



*Marion County
Board of County Commissioners*

ORIGINAL

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April 30, 2002

Chairman Lila Jaber
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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Florida Public Service Commission
CHAIRMAN JABER

Ref: Rate Center Consolidation

Dear Chairman Jaber:

In reviewing information from the presentations to the Florida Public Service Commission (FPSC) about rate center consolidation proposals, I would caution the Commission to not disrupt the 9-1-1 default call routing system that has been in existence for some years. If a call cannot be identified by automatic number identification (ANI) then the call is default routed to a predetermined public safety answering point (PSAP) within the county it originated. In the case of overlap exchanges the county with the most customers in that exchange receives the default call.

In no case is the caller answered by a distant PSAP. The 9-1-1 answering point is in the same county or in rare occasions an adjacent county. In both cases the call taker receiving the default call is familiar with the origin area of the caller and can quickly send aid or transfer the call to the proper jurisdiction.

This scheme has worked well for many years and should not be disrupted in any way. I would ask that the Commission weigh this fact when rate center consolidation is considered because a degradation of service to even one citizen could have serious results.

Sincerely,

Richard F. Nelson
9-1-1 Coordinator

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