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PUBLIC SERVICE COMMISSION MEETING

DOCKET NO. 990517-TL

Deltona Hills Country Club  
1120 Elkcam Boulevard  
Deltona, Florida  
January 28, 2000

TRANSCRIPT OF PROCEEDINGS

The above-styled cause came on to be heard before the Florida Public Service Commission, at the time and place above indicated, for the purpose of taking testimony and evidence in said cause.

NARUP, VOUVAKIS AND ASSOCIATES  
COURT REPORTERS  
P.O. BOX 265009 - DAYTONA BEACH, FL 32126

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WHEREUPON the following proceedings were had:

NARUP, VOUVAKIS AND ASSOCIATES  
COURT REPORTERS  
P.O. BOX 265009 - DAYTONA BEACH, FL 32126

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1 MR. JACOBS: We will begin by having the notice  
2 read.

3 MS. KEATING: A notice issued January 12th, 2000,  
4 this time and place is set for a service hearing  
5 involving 99-0517. The purpose is as set forth in the  
6 notice.

7 MR. DEASON: Thank you. Let me take this  
8 opportunity, first of all, to introduce myself. My  
9 name is Terry Deason, and I'm a member of the Public  
10 Service Commission. We're going to go ahead and begin  
11 the initial phases of this hearing, and we anticipate  
12 that Chairman Garcia will be joining us shortly.

13 Seated up front with me and to my far left is  
14 Commissioner Leon Jacobs. To the table to my far left  
15 are members of the staff the Public Service Commission,  
16 and to my right, end of the table, is Mr. Charlie Beck.  
17 He's with the Office of the Public Council. They are a  
18 legislatively created office which has the  
19 responsibility of representing consumers in matters  
20 before the Public Service Commission. He is your  
21 attorney here on your behalf in today's hearing and  
22 this whole docket.

23 And to my right, also at the table, is a court  
24 reporter who will be recording today's testimony. Your  
25 testimony will become part of the record in this

1 proceeding. We make our decisions based upon evidence  
2 in the record, and your testimony will become part of  
3 that evidence in the record.

4 We are here today to provide information to the  
5 public concerning the exhaustion, or the anticipated  
6 exhaustion of the 904 area code. We're also here to  
7 get input from you, to hear your concerns, your  
8 suggestions concerning relief for the situation with  
9 the 904 area code.

10 We're going to begin today with a presentation  
11 from Mr. Thomas Foley. He's a representative of the  
12 North American Numbering Plan Administrator. He has a  
13 presentation which provides background information and  
14 goes over some of the proposed relief plans for the 904  
15 area code.

16 Following his presentation, we're going to ask  
17 members of the public who wish to testify to stand and  
18 be sworn. This is done so that, as I indicated  
19 earlier, so your testimony can be part of the record in  
20 this proceeding. We're fairly flexible in our  
21 procedures here. If you have questions, we certainly  
22 will entertain those.

23 We have our staff here, Mr. Foley, from the  
24 Numbering Plan Administrator who will be here and will  
25 be available to answer questions. We also have some

1 representatives from some of the local telephone  
2 companies who also will provide answers to questions if  
3 they arise and they need answers.

4 That's our general format that we're going to  
5 follow today. And if there are no preliminary matters,  
6 staff, Mr. Beck, then we'll ask Mr. Foley to come  
7 forward with his presentation.

8 MR. FOLEY: I don't like putting my back to you  
9 folks. So what I'll do, if you don't mind, I'll stand  
10 here and do my talking this way. As you recall, I'm a  
11 member representing the North American Numbering Plan  
12 Administration, which is the entity which is  
13 responsible for assigning and determining NPA, or area  
14 codes, and the NXX, or central office codes, which is  
15 the first three digits of your local telephone number.

16 In July of '95, the Federal Communications  
17 Commission took a step that began the establishment of  
18 North American Numbering Plan Administrator. The FCC  
19 formed the North American Numbering Council, which is  
20 made up of industry and government regulators, and  
21 developed guidelines under which we operate.

22 Lockheed Martin originally was named as the first  
23 neutral administrator for the North American Numbering  
24 Plan, and subsequently, through divestiture, because of  
25 several reasons, we are now called NeuStar. It's a

1 corporation out of Washington, D.C and we administer  
2 the North American Numbering Plan.

3 What the North American Numbering Plan does as  
4 far as relief planning goes, we perform, as a  
5 coordinator, to determine the need and to identify the  
6 timing of any NPA, or area code, relief, if  
7 necessary. We take the lead in preparing some options  
8 that are presented with the industry and discussed, and  
9 the industry reaches a consensus on one or more of the  
10 plans to present to the regulatory bodies, in this  
11 case, the Florida Public Service Commission.

12 At that time, also, we compile and file the  
13 necessary documents and provide information to and  
14 support of Florida Public Service Commission in its  
15 efforts to reach a decision as to the best method or  
16 methods of NPA relief. This meeting and others like it  
17 are part of that process. And then we finally  
18 coordinate any initial NPA relief activities as far as  
19 implementation goes, in working with the various  
20 companies and agencies to ensure that there's a smooth  
21 transition.

22 There are basically three types of NPA relief  
23 available in the North American Numbering Plan. The  
24 first one is a geographic split, which probably, up to  
25 this date, has been the most common method. And it is

1 where an existing NPA is divided into two or more  
2 separate geographic areas. One of the areas retains  
3 the existing area code, and another area or areas gets  
4 a new area code.

5 Then there's the overlay proposals. These are  
6 where one NPA is overlaid directly over the same  
7 geographic area as the other NPA, or area code, and  
8 each one does not shrink in size. And there is one  
9 called the boundary realignment, which is somewhat  
10 difficult to do, but has been done in several cases.  
11 And this is where a portion of an adjacent NPA is  
12 pulled into or removed from the one that's having  
13 capacity problems. Or any combination of those methods  
14 is also available to use.

15 The industry has determined that there are  
16 several attributes in NPA split options that I'll go  
17 over. The first is that a split option for relief  
18 provides a single area code for each geographic area.  
19 It may minimize confusion for customers, both in and  
20 out of the area, and future splits will continue to  
21 decrease, geographically, the area of coverage.

22 Splits require an area code change for about half  
23 the people. In a two-way split, it's two-thirds of the  
24 people, and a three-way split. This especially affects  
25 businesses with signage and business cards and



1 letterheads and things like that that have to change  
2 their area codes. The geographic split does, however,  
3 permit seven digit local dialing within smaller home  
4 area codes. However, local dialing across NPA  
5 boundaries will have to be ten digits.

6 After use of the overlay, there will be multiple  
7 area codes within the same geographic area and will no  
8 longer cause shrinkage in geographic size of the areas.  
9 Overlays avoid the need for public and political  
10 involvement concerning split lines and which side  
11 should or should not retain the old area code.  
12 Overlays will not require existing telephone numbers to  
13 be changed, and the only signage and letterhead changes  
14 will have to be made is if they currently don't contain  
15 the area code. An overlay, however, will require ten  
16 digit dialing on local calls.

17 A subset of the overlay is what's called a  
18 concentrated growth overlay, and this is a special and  
19 unique sect area, and the one that you'll see presented  
20 here in just a minute -- is one of these where a small  
21 section or sections of an existing area code is  
22 overlaid, and that's the only area that is affected.

23 Some of the attributes with the geographic -- or,  
24 excuse me -- the concentrated growth overlay, the  
25 special and unique monitoring methods that currently

1 aren't available to monitor this type of relief  
2 activity are needed. It's difficult to project exhaust  
3 outside of the area of overlay. Customer confusion can  
4 exist, whether you're inside or outside the overlay,  
5 and whether or not you need to dial ten digits or seven  
6 digits.

7 In order preserve the NPA code, the NPA, or the  
8 area code, must be identified much sooner than normal  
9 and would have to be implemented -- the concentrated  
10 overlay would have to be implemented sooner than  
11 otherwise to ensure a supply of NXX, or central office  
12 codes, for the non-overlaid area. The concentrated  
13 growth overlay does minimize the need for  
14 implementation of 10-digit dialing, and normally, no  
15 existing customers need change their telephone  
16 numbers.

17 What we're here to talk specifically about today  
18 is the 904 area code, which includes the approximate 16  
19 counties shown on this map in Northeast Florida and a  
20 little bit of the history that's led where we are  
21 today. The recent history is, jeopardy was declared in  
22 the 904 area code. And that is when a situation occurs  
23 when the existing number of the central office codes is  
24 less than what is predicted to last until a relief  
25 plan, either a split or overlay, can be placed into

1 service. That was declared April of '99.

2 The industry had a planning meeting in June of  
3 '99, in which the following six plans were considered.  
4 And on August 16th a filing was made with the Florida  
5 Public Service Commission of the industry's  
6 recommendation for relief for the 904 NPA. The  
7 projected exhaust date, that date at which no more  
8 central office codes will be available for assignment,  
9 is fourth quarter 2001. And that's including a  
10 rationing plan that is in effect right now that limits  
11 the number of central office codes that can be assigned  
12 each month.

13 The plans that were considered by the industry,  
14 the first plan was a distributed overlay. And this is,  
15 again, a new NPA code, or area code, would be assigned  
16 to the same geographic area as the existing 904.  
17 Customers would retain their same telephone numbers, no  
18 one would have to change. However, ten digit local  
19 dialing would have to be put into effect. The  
20 estimated life of this plan before any relief would be  
21 considered, again, is 10.1 years.

22 Alternative 2 is the concentrated growth overlay  
23 that I spoke of, and this basically is, a new NPA is  
24 placed in what you see in the green area up there,  
25 basically, over Nassau, Duval, and St. Johns Counties.

1 This would have to be accomplished in the third quarter  
2 of 2000, and any of the unassigned central office codes  
3 in the 904 area code would be held out and reserved for  
4 the yellow area, for use in that area, and all new area  
5 codes would be used in the three counties that we  
6 talked about earlier.

7 The estimated life for Area A, in this case, is  
8 11.4 years, and Area B would only be 4.1 years before  
9 additional activity had to occur. In the case of the  
10 concentrated growth overlay, what would happen in the  
11 yellow area, it would become overlay, just like the  
12 green area at the end of that four years.

13 Alternative 3 is a geographic split, again, along  
14 the line -- along rate center lines near the boundaries  
15 of Nassau, Duval, and St. Johns Counties. It's shown  
16 in the green area there as Area A. The life of Area A  
17 would be approximately 7 years, and Area B would be  
18 approximately 14.3 years.

19 Alternative 4 is a geographic split boundary  
20 line, includes Nassau, Duval, Baker, Bradford, Union,  
21 Alachua, Columbia, Gilchrest, Lafayette, Suwanee, and  
22 Hamilton Counties in one geographic area, shown in Area  
23 A up there in the green. Area A would have a life of  
24 approximately 6 years; Area B would have a life of  
25 about 17 years.

1           Alternative 5, again, the geographic split which  
2 splits Nassau and Duval Counties in one geographic area  
3 called Area A. It has a life of nine and a half years,  
4 and the remaining Area B has a life of about 10.7  
5 years.

6           Alternative 6 was submitted by the industry at  
7 the planning meeting in June, and it comprises a  
8 geographic split with a boundary line that runs along  
9 the rate center boundaries of Nassau, Duval, Clay, St.  
10 Johns Counties, and is depicted as Area A. Its life of  
11 about 5.8 years; Area B has a life of approximately 17  
12 years.

13           During the meeting, the industry reached  
14 consensus to eliminate Alternatives 3, 4, 5, and 6,  
15 because all of the alternatives provide numerous local  
16 calling areas and would necessitate ten digit cross  
17 boundary dialing for a considerable number of  
18 customers. In addition, Alternatives 3 and 4 would  
19 result in what are called unbalanced lives, which are  
20 the greater than ten-year separation between the  
21 exhaust lives of the new -- the two new areas.  
22 Alternative 6 would produce a noncontiguous area code.  
23 In other words, two parts of the area code would not  
24 actually be touching each other, as well as it has an  
25 unbalanced life also.

1           The industry participants reached consensus also  
2 to eliminate Alternative 2 for five reasons. The  
3 industry gave the reason as a portion of the 904 NPA  
4 without overlay has a very short life, no  
5 administrative tool to monitor that effectively has yet  
6 developed. It would also divide local calling areas.  
7 It would create customer confusion for the area outside  
8 as to when they have to dial ten or seven digits. And  
9 five, the competitive local exchange carrier came in  
10 and wanted to provide service in the nonoverlaid area,  
11 it could drastically reduce the life of that area very  
12 quickly.

13           The participants ultimately reached consensus to  
14 recommend to the Florida Public Service Commission  
15 Alternative 1, to distribute its service -- service  
16 overlay, and a recommendation was filed with NANPA on  
17 August 16.

18           Subsequent to filing, the Florida Public Service  
19 commission staff has generated additional plans. The  
20 two plans have come forth as a result of these meetings  
21 around the 904 area. These plans have not been  
22 reviewed by the North American Numbering Plan  
23 Administration, nor have they been reviewed in detail  
24 by the industry. However, I've been asked to present  
25 them here, based upon the staff's projections.

1           Alternative 7, shown in the map up there, is also  
2 a geographic split along the coastline, would remain --  
3 would have one area code, and would have a life of 2.3  
4 years. And the remainder of the area that's shown in  
5 yellow, Area B, would have a life in excess of 36  
6 years.

7           Alternative 8 is an overlay and a geographic  
8 split relief plan combined, in which two new area codes  
9 are used. Portions of Flagler and Volusia Counties  
10 will get a new area code and last 29 years, and the  
11 remaining counties get two area codes -- split the two  
12 area codes. It will last 15.4 years -- in the yellow  
13 area up there. There would be ten digit dialing for  
14 all their local calls in the yellow area.

15           Alternative 9 is what's called a spotted overlay,  
16 in which overlay occurs in spots in different areas.  
17 This would combine, in the overlay area, Nassau, Duval,  
18 Columbia, St. Johns, and portions of Volusia Counties  
19 would each get two area codes. And the remainder would  
20 have a different area code, the yellow area. That has  
21 a life expectancy of 15 and a half years and the yellow  
22 area is approximately 36 years.

23           The tenth alternative is a geographic split  
24 boundary extension overlay plan in which Nassau, Duval,  
25 and St. Johns Counties would get two area codes in the

1 green area up there, and have a projected life of 10.1  
2 years and the remaining areas, which are the yellow  
3 areas up there, would last approximately 10.2 years.

4 Alternative 11 is a overlay and geographic split  
5 relief plan in which the coastline customers get two  
6 area codes that would last 15 and a half years. And  
7 the remaining area gets one new area code, and lasts  
8 36.2 years.

9 Alternative 12 is a geographic split boundary  
10 extension plan in which the coastline counties, or  
11 areas identified in the green, would get two area  
12 codes, and the remaining customers would share the  
13 prefixes of the new codes and would last 10.0 and 10.6  
14 years, respectively.

15 During the meetings, Alternative Number 13 and 14  
16 were presented. Alternative 13 is similar to 12,  
17 except that it includes all of Volusia and Flagler  
18 Counties. If you notice in the -- right now, that 12  
19 had part the county -- well, the 12 -- 13 plan would do  
20 all of Volusia County. The lives of this have not been  
21 calculated yet.

22 Alternative 14 is a three-way split proposal in  
23 which Nassau and Duval Counties would get one area code  
24 and last approximately nine and a half years. Flagler  
25 and Volusia Counties would get one area code -- and



1 this, by the way, is the white sheet of the handout  
2 that you received today. We don't have a slide of it.  
3 Flagler and Volusia Counties would get one area code  
4 lasting a little more than 25 years, and the remaining  
5 counties would get one area code, and that will last 39  
6 years. And like I said, these plans have not been  
7 reviewed by NANPA or the industry, and they are  
8 projections of the Florida Public Service Commission  
9 staff.

10 Any questions?

11 UNIDENTIFIED SPEAKER: Yeah. Alternative 8 shows  
12 the cross-section in the center of (inaudible).

13 MR. GARCIA: You need to speak into a mike  
14 because that won't be part of the record. Let's wait  
15 until he finishes.

16 MR. DEASON: Okay. And as I've indicated, these  
17 plans have not been reviewed by NANPA or the industry.  
18 In an additional request of Florida Public Service  
19 Commission, NANPA has made a special -- is making a  
20 special presentation concerning NPA codes. If you  
21 could start those slides.

22 What makes up an NPA, or an area code, are three  
23 digits, and it stands for Number Plan Area, or area  
24 code. And its format is made up of three digits. The  
25 first digit is the first letter or first characters in

1 the code, can be any digit, two through nine. And the  
2 remaining two digits can be any digit, zero through  
3 nine.

4 Next slide, please. Codes that are unavailable  
5 for NPA relief for various reasons are what are called,  
6 "Easily Recognizable Codes," and those are any codes  
7 with the last two digits the same, such as 211, 600,  
8 377, 777, or 244, are just some examples. Any code  
9 that begins with a 96 is unavailable for assignment as  
10 an area code, as is any code beginning with 37 or 56.  
11 Also, any code with a middle digit of 9 is unavailable  
12 for an area code. There are various technical reasons  
13 that the North American Numbering Council and the FCC  
14 have withheld these numbers from area codes. An  
15 example is 877, which is the new -- the toll free code;  
16 211, 311, which would be information lines; 911, which  
17 is the emergency line. These types of codes are  
18 withheld from use as general area codes.

19 Currently, there are two codes reserved for  
20 relief in the 904 area code, Code 324 and 569. These  
21 are selected for relief here because codes are not  
22 duplicated with the Central Office Codes within the  
23 areas they serve. There's a general pool of area codes  
24 that has not been assigned to any area in the country  
25 at this time, and last night we went through that list.

1 There's about 26 of them or 28 of them. I can't  
2 remember. We came up with these five that could be  
3 used for relief in 904: 584, 639, 643, 923, and 981.

4 The participants at the meetings previously have  
5 requested that NANPA look into using the following  
6 codes as a relief option for 904 -- was asked about 500  
7 yesterday. I think it has something to do with some  
8 little race track up north of here somewhere. That's  
9 called an easily recognizable code. It's not available  
10 as an area code for general relief, and it is also  
11 being used for other services right now. 872, which  
12 spells U.S.A., is reserved for another NPA relief. I  
13 think it's in Georgia. I'm not sure. However, it is a  
14 conflict with a working central office code in Daytona  
15 Beach. 865, which spells VOL, the first three letters  
16 of the county, is reserved for other NPA relief.

17 What the options are -- the Public Service  
18 Commission are any of those five codes that I gave or  
19 the two that have been reserved are available, and I  
20 can make those available now without any problem. Any  
21 other combination of codes that is not definitely  
22 assigned or working, we will research, and if it can be  
23 removed from a reserve list somewhere, we will do  
24 that.

25 Issue is that there are some codes that are held

1 in reserve for other parts of the country where that is  
2 the only possible area code that they can use for  
3 relief because of code conflicts and things like this,  
4 and we can't reassign that number. If it's a number  
5 that someone -- the commission asked us to research and  
6 it's available to be removed and can be replaced with  
7 another code, we will do that.

8 That concludes my presentation. Thank you.

9 MR. DEASON: Thank you, Mr. Foley. The Chairman  
10 has joined us. While he's coming forward, let me say  
11 that Mr. Foley is going to be available here throughout  
12 the hearing to answer questions. If you're going to  
13 come and testify, maybe that's the best time to ask  
14 your question. It will be on the record.

15 If you do not plan to testify and you still have  
16 a question, then you could always come forward, but we  
17 ask you to identify yourself so your question can  
18 become part the record and then Mr. Foley can answer  
19 that. So however is easiest -- we want all questions  
20 to be answered, so we'll work through the process. As  
21 I indicated, Mr. Foley will be available throughout  
22 this entire hearing.

23 MR. GARCIA: Thank you. Let me apologize, but  
24 one of the great benefits of being lost all the time is  
25 I get to learn the area I'm in, so I've I traveled

1 around your county for a little while.

2 We didn't swear in anyone yet? So what we're  
3 going to do is -- and sir, you had a question and we  
4 want your question to be answered. But we need to get  
5 you part of the record. We need to swear everyone in.  
6 If you're going to speak, I would ask you to stand,  
7 please.

8 (Prospective witnesses were sworn by the Chair.)

9 MR. GARCIA: Mr. Foley, if I could get you up  
10 here real quick, just for a second. I wanted to ask  
11 you a question. On the -- you said that there was a  
12 problem with Daytona, that one of these NXXs was being  
13 used in --

14 MR. FOLEY: 872 is being used in Daytona Beach  
15 right now as a central office code.

16 MR. GARCIA: Do we know how much in use that is?

17 MR. FOLEY: No, sir, I don't.

18 MR. GARCIA: Could we ask you to find out for  
19 us --

20 MR. FOLEY: We don't have that information.  
21 NANPA does not have the information. That's the --

22 MR. GARCIA: BellSouth?

23 MR. FOLEY: No. It's not a BellSouth code. ICI  
24 has that code.

25 MR. GARCIA: Okay. Well, then, we'll ask --

1 we'll send them some questions. It could be that it's  
2 one of those codes that isn't very (inaudible). In  
3 other words, it hasn't been overused, and then it might  
4 give us the opportunity, if some of those customers are  
5 willing to consider changing, it might become available  
6 to us.

7 MR. FOLEY: That would be correct.

8 MR. GARCIA: It's already serving in Georgia?

9 MR. FOLEY: No. It's reserved for Georgia, I  
10 think it's Georgia. It's reserved right now, but if  
11 there's another code that can be used in place of that,  
12 we will free that up.

13 MR. GARCIA: Great. There's no big race. All  
14 right. So let's check that out, and if we can do it  
15 quickly -- because if we move quickly on 321 and we had  
16 -- we were lucky to be able to steal it from Chicago,  
17 so maybe we can still steal that. Thank you, Mr.  
18 Foley.

19 Wait. There's one more piece of evidence.

20 MR. FOLEY: Mr. Greer looked in this little list  
21 that he has, and it's KNC.

22 MR. GARCIA: KNC? He's a friend. He may not be  
23 after this. All right. We'll call Mario at KNC. He  
24 was really willing yesterday and, in fact, now we put  
25 the onus on you since you brought him to the chamber

1 meeting the other day.

2 Okay. Mr. Beck is here representing the Public  
3 Council of the State of Florida, and Mr. Jack Shreve,  
4 he is your attorney in these proceedings, and he will  
5 be calling you up. And I'll hand it over to him. Mr.  
6 Beck.

7 MR. BECK: Thank you, Chairman Garcia. My name  
8 is Charles Beck, Public Council's office, and I'm going  
9 to call everybody who indicated, when you signed in,  
10 that you wished to speak. After we've called everybody  
11 who checked that on the sheet, then we'll give an  
12 opportunity for anybody else, if you've changed your  
13 mind, or if matters get discussed here that make you  
14 want to come up and ask questions. There will be an  
15 opportunity for everyone. Our first witness is Bob  
16 Weiss.

17 MR. GARCIA: Bob Weiss.

18 MR. WEISS: Good morning. Thank you, Mr. Beck,  
19 and thank you, Mr. Chairman and commissioners.

20 For the record, my name is Bob Weiss. I'm the  
21 communications director for the county government. I  
22 work for the Volusia County Council. I want to thank  
23 you at the end of this trail. It's the fifth  
24 opportunity I've had to address you in all five -- all  
25 four of the previous places this morning here in

1 Deltona on this matter of area code. We did switch up  
2 here little bit this morning. You've been allowing us  
3 to speak as a block to represent the unity that we have  
4 in Volusia County on this issue. And this morning,  
5 being in Deltona, we thought it might be earlier for us  
6 to go first, and certainly, you'll hear from some  
7 concerned citizens this morning, as well.

8 As we promised you in the beginning, back in Lake  
9 City on Wednesday, that we were trying to show to you  
10 that Volusia County is united on this issue of  
11 assignment of a new area code by presenting to you  
12 representation on a national level.

13 As you recall, yesterday, we had the aid to  
14 Congressman John Mica speak to you, state officials.  
15 Yesterday you heard from representative Evelyn Lynn,  
16 And this morning we have a representative of Pat  
17 Patterson's office, our county council, all of our  
18 major cities, and also, the Volusia Council of  
19 Governments representing all the cities, our school  
20 district, representing all the schools, a very, very  
21 healthy representation of our business community from  
22 both the east side and the west side of the county.  
23 And then, also, of course, our citizenry. All united  
24 behind the request that we're making to you.

25 So again, I thank you for the graciousness that



1 you've given us in allowing us to speak as a block, and  
2 appreciate it, Mr. Beck, allowing me to change the  
3 procedures a little bit, kind of put us as a block and  
4 allow me to introduce some of these folks as we go  
5 through.

6 Remember that our county is a 30-mile by 40-mile  
7 county with a very distinct eastern plain. You were  
8 over there yesterday in Daytona Beach and growing very  
9 much on that side of the county, as well as over here  
10 on the west side. And you're now in the City of  
11 Deltona, the second largest city in the county and the  
12 largest growing area. Kind of sitting in the middle of  
13 that a little bit is the City of DeLand, which is the  
14 county seat.

15 Remember, we're also a charter county, and  
16 communication is very vital to us. I think that,  
17 hopefully, we painted a picture to you already. You  
18 understand -- hopefully, you'll get even some more on  
19 it this morning about the difficult situation.

20 Although we're united in mind and heart, we're  
21 not united in the telephone system. We have two, soon  
22 to be three, area codes in this little county. As a  
23 matter of fact, in the City of Deltona alone, a city of  
24 65,000 people, there will soon be three area codes, the  
25 way we're going about it. We have two different latas

1 dividing us into two-thirds in the Daytona Beach area  
2 and one-third in the Orlando area, calling area. So  
3 it's a difficult situation. We've been asking your  
4 help to give us some relief.

5 And what we specifically asked you for, just  
6 again, for the record more than anything else --  
7 because I know you three understand thoroughly what  
8 we've been asking for -- is a unified, single area code  
9 for all of Volusia County, what is now 904 and what is  
10 now 407, being overlaid by 321. Also, we've asked you  
11 for seven-digit dialing to the maximum extent possible.

12 We've asked you for a reassignment, and if we go  
13 through this now, a one-time change, all of our area  
14 codes, as then the longest life possible with the new  
15 code, realizing that we'll probably have to give up 904  
16 to a county to the north.

17 We're also very interested in a win-win situation  
18 and not getting what we want at the expense of some  
19 other counties who have to go to ten-digit dialing, but  
20 we believe there are some options on the table that  
21 give everyone a win-win. We're specifically excited  
22 about Alternative 14, not because one of our people  
23 put it on the table, but because it seems to represent  
24 all of these things that I've mentioned to you.

25 So this morning we've got something like nine or

1 ten speakers that would like to present, and then I  
2 know there are some more citizens that want to speak.  
3 I'd like to begin this morning with the legislative  
4 assistant to Representative Pat Patterson's office.  
5 Representative Patterson represents this area, had knee  
6 surgery this week, or he'd be here personally. But we  
7 have Amy Cheney representing him this morning.

8 MS. CHENEY: Good morning. As was said,  
9 Representative Patterson had knee surgery on Wednesday  
10 and had complications that were not anticipated, or he  
11 would have been here. But thank you for allowing me to  
12 speak.

13 On behalf of Representative Patterson, I would  
14 like to let you know that we do support the one area  
15 code for the Volusia/Flagler County, and we hope that  
16 you will take into consideration our request, and we  
17 appreciate your being here.

18 MR. GARCIA: Thank you very much.

19 MR. WEISS: This is the primary spokesman for  
20 our elected county council's office, and she also  
21 represents this area, is Mrs. Ann McFall.

22 MS. MC FALL: My name is Ann McFall. I live at  
23 1401 Clipper Terrace in Deltona, and I'm a 25-year  
24 resident of Deltona. Let me -- and you heard from me  
25 in Jacksonville, and so I'm be very short, but let me

1 introduce, briefly, the elected officials that are  
2 here this morning, and I know they'll each speak.

3 From the City of Deltona, we have the mayor, John  
4 Horn and Ken Runge (phonetic). We also have a former  
5 city commissioner, Wayne Gardner. Wayne and I worked  
6 together on the 407 issue last year, and he played a  
7 very important role in that, in getting a little  
8 reprieve. In addition, we have a school board  
9 representative, our elected official from this area,  
10 Vickie Bumpus.

11 Again, I'm not going to take up a lot of time. I  
12 think I did my hellfire and brimstone in Jacksonville,  
13 and I'll save some of that time for other people. But  
14 I thought, over the past couple of days, watching this  
15 process, as a 25-year resident of Southwest Volusia --  
16 I don't know if you realize or not, but if you don't --  
17 my dentist is in 904; my doctor is in 407. My  
18 husband's office is in 904; our home is in 407.

19 It's just the scenario of day-to-day calling is  
20 just an enormous burden on residents in Southwest  
21 Volusia -- and I think you've probably come to realize  
22 that over the past three or four days. As an elected  
23 official with the -- I've served eight years on the  
24 Volusia County School Board. There are five school  
25 board members. I was the only one in the 407 area

1 code. My district, the populace lives in DeBary or  
2 Deltona, but that area, most of the area is in 904, and  
3 yet my area code is 407. So if my constituency in 904  
4 doesn't remember to dial 407, they get either Duval  
5 County or Tallahassee, and it's very unfortunate.

6 I realize that providers -- it's easiest for  
7 providers to support overlays. But I can assure you  
8 that the providers' customers don't want overlays.

9 So again, in conclusion, I would like to say  
10 we're in favor of one area code for all of Volusia  
11 County, and I hope that the maps that are shown today  
12 -- none of them include 407 Deltona area -- but as I  
13 was assured yesterday, that will be included.

14 One area code for all of Volusia County, and  
15 please, seven digits. And I thank you for your time.

16 MR. WEISS: Again, we've been trying to show the  
17 unity of all of our cities, 16 municipalities in the  
18 county. We have an organization in Volusia County  
19 called the Volusia Council of Governments that has  
20 spoken to you at two previous meetings. I'd like to  
21 call Executive Director Greg Wood back up for just a  
22 moment, please.

23 MR. WOOD: Much of what needs to be said has  
24 already been said, so I'll do like my granddaddy said  
25 and be brief and be seated. I would just like to

1 reiterate that we do represent all the cities in the  
2 county. The united stance is one area code. Five,  
3 six, or 14 are all acceptable options. And this does  
4 have impact on jobs, employment, especially Bob and  
5 mine's, should it not pass.

6 But I'd also like to speak briefly as a Deltona  
7 resident and share an experience when we had an  
8 unfortunate incident in my home and I had to dial five  
9 different numbers before I was able to get the  
10 sheriff's department in a non-emergency situation. So  
11 it is important to the people. And thank you so very  
12 much for your time and attention and understanding.

13 MR. WEISS: I've had cooperation so wonderful  
14 from all the cities. As we've gone around to these  
15 meetings, many of the cities have been represented at  
16 every one of the previous meetings with you. One of  
17 those cities is the City of Port Orange, and I believe  
18 we have Vice-Mayor Dan Eddy here this morning from Port  
19 Orange.

20 MR. EDDY: Good morning. My name is Dan Eddy,  
21 Vice-Mayor of Port Orange. I'm here today to present  
22 testimony to the Public Service Commission  
23 representing, certainly, the City of Port  
24 Orange, concerning proposed numbering of the 904 area  
25 code. Port Orange is located, obviously, in Volusia

1 County, and we in Port Orange have, for many years, had  
2 to contend with multiple area codes; that is, in  
3 Volusia County.

4 One-third of our citizens have one area code, and  
5 the remaining have two-thirds in separate -- have a  
6 separate area code. This is about to be compounded  
7 even more with the overlay of a third area code in our  
8 county. We need to divide the 904 area code. Public  
9 Service Commission has an opportunity to unite us here  
10 in Volusia County.

11 You have the potential, in one part of our  
12 county, to have properties that are located across from  
13 one another which could be located in three different  
14 area codes. This is obviously very inconvenient. This  
15 is a deterrent to good business practices; it's a  
16 deterrent to creating confusion on even how to  
17 communicate with your elected officials in Volusia  
18 County. We believe that this division can be rectified  
19 easily.

20 The Volusia Council of Governments met some  
21 months ago to look at the issue of a unified area code  
22 for Volusia County. This group, composed of 16 cities,  
23 the county, the Volusia County Board -- School Board,  
24 public hospitals, the community college, establish in  
25 Volusia a united code as top priority.

1           In our opinion, any overlay plan that includes  
2 multiple area codes in Volusia County continues and  
3 possibly expands a confusing situation. In our city's  
4 opinion, in Port Orange, multiple area codes in a small  
5 geographic area are divisive and bad for both the  
6 residents and the business.

7           We understand that Volusia County does have  
8 enough telephone subscribers to justify an exclusive  
9 area code. We fully realize Volusia County would have  
10 to share an area code with surrounding counties.  
11 Although our county would prefer its own area code,  
12 sharing a single area code with adjacent counties would  
13 certainly be acceptable.

14           We would hope that the Public Service Commission  
15 would review the projected need for telephone numbers  
16 in the future and divide the areas so the area codes  
17 will not have to be changed in the immediate future.  
18 Many of us can recall having the same discussion just a  
19 short time ago when the 904 area code was divided.  
20 Changing area codes is expensive for the  
21 telecommunications companies, as well as for government  
22 and business.

23           Finally, we request that the Public Service  
24 Commission establish an implementation schedule that  
25 would allow ample time for consumers to make the



1 adjustment to changing area code number.

2 Thank you again for the opportunity to express  
3 the City of Port Orange's concerns. I do appreciate  
4 your time. Thank you.

5 MR. GARCIA: Thank you.

6 MR. WEISS: Another one of our eastern cities,  
7 as a matter of fact, the largest cities in our county  
8 is Daytona Beach, showing, again, the unity of our  
9 position on this. I'd like to call Fire Chief Paul  
10 Skinner, representing Daytona Beach.

11 MR. SKINNER: Good morning. My name is Paul  
12 Skinner. I'm the fire chief, City of Daytona Beach. I  
13 live at 250 Seaview Avenue in Daytona Beach. Thank you  
14 for allowing me to speak.

15 The City of Daytona Beach Fire Department  
16 formally supports a single telephone area code for all  
17 of Volusia County. Daytona Beach is the hub of a large  
18 metropolitan area in the county's northeast quadrant,  
19 linked by commerce and a sense of community with our  
20 neighbors to the north, south, and west, we regularly  
21 interact with Volusia County fire services  
22 headquartered in the county seat of DeLand. We also  
23 have close ties fire services in DeLand, Orange City,  
24 Deltona, Edgewater, New Smyrna Beach, Daytona Beach  
25 Shores, South Daytona, Holly Hill, and Ormond Beach,

1 through a mutual aid agreement, a shared radio system,  
2 and planned functional consolidation.

3 Provision of a single geographic area code for  
4 all of Volusia County would help simplify  
5 telecommunication among the county's fires services  
6 and create an even stronger sense of community.  
7 Available codes that are preferable to us include 386,  
8 which spells fun; and 872, U.S.A. As home of the  
9 world's most famous beach and Daytona U.S.A., we are  
10 clearly a place for All-American fun. Thank you.

11 MR. GARCIA: Thank you.

12 MR. WEISS: Advertising, I think, is permitted,  
13 Mr. Chairman.

14 MR. GARCIA: Yes, sir.

15 MR. WEISS: I'd like, now, to -- of course, the  
16 main growing area over on this side, where most of the  
17 problem -- this side of the county, where most of the  
18 problems exist is where you're residing here now, this  
19 being in Deltona, I'd like to call on the Deltona  
20 contingent, and I'm pleased to have Mayor John  
21 Masiarczyk here this morning.

22 JOHN MASIARCZYK: Good morning. Well, I don't  
23 know. Sometimes I wonder. I'd like to speak to you on  
24 behalf of the many senior citizens and other members of  
25 our community to take the time to call me, since we've

1           been advertising this. I also want to give credit to  
2           former Commissioner Gardner. Many times it's said that  
3           Mr. Gardner worked with us but believe me, he solely  
4           brought this to the attention of our city commission  
5           and really got the ball rolling in Volusia County. And  
6           I think many times he's not given the credit that he  
7           has, and I'm glad to see him here today.

8                     In my job as mayor of a city like Deltona, I get  
9           requests on many, many things. We take for granted  
10          that PSC, in their wisdom, will protect us when it  
11          comes to things by public utilities and our phone  
12          service.

13                    During these discussions that I've had with  
14          residents in the community, it's come up many times  
15          about billing. Billing seems to be very strong on  
16          their mind. No one anymore can really understand the  
17          billing. I mean, there's things on there that they  
18          can't interpret, and many people have a hard time just  
19          looking at their bill.

20                    And then we compound it with the continually  
21          agitating act of a simple thing that we've taken for  
22          granted for many, many years, and that's picking up the  
23          phone and making a phone call. It may not ring through  
24          or home to you-all that don't live Deltona, but I own a  
25          home. I've been for thirty-some years -- I own a home

1 in the 904 area code, I work at city hall in the 407.  
2 We have numerous problems with that.

3 I just opened up a new business here in town, an  
4 arts and historical center, which has a 575 prefix on  
5 it -- which half the people in town still dial 574  
6 because it's a new prefix. That's confusing. We  
7 continually are bombarded with this. My son lives in  
8 321. It gets -- and that's just my little family.

9 When I tried to make a phone call the other day  
10 from the arts center it took me four phone calls. I  
11 called -- I was calling to a place up in Winter Park  
12 area, so I naturally dialed 1-407. The machine came on  
13 and said, Well, you don't dial 1-407. So I dialed the  
14 number straight and I got, I don't know where, who it  
15 was I got, but I got a wrong number. Then I turned  
16 around and had to dial the 407 and number.

17 Believe me, it may be simple for the people in  
18 the phone business; it may be simple on a printed  
19 docket. But I assure you, 99 percent of the people  
20 that sit down and make a phone call are going from what  
21 they're used to, past practice, and they're going from  
22 what their past history tells them to do. To make  
23 three and four attempts to get a simple phone call done  
24 is ludicrous.

25 We need, and I strongly endorse on behalf of the

1 people of Deltona, the Alternative 14. I think it's  
2 the best for Deltona and something has to be done. And  
3 we respect the -- you know, the challenge you have  
4 before you. But like we all have known in the past,  
5 that's what we're here for, and that's what it's all  
6 about. So I encourage you to look carefully at that  
7 and weigh the confusion that we're currently under here  
8 in Deltona. Thank you very much.

9 MR. GARCIA: Thank you, Mayor.

10 MR. WEISS: Thank you, Mayor. Deltona  
11 Commissioner Doug Horn spoke to you yesterday in  
12 Daytona. I'd like to have him speak again this  
13 morning.

14 MR. HORN: Doug Horn, 2042 Swanson Drive,  
15 Deltona. I'm a city commissioner from District 6.

16 First of all, I'd like to welcome you to our  
17 city, Mr. Garcia. Next time you come we'll put up  
18 flyers and maybe that will help a little bit. The  
19 streets are a confusion; the phones are even worse. To  
20 take a look at what you're impacting here, Volusia  
21 County is the third largest county in Central Florida,  
22 second only to -- or third only Brevard and Orange  
23 County. We're bigger than Seminole County.

24 If you look at this corner of the county, there's  
25 -- we hope, 65,000 people in Deltona. We'll know when

1 the census comes out. You combine that with Orange  
2 City and DeBary, you're affecting 100,000 people,  
3 whatever it is you're doing here today.

4 When you look at the growth rate for Daytona, we  
5 will very quickly, in the Deltona area alone, have  
6 100,000 people in this city. Orange City will continue  
7 to grow; DeBary will continue to grow. You're  
8 affecting a huge population just in Southwest Volusia.

9 You add to that the fact that Orange County has  
10 been full for years, Osceola County has been full for  
11 years, there's almost no room left in Seminole County.  
12 Anybody else coming across the border is going to  
13 settle here. You're going to see a tremendous growth  
14 rate in this county in the next few years and what  
15 you're doing is going to affect everybody who's here  
16 now and everybody who's on their way.

17 Technology, in order for it to be accepted by the  
18 general public, has to be simple. Computers didn't  
19 work until somebody came up with Windows and you could  
20 point and click and get your way around. When you had  
21 to type out all those funny words, it didn't work. Mr.  
22 Gates become very rich by doing that, so, you know,  
23 there's the proof that simplicity is the answer to the  
24 average user.

25 I got to believe that if you can pick up a phone

1 anywhere in this county and dial three digits and get  
2 the county emergency communications center, regardless  
3 of your area code or the number of digits you have to  
4 dial for anything else, we can simplify home-to-home  
5 dialing, business-to-home dialing, and  
6 business-to-business dialing within the county.

7 Now, let me tell you a little story. This is a  
8 different one than the one I told you yesterday. We  
9 raise our children; we tell them, Let us know where  
10 you're going, what you're going to do. Our children  
11 take technology to heart and find a simple way.

12 Writing skills went out the door hundreds of  
13 years ago, but they can talk and they can play on the  
14 computer. Okay. So my daughter comes to me, she picks  
15 up the phone line that's hooked up to the computer,  
16 dials the phone line that's hooked up to the answering  
17 machine, leaves us a message. She has to dial ten  
18 digits to do that.

19 Then she wants to go visit her sister who lives  
20 on the other side of town in another area code. She  
21 dials seven digits. So she comes to me one day and she  
22 says, Daddy, why is this? And I said, Well, it's a  
23 very political thing, a bunch of politicians got  
24 together and decided this. And she says, Yes, but  
25 dad, you're a politician now, fix it.

1           So that's what I'm here to do. I'm here to tell  
2           you that we need to make this a simple process. I  
3           personally like Alternative 14. I think we should be  
4           joined with Flagler County because I think our ties, as  
5           a general county, are closer to Flagler than they are  
6           to Seminole. If we -- at one point, with the growth  
7           rate, you will have to give us our own area code, but  
8           for now, we'll be happy to join with Flagler and work  
9           together with them to simplify dialing for both  
10          counties. Thank you.

11           MR. GARCIA: Thank you.

12           MR. WEISS: We've heard a lot of discussion  
13          about our children, I think, in previous meetings, and  
14          one of the areas that suffers most from the telephone  
15          dilemma that we have right now is our school systems.  
16          Speaking for our school district this morning is the  
17          elected representative from this area, Vicky Bumpus.

18           MS. BUMPUS: Good morning, Mr. Chairman and  
19          fellow commission members. My name is Vicky Bumpus.  
20          I live 1400 Sonnet Court, Deltona, and I have the  
21          pleasure of being here today representing Volusia  
22          County School System as the representative from  
23          Southwest Volusia.

24           I would, first of all, like to thank you for the  
25          opportunity to come forward and share our thoughts with



1           you today. Phone communication in Southwest Volusia  
2           has always been a frustrating, confusing, complicated  
3           proposition. I want to illustrate, as some others  
4           before me have, the reality of the current problems and  
5           the challenge.

6                        We have parents who send children to school in  
7           our district who live in Deltona, the school is in  
8           Deltona, but yet they have to make a long distance call  
9           to the school to conference with their child's teacher  
10          or to report their child absent from school when school  
11          is only two miles away from their home. We have  
12          families who live across the street from each other,  
13          send their children to the same school, but for one  
14          family, that call is a long distance call; for the  
15          other family, it isn't.

16                      I would suggest to you that at a time in our  
17          country's history when home/school communication is  
18          more critical than ever before -- I refer to  
19          post-Columbine events -- we can not afford to further  
20          complicate the issue of communication. We can't afford  
21          any more barriers.

22                      I would also share with you that in 1999, we have  
23          education legislation related to compulsory attendance  
24          that states, Poor school performance is associated with  
25          nonattendance and schools must take an active role in

1 enforcing attendance as a means of improving  
2 performance of many students. To that end, we are  
3 requiring that each parent or guardian must justify  
4 each absence with schools, evaluating each  
5 justification based on the district's attendance  
6 policy. That equates to more phone calls.

7 Also, schools are now required to track excused  
8 and unexcused absences and contact the home in case of  
9 an unexcused absence from the school or an absence from  
10 the school which the reason is unknown. That equates  
11 to more phone calls.

12 Anything but a uniform code for Volusia County  
13 would severely impede this mandated process. A  
14 piecemeal approach to the area code jeopardizes the  
15 challenge before the school district, our ability to  
16 achieve state goals and district goals to involve our  
17 communities and to strengthen home-school  
18 communication.

19 I would respectfully request on behalf of the  
20 school district, that we be united with one area code,  
21 seven digit dialing, geographical split, and I would  
22 suggest to you that we prefer Alternative 14, but we  
23 can live with Alternatives 5 or 6.

24 And I would also share, in parting, that  
25 technology has always been meant to make life easier,

1 and this will do nothing but overcomplicate an already  
2 complicated situation.

3 Thank you for your time this morning.

4 MR. GARCIA: Thank you very much.

5 MR. WEISS: You've heard from the business  
6 community, mostly on the east side of the county. Now  
7 we have an executive director Southwest Chamber of  
8 Commerce, Linda White.

9 MS. WHITE: Good morning. Welcome to Deltona.  
10 My job is to bring good weather here, chamber weather,  
11 and I apologize. I'm in the 407 area code and the 904  
12 area code I have to call for weather, so I didn't get  
13 through today. But anyway, welcome here.

14 For the record, I'm Linda White, executive  
15 director of the Greater West Volusia Chamber of  
16 Commerce. We are located here in Deltona, but our  
17 organization represents segments of the business  
18 community spanning from Daytona Beach to Orlando. On  
19 behalf of our board of directors, I would like to offer  
20 this statement.

21 The board of directors of the Greater West  
22 Volusia Chamber of Commerce passionately supports a  
23 unified, single area code for Volusia County. It is  
24 our belief that technology should enhance and simplify  
25 the lives of its customers and help to positively shape

1 communities. Our recent ten-digit dialing considerably  
2 worsened an already confusing and fragmented  
3 communication system, particularly in the Southwest  
4 Volusia area, and has resulted in considerable loss to  
5 our local businesses.

6 We feel that it is the responsibility of  
7 communication and technology regulators to assist  
8 community leaders in providing and maintaining good  
9 quality of life. A unified area code would assist us  
10 in achieving a sense of place and connectiveness in  
11 Volusia County. It would at last connect Southwest  
12 Volusia, neighbor to neighbor, parent to school,  
13 citizens to government, and local consumers to local  
14 businesses.

15 For these reasons, we passionately support a  
16 unified area code. Thank you.

17 MR. GARCIA: Thank you very much.

18 MR. WEISS: Thank you, Linda. Earlier, you heard  
19 the name of a former commissioner here in Deltona. He  
20 was kind of one of the leaders of all this, trying to  
21 straighten out the telephone situation down here in the  
22 southwest corner of our county, Mr. Wayne Gardner.

23 MR. GARCIA: This is a good opportunity, while  
24 Mr. Gardner walks up -- not only has he represented you  
25 well when we're in this part of the state, but he's

1 taken the unfortunate need upon himself to actually  
2 visit us in Tallahassee. So he's been before us, I  
3 think, on two different occasions, if I'm not mistaken,  
4 and met with our staff maybe even more than that. So  
5 it's -- clearly, he's been involved with this for a  
6 very long time and we've tried to be helpful as  
7 possible.

8 MR. GARDNER: Good morning, Mr. Chairman,  
9 commissioners, Mr. Beck, and thank you, Mr. Mayor, for  
10 the kind comments.

11 There's a number of things that I wanted to bring  
12 up. I'm going to try to keep this as short as  
13 possible, mainly because that 16-ounce cup of coffee is  
14 starting to affect me.

15 When I give you a scenario of what can happen in  
16 an area here in Deltona -- we have, right now, a  
17 portion that is in the 321 overlay, 407. We have a  
18 portion that you-all graciously exempted from the 321,  
19 407 overlay. We have, if I remember right -- the 407  
20 overlay is good for about four or five years. If an  
21 overlay is put into the 904, we have an area over next  
22 to Pine Ridge High School that will, in five years,  
23 have five area codes, virtually on the same streets.  
24 It can't work.

25 We need to look at a way to combine Volusia

1 County into a single area code to, as they say, the  
2 kiss theory, keep it simple and stupid, K-I-S-S. It is  
3 considerably confusing, problems detrimental to  
4 businesses and everything, to have that many area codes  
5 within one community.

6 There's one welcome you haven't gotten yet in the  
7 904 area that you probably don't even realize, but  
8 welcome to the Orlando lata. You're in the 904, but  
9 yet you are the Orlando lata. One of the things that  
10 we would like to see if we could do, is to take the 407  
11 Orlando lata area, and as you assign a new area code  
12 for Volusia County, try to bring those areas into --  
13 again, as everybody has said, try to unite Volusia  
14 County into a single area.

15 The other thing that I wanted to mention was, we  
16 hear a lot about different types of area code numbers  
17 that could be used. I think Daytona Beach mentioned  
18 VOL. There was one that I had seen on the internet as  
19 possibly being available, if it is, was the -- I  
20 believe it's 326, which might be interesting for  
21 Volusia County, being a racing area. That would stand  
22 for, of course, fan, F-A-N, for race fans.

23 Of course, on the West Volusia side of the  
24 county, we're very heavily into ecotourism. 326 also  
25 stands for E-C-O, for ecotourism. We could two kill

1 two birds with one stone with that. If it's available,  
2 we'd love to see if the rest of the people would go  
3 along with it.

4 MR. GARCIA: Kiss was a good one.

5 MR. GARDNER: There was some that I don't even  
6 want to mention that I saw that was available that my  
7 imagination went many different ways. But we won't go  
8 there.

9 Anyways, last closing comment -- personally, and  
10 the people I've spoke to, I think Alternate 14 is  
11 really in the best interest, overall, in Volusia  
12 County. Not only does it unite Volusia County, but  
13 also, it gives us the maximum amount of projective life  
14 for not only Volusia and Flagler County -- which to  
15 comment on the interrelationship of Flagler County, of  
16 course -- Daytona Beach Community College and like  
17 that, has campuses in Flagler.

18 The overlap, the economic development like that  
19 between Volusia and Flagler, we are kind of a community  
20 in ourselves, those two counties. But I think it also  
21 gives the best life expectancy for Duval and Nassau  
22 County, themselves getting -- most likely, retaining  
23 the 904 and the other counties getting even a third  
24 area code. So actually, Alternative 14, I think, is  
25 the one that makes the best sense.

1 MR. GARCIA: If that one wasn't available, tell  
2 me your second choice.

3 MR. GARDNER: Since I saw the other 13  
4 alternatives for the first time this morning, as I was  
5 glancing down them, I did pick one, and then I heard  
6 that they weren't available.

7 MR. GARCIA: That's all right. That's only what  
8 Mr. Foley thinks.

9 MR. GARDNER: Okay. But if I remember right, I  
10 believe it was Alternative Number 4 gave the maximum  
11 amount of life for Volusia County of 17 years,  
12 projected.

13 MR. GARCIA: Okay.

14 MR. GARDNER: And I'm looking at -- nothing  
15 personal, but I'm not coming back to speak to you-all  
16 again about area codes for as long as possible.

17 MR. GARCIA: Well, we made you an expert. All  
18 right. Thank you.

19 MR. GARDNER: An expert's a person who knows a  
20 lot about very little, so I don't know if that's the  
21 best thing to be. But thank you very much for coming  
22 down to Deltona. We appreciate having you here.

23 MR. WEISS: I think we have a lot of concerned  
24 citizens here in Volusia County, and several are  
25 represented here this morning. I would just like to



1 introduce one and then I will relinquish to Mr. Beck,  
2 who, hopefully, will call the others. Ms. Mary  
3 Holland.

4 MS. HOLLAND: Good morning. I'm just one of the  
5 common, ordinary people. My name is Mary Holland, and  
6 I live at 591 Fairhaven Street, Deltona.

7 I'm not in business; I'm not a professional. I'm  
8 a common citizen who really -- I beg you to give us one  
9 area code for Volusia and, if necessary, include  
10 Flagler. But we don't need three, four, and five area  
11 codes. Thank you very much.

12 MR. GARCIA: Thank you, madam.

13 MR. BECK: Mr. Chairman, we have a number of  
14 other witnesses. Michael Carmolingo.

15 MR. CARMOLINGO: First of all, let me apologize.  
16 If I knew I was going to be called next, I would have  
17 been closer to the mike. I would like to say good  
18 morning to the chairman and the commissioners, to all  
19 the elected officials, and all my fellow citizens.

20 I heard about the horror stories of the burden of  
21 some people who live in Deltona. They have no idea of  
22 the twilight zone horror story until you live in a 330  
23 exchange. My local phone bill is higher than my AT&T  
24 bill. Sometimes, my local calls are a third or even  
25 more of my bill. It costs me 25 cents to call a person

1 a half a mile away from me. To call our capitol in  
2 Actually, we are definitely the stepchild of  
3 BellSouth to the phone system. They could care less.  
4 As long as their profits soar, people in the 330, 331,  
5 321 area code does not make a difference. I understand  
6 that there's a latas problem. And I've heard, from the  
7 federal government to the state government who set up  
8 that procedure. If it was set up once, it could be set  
9 up again and changed to include everybody in the same  
10 area code.

11 We do not get the service that we require from  
12 those in BellSouth. If I may just take a minute, I'll  
13 give you an example this morning. I enjoy going on the  
14 internet. Not for chat rooms; I enjoy reading  
15 newspapers from other cities. From 8:00 last night  
16 until 8:00 this morning, I could not get on the  
17 internet.

18 I called my provider. They called my access  
19 number. They said it was ringing okay from the state  
20 of New York. Try from your local phone. I tried from  
21 my local phone. I tried it regular; it rang busy. I  
22 tried it with the 407; it gave me like a fax-type  
23 sound. I called repair. Just before I came to this  
24 meeting I had a call from Jacksonville. Said, that's  
25 the way it should sound, a fax sound. I said, It

1 shouldn't ring, you shouldn't get a ring? She said,  
2 Yeah, maybe you should get a ring. Well, tell me, is  
3 it a fax sound or do I get a ring? I don't know, I'll  
4 call you back. This is the type of service we get. We  
5 need your help. The people in the twilight zone need  
6 your help. Please help us. Thank you.

7 MR. GARCIA: Mr. Carmolingo, let me ask you a  
8 favor. If you could speak to one of our technical  
9 staff before we leave today, just so we can check out  
10 that number. We don't regulate the internet, but we do  
11 regulate those phone lines, and if you're not getting  
12 proper service with your local phone, we'll look into  
13 that. Thank you very much. Appreciate it.

14 MR. GARCIA: Go right ahead, Mr. Greer. Mr.  
15 Greer's with BellSouth.

16 MR. GREER: Commissioners, I believe the area  
17 he's talking about is the Osteen area, and he does  
18 indicate the lata problem, but the calling scope for  
19 the Osteen area, initially, they have EAS to DeBary,  
20 Geneva, Oviedo, and Winter Park. They have ECS through  
21 Orange City and Orlando. That's for the Osteen area.

22 MR. GARCIA: Thank you, Mr. Greer.

23 MR. BECK: Our next witness is Charles Johnson.

24 MR. JOHNSON: I'm Charles Johnson, a new  
25 resident of Deltona. I live at 3135 Shafton Avenue.

1 And I'm out there in never-never land. I'd like to  
2 tell you about a telephone book I received after being  
3 here for three years. A BellSouth phone book,  
4 delivered to my door, the third year; I wasn't in it.

5 I called BellSouth. Why am I not in the telephone  
6 book? What is your prefix? 302. Oh, you live in  
7 Sanford. I beg your pardon? I don't live in Sanford.  
8 And another thing was said just a moment ago. Our toll  
9 calls. I'm from Atlanta; lived there for thirty-some  
10 odd years. We don't know what toll calls are up  
11 there. They're a ridiculous surcharge. We're paying  
12 high enough telephone bills without a surcharge being  
13 added on to us.

14 MR. GARCIA: Excuse me. By "surcharge," you mean  
15 the --

16 MR. JOHNSON: The 25 cents. Just another  
17 illustration the school board has presented -- to call  
18 the drugstore where our prescriptions are filled is a  
19 surcharge call. Up until just recently, for us get on  
20 the internet was a surcharge. We finally now have one  
21 or two or three serving us.

22 We can't call our county offices without it being  
23 a long distance phone call. Some years ago, as I was  
24 told just about the time I moved to Georgia in 1962,  
25 the legislature came before the commissioners of

1           communications and said everyone in every county must  
2           be able to call their county seat as a local phone  
3           call. As a result of that, from what I've been told --  
4           I'm not saying it's fact -- we have the largest toll  
5           free calling area in the nation. I think we ought to  
6           look into how that came about and plan that way.

7           Talking about ten digit and numbers, the first  
8           phone number that I ever had was 36. And now we're  
9           going to ten digit numbers. In Atlanta, we had gone to  
10          ten digit numbers before I left up there. I really  
11          don't know what all the fuss is about because they were  
12          given enough time, which was one year, from the time  
13          that it was announced that we going to divide 404 into  
14          770. That everyone was able to get all of their  
15          letterheads, all of their postal, everything else they  
16          needed to do -- they had plenty of time to change it.  
17          But I still like dialing seven numbers. And I  
18          appreciate your time.

19          MR. GARCIA: Thank you very much. Didn't we get  
20          an agreement from BellSouth, and I think you are on  
21          that document, to list everyone's numbers from the  
22          nearby exchange at some point?

23          MS. KEATING: Oh, as far as in the directory? I  
24          believe that it can be done but it's an additional fee.

25          MR. JOHNSON: \$1.50, I think, is what I was told.

1           MR. GARCIA: I thought -- you know, I felt we had  
2 gotten -- and our jurisdiction is limited in terms of  
3 the -- but I thought that the companies had agreed to  
4 list each other. I mean, I know that they (inaudible)  
5 directory assistance, and I thought that they had  
6 agreed to some degree to list each other's -- Mr.  
7 Greer?

8           MR. GREER: Commissioners, I think the listings  
9 are required for EAS areas and for ECS areas. It's not  
10 part of the requirement, but I don't recall. Which  
11 would --

12           MR. DEASON: This gentleman's prefix is 302,  
13 which apparently is the majority that services Sanford  
14 area, but he doesn't live in Sanford. Are you familiar  
15 with that situation?

16           MR. GREER: Yes. The Osteen area is served out  
17 of the Sanford wire center. The prefixes that serve  
18 the Osteen area are the prefixes that are in the  
19 Sanford exchange. They are not, unlike some cases  
20 you'll see, a single-NXX or prefix that will serve a  
21 given area. They're not like that throughout the  
22 various -- I mean, you heard 330, 302, and the other --  
23 there could possibly be the other ten or so numbers  
24 scattered throughout the Osteen area.

25           MR. DEASON: Well, I guess what I don't

1 understand is, how is it that the phone book that he  
2 receives from his local calling doesn't include his  
3 name and number because --

4 MR. GREER: I would have to get his name and  
5 number and find out whether that's the case because it  
6 should. If he gets -- he would get a Sanford phone  
7 book.

8 MR. JOHNSON: I was getting the one that has --

9 MR. GARCIA: You can't do that because it's not  
10 picked up.

11 MR. GREER: He would, I expect, get a Sanford  
12 phone book, and if his name is not in that Sanford  
13 phone book, I'd have to look into that to see why it's  
14 not, because it should be.

15 MR. GARCIA: Mr. Johnson, do you have anything to  
16 say in response to that?

17 MR. JOHNSON: My response to that is that when I  
18 called her, she says, You live in Sanford. It will  
19 cost you a dollar something a month have it put into  
20 the phone book that I'm receiving at home. And I said,  
21 Well, I won't pay that.

22 And by the way, I've had people from Atlanta come  
23 to visit me, try to find me in a Deltona telephone book  
24 and I'm not there. And I've been here three years, and  
25 I think I should be in a book so that my friends can

1 get ahold of me. And I could stand up here for an  
2 hour, but I'm not going to, giving you instances where  
3 people have tried to call me from I-4 in Orange City  
4 and can't get me.

5 MR. DEASON: Sir, your mailing address is  
6 Deltona; is that correct?

7 MR. JOHNSON: 3135 Shafton Avenue. I'm right  
8 over here --

9 MR. DEASON: Your mailing address is Deltona --

10 MR. JOHNSON: Deltona. 302 -- 32738, which is  
11 over by the new junior high or middle school and  
12 Sunrise Elementary. As a matter of fact, the little  
13 girl that was killed the other day, the car ran over,  
14 was right behind my house.

15 MR. DEASON: I'm going to request staff to look  
16 into this matter, and Mr. Greer, if you could  
17 coordinate with our staff and give me the information  
18 to review, I'd appreciate it.

19 MR. GREER: Sure.

20 MR. BERG: John Lajza.

21 MR. LAJZA: Good morning. I agree totally with  
22 everybody that talked about Alternative 14. I'm from  
23 the city of DeBary. I live in the DeBary Golf and  
24 Country Club, and I'd like to ask the commissioners or  
25 the phone company -- every 50 to 100 feet or a block,



1 the area code changes. Not areas -- I'm talking street  
2 by street; half a block is 407, another block is 904.  
3 Behind the alley is 904, the next one is 407.

4 How did this happen? I mean, did they have a --  
5 you know, like a dice game and every street was rolled  
6 for or what? It's ridiculous. Does anybody know the  
7 answer to that?

8 MR. GARCIA: Let me try, unless --

9 MR. LAJZA: It's a small portion of the overall  
10 problem here.

11 MR. GARCIA: It can be explained. It can't be  
12 justified. Clearly, what happened, several things.  
13 When these areas were -- first of all --

14 MR. LAJZA: Let me just interrupt. This was a  
15 planned unit development. It wasn't one street and  
16 then five years later, somebody thought about another  
17 street. The whole area was seen as streets that are  
18 going to be; yet every other block is a different area  
19 code, so -- I used to build, I'm a certified builder.  
20 I'm not active.

21 How can this development -- this whole thing is a  
22 one square mile, or 700 acres, maybe a little over.  
23 It's all known -- and one phone company gets a block,  
24 the next one gets a half a block. The other one -- I  
25 mean, it's ridiculous. It should be ridiculous from an

1 economic standpoint, even, with the service cost.

2 The second question I have is, what's keeping  
3 this from happening? Is it economics from the company,  
4 because it's obvious the people need it, they want it,  
5 the whole county wants it. Is it the phone company?  
6 Is it dollars that are keeping it from happening?

7 MR. GARCIA: No. Let me try to explain. And  
8 you have a question about the maps also? I noticed --

9 MR. LAJZA: Oh. Well, on Map A, I saw this  
10 little area that had cross-hatching, and it says  
11 something about Bell. And on the one map it doesn't  
12 even show DeBary, which I didn't know if you're  
13 excluded or just the map was -- if you look at Map 8,  
14 it doesn't show the city of DeBary. I didn't know if  
15 we were wiped out or just didn't get in.

16 MR. GARCIA: Mr. Foley's going to answer.

17 MR. FOLEY: DeBary is not shown on this map  
18 because DeBary is in 407. The exchange -- the exchange  
19 of DeBary is 407. This cross-hatched area here is --  
20 is real estate that does not have an exchange assigned  
21 to it from Mr. Olieri's maps.

22 MR. LAJZA: Well, you just said that DeBary's in  
23 407, but half of it isn't --

24 MR. GARCIA: Let me just tell you, although it  
25 does seem like they threw dice for it -- what happens

1 is that a lot of these -- first of all, this area is  
2 probably the worst for this kind of problem in the  
3 state because you've got three different phone  
4 companies serving this area.

5 And when this area's territories were given out,  
6 there were people out here, but there weren't many  
7 people out here. And what happens is, when you have  
8 existing phone companies which have particular  
9 territories, each one of them would serve the people it  
10 phoned in their territory. And so what happens is that  
11 suddenly, you've got cities in places where there was  
12 never expected to be a city, although this city was  
13 planned.

14 And so that's what creates this problem. It's  
15 not a problem that's uncommon for us in other parts of  
16 the state, but they're usually -- you usually just got  
17 one company which has a boundary, central office  
18 distinctions, difference. Here, of course, you've got  
19 several competing areas which have reached out to meet  
20 where the development has been. And what happens is,  
21 that that moves those lines into areas that are not  
22 defined.

23 MR. LAJZA: Let me just finish. I know it's a  
24 long morning for you fellows here. It happens with  
25 streets here too. You go down Markam Woods Road and it

1 changes in two miles. It's something else. In fact,  
2 this city, I had to print a colored map of Deltona,  
3 like you did, to find out which street changes to which  
4 street here.

5 But are you gentlemen and ladies, whoever,  
6 empowered, if you decide Alternative 14 is -- should  
7 happen -- to make the phone companies cooperate?  
8 That's my question.

9 MR. GARCIA: To some degree, we do and we try. I  
10 thought we had solved -- the gentleman who spoke about  
11 his problems, I thought we had solved that. We had one  
12 case in which I think Commissioner Jacobs and I sat --  
13 and Commissioner Johnson, and we sort of held up  
14 certain things to just try to get them to cooperate,  
15 and we thought we had solved it.

16 I think we've got enough authority in this docket  
17 to try to put you-all under one area code, if we can do  
18 that.

19 MR. LAJZA: My final question. If you did that,  
20 could two or three companies service all of us under  
21 one area code --

22 MR. GARCIA: They do, to some degree.

23 MR. LAJZA: Oh, okay. I didn't know that. I  
24 mean --

25 MR. GARCIA: They do, to some degree. They just

1           serve you out of different central offices in many  
2           cases. Let me -- again, I've said this before. I  
3           think one hope that we have for you is that as  
4           BellSouth is allowed -- and this may be in two years,  
5           it may be in one year -- to enter the long distance  
6           market, the concept of lata and things of that nature  
7           -- if you use a cellular phone, the concept of long  
8           distance is sort of disappearing. They charge you ten  
9           cents a minute no matter where you are. And to some  
10          degree, what you're going to see is a lot of those lata  
11          issues start disappearing. You're still going to have  
12          a certain number identification problems, but the long  
13          distance issues are probably going to melt away to some  
14          degree.

15                 MR. LAJZA: Thank you.

16                 MR. GARCIA: Thank you, sir.

17                 MR. BERG: Is there anybody else who signed up  
18          but I haven't called?

19                 MR. GARDNER: This is so I can illustrate what a  
20          few of the gentlemen were saying.

21                 MR. GARCIA: State it from over there. It will  
22          be easier, and you can --

23                 MR. GARDNER: This is the example I'd like to  
24          give. If you will open up the front of that book,  
25          please look up the phone number for Deltona Elks Club.

1 MR. GARCIA: Is it under Deltona? I have faith.

2 MS. THAW: Could you state your name again,  
3 please?

4 MR. GARDNER: My name is Wayne Gardner, 548  
5 McNeal Drive, Deltona, Florida.

6 Now that I've made you look -- I'm not trying to  
7 be a wise guy -- you will notice it is not listed. Now  
8 go past the yellow pages to the section that says  
9 Sanford. And you will find the Deltona Elks Club in  
10 Sanford. It is not listed as Deltona section.

11 You will also find a whole list of other  
12 businesses that are listed in the Sanford section that  
13 have Deltona for their name. These are the areas that  
14 have the -- that are out of the Sanford exchange  
15 office, or central office is the term used, where the  
16 rest of Deltona is out of DeBary/Deltona central  
17 office.

18 If you remember, we did an additional docket  
19 almost a year ago where we had tried to fix this  
20 problem, where we actually allowed the people with  
21 Sanford exchange numbers that were in Volusia county to  
22 vote on whether or not they would change there NXX, in  
23 addition to their area code so that they could, number  
24 one, have expanded calling for 25 cents a month instead  
25 of 25 cents a call. They'd be able to call up into the

1 rest of the Orlando lata that was in 904 area code and  
2 they would still have all of their calling that they  
3 had going down into Orlando. And they would also have  
4 been exempted from ten digit calling, they would have  
5 also been exempted from the 321 area code overlay. And  
6 that vote failed. If I remember right, 60 percent of  
7 the people said they did not want to change their  
8 number.

9 That would have fixed this problem of people that  
10 were in the 321, 322, 326, 302 and probably half a  
11 dozen other ones that are in the Osteen area, they  
12 said, which is also the southeastern part of Deltona.  
13 It would have fixed the problem where they wouldn't  
14 have these problems. But that vote failed. They got  
15 to vote on it and 60 percent of them voted against it.

16 But that's not to say that we don't have a  
17 problem in just simply finding people's numbers. And  
18 this should be something that BellSouth -- and I want  
19 to say that they worked very hard on allowing us to  
20 have that vote, worked with us well. But there should  
21 be some way for them to be able to at least get the  
22 directories straight. They could do it by ZIP codes.  
23 Eastern Deltona and Osteen have distinctive different  
24 ZIP codes from Seminole County and like that.

25 But this was the illustration of it, and I

1 hopefully answered your question of why and where and  
2 like that. We tried to fix it, but what can I say.  
3 They voted against it.

4 MR. JACOBS: What's your sense of the -- I assume  
5 that this vote was representative of the community as a  
6 whole. In other words, was there a good turnout, the  
7 communication --

8 MR. GARDNER: Actually, the turnout was  
9 terrible. We had two different extensions that we  
10 requested. But then we had Floyd come through and a  
11 hurricane and we had -- what was the other? Harvey,  
12 Floyd -- there was, like, two or three of them that  
13 came through here and made a mess of everything.

14 And frankly, the people that I have spoke to that  
15 live in that area all have said that they wanted to be  
16 in the same calling type of area as the rest of  
17 Deltona, wanted to be able to call the northern part of  
18 Deltona without, as the gentleman said, a surcharge,  
19 but without a 25 cent per call charge to call these  
20 areas that would cost them 25 cents flat rate a month.

21 MR. JACOBS: It sounds to me like a very  
22 convoluted calling scheme. I mean, you have one  
23 calling plan to communities and another calling plan to  
24 another set of --

25 MR. GARDNER: And another calling plan different



1 from the Northern Deltona. You have three different  
2 central offices. You have that which is in the 904 and  
3 the Orlando lata, which you're in now, which is Orange  
4 City type numbers. Then you have the central offices  
5 of Deltona and DeBary, which is in the 407, has a  
6 completely different type of calling pattern.

7 Then you have the Southeastern Deltona, which is  
8 in the Sanford central office, 407, 321 overlay area,  
9 which has even a completely different set of calling  
10 patterns. That is why we get stuck with the  
11 possibility of five area codes on some of the same  
12 streets.

13 MR. JACOBS: I can take it from you that it will  
14 be worthwhile to revisit this issue?

15 MR. GARDNER: I think it would be a great idea  
16 to revisit that issue because, number one, I don't  
17 really think the people that had the opportunity to  
18 vote on this really grasped -- or grasped -- that  
19 really understood what was being offered to them, the  
20 improvement of their calling area.

21 But there was a downside. They would have had to  
22 change their NXX. And, you know, to a lot of them,  
23 that's a hassle, you know, because they've got a whole  
24 seven-digit number change instead of, you know, just an  
25 area code change.

1           And I can appreciate that for the businesses that  
2           are out there that do a lot of mail-order type of  
3           things, they needed those numbers to stay in existence,  
4           so it's a problem for them. Otherwise, they wind up  
5           with an alien number inside of Volusia County and pay  
6           the exorbitant rate for that, so that wasn't helpful to  
7           those businesses.

8           MR. GARCIA: Thank you, sir.

9           MR. GARDNER: I think there are two issues I  
10          need to bring to your attention as part of this. Mr.  
11          Johnson and Mr. Carmolingo live well within -- well  
12          within -- the city limits of Deltona. It's another  
13          eight miles to the so-called Osteen area, and the phone  
14          company used them as part of Osteen. And they need to  
15          be -- they need to have a feeling of being part of a  
16          community that is eight miles down the road and not a  
17          city.

18          The other issue is the way the vote was handled.  
19          Everybody in those affected exchanges had an equal  
20          vote. They considered it all as the Osteen area wants  
21          to do this. Now, quite honestly, the people who live  
22          in Osteen don't want to make the change. The people in  
23          Deltona do. And you need to separate that vote out.  
24          Those who live within the city limits of Deltona, what  
25          do they want to do, and those who live in Osteen. Let

1           Osteen have whatever it is Osteen wants. But let the  
2           city of Deltona and its residents have what they need  
3           to be effective where they live.

4           MR. DEASON: Let me ask a question. The issue at  
5           hand would have affected all of the persons receiving  
6           service out of that central office?

7           MR. GARDNER: It would have, but then again, the  
8           way you can program a switch at a CO can change all  
9           that. It's just a matter of, does the phone company  
10          want to take the time do it.

11          MR. GARCIA: All right. Thank you, Commissioner.

12          MR. MASIARCZYK: In most things in government,  
13          the more we talk, the more we muddy the water, and I  
14          just want to bring us back to the central point.

15          The County of Volusia, by evidence here today and  
16          for the last couple of days -- the City of Deltona  
17          strongly encourages you to make it simple. I won't use  
18          Mr. Gardner's analogy, but it's got to be simple.  
19          There are going to be some things -- every decision  
20          that each one of us makes on a daily basis in the  
21          course of our jobs affects people in different ways.

22          We're not going to make everybody happy. The  
23          bulk, the majority -- it's been said here a couple days  
24          -- which always causes me a little bit of cringe  
25          because Deltona is the biggest city in Volusia County,

1 We just haven't had a census yet to justify it. Now,  
2 some of the county people back here get paid, get their  
3 checks signed by Volusia County are going to dispute --  
4 and Daytona, I'm sure, is not going to own up to it.  
5 But on every test that we've done, we're going to come  
6 out probably well ahead of that.

7 And you're looking, also, at a city that -- and  
8 I'm sure Mrs. White will confirm this with chambers --  
9 we're still building 60 homes a month in this town.  
10 And I'm not talking about the ones under construction.  
11 I'm talking about COs that are issued every month.  
12 Along with those 60 homes comes at least one, to  
13 probably three lines and a cell phone, a fax line. You  
14 know what I'm saying? So you're looking at enormous  
15 growth, and it's happening here.

16 I don't mean that Deltona is any better than  
17 anybody else, but these numbers and the justification  
18 for the single area code for us is just overwhelming.  
19 I invite all of you, if you would like to leave here --  
20 on your way out of Deltona and stop in the art center.  
21 I'll let you make a local phone call and we'll just  
22 pick them at random. And I guarantee you, out of every  
23 third call you make, you're going to get that cute  
24 little voice on the phone that tells you either don't  
25 dial 1 or dial something else or whatever. I

1           invariably -- it's getting very frustrating, because  
2           there's not a day goes by that I don't have to call two  
3           or three times to try get through a number. And it's  
4           impossible to remember them all.

5           The other thing I'd like to point out, whenever  
6           we have -- and I appreciate your being here, and Mr.  
7           Garcia, no one know better than I the challenges of  
8           trying to chair a meeting like this on someone else's  
9           turf -- please, when you put maps, in the future, about  
10          Deltona, would you please put our name in there  
11          somewhere, even if it's off to the side and the bottom  
12          of the page.

13          You know, DeLeon Springs is about five times as  
14          big as Deltona, according to the map. We're not even  
15          listed anywhere. And if we can't claim number one  
16          officially -- we're the second largest city in Volusia  
17          County, not even entered on there, so I think it's time  
18          that that changed. Thank you.

19          MR. WEISS: I just want to say one thing that I  
20          thought I had said all along -- and maybe I hadn't, I  
21          think -- to Mr. Jacob's questions. One of the things  
22          that we would like to see, as well -- former  
23          Commissioner Gardner was talking about the failed vote  
24          in Osteen. I was certainly intimately involved in  
25          that. The county tried to put out, the best we could,

1 a mail out, use some tax dollars to do it to clear up  
2 why we were trying to do this and what we worked out  
3 with both telephone companies, Sprint and BellSouth.

4 We thought it was a good thing. We were very  
5 much in favor of it because it put us in a posture,  
6 along with the two exempted areas of DeBary and Deltona  
7 for this meeting today, where we could then be unified.  
8 It did fail. It failed primarily because of poor  
9 turnout. The people that did vote voted slightly  
10 against it, but it was pretty close.

11 But I think we only had something like 30 percent  
12 of the people voted at all, which meant that either  
13 they didn't care, or they didn't want -- or they knew  
14 the rules, and unless 50 percent turned out with a  
15 vote and then a majority voted -- we would like that  
16 looked at again.

17 If we're able to convince you that we want one  
18 area code for the entire county, Osteen and  
19 southeastern portion of Deltona people ought to have a  
20 chance to vote again, understanding that they're now  
21 becoming part of a unified Volusia County,  
22 telephonically. So we'd like to revise that. We'd  
23 like to ask you, whatever those procedures are, we'll  
24 follow them through, but we'd like to add that to this  
25 issue also.

1 MR. GARCIA: We've got pretty limited authority  
2 in doing that.

3 MR. WEISS: You'd have to work through the two  
4 companies again?

5 MR. GARCIA: Yeah. I wouldn't suggest -- your  
6 county government and your city governments have a  
7 tremendous wedge over the utilities in terms of  
8 easements, slowing those down or hurrying those up, and  
9 there are all sorts of ways that you can get --

10 MR. WEISS: One last speaker.

11 MR. OUTTERSON: I'm John Outtersen of DeLand,  
12 Florida.

13 Mr. Garcia, when you appeared before us about  
14 four months ago, you said that what you need to do is  
15 to get together and come before us and state your  
16 position and try to -- that you're willing to listen  
17 and that's what you'd like to have. And so I think  
18 we've done that.

19 I hope we haven't missed anyone. I did ask Bob  
20 not to call the Boy Scouts. But I think -- is there  
21 anyone we've missed that you felt like you should have  
22 heard from, we could have done better?

23 MR. GARCIA: I don't know about other  
24 commissioners. I assume that they, like I, have an  
25 intimate knowledge of this area and your needs.

1           MR. OUTTERSON: And I think also, perhaps you  
2 have a pretty good idea of the problem here. All  
3 right. And this was not a problem that was caused by  
4 anyone. It was a problem that was caused by growth  
5 and expansion.

6           Twenty-five years ago, this was primarily a  
7 mosquito haven. Since that time, we've had two high  
8 schools built here. We used to transport all the kids  
9 here to DeLand, to the high school in DeLand. But now  
10 we have two high schools here and we have two cities  
11 that have been added, one with a population of almost  
12 65,000 or thereabout.

13           I submitted to you the Alternative 14, and that  
14 was generated by the chamber. Okay. And it was --  
15 incidentally, it was assuming that the 407 area would  
16 be -- in Deltona would be moved over into the  
17 Volusia/Flagler configuration there. The chamber  
18 generated that 14, based upon two basic ideas. First  
19 of all, to retain seven digit dialing for as long as  
20 possible for all the people in the 904 area. That was  
21 one. Because from a business standpoint, it makes  
22 sense.

23           Secondly, we tried to develop it based upon the  
24 business centers in the 904 areas. And that's  
25 Jacksonville, Nassau County, the St. Johns, and



1 Palatka, and then the Daytona/Flagler county area. And  
2 so, as a result, it was those two basic premises that  
3 operated throughout the whole thing. I would hope that  
4 you would consider those.

5 In -- so that we could have involved the other  
6 chambers and the other areas, I wrote them and sent  
7 them what we were proposing and asked them to appear  
8 before you. And I went way out of my way to try to get  
9 them. I sent them the information that we had  
10 proposed, and that is Alternative 14, and asked them to  
11 study it over, and if they disagreed with that, please,  
12 it's essential that they come before you and state why  
13 they were opposed to it. They chose not even to  
14 attend, and this I find somewhat disturbing. Maybe  
15 they --

16 MR. GARCIA: Maybe they agreed with you.

17 MR. OUTTERSON: Apparently, they agreed. So  
18 maybe -- and actually, we did do it in consulting with  
19 them, so it was nothing that -- it was wide open. You  
20 got a task and I don't envy you in the least. Your  
21 task is to try to satisfy all the people in the 904  
22 area. You have to work with the telephone companies.  
23 There's a lot of things. I don't envy you. I know one  
24 thing, though, that you'll do the very best job that's  
25 possible. I have every trust and confidence in the

1 commission.

2 One other thing. Your suggestion about getting  
3 people together and coming before you did something for  
4 Volusia County. It caused us to do some soul  
5 searching, it caused us to go out, it caused us to --  
6 every quarter of the county came together.

7 This is the first time this county has ever come  
8 together in such a unified effort, and I want to thank  
9 you for even suggesting it. You have done a tremendous  
10 service to Volusia County, making your suggestion the  
11 way you did. What we found is that the people in  
12 Volusia County came together, and they have a heart  
13 that meets together. All right.

14 And so with that, I would like to say thank you  
15 for coming here, but I also want you to go away  
16 remembering the people here in Volusia County, and I'd  
17 like to give you each a heart, then.

18 MR. BERG: There's at least one other customer  
19 who would like to speak, ma'am.

20 MS. PARSON: My name is Claire Parson. I live  
21 at 3091 Lynnhaven Street in Deltona. I've been a  
22 resident there for 15 years. And my question is, which  
23 no one has addressed -- and maybe things aren't going  
24 to change -- I'm hoping we're going to get one area  
25 code in Volusia County.

1 I am a business woman, working from my home, and  
2 deal a lot with having to dial in to South Daytona and  
3 Ormond Beach, and interstate -- intrastate long  
4 distance dialing bills are extremely high in comparison  
5 to my out-of-state dialing. When I call South Daytona  
6 and have to speak to business associates, for the same  
7 length of time I can call my parents in Rhode Island  
8 and pay half the cost of what I'm now paying to call  
9 South Daytona.

10 My question is, if Volusia County goes to one  
11 dialing code, will we all be considered one entity, or  
12 will we still be dialing intrastate and paying long  
13 distance charges?

14 MR. GARCIA: The answer is no. The answer is,  
15 you will pretty much -- and Mr. Greer, correct me if  
16 I'm wrong in this -- but I think that the cost of  
17 calling stays the same. The area code boundary change,  
18 what it does is keep you in the same area, but the cost  
19 of calling stays the same.

20 And I empathize with your position. I know  
21 exactly what you're talking about. But it's something  
22 that doesn't change. Is that correct, Mr. Greer? It's  
23 something that doesn't change, and the federal  
24 government has taken the authority away from state  
25 commissions to do anymore changes.

1           The only respite I can offer you is that in the  
2 near future, some of those dialing patterns, because of  
3 BellSouth's change and because of competition, will, by  
4 its very nature, begin to change. I really can't offer  
5 you any more than that.

6           MS. PARSON: Thank you.

7           MR. BECK: Is there anyone else?

8           MR. COMBS: My name is Darla Combs, and I'm a  
9 new resident to the this area, recently moving from  
10 Phoenix, Arizona. And the most distressing situations  
11 I've had since I've lived here, since December, has  
12 been my dealings with the phone company.

13           First of all, when I call to get service, and I  
14 was asking what exchange I was in, the person that I  
15 spoke with was unable to tell me whether it was DeBary,  
16 Sanford, or what area. And I asked to speak with a  
17 supervisor, and I was informed that all the information  
18 I needed was in the front of my phone book. To me,  
19 that was totally unacceptable.

20           And also, I am in the 407 area code, and I am for  
21 the total 904 area code for Volusia County. And also,  
22 the intralata, since most of the dealings that I think  
23 people in Deltona have are in a Volusia County, that  
24 they should think about including our intralata to  
25 include Daytona, Volusia, that area, instead of

1 Orlando. Ninety percent of my calls are made to Orange  
2 City, DeLand, Daytona, and Ormond Beach. I do not call  
3 Orlando, Melbourne, or any of those areas.

4 MR. GARCIA: All right. Ma'am, let me -- thank  
5 you. Let me give you a suggestion. And this is, I  
6 guess, for all of you. If you ever have a problem with  
7 your local exchange, people that are being rude, that  
8 they're not helping you with your problems, there's a  
9 number in the front of your green sheet,  
10 1-800-342-3552. Call that number.

11 I don't guarantee you're going to speak to an  
12 operator right away. We take about 60 to 70,000 calls  
13 a year. We have a little bit over six or seven  
14 operators working those eight hours of the day. But we  
15 will get to you before eight minutes pass, so it  
16 requires a little patience on your part. And you let  
17 us know when that happens.

18 We put a direct call through to the company.  
19 They tend to listen a little bit better when we're on  
20 the phone with you. But do it. Don't let it slide,  
21 because BellSouth wants to know about it as much as you  
22 do. And, in fact, when we know about it, they want to  
23 know about it even more so.

24 But we really can't -- I understand your problem,  
25 and I know that it happens, but we try to control it,

1 but unless we hear from you we just can't act on it.

2 Thank you very much.

3 MS. COMBS: Right. And it was not one incident,  
4 you know, it was --

5 MR. GARCIA: I know exactly what you mean.

6 MS. COMBS: Thank you very much.

7 MR. GARCIA: Sir, you can come on up. If you --  
8 I'll swear you in when you get up here. You weren't  
9 sworn in. Correct? Is there anybody else who wants to  
10 speak, by the way?

11 THEREUPON,

12 LOUIS BAKER

13 was called as a witness and, after having been first duly  
14 sworn, testified as follows:

15 MR. BAKER: My name is Louis Baker. I've lived  
16 in Deltona for 19 years, and then my house burnt and I  
17 moved to Orange City, Country Village. The thing is,  
18 when I lived in Deltona, my friends lived at a 532 area  
19 code -- I mean, 532 number. My veterinarian is 532,  
20 and I have to pay a toll call of a quarter.

21 It seems that the telephone company, Sprint, MCI,  
22 or whoever else, they think we're Martians. They see  
23 green dollar signs at our face. I mean, that's all  
24 they're interested in. You call them up, God forbid  
25 they should be nice to you. They don't. They're very

1           abrupt. You have to push buttons to turn around and  
2           tell them this number before you get somebody. And  
3           then, finally, when you get somebody, they're very  
4           abrupt.

5                    And another thing, when I have caller ID, call  
6           waiting, they turn around and they said to me that if I  
7           don't have the toll call with them, and I don't make  
8           them any toll calls, I couldn't get the caller ID.  
9           There would be -- or the call waiting. There would be  
10          an additional charge. Who runs the place, the  
11          telephone company or you people?

12                   MR. GARCIA: I don't know about that particular  
13          instance, but let -- tell our staff right now and we'll  
14          file a -- we'll figure it out. I don't know exactly  
15          how that works, so you're really --

16                   MR. BAKER: I mean, you're stuck before you even  
17          start anything. You want service. You've got --  
18          Osteen. My friends live in 532 telephone number, the  
19          veterinarian is 532. I pay a quarter. I call them up,  
20          they're very abrupt. Then you want something, they  
21          turn around, say, point blank, you've got to go without  
22          paying. Otherwise, you've got to pay five dollars for  
23          it, for the services. So they have what to say. We  
24          don't have nothing to say.

25                   MR. GARCIA: No. You have a lot to say. Talk to

1 our staff and we will get back to you. We will inquire  
2 from the company and they have to respond to us.

3 MR. BAKER: Before you leave, could I get a  
4 number from you where to call?

5 MR. GARCIA: 1-800-342-3552. If you want to call  
6 my office, that's fine, but you'd probably do better  
7 talking to an engineer than to a lawyer.

8 MR. BAKER: Or talk to somebody. I thank you,  
9 sir.

10 MR. GARCIA: I think that that completes these  
11 hearings. I appreciate your diligence, I appreciate  
12 the fact that you followed us around and gave us your  
13 point of view. I hope that our decision meets with  
14 that. As I said earlier, the vote will be taken on  
15 August 15. It is a Tuesday this year, and hopefully,  
16 the req will be filed on August 3rd.

17 You want to make any additional comments, you can  
18 call the 1-800 number or you can write us. If you have  
19 any other technical issues, our staff is here to assist  
20 you.

21 Thank you very much. This hearing is adjourned.

22 (Thereupon, the proceedings were concluded at  
23 12:00 p.m.)

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CERTIFICATE

STATE OF FLORIDA  
COUNTY OF VOLUSIA

I, Erika Evers, certify that I was authorized to and did  
stenographically report the foregoing proceedings and that  
the transcript is a true and complete record of my  
stenographic notes.

Dated this 10th day of February, 2000.



\_\_\_\_\_  
Erika Evers