

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 the ) Case No. U-14725  
Michigan Telecommunications Act. )  
\_\_\_\_\_ )

At the March 18, 2010 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. Orjiakor N. Isiogu, Chairman  
Hon. Monica Martinez, Commissioner  
Hon. Greg R. White, Commissioner

**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. The two one-year renewal periods were approved on March 21, 2007 and March 11, 2008.

On March 18, 2009, the Commission found that Michigan 2-1-1 should continue to serve as the statewide 2-1-1 coordinating agency until March 31, 2010 and granted Michigan 2-1-1 the ability to serve as the statewide 2-1-1 coordinating agency for an additional two years, subject to annual review and approval by the Commission.

On February 1, 2010, Michigan 2-1-1 filed its annual progress report, outlining the current state of 2-1-1 availability in Michigan, and funding information. The report notes that Michigan 2-1-1 continues 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, Resources Managers Workgroup, Statewide Database Project and 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 several counties, including Branch, Manistee, Allegan, Berrien, Cass, Van Buren, Clare, Gladwin, Gratiot, Isabella, and Midland, were approved to receive 2-1-1 abbreviated dialing during 2009. Michigan 2-1-1 states that “the additional eleven counties bring the population served to over 80%.” Progress Report, p. 5. Regarding the remaining 20%, Michigan 2-1-1 reports that 13 counties in northern Michigan and 11 counties in northeastern Michigan have begun to take steps toward expanding 2-1-1 service to their areas.

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, 2010 to March 31, 2011. This will be the first year of the two one-year renewal periods, subject to review and approval by the Commission. The Commission continues to be concerned that the funding commitments described in the initial application and five-year Business Plan are uncertain, and will be stale by year-end. Therefore, the Commission requires that the final application in this renewal cycle, due February 1, 2011, include a revised five-year Business Plan for Michigan 2-1-1. As long as Michigan 2-1-1

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). New 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, 2010 to March 31, 2011.

B. By February 1, 2011, Michigan 2-1-1 shall file current information on funding, advances made in 2-1-1 availability in Michigan, a revised, five-year 2011 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, under MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

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Orjiakor N. Isiogu, Chairman

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Monica Martinez, Commissioner

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Greg R. White, Commissioner

By its action of March 18, 2010.

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Mary Jo Kunkle, Executive Secretary

# P R O O F   O F   S E R V I C E

STATE OF MICHIGAN    )

Case No. U-14725

County of Ingham        )

Mignon Middlebrook being duly sworn, deposes and says that on March 18, 2010 A.D. she served a copy of the attached Commission orders by first class mail, postage prepaid, or by inter-departmental mail, to the persons as shown on the attached service list.

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Mignon Middlebrook

Subscribed and sworn to before me  
This 18<sup>th</sup> day of March 2010

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Gloria Pearl Jones  
Notary Public, Ingham County, MI  
My Commission Expires June 5, 2016

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# P R O O F O F S E R V I C E

STATE OF MICHIGAN )

Case No. U-14725

County of Ingham )

Lisa Felice being duly sworn, deposes and says that on March 18, 2010 A.D. she served a copy of the attached **Commission Order (Commission's Own Motion) via e-mail transmission**, to the persons as shown on the attached service list (Listserv Distribution List).

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Lisa Felice

Subscribed and sworn to before me  
this 18<sup>th</sup> day of March 2010

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Sharron A. Allen  
Notary Public, Ingham County, MI  
My Commission Expires August 16, 2011

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