

FLORIDA PUBLIC SERVICE COMMISSION
FLETCHER BUILDING
101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399-0850

M E M O R A N D U M

NOVEMBER 19, 1990

TO : DIRECTOR OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS [CIMERMAN, *RLC* PRY, WIDELL] *JP*
DIVISION OF LEGAL SERVICES [GREEN] *JK*

RE : DOCKET NO. 900039-TL EAS - RESOLUTION BY THE ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS FOR EXTENDED AREA SERVICE BETWEEN THE MOUNT DORA EXCHANGE AND THE APOPKA, EAST ORANGE, LAKE BUENA VISTA, ORLANDO, REEDY CREEK, WINDERMERE, WINTER GARDEN AND WINTER PARK EXCHANGES.

AGENDA: DECEMBER 4, 1990 - CONTROVERSIAL - PROPOSED AGENCY ACTION - PARTIES MAY PARTICIPATE

PANEL: FULL COMMISSION

CRITICAL DATES: NONE

CASE BACKGROUND

This docket was initiated pursuant to a resolution passed by the Orange County Board of Commissioners. The petition requested implementation of EAS service between the Mount Dora exchange and the Apopka, East Orange, Lake Buena Vista, Orlando, Reedy Creek, Windermere, Winter Garden and Winter Park exchanges. Staff's recommendation came before the Commission October 2, 1990.

Traffic studies did not support implementation of two-way flat rate nonoptional EAS between the various exchanges. Because the Mount Dora exchange lies across a LATA boundary from the exchanges to which EAS was requested optional EAS plans were also ruled out. In order to address the concerns of the subscribers in the Orange County pocket area of the Mount Dora exchange the Commission ordered a customer survey for a proposed transfer of those subscribers to the Apopka exchange.

DOCUMENT NUMBER DATE

10320 11/19/90

183-RECORDS/REPORTING

DISCUSSION OF ISSUES

ISSUE 1: Should the customer survey of the subscribers in the Orange County pocket area of the Mt. Dora exchange for a transfer to the Apopka exchange be postponed until after January 1, 1991.

RECOMMENDATION: Yes. The customer survey of the subscribers in the Orange County pocket area of the Mt. Dora exchange should be postponed until after January 1, 1991.

STAFF ANALYSIS: Through PAA Order No. 23635 issued October 18, 1990, and Consummating Order No. 23758 issued 11/14/90 the Commission required that United Telephone Company of Florida survey the subscribers in the Orange County pocket area of the Mt. Dora exchange. The survey was to be conducted within thirty (30) days of the issuance of the consummating order. The survey concerns a transfer of those subscribers in the pocket area of the Mt. Dora exchange to the Apopka exchange.

If the company were to conduct the survey during the time period ordered the survey would fall during the Thanksgiving - Christmas holiday period. In Docket No. 870436-TL Request for EAS between the Hastings and St. Augustine exchanges and Docket No. 860219-TL Request by Columbia County Commissioners for EAS in Columbia County customer surveys were conducted during the holiday period. Neither survey passed.

In Order Nos. 20778 and 20777 respectively the Commission ordered that new customer surveys be taken after the holiday period. Several factors were taken into consideration in ordering these new surveys. The margin by which the original surveys failed to pass was slight in both cases. A generally large increase in the volume of mail during the holiday period may have led to lost ballots. And, the Commission believed that the subscribers may have been preoccupied with holiday plans thus failing to return their ballots. In both cases the new customer survey did pass and EAS was ordered and implemented on the routes in question.

Rather than conducting a survey during the holiday period which may or may not pass staff recommends the Commission order that the survey be postponed until after January 1, 1991. Postponing the survey would give subscribers the maximum opportunity to express their preferences concerning the proposed boundary change.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: No, this docket should remain open until the Orange County pocket of the Mt. Dora exchange has been surveyed on the boundary change and any resultant changes have been implemented.

STAFF ANALYSIS: It is necessary to keep this docket open until the customers have been surveyed and the boundary change implemented if a simple majority of those surveyed approve the plan. Results of the survey will be available one week after the final ballot mail-in date. The survey results will be presented to the Commission at a subsequent agenda.