

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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 :
:
DOCKET NO. 990517-TL
:
Request for review of :
proposed numbering plan :
relief for the 904 area :
code. :
:
-----:

PROCEEDINGS: JACKSONVILLE SERVICE HEARING

BEFORE: CHAIRMAN JOE GARCIA
COMMISSIONER J. TERRY DEASON
COMMISSIONER E. LEON JACOBS, JR.

DATE: Wednesday, January 26, 2000

TIME: Commenced at 6:00 p.m.
Concluded at 7:05 p.m.

LOCATION: Holiday Inn - Commonwealth
6802 Commonwealth Avenue
Jacksonville, Florida

REPORTED BY: MARIE C. GENTRY
Court Reporter

MARIE C. GENTRY & ASSOCIATES
Court Reporters
1279 Kingsley Avenue, Suite 114
Orange Park, Florida 32073
(904) 264-2943

BUREAU OF REPORTING

RECEIVED 2-10-2000

DOCUMENT NUMBER-DATE
01799 FEB 10 8
FPSC-RECORDS/REPORTING

1 BETH KEATING, ESQUIRE, Division of Legal
2 Services, Florida Public Service Commission, 2540 Shumard
3 Oak Boulevard, Tallahassee, Florida 32399-0863, Telephone:
4 (850) 413-6234, appearing on behalf of the Florida Public
5 Service Commission.

6 CHARLES J. BECK, ESQUIRE, Office of the Public
7 Counsel, 111 West Madison Street, Room 812, Tallahassee,
8 Florida 32399-1400, Telephone No. (850) 488-9330, appearing
9 on behalf of the Citizens of the State of Florida.

10 PSC STAFF PRESENT:

11 LEVENT ILERI
12 JONATHAN AUDU
13 LENNIE FULLWOOD
14
15
16
17
18
19
20
21
22
23
24
25

I-N-D-E-X

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

PAGE

Presentation by Mr. Thomas C. Foley.....6

WITNESSES:

JOHN HAGOOD.....19

TERRY L. EBY.....21

JOHN BOWLES.....28

ROBERT M. WEISS.....30

ANN McFALL.....35

FRITZ BEHRING.....42

BILL ROGERS.....43

MIKE HOLMES.....46

WILLIAM R. WHITSON.....47

DR. JOHN OUTTERSON.....51

JIM CAMERON.....59

CERTIFICATE OF REPORTER.....64

P R O C E E D I N G S

6:00 o'clock p.m.

January 26, 2000

- - -

CHAIRMAN GARCIA: All right. Good afternoon.

We are going to do a few things. We're going to let Mr. Foley from NeuStar do a presentation about all the options, which you will notice there on your green book, and, believe it or not, since this morning we added two more. You don't have to worry about those for right now. But it's just two new things that we're looking at, including what we want is your perception of what these plans mean, and particularly what we want to know is what your favorite one is if you're going to testify or if you're going to communicate with us on these issues.

It's important for us to get a feel for these area codes. You live here; we don't. And when we don't do it right, you're the ones that are affected, not us. So what we want to do is get it right and that's why we have these hearings. These used to be an uncontested matter, now there's a lot of different issues to be addressed because the area codes are growing so fast.

Mr. Foley represents NeuStar, which is the North American Numbering Plan's Administrator, which what

1 they do is control numbers, and he's going to explain
2 all that. We're going to let him go first. He'll
3 give you a broad overview and he'll try to make it as
4 quickly as possible, and then if you've got some
5 questions, he'll answer those questions later on, or
6 if we can answer them, we'll answer them.

7 Let me just introduce us real quick. To my right
8 is Commissioner Terry Deason and to my left is Leon
9 Jacobs. For those of you from North Florida, both of
10 them are North Florida guys, so I'm an odd man. North
11 Florida has more representation than usual in these
12 matters.

13 So we clearly want to be sensitive to your needs
14 here. That's why we're here. And, trust me, when
15 Mr. Foley finishes, you're going to think that there's
16 some real complicated issue involved here. Trust me,
17 it's not that complicated.

18 What is complicated is your needs, your feelings,
19 your calling patterns in the area. It's impossible
20 for us to understand it. So if you have something you
21 want to say, please say it. If you're embarrassed to
22 take the mike, you can call us at the numbers there on
23 the green sheet or you can send us that green sheet or
24 you can talk to us after we conclude today. But,
25 clearly, we appreciate your being here.

1 And, with that, let me do two things. We're
2 going to swear in all those that are going -- better
3 yet, let's let Mr. Foley go first. He's already been
4 sworn.

5 We'll have the notice read.

6 Counsel, please.

7 MS. KEATING: By notice issued January 12, 2000,
8 this time and place has been set for a service hearing
9 in Docket No. 990517. The purpose is as set forth in
10 the notice.

11 CHAIRMAN GARCIA: We're going to let Mr. Foley,
12 who has already been sworn in, do his presentation,
13 and when he finishes we'll swear in all those that are
14 going to speak.

15 We're going to leave up here and give Mr. Foley
16 the floor.

17 THOMAS C. FOLEY,
18 called as a witness, and having been sworn, testified as
19 follows:

20 MR. FOLEY: Good evening. My name is Thomas
21 Foley, as Chairman Garcia said.

22 I'm an NPA Relief Planner with the North American
23 Numbering Plan Administration, which is a contract from the
24 FCC and it's held currently by a company called NeuStar.

25 Let me start off by defining what NANPA is.

1 NANPA is the North American Numbering Plan Administration.

2 And in July of '95, the Federal Communications
3 Commission took an important step in dealing with
4 competition and they adopted a new model for administering
5 the North American Numbering Plan. That is the plan that
6 governs how the numbers are assigned in the North American
7 area. It includes Canada, the United States, and most of
8 the Caribbean.

9 The FCC formed an entity called the North
10 American Numbering Council and ordered it to develop
11 guidelines under which we now operate.

12 Lockheed Martin was named as the new North
13 American Numbering Plan Administrator in the FCC's third
14 report and order that became effective in November of '97.

15 However, Lockheed Martin has divested itself of
16 the interest in the North American Numbering Plan
17 Administration and it was transferred to NeuStar late last
18 year.

19 NeuStar and the North American Numbering Plan
20 Administration remains neutral and has no ties to any one
21 communications company or entity.

22 In the relief planning areas, NANPA performs a
23 number of planned area relief coordinations to determine
24 the need for, identify the timing, and come up with
25 alternatives for NPA relief.

1 The relief planner takes the lead in preparing
2 options for each projected exhaust and convenes an industry
3 meeting to discuss the various relief alternatives and it
4 facilitates a consensus amongst the industry to a
5 recommended relief plan. It compiles all the necessary
6 documents and makes the filings on behalf of the industry
7 with the Florida Public Service Commission to begin the
8 process of NPA relief, and it coordinates all the initial
9 activities for implementation of the new NPA after the
10 order from the Public Service Commission.

11 Basically there are three types of relief
12 provided for NPAs or area codes.

13 The first one is a geographic split, and that is
14 basically where an existing NPA or area code is divided
15 into two or more separate geographic areas.

16 One retains the existing area code and the other
17 or others get new area codes.

18 There's the overlay plan in which one or more
19 NPAs serve the same geographic area.

20 And a boundary realignment, which is basically a
21 part of an adjacent NPA, is pulled into or a part of an NPA
22 is given to another area code that has more availability of
23 central office codes.

24 The boundary realignment is an extremely
25 difficult one to do and is not done exclusively very much.

1 Industry has come up with several attributes of
2 the various plans and options. The NPA split options
3 provides for a single area code for each geographic area.
4 It may minimize confusion for customers outside of the
5 area, and future splits will reduce the geographic size of
6 the area code, getting smaller and smaller each time it is
7 split.

8 Splits require an area code change for
9 approximately one-half of the customer's numbers in a
10 two-way split and two-thirds of customer's numbers in a
11 three-way split.

12 Stationery, business cards and advertising needs
13 to be revised for customers receiving the new area code.

14 Geographic splits, however, permit 7-digit local
15 dialing where possible in the smaller home NPA. However,
16 local dialing across NPA boundaries will become 10-digit
17 dialing.

18 In the NPA overlay there are some attributes
19 also. With the overlay there is multiple area codes for
20 each geographic area and will further -- and will end
21 further shrinkage of the area code. It maintains the same
22 geographic size that it had previously. Subsequent relief
23 will likely be an overlay.

24 Overlays avoid the need for public and political
25 involvement concerning split boundaries and which side

1 should retain the old or the new area code.

2 An overlay will not require existing customers to
3 change their area code. There is no need to revise
4 stationery, business cards and advertising unless they
5 contain only the 7-digit phone number.

6 An overlay will, however, require ten digits to
7 be dialed for all local calls within the geographic area.

8 A subset of an overlay is called the
9 concentrated growth overlay and it has some special
10 characteristics also.

11 Special and unique monitoring methods, not
12 currently available, are required for exhaust of the area
13 code outside of the concentrated overlay.

14 It's difficult to predict when the area outside
15 the concentration, and one of the plans proposed here, by
16 the way, is a concentrated growth overlay, and it's very
17 difficult to predict the exhaust of the non-overlay area.

18 Customer confusion pertaining to dialing for a
19 concentrated overlay could exist.

20 In order to preserve codes, the area code must be
21 identified as needing relief and the relief plan needs to
22 be placed in service much earlier to preserve enough codes
23 to serve the non-concentrated area.

24 A concentrated growth overlay minimizes the
25 implementation of 10-digit dialing customers outside to

1 those -- 10-digit dialing remains only with those customers
2 inside the concentrated growth overlay.

3 Normally, no existing customers will be required
4 to change their telephone numbers.

5 What we're here to talk about is the 904 NPA, or
6 area code. It includes sixteen counties in Northeast
7 Florida, as shown on the map.

8 The most planning history for the 904 NPA is
9 jeopardy was declared, and jeopardy is a time when
10 insufficient NXX, or central office code, the first three
11 digits of your area -- of your local telephone number are
12 insufficient to last until relief can be provided, at which
13 point the industry gets together and devises a plan of
14 rationing, or something like that, to sustain it through
15 relief.

16 The industry had a planning meeting on June 30th
17 where they discussed these options that you're about ready
18 to see, and based on the consensus from that meeting they
19 filed with the Florida Public Service Commission on August
20 16th, '99, their recommendation.

21 The projected exhaust date for the 904 NPA,
22 including the rationing that is in place right now, is the
23 fourth quarter of 2001.

24 The industry considered six -- at their industry
25 meeting considered six plans.

1 The first one, Alternative 1, is the distributed
2 overlay. And, again, two NPAs would be assigned to the
3 same geographic area, a new one and the 904. Customers
4 would retain their current telephone numbers. Ten-digit
5 dialing for all customers would be prevalent. This is
6 expected to last approximately 10.1 years.

7 Alternative 2 is a concentrated growth overlay
8 where a new NPA code would be assigned to the rate centers
9 in Nassau, Duval and St. Johns Counties, which is shown by
10 Area A on the map, and would have an effective date
11 beginning the third quarter of 2000.

12 Remember, I said earlier that concentrated growth
13 overlays have to be put in place much earlier to have
14 available codes to sustain the non-concentrated area.

15 Any unassigned 904 codes would be used only for
16 the extended life of the remainder of the 904. All NPA or
17 NXX codes, or the central office codes, would be assigned
18 to the new area code in those counties.

19 The life of that is projected to be 11.4 years
20 for Area Code A -- or for Area A on the map, and Area B
21 would be 4.1 years. However, for Area A and B in a
22 concentrated growth overlay, at the end of the 4.1 years
23 would ultimately grow together and become one large overlay
24 at the end of that time.

25 Alternative 3 includes Nassau, Duval and

1 St. Johns Counties. This would be a geographic split. The
2 split boundary line runs along the rate center boundaries
3 in Nassau, Duval and St. Johns Counties as shown on the
4 map. Okay. Area A would have a life of approximately 7
5 years; Area B would have a life of approximately 14.3
6 years.

7 Alternative 5 is, again, a geographic split with
8 split boundary lines to include Nassau, Duval, Baker,
9 Bedford -- Bradford, excuse me -- Union, Alachua, Columbia,
10 Gilchrist and Lafayette Counties. Suwannee and Hamilton
11 Counties are also included in that geographic area.

12 These eleven counties make up Area A on the map.
13 Area A would have a life of approximately six years; Area B
14 about 17.3 years.

15 Alternative 5 is a geographic split with the
16 boundary including Nassau and Duval Counties in one
17 geographic area. And the lives here are 9.5 and 10.7
18 years, respectively.

19 Alternative 6 would include Nassau, Duval, Clay
20 and St. Johns Counties. This was submitted by the industry
21 at the meeting and would have a projected life of 5.8 for
22 Area A, and for Area B approximately 17 years.

23 At the industry meeting on June 30th, the
24 industry participants reached a consensus to eliminate from
25 consideration the geographic split plans, Alternatives 3,

1 4, 5 and 7, because all the alternatives divide numerous
2 local calling areas and cause too many customers to undergo
3 telephone number changes. In addition, Alternatives 3 and
4 4 result in NPAs with unbalanced lives. One would exhaust
5 much faster than the other one. Alternative 6 produces a
6 noncontiguous area code as well as area codes with
7 unbalanced lives.

8 Industry participants reached consensus to
9 eliminate also Alternative 2, the concentrated growth
10 overlay, for five reasons: First, the portion of the 904
11 NPA without the overlay has a very projected short life; no
12 administrative tool has been developed to monitor the
13 exhaust of the concentrated overlay; it divides local
14 calling areas; it would create customer confusion when
15 people outside the area of the concentrated overlay
16 exhausts and are forced to go into the overlay; and if
17 competitive local exchange carriers or others request codes
18 in all rate centers, the life of the relief could suddenly
19 and significantly be reduced from the four years to even
20 less. Industry participants noted that their past
21 experience with concentrated overlays produced
22 unsatisfactory results for everyone.

23 The participants reached consensus to recommend
24 Alternative 1, an all services distributed overlay, to the
25 Florida Public Service Commission. That recommendation was

1 filed by NANPA with the Florida Public Service Commission
2 on August 16th.

3 Subsequent to the filing, the Florida Public
4 Service Commission Staff developed six alternatives of
5 their own, and subsequent to that, just a matter of hours
6 ago, two more were added to the list, and I'll briefly
7 describe these. These are not NANPA's plans. NANPA has
8 not had a detailed review of these plans nor have they been
9 reviewed by the industry. We're simply reading them on
10 behalf of the Commission Staff.

11 Alternative 7 is a geographic split in which the
12 coastline customers retain one area code, as shown on the
13 map, with a life of about 2.3 years, and the remainder area
14 will retain one area code that will last 36.2 years.

15 Alternative 8 is an overlay and geographic split
16 relief plan in which two new area codes are used. Portions
17 of Flagler and Volusia Counties will get a new area code to
18 last 39 years, and the remainder counties get two area
19 codes that will last 15.4 years. Customers within this
20 region, both A and B, will dial ten digits for all their
21 local calls.

22 Alternative No. 9 is called a spotted overlay and
23 geographic split relief plan in which Columbia, Nassau,
24 Duval and St. Johns and portions of Volusia Counties get
25 two area codes and the remainder area gets one area code

1 and the overlay areas have a life expectancy of 15.5 years,
2 and the split areas 36.3 years.

3 Alternative 10 is a geographic split boundary
4 extension overlay relief plan in which Nassau, Duval,
5 St. Johns Counties get two area codes and lasts about 10.1
6 years, whereas the remaining areas use some of the prefixes
7 from the overlay area and extend its life to about 10.2
8 years.

9 Alternative 11 is an overlay and geographic split
10 relief plan in which the coastline customers get two area
11 codes that last 15.5 years, and the remaining area gets one
12 new area code to last 36.2 years.

13 Alternative 12 is a geographic split boundary
14 extension overlay relief plan in which the coastline
15 customers get two area codes, and the remaining area
16 customers share their prefixes of the new area codes to
17 last about 10 years and 10.6 years, respectively.

18 Alternative 13, similar to Alternative 12, where
19 all of Volusia and Flagler Counties are included. The
20 analysis life expectancy of these areas has not been
21 completed at this time. I don't think we have -- we don't
22 really have a map for that one anyway.

23 Alternative 14 is a three-way split, we don't
24 have a map or an overhead on this one either, in which
25 Nassau and Duval Counties get a single area code and a life

1 of about 9.5 years. Flagler and Volusia Counties get one
2 area code and lasts about 25.4 years, and the remaining
3 counties get one area code and lasts approximately 39
4 years.

5 And that concludes the presentation.

6 Thank you, Chairman.

7 (Witness excused.)

8 - - -

9 CHAIRMAN GARCIA: Well, you all saw how simple
10 that was.

11 Clearly, the reason you've got so many maps to
12 look at is to simply give you alternatives, and I want
13 you to know that we're not married to any of those.
14 But, clearly, those are the ones that occurred to the
15 brilliant minds that put us in this position in the
16 first place.

17 So it gives you an opportunity to look at what's
18 out there. And, clearly, we want to hear from you.
19 We want to see how that affects you. And I ask, if
20 you're going to speak, let us know which one you think
21 is workable, and you can go from your green sheet or
22 you can make it up as you go along.

23 With that, I'd like to swear in all those who
24 intend to speak.

25 If you could please rise. Raise your right hand

1 and repeat after me.

2 (Whereupon, all witnesses present were sworn in
3 by Chairman Garcia.)

4 CHAIRMAN GARCIA: Mr. Beck is representing the
5 citizens here. He's representing Jack Shreve, who is
6 the Public Counsel of the State of Florida, and he is
7 your attorney in these matters, so if you have any
8 legal questions on to these proceedings that you don't
9 feel satisfied with our Staff's answer, he is your
10 attorney. He represents you before this process. You
11 can ask him and you will find that he will be very
12 happy to help you as we will.

13 And, likewise, if you've got some questions that
14 don't deal specifically with the issue at hand but
15 have to do with things that the Commission regulates,
16 we'll be more than happy to hear from you. The only
17 thing I would ask, since we do have a good group of
18 people to speak, is to let's try to deal with the area
19 code issue first and then we'll get to how to fix all
20 the other problems we have.

21 With that, Mr. Beck.

22 MR. BECK: Thank you, Chairman Garcia.

23 My name is Charlie Beck. I'm going to call
24 everyone who indicated on a sign-up sheet that you
25 wish to talk, and we'll call those people first, and

1 then there will be an opportunity for anybody else who
2 may have changed their mind or who wants to speak also
3 after that.

4 When I call your name, if you would, please come
5 up to the podium and state your name and proceed with
6 your statement, if you would.

7 The first witness is Linda Ottinger.

8 MS. OTTINGER: I'm here, but I don't wish to
9 speak at all.

10 MR. BECK: Oh, okay.

11 The next witness -- Mr. Hagood?

12 MR. HAGOOD: Hagood.

13 MR. BECK: Hagood?

14 MR. HAGOOD: Yes, sir.

15 - - -

16 JOHN HAGOOD,

17 called as a witness on behalf of the Citizens of the State
18 of Florida, and having been sworn, testified as follows:

19 WITNESS HAGOOD: My name is John Hagood. I'm the
20 Assistant City Manager for New Smyrna Beach.

21 Good afternoon, Chairman, and Members of the
22 Commission.

23 I think you've heard a number of people from
24 Volusia County here today. At the session earlier this
25 morning, I think after having left that session and gone

1 back and met with the people from Volusia County, we all
2 come to an agreement that Alternative 14 is a win-win
3 situation for all parties concerned. It does not create
4 any 10-digit dialing for any of the agencies anywhere in
5 the state. Yes, we will have to change our business cards,
6 our letterhead. Many other agencies will do that also.
7 But we do believe that that will become an option that, you
8 know, if it's implementable by the technical people, that
9 we do think that will become an option that I think will
10 benefit all the parties concerned.

11 I know there's a lot of people here from Volusia
12 County, so I'm going to make it short. If you have any
13 questions, I'll be happy to answer them.

14 CHAIRMAN GARCIA: No, except that I would assume
15 that you agree with the other people from Volusia
16 County --

17 WITNESS HAGOOD: Yes, sir.

18 CHAIRMAN GARCIA: -- to try to bring in those
19 areas of Volusia County that are not --

20 WITNESS HAGOOD: Absolutely. Make Volusia County
21 one united agency.

22 CHAIRMAN GARCIA: And the only other thing I
23 would ask the residents of Volusia County, and I don't
24 know if Levent was able to make that available, but I
25 think NeuStar's site has it, which is all the

1 available area codes. On NeuStar's website they have
2 it, or you can call Mr. Ileri. But if you have a
3 particular preference of some way of combining those
4 three numbers that is in use. As you know, Brevard
5 took 321 for the countdown. Miami took Sun, if I'm
6 not mistaken.

7 So if you can find three numbers that spell
8 something that you like, you might want to give us a
9 suggestion which is always helpful. You've just got
10 to look at that site.

11 WITNESS HAGOOD: I'm sure we can do that.

12 CHAIRMAN GARCIA: Okay. Great. Thank you, sir.

13 WITNESS HAGOOD: Thank you.

14 MR. BECK: Thank you.

15 (Witness excused.)

16 - - -

17 MR. BECK: The next witness is Terry Eby.

18 TERRY L. EBY,

19 called as a witness on behalf of the Citizens of the State
20 of Florida, and having been sworn, testified as follows:

21 WITNESS EBY: Good evening, Mr. Chairman. I'm
22 Terry Eby. I'm the Deputy 911 Director for Nassau County.

23 What I'm going to reference from is what you all
24 have been using as your base map, as you look at it.

25 Having not seen Alternative 14, I don't know exactly what

1 it looks like. I assume it's similar to what 4 is.

2 But my concerns, I guess, with Nassau County,
3 we're sort of the tail that's always on the end of that dog
4 because there's no other way to go north other than where
5 we are and you can't get out for us unless you stay in that
6 area.

7 But with our 911 systems and the way that we have
8 to merge, looking at everything with Nassau and the other
9 areas south to Duval, our concern is that we're already a
10 split telco county as we stand between BellSouth and ACTEL.
11 And as things start to develop over the years, our
12 alternatives, all of our switches that we have for 911
13 systems or our phone systems are routed south through
14 Duval.

15 And, in that process, we've talked with the
16 Department of Emergency Management in Tallahassee and a lot
17 of the areas that have been set up in the Northeast
18 quadrant have been set up by Emergency Management into
19 zones, into sectors.

20 And with the growth factor that you now have in
21 Volusia and Flagler, and you're looking at the fact that
22 Volusia, Flagler, St. Johns are in the top five growth
23 counties in the state, so your long-term growth is going to
24 be there, we, the rural area, will not grow that fast. We
25 know what our projected growth is. We're down in the teens

1 still.

2 CHAIRMAN GARCIA: Uh-huh.

3 WITNESS EBY: So having us up in that area and in
4 talking to DEM, my question then comes to when you divided
5 up the 850 area code, as you brought that back over toward
6 I-75, there's areas in the area of Hamilton, Suwannee,
7 Lafayette, et cetera, and by combining back to Gilchrist
8 where you've capped off the tops, if those areas were
9 merged back into the 850 area, that would automatically,
10 since those are low-growth areas, they're down in the
11 bottom forties and fifties for growth rate in the state,
12 your long-term projected growths that meet, as the
13 gentleman was talking about, for growth criteria, that
14 would tend to loosen up some of the areas in the northeast
15 quadrant. And, in doing so, that gives you a little bit
16 more time expansion so that you can make the areas tend to
17 match in the year combinations, which if it's like with
18 emergency management issues, you try to keep things in
19 balance. Therefore, by not trying to get rid of the people
20 in that area, just throw them west, but we're a
21 concentrated area where there's no other place for us to
22 go.

23 CHAIRMAN GARCIA: Right.

24 WITNESS EBY: So if at all -- if it could be
25 looked at to where that area is not made 10-digit dialing,

1 because the other emergency management issue that we're
2 looking at with 911, is reverse 911, and when you start
3 reversing 911 in certain areas, Duval is looking at it,
4 Nassau is looking, I know the other areas in the emergency
5 management --

6 CHAIRMAN GARCIA: I'm sorry. Forgive me.

7 Reverse 911?

8 WITNESS EBY: It's where you have the telephone
9 system numbers and all the locations and all the
10 geodetic information, and now as you have emergencies,
11 and no matter what those issues are, those systems
12 then go back out and they take the 911 bases and they
13 go back out and they dial these.

14 So when then go to 10-digit concentrated phone
15 calls or if you have to go to alternate area phone
16 calls, now this becomes a real issue.

17 We found during the hurricane periods and things
18 with the loading of phone systems, loading with dial
19 tones provided by the carriers, as you start then
20 going to long distance, it increases your inability to
21 do emergency management issues, to do 911 issues, and
22 it slows down your dispatch centers.

23 CHAIRMAN GARCIA: Okay.

24 WITNESS EBY: With that, I'll close. Thank you.

25 CHAIRMAN GARCIA: Well, let me ask you just a few

1 quick questions.

2 WITNESS EBY: Yes, sir.

3 CHAIRMAN GARCIA: Look at -- I guess any one of
4 the maps will do, if you've got them with you, or
5 somebody could hand you theirs.

6 WITNESS EBY: Yes, sir.

7 CHAIRMAN GARCIA: If you look at -- let me give
8 you one that --

9 WITNESS EBY: If you look at 4, maybe I could use
10 that as an example as what I was trying to say about
11 going to the west. If you look at Alternative 4
12 geographic split, if you came down the Columbia line
13 resetting Gilchrist to one side, or something like
14 that, Gilchrist, Union and Alachua.

15 CHAIRMAN GARCIA: That one we may have a problem
16 with, but, clearly, we'll have Staff look into that.
17 We may have a problem that they've already assigned
18 NXX numbers that repeat themselves in the other part.

19 So that would mean --

20 WITNESS EBY: Then it wouldn't work.

21 CHAIRMAN GARCIA: That would mean that we'd have
22 to change people's numbers, complete numbers, not just
23 area codes. So that will be a problem.

24 But, if I can remember, I'm trying to see which
25 one I would -- was preliminary.

1 If you look at 10 real quick.

2 WITNESS EBY: Uh-huh.

3 CHAIRMAN GARCIA: Those boundaries, and because
4 you're from Nassau you're a little bit to the north,
5 but I just want to get a feel for --

6 Does that boundary line that we ran through there
7 seem a bit fictitious to you; in other words, where we
8 distinguish one and the other counties?

9 WITNESS EBY: You're talking about coming
10 underneath Baldwin through Duval and down through that
11 area?

12 CHAIRMAN GARCIA: Right.

13 WITNESS EBY: Especially, seeing as if you look
14 at the way the roadways and all of the ingress/egress
15 are, Clay County is really part of that integral part.
16 So when you come across there at Green Cove Springs,
17 if you look at the way that the phone hubs and all of
18 the 911 systems are set in the area, then you would
19 see Clay is a prominent part of that area; whereas,
20 once you break below to Putnam or to Flagler or going
21 west to Baker and Union, now I think geographically
22 you start changing the mix --

23 CHAIRMAN GARCIA: Right.

24 WITNESS EBY: -- of both geodetic and also the
25 phone mix.

1 CHAIRMAN GARCIA: Great. That was basically the
2 question I had for you.

3 Mr. Deason?

4 COMMISSIONER DEASON: Yes, I have a question.

5 Do I take it from the testimony that you, as a
6 matter of principle, oppose 10-digit dialing because
7 of complications with 911?

8 WITNESS EBY: Not just 911 but with all other
9 type systems that go around the EMS world, police, or
10 the things where phone dialing and time consuming
11 where switches and other things are all involved or
12 when you start changing to other area codes, now you
13 tend to elongate the problem as you're trying to do
14 the work. And when you're trying to transfer calls or
15 if you have to worry about alternatives, where if you
16 have a failure in your area and your alternative
17 router or your alternative pickup is, you could end up
18 having it in a totally different area code. Now you
19 would really get into situations with database
20 control. And depending on the type of public safety
21 answering point systems or database you're using, that
22 could start creating a lot of changes.

23 And then if you look at the long-term twenty
24 number wireless configurations you're getting ready to
25 go to in the next three years, you add that compound

1 back into this type of change, your collage here
2 starts to get very deep.

3 CHAIRMAN GARCIA: Great.

4 COMMISSIONER DEASON: Thank you.

5 WITNESS EBY: Thank you.

6 CHAIRMAN GARCIA: Thank you very much.

7 Appreciate it.

8 (Witness excused.)

9 MR. BECK: Our next witness is John Bowles.

10

- - -

11

JOHN BOWLES,

12 called as a witness on behalf of the Citizens of the State
13 of Florida, and having been sworn, testified as follows:

14 WITNESS BOWLES: Mr. Chairman, and Members of the
15 Commission, my name is John Bowles. I'm Town Manager from
16 Orange Park.

17 I'm sorry that I had not met the gentleman that
18 spoke earlier from Nassau County, but many of the things
19 that he brought up really applies.

20 First of all, as it relates to the town, Orange
21 Park is located in the very northeast corner of Clay
22 County. We're very close commercially certainly to Duval
23 County and to St. Johns County.

24 The town's position is that we would certainly
25 like to remain part of the 904 area code and would not like

1 Clay County split into two or more area codes.

2 I'm sorry I did not -- I don't believe you've got
3 a copy of Alternate 14. Is that what was discussed
4 earlier?

5 CHAIRMAN GARCIA: Right. Alternate 14, that's a
6 three area code split, and what it does is it just
7 breaks the three areas, breaks it into three areas
8 pretty much even.

9 WITNESS BOWLES: If you would briefly, what is A,
10 B and C?

11 COMMISSIONER DEASON: A would be Nassau and
12 Duval.

13 WITNESS BOWLES: Okay. And then --

14 COMMISSIONER DEASON: And C would be Flagler and
15 Volusia, B would be all the other counties.

16 WITNESS BOWLES: Okay. Once again, as it relates
17 to Clay County, we're much more akin to Duval County
18 and St. Johns County as opposed to being connected to
19 either Bradford, Union or Clay -- or Bradford, Union
20 or Baker County.

21 CHAIRMAN GARCIA: All right. Let me -- can I ask
22 you real quick?

23 WITNESS BOWLES: Certainly.

24 CHAIRMAN GARCIA: Take a look at Plan 6. Tell me
25 if this makes sense to you, if you think that that

1 geographic boundary we've created there makes sense to
2 you and would make sense to the people of your part of
3 the state.

4 WITNESS BOWLES: Yes, sir, as it relates to
5 certainly the Town of Orange Park and Clay County as a
6 whole. Once again, we're part of that connection with
7 Duval and St. Johns.

8 CHAIRMAN GARCIA: Okay. Great. All right.

9 WITNESS BOWLES: Thank you very much.

10 CHAIRMAN GARCIA: Thank you for coming.
11 Appreciate it.

12 (Witness excused.)

13

- - -

14 MR. BECK: We have a number of witnesses from
15 Volusia County. I was wondering if there were any
16 other people from the Jacksonville area who wish to
17 speak first.

18 (No response.)

19 CHAIRMAN GARCIA: Okay.

20 MR. BECK: Okay. Our next witness is Bob Weiss.

21 ROBERT M. WEISS,

22 called as a witness on behalf of the Citizens of the State
23 of Florida, and having been sworn, testified as follows:

24 WITNESS WEISS: Commissioners, good evening to
25 you.

1 CHAIRMAN GARCIA: Before you go, Mr. Weiss, I
2 just want to tell you this. I neglected to do it at
3 the beginning.

4 Our staff is working to try to avoid an area code
5 change. One of the things that we're doing is that we
6 asked for special permission last year from the
7 Federal Government, the FCC, to grant a special
8 authority to create new ways of extending area codes.

9 The biggest problem we have with area code
10 exhaust is not as some of the industry would have you
11 to believe, faxes, beepers, cell phones. That is a
12 problem. But the biggest problem is the way these
13 numbers are distributed is very inefficient.

14 If you were a competitor entering the
15 Jacksonville market --

16 Stan, how many rate centers are there? Because
17 it's by rates, am I right, the number?

18 MR. GREER: Yes.

19 CHAIRMAN GARCIA: It's like four or five, if I'm
20 not mistaken.

21 MR. GREER: In Jacksonville there's probably ten.

22 CHAIRMAN GARCIA: All right. So there's ten rate
23 centers in this area. That means that if you're a
24 beeper company doing business in Jacksonville and you
25 wanted to sell beepers across the Jacksonville area,

1 you would get a hundred thousand numbers, ten thousand
2 per rate center.

3 Am I correct there, Levent? Give me a look if
4 I'm off.

5 MR. ILERI: (Nods head.)

6 CHAIRMAN GARCIA: Ten. So that means if you got
7 -- every time you get one of those NXX's, and NXX is
8 the three numbers before the last four, you would get
9 a hundred thousand numbers before you had signed up
10 Customer One.

11 Now, that would be fine if you would use them all
12 that way, but what typically happens is they use a
13 thousand in each, and so you've got literally
14 thousands of numbers sitting there. And it's not
15 NeuStar's fault, it's not the Federal Government's
16 fault, it's simply when our system was designed, that
17 distribution was designed when there was one phone
18 company in your area which distributed numbers, and
19 the phone companies are relatively efficient in the
20 distribution of those numbers.

21 Nonetheless, last year we asked the Federal
22 Government for special authority, they gave it to us,
23 but one of the reasons we waited on some of these area
24 codes is to be able to address it with these new
25 powers, these very limited powers, but we think we're

1 going to be able to do it. And our hope is to extend
2 what we have, in other words, to keep things as they
3 are for a period of time if Staff can come up with
4 something workable with the Federal Government. But,
5 if not, we need to know -- if we've got to give you
6 bad news, we need to know exactly how that break-up
7 would work for you, because we should at least
8 consider that alternative so we're not back to scratch
9 as these area codes come close to exhaustion.

10 So that -- I just say that so that you can
11 understand that we're really trying to avoid these
12 changes, and, as you can see, that first map that
13 they showed you with -- is it thirteen area codes?

14 MR. ILERI: Yes, sir.

15 CHAIRMAN GARCIA: Thirteen area codes did not
16 look like that ten years ago. There were only three
17 and a little bit before that there was only one.

18 So we're trying to avoid that as much as you are.

19 That's it. Go ahead, Mr. Weiss.

20 WITNESS WEISS: Chairman Garcia, and
21 Commissioners, we appreciate the second opportunity today
22 and the second of five to speak to you as a united Volusia
23 County.

24 As we said to you this morning, what we're trying
25 to do is to present to you a clear picture that Volusia

1 County stands together in what they are asking for in this
2 relief planning for Area Code 904.

3 We promise to present during these five hearings
4 our national representation, our state officials, our
5 county council, representatives of all of our major cities,
6 Volusia Council of Governments, the schools, the business
7 community, and citizens.

8 We'll try not to duplicate what we did this
9 morning. We had six speakers that spoke to you this
10 morning about our general desires, and we have an
11 additional -- we have nine speakers tonight, most of which
12 are new this evening and were not present this morning.

13 Let me just reiterate at the start that what we
14 are looking for is one area code, a new one we would
15 expect, for all of Volusia County to include what's
16 currently in 904 and what's currently in 407, those
17 exchanges represented by DeBary, Deltona, and a portion of
18 the Sanford exchange, to unite Volusia as it's never been
19 before and solve a number of our telephonic problems.

20 This morning we were asked to commit to an
21 alternative and you asked us, and we looked very quickly at
22 the alternatives and we jumped on, I guess, 8 and 10,
23 because they gave us longevity. The one, Alternative 8,
24 that gave us 39 years looked very good.

25 We were counseled later that to give us our 39

1 me up first. It could be for several reasons.

2 Number one, I represented the county council last
3 year in the 407 debate, and we appreciate what the PSC
4 decided to do as far as the 407 in Volusia County was
5 concerned.

6 But I think I was sent up as a representative
7 initially because I live in that 407 area code in Volusia
8 County. Out of seven county council members, I'm the only
9 one that does. My district that I represent is District 5
10 in Volusia County.

11 Back in 1990, when the lines were drawn, it had
12 about seventy-two to seventy-three thousand people in it.
13 Eighty percent of it today -- eighty percent of the
14 population in District 5 is either in the City of Deltona
15 or DeBary. But that district goes all the way over across
16 Osteen to 95 and goes around the eastside cities all the
17 way up to -- close to 92. It takes in the farmer's market
18 for any of you that know. So it's a huge district. It's
19 now over a hundred thousand people, and when the census
20 comes out, I think that district is going to be greatly
21 concentrated in one of the two cities.

22 But right now the people I represent, there's 407
23 -- there's 407, Osteen, there's the overlay that's going to
24 go into Osteen, so that's two; there's 407, DeBary/Deltona,
25 that's three; and there's 904, the north end of Deltona and

1 the rest of the county.

2 When someone calls me in the 904 area code, God
3 bless whoever has the phone number (904) 574-4437, because
4 they're trying to get me and they're calling someone in
5 Jacksonville. And that happens probably ten to twenty
6 times a week.

7 Number one, we would like one area code for
8 Volusia County. I think you have heard that loud and
9 clear. And I appreciate the PSC having these hearings,
10 because it gave Volusia County the opportunity to bind
11 together on probably one of the first issues that
12 unanimously brought us together in many years. We are
13 constantly debating and bickering, if you will, on
14 different issues.

15 But we have all the chambers that are in favor of
16 that, we have all of the municipalities that are in favor
17 of that, we have Volusia County Council of Governments, and
18 I can go on and on down the list.

19 The previous gentleman spoke about there is a
20 split between BellSouth and, I guess, Actel. We really
21 have a three-way split in Volusia County. We have 904
22 BellSouth, then we have 904 Sprint, which is the north end
23 of my district, then we have 407 BellSouth. It's an
24 unfortunate situation, but when the lateral lines were
25 drawn, if you will -- I mean, Deltona was just ranch land.

1 CHAIRMAN GARCIA: Right.

2 WITNESS McFALL: But now we have 65,000 people
3 just in that district.

4 So, again, thank you for the unified effort that
5 you have helped Volusia County come together.

6 I'll answer any questions specific to me living
7 in 407 --

8 CHAIRMAN GARCIA: Okay. Well --

9 WITNESS McFALL: -- if you want to, or any other
10 questions.

11 CHAIRMAN GARCIA: Clearly, to do that, we're
12 going to have to get a new area code.

13 WITNESS McFALL: Right.

14 CHAIRMAN GARCIA: At least that's how I
15 understand it, and you're fine with that.

16 WITNESS McFALL: Right.

17 CHAIRMAN GARCIA: So, clearly, we're happy that
18 you're okay with it, because someone has got to get
19 some bad news.

20 CHAIRMAN GARCIA: Let me ask you to look at Plan
21 6.

22 WITNESS McFALL: Uh-huh.

23 CHAIRMAN GARCIA: Tell me what you think about
24 that one. Tell me about that division point that
25 we've cut there. And the only reason I ask you, I

1 know you're not from that specific area --

2 WITNESS McFALL: Right.

3 CHAIRMAN GARCIA: -- but do you know what the
4 number is being close to a division point, which is
5 where you are.

6 WITNESS McFALL: Right.

7 CHAIRMAN GARCIA: Do you think that's a natural
8 division?

9 WITNESS McFALL: I don't have any problem with
10 that. I would think someone in Duval would look at
11 the 5.8 years and think, oh, my goodness, we're going
12 to have to change again real quick.

13 CHAIRMAN GARCIA: Right. Although, let me just
14 say that of that plan. Typically the one with the
15 shorter life keeps the area code.

16 WITNESS McFALL: Uh-huh.

17 CHAIRMAN GARCIA: So, in essence, nothing would
18 happen in Duval for 5.8 years. It would be everybody
19 else who got the bad news.

20 WITNESS McFALL: Right. I don't see any problem
21 with Alternative 6 as long as you put that 407
22 piece --

23 CHAIRMAN GARCIA: Right.

24 WITNESS McFALL: -- down in the south --

25 CHAIRMAN GARCIA: And that's contingent on the

1 five -- part of the issue is that you must get a new
2 area code --

3 WITNESS McFALL: Right.

4 CHAIRMAN GARCIA: -- so we don't have to change
5 phone numbers.

6 WITNESS McFALL: Right.

7 CHAIRMAN GARCIA: And we're clear on that, so
8 we're fine.

9 WITNESS McFALL: And I know when you meet in
10 Deltona on Friday, you're going to hear some -- I
11 don't want to call them horror stories, but they're
12 unfortunate situations to where a mother has to dial
13 long distance to call their child's high school --

14 CHAIRMAN GARCIA: Yeah.

15 WITNESS McFALL: -- and things like that. And
16 long distance across the street to their neighbors.
17 And so --

18 CHAIRMAN GARCIA: Well, we never forget those
19 stories. But, nonetheless, we never forget people who
20 come to us.

21 Thank you for coming and thank you for driving
22 that distance.

23 WITNESS McFALL: Thank you.

24 COMMISSIONER JACOBS: Did I understand you to say
25 that there are, in this Osteen area, a hundred

1 thousand people there?

2 WITNESS McFALL: No, no, no, in my District 5,
3 DeBary, Deltona, Osteen, Enterprise, Spruce Creek --

4 COMMISSIONER JACOBS: Oh, the whole district.

5 WITNESS McFALL: -- in my whole district, is
6 about a hundred thousand.

7 And it was drawn back in '90 with 72,000 people
8 in it.

9 COMMISSIONER JACOBS: Oh.

10 WITNESS McFALL: So it's a big growth area.

11 CHAIRMAN GARCIA: You might want to talk to
12 BellSouth about that 904 number that gets all your
13 calls. They probably have that one specially reserved
14 for people who don't pay their bills.

15 WITNESS McFALL: It used to be -- before the
16 Panhandle was changed, it was some poor student up at
17 FSU, and I used to call her four or five times a year
18 and send her thank-you notes.

19 CHAIRMAN GARCIA: They're running for office
20 somewhere else.

21 Thank you very much.

22 (Witness excused.)

23 - - -

24 MR. WEISS: Our next speaker is also here and was
25 not here this morning, City Manager Fritz Behring from

1 the City of Deltona.

2 FRITZ BEHRING,
3 called as a witness on behalf of the Citizens of the State
4 of Florida, and having been sworn, testified as follows:

5 WITNESS BEHRING: Good evening, Mr. Chairman and
6 Commissioners.

7 I represent the City --

8 CHAIRMAN GARCIA: Mr. Behring, give us your full
9 name again just for the record.

10 WITNESS BEHRING: Fritz Behring.

11 CHAIRMAN GARCIA: Thank you.

12 WITNESS BEHRING: Tonight I represent the Mayor
13 and the City Commission of the City of Deltona.

14 We are a community of approximately 65,000 people
15 lying in Southwest Volusia County. Deltona lies in one of
16 the fastest growing parts of Central Florida, and,
17 unfortunately, we lie on the dividing line of the 407/904
18 area code.

19 The other speakers today apparently have debated
20 this issue eloquently. I will not waste your time
21 rehashing the issues.

22 But Deltona needs help. Modern telephone
23 communication in our community can best be described in two
24 terms, confusing and frustrating.

25 I personally experienced this after building my

1 earlier today I went specifically for Alternative 8, and
2 like we said after we got out of the meeting and talked, we
3 saw that there were some problems with that for the other
4 areas. We were just thinking about ourselves. Therefore,
5 the Alternative 14 seemed to be the best idea. Of course,
6 Alternative 6 accomplishes basically the same thing.

7 CHAIRMAN GARCIA: Okay.

8 WITNESS ROGERS: And the final thing I would like
9 to say is, we're all concerned about unifying the entire
10 county of Volusia, which would include Deltona, DeBary and
11 the Osteen area into that one area code.

12 CHAIRMAN GARCIA: You know, judging by the
13 fairness of all the speakers in Volusia trying to be
14 fair with everyone else, maybe, you know, after I gave
15 10-digit dialing to Miami I will never be able to run
16 for office there, so maybe I'd love to move into your
17 area of this state.

18 Thank you very much. We appreciate it.

19 COMMISSIONER DEASON: I have a quick question.
20 I'm sorry. I have a quick question.

21 CHAIRMAN GARCIA: Mr. Rogers.

22 COMMISSIONER DEASON: I don't mean to put you on
23 the spot, and if you don't want to answer, that's
24 fine. But could you take a look at Alternative 5?

25 WITNESS ROGERS: I've got it.

1 from the City of DeLand.

2 MIKE HOLMES,
3 called as a witness on behalf of the Citizens of the State
4 of Florida, and having been sworn, testified as
5 follows:

6 WITNESS HOLMES: Good evening. I'm Mike Holmes
7 from the City of DeLand.

8 Earlier today you heard from one of our employees
9 who works there, actually he's my boss, so he got to go
10 home and I get to carry the banner.

11 Again, we just want to reiterate that we are
12 supporting the effort of the remaining part of Volusia
13 County, and DeLand is the county seat, and we believe it
14 makes sense to have everybody be able to call through the
15 same area code throughout the entire county.

16 Again, we've talked -- our primary objective is
17 to unite the county into one area code, including the south
18 half of Deltona and DeBary area, along with Osteen, and as
19 long as that, you know, objective is accomplished, you
20 know, whichever alternative works out is fine by us.

21 CHAIRMAN GARCIA: Thank you very much.

22 (Witness excused.)

23

- - -

24 MR. WEISS: Our next speaker represents the
25 City of Port Orange, William Whitson.

1 WILLIAM R. WHITSON,
2 called as a witness on behalf of the Citizens of the State
3 of Florida, and having been sworn, testified as follows:

4 WITNESS WHITSON: Thank you, Mr. Chairman, and
5 members of the Commission. My name is William Whitson.
6 I'm the Assistant City Manager for the City of Port Orange.

7 Port Orange is located in eastern Volusia County,
8 is a city of about 47,000 people that is experiencing rapid
9 growth.

10 We, in Volusia County, have for many years had to
11 contend with the confusion of multiple area codes.

12 One-third of our citizens have had area code -- one area
13 code with the remaining two-thirds having separate area
14 codes. This would be compounded even more with additional
15 overlays in some of the plans that have been presented for
16 your consideration.

17 With the need to divide the 904 area code in the
18 near future, the Public Service Commission has an
19 opportunity to unite Volusia County and correct several
20 problems for the residents of our county.

21 Think about this: You've had the potential in
22 one part of our county to have properties located directly
23 across from one another which could be located in three
24 different area codes. This is a major inconvenience. This
25 is also a deterrent to good business practice.

1 While we recognize that a dividing line has to be
2 drawn somewhere, we believe that this division can easily
3 be rectified through careful planning and recognition of
4 geographic boundaries. In particular, we would encourage
5 you to look at Volusia as a whole and possibly combining us
6 with Flagler County, which seems to be a natural fit.

7 The Volusia County Council of Governments met
8 some months ago to look at the unified area code for
9 Volusia County. This group composed of sixteen different
10 cities, the County of Volusia, the Volusia County School
11 Board, the public hospitals, the community college, and
12 probably several -- the chambers of commerce and several
13 other groups established the Volusia unified area code as a
14 top priority. We agreed.

15 In our opinion, any overlay plan for our
16 residents and business community that includes multiple
17 area codes in Volusia County continues and possibly expands
18 a confusing situation.

19 In our city's opinion, multiple area codes in a
20 small geographic area are divisive and bad for both
21 residents and business and our way of life.

22 We understand that Volusia County does not have
23 enough telephone subscribers to justify an exclusive area
24 code. We fully realize that Volusia County would have to
25 share an area code with surrounding counties possibly.

1 Although our county would prefer its own area code, sharing
2 a single area code with an adjacent county would be an
3 acceptable alternative.

4 We're willing to accept change, but we would
5 caution the Public Service Commission to discontinue the
6 confusing division of area codes within Volusia County. We
7 would also hope that the Public Service Commission would
8 review the projected need for telephone numbers in the
9 future and divide the area so that the area codes will not
10 have to be changed in the immediate future, and I believe
11 the figure of 10.7 years sounds good to us.

12 Many of us can recall having this same discussion
13 just a short time ago when the 904 area code was divided.

14 Changing area codes is expensive for
15 telecommunication companies as well as for government and
16 business.

17 Finally, we would request that the Public Service
18 Commission establish an implementation schedule that would
19 allow ample time for consumers to make an adjustment to the
20 new area code number, whatever is selected. We would
21 certainly urge you to include a new unified area code for
22 Volusia.

23 And, in closing, it is my understanding that
24 Option 14 is probably a good one for us and we also
25 wouldn't have any problem with 5 or 6.

1 Thank you very much, and would be happy to answer
2 any questions you might have.

3 CHAIRMAN GARCIA: Let me ask you a question. I
4 guess it's a question that I'd pose to all the people
5 that's spoken.

6 You clearly would rather a new area code now to
7 bring Volusia together than to simply wait under the
8 current circumstances?

9 WITNESS WHITSON: Yes.

10 CHAIRMAN GARCIA: If there's an opportunity to
11 change an area code, that naturally is coming up,
12 you'd probably like that area code change now?

13 WITNESS WHITSON: We think that makes sense for
14 Volusia.

15 CHAIRMAN GARCIA: Okay.

16 WITNESS WHITSON: We're a fast growing county and
17 we would like to be united in having one area code for
18 our county.

19 CHAIRMAN GARCIA: Great.

20 (Witness excused.)

21 - - -

22 MR. WEISS: One of the speakers this morning was
23 Dr. Outterson, who presented actually Alternative 14.
24 I'd like to call him back for a couple of additional
25 comments.

1 DR. JOHN OUTTERSON,
2 called as a witness on behalf of the Citizens of the State
3 of Florida, and having been sworn, testified as follows:

4 WITNESS OUTTERSON: Thank you. I'm John
5 Outterson, DeLand, Florida.

6 CHAIRMAN GARCIA: By the way, thank you for that
7 article. It's always interesting to know what's going
8 on.

9 WITNESS OUTTERSON: Oh, thank you. I thought
10 that was something you'd be interested in. It's right
11 up your alley, Workman's Comp., you know, and all
12 this.

13 CHAIRMAN GARCIA: Yeah.

14 WITNESS OUTTERSON: A mere observation. Okay?

15 The only difference between Alternative 14 and
16 Alternative 5 is that the -- there's a third division there
17 dividing Flagler and Volusia County.

18 Now, you say then why do we accept 5? We have to
19 accept 5 if that's what you tell us. All right? We would
20 prefer 14. And I'll tell you the reason why we would
21 prefer that is that we have undergone this new area code
22 now three times in the last nine years. All right? And
23 you say ten years. Well, that's what we were promised the
24 last time. All right? And I guess that's where our
25 concern is and that's where the concern of business is.

1 They would like to have an area code that is going to last
2 them for a given period of time where they can do some
3 strategic planning.

4 And so that's why we would prefer 14. However,
5 if you choose, I think 5 would be the next best
6 alternative.

7 CHAIRMAN GARCIA: Tell me about 6. Are you all
8 right with 6?

9 WITNESS OUTTERSON: I don't especially like 6.

10 CHAIRMAN GARCIA: Tell me why, though.

11 WITNESS OUTTERSON: Is that that would give that
12 area in the northeast a --

13 CHAIRMAN GARCIA: The same area code as yours.

14 WITNESS OUTTERSON: It would be -- no. It would
15 be a very short life span for them.

16 You see 5 --

17 CHAIRMAN GARCIA: Okay. I just wanted to let you
18 know, because it's part of something that we've done
19 before. They haven't -- that won't change the area
20 code. And part of the 904 group would probably prefer
21 not changing it.

22 So, this plan, basically nothing happens in
23 Duval, Nassau, Clay, St. Johns -- uh --

24 WITNESS OUTTERSON: You asked my objection.

25 CHAIRMAN GARCIA: Right.

1 WITNESS OUTTERSON: What would be the short time
2 of 5.8 --

3 CHAIRMAN GARCIA: What I'm saying is that they
4 get 5.8 years, but we don't show up like we've shown
5 up to you. In other words, nothing happens to them.

6 WITNESS OUTTERSON: Oh, I see. I guess my --

7 CHAIRMAN GARCIA: My great worry with you in
8 particular and with all these projections is that we
9 sat behind those projections and we found that we were
10 completely wrong, and not -- not us, but those who
11 gave us those numbers.

12 WITNESS OUTTERSON: I guess my real concern is
13 doing what's right by all the people in 904.

14 CHAIRMAN GARCIA: Right. I appreciate that.

15 WITNESS OUTTERSON: Thank you.

16 COMMISSIONER DEASON: One quick question or maybe
17 comment.

18 WITNESS OUTTERSON: Yes, sir.

19 COMMISSIONER DEASON: Your Alternative 14
20 certainly has a great deal of merit and appeal.

21 WITNESS OUTTERSON: Thank you.

22 COMMISSIONER DEASON: However, one of the
23 concerns with -- from the numbering administrator, not
24 necessarily this Commission but from the numbering
25 administrator, could be that there is a projected

1 exhaust, and I know -- I emphasize the term
2 "projected," because those numbers can change.

3 WITNESS OUTTERSON: Right.

4 COMMISSIONER DEASON: But there is a projected
5 exhaust of some 25 years for Area B and 39 years for
6 Area C.

7 The numbering administrator may find that
8 objectionable.

9 WITNESS OUTTERSON: I'm aware of that. And I
10 don't know how accurate that really is. I know that's
11 an extrapolation and any time you get too far out,
12 you're really walking on thin air out there. And
13 especially what we've seen in past. You know? And if
14 the past in some way dictates or gives us insight into
15 the future, I would not really go with the 39, to be
16 honest with you.

17 COMMISSIONER DEASON: Okay.

18 WITNESS OUTTERSON: Thank you.

19 CHAIRMAN GARCIA: Thank you, sir.

20 COMMISSIONER JACOBS: I have a question of
21 probably Staff.

22 It goes to the comments you just made, but just
23 kind of -- actually from the Staff or either for
24 Mr. Foley.

25 When I look at, I guess it's 5 or 6, actually,

1 then I look at Alternative 14. The projected lives
2 are dramatically different, and I'm wondering where
3 the great impact -- what's causing those
4 discrepancies.

5 For instance, in No. 5, you have Nassau and Duval
6 essentially in the same type of configuration as
7 proposed in Option 14, and in Alternative 5 the life
8 is 9.5 years, but in -- oh, I see. The range -- the
9 range went up to 19 years. I see.

10 Now, in Area B of Alternative No. 5, that
11 projection is 10.7 years to include all of those
12 counties both on the Panhandle and down the peninsula,
13 do we know which of those -- and the concern is that
14 I've heard from folks is that the coastal counties are
15 best kept together, and I'm trying to figure out what
16 would happen if we kept the coastal counties together
17 in this alternative and what would happen to the
18 projected life.

19 That's really my concern. And I guess the
20 question I would pose to you is what's your feeling
21 about that?

22 WITNESS OUTTERSON: Well, I guess I have somewhat
23 concern with the projections here. If they're
24 combined, it lasts 10.7 years.

25 COMMISSIONER JACOBS: Uh-huh.

1 WITNESS OUTTERSON: But if you divide that in
2 two, then one lasts 25 and another 39. That doesn't
3 compute. And I would submit that perhaps 20 years is
4 more -- a better estimate.

5 COMMISSIONER JACOBS: I'm not so much
6 concerned --

7 WITNESS OUTTERSON: Okay.

8 COMMISSIONER JACOBS: -- with the emphasis on the
9 lives. My focus more so is can we -- could we
10 reconcile those -- we can reconcile those lives, but
11 the idea of keeping St. Johns County in a coastal kind
12 of a community --

13 WITNESS OUTTERSON: Oh. St. Johns seems to be
14 identified more with Putnam County --

15 COMMISSIONER JACOBS: Right.

16 WITNESS OUTTERSON: -- Palatka and that area, and
17 so that was the reason for the division.

18 It seems like we have three business centers
19 along the coastline and that was the reason for the
20 division.

21 COMMISSIONER JACOBS: That's why you're putting
22 them together.

23 WITNESS OUTTERSON: Right, uh-huh.

24 COMMISSIONER JACOBS: Okay.

25 WITNESS OUTTERSON: Mainly because I guess I'm

1 business-oriented, and when you're business-oriented
2 you want to group the business activities in the
3 centers which they comprise.

4 COMMISSIONER JACOBS: I understand.

5 WITNESS OUTTERSON: And that was the reason for
6 it, yeah.

7 COMMISSIONER JACOBS: Okay. Thank you.

8 MS. KEATING: Could Staff just ask a question?

9 WITNESS OUTTERSON: Yes.

10 MS. KEATING: We were just wondering exactly --
11 how did you come up with the numbers for Alternative
12 14?

13 WITNESS OUTTERSON: Well, if combined, all right,
14 if it's 10, all right, if you were to divide that in
15 two, all right, how could one be 25 and the other 39?
16 I mean, mathematically.

17 MS. KEATING: So --

18 WITNESS OUTTERSON: I would suggest that you need
19 to look at your projections again.

20 MS. KEATING: Yeah. What --

21 CHAIRMAN GARCIA: This is new math, sir.

22 MS. KEATING: What were your assumptions for
23 those numbers? I mean, did you look at some of the
24 other plans or --

25 WITNESS OUTTERSON: No. I was just looking at

1 the mathematics of it. That's all. You can take any
2 way you want to do it.

3 MR. WEISS: How did you come up with the original
4 numbers?

5 MS. KEATING: Your original numbers.

6 WITNESS OUTTERSON: Oh. The ten point --

7 MS. KEATING: Yes.

8 MR. WEISS: No, the 39 and the 23.

9 WITNESS OUTTERSON: Oh. He gave them to me.

10 MS. KEATING: No, your original numbers --

11 WITNESS OUTTERSON: Mine?

12 MS. KEATING: -- that were in --

13 WITNESS OUTTERSON: I just estimated at 20. All
14 right? If one is 10.7, then I estimated if I split
15 them into two categories --

16 MS. KEATING: Okay.

17 WITNESS OUTTERSON: I roughly used 20.

18 MS. KEATING: Okay.

19 WITNESS OUTTERSON: And it was a good a guess,
20 all right --

21 MS. KEATING: I see.

22 WITNESS OUTTERSON: -- as saying 22 or 23 or any
23 other number.

24 MS. KEATING: Okay. You --

25 WITNESS OUTTERSON: Especially with our inability

1 to make good or great prognostications as to where we
2 are going.

3 MS. KEATING: Okay. Thanks.

4 CHAIRMAN GARCIA: We work hard to make it look
5 this complicated.

6 WITNESS OUTTERSON: All right. Thank you. I
7 appreciate it.

8 (Witness excused.)

9 - - -

10 MR. WEISS: Dr. Outtersen talked about the
11 business community, representing the business
12 community.

13 Tonight we have Mr. Jim Cameron from the
14 Deltona/Halifax Chamber of Commerce.

15 JIM CAMERON,
16 called as a witness on behalf of the Citizens of the State
17 of Florida, and having been sworn, testified as follows:

18 WITNESS CAMERON: Good evening. My name is Jim
19 Cameron. I'm Vice President, Government Relations, Daytona
20 Beach/Halifax Area Chamber of Commerce.

21 Our chamber has been working extensively on this
22 since last spring. We've worked closely with chambers in
23 DeLand, Southeast Volusia, Southwest Volusia. We've held
24 several joint meetings with these other chambers and
25 representatives.

1 that sixteen cities in Volusia County, plus Volusia
2 County government, schools, and all the businesses and
3 citizenry are lined up behind our effort to try to
4 solve this telephone problem. That includes the City
5 of Daytona Beach, Daytona Beach Shores, DeBary,
6 DeLand, Deltona, Edgewater, Holly Hill, Lake Helen,
7 New Smyrna Beach, Oak Hill, Orange City, Ormond Beach,
8 Pierson, Ponce Inlet, Port Orange, South Daytona.

9 So if you have any questions, sir. We've
10 presented our --

11 CHAIRMAN GARCIA: No. Apparently you have great
12 access to that group. I'd like for you to, since --
13 in the short time we left you this, you were able to
14 run up some concepts.

15 I'd love for you to run 6 by that group, because
16 it -- least from my thinking, and I'm not speaking for
17 the other Commissioners for their thinking, but,
18 clearly, it's something that's doable, and what it
19 does is -- and this is my question to Staff. 6
20 presents an interesting alternative that I'd like you
21 to think about as we do the case.

22 It presents two things: It give us a whole chunk
23 of new numbers which we can then implement a
24 distribution plan which will conserve 904 for a longer
25 period of time for the Duval/St. Johns area --

1 Duval/Nassau/St. Johns area, so we'll be able to keep
2 the 7-digit longer because we don't have to take back
3 numbers. We're going to get a chunk of numbers back,
4 so it will be easier to distribute those, and at the
5 same time it accomplishes what you need which is the
6 giving of a new area code so that we can put Volusia
7 all in one area code.

8 So it's something that I want you to give some
9 thought of that should add some weight to that.

10 MR. WEISS: And I think, Chairman, I think No. 6,
11 as been said here, is acceptable to us, but we favor
12 14.

13 CHAIRMAN GARCIA: I understand. I understand.
14 The only problem we have, as Commissioner Deason talks
15 about, we don't want to -- I mean, he's -- let me not
16 say that, because Commissioner Deason is always the
17 first to take up the gauntlet with the Federal
18 Government when it has to be done. But, clearly, we
19 don't want to take up an alternative that puts us in a
20 difficult position later on, and if we have to address
21 your problem now and at the same time work out some
22 distribution methods to save 904 a longer period of
23 time, it gives us that opportunity.

24 Thank you very much for your testimony, for being
25 here. We're going to stick around for a little while

1 if you want to give us some pearls of wisdom, that's
2 what we're here for. And, if you don't, we're still
3 going to be here.

4 Clearly, if you have any -- if you want to add
5 something or something occurs to you tonight, we've
6 got another hearing tomorrow at 10:00 a.m. It is at
7 St. Augustine, St. Johns Auditorium, 420 Lewis
8 Speedway, and then another one at 4:00 o'clock at
9 Daytona Beach City Commission Chambers, which is 301
10 South Ridgewood Avenue, and then finally on Friday at
11 10:00 a.m. at Deltona.

12 So we look forward to those.

13 And, with that, this hearing is adjourned.

14 (Whereupon, at 7:05 o'clock p.m., the
15 hearing was adjourned.)

16

17

18

19

20

21

22

23

24

25

C-E-R-T-I-F-I-C-A-T-E

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

STATE OF FLORIDA)
COUNTY OF CLAY)

I, MARIE C. GENTRY, do hereby certify that the matter of request for review of proposed numbering plan relief for the 904 area code, Docket No. 990517-TL, was heard by the Florida Public Service Commission on January 26, 2000; that I was authorized to and did report in shorthand the proceedings and evidence in said proceedings and that the foregoing pages numbered 1 through 63, inclusive, constitute a correct record of the proceedings in said matter.

DATED this 9th day of February, 2000.

Marie C. Gentry
MARIE C. GENTRY, Court Reporter