

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 000604-TL

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In the Matter of:  
REQUEST FOR REVIEW OF  
PROPOSED NUMBERING PLAN  
RELIEF FOR THE 941 AREA  
CODE.



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PROCEEDINGS: ENGLEWOOD, FLORIDA SERVICE HEARING

BEFORE: CHAIRMAN E. LEON JACOBS, JR.  
COMMISSIONER J. TERRY DEASON  
COMMISSIONER MICHAEL A. PALECKI

DATE: Thursday, May 24, 2001

TIME: Commenced at 9:06 a.m.  
Concluded at 10:32 a.m.

PLACE: Tringali Park Community Center  
Unit No. 1  
3460 South McCall Road  
Englewood, Florida

REPORTED BY: KORETTA E. STANFORD, RPR  
Official FPSC Reporter

## 1 APPEARANCES:

2 THOMAS FOLEY, NeuStar, Inc., NPA Relief Planner,  
3 1120 Vermont Avenue, N.W., Suite 550, Washington, DC 20005,  
4 appearing on behalf of the North American Numbering Plan  
5 Administration.

6 SUSAN MASTERTON and SANDY KHAZRAEE, 1313 Blairstone,  
7 Tallahassee, Florida 32316, appearing on behalf of Sprint.

8 EARL POUCHER, Office of Public Counsel, 111 W. Madison,  
9 Suite 812, Tallahassee, Florida 32399, appearing on behalf of  
10 the public.

11 C. LEE FORDHAM, Florida Public Service  
12 Commission, Division of Legal Services, 2540 Shumard  
13 Oak Boulevard, Tallahassee, Florida 32399-0870,  
14 appearing on behalf of the Commission Staff.

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

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2 CHAIRMAN JACOBS: Good morning. Want to welcome you  
3 this morning to this hearing of the Florida Public Service  
4 Commission. Counsel, would you read the notice.

5 MR. FORDHAM: Pursuant to notice published May 3rd,  
6 2001, this time and place has been set for public hearing in  
7 docket number 000604-TL, request for review of proposed  
8 numbering plan relief for the 941 area code for the purposes  
9 set forth in the notice.

10 CHAIRMAN JACOBS: We'll take appearances.

11 MR. POUCHER: Earl Poucher, Office of Public Counsel,  
12 Tallahassee.

13 MR. FORDHAM: Lee Fordham, Legal, for the Public  
14 Service Commission.

15 CHAIRMAN JACOBS: Let me introduce myself. My name  
16 is Leon Jacobs. I am chairman of the Florida Public Service  
17 Commission. And as indicated, we're here to take customer  
18 input on some proposed numbering relief for the 941 area code.  
19 I want to thank you for coming out. And please, if you haven't  
20 already, if you do wish to speak this morning, I'll ask that  
21 you sign up with the young lady in the back.

22 Let me first introduce my colleagues. To my right is  
23 Commissioner Terry Deason, and to my left is Commissioner  
24 Michael Palecki. We're a panel of three today. We'll be  
25 taking your information.

FLORIDA PUBLIC SERVICE COMMISSION

1           The purpose of this process is to -- first of all,  
2 let me step back for a moment. To be clear, and we'll have a  
3 fuller explanation of this in a moment, but we are not at a  
4 point where imminent exhaustive numbers of 941 is here, but  
5 there has been a time designated when, if the pace of growth  
6 continues, that could be anticipated. So, what we're here for  
7 is a preliminary planning process to explore measures that we  
8 can undertake to anticipate that occurrence.

9           There are also efforts on the way to conserve  
10 numbers, and some of those measures may come up during the  
11 course of our discussions this morning as well. Before we take  
12 your comments, we're going to have a presentation and a  
13 statement given by a gentleman from the North American  
14 Numbering Plan Association, Mr. Thomas Foley. And at this  
15 time, we'll have Mr. Foley give his presentation.

16           MR. FOLEY: Good morning. My name is Tom Foley. I'm  
17 an NPA relief planner with the North American Numbering Plan  
18 Association. The North American Numbering Plan Association or  
19 Administration, or NANPA, was established in 1995 by the  
20 Federal Communications Commission. They adopted, at that time,  
21 a new model for allocating numbers and to deal with  
22 competition.

23           The FCC formed the North American Numbering Council,  
24 or sometimes called Nanci, and developed guidelines under which  
25 we operate. Originally, Lockheed Martin was named as the North

1 American Numbering Plan Administrator in 1997. And subsequent  
2 to that, due to some competitive reasons and some business  
3 decisions, Lockheed Martin IMS Communications Industries  
4 Service Division was spun off into a separate company called  
5 NeuStar, and I am an employee of NeuStar.

6 As the numbering plan or NPA relief coordinator, we  
7 determine the need for and identify the timing of any area code  
8 relief in the United States and Canada and the Caribbean. I  
9 take the lead to prepare some relief options, and we'll see  
10 these in just a few minutes, and we convene an industry  
11 meeting. We try to facilitate a consensus, and we've done this  
12 at this time to recommend to the Florida Public Service  
13 Commission an alternative to provide relief for the area code.

14 We compile necessary documents and do a filing with  
15 Commission and we file that filing. We attend these kinds of  
16 meetings to make presentations and things like that. And once  
17 a decision is reached and the Commission issues its order, we  
18 coordinate the initial industry activities for implementation  
19 to help assure that there's a smooth transition.

20 We consider three different types of relief that are  
21 available to us. The first is the geographic split, which  
22 several of you are probably familiar with as this area  
23 underwent a geographic split last year when 863 was broken off.  
24 The existing NPA is divided into two or more separate  
25 geographic areas.

1 Another alternative we use for considering for relief  
2 is an overlay in which two area codes are placed in the same  
3 geographic area. A third area, it's not used very much, is the  
4 boundary realignment. That's where a portion of an  
5 underutilized area code is moved into the exhausting area.  
6 Those are very difficult, sometimes because of conflicts with  
7 dialing and the assignment of numbers. And, of course, we can  
8 use any combinations of these that work out.

9 There are several attributes that are important for  
10 the split options that are considered and splits provide a  
11 single area code for each geographic area and this could  
12 minimize confusion. This is generally understood and has been  
13 used for a number of years.

14 Splits require an area code change for approximately  
15 half of the customers in a two-way split and about two-thirds  
16 of the customers in a three-way split. Geographic splits do  
17 permit 7-digit local dialing to remain in areas within an area  
18 code. Stationery, business cards, advertising that contain a  
19 10-digit phone number would have to be changed for the area  
20 that receives the new area code. And in addition, future  
21 splits would further reduce the geographic area of the area  
22 code.

23 In an overlay, there's also several attributes that  
24 are important. An overlay will have more than one area code  
25 serving the same geographic area. This is a relatively new

1 concept, and currently 110 area codes in the United States  
2 utilize the overlay, including some here in Florida. An  
3 overlay will not require existing customers to change their  
4 area code. An overlay, however, will require 10-digit dialing  
5 on local calls.

6 There's no need to revise any stationery or any  
7 business letterhead or any kind of advertising media, unless it  
8 contains only a 7-digit number. Overlays will end further  
9 shrinkage of the geographic size of an area, because primarily  
10 the area will -- any future relief will be another overlay.

11 This current 941, the NPA, includes Lee, Sarasota,  
12 Charlotte, Collier, Manatee and a part of Monroe County, okay?  
13 The current configuration of the 941 area was created back in  
14 last year. It actually began several years before that in the  
15 planning stages, but was finalized last year when 863 was split  
16 from 941.

17 The current projection for the exhaust of the 941  
18 area code is in the first quarter of 2003, and like Chairman  
19 Jacobs said that we are in the beginning of the planning  
20 process right now and the Commission is holding these hearings  
21 and going forward. We try to have a 2 1/2 to three-year  
22 planning cycle from the time we start until any change is  
23 actually implemented.

24 The current 941 NPA was actually born May 22nd, 2000,  
25 a year and a couple of days ago. And at this round, we had an

1 initial planning meeting with the industry on May 18th of 2000,  
2 and we sent the announcement -- excuse me -- and the meeting  
3 was held in July. It was held in this part of -- it was held  
4 in Fort Myers, I believe. The Florida Public Service  
5 Commission filing was made by NANPA on behalf of the industry  
6 September 18th, 2000.

7           Okay. We considered at that meeting four  
8 alternatives. The first alternative was the distributed  
9 overlay. Okay, the distributed overlay, basically, as I said  
10 before, covers the entire geographic area with a second area  
11 code. And as you can see here, this is the geographic area  
12 that shows the telephone company rate centers, and this relief  
13 method would last approximately eight years before additional  
14 relief would be required.

15           Alternative 2 that was proposed and discussed at the  
16 meeting was a line, a split line, across what's known as a LATA  
17 boundary. That would be between the Port Charlotte and North  
18 Port and Englewood and Venice rate centers. The lives there  
19 would be approximately six years in the south and ten years in  
20 the north.

21           The third alternative considered was a split line  
22 between the Port Charlotte rate centers and the Punta Gorda  
23 rate centers and follows the river. And again, the life there  
24 would be nine years for the southern area and seven years for  
25 the upper area or the northern area.



1           Alternative 4, which was considered by the industry  
2 at this meeting, puts the division between Punta Gorda and  
3 north Fort Myers, and the line approximates the county line,  
4 and the northern side includes Boca Grande. And in this  
5 particular case, the life for Area "B" is approximately ten  
6 years and for Area "A" it's approximately seven years. And  
7 these, by the way, copies of these maps are in the handout that  
8 the Commission Staff members passed out.

9           At the industry meeting, the participants reached  
10 consensus to recommend Alternative 1, the all-services  
11 distributed overlay to the Florida Public Service Commission as  
12 the best method for relief of the 941 NPA, and they also  
13 recommended that in the event the Commission decides not to  
14 adopt the overlay and adopt the split method instead, that  
15 Alternative 4 would be selected. That was the last one that  
16 was just shown. The recommendation was filed by NANPA on  
17 behalf of the industry with the Florida Public Service  
18 Commission in September of 2000.

19           Thank you very much.

20           CHAIRMAN JACOBS: Thank you.

21           As indicated, there are several options that have  
22 been proposed. We would particularly be interested in your  
23 comments on the option that is most preferable to you, and we  
24 would also be most interested in your comments on what are the  
25 salient communities of interest in this area that would cause

1 you to be tied to one option or the other.

2 Now, what we'd like to do, because your testimony,  
3 your statements today, are actually going to work their way  
4 into our ultimate proceeding, which would be a formal decision  
5 making proceeding, your testimony today will be sworn  
6 testimony, so I'm going to ask all those who are here to  
7 testify today, if you would stand and raise your right hand.

8 In this matter before the Florida Public Service  
9 Commission, do you swear that the testimony you're about to  
10 give is the truth, the whole truth and nothing but the truth?  
11 You may answer.

12 ALL: I do.

13 CHAIRMAN JACOBS: Thank you very much. You may be  
14 seated.

15 If I may request, as you come up, if someone else is  
16 giving the essence of your testimony, feel free to just adopt  
17 their text and add to that as you'd like. Mr. Earl Poucher  
18 who, identified himself earlier is with the Office of the  
19 Public Counsel. They're here representing consumers and as  
20 such, he will coordinate the calling up of witnesses, and he'll  
21 call them in order. Thank you.

22 MR. POUCHER: Representative Jerry Paul.

23 JERRY PAUL

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

FLORIDA PUBLIC SERVICE COMMISSION

## DIRECT STATEMENT

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CHAIRMAN JACOBS: Good morning, Representative Paul.

REPRESENTATIVE PAUL: Well, good morning, Mr. Chairman, and let me first begin by thanking the Commissioners, Chairman Jacobs, Chairman Palecki and also Chairman Deason, and let me tell everybody how responsive they have been to me and Tallahassee. As a member of the Utilities Committee, one of the first issues that I attempted to tackle when I went to Tallahassee was the area code issue.

Chairman Jacobs, Chairman Deason, Chairman Palecki, and Jaber and others really had an open-door policy, have been very responsive to me, have listened to the input that I collected from the people in our community about Alternative 4, which seems to be the consensus for us. They have listened to the comments that I've given to them from the community about how important it is that we maintain Englewood unified, that we not divide Englewood with another line, especially not with an area code line and that we also maintain 941 as our code.

They have been very responsive, and I want to thank you very much for taking time, not only to listen to me in the capitol, but to come down to our town, to our community that we're very proud of, and to listen to us. And, I think, today's an excellent turnout and, I think, we're going to make some progress today.

I also want to give some special thanks, although he

1 tells me not to, to Lee Fordham. And Lee, stand up for just a  
2 moment, if you would. Ya'll remember Lee Fordham. He's a  
3 friend of our community, a fellow resident of our community and  
4 Lee, as ya'll know, was a prosecutor here locally and now works  
5 as counsel at the Public Service Commission. Lee was very  
6 instrumental in helping me get a separate meeting scheduled for  
7 Englewood. Originally, we didn't have an area code meeting  
8 scheduled for our Englewood community, and Lee was very  
9 instrumental in getting that added to the Agenda.

10 I want to thank everybody for the great turnout  
11 today. Please do give your comments to the Chairman and to  
12 Commissioners Palecki and Deason. They are good people, they  
13 will listen to you, and let's just let them know what we think  
14 is best. And as I said, I have expressed what I think is the  
15 view of the community, Alternative 4, but certainly feel free  
16 to give additional information.

17 Thank you very much.

18 CHAIRMAN JACOBS: Thank you, Representative Paul.

19 MR. POUCHER: As I call your name, when you come to  
20 the podium, if you would, repeat your name with the proper  
21 pronunciation; and if you could spell it for the court  
22 reporter, it would be very helpful, and if you'll pause a  
23 moment when you're through to give the Commissioners an  
24 opportunity to ask you any questions that they might need to  
25 ask.

1           The first witness is Debbi Ricci, Boca Grande  
2 Chamber.

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

6   DIRECT STATEMENT

7           MS. RICCI: Good morning. My name is Debbi Ricci,  
8 Boca Grande Chamber of Commerce, office manager. I have a  
9 letter here from the Board of Directors of the Chamber of  
10 Commerce I'd like to read:

11                   "The Boca Grande area Chamber of Commerce Board of  
12 Directors wishes to express our support for the proposed area  
13 code change referred to as Alternative 4. This option makes  
14 the most sense to us, only if both Gasparilla Island remains  
15 intact as one area versus being split between the Charlotte and  
16 Lee County line. The Lee County line split should be on the  
17 mainland only.

18                   The community of Boca Grande, mostly a part of Lee  
19 County, is more closely related to the business community of  
20 Charlotte County and Englewood. Phone calls to Englewood and  
21 most of Charlotte County are accessible now by dialing only 7  
22 digits. Since we must dial 11 digits to reach any Lee County  
23 location outside of Gasparilla Island, the change in that area  
24 area code would not be a problem for us.

25                   Alternative 1 is totally foolhardy, as an overlay is

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1 a burden to everyone, except the phone companies. Dialing 10  
2 or 11 digits to call within one's own neighborhood is ridiculous  
3 and makes no common sense. The overlay only projects an  
4 eight-year life for the new area code, no better than the other  
5 options.

6 Alternative 2 would fragment Englewood even more than  
7 it already is. Alternative 3 would alienate all of Port  
8 Charlotte and west Charlotte County from the county seat of  
9 Punta Gorda, another unreasonable choice.

10 It's clearly our choice to support Alternative 4. It  
11 is in the best interest of all our neighboring communities as  
12 well as our own. And we thank you for your consideration.

13 CHAIRMAN JACOBS: Thank you. Any questions,  
14 Commissioners? Thank you very much. Let me add, if there are  
15 members of the public who are for some reason uncomfortable  
16 with coming to the microphone today, feel free to submit your  
17 written comments. There's information back at the table that  
18 gives you the contacts to do that. Thank you.

19 MR. POUCHER: Mac Horton, Charlotte County  
20 Commission.

21 MAC HORTON  
22 appeared as a witness and, swearing to tell the truth,  
23 testified as follows:

24 DIRECT STATEMENT

25 CHAIRMAN JACOBS: Good morning, Commissioner, how are

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1 you?

2 MR. HORTON: Good morning. And I apologize, because  
3 you're going to see me twice today. I have two hats to wear.  
4 One is my Englewood hat, because this is where I live and this  
5 is the area that I represent. My other hat's going to be  
6 Charlotte County Commissioner, which I'll be at your next  
7 meeting at, because I got to do this job two years ago or  
8 whenever it was that we did this the last time, and they've  
9 given me the same privilege again of appearing before you and  
10 I'm thrilled to be here and I'm glad to have you in Englewood.  
11 I hope you enjoy it. We've got nice weather for you, so I hope  
12 you enjoy your day with us.

13 CHAIRMAN JACOBS: We're happy to be here.

14 MR. HORTON: Thank you, sir.

15 And today, I'm going to approach this thing, at this  
16 time, from the standpoint of the Englewood community. I think,  
17 we're extremely unique. Of course, I know every community says  
18 they're unique, but I think we are in many ways, because really  
19 we have two county commissioners. We have one in Sarasota  
20 County and one in Charlotte County. And if I really stretch  
21 it, I can reach down into Lee County and get their  
22 representatives as well, because we all have a good  
23 relationship. The counties work together, the commissioners  
24 do.

25 We have entered into joint projects. We build roads

1 together between the two counties, and we have a high school  
2 here, which has students from all three of the counties because  
3 the school boards work well together, too, so this is a unified  
4 effort. Then, if you look at the Metropolitan Planning  
5 Organization, you will find that they also cooperate on  
6 projects jointly, so we are combinations of a unique community  
7 and having been a long-time resident here, I have seen this go  
8 from days gone by when it was not as well as it is now.

9           And we come to you on behalf of the Englewood area.  
10 Don't divide our phone service area. Don't do that. That's  
11 going to create a terrible problem for us, because half of our  
12 community is in one county, another half of it is in another  
13 county. And if you divide it in Englewood along the county  
14 lines between Sarasota and Charlotte County, you're going to  
15 divide our community. That is going to be a detriment to us.  
16 I think, you need to take into consideration the age of our  
17 county. I think, we're the second oldest average age in the  
18 state of Florida. One time we were the first one. So, we're  
19 getting a little bit better, but not a whole lot.

20           I tell the story that in Charlotte County, you don't  
21 go to the grocery store and buy green bananas, because they may  
22 not be around long enough to enjoy them. And that is where  
23 we're at. The overlay, I have a problem with the overlay from  
24 the standpoint that I look at it -- theoretically, I know this  
25 probably would never happen, but it could.



1           In some of our households, we even have more than one  
2 family member living together and yet they both want their own  
3 independence, so they both have their own phones. If we got to  
4 the point of an overlay, we could theoretically end up with two  
5 area codes within one household with the senior citizens having  
6 to dial 10-digit numbers. It's going to be a problem for us.  
7 I really wish that you would continue as we did four years ago  
8 when we did this and we -- out of two years ago and we looked  
9 at this and one of the concerns we had then was a geographic  
10 split. It hasn't changed. We still all support Alternative 4.  
11 It's the best thing for Charlotte County. It's the best thing  
12 for Manatee County, it's the best thing for Sarasota County and  
13 by far, it's the best thing for Englewood. Thank you very  
14 much.

15           CHAIRMAN JACOBS: Thank you. Questions?

16           COMMISSIONER PALECKI: Thank you, Commissioner.

17           MR. POUCHER: I'd like to recognize Shannon Staub,  
18 the County Commissioner from Sarasota County, who just wants to  
19 say hello.

20           CHAIRMAN JACOBS: Thank you, Commissioner Staub. She  
21 joined us last night and gave her statement.

22           MR. POUCHER: And our next witness is M-a-h-e-u, I  
23 think.

24

25

1 KREG MAHEU

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

4 DIRECT STATEMENT

5 MR. MAHEU: Good morning. That's correct  
6 pronounciation. It's Kreg Maheu, K-r-e-g. Good morning, again.  
7 I'm an associate with Hole Montes. We're a civil engineering  
8 consulting firm with around a hundred employees and offices  
9 throughout southwest Florida. Locally, we have offices in  
10 Venice, which is Sarasota County and Charlotte, the Charlotte  
11 County side of Englewood.

12 I am here to support Alternate Number 4, geographic  
13 split Punta Gorda north. This alternate makes the most sense  
14 for many reasons. Our firm, like many others in this area,  
15 have offices in both Sarasota and Charlotte County. You know,  
16 their clients and customers expect local access to their  
17 service providers. Any area code alternate which would provide  
18 Sarasota and Charlotte Counties -- which would divide Sarasota  
19 and Charlotte Counties would be contrary to this expectation by  
20 creating inconvenience and economic hardship on local  
21 businesses and residents.

22 With the widening of state road 776 from Venice  
23 through Englewood to Port Charlotte, the corridor and the  
24 communities of each are more closely together than ever before.  
25 The greatest projected future growth in Charlotte and Sarasota

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1 Counties is expected in west Charlotte, Englewood area and also  
2 in the south Sarasota County areas respectively. It's  
3 essential for the socioeconomic cohesiveness of the area to  
4 maintain a common tool for communication, which is the 941 area  
5 code.

6 One final reason the Public Service Commission  
7 Alternate 4 should be selected is that contrary to the points  
8 I've just made, the Lee-Charlotte County line split would not  
9 have these impacts because of the low density and less  
10 development down in that area. So, in closing, I respectfully  
11 request that you implement Alternate Number 4, the Punta Gorda  
12 north geographic split. Thank you.

13 CHAIRMAN JACOBS: Thank you. Questions?

14 COMMISSIONER DEASON: I have a quick question. As  
15 I'm sure you're aware with Alternative 4 is the geographic  
16 split, which means one area will retain 941 and another area  
17 will receive a new area code. And if the Commission chooses  
18 the geographic split, well, then another decision will be which  
19 area keeps 941? Which area receives the new area code?

20 I would assume that you would prefer to keep 941, but  
21 just for a moment, I want to ask you a hypothetical question  
22 that even if you did not -- even if you did not get to keep 941  
23 or are you still in favor of the geographic split as opposed to  
24 an overlay?

25 MR. MAHEU: Yes, that's correct.

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1 COMMISSIONER DEASON: Thank you for that.

2 MR. MAHEU: Thank you.

3 COMMISSIONER PALECKI: Following up on that question,  
4 we're going to be visiting with the good people in Lee and  
5 Collier County over the next two days, and I'm sure we're going  
6 to hear from them as well that they would like to keep area  
7 code 941.

8 And assuming if we do go with Alternate Number 4,  
9 what do we tell those people in Lee and Collier, if we decide  
10 to leave the area code in these counties further north at 941?  
11 Is there anything that you can tell us that would show us that  
12 these counties are more deserving or should have the existing  
13 941 area code, rather than the counties to the south?

14 MR. MAHEU: No, I can't offer -- I think, everybody  
15 wants to keep the area code that they have. There may be other  
16 speakers today that can address that, but I'm not prepared to  
17 say that we're more deserving than anyone else, but it is  
18 important that the split happen as an Alternate Number 4 for  
19 the reasons I've stated, as well as Commissioner Horton.

20 COMMISSIONER PALECKI: Thank you very much. I  
21 appreciate your candor on that.

22 MR. MAHEU: Thank you.

23 MR. POUCHER: La-la Capasso. Let's say, Lang  
24 Capasso, sorry.

25

1 LANG CAPASSO

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

4 DIRECT STATEMENT

5 MS. CAPASSO: That's all right. Lang Capasso,  
6 L-a-n-g C-a-p-a-s-s-o. It's an old Irish name, that's all  
7 right.

8 I'm going to be speaking to you with two hats on;  
9 one, I'm the general manager of the Englewood Sun newspaper,  
10 which is part of Suncoast Media Group and I'm also president of  
11 the Englewood Chamber of Commerce, so I'm going to speak from  
12 the same aspects, and they're both relatively the same, and I  
13 can assure you I'm probably not going to tell you anything you  
14 haven't already heard or are going to hear.

15 But number one, our office, like my predecessor just  
16 talked, we have six offices here in the 941 area code, 400  
17 employees, and we deal not only locally, obviously, but Florida  
18 and nationally with our customers who, again, when they call  
19 us, the brochures, the rate cards, the business cards, the  
20 multiple forms that we send out to our customers the phone  
21 number's there, it's already been done.

22 So, the expense would be quite obviously, and the  
23 follow-up to change all this would be quite prohibitive, as it  
24 would with any other business, I quite understand that. Being  
25 president of the Englewood Chamber of Commerce, representing

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1 over 700 businesses and, you know, five, six pro-business, it's  
2 about 35, 34,000 employees, it's a little bit of a difference,  
3 because they not only deal, obviously, statewide nationally,  
4 but we do quite a bit of business internationally here in our  
5 area. We have businesses, Mulligan Industries, Chateau  
6 Products, Recycleman, who deal across America.

7           And I'm reminded of a conversation that I  
8 overheard -- not overheard, I was at a tri-Chamber of Commerce  
9 the other day, Venice, Englewood and North Port. A gentleman  
10 got up and had just consummated a deal where he sold \$2 million  
11 worth of fountains to an outfit in Korea. How did they get his  
12 name? They were at a trade show in California, picked up one  
13 of his pamphlets and called.

14           The problem was the people in Korea could not speak  
15 one word of English, obviously he couldn't speak Korean, and  
16 they had to get interpreters, weeks went by and they finally  
17 got through. Well, I didn't think much about it at that time,  
18 I thought it was a great deal, but if they went back home; and.  
19 Again, this could happen anywhere in America, but if they went  
20 back home and all they wanted to do is make a simple phone  
21 call, they couldn't do it anymore if we changed the area code.

22           And if they couldn't speak one word of English,  
23 imagine what they'd go through if they're trying to go through  
24 operators and trying to get through. So, with that being said,  
25 my company and speaking for myself and the Chamber, I would

1 encourage you quite whole-heartedly to keep Number 4. We do  
2 not need to divide Englewood anymore, it's divided enough. And  
3 the 941 area code has worked very well with us, and I'd like to  
4 see you continue that. Thank you.

5 CHAIRMAN JACOBS: Thank you. Any questions? Thank  
6 you very much.

7 MR. POUCHER: Thomas Moore.

8 THOMAS MOORE

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

11 DIRECT STATEMENT

12 MR. MOORE: My name is Tom Moore, 1936 Georgia  
13 Avenue, Englewood. I am seat number one supervisor for  
14 Englewood Water Department. I appear here today, though, as a  
15 private citizen. I appreciate very much your coming to  
16 Englewood and letting us speak to you.

17 I strongly favor Alternative Number 4 with the line  
18 being cut at Charlotte County-Lee County border. A new area  
19 code would be confusing and expensive for Englewood water  
20 district and their 15,050 some customers. I think that  
21 Charlotte, Sarasota, and Manatee Counties have many common  
22 interests and bonds. It is a logical consolidation for area  
23 code 941 under Alternate 4. I thank you for your time and your  
24 consideration of our request. Any questions, sir?

25 CHAIRMAN JACOBS: Thank you. Questions,

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1 Commissioners? No, thank you. Thank you very much for coming.

2 MR. POUCHER: Dr. Bill Coy.

3 BILL COY

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

5 testified as follows:

6 DIRECT STATEMENT

7 MR. COY: For the record, I'm Dr. Bill Coy, C-o-y,  
8 not very hard. I'd like to answer the question that you,  
9 Commissioner Palecki, asked concerning the why we should do it  
10 versus the Lee-Collier County.

11 We have a unique situation up here that we are  
12 divided counties. Englewood area, particularly, is divided  
13 between Sarasota and Charlotte County. Boca Grande is divided  
14 between Charlotte County and Lee County. They don't have that  
15 division down there. Now, Cape Coral, perhaps, is a perfect  
16 example. They are a municipality. We do not have  
17 municipalities, with the exception of Punta Gorda in Charlotte  
18 County. I think that the uniqueness of the working cohesion of  
19 Manatee, Sarasota, and Charlotte County far exceed the working  
20 collaboration between Lee and Monroe and Collier Counties.

21 Now, to go back to what I'm doing, I'm going to  
22 represent the West County Civic Association, and we certainly  
23 appreciate the courtesy that you've extended to us in arranging  
24 an additional meeting here in Englewood and recognizing the  
25 uniqueness of the Englewood area, since it is partly in south

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1 Sarasota County and partly in northwest Charlotte County.

2 As president of the west Charlotte County Civic  
3 Association, a consortium of 27 home owners associations in the  
4 Charlotte County portions of Englewood area, I bring to you the  
5 consensus of these associations and I'll be reading to you, for  
6 the record, the adopted resolution for the retention of 941.

7 If you'll turn the page to the colored map, you can  
8 see the areas that we cover. You can see the line that  
9 Sarasota and Charlotte County is and also on the Lee County and  
10 the Boca Grande. You can see how important it is that we  
11 consider ourselves as a region. We don't consider ourselves as  
12 a county.

13 So, at this time, I will read for you the resolution.  
14 It's a short resolution. "Whereas, the Public Service  
15 Commission has planned to modify the 941 area code in the year  
16 2003 and whereas the Commission has presented four alternative  
17 plans for public discussion and input; and whereas the counties  
18 of Manatee, Sarasota, Charlotte have worked in concert as a  
19 regional unit and whereas selecting Alternative 4 will allow  
20 this regional unit to continue in its efforts to coordinate its  
21 common services; therefore, be it resolved that the west  
22 Charlotte County Civic Association consortium of 27 home owners  
23 associations and civic groups representing about 18,000 people  
24 does hereby recognize that the selecting of Alternative 4,  
25 Section A, and retaining area code 941 would be in the best

1 interest of all of the regional unit; and further be it  
2 resolved, the West Charlotte County Civic Association  
3 recommends that the governing bodies in Manatee, Sarasota, and  
4 Charlotte Counties urge the Public Service Commission to allow  
5 this regional unit selection of Alternative 4, Section A,  
6 retaining 941. This is duly adopted the 16th of April, 2001.

7 Thank you, gentlemen. And in reference to  
8 Commissioner Horton's remark about being the oldest county or  
9 the second oldest county, it doesn't reflect anybody in this  
10 room today. Thank you, gentlemen.

11 CHAIRMAN JACOBS: Thank you. Any questions?

12 COMMISSIONER DEASON: I have a question.

13 MR. COY: Yes, sir.

14 COMMISSIONER DEASON: I have a quick question. It's  
15 basically the same question I asked the gentleman earlier. I'm  
16 reading your resolution. I understand that you support  
17 Alternative 4 and retaining 941 for this particular area.

18 MR. COY: Yes, sir.

19 COMMISSIONER DEASON: And we received a lot of good  
20 testimony last evening as to why this area should retain 941,  
21 and we all have an open mind on that, but we're going to hear  
22 reasons when we go to the south as to why they should retain  
23 941. I guess, my question is do you still support Alternative  
24 4, even realizing that this area may receive a new area code?

25 MR. COY: Yes.



1           Rather than read the resolution, I'll distribute that  
2 for you and for the record. I would like to take a moment,  
3 before the question is even asked, yes, it's important that  
4 this area keep a single area code, even if it were to be  
5 changed.

6           We feel -- I'm going to speak for myself now, because  
7 we didn't address this specific issue, but there is, I think, a  
8 very compelling reason why we should keep the 941 area code as  
9 opposed to the folks to the south. If I understood the  
10 presentation this morning, the northern area offer, the  
11 geographical split number 4, will retain its area code or it  
12 will last 7 years, whereas to the south it would be  
13 approximately 10 years.

14           I think that three-year differential is a sound basis  
15 for argument that we should be entitled to keep this area code  
16 that we have now for a seven-year period. If we were to get an  
17 area code that would last 10 or more years, then -- and the  
18 other area to the south were to be a shorter duration, then  
19 certainly I think they would have a compelling argument that  
20 they should keep the same one.

21           Again, it's a matter of whether we have to change  
22 again in seven years or will they have to change again or be  
23 faced with this issue again in 10 years? So again, I think,  
24 from a practical standpoint that's a very compelling argument  
25 for us keeping 941.

1 CHAIRMAN JACOBS: Thank you. Any questions?

2 COMMISSIONER DEASON: That's a very good observation.  
3 I appreciate that.

4 CHAIRMAN JACOBS: Yeah, it is.

5 COMMISSIONER PALECKI: Thank you.

6 MR. POUCHER: Helen Becker.

7 HELEN BECKER

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

10 DIRECT STATEMENT

11 MS. BECKER: I'm Helen L. Becker, 5226 Neville  
12 Terrace in Gulf Cove, and my mailing address is Port Charlotte,  
13 although I live on the eastern side of the Cape Haze peninsula,  
14 and I'm speaking as an individual. The 941 is necessary not to  
15 divide Charlotte County from anyplace else. We have enough  
16 problems with Charlotte County as it is. I don't -- my area is  
17 not considered east Englewood. It's not considered Englewood,  
18 it's not really Port Charlotte. And it's bad enough that  
19 Englewood itself is divided by General Telephone or whatever  
20 it's called today, Sprint. And it's too many things that  
21 divide us, and we need to be united.

22 And Lee County and Collier County seem to do things  
23 together. Manatee, Sarasota and Charlotte County all have  
24 social or business activities that keep us together. We  
25 shouldn't be divided. And that's -- and I like the 4, the

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1 number 4. And if there's anybody going to have new phone  
2 numbers with the faxes or the cell phones and so on and so  
3 forth, let them have the 10-digit numbers and leave us alone.  
4 Thank you.

5 CHAIRMAN JACOBS: Thank you very much. Any  
6 questions?

7 MR. POUCHER: Bruce Pomeroy. Oh, did you have any  
8 questions?

9 CHAIRMAN JACOBS: Thank you very much.

10 MR. POUCHER: Bruce Pomeroy.

11 BRUCE POMEROY

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

14 DIRECT STATEMENT

15 MR. POMEROY: Good morning. My name is Bruce  
16 Pomeroy. I'm a taxpayer, resident of Charlotte County for  
17 approximately 10 years living in the Englewood east area of  
18 west Charlotte County.

19 Before the Commissioners I've laid a map showing west  
20 Charlotte County. West Charlotte County has a boundary of the  
21 Myakka River. And the Myakka River carries westbound into the  
22 area called south county from Charlotte County. The maps are  
23 goofy. Now, this map here is from AAA, so I consider it fairly  
24 accurate, but what we have to keep in mind is sometimes the  
25 maps misrepresent what you actually see.

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1           In Charlotte County, it's divided to begin with  
2 because of the geographical layout. To the south we have Punta  
3 Gorda, our county seat. To midcounty we had the Port Charlotte  
4 area, which is our administration building. And in west  
5 Charlotte County, we had the golden egg. Now, the golden egg  
6 is between two telephone companies; one is United Sprint, which  
7 carries approximately half of the geographical area, and the  
8 other part was GTE, which is now Verizon.

9           Back in 1995, the Public Service Commission was very  
10 instrumental in helping us in the area of Charlotte County.  
11 Sarasota County petitioned them during their time of span for  
12 regulations on rates to implement a 25-cent phone call from  
13 Englewood over to Sarasota County, and they approved it.  
14 However, because we were late in getting it started, the Public  
15 Service Commission encouraged us to go ahead and take up a  
16 petition drive, and this is what we did.

17           We found that United Sprint gave a little bit. They  
18 gave 25-cent, flat-rate fees from Charlotte County in the Port  
19 Charlotte area over to west county area to Boca Grande; and  
20 guess what GTE gave us, a-gita (phonetic) aggravation. The end  
21 result is that they really haven't done too much and they've  
22 actually divided our county over a number of years. There's  
23 not really been any concessions. If I were to make a phone  
24 call from my area of Englewood east calling across the Myakka  
25 River or to Port Charlotte where my government is located, it

1 would be a long-distance rate. It's ridiculous.

2 My doctor, who has his medical practice in Englewood,  
3 in the Sarasota part of Englewood, had an emergency call. He  
4 lives in Venice. He had a call in Cape Haze to respond to an  
5 emergency call, and this happened just recently, and he said it  
6 cost him eight dollars and some change. We have so many things  
7 go and on for us in our area, but we don't need a divided  
8 community, and our community is divided, because of the  
9 telephone system that we have existing. If the Public Service  
10 Commission could do something, they would either encourage  
11 United Sprint to sell their interest or to Verizon to sell  
12 their interest to each other's company, and that might help us  
13 out.

14 So, if you'd keep something in mind, Charlotte County  
15 has moved ahead because of the aggressiveness of a lot of  
16 citizens bringing forth their views to the county  
17 administration. The end results is now that we are getting  
18 things accomplished. We have a tremendous working  
19 relationship, as we have learned from Sarasota County. We've  
20 used them as an example. We've got coordination going. Back  
21 in the early years before '95, nobody trusted nobody, everybody  
22 was against everybody, so we've developed this working  
23 relationship so we have this communication bridge going.

24 It would be my opinion, and I'm not being hoggy about  
25 it, but the best interest of Charlotte County and for the 941



1 would be to remain in the Alternate Number 4 going to the south  
2 part where Punta Gorda ends, excuse me, and Lee County begins.  
3 The downside of this whole thing is that Lee County going  
4 further south have an interest with their fellow county as  
5 well.

6           Looking at the development of our general area, it  
7 would seem reasonable that we should maintain what we have  
8 going in our particular area with the working relationship  
9 between the government officials that we do have as well. It's  
10 like everything else, you try to get something done from  
11 government and it doesn't always happen, but you meet  
12 reasonable people, and some of your faces are very familiar to  
13 me. You were reasonable the last time. We would hope that you  
14 would continue this approach so that we in Charlotte County,  
15 Sarasota County, and Manatee County can continue on our good  
16 work, and God bless those people down in Lee County. Any  
17 questions?

18           CHAIRMAN JACOBS: Questions? Thank you, Mr. Pomeroy.

19           MR. POMEROY: And don't forget the golden egg.

20 Please do something -- maybe you can do something with these  
21 people from the telephone company. Thank you.

22           CHAIRMAN JACOBS: Thank you.

23           COMMISSIONER PALECKI: Thank you.

24           MR. POUCHER: John Mills.

25

1 JOHN MILLS

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

4

5 DIRECT STATEMENT

6 MR. MILLS: My name is John Mills. I reside here in  
7 Englewood east at 7084 Sea Mist Drive, Port Charlotte. That's  
8 Port Charlotte, but I live in Englewood. That's part of the  
9 confusion he just said. My mailing address is in Port  
10 Charlotte. I have a couple of comments and a question. This  
11 number pooling, as you know, is a real waste of codes, and I  
12 hope that you give this a very high priority in your  
13 determinations.

14 This distributed overlay where you have one area  
15 code, the area would remain the same, and at some period when  
16 this area gets exhausted, we would go to -- we would get  
17 another area code added to that. I'm confused. This is where  
18 my question is. In this distributed overlay, you say the code  
19 life is eight years. What does that mean? Does that mean  
20 eight years before we have to add another code or does it mean  
21 it will be done in eight years?

22 CHAIRMAN JACOBS: Yes. Essentially, the life means  
23 that the code that remains will last approximately another  
24 eight years.

25 MR. MILLS: 941 would remain eight years, and then

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1 you'd have to add -- you'd have to start adding the other one.

2 CHAIRMAN JACOBS: We would have to consider it. Now,  
3 I hasten to add that those numbers are given -- we're now  
4 considering some measure that we hope would delay those time  
5 frames, but in the worst-case scenario that is a possible life  
6 once we change the code, yes.

7 MR. MILLS: Just so I make sure I understand what  
8 you're saying, you're saying that we have this distributed  
9 overlay, we wouldn't add any codes until 941 is exhausted; is  
10 that correct?

11 CHAIRMAN JACOBS: Yes. Short answer is yes. We  
12 wouldn't consider adding another code until the numbers of 941  
13 were exhausted.

14 MR. MILLS: Mm-hmm, okay. And then we'd go to  
15 10-digit dialing at that time or would we go to it immediately?

16 CHAIRMAN JACOBS: If the option for an overlay is  
17 selected, you would go to 10-digit dialing at that time.

18 MR. MILLS: When we're exhausted.

19 CHAIRMAN JACOBS: No. If the decision is made to  
20 adopt the overlay --

21 MR. MILLS: Okay, when it's adopted.

22 CHAIRMAN JACOBS: -- when it's adopted, you'd go to  
23 10-digit dialing.

24 MR. MILLS: Well, I've been around a little bit, and  
25 I remember we went from the operator, we went from the voice

1 with a smile, the operator. We went to the dial system and  
2 everybody was up in arms about going to -- I'm going to have to  
3 dial 7 digits, you know, you had to push this thing around and  
4 there was a lot of opposition to that. But I'm sure, as you  
5 all know, we got over that, and as one of the previous speakers  
6 just said, if I dial my county office, I've got to dial 11  
7 digits now and it's a toll call, so this isn't something new to  
8 us. As far as I'm concerned, I think that if we go to this  
9 distributed overlay, we wouldn't have all these future changes,  
10 you know. We're getting this behind us, we're making a  
11 decision now where we'll be done with all these changes. And,  
12 I think, that's something you should really give due  
13 consideration.

14 CHAIRMAN JACOBS: Very well. Questions,  
15 Commissioners?

16 COMMISSIONER DEASON: Let me ask a question, maybe  
17 just a clarification. With the overlay, there would be another  
18 area code laid over the current geographic area, so there's a  
19 possibility of two area codes.

20 MR. MILLS: Right.

21 COMMISSIONER DEASON: And then, at the conclusion of  
22 eight years, and as the Chairman correctly pointed out, we hope  
23 that that period of time would be longer than eight years with  
24 some of the conservation -- number conservation measures which  
25 we're considering. But even worst-case scenario, in eight

1 years, there would need to be a third area code overlaid on top  
2 of that. So you realize that's a possibility with a number  
3 line.

4 MR. MILLS: Well, I think, once you go overlay, it  
5 really doesn't make much difference.

6 COMMISSIONER DEASON: Okay. That's fine. Thank you.

7 MR. MILLS: Thank you.

8 CHAIRMAN JACOBS: Thank you very much.

9 MR. POUCHER: Debra Parsons-Drake.

10 DEBRA PARSONS-DRAKE

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

13 DIRECT STATEMENT

14 MS. DRAKE: Debra Parsons-Drake. I'm the executive  
15 officer of Suncoast Humane Society. For more than 30 years,  
16 Suncoast Humane Society has been servicing portions of  
17 Sarasota, Charlotte, and the Boca Grande portion of Lee County.  
18 In the last few years, we have stepped up our efforts to try to  
19 bring a lot of our constituency into Charlotte County. We're  
20 finally making some headways. Our service area extends from  
21 Laurel Road north of Venice to the Myakka River and it also  
22 includes Boca Grande, so we are servicing three areas. We have  
23 a vested interest in trying to maintain a cohesive area code  
24 for our service area.

25 This county has already got a conception of

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1 segregation because of the county line running through the city  
2 of Englewood. To apply an alternative area code on an already  
3 perceived segregated community, we are only going to exacerbate  
4 the problems. Suncoast Humane Society is a not-for-profit that  
5 provides an already difficult community service, asks that you  
6 give consideration to maintaining a cohesive 941 area code for  
7 our area, Sarasota, Charlotte, and a portion of Lee County, in  
8 order to not add any additional roadblocks to our already  
9 difficult service for the community. Thank you very much.

10 COMMISSIONER PALECKI: Thank you.

11 CHAIRMAN JACOBS: Thank you very much.

12 MR. POUCHER: Bob Granicz.

13 BOB GRANICZ

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

16 DIRECT STATEMENT

17 MR. GRANICZ: Mr. Chairman, members of the  
18 Commission, my name is Bob Granicz. I'm here representing  
19 Peninsula Bank. This bank is headquartered in Englewood, but  
20 happens to serve an area, which coincidentally mirrors  
21 Alternative Number 4's geographic area.

22 After closely evaluating the alternatives that the  
23 Commissioners set forth, we emphatically support Option Number  
24 4, and I'd like to explain why. First of all, banks rely  
25 extensively on a customer base, dealing with the public,

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1 dealing with both loan and deposit customers, and on a daily  
2 basis, interacting with these individuals as their needs arise.

3           Years ago, the bank formed -- actually it was 1985,  
4 here in Englewood, but it was decided that because of the  
5 unique geographic framework that we were dealing with here in  
6 southwest Florida, it made sense to regionalize the bank and  
7 the region that the bank adopted happens to be at the north end  
8 of Manatee County and at the south end of Charlotte County.

9           This was chosen primarily because if you look at the  
10 greenbelts that exist south of Punta Gorda and north of  
11 Bradenton, there tends to be a more symbiotic relationship that  
12 exists in the communities here in southwest Florida between  
13 Bradenton and Punta Gorda than there would be going up to Tampa  
14 or southwards to Fort Myers.

15           We felt at that time as we regionalized the bank that  
16 it would also be the area that we would represent as our  
17 community service area. Banks are required, by regulation, to  
18 adopt service areas to adhere to the Community Reinvestment  
19 Act. Although banks can serve areas outside of their service  
20 area, there's a tremendous focus on reinvestment and lending  
21 and various other services being offered within that particular  
22 area.

23           The area the bank adopted and, to my knowledge, it's  
24 an area that is also comparable to many other lending  
25 institutions here in southwest Florida. That area is Manatee,

1 Charlotte, and Sarasota Counties. We have thousands of  
2 customers in this area. And the concept of maintaining the 941  
3 area code, the concept of interacting with these customers  
4 daily, whether by telephone, by fax, Internet, or what have  
5 you, those are all very important to our customers.

6 And for these reasons, we would strongly urge that  
7 you adopt Alternative 4, not only for the benefit of Englewood  
8 where we are headquartered, but just as important for the  
9 benefit of this region and that we happen to serve.

10 Thank you very much. Any questions?

11 CHAIRMAN JACOBS: Thank you. Any questions?

12 MR. GRANICZ: Thank you.

13 CHAIRMAN JACOBS: Thank you very much.

14 MR. POUCHER: Ken Burda.

15 KEN BURDA

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

18 DIRECT STATEMENT

19 MR. BURDA: Good morning, ladies and gentlemen. My  
20 name is Ken Burda, that's B-, as in boy, u-r-d-a.

21 I'm here actually wearing two hats, but I'm speaking  
22 as a private citizen. I'm vice chairman of the Englewood Water  
23 District Board of Supervisors and I'm also chairman of the  
24 Lemon Bay MSBU, sometimes referred to as Lemon Bay Street and  
25 Drainage Committee.

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1 I'm definitely in favor of Alternative 4 for the same  
2 reason that the previous speakers have mentioned. The  
3 Englewood water district is dividing between two counties, and  
4 we have enough problems dealing with two county governments in  
5 the water district. We don't need to have more problems by  
6 having two different area codes.

7 And the same thing holds true for the Lemon Bay MSBU.  
8 We don't want to be divided in Charlotte County by the Peace  
9 River -- or the Myakka River, rather. Again, we're sort of  
10 like orphans over here from the rest of the county and are  
11 normally treated that way, and we don't need any further  
12 division. So, as far as I'm concerned, I'm definitely in favor  
13 of Alternative Number 4. Any questions?

14 CHAIRMAN JACOBS: No questions. Thank you very much,  
15 Mr. Burda.

16 COMMISSIONER PALECKI: Thank you, sir.

17 MR. POUCHER: We have approximately ten more  
18 witnesses. Gerald Greenmore, did you wish to speak?

19 Okay. Rick Garms?

20 RICK GARMS

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

23 DIRECT STATEMENT

24 MR. GARMS: Good morning. My name is Rick Garms. I  
25 own and operate the Bay Palms RV Park here in Englewood. As

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1 many other people have pointed out, Englewood was obviously  
2 designed by a committee because it's fragmented so much, and it  
3 was designed by that committee to confuse the tourists; two  
4 different counties, 776 changes its name every few miles, Pine  
5 Street also.

6           Anyway, I'm sure you Commissioners are happy to come  
7 visit us every few years, but I was wondering whether or not  
8 NANPA had made a proposal that did not exhaust the present  
9 situation within seven to ten years? I was wondering if there  
10 was a proposal that would last for 20 years or 25. Was that  
11 made?

12           CHAIRMAN JACOBS: I'm not aware. I can't speak  
13 specifically, but I'm sure that all of the proposals that come  
14 out of NANPA were presented today. In fact, Mr. Foley did say  
15 that he presented all of the proposals that did come out of the  
16 industry meeting, so the short answer is no, there were no  
17 proposals for that length of time.

18           MR. GARMS: Well, we seem to be revisiting this  
19 rather quickly. We just did this a year ago. I've been in  
20 business here in Englewood for seven years, and I've reprinted  
21 this card twice, because of the changing area codes. Is there  
22 a possibility of revisiting this with a plan that would last  
23 more than seven to ten years, and would that be possibly a  
24 little better for this -- for our area?

25           CHAIRMAN JACOBS: There are several efforts under way

1 to address the more expedited exhaust of these numbers. The  
2 problem, the one that's most prominent is there are trials  
3 under which we would change the process by which numbers are  
4 distributed. You may be aware that presently any service  
5 provider that gets a block of numbers is required to take a  
6 10,000 block of numbers. We're working right now to reduce  
7 that block size down to 1,000.

8 And, by the way, we are pursuing a request to  
9 undertake one of those trials in the 941 area code. It is not  
10 -- it is in preliminary stages, but that is one measure. Other  
11 consummation measures have also been identified. One of those  
12 happens to be reclaiming numbers for those providers that may  
13 have taken a ten thousand block, but has not used any  
14 significant portion of that block. We are exploring measures  
15 by which we can reclaim the unused portions of those blocks and  
16 possibly redistribute them.

17 There are several other measures that are also under  
18 consideration. Those, we hope, will prolong the life of the  
19 existing 941 area code so that we won't even get to the clock  
20 ticking on the eight years that you described for some period  
21 of time in the future.

22 And then, once we do get into a new code or in the  
23 event that we do, we're hoping that those measures will also  
24 prolong the life at that point forward, and we're looking for  
25 other means. There are some technology issues that are out

1 there that perhaps could enhance the conservation of numbers,  
2 but the short answer is today there's no magic bullet that we  
3 can offer you that would automatically extend a code for 10, 20  
4 years or even longer.

5 MR. GARMS: Is it true that a major impact on an area  
6 code is the proliferation of mobile phones and beepers?

7 CHAIRMAN JACOBS: Yes.

8 MR. GARMS: Okay. Would it be possible since we now  
9 dial 1 and an area code and the phone, would it be possible to  
10 adjust the system so that when someone is calling a mobile  
11 phone or beeper they could dial 2, the area code and the  
12 number, and that would effectively double the number of numbers  
13 in that area code?

14 CHAIRMAN JACOBS: That's an interesting suggestion.  
15 I don't know that I've heard that one before.

16 MR. GARMS: And then you could extend that to fax  
17 lines that were dedicated for fax lines and dial 3, the area  
18 code and the number for any faxes.

19 CHAIRMAN JACOBS: That's a very interesting  
20 suggestion. We have the people here who can -- we can't give  
21 you a decision on that, but --

22 MR. GARMS: I just wanted to plant the seed.

23 CHAIRMAN JACOBS: I don't know what -- I'm sure there  
24 are technical issues that have to be addressed, but something  
25 that we could take and consider. Why don't I do this: I'll

1 have Staff, our Staff, give you a response back and if you  
2 would see Mr. Casey, and he'll get your information. And we'll  
3 at least give you some response back as to some preliminary  
4 analysis of that.

5 MR. GARMS: Well, thank you very much. Thank you for  
6 your time.

7 COMMISSIONER DEASON: Excuse me. Just let me say  
8 this: That's a novel idea. I think that right now there are  
9 certain dialing patterns out there that the technology supports  
10 and that the infrastructure supports. Usually when you dial 1,  
11 that signals to the system a certain message, and they know how  
12 to interpret that, that being the first digit when that is  
13 received. I think, I'm correct in saying that there are no  
14 area codes out there that begin with the digit 1.

15 MS. BANKS: Correct.

16 COMMISSIONER DEASON: That's correct?

17 MS. BANKS: That's correct.

18 COMMISSIONER DEASON: And the reason is because when  
19 that digit 1 is dialed, the system interprets that to know that  
20 it's going to be a long-distance call. If you started using 2  
21 as a signal to the system that it's for a cell customer, well,  
22 then, it would anticipate you couldn't have any area codes that  
23 start with the digit 2, so you're taking away a lot of  
24 potential area codes. There are a lot of problems, but there  
25 are a lot of smart people out there who maybe can study it.

1 MR. GARMS: But are there any area codes that have  
2 1-1, that start with 1-1?

3 COMMISSIONER DEASON: No, there are no area codes  
4 that begin with the digit 1.

5 MR. GARMS: Well, I mean, my suggestion of 2 first  
6 could be supplanted by 1-1.

7 COMMISSIONER DEASON: Maybe so.

8 MR. POUCHER: Mr. Chairman, I might add there is a  
9 significant federal effort ongoing at the present time to  
10 determine what we're going to do when we run out of area codes,  
11 and that effort has people all over the country involved,  
12 because that is in a foreseeable time frame. And all of those  
13 kind of rethinking of the numbering plan, the dialing  
14 structure, is part of that process and, I think that will be  
15 fleshed out. Hopefully, it'll be a good solution.

16 CHAIRMAN JACOBS: Any further questions? Thank you.

17 MR. GARMS: Thank you very much.

18 CHAIRMAN JACOBS: Thank you for your comments.

19 MR. POUCHER: Gene Naples. Mr. Naples is not lost.  
20 He lives here in Englewood.

21 CHAIRMAN JACOBS: Okay.

22 GENE NAPLES  
23 appeared as a witness and, swearing to tell the truth,  
24 testified as follows:

25

## DIRECT STATEMENT

1  
2 MR. NAPLES: Good morning, Commissioners. My name is  
3 Gene Naples, that is just like the city. I am here this  
4 morning representing the Bay Shore area Home Owners Association  
5 and, maybe perhaps more importantly, the South County Alliance  
6 of Home Owners Associations representing some 27 home owners  
7 associations and over 7,000 voters.

8 It would be repetitious for me to go into all the  
9 reasons why we should keep the 941 area code here and adopt  
10 Alternate 4. However, I will say that we've been concerned  
11 with this for some time, and our organization has met with  
12 representative Paul and others. The county -- both county, the  
13 Charlotte County and Sarasota County representatives, and many  
14 others who have had a concern and many who have been here this  
15 morning. And so, again, I won't be repetitious in going  
16 through all the reasons, but we strongly support Alternative 4.  
17 Thank you.

18 CHAIRMAN JACOBS: Thank you.

19 COMMISSIONER PALECKI: Thank you.

20 CHAIRMAN JACOBS: Thank you very much.

21 COMMISSIONER PALECKI: I just wanted to say that Gene  
22 was my boss in Tallahassee for about five years. He ran the  
23 state's fire marshal's office. He's a leader of firefighters  
24 throughout the state of Florida and actually throughout the  
25 country. I wanted to thank you for coming.

FLORIDA PUBLIC SERVICE COMMISSION

1 MR. NAPLES: Thank you, and don't forget that.

2 CHAIRMAN JACOBS: Touche.

3 MR. POUCHER: Peter Mason.

4 PETER MASON

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

7 DIRECT STATEMENT

8 MR. MASON: My name's Peter Mason. I work with A.G.  
9 Edwards here in town, and I'm also vice president of the  
10 Englewood area Chamber of Commerce. And for the sake of time,  
11 I'd just like to voice my opinion that I'd like to adopt and  
12 join several others in this room today who agree that  
13 Alternative 4 would be best suited for this community. And I  
14 think that I'd further like to add the overlay is certainly not  
15 in our interest. So all that said, I thank you for your time  
16 here today and hope we'll get it going. Thank you.

17 CHAIRMAN JACOBS: Thank you very much. Any  
18 questions? Thank you.

19 MR. POUCHER: James Sproul.

20 JAMES SPROUL

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

23 DIRECT STATEMENT

24 MR. SPROUL: Yes, good morning. Thank you for a few  
25 minutes of your time. Even though I signed in as James, I go

FLORIDA PUBLIC SERVICE COMMISSION



1 by Jim Sproul, and that's S-p-r-o-u-l. I'm the director of  
2 marketing and development at Englewood Community Hospital.  
3 We're a 100-bed hospital servicing everything from south Venice  
4 down through Boca Grande, over in North Port and portions of  
5 the Port Charlotte area.

6 I actually did an estimate of what it would cost us  
7 to reprint stationery, brochures, existing forms that we have  
8 in our inventory. I'm going to give you a figure of \$50,000.  
9 It's rounded up, but it's not a number that I pulled out of the  
10 air. It would cost us \$50,000 to reprint existing materials.

11 We're very interested in keeping the market area that  
12 I just described together. While change will cause confusion  
13 for not only the general public and many businesses, we think  
14 the health care industry is a bit unique in that, of course, at  
15 the hospital we receive a number of calls that are of a very  
16 urgent nature, people wanting to check on the condition of  
17 loved ones. If you put us through change, that change causes  
18 our business, we feel, an extra anxiety factor, difficult to  
19 quantify, but something that we would have to deal with.

20 We certainly support state Representative Jerry Paul  
21 and Commissioner Mac Horton, and most of what seems to be a  
22 majority here today in wanting Alternative 4. And as a  
23 resident of Charlotte County for 10 years, and I live in the  
24 Port Charlotte area, I would think that the people you'll speak  
25 with this afternoon would probably support Alternative 4 also.

1 I think, that it's been pointed out by at least one  
2 or two people here this morning that if we do go with Option 4,  
3 a strong consideration for this area which, I believe, is Area  
4 "A," keeping the 941 area code would be that we're going to  
5 have to change again in, what, seven years where Area "B" gets  
6 to keep whatever area code for ten years. It would seem to be,  
7 you know, to minimize the gross inconvenience if we could keep  
8 it for seven years, because the folks to the south are going to  
9 be able to hold things in place for ten years.

10 Something else to be considered is if you look at  
11 population density, and this is in support of Alternative 4, in  
12 general, I believe, there's a lapse in the population density  
13 between Charlotte and Lee Counties, all right, where the area 4  
14 would draw the -- the Alternative 4 would draw the boundary  
15 line between those two counties; whereas, there's much more of  
16 a population continuum between Charlotte County and to the  
17 north of Sarasota, et cetera, so it's just a little bit more  
18 argument for Alternative 4, and that's it. Thank you.

19 CHAIRMAN JACOBS: Questions? Thank you very much.

20 MR. SPROUL: Thank you.

21 MR. POUCHER: Frank Hollnagle.

22 FRANK HOLLNAGLE

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

25

1 DIRECT STATEMENT

2 MR. HOLLNAGLE: Good morning. As they say, I have  
3 been sworn. I'm here as a senior citizen hopefully to  
4 represent the mass amount of senior citizens in Charlotte  
5 County and also in Sarasota. We are just nicely -- our friends  
6 and families, out of state, out of community, are just nicely  
7 getting used to dialing 941. Please do not change 941. Thank  
8 you.

9 CHAIRMAN JACOBS: Thank you very much.

10 MR. POUCHER: Claudia Ridge.

11 CLAUDIA RIDGE

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

14 DIRECT STATEMENT

15 MS. RIDGE: Hello there. My name is Claudia Ridge.  
16 I'm a resident of Englewood, and I've been here for about 12  
17 years, and I'm also a realtor, and I've sold this area for many  
18 years as well. I first want to just add my support to  
19 Alternative Number 4 as the most logical one for our community.

20 If you can please imagine a new customer, a new  
21 resident, coming into this area because they love what they  
22 see, then you face the challenge of having to share with them  
23 we have two phone companies, we have two water companies, but  
24 we all have one thing in common which is Florida Power & Light,  
25 okay?

FLORIDA PUBLIC SERVICE COMMISSION

1           When you suppress that, that's fine, and they can  
2 accept that. But when you're going to have to face the  
3 challenge of telling them that they are going to have to pay  
4 long distance from one part to the other, that's going to be a  
5 problem, and it's going to be a truly challenge. We have  
6 worked very hard in this community to keep it unified. You see  
7 a fraction of the many people in this community that love this  
8 area and that cannot be here because they're working.

9           I also want to just share with you a small note that  
10 you might want to add as helping make your decision for who  
11 gets the area code. But if you happen to look in the newspaper  
12 at the current statistics on our last census, we in this area  
13 over Collier and Lee County, we do have a higher population, we  
14 do have more people over 65, and we also have more people over  
15 85 years of age. That's a detriment also to their pocketbook.

16           So, I wanted to help you make your decision as to who  
17 keeps what, but my main goal is to keep our whole community  
18 unified for Manatee, Sarasota, and Charlotte County. Thanks.

19           CHAIRMAN JACOBS: Thank you.

20           COMMISSIONER DEASON: Thank you.

21           MR. POUCHER: Thomas McInroy.

22   THOMAS McINROY

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

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## DIRECT STATEMENT

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MR. McINROY: Good morning, Mr. Chairman.

CHAIRMAN JACOBS: Good morning.

MR. McINROY: Tom McInroy. I'm a resident of Englewood. I would like to reiterate some of the points that have been made before, especially the age of our population.

Many of us go back to the days where we ground the little wheel and spoke to the operator and she'd tell you exactly who you were calling and where they were. Well, now these same people are expected to dial 10 digits. We are absolutely opposed to the overlay system, and I prefer Option Number 4 to everything else.

I would also like to support the gentleman who suggested doing something about the cell phone and fax numbers. If we keep going down the road of geographic division, we're going to have 10,000 different area codes in this country. The fax and cell phone business is exploding, and it's not just our area, it's every area.

I recall the gentleman at the beginning of the meeting saying he had 147 overlays already. Where does that end? I think, the answer to the problem is to go to where it's coming from, the cell phone problem, the fax problems. And I'd like to also point out to you that I know of no business that lists their fax number in the telephone book or their cell number in the telephone book. This would seem an easy solution

1 to the problem. Let's get a different system for handling cell  
2 phones and faxes. Thank you.

3 CHAIRMAN JACOBS: Thank you. Questions? Thank you.

4 MR. POUCHER: Ron Farmer. Mr. Ron Farmer. Ken  
5 Stachowski.

6 KEN STACHOWSKI

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

9 DIRECT STATEMENT

10 MR. STACHOWSKI: Mr. Chairman, members of the  
11 committee, I represent probably your biggest constituency, the  
12 everyday phone people that live around here. I just moved down  
13 here from Cleveland, Ohio. I remember -- I'm old enough to  
14 remember when there weren't any area codes. In the last 10  
15 years where I came from, we went from 216 to 440 to 330, and  
16 just before I was leaving they were going to split it again.  
17 That's four splits in about five years. I moved down here, and  
18 I was down here in 1998 when the split took place and I just  
19 came down here permanently and you're talking about another  
20 split.

21 The previous speaker kind of stole my thunder,  
22 because I think he hit the nail right on the head. Everybody  
23 seems to agree that the problem is the proliferation of cell  
24 phones, faxes, et cetera. And, I think, the place that this  
25 ought to be addressed is within the technology itself.

FLORIDA PUBLIC SERVICE COMMISSION

1           Cell phones, pagers, at least, are not listed in the  
2 phone book, they're not generally advertised. Why could we not  
3 simply have a separate area code for cell phones, a separate  
4 area code for beepers? These are highly mobile things. They  
5 are not limited geographically and, therefore, don't have the  
6 same kind of impact, geographically, that massive changes in  
7 area codes seem to have.

8           I would like to suggest to you that at least you look  
9 into that possibility. I know it's not represented here in the  
10 little pamphlet that I just saw. But I think if, in fact, we  
11 were to start looking at things like separate area codes for at  
12 least cell phones and beepers that would enumerably expand the  
13 number of numbers available and would have a much less impact  
14 upon the everyday user of the phone and the businesspeople  
15 within any community. That's all I have to say. Thank you.

16           CHAIRMAN JACOBS: Thank you. Mr. Stachowski, I'd  
17 like to respond to your -- Mr. Stachowski? Mr. Stachowski, I'm  
18 sorry.

19           The proposal for separate area codes for these  
20 different offerings has been raised and actually been proposed  
21 to the Federal Communications Commission. And the FCC has  
22 determined that there are some impediments, particularly,  
23 competitive impediments that would probably arise in the  
24 context that the companies who are forced to now use those  
25 separate codes are facing somewhat of a market disadvantage.

1 And so, they frown upon that practice for the moment. It is  
2 still an option that is remotely out there, but it has not been  
3 embraced as a popular option to deal with numbering issues, but  
4 it's a good thought.

5 MR. POUCHER: Representative Paul.

6 REPRESENTATIVE PAUL: Thank you. Commissioner  
7 Deason, just to touch basis on your specific inquiry about the  
8 area code itself and who would retain the 941. If we can  
9 assume for just a moment that we would go with Alternative  
10 Number 4 so that we are looking at a geographic split of  
11 Manatee, Sarasota, and Charlotte and then ask ourselves the  
12 question what distinguishes that region from another competing  
13 region that might also want the 941, and let's focus on that  
14 for a moment.

15 One, as you know, a couple years ago one of the list  
16 criteria for these decisions was population itself, intrinsic  
17 population. Now, as to the intrinsic population, the Manatee,  
18 Sarasota, and Charlotte County split would represent far  
19 greater numbers of people, just in pure numbers than that  
20 southern region, is my understanding anyway, so there would be  
21 significantly greater impact on making that change per capita  
22 than on that other district.

23 Second of all, the commercial segment and the  
24 economics, the Manatee, Sarasota, and Charlotte County region  
25 represents far more businesses, more lines, a greater



1 dependence upon the status quo in terms of our local economy  
2 and our state economy, by the way, which is very much dependent  
3 upon that commerce for sales tax and use tax, so there would be  
4 a greater economic detriment to changing -- divesting that area  
5 of the 941 area code as opposed to the others.

6           And third, and I'm going to call on you to recognize  
7 this one as the most important, it is the demographics. What  
8 distinguishes us from that other region is the character of our  
9 population. The recent data that just came out yesterday  
10 showed that, for example, the Sarasota area, Sarasota has a  
11 county. It's the fifth largest -- or excuse me, the fifth  
12 oldest county in the United States of America in terms of  
13 median age; if you take out one county in Hawaii that has a few  
14 hundred people, that's basically a condominium project, but  
15 it's the fifth oldest.

16           The city of Venice is the oldest, the highest median  
17 age with a population greater than 10,000. Charlotte County,  
18 the single highest median age of any county in the United  
19 States of America, other than the one small community in  
20 Hawaii. You know, you have all read, I'm sure, Tom Brokaw's  
21 book, "The Greatest Generation." You're among them today.  
22 This is the greatest generation.

23           These are the seniors who sacrificed, who made  
24 commitments for my generation, who created the economic freedom  
25 that I enjoy today and the peace that I enjoy today; the

1 infrastructure, they built it, they built this country. Now, I  
2 don't ask you to keep the 941 in this area for me. I can plug  
3 into the new area code in my palm pilot or into my cell phone  
4 for my work, but to these people, they have given, they've made  
5 tremendous commitments for years to our society.

6 I know each of you personally and I know each of you  
7 professionally. I know about the decisions that you make with  
8 tremendous, tremendous economic weight and gravity. The  
9 decision you've got before you today, though, is one that long  
10 after your career in public service you can look back on and  
11 say that I did something special for that segment of our  
12 society, that greatest generation that did something special  
13 for me generations ago.

14 And so, I'm asking you, keep that in mind. It's not  
15 just a convenience issue, it is a safety issue as well. There  
16 is no segment of our society that is more dependent on medical  
17 services, for example, than the senior citizens. They access  
18 those medical services, in large part, through the telephone  
19 infrastructure. Many times because of a phone number that's  
20 written on their refrigerator that's been there for years or in  
21 their medical response book that they might keep in their purse  
22 or in a desk drawer.

23 And if, for example, after changing this area code, a  
24 senior in my community is reaching for that number in an  
25 emergency situation, trying to reach the pharmacist on a dosage

1 issue or trying to reach her doctor or trying to reach Jim  
2 Sproul's hospital, and that number's changed, seconds can be  
3 the difference between life and death.

4 Are there senior citizens in that southern region?  
5 Of course, there are. But by the statistics, you see that  
6 there is no greater concentration of members of that greatest  
7 generation than right here. And so, I'm asking you as their  
8 representative to do something special for them. Let them  
9 retain this 941 area code.

10 Thank you.

11 CHAIRMAN JACOBS: Thank you, Representative Paul.

12 COMMISSIONER PALECKI: Thank you.

13 MR. POUCHER: Are there any witnesses that we missed?  
14 That concludes our witnesses.

15 CHAIRMAN JACOBS: Thank you very much. As I  
16 indicated earlier, if you did not come up, but you do want to  
17 give comments, feel free to send those written comments to the  
18 Commission. It has been very instructive to be here today.  
19 Your comments have been of great assistance to us and will be  
20 considered. And we will move on now to our next hearing in  
21 Port Charlotte. Thank you all.

22 If you'd like to monitor the progress of this  
23 proceeding, feel free to do so, for those of you who are  
24 continued on the web site, and you can follow  
25 [www.floridapsc.com](http://www.floridapsc.com). And if there's nothing else to come before

1 us today, this hearing is adjourned.

2 (Hearing concluded at 10:32 a.m.)

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1 STATE OF FLORIDA     )  
2                                 :                     CERTIFICATE OF REPORTER  
3 COUNTY OF LEON        )

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5                     I, KORETTA E. STANFORD, RPR, Official Commission  
6 Reporter, do hereby certify that the Service Hearing in  
7 docket number 000604-TL was heard by the Public Service  
8 Commission at the time and place herein stated.

9

10                    IT IS FURTHER CERTIFIED that I stenographically  
11 reported the said proceedings; that the same has been  
12 transcribed under my direct supervision; and that this  
13 transcript constitutes a true transcription of my notes of said  
14 proceedings.

15

16                    I FURTHER CERTIFY that I am not a relative, employee,  
17 attorney or counsel of any of the parties, nor am I a relative  
18 or employee of any of the parties' attorneys or counsel  
19 connected with the action, nor am I financially interested in  
20 the action.

21

22                    DATED THIS Thursday, June 14, 2001.

23

24

25                      
KORETTA E. STANFORD, RPR  
FPSC Official Commissioner Reporter  
(850) 413-6734

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FLORIDA PUBLIC SERVICE COMMISSION