44.   **Please describe Sprint-Florida's central office current employee productivity levels and number of productive versus non-productive hours for central offices staff.**

Answer:

Sprint-Florida's current productive versus non-productive hours for central office staff are XXX percent productive and XXX percent non-productive. The productive hours of the central office staff are divided into demand work and non-demand work. Demand work includes customer-initiated work (e.g., service orders, trouble tickets, etc) and service affecting conditions, which are not necessarily initiated by the customer. Non-demand work is pre-scheduled preventive maintenance. Of the productive time, XX percent is demand work and XX percent is non-demand work.

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FPSC-COMMISSION CLERK

3

Current Staffing Levels

District	No. of Host Ofcs	No. of Remotes	Sept. 2003 End of Month Employees
LEESBURG	5	19	
OCALA	9	45	
WINTER GARDEN	4	20	
WINTER PARK	10	27	
CENTRAL FL	28	111	
FT WALTON BEACH	8	13	
TALLAHASSEE	13	18	
NORTH FL	21	31	
AVON PARK	10	29	
FT MYERS	10	37	
NAPLES	6	24	
SOUTH FL	26	90	
TOTAL	75	232	

Calculations for Maximum Number of Hot Cuts Per Day with Existing Staff and Resources

Assume a percentage of non-demand productive time (preventive maintenance) could be deferred temporarily

Non-Demand time =
Based on 2003 workload =   Hours
                                                             Minutes

Divided by 8 minutes (minimum hot cut time*) =   46,995 Hot Cuts Per Year
Divided by 12 months   3,916 Hot Cuts Per Month
Divided by 21 days   **186 Hot Cuts Per Day**

Divided by 12 minutes (maximum hot cut time*) =   31,330 Hot Cuts Per Year
Divided by 12 months   2,611 Hot Cuts Per Month
Divided by 21 days   **124 Hot Cuts Per Day**

*This time includes pre-wiring plus conversion time.)