

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INVESTIGATION INTO THE	)	ADMINISTRATIVE
ASSIGNMENT OF ABBREVIATED N11	)	CASE NO. 343
DIALING CODES	)	

O R D E R

On July 20, 2000, the Federal Communications Commission ("FCC") assigned the 211 abbreviated dialing code for access to community information and referral ("I&R") services. Through this proceeding the United Way of Kentucky petitioned the Commission to assign the 211 number to the United Way of Kentucky and its affiliate organizations.

The United Way of Kentucky proposed to provide I&R services 24 hours a day in the metro Louisville and Northern Kentucky areas initially and, through experience gained, to make further implementations throughout the state as resources become available. This phase 1 and a plan for statewide implementation were proposed to be completed before the end of 2001. Phase 2 of the project was proposed to be completed in 2002 and to provide I&R services to an additional 15 counties in the Commonwealth. United Way of Kentucky had estimated that the planning and implementation of its plan would take approximately 3 years. United Way of Kentucky committed to work with state government agencies and other interested parties to facilitate the expansion of 211 service throughout the Commonwealth.

The Commission found that the proposal offered by United Way of Kentucky is reasonable, that implementation of the proposal will serve the public interest in enabling Kentucky's citizens to obtain I&R service as expeditiously as possible, and that the proposal should be implemented for a pilot period of 3 years. At the conclusion of the 3-year period, the Commission would review the effectiveness of the program.

The Commission has now received the report from United Way of Kentucky. The report details the progress that has been made toward implementing I&R services in Kentucky. Although United Way of Kentucky did not meet its intended implementation plan, the report outlines progress that has been made and projections for completion of the implementation.

The Commission finds that United Way of Kentucky is the most capable organization in Kentucky to complete and administer I&R services through the use of 211 dialing. The Commission herein removes the "pilot" status and designates United Way of Kentucky as the permanent administrator of I&R services through the use of 211 dialing. The Commission should continue to receive status reports of the progress of implementation of I&R services. Therefore, United Way of Kentucky should supply the Commission on an annual basis with a report of progress.

IT IS THEREFORE ORDERED that:

1. United Way of Kentucky shall be the permanent administrator of I&R services through the use of 211 dialing in Kentucky.
2. Beginning August 1, 2005, and annually thereafter, United Way of Kentucky shall submit to the Commission a report on implementation of I&R services in this Commonwealth.

Done at Frankfort, Kentucky, this 17th day of August, 2004.

By the Commission

ATTEST:

A handwritten signature in black ink, consisting of several overlapping loops and flourishes, positioned above a horizontal line.

Executive Director