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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

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TRANSCRIPT OF PROCEEDINGS  
Public Hearing

April 12, 2000  
Kansas City, Missouri  
Volume 5

In the Matter of an )  
Investigation for the )  
Purpose of Clarifying and )  
Determining Certain Aspects )Case No.  
Surrounding the Provisioning )TO-99-483  
of Metropolitan Calling Area )  
Service after the Passage and )  
Implementation of the )  
Telecommunications Act of 1996)

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NANCY DIPPELL, Presiding,  
SENIOR REGULATORY LAW JUDGE

HAROLD CRUMPTON  
CONNIE MURRAY  
ROBERT G. SCHEMENAUER,  
COMMISSIONERS.

1 JUDGE DIPPELL: This is case  
2 number TO-99-483. Let's go ahead and  
3 go on the record. First of all, I  
4 would like to welcome you all here.  
5 Since it's 1:30 I will go ahead and  
6 get started. And I would like to  
7 thank the County of Jackson County for  
8 letting us use their facility and to  
9 state the views expressed here today  
10 are not necessarily those of the  
11 county.

12 The Missouri Public Service  
13 Commission has set this time for a  
14 public hearing in case number  
15 TO-99-483. This hearing was ordered  
16 by the Commission and notice of the  
17 hearing was sent by the commission's  
18 information officer to local  
19 newspapers and to the county  
20 commission in the areas affected.

21 My name is Nancy Dippell, and I'm  
22 senior regulatory law judge with the  
23 Missouri Public Service Commission.  
24 Prior to commencing the hearing I'm  
25 going to give a brief explanation of

1           the agency and the procedures that are  
2           going to be followed and try to  
3           identify some people. Those of you I  
4           hope you have had a chance to come  
5           forward on the educational part, and I  
6           may be repeating a little bit of what  
7           was said. But I'm going to give just  
8           a brief explanation of those things,  
9           and I will be the person conducting  
10          the hearing today.

11                 The Missouri Public Service  
12          Commission is a state agency which  
13          regulates the rates charged by  
14          investor-owned utility companies in  
15          Missouri to ensure that those rates  
16          are just and reasonable. The quality  
17          of service and the degree of safety  
18          employed in their operations are also  
19          regulated by the Commission. The  
20          Public Service Commission is made up  
21          of five commissioners who are  
22          appointed by the governor to hear and  
23          decide these cases. Two of those  
24          commissioners are here with me today,  
25          and I would like to introduce them at

1           this time, Commissioner Connie Murray  
2           to my right and Commissioner Robert  
3           Schemenauer to my left.

4           The Commission also employs a  
5           staff of engineers, accountants,  
6           attorneys and financial analysts and  
7           other specialists in the field of  
8           utility regulation and relies on their  
9           expertise. Some of those individuals  
10          are here this afternoon as well. Marc  
11          Poston and Julie Kardis are sitting in  
12          the front row, and they are attorneys  
13          with our staff. And some of the other  
14          members of our staff, including John  
15          Neumore, and they are sitting in the  
16          right. Bill Voight is sitting back in  
17          the main audience there. He is also  
18          with our staff director Brian Kinkade  
19          and also I believe Gordon probably  
20          introduced himself when he was up here  
21          talking. Tom, I missed Tom. If I  
22          missed anybody else -- there are  
23          several members of our staff here  
24          today. They will be happy to stay if  
25          you have questions afterwards, answer

1           any questions that you might have  
2           about what the Public Service  
3           Commission staff does.

4                   Also we have -- we have members  
5           of the Office of the Public Counsel  
6           here today, and it's the job of the  
7           public counsel to represent the public  
8           in hearings before the Commission.  
9           And Mr. Dandino here at the front  
10          table is counselor for the Office of  
11          Public Counsel. And do you have some?

12                   MR. DANDINO: Jim Bush, economist  
13          from our office.

14                   JUDGE DIPPELL: Jim Bush is also  
15          with their office, and they will be  
16          happy also to answer any questions you  
17          might have if you didn't have an  
18          opportunity to speak to them earlier.  
19          There are also some representatives  
20          from the various companies that are  
21          involved in this case, and I won't try  
22          to introduce them because I know I  
23          will miss some of them. If you have  
24          specific company-related questions,  
25          I'm sure that they would be happy to

1                   answer those as well.

2                   In this case the Commission has  
3                   been asked to investigate certain  
4                   aspects surrounding the provisioning  
5                   of metropolitan calling area service  
6                   after the passage and implementation  
7                   of the Telecommunications Act of 1996.  
8                   I will take a moment and introduce --  
9                   we've had our third commissioner join  
10                  us, Harold Crumpton.

11                  COMMISSIONER CRUMPTON: Good  
12                  afternoon. I thank you.

13                  JUDGE DIPPELL: Formal evidentiary  
14                  hearings in this matter will begin on  
15                  May 15th in the offices of the Public  
16                  Service Commission in Jefferson City.  
17                  And those are much like a trial which  
18                  you might see in a local courthouse.  
19                  The various parties, including the  
20                  staff of the Public Service Commission  
21                  and the Office of the Public Counsel  
22                  as well as the various  
23                  telecommunications company will be  
24                  presenting evidence at those hearings.  
25                  But today we're here to take comments

1 from the public, and those comments  
2 are very important to the  
3 commissioners and will have an affect  
4 on how they decide these issues. So  
5 we want your input and hope to take  
6 your comments. And those comments  
7 will be taken by the court reporter  
8 and put into a formal record so that  
9 the commissioners who couldn't be here  
10 today will have an opportunity to read  
11 those comments. And again they go  
12 into the case file and become part of  
13 the official record.

14 So I will ask the witnesses one  
15 at a time to come down and we'll have  
16 you sit at this front table here by  
17 the court reporter, and I will swear  
18 you in and then you will be asked to  
19 give your statement. I may ask you  
20 some preliminary questions like your  
21 name, your address, what telephone  
22 company you get your service from, and  
23 then I will ask you to give your  
24 statement. After you have given your  
25 comments to the Commission, then we'd

1           ask you to remain seated. There may  
2           be some questions from the Office of  
3           the Public Counsel to clarify, some  
4           clarifying questions and the  
5           commissioners may also have some  
6           additional questions they would like  
7           to ask you. So I would ask if you  
8           would remain until those questions are  
9           asked. If there's anyone that came in  
10          that didn't have an opportunity to  
11          sign the witness list. After I have  
12          called the names on the list, I will  
13          ask if there's anyone else that would  
14          like to come and speak.

15                 Were there any opening remarks  
16          that the Commissioners would like to  
17          make?

18                 COMMISSIONER MURRAY: I don't have  
19          anything.

20                 COMMISSIONER CRUMPTON: I don't  
21          have any.

22                 COMMISSIONER SCHEMENAUER: I don't  
23          have any.

24                 JUDGE DIPPELL: I will go ahead  
25          and ask our first witness to come



1 down. It's Don Hoagland. Did I  
2 pronounce that correctly, sir?

3 DON HOAGLAND, being duly sworn in,  
4 testified as follows:

5 JUDGE DIPPELL: Would you please  
6 spell your name for the court  
7 reporter?

8 THE WITNESS: Hoagland,  
9 H O A G L A N D.

10 JUDGE DIPPELL: Could you give us  
11 your address, sir?

12 THE WITNESS: I'm a member of the  
13 -- my name is Don Hoagland and I  
14 represent the Excelsior Springs area  
15 chamber of commerce. Long before this  
16 plan became a reality, in fact about  
17 16 years before, our chamber of  
18 commerce started working with  
19 Southwestern Bell recognizing that we  
20 had a major problem with so many  
21 people working in the Kansas City area  
22 and living in Excelsior Springs and  
23 being faced with this toll call. We  
24 also recognized that it was hurting us  
25 economically. Fortunately the Public

1           Service Commission recognized this  
2           also and did something about it. So  
3           the plan that we have, we like very  
4           much. In fact, you people were nice  
5           enough to even give us some optional  
6           plans which were used even before this  
7           plan came into effect. Now, I suppose  
8           you could make the plan better.  
9           Certainly it could probably be  
10          cheaper. We do have a little bit of a  
11          problem, which our honorable mayor  
12          will mention to you, as far as the  
13          tiers are concerned. But as rumors  
14          go, we had understood that this  
15          service might be eliminated. We were  
16          extremely concerned about that. And I  
17          was happy to pick this up and see that  
18          at least at this point that's not  
19          being discussed, eliminating the  
20          service. We had also heard that  
21          perhaps it might become a one-way  
22          service. Well, in our particular area  
23          that would be rather devastating to  
24          us, and so we would like to see the  
25          service kept very much as it is. I

1 served in Clay County as county  
2 commissioner and former mayor of  
3 Excelsior Springs. And I know  
4 sometimes when I attempted to fix one  
5 problem I generated another one. And  
6 so I can appreciate what you are faced  
7 with here. Having looked at the items  
8 here, the issues that you are going to  
9 be considering, golly, I wish I had an  
10 answer for everyone of them, but I  
11 don't have an answer for any of them.  
12 So I can see where your work is cut  
13 out for you. We're very pleased with  
14 the metropolitan calling plan and  
15 we'll hope that you will be able to  
16 continue that plan. As I mentioned,  
17 our mayor would like to discuss with  
18 you perhaps the tiers that we're on.  
19 That concludes my statement, Madam  
20 Chairman.

21 JUDGE DIPPELL: Could you just for  
22 the record give us your address?

23 THE WITNESS: The service number  
24 that we are right now we're No. 4,  
25 tier that we are. And of course most

1                   of the people that in our community,  
2                   the residents, I don't have the actual  
3                   rates with me, I guess it is listed  
4                   down here, they pay a pretty good lug  
5                   for this, but they very much want the  
6                   service and are willing to pay for it.  
7                   And the same way with the business  
8                   community. I think one of the nice  
9                   things about this plan is that the  
10                  user pays for it, which probably is  
11                  the way it ought to be. So it's been  
12                  a good plan for us, madam chairman.

13                 JUDGE DIPPELL: And your address,  
14                 sir, home address.

15                 THE WITNESS: Yes.

16                 COMMISSIONER CRUMPTON: What is  
17                 your address?

18                 THE WITNESS: Oh, my address is  
19                 1601 St. Louis in Excelsior Springs.

20                 JUDGE DIPPELL: Which telephone  
21                 company then is that?

22                 THE WITNESS: Southwestern Bell.

23                 JUDGE DIPPELL: Do you currently  
24                 personally subscribe to MCA also?

25                 THE WITNESS: Not with this

1 particular project. I was kidding the  
2 Southwestern Bell people that they  
3 left us out of the phone book, but I  
4 won't get all of these phone calls  
5 from people trying to sell me  
6 something maybe.

7 JUDGE DIPPELL: Mr. Dandino, did  
8 you have questions for this witness?

9 MR. DANDINO: Yes, your Honor.

10 Mr. Hoagland, you were talking  
11 about how beneficial the MCA and  
12 important it is for the Excelsior  
13 Springs community. I think you might  
14 want to let the Commission know and  
15 have it put on the record what type of  
16 businesses and what Excelsior Springs  
17 is known for. Why is it important for  
18 people to use MCA for business  
19 purposes?

20 THE WITNESS: Okay. Thank you  
21 very much. That's a very good point.  
22 We're a very diversified community,  
23 but one of the major things we are is  
24 a resort type of community. We have  
25 the Elms Hotel there, which maybe you

1           have visited. If not, please do so.  
2           It is newly renovated and very nice.  
3           So people throughout the Kansas City  
4           area come out to the Elms quite a bit,  
5           and of course telephone calls back and  
6           forth. It's very nice for them when  
7           they check into the hotel to be able  
8           to call back home or make reservations  
9           through there. But because of the  
10          proximity from Excelsior to downtown  
11          Kansas City, roughly 30 minutes, many  
12          people live out in that area. Clay  
13          County is a very fast-growing county  
14          and they work down here and so those  
15          people, of course, are making calls.  
16          One of the things the real estate  
17          people have pointed out to us is if  
18          they did not have this call, this  
19          particular service, they would have to  
20          probably come up with the old service  
21          that they had which we referred to as  
22          the old Liberty line which they paid  
23          quite a bit more for. Because if  
24          someone comes into Kansas City and  
25          they are looking for a place to locate

1           in the area, why they would call  
2           Excelsior Springs and if the operator  
3           came on and said this is a toll call,  
4           toll call is another way of saying  
5           long distance to many people. And so  
6           they would say, oh, that's too far  
7           out. We don't want to check that  
8           piece of property out. So it's  
9           perhaps more important to us that  
10          people in the Kansas City area  
11          actually be able to call into  
12          Excelsior Springs as it is from  
13          Excelsior Springs to call into Kansas  
14          City from a business point of view.  
15          But a lot of our businesses have  
16          signed up for it. I will tell you I  
17          am amazed. I knew a lot of people  
18          would. But I think as you look at the  
19          figures -- I haven't looked at them  
20          lately -- but I was just amazed how  
21          many people signed up for the service  
22          because people want it.

23                 MR. DANDINO: You said you were  
24          the mayor of Excelsior Springs at one  
25          time?

1 THE WITNESS: I used to be the  
2 mayor at one time.

3 MR. DANDINO: How long were you  
4 mayor?

5 THE WITNESS: I was only mayor  
6 for one year and they threw me out of  
7 office.

8 MR. DANDINO: You were on the  
9 council for a number of years?

10 THE WITNESS: Yes. Uh-huh. I  
11 served on the council for 13 years and  
12 served as a county office holder for  
13 eight years.

14 MR. DANDINO: That's all I have.

15 JUDGE DIPPELL: Commissioner  
16 Murray, did you have any questions?

17 COMMISSIONER MURRAY: I have  
18 none.

19 JUDGE DIPPELL: Commissioner  
20 Crumpton.

21 COMMISSIONER CRUMPTON: No  
22 questions.

23 JUDGE DIPPELL: Commissioner  
24 Schemenauer.

25 COMMISSIONER SCHEMENAUER: No



1 questions.

2 JUDGE DIPPELL: Thank you for your  
3 time.

4 MR. HOAGLAND: Thank you for your  
5 time. We appreciate you coming up  
6 here so we don't have to drive to Jeff  
7 City.

8 BENNY WARD, being sworn, testified as  
9 follows:

10 JUDGE DIPPELL: Could you spell  
11 your name for the court reporter and  
12 give us your address, please?

13 THE WITNESS: My name is Benny  
14 Ward, W A R D. I live at 903 Bell  
15 Drive in Excelsior Springs, Missouri.

16 JUDGE DIPPELL: Thank you. If you  
17 would like to go ahead with your  
18 comments.

19 THE WITNESS: Okay. My comment  
20 is that to start with, I appreciate  
21 you all being here and giving us an  
22 opportunity to speak with you and tell  
23 you our concerns. My concern, and  
24 through some of the -- many of the  
25 people in Excelsior Springs, is that

1 as you look at the map area 2 joins  
2 area 4 in a small area there of a few  
3 miles according to the map that you  
4 all put out. And the difference in the  
5 cost is area 2 includes the local  
6 phone service with a monthly fee of  
7 \$12.50 and item 4 which joins part of  
8 area 2 is \$21.55 and does not include  
9 the local service. And I feel that  
10 this is kind of -- it kind of hurts us  
11 a little with our residents plus our  
12 businesses as well. We're not quite  
13 on a level playing field with an area  
14 that joins us. We go two to three.  
15 To me there appears to be quite a  
16 disparity in the monthly fees. The  
17 \$21.55 plus our monthly local service  
18 is \$9.10 and you move to area 2, again  
19 it's \$12.50 and includes the local  
20 service charge. And we are happy with  
21 the service. I'm personally a little  
22 disgruntled with the prices, but I  
23 know you all have done a heck of a job  
24 by getting this service to us, and I  
25 do appreciate what you have done. And

1 I would be more than happy to try to  
2 answer any questions you might have.

3 JUDGE DIPPELL: Mr. Dandino, did  
4 you have questions?

5 MR. DANDINO: Just to clarify the  
6 record. Mr. Ward, you are the mayor  
7 of Excelsior Springs; is that correct?

8 THE WITNESS: Yes. Yes.

9 MR. DANDINO: And do you think  
10 that really the distance that you are  
11 as compared to some of the other areas  
12 that are MCA too, that is a  
13 significant difference and puts your  
14 city at a competitive disadvantage?

15 THE WITNESS: You are talking  
16 with the phone service?

17 MR. DANDINO: Sure.

18 THE WITNESS: Well, the  
19 difference in the price in the area.  
20 Like I say, we join here in one area,  
21 area 2 and we're in area 4. We go  
22 from 12 something to the 30 some  
23 dollars plus to have our local service  
24 included. The \$12 -- without my  
25 glasses I can't tell you. \$12

1                   something includes the local service  
2                   in area 2 and it does not in area 4,  
3                   even though we join area 2.

4                   MR. DANDINO: If that was -- you  
5                   would like -- are you really asking  
6                   the Commission to include Excelsior  
7                   Springs into area 2?

8                   THE WITNESS: No. I would say  
9                   possibly area 3. I'm concerned as  
10                  much as anything about having the  
11                  local service as an additional charge.  
12                  I feel that it's not a big thing when  
13                  when you are trying to acquire  
14                  businesses or residents to our  
15                  community. But then someone mentions  
16                  it to them and they say, it's going to  
17                  cost us another \$30 a month or \$20 a  
18                  month for our phone service here. We  
19                  have an awful lot of our residents  
20                  work in Kansas City and an awful lot  
21                  of us have friends in Kansas City and  
22                  we're calling back and forth all the  
23                  time.

24                  MR. DANDINO: So Excelsior  
25                  Springs considers themselves part of

1 the Kansas City area?

2 THE WITNESS: Yes.

3 MR. DANDINO: And connection to  
4 it?

5 THE WITNESS: Yes. We're  
6 involved with MARC.

7 MR. DANDINO: Sure. So if you  
8 were -- if -- by having I guess at an  
9 additional rate, would you say it  
10 separates you more from Kansas City?

11 THE WITNESS: Yes. Yes, it does.

12 MR. DANDINO: That's all I have,  
13 your Honor.

14 JUDGE DIPPELL: Commissioner  
15 Crumpton, did you have questions?

16 COMMISSIONER CRUMPTON: Yes.

17 COMMISSIONER CRUMPTON: Are you  
18 saying that the priciness of the  
19 service puts your community at a  
20 disadvantage?

21 THE WITNESS: Yes, I think so.

22 COMMISSIONER CRUMPTON: And you  
23 are basically saying that the  
24 additional price should include local  
25 service?

1                   THE WITNESS: But certainly I  
2                   hope that could happen. You all have  
3                   been, I think, very fair with all --  
4                   everything we've wanted over the  
5                   years, the residents of our area. And  
6                   we're happy, very happy with the  
7                   service. I have no complaints at all  
8                   with the service, only the pricing. I  
9                   hear quite a few people making  
10                  comments on it. It is not a ground  
11                  swell of complaints, but I will hear  
12                  two to three complaints a week on it.

13                 COMMISSIONER CRUMPTON: Your  
14                 community has grown quite a bit since  
15                 this service was first introduced --

16                 THE WITNESS: Yes.

17                 COMMISSIONER CRUMPTON: -- I  
18                 believe according to Mr. Hoagland?

19                 THE WITNESS: That's correct.

20                 COMMISSIONER CRUMPTON: That was  
21                 many years ago, this service. That's  
22                 all the questions I have. Thank you.

23                 JUDGE DIPPELL: Commissioner  
24                 Murray, did you have questions?

25                 COMMISSIONER MURRAY: No

1 questions.

2 JUDGE DIPPELL: Commissioner  
3 Schemenauer.

4 COMMISSIONER SCHEMENAUER: No  
5 questions.

6 MR. DANDINO: Thank you, Mr.  
7 Mayor. I appreciate it.

8 JUDGE DIPPELL: I have Luther  
9 Hendrix. Is that the last name?

10 MR. HENDRIX: Yes, ma'am, it is.

11 LUTHER HENDRIX, being duly sworn in,  
12 testified as follows:

13 JUDGE DIPPELL: If you would  
14 please spell your name for the court  
15 reporter and give us your address.

16 THE WITNESS: It's -- last name is  
17 Hendrix, H E N D R I X. Address is  
18 1410 Jill Lane in Excelsior Springs.

19 JUDGE DIPPELL: If you would like  
20 to just give us your comments.

21 THE WITNESS: In an effort to  
22 keep things rolling, I do echo the  
23 comments of my former and current  
24 elected officials, I guess of the  
25 city. I think that the 630 number or

1           the MCA access number has become  
2           extremely important to many,  
3           especially individuals in the  
4           community, due to the fact of the  
5           Internet service it provides access.  
6           We do have a local Internet provider  
7           that does provide access through the  
8           local 637 number. It has enabled a  
9           lot of other people to utilize other  
10          services that they may deem are  
11          important. So I do echo those or  
12          believe that is a necessary thing as I  
13          am the finance director for the city  
14          of Excelsior, so I feel an obligation  
15          to make a comment in response to those  
16          who have chosen not to be on the MCA  
17          service as well. Obviously I would  
18          like to see the MCA service options  
19          retained but at the same time there  
20          are, where we have become a community  
21          that does have a lot of people that do  
22          work in the Kansas City area need  
23          access on a recurring basis to make a  
24          quick phone call to a spouse or to  
25          anyone else in the Kansas City area.



1           Those who have chosen not to, I  
2           believe their rights need to be  
3           protected as well and not necessarily  
4           forced into a different scenario  
5           because many people in our community  
6           as well are an older population or  
7           have grown up there and their families  
8           have remained working in the community  
9           and they don't need the desire to call  
10          the Kansas City area very often. So I  
11          just wanted to voice my concern. I  
12          didn't know if this was the time to  
13          address that as well. I think both  
14          options need to be retained in some  
15          fashion for those rights of each of  
16          them.

17                I was a resident in Excelsior  
18          Springs at the time that the plan was  
19          put together. I know there's a lot of  
20          time spent, questionnaires, surveys  
21          that were sent out and responded  
22          accordingly. And I do utilize, I have  
23          tested both the MCA area as well as  
24          the nonMCA areas over the past few  
25          years to see which is most economical

1                   for me personally. And I believe the  
2                   MCA is very beneficial to a large  
3                   portion of the city. I don't guess I  
4                   really have any other comments.

5                   JUDGE DIPPELL: Mr. Dandino, did  
6                   you have questions?

7                   MR. DANDINO: Just a few, your  
8                   Honor.

9                   Mr. Hendrix, I believe you said  
10                  that the 637 exchange, is that the  
11                  MCA?

12                  THE WITNESS: No. 630 is the MCA  
13                  exchange. MCA is the old, I guess you  
14                  would call it the local exchange  
15                  number.

16                  MR. DANDINO: And you can reach  
17                  an Internet provider toll free using  
18                  that by subscribing to MCA?

19                  THE WITNESS: That's correct.  
20                  There is a local provider as well that  
21                  does provide access through the 637  
22                  number for those who wish to. But  
23                  your selection options, i.e. , if you  
24                  wish to use an AT&T, America Online or  
25                  Compuserve, they don't have the local

1                   without MCA access.

2                   MR. DANDINO: But if I was a  
3                   customer in Excelsior Springs who did  
4                   not want the MCA but wanted to have  
5                   Internet service, I could still do  
6                   that without it being a toll call; is  
7                   that correct?

8                   THE WITNESS: Right. Your  
9                   options without -- if your sole  
10                  purpose is to do it without a toll  
11                  call, your options become less  
12                  obviously. But yes, that can still be  
13                  done.

14                 MR. DANDINO: I think the only  
15                  other thing is what would be your  
16                  estimate of how many people subscribe  
17                  to MCA in that area and those who  
18                  don't?

19                 THE WITNESS: I would say on --  
20                  from individual residents, I would  
21                  guesstimate close to 70 percent. I  
22                  could be mistaken on that. I know  
23                  most of the people that I call any  
24                  more have the 630 numbers, but there  
25                  are a few that don't have.

1                   MR. DANDINO: Once again you are  
2                   telling this Commission that you want  
3                   to make sure that some people can at  
4                   least have the option where they don't  
5                   have the need for this calling, they  
6                   want to reduce their telephone bills  
7                   they can, you know, they just want  
8                   regular service, plain old telephone  
9                   service?

10                  THE WITNESS: Right.

11                  MR. DANDINO: Without the MCA  
12                  option?

13                  THE WITNESS: Right. I believe  
14                  they have a right to maintain that.

15                  MR. DANDINO: Sure. And a lot of  
16                  people who have that are on fixed  
17                  incomes, elderly?

18                  THE WITNESS: Right. Right.

19                  MR. DANDINO: That's all I have,  
20                  your Honor.

21                  JUDGE DIPPELL: Commissioner  
22                  Crumpton.

23                  COMMISSIONER CRUMPTON: No  
24                  questions.

25                  JUDGE DIPPELL: Commissioner

1 Murray.

2 COMMISSIONER MURRAY: Just one.

3 If you were calling from downtown  
4 Kansas City back into Excelsior  
5 Springs, is it easier for you to know  
6 whether you are calling an MCA  
7 customer or a nonsubscribing MCA  
8 customer?

9 THE WITNESS: For me living there  
10 and knowing some of the numbers and  
11 how they were 10 to 15 years ago, yes.  
12 I'm not sure that someone that has  
13 lived in Kansas City and worked in  
14 Kansas City all their lives would have  
15 that as a familiarity.

16 COMMISSIONER MURRAY: What would  
17 a person not familiar with it do in  
18 calling a number in Excelsior Springs?

19 THE WITNESS: What would they do?

20 COMMISSIONER MURRAY: Would they  
21 dial it as a local number, do you  
22 think? Would they dial it as a  
23 long-distance number?

24 THE WITNESS: I don't have a good  
25 answer because I don't have that side

1 of its perspective to be able to give  
2 you an accurate answer truthfully.

3 I'm sorry.

4 COMMISSIONER MURRAY: Thank you.

5 JUDGE DIPPELL: Commissioner  
6 Schemenauer.

7 COMMISSIONER SCHEMENAUER: Just  
8 one.

9 You are finance director for the  
10 city?

11 THE WITNESS: Yes.

12 COMMISSIONER SCHEMENAUER: So you  
13 understand finances?

14 THE WITNESS: Right.

15 COMMISSIONER SCHEMENAUER: Would  
16 you say that the cost of the service  
17 in Excelsior Springs is based on the  
18 number, the density of users and the  
19 cost to provide the service which  
20 would make it higher being up further  
21 and fewer people?

22 THE WITNESS: Logically I guess I  
23 could see that. From -- I don't  
24 understand enough about telephone  
25 companies and how the entire system

1 works to give you an accurate response  
2 to that question, I guess.

3 COMMISSIONER SCHEMENAUER: Would  
4 people normally assume that because  
5 they are in a less densely populated  
6 area, they are further from the core  
7 of the city, that they are probably  
8 going to pay more for the service than  
9 if you were right in the city? You  
10 don't have --

11 THE WITNESS: You could make an  
12 argument in that way. I guess I don't  
13 necessarily see it absolutely in all  
14 cases that way, no, i.e., there's been  
15 phone services out there, all right.  
16 They have gone out farther than this  
17 MCA area for several years. Phone  
18 services have been less, yes. MCA  
19 does provide you a greater calling  
20 area. The actual cost associated with  
21 that, once again I don't know what the  
22 actual cost of making a phone call is.  
23 It's easy to sit there and say your  
24 infrastructure and that sort of thing  
25 probably doesn't change significantly.

1                   So why should it really cost a whole  
2                   lot more, but once again those become  
3                   questions that I don't have the  
4                   details revolving around phone  
5                   companies to know.

6                   COMMISSIONER SCHEMENAUER: In a  
7                   rural area where I'm from, it was a  
8                   toll call for us in Clinton to call  
9                   across the Grand River to Deepwater.  
10                  We would love to have an MCA plan.

11                  THE WITNESS: Right.

12                  COMMISSIONER SCHEMENAUER: But I  
13                  mean compared to the rest of the  
14                  state, the rest of the state the MCA  
15                  plan seems to be giving your folks a  
16                  good service?

17                  THE WITNESS: Yes. I support and  
18                  I enjoy those benefits. Yeah, you can  
19                  always make an argument and say, well,  
20                  Luther, if you move three miles down  
21                  the road you can save yourself 20  
22                  bucks a month. Sure, I can do that if  
23                  I want to do that. I've made that as  
24                  a choice and I understand that. Sure,  
25                  it does -- does it seem that because I



1           wanted to live three miles closer to  
2           the city or farther out, that it  
3           should cost me \$20 a month, you can  
4           make an argument either way. That  
5           does seem excessive, so I guess along  
6           those lines, I guess maybe to echo the  
7           concerns of the mayor. Yeah, as you  
8           get farther out and your areas become  
9           greater, sure. I didn't understand  
10          exactly until I was reading -- I  
11          didn't get through it all exactly  
12          which level can call which other  
13          levels toll free, etc., etc. because I  
14          know I've got family in 114 and 5 and  
15          I have got family that's in the  
16          central or the principal area. So  
17          I've got family that I contact both  
18          directions.

19                 COMMISSIONER SCHEMENAUER: It's a  
20                 balancing act really for somebody to  
21                 design an area like this for the  
22                 benefits?

23                 THE WITNESS: Sure. Right.

24                 COMMISSIONER SCHEMENAUER: That's  
25                 all I have. Thank you.

1 JUDGE DIPPELL: Did you two have  
2 additional questions?

3 COMMISSIONER CRUMPTON: No.

4 JUDGE DIPPELL: Ms. Kardis, did  
5 staff have a question?

6 MS. KARDIS: You stated earlier  
7 that in the past year you had been  
8 both a subscriber and a nonsubscriber?

9 THE WITNESS: Not in past year.  
10 Over the past five to six years, yeah.

11 MS. KARDIS: When you either  
12 subscribed to MCA or canceled that  
13 service, did you have to change your  
14 phone number?

15 THE WITNESS: When I was original  
16 on 637, when it first came in there  
17 was no change of phone number. They  
18 left just the first three numbers.  
19 When I switched back to 637, yes, the  
20 phone number did have to change at  
21 that point.

22 MS. KARDIS: Did that pose any  
23 problems for you? Was it  
24 inconvenient?

25 THE WITNESS: I don't remember it

1                   being any inconvenience.

2                   MS. KARDIS: Thanks.

3                   JUDGE DIPPELL: Thank you. I  
4                   think that's all then, Mr. Hendrix.  
5                   Thank you.

6                   THE WITNESS: Thank you.

7                   JUDGE DIPPELL: That was all the  
8                   witnesses that had signed up. Was  
9                   there anyone else that wished to  
10                  testify before I conclude the hearing?  
11                  Mr. Mayor.

12                  MR. WARD: Could I bring up just  
13                  one item?

14                  JUDGE DIPPELL: Certainly. Come  
15                  forward.

16                  THE WITNESS: In Excelsior  
17                  Springs our rate, including our local  
18                  service is \$30.65 a month and in area  
19                  2 which joins us, it is \$12.50,  
20                  including the local area. So we paid  
21                  \$18.15 more than an area that joins  
22                  us. That's all I have. Thank you.

23                  JUDGE DIPPELL: Thank you. Were  
24                  there any other witnesses that wish to  
25                  speak?

1                   MR. DANDINO: Your Honor, I  
2                   believe I know he hasn't signed up to  
3                   speak, but I just thought I would like  
4                   the Commission to know that the mayor  
5                   pro tem is also here from the City of  
6                   Excelsior Springs.

7                   JUDGE DIPPELL: Thank you for  
8                   recognizing mayor pro tem. Seeing no  
9                   other witnesses, then I will conclude  
10                  this hearing. I thank you all for  
11                  being here. We can go off the record.

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C E R T I F I C A T E

I, Deborah L. Reithmeyer, do  
hereby certify that I appeared at the  
time and place first hereinbefore set  
forth; that I took down in stenotype  
the entire proceedings had at said  
time and place; and that the foregoing  
pages constitute a true and complete  
transcript of my stenotype notes.

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