

From: Patsy Fulton
To: doug@211tn.org
Subject: Docket No. 06-00048

Docket # 06-00048

Dear Mr. Fluegel:

Reference Docket No 06-00048

To assist the Authority in its review of The United Way of Metropolitan Nashville's ("UWMN") Petition for an expanded coverage area of 211, Docket No. 06-00048, staff needs further clarification to your data response of March 3, 2006.

In the original Petition for UWMN's coverage of 211, Docket No. 03-00383, calls were being answered by The Crisis Intervention Center. In your data response to the Petition in this Docket, the call center is now referred to as Family & Children's Service. Are these one in the same or two different call centers. Please explain.

The Data Response states that coverage will be provided for the expanded area by UWMN Monday thru Friday, 8:00 A.M. to 8:00 P.M. Please provide when you anticipate that continuous coverage; 24 hours a day, 7 days a week, 365 days a year can be provided for the expanded proposed area.

Sincerely,

Patsy Fulton