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**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

**In Re:** Request for Review of Proposed

Docket 99-0223-TL

Numbering Plan Relief for the 941  
Area Code

**PRE-FILED TESTIMONY  
OF GREGG D. FEAGANS**

**Q. Please state your name and your business address for the  
record.**

A. Gregg D. Feagans, Sarasota County Government, 1660 Ringling  
Blvd., Sarasota, Florida.

**Q. What is your position with Sarasota County Government?**

A. Emergency Management Chief, Emergency Services Business  
Center

**Q. How long have you held that position and what are your  
responsibilities as Emergency Management Chief?**

A. The title "Emergency Management Chief" is a fairly recent title.  
Previously, my title was Director, Emergency Management  
Services, a position I have held since 1984. Although my title  
changed, my responsibilities have remained the same. As  
Emergency Management Chief, it is my responsibility to  
coordinate the research, training and data for the 911 Center and  
associated Emergency Services responses for the Sarasota  
Community.

1           **Q.**           **This Docket No. 99-0223-TL is before the Public Service**  
2                           **Commission to consider which portions of the current 941**  
3                           **Area Code service area should retain the 941 designation in**  
4                           **light of the imminent area code split. The 941 NPA Exhaust**  
5                           **Recommended Relief Plan recommends that the Northwest**  
6                           **split combine Sarasota County with Bartow, Bradenton,**  
7                           **Haines City, Lake Wales, Lakeland, Palmetto, Venice and**  
8                           **Winter Haven, and that the 941 Area Code be retained for that**  
9                           **portion of the split. The balance of the current 941 Area Code**  
10                          **service area, consisting of Arcadia, Avon Park, Bonita Springs,**  
11                          **Cape Coral, Fort Myers, Naples, North Naples, North Fort**  
12                          **Myers, Okeechobee, Port Charlotte and Sebring, the Southeast**  
13                          **split, would be given a new area code. According to the Relief**  
14                          **Plan, the exhaust period for the revised 941 Area Code service**  
15                          **area is forecast to be 5.2 years. As Emergency Management**  
16                          **Chief for Sarasota County, do you have any concerns about**  
17                          **this proposed split and the predicted exhaust period?**

18           **A.**           **Yes. My primary concern regarding the proposed boundary line**  
19                           **split is the impact two different area codes in Sarasota County**  
20                           **would have on the emergency management system in the case of**  
21                           **an emergency when computers may not be operational. I realize**  
22                           **that issue is the subject of Docket No. 99-0184 and I will reserve**  
23                           **my comments on that issue for the Englewood docket.**

1 With respect to the proposed numbering plan relief for the 941  
2 Area Code, while I recognize the sheer number of new telephone  
3 numbers necessitates a split in the 941 area code, I would suggest  
4 that a relief alternative be selected that would allow for a longer  
5 exhaust period than the projected 5.2 years. This is particularly  
6 true in light of the fact that Sarasota County just had its area code  
7 changed 3 years ago. From my perspective, it would be much  
8 more cost efficient if the 941 area code were split into more than  
9 just two parts at this time.. We're going to eventually end up with  
10 smaller and smaller geographic areas in each area code service  
11 area, so why not reconfigure those smaller areas now. This would  
12 significantly reduce the cost to the government and the confusion  
13 to the customers. For example, with respect to emergency  
14 management services, an area code change entails changing paging  
15 programs, telephone alert systems, ten-digit dialing systems, the  
16 enhanced 911 data base and processing, all telephone area  
17 reference materials and the 911 operational software for CAD and  
18 telephone systems. All of these changes equate to government  
19 expense which can be avoided if longer exhaust periods for area  
20 codes are achieved.

21 **Q. If the Commission were to consider alternatives to the**  
22 **proposed Northwest/Southeast split, would you have any**  
23 **recommendation?**

1 A. Yes. As I mentioned, my principal concerns are the frequency of  
2 area code changes and the bifurcation of the Englewood  
3 community, which lies in both Sarasota and Charlotte counties.  
4 The first concern is predicated on the costs and lost productivity  
5 incurred by government in adjusting to the area code changes. An  
6 exhaust period of 8 to 10 years, as recommended by the NPA Code  
7 Relief Planning & Notification Guidelines, would be more cost-  
8 efficient and generate less confusion in the community. My  
9 second concern involves the problems associated with having two  
10 area codes within the same county for emergency management  
11 purposes. In the event of an emergency in which the computers  
12 shut-down, Emergency Services must rely on manual operations.  
13 The introduction of multiple area codes could result in persons  
14 being missed in a manual operation. These concerns would be  
15 eliminated or at least alleviated with one area code throughout  
16 Sarasota County and a longer exhaust period.

17 **Q. As Emergency Management Chief for Sarasota County, would**  
18 **you be in favor of an overlay method of relief in Sarasota**  
19 **County as a means of getting to an extended exhaust period?**

20 A. No. As I indicated, multiple area codes within one county have the  
21 potential of undermining the effectiveness of emergency services.

22 **Q. Does this conclude your testimony?**

23 A. Yes, it does.

CERTIFICATE OF SERVICE  
DOCKET NO. 99-0223-TL

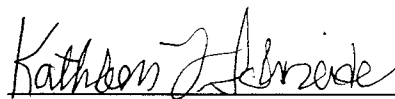
I HEREBY CERTIFY that a true and correct copy of the foregoing was served by Federal Express or facsimile the 22 day of March, 1999 to the following:

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