

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of the application of the)	
VOLUNTEER CENTER OF BATTLE CREEK, INC.,)	
to be assigned the telephone digits 2-1-1 and)	Case No. U-13304
designated as the community resource information)	
and referral answering point for Calhoun County.)	
_____)	

At the March 21, 2002 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. Laura Chappelle, Chairman
Hon. David A. Svanda, Commissioner
Hon. Robert B. Nelson, Commissioner

OPINION AND ORDER

On July 17, 2000, Governor John Engler signed into law Public Act 295 of 2000, which amended the Michigan Telecommunications Act (MTA), MCL 484.2101 et seq. Among other things, the amendments granted the Commission authority to assign the abbreviated dialing number 2-1-1 to community resource information and referral answering points for various geographic areas within the state. MCL 484.2214. In assigning the 2-1-1 telephone number, the Commission is to consider recommendations by the Michigan Alliance for Information and Referral Systems (MI-AIRS) and the views of the relevant state-endorsed multipurpose collaborative bodies.

On February 19, 2002, the Volunteer Center of Battle Creek, Inc., (Volunteer Center) filed an application requesting that it be assigned the telephone number 2-1-1 for Calhoun County.

The Commission finds it appropriate to request comments from the public and telecommunications carriers on the application. Therefore, the Commission directs the Volunteer Center to publish, in one or more newspapers of general circulation in Calhoun County, notice of an opportunity to comment on its application. The Volunteer Center should also mail copies of the notice to human service agencies and organizations within Calhoun County.

The notice shall include the following information:

1. An explanation of the 2-1-1 service the Volunteer Center plans to provide.
2. The application process under the MTA, including the role of the MI-AIRS and the local state-endorsed multipurpose collaborative body.
3. Expected sources of funding.

All interested persons may comment on any issues that they believe the Commission should consider in evaluating the application.

The Commission also requests comments from Michigan telecommunications providers, although others may comment as well, on the following technical issues:

1. The effect of assigning the 2-1-1 number on the basis of county boundaries rather than telephone exchange boundaries.
2. Service platform issues, such as conversions to toll-free numbers, including technical difficulties, initial and monthly fees, and use by wireless customers.
3. Payphone adaptability to 2-1-1 service.
4. The effect of LATA boundaries on 2-1-1 service.
5. Carrier responsibilities, liabilities, and obligations in providing 2-1-1 service.
6. Factors limiting carrier participation in providing timely 2-1-1 service.
7. Any barriers (technical limitations, costs, etc.) that would limit expansion of 2-1-1 service to other parts of Michigan.
8. Adequacy of the application filed by the Volunteer Center as it relates to meeting the requirements of MCL 484.2214.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, as amended, MCL 484.2101 et seq.; the Communications Act of 1934, as amended by the Telecommunications Act of 1996, 47 USC 151 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, as amended, 1992 AACS, R 460.17101 et seq.

b. Interested parties should have an opportunity to comment on the application of the Volunteer Center.

THEREFORE, IT IS ORDERED that:

A. The Volunteer Center of Battle Creek, Inc., shall publish and mail, by April 5, 2002, a notice of opportunity to comment.

B. Any person may comment on the proposed assignment of the abbreviated number 2-1-1 for Calhoun County to the Volunteer Center of Battle Creek, Inc., by filing an original and 10 copies with the Executive Secretary, Michigan Public Service Commission, P.O. Box 30221, Lansing, Michigan 48909. Comments should reference Case No. U-13304, and must be received no later than 5:00 p.m. on April 19, 2002.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ Laura Chappelle
Chairman

(S E A L)

/s/ David A. Svanda
Commissioner

/s/ Robert B. Nelson
Commissioner

By its action of March 21, 2002.

/s/ Dorothy Wideman
Its Executive Secretary

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MICHIGAN PUBLIC SERVICE COMMISSION

Chairman

Commissioner

Commissioner

By its action of March 21, 2002.

Its Executive Secretary

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Case No. U-13304

Suggested Minute:

“Adopt and issue order dated March 21, 2002 requiring the Volunteer Center of Battle Creek, Inc., to publish a notice of opportunity to comment on its application to be assigned the telephone digits 2-1-1 and to be designated as the community resource information and referral answering point for Calhoun County, as set forth in the order.”