

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter, on the Commission's own motion, )  
regarding assignment of the telephone digits 2-1-1 )  
to a statewide routing system pursuant to Section 214 )  
of the Michigan Telecommunications Act. )  
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Case No. U-15205

At the December 4, 2007 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**

The Federal Communications Commission (FCC) has assigned the abbreviated dialing number 2-1-1 "to be used for access to community information and referral services."<sup>1</sup> Under Section 214 of the Michigan Telecommunications Act (MTA), the Commission is required to assign the digits 2-1-1 to community resource information and referral answering points that demonstrate an ability to carry out the 2-1-1 mandate; and basic local exchange service providers are required to assign the telephone number 2-1-1 only to community resource information and referral answering points. MCL 484.2214(1), (2), (3). Thus far, the Commission has granted all applications for 2-1-1 designation submitted by Michigan call centers.

Section 214(7) of the MTA provides that:

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<sup>1</sup>FCC, CC Docket 92-105 (FCC 00-256), *Third Report and Order and Order on Reconsideration*, July 31, 2000, paragraph 18.

By 2008, the commission shall issue orders that assign the telephone digits 2-1-1 to a statewide central routing system connecting regional community resource information and referral answering points established under subsection (3). Each provider of basic local exchange service in the state will reassign the telephone number 2-1-1 to the central system without additional charge.

MCL 484.2214(7).

On February 14, 2007, the Commission issued an order requesting comment regarding the assignment of the telephone digits 2-1-1 to a statewide routing system. Specifically, the Commission requested comment on the current efforts by carriers, 2-1-1 centers, and Michigan's 2-1-1 coordinating agency (Michigan 2-1-1) toward the development of a 2-1-1 statewide routing system. Comments were received from the United Way for Southeastern Michigan, Michigan 2-1-1, Volunteer Center of Battle Creek, Jackson 2-1-1 Call Center, Telecommunications Association of Michigan (TAM), Verizon, and the Michigan Association of United Ways.<sup>2</sup>

Comments from 2-1-1 call centers and United Way organizations were generally supportive of Michigan 2-1-1's ability to manage a statewide routing system; however, as Michigan 2-1-1 commented, there currently is no statewide central routing system and it could be 2010 before "the required investment will be available." Michigan 2-1-1 comments, p. 1.

TAM and Verizon commented that carriers are ready to route calls to a 2-1-1 statewide routing system; however, TAM stated that carriers should not have the "technical and financial burden of transporting calls to a potentially distant Central Routing System." TAM also commented that carrier roles should be limited to programming their switches.

Although the state legislation mandates a statewide system, 2-1-1 call centers in Michigan do not, at present, provide statewide coverage. Currently, the entire upper peninsula and 16 lower peninsula counties are served by 2-1-1 call centers; however, 52 lower peninsula counties are not

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<sup>2</sup> Michigan 2-1-1 was incorporated as a wholly owned subsidiary of the Michigan Association of United Ways in August, 2006.

served by 2-1-1 call centers because no applications requesting coverage have been filed. Section 214(4) of the MTA provides that “Each community resource and information referral entity designated by the commission to be the 2-1-1 answering point for a particular geographical area within the state shall establish the framework to provide sufficient resources to operate the 2-1-1 telephone number 24 hours per day, 7 days per week.” MCL 484.2214(4). Thus far, designated entities have relied on either local funding, or on a mix of local and United Way funding. The legislative scheme does not require community resource referral entities in all counties of the state to apply for designation and the Commission has no authority to impose such a requirement.

Michigan 2-1-1’s business plan indicates that the estimated operating cost for the first five years of the fully integrated statewide system will be \$44.8 million, which “requires a significant long-term commitment from state government to pay at least 50% of the total annual operating support.” Exhibit B to Michigan 2-1-1’s February 7, 2006 filing in Case No. U-14725, p. 7. That commitment has not been forthcoming; and community resource information and referral entities in 52 Michigan counties have not yet determined that they have the financial resources to demonstrate the ability to carry out the 2-1-1 mandate. Therefore, there is no statewide central routing system in place to which to assign the 2-1-1 number by January 1, 2008.

The Commission FINDS that:

- a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 *et seq.*; 1969 PA 306, MCL 24.201 *et seq.*; and the Commission’s Rules of Practice and Procedure, 1999 AC, R 460.17101 *et seq.*
- b. There is no statewide central routing system in place to which to assign the 2-1-1 number consistent with MCL 484.2214(7).
- c. This docket should be closed.

THEREFORE, IT IS ORDERED that, in light of the fact that there is no statewide central routing system in place to which to assign the 2-1-1 number consistent with MCL 484.2214(7), this docket is closed.

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, under MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ Orjiakor N. Isiogu  
Chairman

( S E A L )

/s/ Monica Martinez  
Commissioner

/s/ Steven A. Transeth  
Commissioner

By its action of December 4, 2007.

/s/ Mary Jo Kunkle  
Its Executive Secretary

THEREFORE, IT IS ORDERED that, in light of the fact that there is no statewide central routing system in place to which to assign the 2-1-1 number consistent with MCL 484.2214(7), this docket is closed.

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, under MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

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Chairman

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Commissioner

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Commissioner

By its action of December 4, 2007.

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Its Executive Secretary

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Suggested Minute:

“Adopt and issue order dated December 4, 2007 closing this docket, as set forth in the order.”