

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter of the application of)	
JACKSON 2-1-1 CALL CENTER to be assigned)	
the telephone digits 2-1-1 and designated as the)	
community resource information and referral)	Case No. U-15110
answering point for Clinton, Eaton, Hillsdale)	
and Ingham counties.)	
_____)	

At the February 14, 2007 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. J. Peter Lark, Chairman
Hon. Laura Chappelle, Commissioner
Hon. Monica Martinez, Commissioner

OPINION AND ORDER

The abbreviated dialing number 2-1-1 may be assigned by the Commission to community resource information and referral answering points for various geographic areas within the state. MCL 484.2214. On December 5, 2006, Jackson 2-1-1 Call Center, f/k/a First Call for Help of Jackson County, filed an application requesting an expansion of their initial application and designation as the 2-1-1 call center for Jackson County, to include Clinton County, Eaton County, Hillsdale County, and Ingham County. Jackson 2-1-1 Call Center’s application included written endorsements of the Michigan Alliance of Information and Referral Systems (MI-AIRS), Michigan 2-1-1, the Jackson County Human Services Coordinating Alliance, the Hillsdale County Human Service Network, Building Stronger Communities Council (Clinton County), Eaton County Human Services Collaborative Council, and the Power of We (Ingham County).

On December 18, 2006, the Commission's Executive Secretary issued a letter directing the Jackson 2-1-1 Call Center to publish a notice of opportunity to comment in newspapers of general circulation in Clinton, Eaton, Hillsdale, and Ingham counties and to mail the notice to the Attorney General, local exchange carriers, and all human resource agencies in Clinton, Eaton, Hillsdale, and Ingham counties.

Goodwill Industries of Central Michigan, Michigan State University Extension, Dispute Resolution Center of Central Michigan, Frances B. Parker, PFLAG Jackson, Clinton County Family Resource Center, SIREN/Eaton Shelter, Loaves and Fishes Ministries, Allen Neighborhood Center, NorthWest Initiative, the Salvation Army, Red Cross of South Central Michigan, Lansing Teen Court, Child Abuse Prevention Services, New Way In, Citizens Alliance to Uphold Special Education (CAUSE), Community Mental Health Authority (CMH), Capital Area Center for Independent Living, Jackson County Intermediate School District, St. Peter's Free Clinic of Hillsdale County, Inc., Housing Services for Eaton County, Hillsdale Drop-in Center, Jackson County Substance Abuse Prevention Coalition, Capital Area Literacy Coalition, Special Olympics Area 8, Peckham Inc., Telecommunications Association of Michigan, Hillsdale County Medical Care Facility Auxiliary, St. Vincent Catholic Charities, Children's Ballet Theatre of Michigan, EVE Inc., Happendance Inc., National Council on Alcoholism/Lansing Regional Area Inc., Eaton County Department of Human Services, Mid-South Substance Abuse Commission, Eaton Community Hospice, Members of Mosherville Community Grange # 1351, Well Wishers Extension Club, and the Hillsdale County Family and Community Education filed comments. All comments supported granting the application.

The Commission notes that Clinton, Eaton, Hillsdale, and Ingham counties contain all or part of 61 exchanges.¹ The Commission recognizes that many types of activities for governmental and non-profit agencies are based on geographic boundaries such as cities and counties; however, telecommunications services are provided based on exchanges, which are not defined by such boundaries. As in previous orders, the Commission finds that exchange boundaries should be used when determining the geographic area of a 2-1-1 designation. Jackson 2-1-1 Call Center currently serves 15 exchanges.²

Jackson 2-1-1 Call Center's application for expansion lists an additional 48 exchanges that the organization would like to serve with the 2-1-1 abbreviated dialing number.³ The Bellevue, Olivet, Charlotte, Mosherville, Homer and Litchfield exchanges are being served and retained by the Volunteer Center of Battle Creek of Calhoun County.

The Commission concludes that service platform issues should initially be determined between the Jackson 2-1-1 Call Center and the carriers, with the cost of service being a competitive issue rather than a matter for regulatory resolution. The Commission notes that the

¹Carson City, Hubbardston, Middleton, Maple Rapids, Pompeii, Ashley, Elsie, Ovid, Bath, DeWitt, St. Johns, Grand Ledge, Westphalia, Fowler-Pewamo, Portland, Laingsburg, Mulliken, Sunfield, Vermontville, Bellevue, Olivet, Charlotte, Potterville, Springport, Eaton Rapids, Dimondale, Woodland, Nashville, Lansing, Holt, Leslie, Onondaga, Fitchburg, Stockbridge, Webberville, Williamston, Mason, Dansville, Bell Oak, Perry, Shaftsbury, Litchfield, Jonesville, Hillsdale, Allen, Camden, Reading, Cambria, Frontier, Ransom, Osseo, Prattville, Waldron, Addison, North Adams, Bundy Hill, Brooklyn, Mosherville, Homer, Hudson, and Montgomery.

²Rives Junction, Jackson, Concord, Hanover, Brooklyn, Napoleon, Grass Lake, Munith, Leslie, Onondaga, Parma, Springport, Fitchburg, Stockbridge, and Bundy Hill.

³Addison, Allen, Ashley, Bath, Bell Oak, Cambria, Camden, Carson City, Dansville, DeWitt, Dimondale, Eaton Rapids, Elsie, Fowler-Pewamo, Frontier, Grand Ledge, Hillsdale, Holt, Hubbardston, Hudson, Jonesville, Laingsburg, Lansing, Maple Rapids, Mason, Middleton, Montgomery, Mulliken, Nashville, North Adams, Osseo, Ovid, Perry, Pompeii, Portland, Potterville, Prattville, Ransom, Reading, Shaftsbury, St. Johns, Sunfield, Vermontville, Waldron, Webberville, Westphalia, Williamston, and Woodland.

MI-AIRS standards⁴ provide assurance that 2-1-1 callers will not be assessed toll charges. The Commission will be involved in service platform issues only to the extent that implementation of the 2-1-1 service requires interconnection between carriers or the parties establish another basis for Commission jurisdiction. The Commission notes that the Federal Communications Commission (FCC) requires carriers to participate in completing calls to the 2-1-1 center.⁵

The Commission lacks jurisdiction to require payphone providers and wireless carriers to provide access to 2-1-1 service. MCL 484.2401. The Commission, however, encourages them to work with all parties to provide their customers with such access.

Any changes in the area of this designation must be approved by the Commission. Changes to the area include making the assigned area smaller (i.e., omission of exchanges) or larger (i.e., expansion to a regional area with additional exchanges). Modification of the area that may occur due to the assignment of the 2-1-1 dialing pattern in adjacent counties must also be approved by the Commission.

Approval of Jackson 2-1-1 Call Center's application is provisional, in part due to the FCC's ability to rescind the 2-1-1 number.⁶ In addition, the Commission retains the right to withdraw its approval should the statutory provision change. The Commission notes that certain other circumstances could warrant rescinding the 2-1-1 assignment, such as failure to meet the MI-AIRS standards or a change in standing with Michigan 2-1-1 or with the state-endorsed, multi-purpose collaborative bodies. The approval granted by the order cannot be transferred to another entity without the approval of the Commission. The relinquishment of the 2-1-1 assignment must also be

⁴Applications for MI-AIRS Endorsement as a 2-1-1 Call Center, Standard II, Requirement 2.

⁵In the Matter of the Use of N11 Codes and other Abbreviated Dialing Arrangements, *Third Report and Order and Order on Reconsideration*, CC Docket No. 92-105 (FCC 00-256), ¶21.

⁶*Id.*

approved by the Commission. Therefore, should Jackson 2-1-1 Call Center be unable to continue providing 2-1-1 service to the designated area, it must apply to the Commission before discontinuing service.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, as amended, MCL 484.2101 *et seq.*; 1969 PA 306 as amended, MCL 24.201 *et seq.*; and the Commission's Rules of Practice and Procedure, as amended, 1999 AC, R 460. 17101 *et seq.*

b. Jackson 2-1-1 Call Center should be designated as the 2-1-1 community resource information and referral answering point for Clinton, Eaton, Hillsdale, and Ingham counties.

THEREFORE, IT IS ORDERED that:

A. Jackson 2-1-1 Call Center is designated as the 2-1-1 community resource information and referral answering point for Clinton, Eaton, Hillsdale, and Ingham counties.

B. Jackson 2-1-1 Call Center shall provide sufficient resources to operate the 2-1-1 telephone number 24 hours per day, 7 days per week.

C. All providers of basic local exchange service within the 48 exchanges identified in the application that are wholly or partially within Clinton, Eaton, Hillsdale, and Ingham counties shall take the necessary steps to allow their customers to access the Jackson 2-1-1 Call Center through the use of the 2-1-1 telephone number.

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

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, pursuant to MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ J. Peter Lark
Chairman

(S E A L)

/s/ Laura Chappelle
Commissioner

/s/ Monica Martinez
Commissioner

By its action of February 14, 2007.

/s/ Mary Jo Kunkle
Its Executive Secretary

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By its action of February 14, 2007.

Its Executive Secretary