

SPECIAL REPORT

MAY 1999 NO. 9

**FLORIDA
PUBLIC
SERVICE
COMMISSION**

Pay Phones and Public Safety

There are approximately 1,000 pay phone providers in Florida and more than 112,000 pay phones.

The Florida Public Service Commission (PSC) regulates the quality of pay phone service in our state. Under PSC rules, Florida's public pay phones are required to work properly.

In October 1997, as part of a decision to promote competition in the pay phone business, the Federal Communications Commission eliminated the states' authority to regulate coin charges for local pay phone calls.

While the PSC has been prevented from regulating local pay phone coin rates, the Commission continues to exercise its authority over customer-disclosure requirements (the rate for a local call must be displayed on the pay phone) and quality-of-service complaints. Consumers wanting to register complaints about pay phone service can contact the PSC's Division of Consumer Affairs at 1-800-342-3552.

PSC staff has been investigating the quality of service of pay phones and the issue of public safety. The PSC has randomly tested many of the state's pay phones for compliance with state rules governing their operation. Pay phones have been tested in the field for compliance with rules regarding accuracy in billing, equal access to appropriate long distance carriers, ease of wheelchair access for individuals with disabilities and accuracy of address location for 911 emergencies.

The PSC has scheduled a Pay Phone and Public Safety Workshop to allow consumers, businesses and organizations the opportunity to share their experiences and other pertinent information concerning pay phones and public safety. The time and location is listed on the right side of this page, and the PSC encourages all interested persons to participate.

There are several issues that may be addressed at the workshop. Several municipalities have either passed or proposed ordinances banning pay phones from public rights-of-way or requiring businesses to place them indoors. An issue may be raised concerning the municipalities' authority over pay phone placement.

Another issue that may be addressed at the workshop is crime at pay phones. The PSC currently issues incoming-call blocking at pay phones where law enforcement officers certify that crime is occurring. 911 emergency officials may address issues regarding incoming-call blocking, and the accuracy of 911 database emergency information may also be discussed.

CUSTOMER WORKSHOP

May 20, 1999
10:00 a.m.
Embassy Suites Hotel
Miami International Airport
3974 S. River Drive
Miami, FL

PSC STAFF AND REFERENCE NUMBERS

For technical questions:

Rick Moses
850-413-6582
Ray Kennedy
850-413-6584

For legal questions:

Tina Watts
850-413-6232
Will Cox
850-413-6204

For general questions:

Thelma Crump
850-413-7087
Robby Cunningham
850-413-6129

or call toll-free
1-800-342-3552
1-800-511-0809 to fax
Internet e-mail:
contact@psc.state.fl.us
Home page:
<http://www.scri.net/psc>

FPSC Commissioners



Joe Garcia

Chairman Joe Garcia was appointed by the late Governor Lawton Chiles in August 1994 to complete a term ending in January 1998, and was then reappointed by Governor Chiles to a new term ending January 2002. He was installed as Chairman of the Florida Public Service Commission in January 1999. Prior to his service on the Commission, he was Executive Director of the Cuban Exodus Relief Fund, the Cuban American National Foundation's private sector resettlement program, and was Assistant Director of the Salvadoran American Foundation, where he coordinated fund-raising efforts for humanitarian relief campaigns. Chairman Garcia is presently Vice Chair of the National Association of Regulatory Utility Commissioners (NARUC) Committee on International Relations and serves on the NARUC Ad Hoc Committee on Consumer Affairs. He has also served on the Department of Energy's National Electric and Magnetic Fields Advisory Committee. He received a bachelor of arts degree in politics and public affairs, as well as a law degree, from the University of Miami. He is a director of The Beacon Council, The Latin Chamber of Commerce of USA (CAMACOL), and the South Beach Latin Chamber of Commerce.



J. Terry Deason

Commissioner Deason was first appointed by the Florida Public Service Commission Nominating Council in February 1991 for a term ending in January 1995. He has been reappointed to consecutive terms by the late Governor Lawton Chiles and Governor Jeb Bush. Commissioner Deason's current term ends in January 2003. He served as Commission Chairman from January 5, 1993 through January 2, 1995. Commissioner Deason is an active member of the National Association of Regulatory Utility Commissioners (NARUC). Deason currently

serves on NARUC's Board of Directors, its Finance and Technology Committee, and Utility Association Oversight Committee. Prior to his appointment, Deason served as Chief Regulatory Analyst in the Office of Public Counsel. In that capacity, Commissioner Deason was responsible for the coordination of accounting and financial analysis used by the Public Counsel in cases before the Public Service Commission, presented testimony as an expert witness, and consulting with the Public Counsel on technical issues and ratemaking policies concerning regulated utilities in the State of Florida. From 1981 to 1987, he served as Executive Assistant to PSC Commissioner Gerald L. Gunter, during which time he reviewed and analyzed staff recommendations and advised the Commissioner on those recommendations and other pertinent policy determinations. From 1977 to 1981, he served as a Legislative Analyst with the Office of Public Counsel. He attended the U.S. Military Academy at West Point, and in 1975 received his bachelor of science degree in accounting, summa cum laude, from Florida State University. Deason also received his master of accounting degree from FSU in 1989.



Julia L. Johnson

Commissioner Johnson was appointed by the late Governor Lawton Chiles in January 1993 and was reappointed to another four-year term ending in 2001. She served as Commission Chairman from January 7, 1997, through January 5, 1999. Prior to her appointment, she served as Legislative Affairs Director for the Department of Community Affairs (DCA), where she represented the agency before the Florida Legislature on issues relating to economic development, land-use growth management, energy efficiency, housing, and emergency manage-

ment. From 1990-91 she served as a senior attorney for DCA where she participated in state judicial and administrative proceedings on growth management issues. From 1988-90 she was an associate with the Orlando law firm of Maguire, Voorhis and Wells. Commissioner Johnson has a bachelor of science degree in business administration, as well as a law degree, from the University of Florida, and is a member of the National Bar Association. She serves as Vice Chair of the National Association of Regulatory Utility Commissioners' Communications Committee, and is also a member of the Communications Subcommittee on Federal Legislation and Regulation. She also serves as State Chair of the Federal/State Joint Board on Universal Service.



Susan F. Clark

Commissioner Clark was first appointed to the Commission in August 1991 and was recently reappointed to a term ending in 2003. She served as Commission Chairman from January 2, 1995, through January 7, 1997. She served the Commission as General Counsel, representing the Commissioners in all state and federal courts, from 1988 until she was appointed Commissioner. Prior to that, she served as Associate General Counsel and Deputy General Counsel. Before her employment with the Public Service Commission, she was

staff attorney with the Florida Joint Administrative Procedures Committee, and was staff attorney for Florida Senate Legislative Services. Commissioner Clark received her bachelor's degree in political science and her juris doctor degree from the University of Florida. She is a member of the Florida Bar and is admitted to practice in several federal courts, including the U.S. Supreme Court. She serves as Chair of the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Electricity, and Chair of the Ad Hoc Committee on Electric Industry Restructuring. She represents NARUC on the North American Electric Reliability Council, and is a member of the Electric Power Research Institute Advisory Council and the Steering Committee of the National Council on Competition.



E. Leon Jacobs, Jr.

Commissioner Jacobs was appointed by the late Governor Lawton Chiles to a four-year term beginning January 1998. Prior to his appointment, he was a staff attorney for the House Committees on Tourism and Economic Development, Insurance, and Financial Services in the Florida House of Representatives, where he authored reforms to the state's minority business enterprise programs and managed health insurance and workers' compensation issues. He was staff counsel to the Florida Senate Committee on Reapportionment addressing redistricting

issues, which involved support of court appeals of the political districts up through the U.S. Supreme Court. He also was an attorney with the Florida Public Service Commission, where he served as counsel to Commission staff and litigator of administrative proceedings. He is a member of the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Water, chairs NARUC's Ad Hoc Task Force on Y2K Readiness, and is a member of the Environmental Protection Agency's (EPA) Small Systems Working Group under the National Drinking Water Advisory Council (NDWAC). He is also a board member of Child Advocates II of Tallahassee, and a volunteer guardian in the Guardian Ad Litem Program (GAL) in the Second Judicial Circuit. Commissioner Jacobs formerly served as President of the Board of Directors of the Tallahassee affiliate of Habitat for Humanity. Commissioner Jacobs is a member of the Florida Bar. He received a bachelor of technology degree, with honors, in data processing from Florida A&M University, and his juris doctor degree from the College of Law at Florida State University.

Customer Statements at PSC Workshops

The PSC is interested in what utility customers have to say about pay phones and public safety. One purpose of this customer workshop is to receive comments from the public.

Anyone may make a statement, and speaking is an effective way to let the Commission know how you feel these issues. Those customers who wish to speak should arrive early. The workshop will begin as scheduled and continue until all the customers have been heard.

At the beginning of the workshop, procedures will be set up to establish an order for customer statements. The Public Service Commission staff will have sign-up sheets, and customers will be called in the order of those sheets. PSC staff will be available to coordinate customer comments and assist members of the public.

Any person who wishes to comment or provide information to PSC staff may do so at the meeting, orally or in writing. Written comments may be sent to the Commission at: Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Your letter will be placed in a correspondence file. For your convenience, a comment form is attached to this Special Report. You may also call the Commission's toll-free number, **1-800-342-3552**, or **1-800-511-0809** to fax.

Any person who is unable to attend and who wishes to obtain a copy of the recommendation or the order may do so by writing to: Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850.

Florida Public Service Commission

BUREAU OF

Consumer Information and Conservation Education

*2540 Shumard Oak Boulevard
Betty Easley Conference Center-Room 184
Tallahassee, Florida 32399-0850*

The Public Service Commission's Bureau of Consumer Information and Conservation Education provides a staff of information specialists who are available to answer questions from the media and from Florida consumers.

To reach a PSC media representative, please call the Bureau of Consumer Information and Conservation Education during business hours at (850) 413-6100, or send a fax to 1-800-511-0809. See the PSC's Internet home page at <http://www.scri.net/psc>.

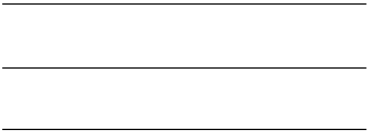
Pay Phones and Public Safety

Name _____

Address _____

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS



STAMP

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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Fold Here