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**April 10, 2012**

**Washington Utilities & Transportation Commission (WUTC)**  
**1300 S. Evergreen Park Drive SW**  
**PO Box 47250**  
**Olympia WA, 99504 - 7250**

WUTC Honorable Commissioners,

Thank you for the opportunity to address this board in the matter regarding Century-Link purchasing Qwest and the status of service, both 911 and residential within the Keller area of Ferry County WA. In regard to the processing of 911 calls to the secondary PSAP (Public Safety Answering Point) in Nespelem WA. I would submit the following:

I am unaware of the specific equipment present in the tribal PSAP, though I know it is adequate to receive the ANI (Automatic Number Identification) and ALI (Automatic Location Information) from our center when 911 calls are transferred to them. However, the quality of the lines which carry that information or the manner which it is handled is suspect. I have received several reports from my staff at the Ferry County 911 Center that some calls to the Tribal Dispatch Center in Nespelem have been of poor audible quality, and/or tribal dispatch has requested information they should have received through the ANI/ALI transfer.

Often we receive calls from tribal dispatchers after they finish with a 911 call to find out if we have recently transferred that call to them. Such actions are time consuming and may result in increased risk to the public. While they may ask the caller where they are, the information given from the caller is not always accurate, or is subject to miscommunication. This can result in an increase in response time, or deploying emergency services to improper locations.

In regard to the residential service: The poor quality of the outdated phone system effects tribal and non tribal members living within the reservation (particularly north of the

Keller area) alike. We have similar connection problems for county services in that area. Residents north of the Keller area, have informed me that Century-Link has routinely patched together antiquated lines, and not repaired some lines which are damaged. Thunderstorms and strong rains have resulted in the failure of service at some customers connection, and they have also reported that the limited number of functional lines provide the probability that a "party line" scenario is likely, though not the standard. All residents I spoke with reported to me that there are no Call waiting, Caller ID, or other additional services available north of Keller. It has been reported that dialup internet access and the ability to send facsimile transmissions are so unreliable in that area that many people will opt out of those services, or travel to other locations to use them.

In short, with a residential service which often fails in heavy rain, the ability of people north of Keller to call 911 for emergency assistance affected in such conditions and the inconsistency of data being received and identified at the call center in Nespelem, the overall situation puts public safety at risk.

Respectfully submitted,



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Chief Criminal Deputy / E911 Coordinator  
Ferry County Sheriff's Office