines City X number of  
13 days, and their appointments are made out of the  
14 Lakeland office.

15 So I believe -- you know, I can't speak,  
16 because I'm very fortunate that I go to a local doctor  
17 and I don't have reason to go very often. Recently I  
18 had to schedule an appointment with a doctor in Bartow  
19 because that -- his office hours, the only time I  
20 could get in to see him was to go to Bartow, therefore  
21 a long distance call.

22 Put Lakeland Medical Center right now is the  
23 one most recognized for doing open heart surgery and  
24 the kidney dialysis associated with the Watson Clinic.  
25 But I don't want to take anything away from our

1 business community and our medical community here in  
2 that we are growing, we are attracting -- that some of  
3 the doctors that practice here also have dual  
4 practices in other areas of the county and outside of  
5 the county.

6 Q Do you know that if EAS is approved, the  
7 additive will apply to all Haines City customers and  
8 not just those who voted in favor of it?

9 A Yes, I do.

10 WITNESS DEAL: And, also, if it's  
11 permissible, Mr. Chairman, could I ask for a  
12 clarification on that question?

13 COMMISSIONER DEASON: Certainly.

14 WITNESS DEAL: The additive you speak of,  
15 would you explain the breakdown and how long that  
16 would apply?

17 COMMISSIONER DEASON: Ms. Shelfer.

18 MS. SHELPER: Historically it's been up to  
19 four years, but that's at the Commission's discretion.  
20 Whenever we bring a recommendation before them, we  
21 generally put a limitation on it. That's just for the  
22 additive now. The regrouping stays on.

23 WITNESS DEAL: But the total cost that we  
24 spoke of in the public hearings, the \$3.30 to 3.60 was  
25 both together, the additive and the regrouping cost;

1 and I believe it says about a 50/50?

2 MS. SKELFER: No. The additive -- the  
3 regrouping, depending on which portion of the Haines  
4 City exchange that you're served from, will be  
5 anywhere from 50 cents to 95 cents.

6 WITNESS DEAL: And that's the part that  
7 stays on?

8 MS. SKELFER: That stays.

9 WITNESS DEAL: Right.

10 MS. SKELFER: The two seventy-two rate is  
11 the is one that would eventually, if the Commission  
12 makes that determination, could go away.

13 WITNESS DEAL: It could go away. Okay. I  
14 just -- I wanted that clarification, because some of  
15 the citizens had asked that question of me. Thank  
16 you.

17 Q (By Ms. Culpepper) Ms. Deal, are the  
18 public colleges -- or are you aware if the public  
19 colleges in Polk County are accessible toll free?

20 A Well, I can tell you that Polk Community  
21 College, Winter Haven Campus is accessible, because  
22 Winter Haven is in our exchange. Florida Southern  
23 College is not. The joint campus of the University of  
24 South Florida and Polk Community College, I do believe  
25 one or the other may have an 800 line that is answered

1 at certain times.

2 My office -- I used to serve on a committee  
3 at the University of South Florida, and my office  
4 predominantly used the regular number.

5 Q Could you just clarify; are all those other  
6 colleges, are they public?

7 A Oh, I'm sorry; I didn't hear you say  
8 "public". Florida Southern -- of those I spoke of,  
9 Florida Southern College is the only private college.  
10 Polk Community College and the University of South  
11 Florida, Lakeland Campus, is a state -- are state  
12 schools.

13 Q Do you think that the need for toll free  
14 calling stems primarily for access to businesses in  
15 the county or for government offices?

16 A Both. I don't think that either one is not  
17 needed. They both are very much needed, and that is  
18 the -- what I'm hearing from the citizens and the  
19 business community.

20 Q Looking now at your testimony on Page 9,  
21 Lines 15 through 17, you state there that GTE's  
22 figures on the telephone traffic is not a true  
23 representation between Haines City and other Polk  
24 County cities. Could you explain that statement?

25 A In fact, I'm glad you asked. I meant to

1 bring that out in my summary. I, for one, am somebody  
2 who chooses to use other long distance services and  
3 dial 1-800 Call AT&T right off of my telephone here in  
4 order to call other cities, when I call my parents in  
5 Fort Meade, when I call my doctor in another community  
6 or when I call other perhaps family or business  
7 associates.

8           Also on cell phones there's no way for us to  
9 know how many people -- our very first speaker today,  
10 Dr. Earle Lee, indicated that he chooses to use his  
11 cellular phone; and so there are -- there is traffic  
12 information. I am not even representing that that's  
13 the majority of the calls made.

14           I am representing, however, that there are  
15 calls that have not been captured in the traffic  
16 studies that are confidential, I understand, and have  
17 been presented to Staff.

18           Q     Okay. We just have one more question. And  
19 I'd like to ask you to also prioritize the exchanges  
20 that you feel are most important. However, if I could  
21 ask you to prioritize all of them, not just give me  
22 your top three.

23           A     Okay.

24           Q     The exchanges are Lakeland, Bartov,  
25 Mulberry, Polk City, Frostproof, Indian Lakes and

1 Fort Meade.

2           A     Okay. Personally, for the record,  
3 Fort Meade would be my number three, but I'm going --  
4 because my mom and dad live there, so I'll go  
5 professionally as City Manager. The way I would rank  
6 would be Bartow, one; Lakeland, two; Polk City, three.  
7 It would be very tough between Mulberry, Fort Meade  
8 and Frostproof to put in the next place. That would  
9 probably be a three-way tie, because I can think of,  
10 you know, instances where they all would qualify. But  
11 based on athletics, I would have to say that because  
12 of maybe school interaction that Mulberry would be  
13 next with -- Mulberry, then Fort Meade and Frostproof  
14 would be tied, and Indian Lakes being last. OAnd I  
15 hope I didn't leave any out.

16           Q     That's all of them.

17                   MS. CULPEPPER: Thank you.

18                   COMMISSIONER DEASON: I have a question.

19 I'm trying to understand one of the last points that  
20 you made concerning customers using other carriers to  
21 make a long distance call or else using their cellular  
22 phones and bypassing GTE.

23                   So it's your belief, then, that the  
24 statistics, the calling data that's been provided, may  
25 not be indicative of the actual community of interest



1 between these various exchanges; is that correct?

2           **WITNESS DEAL:** Yes, sir. I feel very  
3 strongly about that, and also the use of 800 numbers;  
4 because without capturing -- for example, my husband's  
5 firm has an 800 number in Lakeland and, you know,  
6 there are calls from Haines City to that firm; and  
7 without look at the County's 800 number traffic flow,  
8 admittedly if it's a County 800 number, we may say  
9 it's free for the citizens, but we're really kidding  
10 ourselves, because the citizens are paying for the 800  
11 line.

12           So I think that 800, cellular phone, and  
13 those who choose to use other carriers when they're  
14 calling within the county long distance may be more  
15 significant than even what I think it is; but I do  
16 believe it's a factor that I would ask this Commission  
17 to consider overall.

18           **COMMISSIONER DEASON:** Further questions?

19 Thank you.

20           (Witness Deal excused.)

21           - - - - -

22           **COMMISSIONER DEASON:** I believe that  
23 concludes the City's direct case.

24           **MR. NETTLETON:** It does.

25           **COMMISSIONER DEASON:** Mr. Wahlen, I believe

1 your witness is scheduled next, and there may be a  
2 stipulation.

3 MR. WANLEN: Yes, Commissioner Deason. I've  
4 talked with the other lawyers, and I believe there's  
5 an agreement to stipulate her testimony into the  
6 record.

7 There is a correction to be made on her  
8 testimony on Page 5. On Line 3 the word "Lakeland"  
9 needs to be changed to "Bartow," and on Line 4, the  
10 word "Bartow" needs to be changed to "Lakeland." And  
11 with those changes I'd like to move Ms. Sharon  
12 Harrell's direct testimony into the record as though  
13 read.

14 COMMISSIONER DEASON: Without objection,  
15 Ms. Harrell's direct testimony will be inserted into  
16 the record.

17 MR. WANLEN: I'd also like to have  
18 Ms. Harrell's confidential Exhibit 1 which is certain  
19 traffic study information, it's 10 pages, identified  
20 for the record and moved into the record.

21 COMMISSIONER DEASON: This confidential  
22 exhibit was prefiled; is that correct?

23 MR. WANLEN: Yes, it was prefiled, and the  
24 Commission has already granted the request for  
25 confidential classification on it.

1                   **COMMISSIONER DEASON:** The prefiled exhibit  
2 of Witness Harrell will be identified as composite  
3 Exhibit No. 3 and, without objection, shall be  
4 admitted into the record.

5                   (Exhibit 3 marked for identification and  
6 received in evidence.)

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1                   BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2                                   DIRECT TESTIMONY

3   OF

4   SHARON E. HARRELL

5  
6       **Q.**    Please state your name, business address and title.

7  
8       **A.**    My name is Sharon E. Harrell. My business address is  
9            Post Office Box 165000, Altamonte Springs, Florida,  
10           32716-5000.

11  
12           I am the Tariff Manager - Exchange Services for  
13           Sprint-Florida, Incorporated ("Sprint").

14  
15       **Q.**    Please describe your previous work experience.

16  
17       **A.**    I began my career in 1964 when I joined United Telephone  
18            of Ohio as a long distance operator. In 1973, I  
19            transferred to the position of Service Representative in  
20            the Business Office. In 1977, I relocated to Florida and  
21            began work as a long distance operator with United  
22            Telephone of Florida. I transferred to the Business  
23            Office in 1978 in the capacity of Service Representative.  
24            In 1980, I was promoted to the position of Business  
25            Office Supervisor. I moved to the Staff Administrator

1 Customer Service position in 1986. In that position I  
2 was responsible for providing support and direction to  
3 eight business offices and two collection offices for  
4 United.

5

6 I began my present assignment in 1993.

7

8 Q. Have you previously testified before the Commission?

9

10 A. Yes. I was the witness for Sprint-United and  
11 Sprint-Centel in Docket No. 941281-TL, which dealt with  
12 the proper tariffing of telephone service for elevators  
13 and common areas within residential facilities. I also  
14 testified in Docket No 930173-TL, Polo Park EAS, and  
15 Docket No. 941281-TL, Groveland EAS involving United  
16 exchanges.

17

18 Q. What is the purpose of your testimony?

19

20 A. The purpose of my testimony is to address the issues  
21 identified in Docket No. 950699-TL. These issues include  
22 whether a sufficient community of interest exists between  
23 GTE's Haines City Exchange and all other exchanges within  
24 Polk County.

25

1 Q. Have you prepared an Exhibit to accompany this testimony?

2

3 A. Yes. Exhibit One to this testimony is a traffic study  
4 for the Sprint routes involved in this proceeding. It  
5 was prepared under my direction and supervision and is  
6 true and correct to the best of my knowledge. It  
7 contains information Sprint believes to be proprietary  
8 confidential business information, so a redacted version  
9 has been included with this testimony. The confidential  
10 version, with the confidential information highlighted,  
11 was submitted to the Division of Records and Reporting  
12 under a confidential cover with a Request for  
13 Confidential Classification.

14

15 Q. Which routes in this Docket involve Sprint exchanges?

16

17 A. Haines City to Fort Meade is the only route involving a  
18 Sprint exchange. Fort Meade is a Sprint exchange.

19

20 Q. Did Sprint conduct traffic studies on this route?

21

22 A. Yes. Sprint recently conducted a traffic study on this  
23 route, and it is attached as Exhibit One. In Order No.  
24 PSC-95-1429-PCO-TL, issued November 27, 1995, the  
25 Commission recognized the Fort Meade, Avon Park (pocket)

1 and Bowling Green exchanges as being interLATA. The  
2 Order stated that the routes would not be studied since  
3 GTEFL could not provide traffic studies on interLATA  
4 routes. Based on that Order, no traffic studies were  
5 prepared at that time.

6

7 Q. What is Sprint's position in this Docket?

8

9 A. Traffic study results on the Ft. Meade to Haines City  
10 route reflect calling rates that are not sufficient to  
11 meet the requirements for messages per access line per  
12 month (M/A/Ma), or frequency distribution to qualify for  
13 balloting for flat rate, non-optional Extended Area  
14 Service (EAS) or the implementation of any form of toll  
15 relief.

16

17 Q. What other community of interest factors should be  
18 considered in determining if either an optional or  
19 non-optional interLATA toll alternative should be  
20 implemented?

21

22 A. In addition to traffic studies, there are some factors  
23 often mentioned by subscribers desiring EAS. Such  
24 factors may include the location of schools, fire/police  
25 departments, medical emergency facilities, and county

1 government.

2

3 The Fort Meade Exchange currently has EAS to <sup>Lakeland</sup> Lakeland,  
4 which is the County Seat, and <sup>Lakeland</sup> ~~Barlow~~, where the State and  
5 Federal Offices serving this area are located.

6

7 Schools are located within the Fort Meade Exchange, and  
8 medical requirements that can not be handled by the Fort  
9 Meade Medical Center are most often handled via medical  
10 facilities in Lakeland, which as mentioned above is EAS.

11

12 Q. Should the Commission determine that an alternative toll  
13 plan such as ECS should be implemented, what is the  
14 economic impact on the Company.

15

16 A. Based on the monthly calling volume reflected in the  
17 traffic study, the estimated annual revenue impact to the  
18 Company would be a loss of approximately \$5,460 if there  
19 is no stimulation on the route. A 50% stimulation, which  
20 is consistent with the factor used by Southern Bell in  
21 Docket No. 920260-TL, would result in a revenue loss of  
22 approximately \$3,855. These dollars do not reflect the  
23 additional costs for facilities that would be required to  
24 carry the traffic, or other administrative costs  
25 associated with the implementation of the toll



1 alternative.

2

3 Q. If the Commission should determine that EAS is  
4 appropriate, should subscribers be required to pay an  
5 additive as a prerequisite to implementation? If so, how  
6 much of a payment is required and how long should it  
7 last?

8

9 A. Should the Commission determine that EAS is appropriate  
10 on the Fort Meade/Haines City route, the 25/25 Plan with  
11 Regrouping should be ordered.

12

13 Q. If EAS is determined to be appropriate, should customers  
14 be surveyed?

15

16 A. Yes. If a non-optional plan is determined to be  
17 appropriate, the subscribers should be surveyed. All  
18 subscribers should have a voice in the implementation of  
19 such a plan since all subscribers will pay for the plan  
20 if implemented.

21

22 Q. Does that conclude your direct testimony?

23

24 A. Yes.

25 utd\harrell2.txt

1           **MR. WANLEN:** And that, I believe, is all we  
2 have.

3           **COMMISSIONER DEASON:** We're going to take a  
4 lunch recess before we proceed further. We will take  
5 a recess and reconvene at 1:45.

6           (Thereupon, lunch recess was taken at 12:40  
7 p.m.)

8   - - - - -

9           **COMMISSIONER DEASON:** Call the hearing back  
10 to order. Mr. Beck?

11           **MR. BECK:** Citizens call Mr. Earl Poucher.  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

1                   **R. EARL FOUCHER**

2 was called as a witness on behalf of the Citizens of  
3 the State of Florida and, having been duly sworn,  
4 testified as follows:

5                   **DIRECT EXAMINATION**

6 **BY MR. BECK:**

7           **Q**     Mr. Poucher, would you please state your  
8 name and your business affiliation?

9           **A**     My name is Earl Poucher. I work for the  
10 Office of Public Counsel. I'm a legislative analyst.

11          **Q**     Did you file direct testimony in this case?

12          **A**     Yes, I did.

13          **Q**     And did you have one exhibit marked REP-1 to  
14 your testimony?

15          **A**     That's correct.

16                   **MR. BECK:** Commissioner Deason, I'd ask that  
17 his exhibit be marked for identification.

18                   **COMMISSIONER DEASON:** It will be identified  
19 as Exhibit 4.

20                   (Exhibit 4 marked for identification.)

21          **Q**     **(By Mr. Beck)** Do you have any changes or  
22 corrections to your direct testimony?

23          **A**     Yes, I do. On Page 8, Line 21, in the  
24 middle of the line of the word "two" should be changed  
25 to "three".

1           **COMMISSIONER KIRSLING:** I'm sorry; could you  
2 repeat? It's Line 21?

3           **WITNESS FOUCHER:** Page 8, Line 21, change  
4 "two" to "three".

5           **COMMISSIONER DEASON:** Well, there's two  
6 "twos" on that line.

7           **WITNESS FOUCHER:** You're correct. "Three  
8 out of 32 routes."

9           **COMMISSIONER KIRSLING:** Okay. Thank you.

10          **Q**        **(By Mr. Beck)** Do you have any other  
11 changes?

12          **A**        That's it.

13          **Q**        If I were to ask you the same questions  
14 today, would your answers be the same?

15          **A**        Yes, they would.

16          **MR. BECK:** I would ask that his testimony be  
17 inserted into the record as though read.

18          **COMMISSIONER DEASON:** Without objection, it  
19 shall be so inserted.  
20  
21  
22  
23  
24  
25

1 DIRECT TESTIMONY  
2 R. EARL POUCHER  
3 FOR  
4 OFFICE OF PUBLIC COUNSEL  
5 BEFORE THE  
6 FLORIDA PUBLIC SERVICE COMMISSION  
7 DOCKET NO. 950699-TL

8 Q. Please state your name, business address and title.

9 A. My name is R. Earl Poucher. My business address is 111 West Madison St.,  
10 Room 812, Tallahassee, Florida 32399-1400. I am employed by the Office of  
11 Public Counsel and my title is Legislative Analyst.

12 Q. Please state your business experience.

13 A. I graduated from the University of Florida in 1956 and I was employed by  
14 Southern Bell in July 1956 as a supervisor-trainee. I retired in 1987 with 29  
15 years of service. During my career with Southern Bell, I held positions as  
16 Forecaster, Gainesville; Business Office Manager, Orlando, District Commercial  
17 Manager, Atlanta; General Commercial-Marketing Supervisor, Georgia;  
18 Supervisor-Rates and Tariffs, Florida; District Manager-Rates and Tariffs,  
19 Georgia; General Rate Administrator, Headquarters; Division Staff Manager--  
20 Business Services, Georgia, Profitability Manager-Southeast Region, Business  
21 Services; Distribution Manager-Installation, Construction & Maintenance, West  
22 Florida and LATA Planning Manager-Florida. In addition, I was assigned to  
23 AT&T in 1968 where I worked for three years as Marketing Manager in the  
24 Market and Service Plans organization. I joined the Office of Public Counsel in  
25 October 1991.

1 Q. **Have you ever appeared before this Commission?**

2 A. Yes I have. I testified on behalf of Public Counsel in United Telephone's Docket  
3 No. 910980-TL on rate case matters and Docket No 910725-TL on depreciation  
4 matters, GTE Docket No. 920188-TL on Inside Wire, in Southern Bell's  
5 depreciation Docket No. 920385-TL and in Docket No 951123-TP, a generic  
6 rulemaking docket dealing with disconnect authority of local exchange  
7 companies. In addition, as an employee of Southern Bell I testified in rate case  
8 and anti-trust dockets before the Public Service Commissions in Georgia and  
9 North Carolina.

10 Q. **What is the purpose of your testimony?**

11 A The purpose of my testimony is first, to describe the community of interest  
12 standards that are appropriate for consideration of extended area service and  
13 second, to recommend that the PSC approve toll relief on the routes requested  
14 by Haines City.

15 Q. **What actual experiences have you had with the handling of extended area  
16 services?**

17 A. As a Legislative Analyst for the Office of Public Counsel, I analyze all of the  
18 PSC's EAS cases and rulemaking dockets involving EAS and I participate as  
19 required by the Public Counsel. As an employee of Southern Bell, I spent a  
20 number of years in various Forecasting and Rate and Tariff organizations within  
21 the company, where I was frequently involved in various EAS dockets, in both  
22 Florida and throughout Southern Bell's operating territories. One of my specific  
23 assignments early in my career with Southern Bell was the production of  
24 Community of Interest factors for use by the Company and the Commission on  
25 those major toll routes where EAS was being considered. It was our

1 responsibility to not only determine the traffic factors involved in EAS cases, but  
2 to also develop the relevant demographic factors within the exchanges at issue.  
3 As General Rate Administrator in Southern Bell Headquarters, I was frequently  
4 involved in the development of EAS policies and the resolution of specific EAS  
5 requests.

6 **Q. Why is it appropriate that the Florida Public Service Commission be**  
7 **concerned with the provision of extended area service?**

8 **A.** Attachment 1 includes an extended explanation of the concepts regarding  
9 exchange planning and consideration of extended area service requests. In a  
10 state such as ours that has experienced extensive population growth, it would  
11 have been impossible to maintain exchange boundaries as they existed in 1960,  
12 for instance, without some modification to recognize growth and expansion of  
13 population and commerce. When the communities of interest between two or  
14 more separate telephone exchanges begin to merge, the application of high  
15 long distance rates becomes more onerous to the consumer body. In response  
16 to the expressed needs of local telephone customers for relief from high long  
17 distance charges, the Public Service Commission has traditionally implemented  
18 a less costly means for delivery of communications that are essentially local in  
19 nature.

20 Historically, the approval of extended area service plans between two  
21 exchanges have been based on valid community of interest considerations. In  
22 some cases, the traffic volume alone has been determined to be sufficient to  
23 demonstrate that a community of interest exists and EAS is warranted. In other  
24 cases, the Commission has considered demographic data (such as the need for  
25 countywide calling or access to schools) in reaching a conclusion that EAS is

1 appropriate.

2 **Q. What are the traffic standards that have been accepted by the Commission**  
3 **in determining that a community of interest exists between two**  
4 **exchanges?**

5 A. Commission rules require that at least three (3) messages per month (MAM) be  
6 originated from an exchange requesting EAS to another exchange before the  
7 Commission will require a vote for the provision of flat rate EAS. This is the  
8 most common measurement. It applies to one way traffic, normally from a  
9 smaller, suburban exchange that would normally be dependent upon a larger  
10 exchange for economic support and governmental services

11 When considering the traffic volumes when exchanges are approximately equal  
12 in size, the Commission rules require a threshold level of 2 messages per  
13 access line per month on a two way basis before automatically requiring a ballot  
14 for EAS.

15 The Commission, however, has waived this threshold level when presented with  
16 additional evidence confirming an adequate community of interest to justify the  
17 balloting of customers for flat rate EAS between two exchanges.

18 In all cases, the Commission requires that a local petition or a resolution from  
19 a governmental body be received before it will implement an EAS docket.

20 **Q. Has the Commission approved any other alternatives to flat rate EAS in the**  
21 **past?**

22 A. Yes. The Commission has considered and approved numerous alternatives to  
23 flat rate EAS in past years. During the 1970s and the 1980s the Commission  
24 approved a large number of optional EAS plans that were implemented when  
25 traffic volumes were less than the threshold level for flat rate EAS, or when



1 balloting for flat rate EAS failed on a given route. During the past ten years, the  
2 Commission has approved non-optional EAS plans such as the \$.25 Extended  
3 Community Service (ECS or \$.25)) plan when demographic community of  
4 interest considerations were considered, or when flat rate EAS ballots were  
5 rejected. It is generally valid to state that when an exchange generates three  
6 or more messages per access line per month to a distant exchange, the  
7 Commission considers this level of traffic to be proof, per se, that a valid  
8 community of interest exists between the two exchanges to justify relief from  
9 long distance rates in the form of non-optional flat rate EAS or an appropriate  
10 non-optional EAS plan such as ECS. In addition, where traffic volumes have  
11 been found to be less than 3 MAM, the Commission has approved both flat rate  
12 EAS offerings and alternative EAS plans, based upon demographic community  
13 of interest considerations.

14 According to Commission rules, an exchange must not only exceed the traffic  
15 threshold 3 MAM, but also have at least 50% of the customers generating two  
16 or more calls per month in order to be considered eligible for a balloting of  
17 customers. Frequently, when the distribution of traffic failed to meet the  
18 Commission standards, then alternative EAS plans were implemented

19 **Q. Is it essential that an exchange have 3 MAM per month and an acceptable**  
20 **distribution of calls in order for the Commission to approve flat rate EAS?**

21 **A. No. The Commission has waived the 3 MAM threshold rule and the distribution**  
22 **rule in the past by ordering the companies to ballot customers for flat rate EAS.**  
23 **(See Franklin County EAS, Docket No. 900302-TL) When the Commission has**  
24 **waived its rules for flat rate EAS, it has done so due to the demographic**  
25 **community of interest factors**

1 Q. What are the demographic community of interest factors you have  
2 mentioned?

3 A. Community of Interest factors are more thoroughly discussed in Attachment 1.  
4 The Community of Interest Factors that I would regard as relevant to EAS are  
5 as follows:

6 1. **Governmental Services**

7 Access to state and local governmental offices

8 2. **Medical Services**

9 Access to physicians, hospitals, emergency care

10 3. **Professional Services**

11 Access to lawyers, CPAs, architects, etc.

12 4. **Commerce**

13 Level of business interactivity, shopping and other commercial  
14 interactions between exchanges

15 5. **Employment**

16 Incidences of major employment in one exchange with employee  
17 residences located in another exchange.

18 6. **Transportation**

19 Availability of transportation links that encourage commercial and social  
20 interaction between two exchanges

21 7. **Social Interaction**

22 Dependence of one exchange for entertainment and cultural activities  
23 available only in a distant exchange

24 8. **Schools**

25 Students whose school is located in an exchange that is not within the

1 student's residential local calling area.

2 **9. Countywide Calling**

3 Increased recognition that county boundaries create a need for local  
4 calling between exchanges within the county for a variety of reasons that  
5 include many of the preceding factors.

6 **10. Natural Barriers**

7 While the above factors, when considered, are elements that draw two  
8 communities together, natural barriers, such as bodies of water, swamps,  
9 etc. may tend to separate communities, even though the actual distance  
10 between the exchanges may be relatively short.

11 No single factor or formula can be identified that would enable regulators to  
12 easily determine when there is sufficient community of interest between  
13 exchanges to justify EAS. Each case will have a different set of facts.  
14 Discretion is left to the Commission to implement EAS plans that are consistent  
15 with the public interest and non-discriminatory to all users.

16 **Q. Does Haines City have sufficient traffic volumes between the Haines City  
17 exchange and the other exchanges in Polk County to warrant balloting for  
18 flat rate EAS?**

19 **A.** The traffic volumes and the distribution of messages on the routes between  
20 Haines City and its sister cities in Polk County is insufficient, per se, to justify flat  
21 rate EAS balloting between Haines City and all of the exchanges in Polk County.  
22 However, consistent with the Commission's decision in Franklin County Docket  
23 No. 900302-TL, the Commission may be convinced by the non-traffic factors  
24 that sufficient community of interest exists to require offering flat rate EAS on all  
25 existing countywide routes between Haines City and its sister cities in Polk

1 County.

2 **Q. Are the traffic volumes sufficient to justify an alternative EAS plan between**  
3 **Haines City and other exchanges within Polk County?**

4 **A. Yes. Based on past precedent, the traffic between Haines City and other**  
5 **exchanges in Polk County is consistent with the traffic in other rural counties**  
6 **that has resulted in approval of alternative plans such as ECS or the \$.25 calling**  
7 **plan by this Commission.**

8

9 For instance, the Commission ordered the implementation of the \$.25 calling  
10 plan for all of Volusia County when many of the routes had less than one  
11 message per month per customer.

12 In the Volusia County docket, PSC staff stated,

13 "The remaining routes in the county exhibited one-way calling volumes  
14 which are consistent with the other countywide EAS requests...This is  
15 consistent with staff's recommendation in several other countywide EAS  
16 dockets with rural areas...Recent erees include Franklin, Gulf, Jackson,  
17 Holmes, Okaloosa and Walton Counties."

18 **Q. Doesn't the Commission require at least 3 MAM before it implements an**  
19 **alternative EAS plan such as ECS?**

20 **A. No. For Instance, the Commission approved ECS between two counties--**  
21 **Hillsborough and Pinellas--when only <sup>two</sup> out of 32 routes within the two**  
22 **counties had traffic that exceeded 3 MAM. Many of the Tampa Bay routes**  
23 **showed little if any levels of traffic.**

24 In another case, the Commission ordered a ballot for flat rate EAS in Franklin  
25 County when none of the routes exceeded 3 MAM. Ultimately, when the flat rate

1 ballot failed, the Commission ordered the \$.25 plan for all routes in the county.  
 2 In the Liberty County docket, the Commission determined that toll rates were  
 3 inappropriate and the \$.25 calling plan should be implemented with the traffic  
 4 volumes shown below:

5 ONE WAY MAM

6 Bristol to Eastpoint .39  
 7 Eastpoint to Bristol .18  
 8 Hosford to Eastpoint .24  
 9 Eastpoint to Hosford .06

10 The above routes were approved by the Commission because of the need for  
 11 countywide calling on the part of a small pocket of 56 subscribers in Sumatra  
 12 who lived in Liberty County, but were served by Eastpoint, which is located in  
 13 Franklin County. The Commission, on December 26, 1995, approved the \$.25  
 14 plan for these routes, even though the traffic from the Sumatra pocket to  
 15 Hosford was .06 and from Hosford to Sumatra was 1.03 MAM.

16 Likewise, the Commission approved implementation of the \$.25 plan between  
 17 Sarasota and Englewood in November 1995 due to community of interest  
 18 factors other than traffic considerations, namely, high countywide calling from  
 19 a Sarasota County pocket of subscribers located in the Englewood exchange.  
 20 Commission files, which are incomplete due to confidentiality, show that the  
 21 Commission has approved the offering of the \$.25 plan or other alternative  
 22 plans in numerous cases where the traffic volumes were less than 3 MAM. In  
 23 Southern Bell's Docket No. 920260-TL, the Commission approved an ECS  
 24 offering for 252 exchanges, many of which had less on 1 message per access  
 25 line per month. Of the original 252 routes proposed by Southern Bell, only

1 relatively few had more than 3 MAM. (See Staff recommendation dated August  
2 31, 1995) The Commission, of course, approved its Alternative Staff  
3 Recommendation by accepting the Company's ECS filing in the absence of  
4 specific, route by route community of interest data.

5 **Q. What is your recommendation for the Commission in this docket?**

6 **A. Based on the testimony given by the leaders of Polk County in this docket, the  
7 Commission should allow the residents of Polk County to vote for flat rate EAS.  
8 In view of the traffic volumes that currently exist between Haines City and its  
9 sister cities in Polk County, GTE would probably experience a revenue increase  
10 if the ballot should pass, based on the past policies of the Commission of  
11 including regrouping revenues and a 25% surcharge above existing local  
12 exchange rates when granting an EAS request .**

13 **Q. Should the Commission consider offering the \$.25 plan between Haines  
14 City and its sister cities in Polk County?**

15 **A. Based on the community of interest testimony of the leaders of Polk County, the  
16 Commission should require GTE to implement the \$.25 calling plan if it decides  
17 not to ballot the customers, or if the ballot fails. As GTE itself said in its Tampa  
18 Bay ECS case:**

19 "As our society becomes more mobile, expansion of local calling based  
20 on traditional point to point calling is no longer practical. People no  
21 longer have the same calling needs as their neighbors"

22  
23 "With this plan, there are no losers. Customers who make no calls to the  
24 ECS exchanges continue to pay their same current monthly local rates."

25

1 In the GTEFL rate case, Docket 920188-TL, GTE proposed countywide calling  
2 for all of its counties, including Polk County. The Commission refused to  
3 implement the request of GTE, stating "While we have generally responded to  
4 countywide needs,... we find a wholesale conversion to countywide calling  
5 absent (a governmental request) to be inappropriate."

6 In the current case before the Commission, there is a governmental request. In  
7 addition, petitioners are providing substantial, additional testimony  
8 demonstrating the community of interest needs that Haines City customers have  
9 for communications with their sister cities in Polk County.

10 **Q. Please summarize your testimony.**

11 **A.** It is clear from past PSC decisions that the Commission regards the need to  
12 access other exchanges within county boundaries to be a powerful factor in  
13 approval of flat rate EAS or non-optional ECS type plans in lieu of traditional toll  
14 rates. The testimony of the public leaders of Polk County should be sufficient  
15 to cause the Commission to require GTE to implement either a ballot for flat rate  
16 EAS or, at the very least, a non-optional ECS plan just like the current ECS plan  
17 that is already in place throughout Tampa Bay.

18 **Q. Does this conclude your testimony?**

19 **A.** Yes, it does.

20 (Transcript continues in sequence in Volume 2.)

21

22

23

24

25