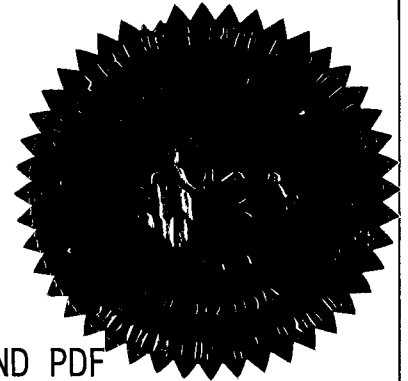


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 000604-TL

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

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



ELECTRONIC VERSIONS (WORDPERFECT AND PDF  
FORMAT) OF THIS TRANSCRIPT ARE CONVENIENCE  
COPIES ONLY AND NOT THE OFFICIAL TRANSCRIPT.  
THE WORDPERFECT VERSION OF THE TRANSCRIPT  
DOES NOT CONTAIN PREFILED TESTIMONY

PROCEEDINGS: SARASOTA, FLORIDA SERVICE HEARING

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

DATE: Wednesday, May 23, 2001

TIME: Commenced at 6:00 p.m.  
Concluded at 8:00 p.m.

PLACE: Terrace Building  
Room 1001, 10th Floor  
101 South Washington Boulevard  
Sarasota, Florida

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

## 1 APPEARANCES:

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

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

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

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

15

16

17

18

19

20

21

22

23

24

25

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

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

CHAIRMAN JACOBS: Good evening. We'll call this hearing to order. Counsel, read the notice.

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

CHAIRMAN JACOBS: We'll take appearances.

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

MR. FORDHAM: Lee Fordham, Legal Staff, Public Service Commission.

CHAIRMAN JACOBS: Good evening. My name is Leon Jacobs. I'm chairman of the Florida Public Service Commission, and we're here this evening to take customer input on our docket which considers a request for review of numbering relief in the 941 area code.

Let me first introduce my colleagues. To my right is Commissioner Terry Deason, and to my left is Commissioner Michael Palecki. We have here various members of our Commission Staff who, if you have any specific questions that we may not address or you're not willing to come and ask us, you may, of course, speak with them privately before you leave. The purpose of this proceeding is, essentially, to take your

FLORIDA PUBLIC SERVICE COMMISSION

1 views on some proposals that have been developed for addressing  
2 numbering restrictions that may occur in the 941 area code.

3 Let me just step back for a minute and explain we are  
4 not at a point where the numbers in this area code are too  
5 exhaust, but that point and time has been identified, and we  
6 are now in a preliminary planning process to figure out how to  
7 deal with that.

8 And so, what has been done is the industry has met  
9 and, as we'll hear in a moment, develop some proposals. Let me  
10 introduce Mr. Tom Foley. He is with the NANPA -- I'm sorry,  
11 I'll allow him to explain what NANPA is, but they are an  
12 independent national group, and he'll explain more about what  
13 their role is in this process. And what I want to emphasize is  
14 that we want to hear your thoughts and your views as to what  
15 you believe is in the best interest of this community in  
16 resolving these issues. And with that, I'll introduce  
17 Mr. Foley.

18 MR. FOLEY: Thank you, Mr. Chairman, Commissioners.  
19 My name is Tom Foley, and I'm an NPA relief planner or an area  
20 code relief planner with the North American Numbering Plan  
21 Administration. Let me tell you a little bit about what NANPA  
22 is.

23 Back in 1995, the FCC, the Federal Communications  
24 Commission, took a large step in promoting competition among  
25 telephone companies, and it adopted a new model for

1 administering the North American Numbering Plan. The FCC, at  
2 that time, formed something called the North American Numbering  
3 Council and ordered it to develop guidelines for assignments of  
4 numbers and numbering resources.

5 At that time, Lockheed Martin IMS was named as the  
6 new North American Numbering Plan Administrator by the FCC.  
7 That occurred in late 1997. However, because of some  
8 competitive issues within Lockheed Martin, on November 17th,  
9 1999, the Federal Communications Commission approved the  
10 transfer of Lockheed Martin IMS's services group to NeuStar,  
11 Incorporated, my current employer. And on November 30th, the  
12 transaction was finalized. The North American Numbering Plan  
13 Administration is now under the company of NeuStar,  
14 Incorporated. We provide neutral services to  
15 telecommunications companies.

16 Our responsibilities, as far as relief planning  
17 efforts which is where we are right now, is as the relief  
18 coordinator we have determined the need for, and we've  
19 identified the preliminary timing of the NPA relief for the 941  
20 NPA. The relief planner takes the lead in preparing options,  
21 which you'll see in a few minutes, for the NPA projected to  
22 exhaust and convenes an industry meeting to discuss various  
23 alternatives. Late last year we had this meeting, and we  
24 facilitated a consensus to a single alternative, actually to an  
25 alternative and a substitute, to recommend to the Florida

1 Public Service Commission.

2 We then filed -- we compiled and filed documents with  
3 the Public Service Commission detailing the status of the  
4 industry's efforts so far to provide relief for the 941 NPA.  
5 And then, once an order is received for relief, we coordinate  
6 any initial activities for implementation amongst the companies  
7 and interested parties.

8 There are basically three types of NPA relief  
9 available to the industry and to the Commission. The first is  
10 the geographic NPA split, which is each existing NPA or area  
11 code is divided into two or more separate geographic areas.  
12 Each one -- one retains the existing NPA, excuse me, and  
13 another one or other ones, if it's more than a two-way split,  
14 gets the new area codes.

15 An overlay is another method, and it's where one or  
16 more area codes serve the same geographic area. And then a  
17 boundary realignment is the third method. It's not used very  
18 much, because it comes with it great difficulties in conflicts  
19 and duplication of numbering resources. However, it is  
20 available, if necessary, and that's where a portion of an  
21 adjacent NPA is used to provide relief, in this case to the  
22 941, which is exhausting, or certain combinations of these  
23 methods can be used over time to accomplish the relief.

24 Some attributes of the NPA split alternatives or  
25 options are as follows: Splits provide a single area code for

1 each geographic area. This may minimize some confusion for  
2 customers outside of the area. Implementation is generally  
3 understood. Splits require an area code change for  
4 approximately one half of the customers in a two-way split,  
5 two-thirds of the customers in a three-way split.

6 The geographic split permit allows the retention of  
7 the 7-digit local dialing within the area code. Stationery,  
8 business cards, advertising media, et cetera, containing the  
9 10-digit phone number will have to be revised by customers  
10 receiving the new area code. And finally, future splits will  
11 further reduce the geographic area of the area code.

12 With an overlay, the overlay there is more than one  
13 area code assigned to the same geographic area. The overlay is  
14 a relatively new concept and some customer education may be  
15 desirable. Currently, in the United States there are 110 area  
16 codes that are actively in overlay. An overlay will not  
17 require existing customers to change their telephone number.

18 An overlay does, however, require customers to dial  
19 10 digits for local calls. Any toll calling, 1 plus 10 digits,  
20 would remain the same. There would be no need to revise  
21 stationery, business cards, advertising medium, et cetera,  
22 unless they contain only 7-digit phone numbers. An overlay  
23 will end the further shrinkage of the geographic size of the  
24 area, area code, because subsequent relief will most likely be  
25 another overlay.

1           If I could, I'd like to talk just a brief little bit  
2 about some of the history of the current 941 NPA. It includes  
3 the counties of Lee, Sarasota, Charlotte, Collier, Manatee, and  
4 a part of Monroe County. The current configuration for the 941  
5 NPA was created in 2000 when the 863 NPA was split off.

6           Current projections have the 941 NPA exhausting the  
7 first quarter of 2003. This current 941 NPA, as I said  
8 earlier, was born May 22nd, about a year in a day ago when the  
9 mandatory dialing became effective. We sent out an invitation  
10 to the industry to the planning meeting May 18th of 2000. We  
11 held that meeting on July 11th, 2000, not 20,000. And we made  
12 the filing with the Florida Public Service Commission based  
13 upon the consensus recommendation of the industry on September  
14 18th.

15           The four alternatives that were considered by the  
16 industry was the first one that was a distributed overlay. And  
17 that basically places the area code, the same geographic area,  
18 as the existing NPA. Like I said before, customers could  
19 retain their current telephone numbers and they would be  
20 required to dial 10 digits on local calls.

21           Toll dialing and billing would remain the same. The  
22 expected life of this alternative would be eight years. The  
23 second alternative, which is a split along the local area --  
24 local area access transport area line, which is an industry  
25 designation, would split when one geographic area receives a



1 new NPA. And at this time it's not known which area would  
2 receive the new NPA and which would receive the 941. That is a  
3 decision for the Commission to make.

4 The split boundary, in this case, would run along  
5 this LATA line between the Tampa LATA and the Fort Myers LATA.  
6 Area "A," which is north of the line, has a life of  
7 approximately ten years, while Area "B" has approximately a  
8 life of six years before any additional area code relief would  
9 occur.

10 The third alternative, which actually can be better  
11 seen, because it would split Charlotte County, but it maintains  
12 -- it splits between the Punta Gorda and the Port Charlotte  
13 telephone exchanges, as you can see there, okay? This area,  
14 Area "A," life is seven years, and Area "B" is about nine  
15 years.

16 And the final fourth alternative is also a geographic  
17 split, and it's on the Charlotte/Lee County line or  
18 approximately coincides with it. And the life of Area "A" is  
19 seven years, the area on the north side; and Area "B," which is  
20 on the south side, the life is approximately ten years.

21 At the industry meeting, no additional alternatives  
22 were presented or considered. The industry, at its May 19th  
23 meeting, reached a consensus to recommend to the Florida Public  
24 Service Commission Alternative 1 as all-services distributed  
25 overlay as the best method to provide relief for the area.

1           In the event, however, that the Commission decides  
2 not to adopt an overlay, the industry recommends that  
3 geographic split Alternative Number 4 be accepted. The  
4 recommendation, as I said, was filed on September 18th with the  
5 Florida Public Service Commission.

6           Thank you.

7           CHAIRMAN JACOBS: Thank you, Mr. Foley.

8           At this point in our proceedings, we're going to  
9 invite consumers in the audience who've come to give us their  
10 input to come forward and do that. Let me say first that this  
11 process -- your input will ultimately work its way into a  
12 formal proceeding that we will hold in Tallahassee. So, for  
13 that reason, we will swear you in, and your testimony will be  
14 sworn testimony, nothing overly magical about that.

15           And with that, let me also state that we need to have  
16 your testimony at a microphone, because this -- as you can see,  
17 this proceeding is being transcribed. So, as you come forward,  
18 we would ask you -- this microphone here has been made  
19 available for consumer input. You can take a seat there and  
20 give us your statement. Please be careful, there's a step up  
21 there, as you come up. And with that, let me ask all consumers  
22 in the audience who've come to testify to stand and raise your  
23 right hand.

24           In this matter before the Florida Public Service  
25 Commission, do you swear that the testimony you're about to

FLORIDA PUBLIC SERVICE COMMISSION

1 give is the truth, the whole truth and nothing but the truth?

2 ALL: I do.

3 CHAIRMAN JACOBS: Thank you very much. You may be  
4 seated.

5 The Office of Public Counsel is here representing the  
6 public and as such, Mr. Poucher will designate you and call you  
7 up in the order that he received you.

8 Mr. Poucher.

9 MR. POUCHER: If you would, when you come up to the  
10 microphone, please state your name and spell it clearly so that  
11 the court reporter can get it. And she's right beside you, so  
12 she can help you out. Also, if you would hesitate just a  
13 moment when you're through with your statement, give the  
14 Commissioners an opportunity to ask you a question, if they so  
15 desire, would be very helpful.

16 Commissioner Shannon Staub.

17 SHANNON STAUB

18 appeared as a witness and, swearing to tell the truth,  
19 testified as follows:

20 DIRECT STATEMENT

21 MS. STAUB: Thank you very much. Good evening,  
22 Mr. Chairman and Commissioners. My name is Shannon Staub,  
23 Sarasota County Commissioner, and welcome to Sarasota County.  
24 We're very pleased to have you.

25 I just got out of a board meeting, and so I'm a

FLORIDA PUBLIC SERVICE COMMISSION

1 little scattered, but I do want to submit, for the record, some  
2 documents that I received from people that could not be in  
3 attendance, and I made two copies of those; one for your clerk  
4 and one for you, if that's all right.

5 CHAIRMAN JACOBS: Very well. Thank you. You can  
6 leave those with the court reporter.

7 MS. STAUB: One is from the mayor of the city of  
8 Sarasota. He could not be here tonight, but you will see his  
9 comments.

10 Even though I'm elected at large, my district is  
11 District 3, which is the southern portion of the county which  
12 covers south Venice, Englewood, which you're going to tomorrow  
13 for a hearing, and that part of the southern county.

14 I won't bore you with too many things, because  
15 tomorrow I think you're going have an awful lot of testimony  
16 for the reasons of keeping the Englewood community, Charlotte  
17 County, and Sarasota County together. We did this several  
18 years ago and, I think, you'll have a bigger turnout than that  
19 time. I do want to say that some of the reasons for  
20 maintaining that continuity with Charlotte and Sarasota  
21 Counties is because we really don't even notice that there is a  
22 county line.

23 Our commission and their county commission really  
24 work so that they had even built a road with their tax dollars  
25 in Sarasota County for their people to be able to evacuate.

1 So, we are really an intergovernment relations example, I  
2 think, of coordination. We also invest in our infrastructure  
3 and libraries, as well as roads. We have set up an informal  
4 planning advisory council for Englewood, which is in Charlotte  
5 and Sarasota Counties.

6 So, I think, you will be able to see that to think  
7 about splitting that community in any way with an area code  
8 would just really be very divisive and destructive. Moving on  
9 to the issue of the 10-digit overlay, I think, you will hear  
10 considerable testimony this evening on the reasons that we feel  
11 that we should not have an overlay. And our primary one which,  
12 I think, you'll have a lot of very substantial competent  
13 evidence presented to you is because of our extremely high  
14 senior citizenry. And as you will see, it is, from the census  
15 calculations, growing even older.

16 So, I won't take anymore of your time, but I do ask  
17 you to endorse Alternative 4. This is the preferred  
18 alternative. I have filed testimony with you and will be in  
19 Tallahassee also, but my testimony is on file, and I think that  
20 you will find Alternative 4 will be the best. We are also  
21 hoping, and Commissioner Patterson, who will probably follow  
22 me, will give you some reasons why we also think that Manatee,  
23 Sarasota, and Charlotte are interconnected, as my fingers are  
24 right there. So, thank you very much for allowing me to take  
25 the time this evening.

1           CHAIRMAN JACOBS: Thank you very much, Commissioner  
2 Staub.

3           COMMISSIONER DEASON: I have a quick question. I'm  
4 right here. Commissioner, it's good that you're with us, we  
5 appreciate that. You did not mention whether it's your desire,  
6 if there is to be a geographic split, which you support. I  
7 would take it that you would support 941 remaining within  
8 Manatee, Sarasota and Charlotte Counties?

9           MS. STAUB: Yes, sir.

10          COMMISSIONER DEASON: Okay. You had mentioned that.  
11 I'm just supposing that's the case. Let me ask you this: You  
12 know, we're going to have to make a decision. If we choose a  
13 geographic split, one area is going to get a new area code and  
14 one will retain 941. Don't read anything into my question,  
15 it's just hypothetical.

16          Hypothetically, assume that we decide to do a  
17 geographic split, and we decide that the southern counties, Lee  
18 County, Fort Myers area on down, should retain 941. Do you --  
19 and that would mean that the northern counties would have to  
20 receive a new area code. Under that scenario, do you still  
21 support the geographic split as opposed to an overlay?

22          MS. STAUB: I believe, I would. And the reason being  
23 that, I think, I've experienced the overlay when I've been in  
24 Orange County in Orlando, and they have a much more vibrant  
25 younger population. And, I think, that the confusion that

1 exists with the 10-digit overlay with our growing population,  
2 particularly, in Charlotte County and Sarasota County, would  
3 create more of a problem than having a different area code.

4 COMMISSIONER DEASON: Okay, thank you very much.

5 COMMISSIONER PALECKI: Commissioner Staub, I have a  
6 question also.

7 MS. STAUB: Okay.

8 COMMISSIONER PALECKI: I just wanted to ask you if  
9 the correspondence you've brought with you today is also  
10 supportive of Alternative Number 4?

11 MS. STAUB: Yes, it is.

12 COMMISSIONER PALECKI: Thank you.

13 CHAIRMAN JACOBS: That brings up a great point. If  
14 there are those in the audience who have comments but are not  
15 comfortable in coming forward, we do offer the option of  
16 submitting written comments. There is an information sheet in  
17 the back that will give you all the contact information, but if  
18 you do want to submit written comments, feel free to do so.  
19 And let me also mention that we have with us Representative  
20 Clark from this area.

21 MR. POUCHER: Commissioner Nora Patterson.

22 NORA PATTERSON

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

25

## DIRECT STATEMENT

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

MS. PATTERSON: Good evening. Let me say, again, welcome to Sarasota County. Echoing Commissioner Staub, I also come representing interests of Sarasota County and speak in favor of Alternative 4.

Sarasota County has extremely close ties with Charlotte County and with Manatee County, ties that come back time and time again as we conduct normal county business. We share a metropolitan planning organization, which is unusual in the state of Florida with Manatee County where we mutually decide on road priorities that affect the two counties and share many of the same travel ways, because we share many of the same business interests, many of the same workers commute from one county to the other.

We also sit with Charlotte County and Manatee County on the West Coast Inland Navigational District, which looks after the viability of the intracoastal waterway and takes care of apportioning ad valorem funds to try to maintain branches that come off the intracoastal.

We sit with Charlotte County on the Regional Planning Council and mutually look at planning issues that affect our counties. We sit with both Charlotte County and Manatee County on the Peace River Authority looking at regional water issues and are dealing very closely with both counties in terms of crisscrossing issues of water needs and water consumption.



1 I would really hope that, in fact, we look at the  
2 overlay district as the least desirable for our area, both  
3 because as Commissioner Staub mentioned, it's confusing. We do  
4 have a high proportion of elderly folks who live in our three  
5 counties, but in particular if you do change an area code and,  
6 obviously, not that long ago we had to go through that in our  
7 area, that is confusing, but it's only confusing for a period  
8 of time.

9 The overlay district, and I have personal experience  
10 in the last couple of years spending quite some months in an  
11 area that has an overlay district, is confusing forever. We  
12 have folks who retain the same area code, and it's not that  
13 awful to dial 10 digits and include the area code you're used  
14 to, but you could have people that you're friendly with that  
15 may live pretty close to you that have a whole different area  
16 code, and I regard that as the least desirable and most  
17 confusing alternative of all.

18 So, for the reasons that I've stated, again, we are  
19 -- our whole community is supporting Alternative 4 and have  
20 lots of folks who agree with us on that. Thank you for the  
21 opportunity to speak here.

22 COMMISSIONER DEASON: Thank you for coming. Any  
23 questions?

24 COMMISSIONER PALECKI: Thank you, Commissioner.

25 MR. POUCHER: Barbara H-a-r-l-e, is that Harley?

1 MS. HARLE: Harle.

2 MR. POUCHER: Harle.

3 MS. HARLE: Good evening.

4 COMMISSIONER PALECKI: Good evening.

5 BARBARA HARLE

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

8 DIRECT STATEMENT

9 MS. HARLE: My name is Barbara Harle, H-a-r-l-e. I'm  
10 A senior legislative aide for Senator Lisa Carlton. For the  
11 record, on behalf of Senator Carlton, I would like to submit  
12 this letter in support of Alternative 4, keeping Sarasota,  
13 Manatee and Charlotte Counties together. Thank you for giving  
14 me this opportunity.

15 COMMISSIONER PALECKI: Thank you.

16 COMMISSIONER DEASON: I have a quick question.

17 MS. HARLE: Yes.

18 COMMISSIONER DEASON: The senator's district, which  
19 geographic area does it cover, generally?

20 MS. HARLE: From around Ringling Museum down to Pine  
21 Island Road.

22 COMMISSIONER DEASON: Okay, Pine Island Road. Which  
23 -- I'm not that familiar with that road. That's all the way to  
24 Lee County?

25 MS. HARLE: Lee County.

FLORIDA PUBLIC SERVICE COMMISSION

1 COMMISSIONER DEASON: That's in Lee County?

2 MS. HARLE: Mm-hmm.

3 COMMISSIONER DEASON: Okay. Thank you very much.

4 MR. POUCHER: Don Hay.

5 DON HAY

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

8 DIRECT STATEMENT

9 MR. HAY: Thank you, gentlemen, for having me here.  
10 My name is Don Hay, that's H-a-y. I'm currently the president  
11 of the Venice area Chamber of Commerce. We have approximately  
12 1,100 members and represent approximately 20,000 employees as  
13 our group of chamber.

14 There's several points, but I'll start off and make  
15 it clear that we certainly are in favor of Option 4 for several  
16 reasons, but most importantly is that Manatee, Sarasota, and  
17 Charlotte Counties are an economic entity. They work together  
18 in creating and maintaining the economic health of the west  
19 coast of Florida. They're certainly not really affiliated to  
20 the north with St. Petersburg nor are they really linked to the  
21 south with Fort Myers, pretty much an entity and to themselves,  
22 and it makes sense for area codes to be designed around  
23 geopolitical economic boundaries that already exist.

24 So, maintaining that continuity, I think, is  
25 important. I do question -- I had one question with the

FLORIDA PUBLIC SERVICE COMMISSION

1 presentation earlier and that was I noticed that initially area  
2 codes were determined by Martin Marietta, which is an aerospace  
3 company. I would wonder how that came to be, but I guess we go  
4 forward from there.

5 One of the things that's been mentioned in this thing  
6 and, of course, the overlay still maintains that integrity; it  
7 would actually maintain it all the way down to Naples.  
8 However, I think, as others have mentioned, it does create  
9 confusion.

10 Some things that would possibly mitigate the need to  
11 make these changes or put them further into the future, right  
12 now it's my understanding that phone numbers are assigned to  
13 providers in 10,000 phone number lots. And this has been  
14 discussed before, I believe. If this were no longer the case  
15 where just anybody who decides to have a pager company gets  
16 10,000 numbers, perhaps the existing inventory of phone numbers  
17 would last a lot longer and delay the need for having to change  
18 phone numbers.

19 Also, something that I would wonder about is in the  
20 area of wireless communications versus land lines, basically,  
21 the part of our communications industry that is causing this  
22 rapid use of phone numbers is the proliferation of cell phones  
23 and pagers. Why not give area codes, specific to wireless  
24 communication, preserving the existing area codes for land  
25 lines, households, businesses, et cetera.

1           This would do two things; one, those who would be  
2 impacted with 10-digit dialing, would be predominantly the  
3 younger and business population. Our retirees, by and large,  
4 don't carry beepers and nor do they use cell phones as much as  
5 the business population and this type thing.

6           The other thing this would do is to introduce  
7 10-digit dialing to people in a way that possibly they could  
8 get used to it, because if they call someone who was using a  
9 cell phone, they would have to use the 10 digits. If they were  
10 dialing a local land line number, they would only have to use  
11 the standard 7.

12           I guess, in closing, the real thing here is that we  
13 all understand that 10-digit dialing is in our future. I can  
14 remember when we used to dial BR-541 and get a phone number or  
15 even at one time, to give you some idea how far back I go, the  
16 crank, believe it or not. Nonetheless the fact that it's in  
17 our future, I believe, is where 10-digit dialing should stay,  
18 so a geographic split utilizing Option 4 is certainly the  
19 preference.

20           One thing I did notice on the information that you  
21 provided, Option 1, which is the overlay, will last  
22 approximately eight years. Option 2, on average, would be  
23 eight years. Option 3, on average, would be eight years. And  
24 Option 4, on average, would be 8.5 years. So, perhaps a little  
25 bit of an edge there, also delaying the inevitable as long as

1 possible. Thank you for your time and do you have any  
2 questions?

3 CHAIRMAN JACOBS: I would just respond to a couple of  
4 the issues that you raised, Mr. Hay. The idea of reducing the  
5 block size is a very prominent recommendation. And, in fact,  
6 in several areas of the state we are undertaking some trials  
7 right now to implement that suggestion.

8 And there is a possibility, not confirmed yet, that  
9 we can engage this area in such a trial, but that's a very good  
10 recommendation. Your suggestion about a service-specific  
11 overlay is also an idea that has been promoted. It has not met  
12 with as much success, although, there is at least one state I  
13 know that is pursuing that as an option and it may very well be  
14 an option that we can discuss, but at this point and time it is  
15 not met with as much success as the 1,000 blocks pooling.

16 But we welcome all your thoughts about conservation  
17 measures. There are other conservation measures that have been  
18 undertaken as well. We're in a process of reclaiming numbers  
19 in some areas and other things that are being engaged with to  
20 try and preserve the existing code for as long a time as  
21 possible, and so we share that concern with you.

22 MR. HAY: Well, I appreciate that. And one of the  
23 other things with regard to cell phones and beepers, by and  
24 large, their auto dials and auto callbacks, so the need to dial  
25 the number itself actually is typically an exceptional basis as

1 opposed to the rule. So again, 10-digit dialing would be less  
2 of a challenge in that type of service as it would in a typical  
3 residential service.

4 CHAIRMAN JACOBS: Okay.

5 COMMISSIONER DEASON: Mr. Hay, let me just add one  
6 thing to what the chairman said about the service-specific  
7 overlay; that being, giving a new area code to pagers and cell  
8 phones --

9 MR. HAY: Wireless.

10 COMMISSIONER DEASON: Yes, wireless. The chairman  
11 mentioned that it has not been implemented, but one state is  
12 trying to pursue it. And, I guess, I need to get a little bit  
13 of background. The reason for that is that the FCC, that  
14 suggestion was brought to the FCC and it was frowned upon or  
15 actually rejected by the FCC on the grounds that it would not  
16 be competitively neutral, that it would give a competitive  
17 advantage to wireline versus wireless. I'm not defending that  
18 decision--

19 MR. HAY: These are the same people that gave it to  
20 Martin Marietta, right?

21 COMMISSIONER DEASON: Anyway, there's a question as  
22 to whether the FCC's policy preempts states from doing  
23 something different, and that's the legal issue which the  
24 chairman mentioned. So, there's some legal ramifications and  
25 difficulties in pursuing that, but we appreciate you bringing

1 it to our attention.

2 MR. HAY: Thank you very much, and thank you for the  
3 opportunity.

4 COMMISSIONER PALECKI: Thank you.

5 CHAIRMAN JACOBS: Thank you.

6 MR. POUCHER: Laura Lowe.

7 LAURA LOWE

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

10 DIRECT STATEMENT

11 MS. LOWE: Good evening, Chairman Jacobs and  
12 Commissioners, thank you very much. First of all, I'd like to  
13 express my gratitude for the opportunity for our community to  
14 express themselves today. We do appreciate this opportunity  
15 and also my sympathy for the task that is set before you.

16 My name is Laura Lowe, L-a-u-r-a L-o-w-e. I'm the  
17 president of the Siesta Key Association. And the Siesta Key  
18 Association was founded in 1948. It is a civic nonpartisan  
19 association that represents the residents and property owners  
20 of Siesta Key and provides them and affords them a  
21 representative voice with respect to their local governments  
22 and state government.

23 To that end, we have a membership roster currently of  
24 3,500; actually, it exceeds that a bit. And we have a  
25 population on the barrier island of Siesta Key, I've heard both

FLORIDA PUBLIC SERVICE COMMISSION



1 numbers, I think, it's closer to 11,000, but when we do  
2 mailings with -- sometimes the mailings are around the high  
3 9,000s, so I'd say safely between 9,000 and 11,000.

4           So, on behalf of my membership and my board, I would  
5 like to ask you to please adopt and I recommend Alternative 4.  
6 And the reason is that we truly do feel that we are part of a  
7 region; Sarasota County, along with Manatee and Charlotte  
8 County, truly we see ourselves as one region.

9           So, out of all the alternatives that are presented to  
10 us -- and I want to thank Mr. Foley and his company, NeuStar,  
11 for their relief plan -- I think, it's a very intuitive relief  
12 plan, we do prefer Alternative 4. We have a lot of retirees in  
13 our population, and I do believe the 10-digit overlay, which is  
14 the most least favorable to us, frankly, of all the  
15 alternatives; and I say that with respect to the industry  
16 consensus as well, that would really be confusing, as  
17 Commissioner Patterson stated in her testimony with respect to  
18 the 10-digit overlay. It would be quite a hardship.

19           My preference is, which I'm sure this would be  
20 obvious, that if you're down south in Lee County, would be, of  
21 course, that our region would maintain the 941 area code, as  
22 you asked Commissioner Staub, Commissioner Deason. So, don't  
23 mean to sound selfish, but just being honest with you all.

24           COMMISSIONER DEASON: Let me say this, I don't think  
25 as many of these hearings as we've ever had, we've never had

1 someone living in one region saying that they wanted a new area  
2 code, so you're consistent.

3 MS. LOWE: So, give it to us. I will say, though, I  
4 do agree with Commissioner Staub that I would prefer  
5 Alternative 4, even if we had to have a new area code number.  
6 Of course, that would be my Option B, so I do agree with her on  
7 that. But I just wanted you to know I did do a letter on  
8 behalf of the association as president of the association.  
9 Unfortunately, I was remiss in not bringing one for your  
10 recording secretary and a copy for the Commission as well, so I  
11 will just hand your recording secretary the one letter for you  
12 to include in the record and I look forward to your decision in  
13 November. Thank you for your time.

14 CHAIRMAN JACOBS: Thank you for coming. Any  
15 Questions?

16 MR. POUCHER: Jennifer Huber.

17 JENNIFER HUBER

18 appeared as a witness and, swearing to tell the truth,  
19 testified as follows:

20 DIRECT STATEMENT

21 MS. HUBER: Good evening. My name is Jennifer Huber,  
22 that's H-u-b-e-r, and I'm the sales and marketing director for  
23 the Sarasota Convention and Visitors Bureau. Thank you for  
24 giving us this opportunity to speak.

25 Sarasota Convention and Visitors Bureau is a

FLORIDA PUBLIC SERVICE COMMISSION

1 membership organization that has a contract with the county of  
2 Sarasota to promote tourism, basically, spread the word of  
3 Sarasota County throughout the world. And we are in favor of  
4 Alternative Number 4 and, basically, we do want to keep  
5 Manatee, Sarasota, and Charlotte Counties together, because  
6 these three counties recently aligned for tourism promotional  
7 efforts and to the southwest Florida district. By grouping  
8 these three counties together we have more promotional dollars  
9 to go and spread to promote tourism to the area, and that's why  
10 we are supporting Alternative Number 4.

11 We do strongly oppose Alternative Number 2 and 3,  
12 which split the city of Punta Gorda from Charlotte County, as  
13 well as Englewood from Sarasota County, respectively, because  
14 it just seems that imposing a new area code on a section of the  
15 county gives a perception that the split-off area is out of the  
16 geographical area, and that would just cause confusion. We  
17 think that would be detrimental to the efforts of us trying to  
18 market the area as one entity. I think that would divide that  
19 up. And we're also opposed to the overlay as we think that  
20 would be confusing for visitors, especially our foreign  
21 visitors and our aging community.

22 COMMISSIONER PALECKI: And like the other witnesses  
23 before you, you would prefer Alternative Number 4, even if it  
24 meant that these three counties would get a new area code?

25 MS. HUBER: Yes, our first choice would be to keep

1 the 941 area code. But yes, if Option B was an option, we  
2 would -- as long as we were together, that would be preferred.

3 COMMISSIONER PALECKI: Thank you.

4 MS. HUBER: Mm-hmm.

5 CHAIRMAN JACOBS: Thank you, Ms. Huber.

6 MS. HUBER: Thank you.

7 COMMISSIONER DEASON: Excuse me, just a quick  
8 question, I'm sorry.

9 MS. HUBER: Yes.

10 COMMISSIONER DEASON: Since your expertise is in  
11 promotions and tourism, have you thought of what type of area  
12 code you would prefer if you get a new area code? And the  
13 reason I ask is that in other situations, in other parts of the  
14 state, while no one wanted a new area code, they tried to make  
15 -- you know, when they were given lemons they tried to make  
16 lemonade. In the Brevard County area, the space coast, they  
17 wanted 321 for obvious reasons.

18 MS. HUBER: Right.

19 COMMISSIONER DEASON: We've had other numbers which  
20 spell out other things like sun or fun or things like that.  
21 Those are very difficult to come by, and the number of codes  
22 are dwindling rapidly. But I was just going to ask the  
23 question, have you given any thought to any type of code, has  
24 there been any thought given in your organization or elsewhere  
25 within this area about a particular code?

1 MS. HUBER: There hasn't been any thought yet. We'd  
2 hope to keep the 941 area code, of course, but I'm sure we'll  
3 come up with something catchy, if need be, and make the most  
4 out of it.

5 COMMISSIONER DEASON: Well, it can't always be done,  
6 but we were successful on that. At least two times we were  
7 able to do that, but the number of combinations are getting  
8 smaller and smaller, so it's difficult to do, but thank you,  
9 though.

10 MS. HUBER: Thank you.

11 COMMISSIONER PALECKI: Thank you.

12 MR. POUCHER: Bob Carter.

13 BOB CARTER

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

16 DIRECT STATEMENT

17 MR. CARTER: Good evening, Mr. Chairman,  
18 Commissioners. It's a pleasure to be with you here today. My  
19 name is Bob Carter, C-a-r-t-e-r. I am the president of Senior  
20 Friendship Centers. We are a multiservice provider of aging  
21 services here in Sarasota County. We also have services in  
22 Charlotte County and down in Lee county.

23 Our primary business is to support people aging in  
24 place. I also want to mention that I am chairman, currently  
25 chairman, of the Sarasota County Senior Advisory Council. And

FLORIDA PUBLIC SERVICE COMMISSION

1 part of our mission of the Senior Advisory Council is to make  
2 Sarasota an elder-friendly and an elder-ready community. Aging  
3 in place and elder-ready tie together. And when we're talking  
4 about aging in place and trying to prevent premature  
5 institutionalization, we're talking about a county here that is  
6 in the paper, by the new census, the sixth oldest county in the  
7 nation. And, in fact, we are the only county with a population  
8 of over 150,000 of 326,000 in the nation. So clearly, when  
9 we're talking about trying to support aging in place, we are at  
10 ground zero here in Sarasota County.

11 I will tell you that I support Alternative 4. I  
12 think, that makes the most sense. I am strongly against the  
13 10-digit overlay. I think that that is not elder-friendly. I  
14 think that that will not support aging in place. I think, it  
15 is confusing, and if you put to me whether I would consider a  
16 new area code or the 10-digit overlay, I would clearly say a  
17 new area code, although I would like to keep our current area  
18 code.

19 CHAIRMAN JACOBS: Any questions? Thank you,  
20 Mr. Carter.

21 COMMISSIONER PALECKI: Thank you.

22 MR. POUCHER: Anne Clancy.

23 ANNE CLANCY

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

FLORIDA PUBLIC SERVICE COMMISSION

## DIRECT STATEMENT

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

MS. CLANCY: Good evening, Commissioners. My name is Anne Clancy, that's C-l-a-n-c-y. I'm here this evening representing Tim Dutton, the executive director of SCOPE, which stands for Sarasota County Openly Plans for Excellence. Mr. Dutton regrets his absence and has asked me to read his prepared statement:

"SCOPE is a community-based planning organization dedicated to engaging the community in identifying its challenges and systematically tackling them. SCOPE seeks to create a vision and then build the foundation that will allow the vision to become a reality. SCOPE is about the quality of life in Sarasota County. Sarasota County is an attractive community. Its beauty, resources and other assets are magnets for vacationers, retirees, and people like me who want to make Sarasota County our full-time and permanent residence. In fact, these assets are so powerful that they have materially impacted the demographics of the county.

Nearly 40% of the people who reside in Sarasota County are over the age of 65. Furthermore, many older people come here in the winter to enjoy the warm weather, further swelling the population. Today's newspaper features the release of current census information that shows that Sarasota County is the sixth oldest county in the country and Charlotte County is the second oldest.

1           Furthermore, the city of Venice is the nation's  
2 second oldest city with a population of over 10,000.  
3 Coinciding with this growth in the senior population is the  
4 growth in the number of families with young children. It is  
5 into this demographic pool that we consider the proposal to  
6 make fundamental changes to the telephone number system.

7           Given the high percentage of elderly and part-time  
8 residents that make up such a large percentage of our  
9 population, I believe, a complicated system of 10-digit numbers  
10 that may even include different area codes within the same  
11 community will be a disaster for effective casual  
12 communication, for business communication, and possibly even  
13 for emergency communications.

14           It is not only the elderly who will be negatively  
15 impacted by this proposal. I submit that the modern family  
16 relies very heavily upon the phone as a tool for addressing the  
17 needs of children. Such a complicated system may also impede  
18 security and timely communication for the young as well.

19           As today's Sarasota Herald-Tribune editorial states,  
20 Manatee, Sarasota, and Charlotte Counties are developing a  
21 regional interdependence. This is true economically,  
22 governmentally, and socially. It is important that the phone  
23 numbering system compliment that environment.

24           I recognize that you face a difficult decision and  
25 many of the words you hear tonight may sound familiar. There



1 are alternatives that must be considered, and I encourage you  
2 to create a system that is simple and has minimal impact. I  
3 encourage you to listen to the concerns of this community."

4 CHAIRMAN JACOBS: Questions?

5 MS. CLANCY: Thank you for the chance to speak with  
6 you.

7 COMMISSIONER PALECKI: Thank you.

8 MR. POUCHER: Jack K-1-y-n, Klyn?

9 JACK KLYN

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

12 DIRECT STATEMENT

13 MR. KLYN: Thank you. My name is Jack Klyn; it's  
14 K-1-y-n. I'm president of Casey Key Association representing a  
15 little over 300 members. There's only about 400 families on  
16 the Key. When people move to Florida, they want to stay  
17 exactly the same as it was when they first came here. I've  
18 been here 50 years, and I still haven't lost that feeling.

19 I also have a business in Ohio, which is a victim of  
20 the overlay. It's confusing, frustrating, and a real pain in  
21 the neck. Everytime I go up there I become more confused and  
22 more disoriented. As previously mentioned, Venice -- Casey Key  
23 is neighboring Venice, and the average age is 68.8, the people.  
24 So I'd like to, on behalf of the residents of Casey Key and  
25 myself, recommend Alternative 4.

FLORIDA PUBLIC SERVICE COMMISSION

1 CHAIRMAN JACOBS: Very well. Any questions? Thank  
2 you.

3 COMMISSIONER PALECKI: Thank you, Mr. Klyn.

4 MR. POUCHER: Bill Couch.

5 BILL COUCH

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

8 DIRECT STATEMENT

9 MR. COUCH: Good evening, Mr. Chairman,  
10 Commissioners. Welcome to Sarasota County.

11 COMMISSIONER PALECKI: Thank you.

12 CHAIRMAN JACOBS: Thank you.

13 MR. COUCH: My name is Bill Couch, and that's  
14 C-o-u-c-h. I represent the greater Sarasota Chamber of  
15 Commerce, one of the larger member membership-based business  
16 organizations in the county.

17 Now, my complete testimony has been prefiled. I'm  
18 here this evening to testify, because a change in the August  
19 hearing dates in Tallahassee will prevent my attending and  
20 testifying in person at the August hearing, so I'm before you  
21 tonight.

22 Let me summarize my sworn testimony, briefly.  
23 Although, the overlay of a new area code on top of 941 would  
24 eliminate the need for businesses to change their computer  
25 systems and stationery, it would definitely undermine the

FLORIDA PUBLIC SERVICE COMMISSION

1 concept of a unified interactive business community within this  
2 region.

3 New businesses would have an obvious advantage,  
4 because 941 is associated with the local area. I ask that you  
5 read and consider my complete testimony, which does include  
6 some statistics and demographics and ask that Sarasota County  
7 retain the 941 area code and that you keep Manatee, Sarasota,  
8 and Charlotte Counties together as presented in Alternative 4.

9 Do you have any questions?

10 CHAIRMAN JACOBS: Any questions, Commissioners?

11 COMMISSIONER PALECKI: No, thank you.

12 CHAIRMAN JACOBS: We will get that testimony.

13 MR. COUCH: Good, thank you.

14 COMMISSIONER PALECKI: Thank you, Mr. Couch.

15 MR. POUCHER: Mary Suave.

16 MARY SUAVE

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

19 DIRECT STATEMENT

20 MS. SUAVE: Good evening, gentlemen. My name is Mary  
21 Sauve, S-a-u-v-e. I'm a realtor with Michael Sanders &  
22 Company. We have a very high growth rate in Manatee, Sarasota,  
23 and Charlotte County. We have, obviously, many retirees that  
24 move here, we have very many foreign buyers who move to this  
25 area. We are very interactive, the three counties.

FLORIDA PUBLIC SERVICE COMMISSION

1           As a realtor, I travel these areas quite frequently,  
2 not just Sarasota County, but up into Manatee as well and  
3 further south. I fully feel that I agree with the fact that  
4 Alternative Number 4 is the way that would be the best for all  
5 people, and the following reason is that there is a very close  
6 relationship between these counties. I know sometimes people  
7 move to an area and they find a home and they love it and then  
8 they look for a different job when they get here and they move  
9 into another county. They may send their children to another  
10 school, to a private school, or something like that. And the  
11 fact of having an overlay would just be detrimental to the  
12 harmony of social communication with their friends or family  
13 communication, business communication and, as the lady  
14 mentioned earlier, even emergency communications.

15           I do not feel that -- as a realtor, often a lot of my  
16 business is, unfortunately, conducted with a cell phone.  
17 That's something that we don't like, but that's just the way it  
18 happens with many, many businesspeople. I think that's very  
19 dangerous to have to do as much work as we do and as much  
20 communicating as we do on a cell phone, but it is what I'm  
21 afraid is here to stay. And to have to dial anymore digits  
22 would, indeed, I feel, be more dangerous.

23           The fact that many phones are not on auto dial, I  
24 will get a page in, it says to call Mr. Smith at his home or my  
25 voice mail would say, "Mary, when you get back..." or "Can you

1 call me as soon as possible," I have to dial that number. So,  
2 I think, for those reasons if we can keep it as simple as  
3 possible, that would be the best for everybody. Thank you.

4 CHAIRMAN JACOBS: Thank you, Ms. Sauve.

5 COMMISSIONER PALECKI: Thank you.

6 CHAIRMAN JACOBS: Questions?

7 MR. POUCHER: Richard Jimison.

8 RICHARD JIMISON

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

11 DIRECT STATEMENT

12 MR. JIMISON: Good evening. Thank you for the  
13 opportunity to present testimony. My name is Richard Jimison.  
14 That's a very strange spelling, J-i-m-i-s-o-n. And I have some  
15 written testimony with some charts that I'd like to submit, and  
16 I have enough copies for each of you to follow along, if you  
17 wish.

18 CHAIRMAN JACOBS: Very well, thank you.

19 MR. JIMISON: I'm the social services manager for the  
20 Sarasota County Health and Human Services Business Center. I  
21 would like to share some important and relevant information  
22 with you. Did you know that Sarasota, Charlotte, and Manatee  
23 Counties have a substantially larger and older population than  
24 Lee and Collier Counties? After all, it is the population of  
25 elders that are generally viewed as having a more difficult

1 time adjusting to new things, new habits, new ways of  
2 conducting business.

3           Please note that on the attached chart generated with  
4 the most recent figures the Census Bureau has on its web site,  
5 that Sarasota, Charlotte, and Manatee Counties have a greater  
6 population with a need for a simpler approach; more over 65,  
7 more over 85, and greater percentages of both groups as well.  
8 I realize more recent information will be available shortly  
9 from the census, but based on today's "Sarasota  
10 Herald-Tribune," it appears the trends regarding the local  
11 elder population are intensifying and the high ranking of area  
12 communities has not changed.

13           This community is very conscious of meeting the needs  
14 of its elder population and is working actively through its  
15 seniors advisory council to address outstanding ones. In March  
16 of this year, the Sarasota County Commission passed an  
17 elder-ready community resolution attached to the handout, which  
18 asks the seniors advisory council to examine what Sarasota  
19 County needs to do to become more elder-ready and  
20 elder-friendly. Requiring 10-digit dialing for a large number  
21 of folks more than 65 or 85 is not what one would consider to  
22 be elderly-friendly.

23           Now, I'd like to add a couple of additional comments.  
24 With respect to Option Number 4, it just happens that this  
25 little chart that I added indicates that the area of Charlotte,

1 Manatee, and Sarasota County has a greater total population  
2 than both Lee and Collier County combined. And I'm sure in the  
3 area of Monroe County that's, I think, pretty much part of the  
4 everglades or something and a greater population of those 65  
5 and over, obviously, and a much greater population of those 85  
6 and over.

7 I would also like to issue something of a challenge,  
8 and that is if you took U.S. 41 and drove south and you drove  
9 through Manatee and you entered Sarasota County, you would see  
10 that it's a contiguous urban area. Now, if you continued south  
11 and you got to Venice and one car went on 776 and one car  
12 stayed on U.S. 41, well, the car that went on 776 would get to  
13 Englewood and would realize that the Englewood area is a  
14 contiguous urban area.

15 And if the car that went on 41 went through the city  
16 of North Port, which happens to be the fastest-growing city in  
17 this area, you would go through the city of North Port and  
18 immediately enter Port Charlotte, which is a contiguous urban  
19 area. But as you got south of Punta Gorda on U.S. 41, there is  
20 a large rural tract that is undeveloped before you reach the  
21 outskirts of north Fort Myers and Cape Coral and the Lee County  
22 area and Fort Myers.

23 COMMISSIONER DEASON: We're going to be making that  
24 drive, so we'll take you up on that.

25 CHAIRMAN JACOBS: May I ask a question real quick?

1 Thank you for providing the statistics. It would appear that  
2 Manatee and Sarasota, while they have the highest present  
3 population, it's my understanding that Charlotte is growing at  
4 a much faster rate.

5 MR. JIMISON: Charlotte's part of this particular  
6 area you're talking about in Option 4, in any case.

7 CHAIRMAN JACOBS: Right.

8 MR. JIMISON: Okay.

9 CHAIRMAN JACOBS: Right.

10 MR. JIMISON: Yeah, I think, Charlotte may be growing  
11 at a faster rate.

12 CHAIRMAN JACOBS: And then, it would also appear that  
13 the combined area of Charlotte, Manatee, and Sarasota has a  
14 higher population than at least, Collier and Lee.

15 MR. JIMISON: Yes.

16 CHAIRMAN JACOBS: Okay. Very well. Thank you.

17 COMMISSIONER PALECKI: Thank you.

18 MR. POUCHER: Kerry Kirschner.

19 KERRY KIRSCHNER

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

22 DIRECT STATEMENT

23 MR. KIRSCHNER: Good evening, Chairman Jacobs and  
24 Commissioners. My name is Kerry Kirschner. It's spelled  
25 K-i-r-s-c-h-n-e-r. I'm the executive director of the Argus

FLORIDA PUBLIC SERVICE COMMISSION



1 Foundation, which is a public policy foundation 18 years old  
2 made up of presidents and CEOs of companies in southwest  
3 Florida, primarily headquartered in Manatee and Sarasota  
4 Counties. This is not our first time before you. In fact,  
5 December 11th, 1999, we were here requesting the maintenance of  
6 the 941 area code in expectation we wouldn't be back here so  
7 soon but, obviously, we are.

8           Obviously, we are like all the members of our  
9 community, very much in favor of Option Number 4 as well as the  
10 retention of the 941 area code. One of the things that hasn't  
11 been mentioned, and not to be duplicitous, I'd like to point  
12 out to you the business nature of this three-community area and  
13 its difference between that of Lee and Collier County, and that  
14 is our businesses are more in the export field, meaning that we  
15 have reason, economic reason, that this 941 area code be  
16 maintained because, in fact, as you will note, we are the ones  
17 with the deepwater port, Port Manatee, which continues to  
18 expand. We have a number of businesses that continue to be  
19 attracted here in the communications field. We have a number  
20 of inbound and outbound watts operations within our community,  
21 all with great economic impact on these businesses so that our  
22 membership, obviously, is very bottom line-oriented to their  
23 business. They are very much concerned about the -- not just  
24 the change of stationery, but its effect on their business  
25 relationships outside of this immediate market area.



1 that everybody's going to be looking at dialing 10 digits.

2 I'm in the alarm industry, and everytime a change is  
3 made in how you dial, it does force us to go out and reprogram  
4 an alarm system that may be in your residence or business to  
5 redo that. I've been down here in Florida about 12 years, and  
6 in that 12 years, roughly five times we've that to reprogram.  
7 And that was based on borders that have been moved or the 941  
8 coming in versus the old 813. There's also been changes  
9 required because of intraLATA borders being moved as well.

10 Everytime that happens, that does effect the alarm  
11 industry. It's one industry that I cannot think of any other  
12 industry that it effects probably as directly as it would the  
13 alarm industry. And it does require every alarm company to go  
14 out there and effect those systems they have out in the field.

15 If what I'm being told is correct, then it would make  
16 sense to -- you know, people are going to have to learn to  
17 actually make those 10-digit dialing. There was a gentleman  
18 that was up here before that said that he owned a company up  
19 there in Ohio and said it was confusing to him, as I understood  
20 from him when he's down here moving back up to Ohio,  
21 absolutely, I would agree with him.

22 If, indeed, the 10-digit dialing is going to find its  
23 way nationwide, I don't foresee that to be a confusing thing at  
24 that point, because everybody will be doing the same thing  
25 throughout the areas. So again, in that respect, and again, on

1 a financial one for the alarm industry, it would be better to  
2 bite that bullet, if you will, to do the 10-digit dialing  
3 sooner than later.

4 If, indeed, those are not correct facts that I've  
5 been told, by all means, the Option 4 makes the best sense for  
6 this community, though. The way the borderlines work, you've  
7 heard all the testimony from everybody before and really all of  
8 that testimony is accurate. I mean, the way that the borders  
9 work and the way the communities are, those are accurate  
10 statements. And so, if what I was told from the North American  
11 Numbering Plan is not correct, then I would be in favor of  
12 Option 4, definitely.

13 CHAIRMAN JACOBS: Without speaking for NANPA, what I  
14 would say to you is much has been done in the last few years to  
15 address the premature exhaust of these numbering resources, and  
16 we're just now beginning to see some of the results of those  
17 efforts.

18 No one can guarantee you that the day will not come  
19 when everybody will do 10-digit dialing, but we're absolutely  
20 working to push that back or even to lower the probability that  
21 it will happen, so that's about as much of a guarantee as I can  
22 give you or anyone -- I believe, most people could give you.

23 MR. HAMMOND: Right. The worst thing that I would  
24 see also is, as I understand so far, I guess, there's a  
25 community on the east coast that is trying to resend or change

1 back what they have as an overlay currently, to go back to a  
2 split area code. And that would be detrimental, I believe,  
3 here as well if, ultimately, Option 1 was selected and then  
4 down the road there was such a community uprising that they  
5 changed back to a split area code and tried to split that, that  
6 would be disastrous. I wouldn't want to see that happen here  
7 as well. Whatever decision would be made, I'd like to see it  
8 follow through and stay with it, but --

9 COMMISSIONER PALECKI: I think, the information you  
10 received has been correct.

11 MR. HAMMOND: Mm-hmm.

12 COMMISSIONER PALECKI: Depending on which of the four  
13 plans you look at, you're talking about anywhere between six  
14 and ten years, and that's just an estimate that's based upon  
15 the expected growth.

16 MR. HAMMOND: Mm-hmm.

17 COMMISSIONER PALECKI: It could be an even shorter  
18 period, if growth is faster. Of course, if we do engage in  
19 more aggressive conservation measures and perhaps new type of  
20 technology could help, we may see a longer period. But, I  
21 think, what you're seeing, as far as the 10-digit dialing as a  
22 thing in the future, it's probably correct.

23 MR. HAMMOND: Right. And along in that same  
24 conversation, it was people in the technical department, I  
25 guess, at NANPA or North American Numbering Plan

1 Administration, but also along with that they even said, you  
2 know, probably 25 years out that it's very conceivable that an  
3 eighth digit would be added to the seven digits and another  
4 digit to make a four-digit area code.

5 You know, at this point in this venture or crossroads  
6 they're saying that's probably 25, 30 years out, but numbers  
7 are going to be added. It's going to be a forced thing at some  
8 point in the future.

9 Any other questions?

10 CHAIRMAN JACOBS: So, given the perception --

11 MR. HAMMOND: Given the information that I had being  
12 accurate from the North American Numbering Plan, I would look  
13 for Option 1, because it's such a short time frame down the  
14 road that we would be looking at 10 digits anyways.

15 CHAIRMAN JACOBS: Very well.

16 MR. HAMMOND: If that's not accurate, then Option 4  
17 makes the most sense. Looking at the other options, I don't  
18 believe to be a viable thing for this community Options 2 and  
19 3.

20 CHAIRMAN JACOBS: Thank you. Any other questions,  
21 Commissioners? Thank you.

22 COMMISSIONER PALECKI: Thank you, sir.

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

FLORIDA PUBLIC SERVICE COMMISSION

## DIRECT STATEMENT

1  
2 MR. SKIDMORE: My name is Rodger Skidmore, that's  
3 R-o-d-g-e-r S-k-i-d-m-o-r-e.

4 I moved to Sarasota about a year ago from Atlanta,  
5 and Atlanta went through exactly this scenario. It had a  
6 7-digit numbering system; they then split that, they went to 10  
7 digits, and then they went to the overlay with the addition of  
8 new area codes to new subscribers.

9 I think, it was Thomas Wolfe who said in Look  
10 Homeward Angel, "You can't go home again." Well, I moved to  
11 Sarasota where they have seven digits and, believe me, it's  
12 great to be home. There were a number of problems that we had  
13 while I was there, both from a commercial corporate standpoint  
14 and from the individual.

15 A lot of the programs for, whether it be alarm  
16 dialing or just corporate redialing and dialing within those  
17 companies, they were either set for a 7-digit number or they  
18 were set for the area code and 7-digit number with a one in  
19 front of it for national dialing.

20 The companies had to reprogram at a very high  
21 expense, because the computer programs were not set to do the  
22 10-digit without the one. And so, there was a lot of  
23 misdialing. Now, from the individual standpoint, there was a  
24 lot of misdialing; also, because people when you tend to go  
25 with the 10 digit, you dial the one or you dial -- and if you

1 make the other mistake, you dial the 10-digit without the one  
2 when you were trying to dial somebody in San Francisco or  
3 Chicago.

4           And everytime you did that, if you dialed the  
5 10-digit number without the one for a national call, a  
6 prerecorded message would come on and say, "You need to add a  
7 one, please redial." And if you dialed the local number with a  
8 one, a prerecorded message would come on and say, "You don't  
9 need to put on the one, please redial." Well, if the programs  
10 in the telephone companies were smart enough to tell you that,  
11 why couldn't they just either add the one or not add the one  
12 and not bother the people?

13           So, it's not just a matter of yes, that's the way it  
14 is. Maybe it's a matter of going back to the phone companies  
15 and asking them to do a little bit more of their work and spend  
16 their money. They're going to lay it on to us anyway. And I'd  
17 rather get the benefit of the work and have to pay for it  
18 rather than go to more and more phone numbers.

19           And, I believe, I was reading in the paper yesterday  
20 Thomas Foley said once you go to 10-digit dialing, you never  
21 have to go to 10-digit dialing again. That's true. Once you  
22 shoot yourself in the head, you never have to shoot yourself in  
23 the head again, but you did, and it is not a fun thing to do to  
24 go to 10-digit dialing.

25           It's great for the phone companies. They just change



1 their little program, and the work for them is done. For  
2 people, it is something that never, ever stops. You're always  
3 making mistakes or you're always having to remember what those  
4 extra digits are. And especially if you go to the overlay, and  
5 it was mentioned -- I believe, the third speaker mentioned that  
6 you're calling your next-door neighbor and they have a  
7 different area code or you go to add an additional line to your  
8 own home and you have to have a different area code in your own  
9 house, so when people call you on one number they dial 941.  
10 And if they dial on another phone to your house, because the  
11 first one is business, then they dial 789. That really does  
12 not make any sense at all.

13           And in Europe, it was mentioned that maybe one state  
14 was looking to go to specific area codes for cell phones,  
15 pagers, and beepers. In Europe, that is the rule. If you had  
16 a cell phone, everybody knows they're calling a cell phone  
17 number, because it's the area code that is specialized for cell  
18 phones, and it's a series of those codes, so it does not take  
19 away from the existing pool of numbers in the local area. Yes,  
20 that's not the way it's done now. Maybe the FCC, or whoever it  
21 is, doesn't like it, but it's certainly worth revisiting now  
22 that we've had the experience. They set that rule or proposal  
23 back before the pagers and beepers came about.

24           Well, now we've lived through it. If we're going to  
25 change numbers, change those numbers and then you'll have so

1 many hundreds of thousands of extra numbers you won't need to  
2 change your area code so much. Also, in Europe, they don't use  
3 letters. We used to have letters, because you'd dial BR7 or  
4 MJ2 or whatever the particular code was, Broadway 72000. We  
5 went away from that with numbers, and yet we still have the  
6 letters on the dials.

7           If you say to somebody in Europe, "Call me. My  
8 company wants you to call us at GO-FUN," or something like  
9 that, they don't know how to call you, because there are no  
10 letters on their buttons. And if we didn't have the letters  
11 here, then companies would not take up the extra numbers to get  
12 their codes like BUY JUNK or whatever it is that they want you  
13 to spell out. You can remember BUY JUNK easily, but to go and  
14 look at it and now, which is B and which is Y, that takes a lot  
15 of time, and it also takes up excess numbers which don't need  
16 to be taken up.

17           So, there are a lot of things that can be done. Yes,  
18 it puts the onus on the telephone companies, it makes the FCC  
19 have to change some of their rules, but it makes it a lot  
20 easier for people and, I think, that is the preferable way.

21           Thank you.

22           CHAIRMAN JACOBS: Thank you, Mr. Skidmore. Any  
23 questions, Commissioners? Thank you very much.

24           COMMISSIONER PALECKI: Thank you, sir.

25           MR. SKIDMORE: Here's two copies for your files.

1 Thank you.

2 MR. POUCHER: Linda Line.

3 LINDA LINE

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

6 DIRECT STATEMENT

7 MS. LINE: Hello. My name is Linda, L-i-n-d-a, Line,  
8 L-i-n-e. I'm the director of the Siesta Key Association, and  
9 my husband and I would like to adopt the testimony of Laura  
10 Lowe as our own.

11 I'd like to also add I moved here five years ago and,  
12 like many people who move here, started a small business, so I  
13 just -- I hired a local graphic artist and a local fine artist  
14 to do business cards and brochures, \$2,000 to do that. I  
15 understand that with the overlay plan that we might keep the  
16 941, but I think it's very important that we adopt Alternative  
17 4, because of the population that we have here and that we also  
18 keep 941 for people who are invested in their businesses using  
19 941. Thank you.

20 COMMISSIONER PALECKI: Let me ask you a question.  
21 What do we say to the people in the three counties to the south  
22 that if we go with 4 and if we give 941 to these three  
23 counties; you know, we're planning on visiting those counties  
24 tomorrow and the day after, and I'm sure we're going to hear  
25 from those counties that they would like to retain 941.

FLORIDA PUBLIC SERVICE COMMISSION

1 MS. LINE: I understand that. I don't envy your  
2 decision. I'm sure there are many people, like myself, in  
3 those counties who also invested in small businesses and have  
4 stationery and that sort of thing.

5 I would just say that Sarasota County has been  
6 described by many people as not like Florida; Sarasota,  
7 Manatee, and Charlotte County. And you've heard testimony  
8 tonight about the unique character of this county. And part of  
9 that unique character comes from the many artists and other  
10 people that live here.

11 So, I would -- in my former life I was a vice  
12 president of daytime programming for NBC. And I understand  
13 about reaching large broadcasting of large populations, trying  
14 to find a common denominator. So, I think, at this point  
15 anything I say would be self-serving except that we do have a  
16 lot of people, but not everyone buys \$2,000 business cards.  
17 People here do, because of the population. So, I think, there  
18 is more -- you would probably find more of a financial  
19 investment in these kinds of things in these three counties  
20 than you might find in the counties down south.

21 COMMISSIONER PALECKI: Thank you.

22 CHAIRMAN JACOBS: Thank you.

23 MR. POUCHER: Steve Fernandes.

24 STEVE FERNANDES

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

FLORIDA PUBLIC SERVICE COMMISSION

1 testified as follows:

2 DIRECT STATEMENT

3 MR. FERNANDES: Don't be afraid, I'm not going to  
4 read all of this. I did make some notes, but I can't read my  
5 own handwriting, so... My name is Steve Fernandes, just a  
6 citizen of Sarasota County, not affiliated with any business;  
7 their choice, not mine.

8 Again, first of all, I'd say I support Alternative 4  
9 since something has to change. The overlay is a problem for  
10 us. Ten digits -- I think, the last election showed that  
11 counting is not a forte in Florida in asking us to put 10  
12 digits in there, even though with 941 we have to dial 1-941 for  
13 some and 941. So it's really an 11-digit system. So, don't  
14 give us anymore numbers, please.

15 If you have to put in some 10-digit numbers, the  
16 previous suggestion about perhaps restricting it, if possible,  
17 to certain types of operation; for instance, somebody puts in a  
18 fax machine or a computer, and you're giving them a separate  
19 line for them, then you could maybe give them a 10-digit or  
20 17-digit number, it doesn't matter, because it's probably going  
21 to be dialed by another computer, so it's not an emergency type  
22 of issue.

23 If you start doing that, if that's really the growth  
24 that's coming, maybe you can divert some of that in the future  
25 to that type of use, you know, when you want to call up your

1 ISP to get on the Internet, maybe that puts it to 22 digits; it  
2 doesn't matter, the computer really doesn't care. Any  
3 automatic dial, the dialer doesn't care.

4 As far as the Charlotte and Sarasota split, I think,  
5 that has some unfortunate consequences for the private as well  
6 as the public sector, not just businesses. Sarasota, Manatee,  
7 and Charlotte have kind of a bonding of social as well as  
8 public. I live in Sarasota, I belong to the Charlotte Bike  
9 Club, for instance. We have common trails there. We have  
10 civic association meetings as a -- you know, in the bike club  
11 we have over 200 members with all their phone numbers, et  
12 cetera. Civic associations get together, because problems are  
13 common. And I'm sure this happens at most of the boundaries  
14 between counties, but in our case it's spread within the county  
15 maybe a little deeper than you would normally get.

16 Like on Long Island, we had Suffolk and Nassau, and  
17 it was hard to tell the difference. That's kind of how it is  
18 now with Charlotte County, Manatee, and Sarasota. The special  
19 olympics, I volunteer in Sarasota, I do as much work, I guess,  
20 with Charlotte and Manatee as an area as I do, so I'd like to  
21 see that kind of stay.

22 As far as 941, to tell the truth, as a consumer, I  
23 don't really care. Everytime I call somebody, the number has  
24 changed. I call Boca Raton, they've changed. I call  
25 international, they've changed. A call Long Island, they've

1 changed from 516 to something else. You kind of learn, you  
2 know, this is your uncle's house, you're not calling a multiple  
3 set of numbers as a business would be doing. We just went from  
4 813 to 941. I mastered the 941, I still haven't mastered that  
5 and the one before as was mentioned by the previous speaker,  
6 one of the previous speakers.

7           If you're going to give us a number and you're going  
8 to change the 941 and one of them, I suggest giving Lee County  
9 the new number and -- because it's a very popular number, it's  
10 911. They would love it, I think. What do you think? Let's  
11 give Lee County 911, they'd get all the calls they could  
12 handle.

13           My question though is what happens after seven years?  
14 Now, I see us postponing something for seven years. The  
15 actuarial tables say that I should last for another year and a  
16 half, so after seven years are you going to run out  
17 mathematically out of numbers. You have an area codes that's  
18 three digits, which gives you less than a thousand usable  
19 numbers. You can't start using 555. And you have 20 -- 50  
20 states which is an average of 20 states. What are you going to  
21 do when you run out of area code numbers?

22           Now, being a technologist myself, I don't understand  
23 why we're saying -- and, I think, one of the previous speakers,  
24 Rodger, I forgot his last name, alluded to why not let the  
25 telephone do it? Why not let the telephone decide, put in

1 another button for local, another one for long-distance,  
2 whatever it is, program it for your local call. Don't put the  
3 burden on the person dialing the -- pressing the buttons. Let  
4 the telephone companies start developing the technology to make  
5 the decision for you. That's really all I have to say on this.  
6 Thank you.

7 COMMISSIONER PALECKI: Thank you.

8 CHAIRMAN JACOBS: Thank you, Mr. Fernandes.

9 MR. POUCHER: Janet Dugan.

10 JANET DUGAN

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

13 DIRECT STATEMENT

14 MS. DUGAN: Good evening.

15 COMMISSIONER PALECKI: Good evening.

16 MS. DUGAN: It's a privilege to be here. I don't  
17 think it's a pleasure. I need your help very badly. I don't  
18 know what the people in my area want and I don't know which we  
19 should choose and I don't know, but maybe we should ask you for  
20 some information to tell us how to get out of our dilemma.

21 I am a retired attorney from Massachusetts, 37 years,  
22 and I became an advocate or friend of some three to 7,000  
23 people on the south side of central Sarasota Parkway. And we  
24 all have -- this is the Stoneybrook directory. We all have 918  
25 and 966 telephone numbers. The telephone company tells me we

FLORIDA PUBLIC SERVICE COMMISSION



1 live in Osprey. The telephone operator tells me we live in  
2 Osprey. We have a 34238 zip code.

3 My deed says I live in Sarasota. The telephone  
4 company did not have enough phone exchanges, so they gave us  
5 Venice exchanges. And I have said to everybody that I can find  
6 in their company, that's fine, we simply ask that we be listed  
7 in the Sarasota phone book and that we be given an information  
8 number in the international or national information service as  
9 Sarasota.

10 That hasn't happened, and it hasn't happened in  
11 Pelican Cove, and do you know how many senior citizens there  
12 are in Pelican Cove? Do you know how many senior citizens  
13 there are and people who get into an airport or someone who is  
14 dying in a hospital and they haven't got their telephone book  
15 with them or their diary, and they call Sarasota information  
16 and ask for the number of Tom Male, whose aunt is dying in  
17 Detroit in the hospital. And they say, "I'm sorry, there's no  
18 such person."

19 Now, if you're going to get a new area code and a new  
20 overlay, maybe we want that in the southern part of Sarasota,  
21 because maybe we can get you to get -- to help us so that we  
22 can be part of a new area code that puts that area of Sarasota  
23 in the Sarasota phone book and information. We've been talking  
24 tonight about social well-being and emergencies and I was on  
25 the cell phone and I was looking for UPS number -- Federal

1 Express, so I called their 800 number and pushed the button to  
2 get the Federal Express closest to you, and I got five places  
3 in Tampa, and that's because the exchange for this phone comes  
4 out of Tampa.

5           So, when people are in Sarasota -- in my alumni, in  
6 my college, in my law school, in every alumni magazine and  
7 book, I'm listed as Sarasota, Florida. If someone's in town,  
8 if someone's in the area and they call they say, "There's no  
9 such person in Sarasota." If somebody's at a hospital -- we've  
10 had people stuck in airports, and they call, and they say --  
11 and they want their neighbor to come and meet them and their  
12 plane has been changed and they don't have the phone number  
13 with them and they call information. It never occurs to them  
14 to say, "Oh, my goodness, try Venice and see if it's there."  
15 How would anybody from Chicago know that?

16           So, Alternative Number 4, everybody is in favor of,  
17 but maybe 6,000 people along that route would be better off  
18 with an area code and a number. And I would implore and ask  
19 you to please see if we can find out some way. Whichever plan  
20 we take, we want what serves us best.

21           The Osprey post master will tell you how many  
22 telephone bills they get each month from the telephone company  
23 because they bill us at the Osprey zip code. And I've had my  
24 phone -- I've moved three times within Stoneybrook Country  
25 Club, and each time I've moved I've kept the same phone number.

1 Each time I've moved, within two months my phone has been  
2 disconnected, because I haven't paid my phone bill. And the  
3 reason is, is when they move and they put the operations in,  
4 the technicians for the telephone company put in the phone  
5 exchange which puts me back on an Osprey address.

6 Now, I'm a realtor for Arvida, and sell an awful lot  
7 in the Stoneybrook and Pelican area, and I implore people to  
8 please tell the telephone company that they live in Sarasota.  
9 The telephone company says, "You do not live in Sarasota, you  
10 live in Osprey, ma'am, you're confused." And then I go through  
11 my -- I tell them to call me and I call the 800 number and I  
12 call and I say, "This is attorney Dugan calling you, and I want  
13 to tell you that I'm not nuts, okay, and that my customer's not  
14 nuts. She lives in Sarasota."

15 Now, the telephone company finally compromised with  
16 me and said for 95 cents a month you can be listed in Sarasota  
17 telephone book, but we can't put you in the national directory  
18 of information, because our computers aren't set up that way.  
19 I said, "I can't imagine that you think that's fair or  
20 constitutional or right. That's discrimination, because I live  
21 on the wrong side of the street. I live in Sarasota," so I  
22 don't trust the telephone company anymore.

23 They told me, first of all, that it was a 911  
24 problem, they told me I lived in Osprey. Everytime someone new  
25 moves into the area, within two months their phone is

1 disconnected for not paying their bill, and that's because the  
2 Osprey Post Office will tell you, they keep sending them back  
3 to the telephone company telling them they haven't received  
4 them, you know, that there's no such person who lives at that  
5 address, it's an incorrect address. By the time the telephone  
6 company calls you on the phone and asks you where you live and  
7 what's the correct address to send the bill, two months have  
8 gone by and your telephone is disconnected, so I'm very careful  
9 to newcomers to tell them to please, it doesn't do any good.

10 So, maybe we're for Alternative -- I mean,  
11 everybody's for number 4, I understand that completely, but  
12 maybe if we had a new area code, we could have some kind of  
13 computer system that it would allow us to be listed in the  
14 information for emergency reasons.

15 My 92-year-old aunt in Turners Falls, Massachusetts  
16 locked a retired policemen in the cellar, because she thought  
17 he was a burglar. I had hired him to remove an old washing  
18 machine and a dryer. She called the neighbors and called the  
19 poor police officer, all right? So she said, "Call my niece.  
20 Call my lawyer," okay? And so, of course, they called  
21 information.

22 Fortunately, my brother who is an attorney, was  
23 driving through town and he called my mother and asked her what  
24 my phone number was in Sarasota, and that's how you get me in  
25 an emergency. So, we want to know, and I want your help as to

1 which plan would be best for us and what can you do for us?

2 CHAIRMAN JACOBS: Thank you, that's a --

3 COMMISSIONER DEASON: Let me say this -- I'm right  
4 here, ma'am.

5 MS. DUGAN: Hi.

6 COMMISSIONER DEASON: And the technical folks out  
7 here can correct me if I'm wrong. The problem that you've  
8 described, I don't think that a new area code is going to help  
9 in that situation. I think, the problem needs to be addressed  
10 by different means, irrespective of whether there is or is not  
11 an area code change.

12 What I would like for you to do is at the conclusion  
13 of the meeting, if you could meet with Mr. Casey. Mr. Casey,  
14 can you raise your hand? He's the gentleman that probably can  
15 help you. You can provide him with the information as far as  
16 the particular area. As I understand it, you actually reside  
17 in Sarasota, have a Sarasota address, but you're served out of  
18 a different exchange. I believe, you mentioned the Venice  
19 exchange.

20 MS. DUGAN: Venice exchange, there are 6,000 of us.

21 COMMISSIONER DEASON: Okay. I'm not sure, at this  
22 point, what we can or cannot do, but if you can give the  
23 particulars to Mr. Casey, he will explore it, and I will commit  
24 to you that we will get back with you with whatever we find.

25 If there is to be something changed, it certainly

1 would have to be with the cooperation of the telephone company.  
2 And I know that you have made a previous inquiry and you were  
3 told that the D.A., the Directory Assistance database, is a  
4 national one and that it could not be changed.

5 I don't know if that's accurate or not, but we can  
6 find out. And if there's some other remedy out there that can  
7 correct this particular problem, we'll be glad to explore it.  
8 I can't promise you that we can fix it, but I can promise you  
9 that we will look at your problem. If there is something that  
10 we can do or alternatives that we can come up with or  
11 suggestions, something that's within our jurisdiction, we will  
12 be glad to investigate it and pursue it. And if Mr. Casey, if  
13 you'll meet with him and give him the particulars, he'll be  
14 glad to explore it more fully.

15 MS. DUGAN: Thank you.

16 CHAIRMAN JACOBS: Ms. Dugan, --

17 MS. DUGAN: Yes.

18 CHAIRMAN JACOBS: -- you spoke about 911.

19 MS. DUGAN: Yes.

20 CHAIRMAN JACOBS: Are you having any kind of  
21 difficulties with that?

22 MS. DUGAN: No. The telephone company has given  
23 three different reasons why we couldn't be part of Sarasota;  
24 one was because we lived in Osprey and two was because we were  
25 tied up to a 911 system that made us go with Venice in that

1 area, so I went to the police department. I have been to every  
2 public relations -- I've spent two years, three years at this,  
3 you know, in five years this has happened to me three times,  
4 and emergencies have happened to an awful lot of these 6,000  
5 people. And I've tried to be their advocate and to help them  
6 as best I could. And so, one of the things that they've said  
7 is that the 911 number, when you call in 911 you go to a Venice  
8 place. Well, I went to the 911 people, I went to the police  
9 commissioner, I went to the fire people, and they said that's  
10 not true at all.

11 So, and sometimes the telephone operators say to me,  
12 and the people at John Ringling, sometimes they say, "What's  
13 wrong with being in Venice?" And I say, nothing, and I don't  
14 live there, and I don't tell people that I live there, neither  
15 do these 6,000 people, so it's very difficult.

16 CHAIRMAN JACOBS: And the Osprey, I assume, is a  
17 subdivision that's located in Sarasota.

18 MS. DUGAN: Osprey is a town south of Sarasota.

19 CHAIRMAN JACOBS: Okay.

20 MS. DUGAN: Okay, and it has its own post office and  
21 its own zip code, so when you -- so, when the telephone company  
22 puts a new phone in that area, applies it to Florida, all of  
23 those new -- Silver Oaks, all of the places that are going  
24 along that southern area of Palmer Ranch, all of that, okay, is  
25 coming out of the Venice exchange.

1 CHAIRMAN JACOBS: Okay.

2 MS. DUGAN: And so, they automatically plug in the  
3 Osprey zip code. The computer does that for the telephone  
4 company. So, the poor people who they've given their address  
5 and everything and the guy gives them their number; the minute  
6 he gives them their number, it gives the right street address,  
7 but it gives the town of Osprey, because that's the zip code  
8 that goes with that telephone number.

9 CHAIRMAN JACOBS: The post office and then that zip  
10 code and never comes to your correct address.

11 MS. DUGAN: So, the post master says I wish you'd do  
12 something. We've sent back enough bills from the telephone  
13 company to sink a battleship.

14 CHAIRMAN JACOBS: Amazing.

15 COMMISSIONER PALECKI: Ms. Dugan, who is your local  
16 exchange company in your neighborhood?

17 MS. DUGAN: My exchange?

18 COMMISSIONER PALECKI: Your local telephone company.

19 MS. DUGAN: Verizon.

20 COMMISSIONER PALECKI: There's a representative from  
21 Verizon here also; is there not?

22 SPEAKER: Yes, sir.

23 COMMISSIONER PALECKI: Could you speak with Ms. Dugan  
24 also and see if there's anything you can do to help her with  
25 her situation and correct this --



1 SPEAKER: Yes, I will.

2 COMMISSIONER PALECKI: -- this situation? Thank you.

3 MS. DUGAN: And just so he doesn't hear me, there was  
4 some talk about BellSouth or another telephone company coming  
5 to the area. We pursued that, you know, anything that we could  
6 do. Some of us have elderly parents in the midwest, the west,  
7 and the northeast. And when they get taken to the hospital by  
8 emergencies and things happen, they say, "Call my son in  
9 Sarasota," and they can't reach them.

10 CHAIRMAN JACOBS: Well, thank you.

11 COMMISSIONER PALECKI: Thank you.

12 CHAIRMAN JACOBS: We'll get back to you.

13 MR. HAMMOND: Mr. Chairman, may I speak directly  
14 about this particular problem, just at --

15 CHAIRMAN JACOBS: If I could ask you, we'd like to go  
16 ahead and take care of those who signed up, and feel free to  
17 come up.

18 MR. POUCHER: Pam Dorwarth.

19 MS. DORWARTH: Excuse me. Typically, I'm in my  
20 wheelchair, but I'm stranded and can't get out of my van  
21 tonight, so I had to use my cane, so this will be a first with  
22 this step.

23 CHAIRMAN JACOBS: That's okay. Do you need some  
24 help?

25 MS. CRUMP: Do you need help, ma'am?

1 MS. DORWARTH: Okay.

2 CHAIRMAN JACOBS: Great.

3 PAM DORWARTH

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

6 DIRECT STATEMENT

7 MS. DORWARTH: Thank you, God.

8 You'll have to excuse me for two things; first of  
9 all, my slowness, but second of all, I'm also hearing impaired  
10 and do not have my hearing aides on, so it's lip reading  
11 tonight. If I'm not catching anything you say, please let me  
12 know.

13 My name is Pam Dorwarth. I represent the disabled  
14 community of this district with other titles that I have also.  
15 Accessibility and transportation is my expertise. My concern  
16 about this issue that I've been asked to address to you is we  
17 would go for Alternative Number 4, that you would split along  
18 the county line, for any changes with the disabled and the  
19 elderly community for this type of a change where you're going  
20 to split us up would be traumatic for us.

21 You have a lot of people that have not only hearing  
22 disabilities that we, over the years, have come to depend on  
23 the same consistency to help us when we have an emergency, when  
24 we need somebody to help, whatever social services we need, to  
25 change all of that at this particular time would be traumatic.

FLORIDA PUBLIC SERVICE COMMISSION

1           If you're going to stay along the county line,  
2 there's some understanding and acceptance of that, but to split  
3 the community, Sarasota or whatever the other -- I have to  
4 apologize, I can't remember right now, how the other  
5 alternatives were, to split up the community itself would be  
6 detrimental in providing our services, getting our services,  
7 changing all of these numbers around for wherever we have to go  
8 for our life would be traumatic.

9           I don't know how to explain it anymore simpler than  
10 that. I live in a disability facility, and this has been the  
11 most upsetting thing that they've heard in a long time.  
12 They're so afraid that you're going to split us up, and then  
13 they cannot get the services they need as consistency is the  
14 most important thing, whether it's a developmental disability,  
15 a senior disability, or a hearing impairment or physical  
16 disability, the continuity, it makes sense to divide along a  
17 county line, you can accept that. But then you've got an  
18 alternative. Any questions?

19           CHAIRMAN JACOBS: Any questions? No questions.

20           MS. DORWARTH: Thank you. Oh, another miracle, huh?  
21 This has been my day. I had a Commission meeting, and I was  
22 late, because I couldn't find a disabled parking facility. And  
23 the issue was on disabled parking. Somebody's testing me up  
24 there today.

25           MR. POUCHER: The last witness is Kathleen Schneider.

1 And if there are any other folks that I have missed, would you  
2 please tell me about it?

3 CHAIRMAN JACOBS: Kathleen Schneider?

4 KATHLEEN SCHNEIDER

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

7 DIRECT STATEMENT

8 MS. SCHNEIDER: Good evening, Mr. Chairman,  
9 Commissioners. My name is Kathleen Schneider,  
10 S-c-h-n-e-i-d-e-r, and I'm an assistant county attorney for  
11 Sarasota County.

12 And I've been involved with these 941 area code  
13 hearings, as Chairman Jacobs may remember, for a couple years  
14 now. Sarasota County was very active in the last proceeding as  
15 was Charlotte and Manatee. And actually, if you look at the  
16 testimony from the hearings a couple of years ago you'll see  
17 that we haven't changed our position really at all. We're  
18 nothing, if not consistent.

19 And I guess, what I wanted -- the couple of points  
20 that I wanted to make at the end here, and I asked to speak  
21 last just so I could do sort of a summation, I guess, it's  
22 clear what the consensus is in Sarasota County. And this  
23 morning I attended the Manatee County hearings in Palmetto, and  
24 I guess, that was true as well. Alternative Number 4, no  
25 overlay, and retain 941; although, certainly we recognize the

FLORIDA PUBLIC SERVICE COMMISSION

1 issues involved in retaining 941.

2 But in listening to the testimony, both this morning  
3 and this evening, I've really been thinking about what -- why  
4 should we retain 941 rather than have 941 go to the other  
5 counties? And, I guess, I've come up with a couple of reasons,  
6 which people have touched on. And first, what I did before I  
7 came here was I looked at some of the information from a couple  
8 of years ago, the NPA code relief guidelines, which I have to  
9 admit, I don't know if they've changed since that time, but one  
10 of the -- Appendix B to those guidelines talks about the issues  
11 to be considered during NPA relief planning, and it lists some  
12 subscriber interests.

13 And two of them that I thought were relevant to the  
14 proceedings today and later this week, public reaction to and  
15 political involvement in boundary decisions and the impact on  
16 the market identity recognition and geographic identity and  
17 public familiarity.

18 And with respect to those two considerations, I  
19 guess, I would say that as far as public involvement and  
20 community involvement, the Charlotte and Manatee and Sarasota  
21 communities are very committed to this issue. I think, that  
22 was demonstrated two years ago, and it's demonstrated again  
23 this year that, more so than our counterparts to the south and  
24 two years ago, more so than our counterparts to the east.

25 And also, I think, another thing that -- and not only

1 because of the turnout, and certainly you can see that the  
2 attendance this morning and this evening were people of  
3 chairmen of organizations that are representing a great number  
4 of people, and they have taken this issue very seriously and  
5 have committed their time to be present tonight.

6           And also, because of the fact that Charlotte,  
7 Manatee, and Sarasota, we're all parties in this proceeding.  
8 We have filed intervention, we've been granted intervention,  
9 we'll be in attendance in Tallahassee. Our commissions have  
10 committed the resources and the staff to spend their time and  
11 their energies in trying to encourage the Commission to  
12 understand our viewpoint and to hopefully adopt our viewpoint.

13           And we will have people from the community as  
14 witnesses at these hearings, too. These are people that are  
15 taking time from their jobs and their other responsibilities to  
16 be up there. And, I think, that says quite a bit. Also, it  
17 was mentioned another reason why, I think, 941 is important for  
18 our area is because as so many witnesses have testified is the  
19 unique character of this tri-county area, if you'd say.

20           We are -- we're very much adjoined, as Commissioner  
21 Staub indicated, in so many ways. And I guess, this -- the  
22 number of people that are affected by this in our communities  
23 by this, if you look at all three counties together, the number  
24 of businesses, the number of organizations, and just the  
25 general populous, I think, it shows a unique character that is

1 unlike -- at least my expanding the counterparts to the south,  
2 not speaking for them.

3 We've also had testimony as to the international  
4 connections that these counties have, both with the Port of  
5 Manatee and real estate and just our residents that we have,  
6 that we have a large group of part-time residents that actually  
7 reside in Europe and live here for a number of months of the  
8 year, which changes in area codes just adds to the confusion.

9 And, I think, probably the third and fourth reasons  
10 are maybe the most compelling, and that is our percentage of  
11 elderly. That percentage has been used to encourage not to put  
12 an overlay in place, but I think for the very same reasons  
13 confusion and consistency and understanding the process, that  
14 consistency of retaining the 941 area code and certainly the  
15 statistics that Mr. Jimison presented to the Commission  
16 indicate that we have a significant percentage, greater  
17 percentage of elderly in these three communities.

18 And although, we're not as significantly different,  
19 perhaps, in population; although, we are greater in population  
20 overall, the big significance is in that demographic. And  
21 although, the fourth reason was also the fact that we, in our  
22 tri-county group, we have the larger population. And I know in  
23 the past that has been a consideration that the Commission has  
24 given to who should retain the 941 area code.

25 So, those are the four reasons that I would suggest

1 to the Commission that this area should retain 941. And I also  
2 wanted to just make two other comments and that is there's been  
3 a couple of people have testified that an overlay is  
4 inevitable. And I know that NANPA has given some statistics to  
5 that and, I believe, that Chairman Jacobs has mentioned this  
6 already, but I would just emphasize that all those statistics  
7 and all those numbers, as far as we understand, have not been  
8 based on number conservation measures and the implementation of  
9 those measures.

10 And there is a great deal of emphasis, I believe,  
11 more now. Two years ago there was a lot of talk about number  
12 pooling and number reclaiming and, yes, we're going forward  
13 with that. Now, I know that this Commission has done what it  
14 can and that it's really up to the FCC as to how this gets  
15 implemented.

16 But on that point, I would just say that if these  
17 communities, Charlotte, Manatee, Sarasota can do anything to  
18 help the PSC in encouraging the FCC to implement these measures  
19 in the 941 area code, I think, you've seen, just from the  
20 turnout today and tomorrow morning, too, that they would do  
21 that. And not only would they rally to show -- give you  
22 written support, but I'm sure that you would find resolutions  
23 coming from the commissions and organizations and possibly even  
24 attendance.

25 You know, I think, that if that's something that the



1 PSC feels would help the situation that my office, as the  
2 county attorney's office, would certainly appreciate, and I am  
3 particular in getting that information, and I would pass it  
4 along to our commissioners.

5 CHAIRMAN JACOBS: Thank you for that offer. We may  
6 very well want to alert you as to exactly what's going on.  
7 Ms. Banks and Mr. Ileri can give you the background information  
8 so that you can be aware of that, the status of those  
9 procedures.

10 MS. SCHNEIDER: Great. Thank you.

11 CHAIRMAN JACOBS: Thank you.

12 COMMISSIONER PALECKI: Thank you very much.

13 CHAIRMAN JACOBS: Mr. Hammond, I think, you had a  
14 comment.

15 MR. HAMMOND: I just wanted to add the lady that was  
16 up here a moment ago speaking about the wanting a new area code  
17 from her area. From what I understand, technically, that  
18 wouldn't help the issue; however, she does have a great point,  
19 and it's been a point that has happened in other communities in  
20 this immediate area which happened back in the GTE days before  
21 Verizon's name changed and it all merged together.

22 There's another community down in the North Port area  
23 that it's actually a Venice address, a Venice community, but  
24 because only the telephone lines came short by a few hundred  
25 feet of the actual feeds from the Venice exchanges, it was

1 easier for the phone company to provide North Port exchanges,  
2 and the exact same thing happens down there, nonstop, and they  
3 fought the phone company for a very long time to know avail.

4           It was only because that community was owned by a  
5 developer who owned some lands that they needed right-of-way  
6 over that they did some barter trading to actually get new  
7 phone numbers, and that was the ultimate thing that corrected  
8 the problem. They were given all new telephone numbers,  
9 everybody in the community. And the phone company ran cables  
10 to that development, tied into the main feed going in, and  
11 everybody was given new phone numbers.

12           Now, all those phone numbers are Venice exchanges,  
13 and now they're listed in the Venice phone book and the Venice  
14 national directory and everything, which is what that community  
15 wanted originally, but that was the ultimate thing that had to  
16 be done to correct the issue.

17           It was an unfortunate thing that the phone company  
18 did, and that may have not been a concern of theirs at the  
19 time, but it was something that had to be fought, and it was  
20 fought for quite a while and eventually they were given Venice  
21 phone numbers. I'm not sure, the problem with Stoneybrook is  
22 there's communities that are actually in Osprey that share  
23 those 966 and 918 exchanges, so you could not even reassign  
24 those exchanges to a different community without causing the  
25 exact opposite problem for the people that are truly in Osprey,

1 which is really part of the Venice exchange directory system.  
2 The Venice directory is part of Osprey also, and that's where  
3 all the problems come in, too.

4           They went over boundaries of addresses and cities,  
5 and because those are not shared in the directories, it is a  
6 problem for everybody. When they're in common streets, us in  
7 the alarm industry, run into the same problem when we're trying  
8 to dispatch, because when we get a hold of 911, you know, we  
9 have to tell them the city in which that address is at and they  
10 say no, or they'll take the dispatch and end up sending it to  
11 the wrong place. They're looking for an address that doesn't  
12 exist in another city, which is a neighboring city, which only  
13 further delays emergency response, and we've then played with  
14 that for quite sometime as well.

15           Because you said you were going to try to look into  
16 this for her, and even though it's really not an area code  
17 issue, I wanted to add my personal experience that I've had  
18 with this same issue that she's been up against for such a long  
19 time. You know, we fought it but, you know, only to the fact  
20 of getting a dispatch through.

21           COMMISSIONER PALECKI: In the business that you're  
22 in, have you been able to overcome the difficulty and have you  
23 been able to get emergency response?

24           MR. HAMMOND: We do get emergency response. When we  
25 find that to be an issue, we actually have to flag our

1 computers, literally, to bold it out and have our dispatcher  
2 insist to 911 dispatchers that it really is in Sarasota, it is  
3 not in Osprey. And they say, "That's not what our computer  
4 says." We say, "Yes, we know, but it is in Sarasota, and  
5 that's where you need to go."

6 We've had to do that on many accounts. We have a  
7 very similar issue in Lee-Charlotte County, and we have to do  
8 the same thing down there also. It's really a Lee response,  
9 but they keep insisting it's in Charlotte County and want to  
10 send your call out somewhere else.

11 So, it's a global issue that's happened and down in  
12 that area that's Sprint, so it's not even Verizon, so I'm not  
13 picking on them directly, but it is an issue that has happened  
14 in many communities that we deal with. And it's an unfortunate  
15 thing, the phone companies are not following boundaries to  
16 provide for emergencies.

17 Just like she said, I've had people get the same  
18 complaint. We get calls from people from the police  
19 departments for emergency calls, because the police have went  
20 out to a house, you know, eventually trying to locate somebody  
21 or they'll call us because the address comes up under our name  
22 as a security company. And we, in turn, will try to get ahold  
23 of somebody for an emergency contact. We'll get these calls  
24 occasionally from the police and sheriff's offices to track  
25 people down on emergency basis. Does that help or --



1 STATE OF FLORIDA )  
2 : CERTIFICATE OF REPORTER  
3 COUNTY OF LEON )  
4

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

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

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

19 DATED THIS Thursday, June 14, 2001.

20   
21 KORETTA E. STANFORD, RPR  
22 FPSC Official Commissioner Reporter  
23 (850) 413-6734  
24  
25

FLORIDA PUBLIC SERVICE COMMISSION