## BEFORE THE

FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of
DOCKET NO. 990517-TI
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Request for review of proposed numbering plan relief for the 904 area code.

PROCEEDINGS: DAYTONA BEACH SERVICE HEARING
BEFORE: CHAIRMAN JOE GARCIA COMMISSIONER J. TERRY DEASON COMMISSIONER E. LEON JACOBS, JR.

DATE:
TIME:
January 27, 2000
Commenced at 4:04 p.m. Concluded at 5:00 p.m.

PLACE:
Daytona Beach City
Commission Chambers 301 South Ridgewood Avenue Daytona Beach, Florida

REPORTED BY: SHARON M. DUBBERLY, RPR Court Reporter, Notary Public
$\begin{array}{lllllllllll}A & P & P & E & A & R & A & N & C & E\end{array}$
STATE OF FLORIDA
DIVISION OF LEGAL SERVICES
BY: Beth Keating, Esquire 2540 Shumard Oak Boulevard Tallahassee, Florida $32399-0863$ Attorney for Public Service Commission

STATE OF FLORIDA OFFICE OF PUBLIC COUNSEL
BY: Charles Beck, Esquire 111 West Madison Street Suite 812
Tallahassee, Florida 32399-1400 Attorney for Customers

ALSO PRESENT:
Sandy Moses, Division of Records and Reporting, Public Service Commission Jonathan Audu, Public Service Commission Levent Ileri, Division of Telecommunications, Public Service Commission
Robert Weiss, County of Volusia Evelyn Lynn, State Representative Ann McFall, Commissioner with Volusia County Council
Christina Travis, Vice Mayor of City of
Daytona Beach
Yvonne Scarlett Golden, Commissioner City of Daytona Beach
Dorothy Hukill, Mayor of Port Orange James Hathaway, Commissioner New Smyrna Beach
Doug Horn, Commissioner Deltona Robert Apgar, Volusia Council of Government (VCOG) Chairman James McCroskey, VCOG Deland Mark Slack, Volusia County School Board Lynn Fagan, Halifax Area Chamber of Commerce
Lloyd Collins, Halifax Area Chamber of Commerce

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Donna Concannon, Southeast Volusia Chamber of Commerce
Peggy Farmer, Ormond Beach Chamber of Commerce
Joseph Jaynes, District 4
Representative Volusia County Council
Mario Espin, Director of KMC Telecom
David Haas, County Administrator
Flagler County

PROCEEDINGS
THE CHAIRMAN: Good afternoon. Counsel, will you please read the notice?

MS. KEATING: This issue came in LATA 2000. The time and place had been set for a service hearing in Docket 990517. The purpose is as set forth in the notice.

THE CHAIRMAN: All right. As you came in, you-all received a green sheet. Let me -because we've got this room for a rather limited time, Mr. Foley from New Star usually gives a explanation of everyone in their maps in that green handout that you have. My hope is is that we won't need to do that explanation, and if you have any questions on any one of those things, we can explain it or call Mr. Foley to explain that individually out there for you. Mr. Foley represents New star. It's a company that administers area codes for the nation, formerly Lockheed.

Does anybody want us to do a walk-through of those things? Let me just explain briefly. When you read the word "overlay" over the 13 or 14 lines we've got up there, overlay means lo-digit dialing. Geographic means seven-digit dialing.

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When you have a combination, somebody is dialing 10, somebody is dialing 7, it's not one or the other -- it's one or the other for the people in that area.

That said, I mean, that's probably confused some of you, but you can ask away when you get here. I'm going to then swear in all those that are going to speak today; that is, if you signed up outside to speak, I'm going to ask you to stand and we'll swear you in. And if $I$ could please ask those to rise.

Do you swear or affirm to tell the truth, the whole truth, and nothing but the truth? (Audience stands and replies, "I do.") THE CHAIRMAN: Great. And Mr. Beck who represents Jack Shreve, the State's Public Counsel, is your attorney here on this issue, represents the People of the State of Florida. So if you have some technical questions for anyone, he's more than available. Likewise, we have our staff here who will answer questions about area codes or other questions that you may have about the area of regulation that the PSC has.

Let me introduce the commissioners here.

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Present to my right is Commissioner Terry Deason. To my left is Commissioner Leon Jacobs, and, of course, yours truly, Joe Garcia.

If we can -- if there's any question you have, please do not be worried about asking it. We'll be more than happy to answer it for you. And I also want to commend Mr. Weiss who has followed us across the state. We clearly know that the interests that you have in this area that is of great, $I$ think, benefit to us. And I'm sure my colleagues likewise feel that way because we understand what your needs are. It helps us as we work through implementing a program that hopefully will suit your needs and the needs of everyone in the 904 area. That, said, Mr. Beck?

MR. BECK: Thank you, Chairman Garcia. My name is Charlie Beck with the Public Counsel's Office. I'm going to call everybody who signed up ahead of time and checked the box that said, If you wanted to speak. After we're through with that, everybody, there will be another opportunity to address the Commission if you'd like to. When you come up, if you would, please state

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your name for the record, then you'd go ahead after that.

Our first witness is David Haas.
MR. HAAS: I guess the punishment for signing in last is you get to go first.

I -- Hi, I'm David Haas. I'm the County Administrator from Flagler County.

I have two questions. The first question has to do with extended area dialing privileges that residential customers of Flagler County currently enjoy. Are there any scenarios that would change the extended area dialing privileges that our residents enjoy if they have chosen that option?

THE CHAIRMAN: No. No option affects cost of calling at all.

MR. HAAS: Okay. The other question that I had was -- is answered in the maps that are provided in the handout. I do have a resolution that was passed unanimously by the Board of County Commissioners of Flagler County requesting that one single area code be assigned to volusia and Flagler County and that rather than having 10-digit dialing or an overlay, that would be the number one preference of our commission.

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THE CHAIRMAN: That's fantastic.
MR. HAAS: I want to give you our resolution

THE CHAIRMAN: Yeah, I'm going to put that -- we won't put it in as an exhibit. We'll put it in the reading file; we've had so many other exhibits so we won't need to distinguish it, but, yes, give it to us so we've got it for you. In fact, if you have various copies, leave one there and we'll pass out the rest up here, okay?
(Mr. Haas tendering.)
THE CHAIRMAN: And, in fact, you have --
MR. HAAS: That's all the --
THE CHAIRMAN: Well, no, we get to ask you questions now.

MR. HAAS: Okay.
THE CHAIRMAN: I just wanted to ask you -we have two questions. Clearly, $I$ just wanted to elucidate it for the record. You clearly prefer to be part of the Volusia concept? In other words, you want to stay -- you feel your community of interest is better linked to Volusia than to the north?

MR. HAAS: Yes. That's correct.
THE CHAIRMAN: Okay. Let me ask you a

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question since you're a resident of that part of the state: Do you believe that $S t$. Johns is more linked to the Duval/Flagler --

MR. HAAS: I'm not a resident of Duval. THE CHAIRMAN: -- part of the state? You have a better idea than we who are not. And so I'm just asking is -- do you think that the demarcation -- and I'll ask you to look in your -- in the green sheet on Option 6 , which I think is probably the clearest one, where the division is right along your border with st . Johns, and that one basically takes the Duval area, the St. Johns, and Nassau and clay County, puts them as one, and then you become part of the southern, do you think that's a pretty fair assessment of the communities of interests there?

MR. HAAS: I do. We have a contingent of residents who live in northern Flagler County -THE CHAIRMAN: That was my next question. MR. HAAS: -- who are served by the LATA line to St. Johns county. It has been a concern of a spattering of residents up there that they can't make a local phone call to, say, the high school or to the county administration or even the city hall in the City of Palm Coast. And one

[^0]of our commissioners did request that you consider that those individuals should be allowed to call locally in Flagler County. But $I$ do think that, yes, that is, st. Johns County --

THE CHAIRMAN: We will probably be giving you a call. Mr. Ileri from our staff will call you about your interest in having some change in the LATA. Although we get a feeling it's not a unanimous feeling in that area, so it may even be difficult for everyone to take that position.

MR. HAAS: We did a survey of the residents who are affected, and the overwhelming majority of those residents wished that they'd be allowed to continue making local phone calls to St. Johns County. They did express that they wished also to make local phone calls to Flagler County as well; but, you know, we'd like --

THE CHAIRMAN: Maybe we all can get a copy of that so it'll give us a better idea. MR. HAAS: Sure. THE CHAIRMAN: Thank you. Commissioner -COMMISSIONER JACOBS: Do You have a feel for the growth that's expected in that area? We heard that there may be some significant growth occurring in that area.

MR. HAAS: That's possible. I don't think it would be extremely significant as far as other areas of Flagler are concerned. There's going to be some growth, but there can't be a whole lot; it's not that big of an area.

COMMISSIONER JACOBS: All right. Thank you. THE CHAIRMAN: Thank you very much.

Appreciate it.
MR. HAAS: Thank you.
MR. BECK: Our next witness is Mario Espin. THE CHAIRMAN: They say it's a small world; Mario went to my same high school.

COMMISSIONER JACOBS: We didn't know that. MR. ESPIN: I'm not sure how they let both of us out in the same time --

Good afternoon, Commissioners, thanks for having us here. My name is Mario Espin. I'm the director of KMC Telecom. We're one of the local telephone companies that serve the area that we're discussing here today.

I happen to be also a resident of Flagler County, and I live in the northernmost portion of the county, so, therefore, I'm on the last street that allows the LATA to make local calls, so I can appreciate my colleague and neighbor's

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concern there as well.
I wanted to state for the record our position from the company perspective, and we certainly have looked at this as a public utility, so the most important part is that we understand that the operative word here is "public." So, therefore, our interest is to serve our customers, not self-indulgence. Overlay for us, a telephone company, is the easiest. We need to do nothing; all we do is just lay a number down. But $I$ 'm not here to serve my best interests. I'm here to serve my customers' best interests.

So we also did a small survey in the last 48 hours just from different customers calling them, asking them what their opinion would be. It was a clear consensus. I mean, it was 100 percent, and we don't even have one vote against a seven-digit dialing plan stay in as is. We all recognize that we're going to take a hit on our stationery. That's okay. Long-term, the worst that could happen is that your fax number and your telephone number will have two different area codes to match as your businesses grow and my customers' businesses grow. This is

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definitely an imperative impact to their business. I don't think that is a prudent way of going about it.

We also looked at it from the technology perspective. Our position was it is easier for all operating systems that we have in place today to implement the current seven-digit dialing plan. Less digits are being transposed. All said, time will be faster. The equipment works less. So there's really no downside other than changing stationeries. And $I$ think we all recognize that we're going in that direction.

Also, there are things that we want to, if you will, argue on behalf of the seven-digit dialing plan, that in the future, in the near future, I believe that Internet access lines do not have to require using a telephone number so, therefore, we don't cannibalize that area code as rapidly as what we've seen in the past. There's really no reason for a computer to consume an entire phone number if you just want to access the Internet. So there's a possibility -- I don't know if you all are familiar with the term "IP addresses." Using that, we can just use an irregular code as a circuit ID, if you will, that

[^1]would allow freeing up some numbers. So we want to argue on behalf that's it's easier for the consumer, there's going to be less pain for transitions. Customers are going to be happy in the ease of seven-digit dialing. That's what we've all been brought up with. So the best thing to do is just let's just keep on doing, don't break what isn't broken. And let's just continue going in that direction. Thank you. Commissioners?

THE CHAIRMAN: Appreciate it.
MR. ESPIN: That was easy enough. COMMISSIONER JACOBS: Mr. Espin? MR. ESPIN: Oh, I'm sorry. COMMISSIONER JACOBS: You have service -coming (inaudible) --

MR. ESPIN: Yes. We're building the network going in that direction, yes, sir.

COMMISSIONER JACOBS: Okay. You wouldn't -will you be limited by the LATA boundaries that -- and so that would you have the same issue with --

MR. ESPIN: No, we would not. Our serving area would be Volusia and Flagler. They're really sister counties, so for us our serving

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area would be satisfied by the current LATA as we know it today.

COMMISSIONER JACOBS: Okay. And you don't face any legal restrictions, do you, that BellSouth are facing?

MR. ESPIN: Well, we have the same -- yeah, we have the same tariff applied, and so we have the same serving restrictions, yes. I mean, I cannot originate a seven-digit dialing call from Flagler to here and not have it be a toll call. So, yes, we do. Again, what's good for BellSouth is good for us so it works both ways, all right? COMMISSIONER JACOBS: Okay.

MR. ESPIN: Any other questions?
COMMISSIONER JACOBS: Thank you.
THE CHAIRMAN: Good seeing you.
MR. ESPIN: Likewise.
MR. BECK: Representative Lynn?
MS. LYNN: Thank you so much for having this hearing here in our area. I very much appreciate it because so frequently those of us in government have you meet some place off in a distance and we can't get there and it's very hard for input.

I have been very hesitant to put anything in

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writing to you because there are two things that concern my citizenzy, the people $I$ represent. Number one, don't increase any rates. And the second thing is: Make my life simple.

And as $I$ say, $I$ have not put anything in writing, but from everything $I$ have heard, everything $I$ have read, $I$ have yet to hear anything that dissuades me from thinking that the seven-digit dialing is the way to go. Allow us that simplicity. Even with that, I don't know; I made a phone call this morning that $I$ thought was in my area, but $I$ had to dial the area code that --

Life gets very complicated, and I believe that you as representatives of our government are here to listen to the public. It's what we are all supposed to be in; and if we listen and then turn around and do something that is just what we want and not what the public wants, I'm afraid we're not being responsive and we're doing what government over the years has been flagrantly guilty of, ignoring the public.

So $I$ would urge you to think in terms of the people who speak here today. The majority I know are in favor of seven-digit dialing, simplicity,

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and that would help us a great deal. And I know you're going to be responsive. Thank you. THE CHAIRMAN: Thank you for coming, Representative.

MR. BECK: Bob Weiss.
THE CHAIRMAN: I just want to point out to you because this is your community and you have done a fantastic job of keeping us informed and following us around which is always good. And I only wonder it must be tougher for representatives in this area when you have fantastic citizenry and $I$ can appreciate it. MR. WEISS: Thank you, Mr. Chairman. I appreciate that. I -- we listen when people give us tips on what to do here. We try to listen with honor. We do appreciate your graciousness in all the previous three meetings, and as you've said this morning, you're now on our home turf, and we welcome you to Volusia county.

We'll try not to be duplicative, and we'll
try not to this morning -- this afternoon as well, we'll try to present new speakers. We'll flesh out either new ideas or new folks. You just heard Representative Lynn representing us which we're pleased with.

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This morning we were able to show you some national representation from Congressman John Mica's office. We hope to provide some more state representation tomorrow, perhaps, in Deltona.

Now, I'd like to move on down to the County Council, and again, our purpose in all of this is I think hopefully we can prioritize this as to make our requests clear that what we're asking for is a singular area code for all of Volusia County. That's our top priority over anything else. Our top priority would be a uniform area code to include what's now in the 407 portion; De Bary, Deltona, Osteen, make us a unified county, seven-digit dialing as Ms. Lynn said.

There's -- again, we're looking for a win-win situation. We're not looking at putting anyone else in a bad situation where they have to dial -- start dialing 10 digits because of our good fortune. We do, however, feel that it's within technology and within a way -- and that's why we presented Alternative 14 to you -- that we believe there are ways that everyone can stay with seven-digit dialing and with the -- I mean, in favor of geographics, but tremendously over

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any kind of an overlay.
So I'd like to introduce again Ms. Ann McFall who represents the County Council on this issue, but she's closing her eyes saying -- I believe she has some other members of the Council to introduce.

MS. MCFALL: Thank you, Bob. And I agree, Mr. Chairman, totally, Mr. Weiss has done a magnificent effort on Volusia County, and $I$ would like to thank him. We have -- and I'm not going to reiterate the sad story $I$ told you about -THE CHAIRMAN: Can $I$ ask you real quick, make sure she got your name just in case.

MS. MCFALL: Commissioner Ann McFall, Volusia County District 5. And I'm not going to reiterate my sad story of living in 407 and calling all sorts of places.

THE CHAIRMAN: We won't forget it, though. MS. MCFALI: Okay, good.

I do want to introduce and take my time to introduce some very special people; the Chairman of Volusia County Council, Jim Ward, who also represents the Port Orange area; and Council member Joe Jaynes from the Ormond Beach area. And in addition to that, we have several city

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commissioners; Commissioner Jim Hathaway from New Smyrna Beach; from Daytona Beach, Commissioner Christine Travis, and Commissioner Yvonne Scarlett Golden. From Deltona we have Commissioner Doug Horn. We have Mayor Dorothy Hukill here from Port Orange who has worn several hats this evening, and you'll probably meet her later on.

My question is and what's most important to me is: Please make it very clear to me that that pocket of 407 in Volusia County is going to be part of the 90-- be part of the new area code. THE CHAIRMAN: That's what we're going to try to do. Clearly, that's one of the issues that'll be before us and we're starting to do. That creates, just so you know, it creates in our decision a pull towards a new area code, which I think you guys are aware. Clearly, since you're pulling us towards a new area code, I doubt at least in my thinking that you will end up with 904, but $I$ think you guys are all aware of that. MS. MCFALL: Right. THE CHAIRMAN: But, clearly, it's an issue before us, and certainly if -- you could have a coup right here; you've got so many people here.

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But, clearly, it's something that'll be foremost in our thinking as we -- and $I$ think $I$ can speak for the other commissioners when $I$ say that. MS. MCFALL: Thank you very much. MR. WEISS: We've had some excellent representation from our 16 cities. We've met many city (inaudible) -- city representatives up to this moment. We've had some new folks from New Smyrna, and our largest city is Daytona Beach and is represented today by Ms. Christine Travis, our Vice Mayor.

MS. TRAVIS: Hi, I'm Christina Travis. I'm Vice Mayor of Daytona Beach and Zone 1 City Commissioner. Our Mayor, Baron Asher, is out of town, and he's unable to join us.

What I'd like to do is to read in the record a letter that $I$ sent you and hopefully you've received but the public would not have it. It says: "Honorable Commissioners, the purpose of this letter is to formally express the total support of the City of Daytona Beach for a single telephone area code for all of Volusia county. Our county is a diverse yet unified county with a distinct highly populated coastal plain, of which Daytona Beach is the hub, and our inland, more

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rural" --
THE CHAIRMAN: ExCuse me.
MS. TRAVIS: Pardon?
THE CHAIRMAN: I'm going to ask you to slow down a little bit.

MS. TRAVIS: I'm sorry. I'm trying to save you myself.
"Our county is a diverse yet unified county with a distinct highly populated coastal plain, of which Daytona Beach is the hub, and our inland, more rural, western neighbors, with whom we have a very significant and continuing community of interest.

As you are aware, the county seat resides in De Land in the western portion thereby mandating the constant flow of communications between east and west. Additionally, the growth in the southwestern portion to include the city of Deltona has increased that community of interest."

Almost every area of life here in the county requires frequent interaction across the county to include governmental, business, support of our many special events at the "World's Most Famous Beach," schools, medical and other basic vital

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services and activities which make the quality of life in this part of Florida what it is.

We, along with the rest of Volusia County, ask your assistance in improving communications for us -- for us all by ensuring that all areas of the county are assigned the same single area code and permitted seven-digit dialing throughout the relief plan for area codes 904 is established.

We did have a staff recommendation that if it's available we would like to consider the number 500. I don't know if that came up before. We received the Alternate 14.

THE CHAIRMAN: I think that that last 0 may be a problem.

MS. TRAVIS: Okay. That was just something I said -- the Alternative 14, many of our people have seen that, and they are in favor of that one.

THE CHAIRMAN: Although I appreciate you thinking about that, and we'll ask you to get back to us. If you spot it on the New Star web page, all the available numbers are there. That's a good one. Unfortunately, I can't see where that can be used.

MS. TRAVIS: Okay. Thank you.
THE CHAIRMAN: Thank you. That's a good one, though.

MR. WEISS: Commissioner Ms. Scarlett Golden, can you come up here?

MS. GOLDEN: Thank you, Mr. Weiss. Good afternoon, ladies and gentlemen. My name is Yvonne Scarlett Golden. I'm Zone 5 City Commissioner in Daytona Beach.

My appearance here, and as Representative Lynn say, $I$ didn't have a -- I don't have a prepared speech, but $I$ come before you to appeal to you to make all of our lives simple, that once we start talking about dialing 10-digit dialing or once we start talking about making local calls with overlay, we get everybody to become very nervous. They're very confused. And goodness knows, all of you all know, we don't need that kind of addition, that kind of confusion among our constituents, among our citizens.

As you all know, Daytona Beach, we -- in Daytona Beach, we have a lot of special events. And with the increase in our population with the increase and the participation in these special events, certainly we are concerned about a

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seven-digit dialing remaining seven digits.
I, too, would like to support the Alternative 14 that Mr. Weiss gave to me this afternoon. To me it looks simple. And $I$ would like to ask you a question: What's the possibility of you ensuring us that this will be our number one -- your number one priority?

THE CHAIRMAN: Commissioner, I have to tell you we're not allowed to tell you what we're going to decide before we decide it, so those are the rules of the game unfortunately, so. But just be aware that you and your constituents as well as your fellow members of your government have made very clear what their desires are, and they've made them clear in Lake City where they have very little business there except us and that that was appreciated. And, clearly, it's something we're very aware of. I think Staff is very sensitive to it and has been from the onset of this. So $I$ can just tell you that we're all sensitive as to it.

MR. DEASON: And let me say this: We're developing an evidentiary record, and there will be further hearings, and we have to wait and reserve our decision until all the evidence is

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in. I'm sure you can appreciate that.
MS. GOLDEN: Yes. Yes, and I thoroughly understand it. But with your support and your understanding that we here in Volusia/flagler counties, I believe we have come together very cohesively that to say to you that we certainly would like to remain with the seven-digit dialing. Thank you so much.

COMMISSIONER JACOBS: And a very strong record that supports that, I might add. MS. GOLDEN: Thank you.

MR. WEISS: The City of Port Orange is more represented throughout our areas, but this afternoon we have Mayor Dorothy Hukill. MS. HUKILL: Good afternoon, Mr. Chairman, Commissioners. I know you've heard from several representatives of my city, so I'll be brief. THE CHAIRMAN: State your name and -MS. HUKILL: Dorothy Hukill, and I beg your indulgence. My name is Dorothy L. Hukill, and I represent the City of Port Orange as Mayor. And I'm here today to present testimony on behalf of the City to the Commission concerning the proposed numbering plan for the 904 area code. Port Orange is a city of 47,000 people

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located in Volusia County. And we here in Volusia County have for many years had to contend with multiple area codes. I'm slowing down; I'm sorry.

One third of our citizens have one area code, and the remaining two thirds have a separate area code. That is about to be compounded even with the overlaying of a third area code in our county.

With the need to divide the 904 area code, you have the opportunity to unite our county. Multiple area codes are an inconvenience. They're a deterrent to good business practices, and this division can be rectified, and $I$ would dare say "rectified" easily, as the Chairman smiles and says, "sure."

We understand that Volusia County does not have enough telephone subscribers to justify one exclusive area code, and we fully realize that we probably will have to share with surrounding counties. And that is a good plan for us. And sharing with that -- with other counties would be acceptable.

We only hope that you would review the projected need in the future for telephone

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numbers and divide the area code so that we are not faced with this situation in the very short-term future as changing area codes is expensive for telecommunication companies, expensive for businesses, expensive for residents, expensive for government. It's poor for everyone.

Finally, we impress that you establish an implementation schedule that would allow ample time for consumers to make the adjustment to a changing area code.

I'd also like to say that $I$ am president of the Volusia League of Cities which comprise of the 16 cities in this county, and $I$ sit on the executive committee of VCOG where we have our chairman from VCoG here this afternoon who will address you.

Bottom line, ladies and gentlemen, is that we want one area code. We accept a new area code, but we need one area code. If you have any questions, $I$ 'll be willing to answer them. Otherwise, I thank you so much for your time and your attention.

THE CHAIRMAN: Mayor, thank you for being here. Just so that you're aware, August 3rd of

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1999 will be when the staff recommendation will be filed. I'm sorry, 2000. That begs the question about us making a decision before we make one. So 2000 --

MS. HUKILL: Change that record.
THE CHAIRMAN: Yes. Yes. And the
Commission will vote on it on Tuesday, August 15th of 2000. So you can probably find that rec in the -- on our Internet site on our web site. And likewise, we are -- they telecast and we have live feed, so if you're interested in listening to that. But that's when we will be making our decision, which gives us, if you would have seen Mr. Foley's presentation, gives us a great deal of time before we implement it so that we can do a comprehensive dialing period and then mandatory.

MS. HUKILL: Mr. Chairman -- (inaudible) -but the next location you'll see Port Orange at that. We're very committed to it.

THE CHAIRMAN: Okay. Looking forward to
it. Thank you.
MS. HUKILL: We're building up for it.
MR. WEISS: New Smyrna Beach has also been represented in all of our meetings, and this
afternoon we have Commissioner Jim Hathaway.
MR. HATHAWAY: Mr. Chairman and
Commissioners, my name is Jim Hathaway. I'm the Zone 3 City Commissioner from the City of New Smyrna Beach. New Smyrna Beach is proud to be a part of this hearing today. We've sent representatives yesterday to the meeting. We've sent representatives this morning to the meeting. We will have representatives at tomorrow's meeting in fact.

But we will echo what our sister cities and our county and as well as our local league, as well our Volusia VCOG individuals have mentioned already: New Smyrna Beach is obviously in favor of the seven-digit dialing. But if this were a perfect world, and we all know it's not, but if it were, $I$ 'd go back to the simplified five-digit dialing, but $I$ know we can't do that.

THE CHAIRMAN: You have some support in Lake City. They were very much for that.

MR. HATHAWAY: Well, if we could go back to the good old days. I know we don't want to go back to some of those good old days, but reality speaks; we know we have to go forward. We know we're growing steady; we know we're a growing

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county.
And we would like to echo all sentiments that have already been expressed. We're in complete agreement with a simplified plan with keeping the same dialing code for the same county. If you want to include those other counties, we like Alternate 6; we like Alternate 5. And we understand Alternate 14 is being proferred; we can go along with that. And I thank you for allowing us to have this time to speak to you. Thank you.

THE CHAIRMAN: Thank you. Yes, sir, you'll get an opportunity to thank Commissioner Deason. He voted with me on the two power plant projects, and you'll also get a chance to work with Commissioner Jacobs who didn't.

MR. HATHAWAY: We'll be more than happy to sit down and discuss it with you at another time. Thank you.

COMMISSIONER JACOBS: I'm sure.
MR. WEISS: One of the areas that's growing the fastest in our county and one of the -that's in the -- one of our areas that's giving us the most difficulties is Deltona. And today we have Commissioner Doug Horn from Deltona.

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MR. HORN: My name is Doug Horn. I'm Commissioner District 6 in Deltona. In my paying job, I'm a service manager for ICON Office Solutions and responsible for our statewide dispatch operation. We slam the paging companies 4,000 times a day with pages. We're slamming faxes with about 2,000 overnight for billing purposes. And every morning we're in there changing, well last night $I$ wasn't supposed to dial 10 digits, but tonight $I$ am. And this has been going on ever since that drop-dead date that turned out not to be a drop-dead date in the 407 overlay.

I am fortunate that $I$ live in the 407 area code where $I$ can call anywhere in Deltona and not have to worry about it, but not everybody is so fortunate. Some of them are on this magical Sanford exchange that is nowhere near Sanford, and to call their friends a block away, they have to make a long distance call.

Now, when my personal telecommunications bill gets under $\$ 300$ a month, I'm real happy. But there's a lot of casual telephone users, a lot of people who have a problem when they have to make a long distance call, and we need to look

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into that on a county-wide basis.
I've been involved with the schools for a long time, and the most common complaint I've heard about some of the schools in Deltona is, I can't call my teacher without it being a long distance call. In some cases, they are three miles down the road from a school, and that pretty much stinks.

We need to come up with a common plan so that everybody in Volusia County dials the same way. The plan you are on now is so confusing. Even the computers at the phone companies don't understand it.

Prime example, last night $I$ tried to call a constituent. Supposed to be a 10-digit number, dialed it, got this nasty recording that said, Oh, you only need to dial seven digits. So, okay, fine. Hung up. Dialed seven digits. Got a nasty recording that said, No, you now have to dial 10 digits. It changed just that fast. And this happens all the time.

And $I$ make hundreds of phone calls a day between what $I$ do at work and what $I$ do for the City, and if $I$ have that kind of problem and I'm kind of a communications specialist in my job but

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I'm having that kind of a problem, the average user out there is going through the same thing. And we need to have one method of dialing that is consistent throughout the county. And that's not what we have now. And you can take any area code you want and whether you go ten-digit or seven-digit, we prefer seven-digit, but make it the same everywhere we are.

This overlay thing stinks, splitting the county. And going multiple area codes, that stinks. And people within the same community having to make long distance calls to talk to each other is very confusing. People in Daytona can call De Land businesses for free, but De Land's businesses have to pay a quarter to call them back. I mean, it is not fair the way business has to operate in this county. People -- technicians working in Orange city have to make a long distance call to call De Bary. They can pick up their cell phone, and it's a cheaper call.

Somebody needs to look at this, but we need to get everybody playing the same game so that the average person can pick up the phone and not need a Bible to figure out how to make the phone

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call. Thank you.
THE CHAIRMAN: Commissioner, as you are aware, that that part of the state has several difficulties. One is that when those territories were charted out, we had four competing companies in that area which abutted each other in empty fields which are now cities. So clearly those territories are very difficult to change in the way that it's set up.

But $I$ can offer you this, and I'm sure Mario who's sitting right in front of you will probably verify this, within the near future you're going to find that most of the telecommunications companies are going to be held to the same standards as they're held today because we're still working under judgments and orders that complemented this as a monopoly business. And as we move to its competition, you'll find that where a competitor has thrown a loop, he no longer has to -- (inaudible). The Bell Company or competitor, a local exchange company -dialing patterns and they will probably try to serve you very directly and locally.

In fact, you'll notice that the long distance factor, if there's one thing we can say

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that works about competition is that every day your long distance bill gets smaller. I know it isn't in this part of the state. It's a problem because we were delineated, but that will soon I hope will be a nonfactor in many cases in terms of dialing pattern. But thank you. We appreciate your words.

MR. WEISS: In Volusia County as we've said this morning we had an organization called the Volusia Council of Government which all the cities -- 16 members in the county are members. This morning we've heard from the executive director. This afternoon we have the chairman of the VCOG organization, Bob Apgar who's also a representative of the city of De Land.

MR. APGAR: Commissioners, my name is Bob Apgar. I'm a resident of the city of De Land, member of the De Land City Commission. I also serve as the chairman of Volusia Council of Government which as you've heard before is an organization of all the cities in Volusia county and the county.

We come together to discuss common problems and issues. And obviously this has been a common problem and issue of much discussion. As our

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executive director advised you this morning, I mean, he gave you a lot of the reasons behind it and presented a resolution that was adopted, of course, by the City of De Land, and individual cities also adopted resolutions along the way. Well, I've lived in Volusia County for a long time, and quite frankly, this has had a very unifying purpose for the county. It's one of those good times that we've all come together, pulled together on an issue. And I certainly would urge you to help this unification of the public bodies behind one idea, one concept to come to its final fruition and granting those who request of having Volusia County as included in one area code.

I believe from earlier testimony you asked something from the City of De Land or Jim McCroskey, our economic development director was to present some evidence, and he's here. And if I may, I'd like to ask him to come up at this point, present that evidence in the record and answer any questions you may have about that. Thank you very much for your time, and we welcome you to volusia county.

THE CHAIRMAN: Thank you, Commissioner.

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MR. MCCROSKEY: We're seeing some -- Jim McCroskey. Counsel asked for the regional office of the Highway Patrol. We said if we split off Deltona, that it would split that regional office. Drawings, maps of the Florida Department of Highways and the East Florida Regional Planning, there's copies for all of you (indicating).

THE CHAIRMAN: You know what you can do is give it to her and then Mr. Ileri will take it. MR. MCCROSKEY: Thank you (tendering). MR. ILERI: Thank you very much. Appreciate that.

MR, WEISS: One of the elements of Volusia County that we promised would be present before you is here this afternoon, the school district of Volusia County. The school district representative is --

MR. SLACK: Mark Slack. I'd like to publicly first apologize for not being with you this morning. We had planned on being here, but we had a little problem come up, but you will have one of our school board members with you tomorrow in the Deltona area. They asked me if I could come and represent them. We, as the other

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cities and county government and other officials that have spoken, have a number one priority of one area code for this area. It would be our preference, that it would be 904 , but we understand that may not be possible.

We, as a second priority, support seven-digit dialing. And, of course, we're very, very interested in -- I spoke with Doug Horn yesterday. We service the entire district. We are probably $I$ think still the largest employer. It's very difficult in the Deltona area. We try to provide free call service to all of our schools as well as our county office which means that we have an enormous number of lines running all over the district.

For our data service which is part of what we have to deal with, we have to go to Orlando to get back into that Deltona area. So we're in that frame relay circuit, both in the Deltona crowd and in the orlando crowd.

The problem with that particular LATA over in that area has created an enormous financial burden on us as well as a logistical problem. So we would implore you and we certainly support what you've already heard from the cities and

[^2]from the county government, we just love to have some relief there. We have enough problems with our -- just trying to support those 60,000 plus students that we don't want to have to go through another hassle in reeducating those children and our -- their parents on how to get a hold of us. So I would appreciate your consideration. THE CHAIRMAN: Thank you very much. MR. WEISS: We had considerable
participation from our business community throughout this process, both from the Halifax area and De Land Chamber of Commerce. I'd like to introduce two people that would like to speak from the Daytona Beach/Halifax Chamber of Commerce this afternoon. First, Lynn Fagan. MS. FAGAN: Good afternoon. My name is Lynn Fagan. I'm representing the Daytona Beach/Halifax Area Chamber of Commerce as well as the Motel/Hotel Association of Volusia County. We're in support of everything you've heard today; seven-digit dialing, and a single area code. As you might know, the Volusia County area has a large tourist contingency. Having to dial 10 digits to call a restaurant across the street might be somewhat of a problem, more than

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somewhat. So we're very much in support of seven-digit dialing and hope that you will see your way to give us our way. Thank you. THE CHAIRMAN: That reminds me, Staff should also look at implementation plan to make sure that when and if we decide to change area codes in the Daytona area, to make sure it doesn't fall in the middle of their tourist season which is something we try to avoid when we did it in Orlando. And, hopefully, we can avoid the confusion during that time of year.

MR. WEISS: Also from the Halifax Area Chamber of Commerce, Lloyd Collins.

MR. COLLINS: Chairman Garcia, Commissioners, and Staff, my name is Lloyd Collins, and I'm senior vice president of the Suntrust Bank. However, today, I am representing the area, Daytona Beach Chamber of Commerce and also a resident of Daytona Beach. We at the Chamber of Commerce operate a local government committee, and we meet weekly, monthly to address all of the concerns of the area.

We certainly would like to support the creation of the single area code that would

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encompass all of Volusia County and if we have to look for a contiguous county, Flagler, that would be fine. Maintaining current telephone numbers, we would like to unite with our neighboring counties in support of a single area code and maintain the seven-digit dialing.

I might say in support of Commissioner Travis, I'm going to call Mr. Bill France right after the meeting and see if he would consider changing the name of the race to the Daytona 501. That might be appropriate. I presume that's why Commissioner Travis was saying that we like the 500 , that that would be a good number. But we'll certainly work within the parameters that are given to us.

THE CHAIRMAN: 499 might be --
MR. COLLINS: Well, they've been known to run out of gas down the last lap, yes, that's true. So we hope that the commission does not run out of gas and that you'll cross the finish line and support what we hope to be a unanimous decision for this county.

THE CHAIRMAN: Great. Thank you very much.
MR. WEISS: From the Southeast Chamber of Commerce, Donna Concannon.

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MS. CONCANNON: Thank you very much for having me here today. My name is Donna Concannon, and $I$ 'm a native of New Smyrna Beach representing the Southeast Volusia County Chamber which does consist of approximately 700 members and 4- to 6,000 employees.

As you've so eloquently have heard this afternoon from so many people, Volusia County has inconveniently been split for telephone calling purposes since approximately 1984 .

On behalf of the Chamber of the Southeast Volusia, we ask that you would please give all of Volusia and since we recognize that we are not large enough to have our own area code and Flagler County the same area code along with the seven-digit calling. We really appreciate all of you helping in that. Thank you.

THE CHAIRMAN: Thank you.
MR. WEISS: The executive director of the Ormond Beach Chamber of Commerce, Peggy Farmer.

MS. FARMER: Good afternoon. Thank you for coming. My name is Peggy Farmer. I'm the executive director of Ormond Beach Chamber of Commerce.

Our board of directors has gone on record in

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support of the position of VCOG and the county Council in favor of one area code for volusia County. I think we're at a real positive crossroads here. We have an opportunity to do something very unifying and good for our total business community in Volusia County where we can all work together much easier.

Plus the size of Volusia County, you all have the opportunity now to maybe not have to come back and have another hearing in our lifetime if we do this right. It's a nice-sized county, and we want to --

THE CHAIRMAN: Don't mess with us because we like this part of the state.

MS. FARMER: I think that the particular position is this is really a chance to once and for all unify Volusia County, and I think that's a very positive opportunity here for us to come and talk to you about it. Reading some of the literature, $I$ know $I$ spoke to Mr. Garcia about this just recently at the Duke Power presentation you gave.

But I'd be really curious if there's something we can do with a bigger picture since all of you are here. I read about you having

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these hearings all over the state; south, Jacksonville, Tallahassee, and it's such an emotional issue. We're just wondering if the bigger picture is to get with our florida delegation and maybe go up to the numbering, what is it, the North American numbering.

THE CHAIRMAN: Let me tell you what we've done about -- let me first talk about the bigger picture because Commissioner Deason is too modest to say it. Commissioner Deason foresaw this a few years back when we did the 904 change, but he didn't get three votes, though, to try to fix the broader issue of knowing we would end up here.

That being the case as you have seen, and there is a map that we've got 13 area codes, clearly this is a new one that we have, and it is a national problem. The FCC has an open docket. I'm trying to resolve some of these numbering issues.

And as you're aware, it's not even -- the central issue is not of the phones, faxes, and beepers. It's simply the way numbers are allocated as being efficient. Because of that, we're trying to use some of the limited criteria; when we appeal to the Federal government for some

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help, they give us some limited powers to try to address those problems which we're going to try to do in this docket as well as the others that are open on this to try to help them.

But, clearly, it's something we're working on. We have filed comments. It is something of concern to the Federal government and to our representatives.

In fact, Representative Mica was -- his staffer was at a discussion that the National Association of Regulatory Commissioners had in D.C., in which $I$ explained the big problem we're having with area codes. So, clearly, it's something they're aware of, and the florida delegation has been very helpful.

MS. FARMER: And if we can help on the local, then let us know, okay?

THE CHAIRMAN: Thank you very much.
MR. WEISS: Is Mr. Eddings from the Port Orange/South Daytona Chamber of Commerce here?
(No response.)
MR. WEISS: Perhaps not. I believe that's all the scheduled speakers. You're probably glad to hear that. Again, we're glad to have you here. We appreciate it, You have been very

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gracious to us, and we're looking forward to, again, tomorrow in Deltona.

THE CHAIRMAN: We're meeting in a stadium tomorrow. Next speaker?

MR. BECK: Are there any other persons who would like to speak?

MR. JAYNES: Thank you, Bob. Joseph Jaynes, District 4 representative. I represent the northeast part of Volusia County. That covers Ormond-by-the-Sea which is unincorporated area, Ormond Beach, Holly Hill, and the largest land area portion of Daytona Beach, approximately 50,000 people. I appreciate your coming down and having this hearing here for us today.

THE CHAIRMAN: Sir, did you -- did $I$ swear you in?

MR. JAYNES: No.
THE CHAIRMAN: Let me swear you in real quick. It's not that you look less trustworthy; it's that we swore in everybody else.

Is there anybody that spoke that hasn't sworn in? If you want to speak, then -- well, let's go ahead and do the representative just so we have it on the record here. But you can stay there; you don't need to move.

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Do you swear or affirm to tell the truth, the whole truth, and nothing but the truth? MR. JAYNES: Yes, sir. THE CHAIRMAN: Great. Thank you. MR. JAYNES: One of the things that -- and, of course, obviously you can tell from our contention and the good job that Bob does in the stacking room that we're very much in favor of the seven-digit dialing, and, of course, consolidation down to one area code for this area.

I picked up on one thing that you-all began with, and that was kind of this hint of, look at Volusia county and you're asking questions about Flagler County. Volusia County has in place a solid waste agreement with Flagler County. All of the solid waste generated within Flagler County comes to the volusia County landfill. And I'm simply going to give you a couple of examples here of the ties between Flagler county and Volusia County.

Also, I guess from Daytona Beach Community College northward, there is an extension campus in Palm Coast of Daytona Beach Community College, so there's a strong tie there on the educational

[^3]part of this. We've got a tie on the solid waste part.

Federally approved foreign trade zone that serves Daytona Beach International Airport extends out to New Smyrna Beach, and De Land also has a portion of it in Flagler County. And that's something that we worked on in conjunction so there's now an economic development tie there between Flagler County and Volusia County as well.

And, of course, I think Bob or someone else presented you with a map which ties flagler and Volusia County into the East Central Florida Regional Planning Council, not northward into St. Johns County and so on.

So $I$ just wanted to emphasize those points that our ties with Flagler County are very strong, and there's a lot of coordination and cooperation that goes on between the Flagler County Commission and the Volusia County Council.

And $I$ simply would want to clarify those points and thank you for coming down here. I'll just let you know I'm just another voice coming out of the wilderness. We'd like one area code

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for this area. Thank you.
THE CHAIRMAN: All right. I think that
concludes all the people who signed up. Is there anyone else who wishes to say anything? Go right ahead, and you'll have to come up to the mike.

MR. ESPIN: I just needed to add my two cents worth of the marketing side and that of technology, too.

THE CHAIRMAN: Hold on.
(Off the record.)
THE COURT REPORTER: And what was your name again?

MR. ESPIN: Mario Espin.
THE COURT REPORTER: Espin, okay.
MR. ESPIN: A suggestion for area codes for all of you to be able to take back with you, I think 500 is available. I don't think the 0 is an issue. I've been in the business for 30 years, and $I$ certainly would technically argue that we can use - -

THE CHAIRMAN: New Star has put -- it puts you in a great position of your knowledge. And you want to speak with Mr. Foley from New Star again because $I$ think it may have been given or it may be taken for some reason, but he's the one
you'll have to talk to, and clearly you'll join in that conversation.

MR. ESPIN: I'll certainly volunteer any input that $I$ can. Chris can support this, though she's not here any longer, but Commissioner Travis would have supported this. I didn't speak with Bill France, but the second choice he would have had would have been USA, and that's 872. So you guys might give -- and $I$ know that's available, so you might give that consideration, USA. And $I$ think it's area code -- it's not Daytona 500; it's called Daytona USA.

THE CHAIRMAN: Okay. Thank you very much. We appreciate it.

MR. ESPIN: Just thought I'd -- thank you.
THE CHAIRMAN: Again, thank you very much. MR. DEASON: I have just one comment -THE CHAIRMAN: Sure.

MR. DEASON: I just want to take at this point a moment and indicate that I've been attending a lot of these type hearings on various issues throughout the state for a number of years, and it's almost unprecedented that we have such a unified position team taken by such a diverse group of individuals, including

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government, business, and education on such a complex issue.

And it's refreshing to -- we received your message loud and clear, and you're to be congratulated for taking the time and effort to present your message, and I'm sure we'll hear it again tomorrow in Deltona, too.

MR. JACOBS: I would echo those comments. Having spent part of my life here, it is even more impressive to me to see the way you've lined up behind this issue, particularly on an issue that too often is evasive (phonetic). So I want to again congratulate you as well. And I'm just sad to see Mayor Asher is not here. He would have been the icing on the cake.

THE CHAIRMAN: Let me just remind you, I'm sure that you all know but just in case, tomorrow's meeting is at 10:00 a.m. at -- it's the Daytona -- Deltona hearing. It is at 1120 Elkcam Boulevard. It's at the Deltona Hills Golf and Country Club. Thank you very much.

As you know, Representative Lynn's -- one of her jobs is to keep the commission straight because we are a legislative agency. She does a good job of that; and, clearly, we appreciate

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having you all here. Thank you again. We're adjourned.
(Thereupon, the proceedings were concluded at 5:00 p.m.)

## CERTIFICATE

STATE OF FLORIDA )
COUNTY OF VOLUSIA )
I, Sharon M. Lubberly, Court Reporter, RPR, certify that $I$ was authorized to and did stenographically report the foregoing proceedings and that the transcript is a true and complete record of my stenographic notes. DATED this luth day of February, 2000 .

IN THE MATTER OF 904


| Boulevard [2] | 2:3 | 38:9 40:8 | 41:4 | 25:17 | 35:7 | 45:16 | 24:4 24:9 | 25:8 | onfused [2] | 5:5 |
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| 52:20 |  | 41:14 42:16 | 42:23 | 46:5 | 46:13 | 51:1 | 26:9 30:1 | 30:4 | 24:17 |  |
| boundaries [1] | 14:20 | 43:18 $44: 13$ | 45:7 | 52:25 |  |  | 31:13 $31: 16$ | 31:20 | confusing [2] | 33:11 |
| box [1] 6:20 |  | $\begin{array}{ll}46: 18 & 47: 3 \\ 47118 & 48: 4\end{array}$ | 47:15 | closing [1] 19:4 |  |  | 31:25 32:2 | 35:2 | 34:13 |  |
| break [1] | 14:8 | $\begin{array}{ll}47: 18 & 48: 4 \\ 50: 9 & 50: 21\end{array}$ | 50:2 51:13 | Club | 52:21 |  | $\begin{array}{ll}37: 25 & 42: 7 \\ 45: 9 & 45: 10\end{array}$ | $\begin{aligned} & 42: 12 \\ & 51.5 \end{aligned}$ | confusion [2] | 24:19 |
| brief [1] 26:17 |  | $\begin{array}{ll}51: 16 & 51: 18\end{array}$ | 52:16 | $\operatorname{Coast}_{48: 24}$ |  | 9:25 | commissioners [13] |  | 41:11 |  |
| briefly [1] | 4:22 | Chamber [16] | 2:21 |  |  | 21:24 | 5:25 7:21 | 10:1 | $\underset{52: 13}{\text { congratulate }[1]}$ |  |
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