



FILED

02-23-10

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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Petition to Adopt, Amend, or Repeal a Regulation Pursuant to Pub. Util. Code § 1708.5 to Designate Lead Entity and to Enable Emergency Access to 211 Services in Counties and Localities Without Existing 211 Centers.

Petition 10-02-002
(Filed February 4, 2010)

**ADMINISTRATIVE LAW JUDGE'S RULING
REQUIRING PETITIONER TO FILE A RESPONSE
TO REQUEST FOR INFORMATION WITHIN 10 DAYS**

1. Summary

On February 4, 2010, 2-1-1- California (2-1-1) petitioned the Commission to adopt, amend, or repeal a regulation, pursuant to Public Utilities Code Section 1708.5, to designate a lead entity, and to enable emergency access to 211 services in unserved areas of California.

2-1-1 has provided a useful framework for the Commission to consider whether a rulemaking should be opened. In order to effectively consider 2-1-1's petition for rulemaking, certain additional information would be helpful. In responding, please provide as much detail as possible.

2. Service List

In an effort to inform all entities that may be interested in this petition, 2-1-1 should serve Petition 10-02-002 on each facilities-based carrier that operates in California, each county government in California, and each information and referral service provider currently authorized by the Commission, applied for, or is in negotiations to operate in California.

Because of the age of the service list from Rulemaking (R.) 02-01-025 used to serve the current petition, explain whether 2-1-1 verified that the contacts for the organizations listed as parties on the service list are still accurate. If not, please verify that these are the correct contacts, and if necessary, serve the petition on the correct person.

3. Unserved Counties and Localities

The petitioner provided some basic information regarding the number of counties served and the percent of California residents served by 2-1-1. In order to determine the penetration of the 211 program in California, please provide a list of the counties that have 211 services, the population of each, and the population of California.

If 2-1-1 has knowledge of the opinions of existing 211 Centers, residents of unserved counties and localities, and providers of local, payphone, and cell-phone telecommunications services (referenced on page 7 of petition) regarding 2-1-1's proposals, it should include that information in its response.

4. Revisions to Decision 03-02-029

In order to focus 2-1-1's concerns regarding the deployment of the 211 program to unserved areas, it would be helpful to know what specific changes 2-1-1 would make to the rules and guidelines set out in Decision (D.) 03-02-029.

In D.03-02-029, the Commission relied on the delegation of authority from the Federal Communications Commission (FCC) in authorizing a 211 program in California. Does 2-1-1 have knowledge of whether the FCC rules regarding the 211 program have changed? If so, please provide a summary of those changes.

Does 2-1-1's request that it be officially recognized as the "Lead Entity for Implementing and Overseeing the Provision of 211 Service in California" rely on a specific code, law, or decision? If so, please provide a cite.

5. Cost

In determining whether to open a rulemaking, it is important to address whether the benefits of a proposed change outweighs the costs or vice versa. Please explain what 2-1-1 means by "reasonably priced," when it discusses negotiated contracts at page 7 of its petition. Also, has 2-1-1 estimated what the per customer cost of expanding the 211 program would be, and if so, what is that estimated cost?

6. Emergency Services

2-1-1 provides examples of the 211 service being utilized during disasters and emergencies. In an effort to focus on the specific services provided by the 211 service during a disaster or emergency that are not provided elsewhere, please list what services 2-1-1 provides during/after a disaster/emergency that 911 and other similar services do not provide, and in addition to 211, what other options are available to customers during/after a disaster/emergency for contacting government and other emergency services?

7. Conclusion

In responding to this request for information, 2-1-1 should file a document entitled "Response to Inquiries of the ALJ" within 10 days of the date of this ruling.

If there are any questions regarding the required information, 2-1-1 may contact the Administrative Law Judge, Seaneen M. Wilson, at (415) 703-1525 or smw@cpuc.ca.gov.

IT IS RULED that:

1. 2-1-1- California must respond to all inquiries in this ruling.
2. 2-1-1 California must file its response as a document entitled "Response to Inquiries of the ALJ" within 10 days of the date of this ruling.
3. 2-1-1- California must serve Petition 10-02-002 within 10 days of the of the date of this ruling, on each facilities-based carrier that operates in California, each county in California, and each information and referral service provider currently authorized to operate in California by the Commission to provide 211 service in California, has applied for authorization to provide 211 service in California, or is in negotiations with authorized providers or counties to provide 211 service in California.
4. 2-1-1 California must provide a hard copy of its response to me, in addition to electronically filing its response.

Dated February 23, 2010, at San Francisco, California.

/s/ SEANEEN M. WILSON

Seaneen M. Wilson
Administrative Law Judge

INFORMATION REGARDING SERVICE

I have provided notification of filing to the electronic mail addresses on the attached service list.

Upon confirmation of this document's acceptance for filing, I will cause a Notice of Availability of the filed document to be served upon the service list to this proceeding by U.S. mail. The service list I will use to serve the Notice of Availability of the filed document is current as of today's date.

Dated February 23, 2010, at San Francisco, California.

/s/ ERLINDA PULMANO

Erlinda Pulmano

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Last Updated on 23-FEB-2010 by: RC4
P1002002 NOPOST

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