

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter, on the Commission's own motion,)	
regarding the designation of a state 2-1-1)	
coordinating agency pursuant to Section 214 of)	Case No. U-14725
the Michigan Telecommunications Act.)	
_____)	

At the March 18, 2009 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. Orjiakor N. Isiogu, Chairman
Hon. Monica Martinez, Commissioner
Hon. Steven A. Transeth, Commissioner

OPINION AND ORDER

On March 14, 2006, the Commission designated Michigan 2-1-1 (a wholly owned subsidiary of the Michigan Association of United Ways) to serve as the statewide 2-1-1 coordinating agency until March 31, 2007. MCL 484.2214(5). In addition, the Commission granted Michigan 2-1-1 the right to continue to serve as the 2-1-1 coordinating agency for two one-year renewal periods, subject to review and approval by the Commission. On March 21, 2007, the Commission renewed the approval for one year until March 31, 2008, and on March 11, 2008, the Commission renewed the approval until March 31, 2009.

Michigan 2-1-1 provided the Commission with a progress report on January 29, 2009, outlining its current progress, 2-1-1 availability in Michigan, and funding information. The report notes that Michigan 2-1-1 is continuing to work on the development of a central routing system. See, MCL 484.2214(7); December 4, 2007 order in Case No. U-15205.

Michigan 2-1-1 reports on the activities of the Michigan 2-1-1 Operating Council, Resource Managers Workgroup, After-Hours Taskforce, Statewide Database Project and Taskforce, Emergency Preparedness Taskforce, and Statewide Data Collection Workgroup. The report states, “With statewide coverage and sustainable funding as its priorities, the Board is refreshing the Michigan 2-1-1 Business Plan to include resources from the private sector.” Progress Report, p. 2.

The Commission notes that only two counties, Lenawee and St. Joseph, received 2-1-1 abbreviated dialing designation during 2008. The additional 10 counties expected to be served by 2-1-1 by the end of 2008, according to the 2008 Michigan 2-1-1 Progress Report, did not apply to the Commission for designation. The Commission appreciates that the national economy may have affected expansion of 2-1-1 abbreviated dialing in Michigan counties; however, the delay in enabling all Michigan citizens to dial 2-1-1 for assistance remains under scrutiny.

In accordance with Section 214(5) of the Michigan Telecommunications Act, MCL 484.2214(5), the Commission finds that Michigan 2-1-1 should continue to serve as the statewide 2-1-1 coordinating agency from April 1, 2009 to March 31, 2010. Additionally, the Commission grants Michigan 2-1-1 the right to continue to serve as the statewide 2-1-1 coordinating agency for two one-year renewal periods, for a total of three years, subject to review and approval by the Commission. The Commission continues to be concerned with funding issues and the lack of access to 2-1-1 abbreviated dialing for all Michigan citizens.¹ This review and renewal process will enable Michigan 2-1-1 to actively seek long-term funding sources. As long as Michigan 2-1-1

¹Continued funding uncertainty will be viewed negatively and may be cause for repeal of Michigan 2-1-1’s designation as the statewide 2-1-1 coordinating agency. The Commission is concerned, in particular, with the financial ability of Michigan 2-1-1 to carry out the Business Plan, which “requires a significant long-term commitment from state government to pay at least 50% of the total annual operating support...” Application, Exhibit B, p. 7. The progress report indicates that “One private entity has committed to investing in the statewide build-out of 2-1-1 service delivery.” Progress Report, p. 12. In light of these new sources of private funding, Michigan 2-1-1 should consider updating its three-year-old Business Plan.

evidences significant progress in achieving permanent funding and 2-1-1 availability goals, the Commission will look favorably on Michigan 2-1-1's continued designation.

This assignment does not allow Michigan 2-1-1 to designate 2-1-1 call centers in Michigan, as that responsibility remains with the Commission. MCL 484.2214(1). Regional call centers must undergo the same application process as current call centers, including a determination of geographic areas. The Commission has historically designated specific exchanges to call centers, allowing for changes by application. As regional call centers are developed, current call centers will need to formally relinquish their designation. MCL 484.2214(3).

THEREFORE, IT IS ORDERED that:

A. Michigan 2-1-1 is designated as the statewide 2-1-1 coordinating agency from April 1, 2009 to March 31, 2010.

B. By February 1, 2010, Michigan 2-1-1 shall file current information on funding, advances made in 2-1-1 availability in Michigan, any changes in the Michigan 2-1-1 Business Plan, and any changes from its original application.

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

Orjiakor N. Isiogu, Chairman

Monica Martinez, Commissioner

Steven A. Transeth, Commissioner

By its action of March 18, 2009.

Mary Jo Kunkle, Executive Secretary