



Qwest Corporation
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568
Facsimile (206) 343-4040

Mark S. Reynolds
Senior Director – Regulatory
Policy and Law

June 20, 2011

David Danner, Secretary & Executive Director
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

Attention: Kristen Russell
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the May 2011 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report

Also enclosed is a restatement of the March 2011 Orders Summary Report. The report is being restated due to the “Total Pending Inward Orders” column. This column showed no pending inward orders for all wire centers for the entire month. There was a data collection error for the month.

Pursuant to WAC 480-07-160(3), Qwest requests that portions of these reports be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to Qwest Corporation.

Please call me on (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By Ron L. Trullinger
Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

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RECORDS MANAGEMENT
2011 JUN 21 PM 12:18
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Washington Service Quality Summary Report - MAY 2011

METRIC DESCRIPTION	JANUARY 2011			FEBRUARY 2011			MARCH 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6671	7914	84.29%	5329	5532	96.33%	6614	6832	96.81%
OOS Tickets Not Cleared Within 48 Hrs	1243	1	1243	203	1	203	218	1	218
Number of OOS Exemptions	319	1	319	166	1	166	157	1	157
All Other Repairs Cleared LT < 72 Hrs	2392	2465	97.04%	1788	1810	98.78%	2038	2053	99.27%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73	22	1	22	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46	32	1	32	20	1	20
Repair Force Majeure Exclusions	43	1	43	15	1	15	59	1	59
Repair Physically Obstructed Exclusions	71	1	71	38	1	38	56	1	56
Installation Appointments Met	5283	5596	94.41%	5198	5459	95.22%	5625	5914	95.11%
Repair Appointments Met	3618	4349	83.19%	2969	3474	85.46%	3531	4205	83.97%
Provisioning Missed for Company Reasons	170	1	170	149	1	149	138	1	138
Provisioning Missed for Customer Reasons	723	1	723	766	1	766	767	1	767
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - MAY 2011

METRIC DESCRIPTION	APRIL 2011			MAY 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5354	5502	97.31%	5635	5758	97.86%
OOS Tickets Not Cleared Within 48 Hrs	148	1	148	123	1	123
Number of OOS Exemptions	115	1	115	112	1	112
All Other Repairs Cleared LT < 72 Hrs	1775	1791	99.11%	2053	2073	99.04%
All Other Troubles Cleared GTR > 72 Hrs	16	1	16	20	1	20
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20
Repair Force Majeure Exclusions	29	1	29	46	1	46
Repair Physically Obstructed Exclusions	33	1	33	60	1	60
Installation Appointments Met	5102	5343	95.49%	4882	5071	96.27%
Repair Appointments Met	2701	3148	85.80%	2731	3107	87.90%
Provisioning Missed for Company Reasons	107	1	107	108	1	108
Provisioning Missed for Customer Reasons	727	1	727	687	1	687
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MAY 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUIAM		85	3	97.67	1	98.82%	1	98.82%	1
AUBURN		148	2	5.00	2	98.65%	0	100.00%	
BAINBRIDGE ISLAND		60	0		1	98.33%	0	100.00%	
BATTLEGROUND		50	0		0	100.00%	0	100.00%	
BELFAIR		55	1	20.00	0	100.00%	0	100.00%	
BELLEVUE		241	4	16.50	3	98.76%	0	100.00%	
	BELLEVUE GLENCOURT	106	0		2	98.11%	0	100.00%	
	BELLEVUE-SHERWOOD	135	4	16.50	1	99.26%	0	100.00%	
BELLINGHAM		197	2	30.00	2	98.98%	0	100.00%	
	BELLINGHAM LUMMI	19	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	178	2	30.00	2	98.88%	0	100.00%	
BLACK DIAMOND		12	1	127.00	0	100.00%	0	100.00%	
BREMERTON		272	2	20.00	2	99.26%	0	100.00%	
	BREMERTON CROSBY	15	0		1	93.33%	0	100.00%	
	BREMERTON ESSEX	257	2	20.00	1	99.61%	0	100.00%	
	BREMERTON SUNNYSLOPE		0						
BUCKLEY		14	0		1	92.86%	0	100.00%	
CASTLE ROCK		18	1	56.00	0	100.00%	0	100.00%	
CENTRALIA		113	0		1	99.12%	0	100.00%	
CHEHALIS		80	5	50.40	1	98.75%	0	100.00%	
	CHEHALIS	59	2	91.00	1	98.31%	0	100.00%	
	CHEHALIS NAPAVINE	21	3	23.33	0	100.00%	0	100.00%	
CLE-ELUM		23	0		0	100.00%	0	100.00%	
COLFAX		11	0		0	100.00%	0	100.00%	
COLVILLE		59	2	98.00	0	100.00%	0	100.00%	1
COPALIS(OCEAN SHORES)		28	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MAY 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
COULEE DAM		23	0		1	95.65%	0	100.00%	
CRYSTAL MTN.			0						
DAYTON		10	0		0	100.00%	0	100.00%	
DEER PARK		45	0		1	97.78%	0	100.00%	
DES MOINES		208	3	12.67	1	99.52%	0	100.00%	
	DES MOINES	81	2	12.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	127	1	14.00	1	99.21%	0	100.00%	
EASTON		1	0		0	100.00%	0	100.00%	
ELK		14	0		0	100.00%	0	100.00%	
	ELK								
	ELK - ELK-WA01	14	0		0	100.00%	0	100.00%	
ENUMCLAW		38	1	0.00	0	100.00%	0	100.00%	
EPHRATA		24	4	78.50	0	100.00%	0	100.00%	1
GRAHAM		88	4	41.25	3	96.59%	0	100.00%	
GREEN BLUFF		17	0		0	100.00%	0	100.00%	
HOODSPORT		17	0		0	100.00%	0	100.00%	
ISSAQUAH		104	1	4.00	3	97.12%	0	100.00%	
KENT		313	6	44.67	6	98.08%	0	100.00%	
	KENT MERIDIAN	65	1	38.00	2	96.92%	0	100.00%	
	KENT O BRIEN	35	1	2.00	0	100.00%	0	100.00%	
	KENT ULRICH	213	4	57.00	4	98.12%	0	100.00%	
LIBERTY LAKE		10	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		214	4	137.00	3	98.60%	0	100.00%	2
LOON LAKE		19	1	24.00	0	100.00%	0	100.00%	
MAPLE VALLEY		36	0		1	97.22%	0	100.00%	
MOSES LAKE		108	5	69.20	1	99.07%	0	100.00%	

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STANDARD						90.00%		99.00%	
	MOSES LAKE AFB	31	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	77	5	69.20	1	98.70%	0	100.00%	
NEWMAN LAKE		12	0		0	100.00%	0	100.00%	
NORTHPORT		19	0		0	100.00%	0	100.00%	
OLYMPIA		362	2	39.00	3	99.17%	0	100.00%	
	OLYMPIA EVERGREEN	18	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	172	1	75.00	3	98.26%	0	100.00%	
	OLYMPIA WHITEHALL	172	1	3.00	0	100.00%	0	100.00%	
OMAK-OKANOGAN		63	3	9.33	2	96.83%	0	100.00%	
OROVILLE		22	1	42.00	2	90.91%	0	100.00%	
OTHELLO		56	0		3	94.64%	0	100.00%	
PASCO		176	7	28.00	2	98.86%	0	100.00%	
PATEROS		11	0		0	100.00%	0	100.00%	
POMEROY		22	0		3	86.36%	0	100.00%	
PT. ANGELES		95	1	40.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	7	0		0	100.00%	0	100.00%	
	PT. ANGELES	88	1	40.00	0	100.00%	0	100.00%	
PT. LUDLOW		13	0		0	100.00%	0	100.00%	
PT. ORCHARD		83	1	16.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	27	0		0	100.00%	0	100.00%	
	PT. ORCHARD	56	1	16.00	0	100.00%	0	100.00%	
PT. TOWNSEND		113	2	58.00	0	100.00%	0	100.00%	
PUYALLAP		165	1	3.00	2	98.79%	0	100.00%	
RENTON		246	7	31.29	4	98.37%	0	100.00%	
RIDGEFIELD		21	0		0	100.00%	0	100.00%	
ROCHESTER		27	1	59.00	1	96.30%	0	100.00%	

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STANDARD ROY		19	0		0	90.00%	0	99.00%	
	ROY					100.00%	0	100.00%	
	ROY - ROY-WA01	19	0		0	100.00%	0	100.00%	
SEATTLE		1707	27	48.70	20	98.83%	0	100.00%	2
	SEATTLE ATWATER	105	3	33.33	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	54	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	238	5	49.80	3	98.74%	0	100.00%	1
	SEATTLE DUWAMISH	90	1	3.00	2	97.78%	0	100.00%	
	SEATTLE EAST	200	4	52.75	4	98.00%	0	100.00%	
	SEATTLE ELLIOT	64	2	43.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	175	2	79.00	0	100.00%	0	100.00%	1
	SEATTLE LAKEVIEW	135	0		1	99.26%	0	100.00%	
	SEATTLE MAIN	207	7	55.14	2	99.03%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	42	0		1	97.62%	0	100.00%	
	SEATTLE PARKWAY	160	2	59.00	2	98.75%	0	100.00%	
	SEATTLE SUNSET	123	0		3	97.56%	0	100.00%	
	SEATTLE WEST	114	1	4.00	2	98.25%	0	100.00%	
SEQUIM		90	0		1	98.89%	0	100.00%	
SHELTON		106	1	42.00	1	99.06%	0	100.00%	
SILVERDALE		74	0		0	100.00%	0	100.00%	
SPOKANE		938	12	56.75	3	99.68%	0	100.00%	2
	SPOKANE CHESTNUT	18	1	3.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	128	0		0	100.00%	0	100.00%	
	SPOKANE HUDSON	114	0		0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	93	1	6.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	37	0		1	97.30%	0	100.00%	

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STANDARD						90.00%		99.00%	
	SPOKANE RIVERSIDE	152	4	98.00	1	99.34%	0	100.00%	2
	SPOKANE WALNUT	287	3	43.00	1	99.65%	0	100.00%	
	SPOKANE WHITWORTH	109	3	50.33	0	100.00%	0	100.00%	
SPRINGDALE		19	1	100.00	1	94.74%	0	100.00%	
SUMNER (BONNEYLAKE)		65	2	39.00	1	98.46%	0	100.00%	
TACOMA		1049	11	56.27	7	99.33%	0	100.00%	2
	TACOMA FORT LEWIS	31	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	163	3	35.67	4	97.55%	0	100.00%	
	TACOMA JUNIPER	199	2	89.50	0	100.00%	0	100.00%	1
	TACOMA LENNOX	160	3	37.33	0	100.00%	0	100.00%	
	TACOMA LOGAN	96	0		2	97.92%	0	100.00%	
	TACOMA MARKET (FAWCETT)	129	1	41.00	0	100.00%	0	100.00%	
	TACOMA SKYLINE	76	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	42	0		1	97.62%	0	100.00%	
	TACOMA WAVERLY-7	153	2	90.00	0	100.00%	0	100.00%	1
VANCOUVER		743	8	36.25	6	99.19%	0	100.00%	
	VANCOUVER ORCHARDS	384	4	32.25	2	99.48%	0	100.00%	
	VANCOUVER OXFORD	252	2	47.00	3	98.81%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	107	2	33.50	1	99.07%	0	100.00%	
WAITSBURG		2	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		94	4	70.25	1	98.94%	0	100.00%	1
WARDEN		14	2	30.00	0	100.00%	0	100.00%	
WINLOCK		15	0		0	100.00%	0	100.00%	
YAKIMA		468	9	35.22	2	99.57%	0	100.00%	
	YAKIMA CHESTNUT	352	9	35.22	2	99.43%	0	100.00%	
	YAKIMA WEST	116	0		0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
Exchanges in Neighboring States									
CLARKSTON		27	2	31.00	0	100.00%	0	100.00%	
TOTALS		9691	157	47.57	99	98.98%	1	99.99%	12
Aberdeen- Hoquiam, Colville, Ephrata, Longview-Kelso, Seattle-Cherry, Seattle-Emerson, Spokane- Riverside, Tacoma-Juniper, Tacoma-Waverly and Walla Walla orders greater than 180 days were all orders that should have been cancelled in this system. No orders greater than 180 days. These were all system issues.									

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WASHINGTON TROUBLE REPORT RATE - MAY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM		0	8987	70	0.78	0.91	1.24	1.06	1.20	1.68	1.18	1.12	0.94	0.96	0.62	0.76
AUBURN		0	15274	110	0.72	0.67	0.79	0.84	1.09	1.05	0.97	0.79	0.90	0.77	0.80	0.97
BAINBRIDGE ISLAND		0	8380	64	0.77	0.92	1.01	0.70	0.92	1.15	1.19	1.05	0.75	0.98	1.09	0.98
BATTLEGROUNDS		0	7775	62	0.80	0.83	0.83	0.63	1.53	1.25	1.16	0.69	0.91	0.59	0.75	1.03
BELFAIR		0	5626	45	0.80	0.71	0.93	0.56	1.42	1.49	1.28	0.95	1.33	0.71	1.21	1.09
BELLEVUE		0	32427	175	0.54	0.59	0.62	0.60	0.72	0.82	0.80	0.65	0.82	0.73	0.66	0.69
	BELLEVUE GLENCOURT	0	13690	56	0.41	0.46	0.33	0.50	0.44	0.60	0.62	0.49	0.84	0.59	0.63	0.57
	BELLEVUE-SHERWOOD	0	18737	119	0.64	0.69	0.83	0.68	0.92	0.97	0.93	0.77	0.80	0.83	0.69	0.78
BELLINGHAM		0	22111	100	0.45	0.37	0.45	0.47	0.51	0.52	0.56	0.45	0.54	0.41	0.48	0.46
	BELLINGHAM LUMMI	0	1186	12	1.01	0.84	0.58	1.08	0.83	0.99	1.39	0.81	0.96	0.56	0.49	0.96
	BELLINGHAM REGENT	0	20925	88	0.42	0.35	0.44	0.44	0.50	0.49	0.52	0.43	0.52	0.40	0.48	0.43
BLACK DIAMOND		0	2049	25	1.22	1.02	1.43	1.61	1.47	2.48	2.59	2.25	1.17	1.50	0.83	1.68
BREMERTON		0	25488	146	0.57	0.47	0.61	0.52	0.76	0.70	0.71	0.53	0.52	0.52	0.74	0.42
	BREMERTON CROSBY	0	2684	30	1.12	0.74	1.18	1.32	1.59	1.15	1.60	0.85	1.20	1.43	1.11	0.97
	BREMERTON ESSEX	0	22218	110	0.50	0.44	0.54	0.43	0.63	0.59	0.60	0.47	0.43	0.41	0.67	0.35
	BREMERTON SUNNYSLOPE	0	586	6	1.02	0.34	0.67	0.33	1.81	2.60	0.81	1.43	1.12	0.64	1.60	0.79
BUCKLEY		0	1728	17	0.98	0.98	1.14	1.24	2.36	2.21	1.52	2.05	3.38	2.24	3.27	1.41
CASTLE ROCK		0	3125	67	2.14	1.59	1.63	2.21	3.06	2.49	1.85	1.45	1.88	1.47	0.67	1.59
CENTRALIA		0	5863	48	0.82	0.78	1.16	0.84	0.86	1.35	1.24	1.16	1.06	0.67	1.16	0.76
CHEHALIS		0	7783	68	0.87	0.70	1.26	0.93	1.38	1.68	1.54	1.00	1.38	1.18	0.92	1.27
	CHEHALIS	0	5592	49	0.88	0.60	1.16	0.84	1.22	1.45	1.34	0.94	1.25	1.13	0.81	1.26
	CHEHALIS NAPAVINE	0	2191	19	0.87	0.95	1.49	1.17	1.79	2.28	2.09	1.15	1.71	1.30	1.21	1.29
CLE-ELUM		0	2503	16	0.64	0.40	0.79	1.45	0.82	0.47	0.90	0.43	0.50	0.88	0.54	0.76
COLFAX		0	2044	19	0.93	1.17	0.87	0.92	1.64	1.83	1.90	0.95	1.47	2.83	1.31	0.89
COLVILLE		0	6170	60	0.97	0.89	0.99	0.37	1.50	0.98	0.82	0.80	0.91	0.86	0.88	1.11
COPALIS(OCEAN SHORES)		0	2936	50	1.70	0.95	1.04	1.86	1.99	1.65	2.02	1.43	1.67	1.08	1.01	2.49
COULEE DAM		0	1889	21	1.11	1.38	1.00	0.78	1.67	1.66	0.87	2.56	1.07	1.16	2.22	2.57
CRYSTAL MTN.		0	557	3	0.54	0.89	2.64	1.05	0.70	1.57	2.46	0.53	0.53	0.00	0.35	1.05
DAYTON		0	1625	11	0.68	0.67	0.49	0.42	0.60	1.13	0.95	0.41	0.89	1.00	1.35	0.75
DEER PARK		0	5277	191	3.62	1.32	1.08	0.97	1.43	1.09	1.52	1.15	1.50	1.77	1.10	1.95
DES MOINES		0	15829	126	0.80	0.72	0.96	0.75	1.28	1.34	1.14	1.05	1.06	0.81	0.76	0.83
	DES MOINES	0	6201	48	0.77	0.70	0.98	0.69	1.30	1.22	1.22	1.13	1.28	0.90	0.79	0.89
	DES MOINES FEDERAL WAY	0	9628	78	0.81	0.72	0.95	0.79	1.26	1.42	1.08	1.00	0.91	0.75	0.74	0.79

WASHINGTON TROUBLE REPORT RATE - MAY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON		0	532	4	0.75	0.74	0.93	0.93	1.30	1.66	1.28	0.18	1.09	0.90	0.54	1.07
ELK		0	2151	43	2.00	0.88	1.14	1.32	1.30	1.43	1.50	1.58	1.04	1.25	3.01	1.52
ENUMCLAW		0	5135	54	1.05	1.28	1.43	1.33	1.76	2.31	1.38	1.67	1.84	0.96	1.71	1.59
EPHRATA		0	2546	13	0.51	0.82	1.04	0.58	0.80	1.07	1.10	0.75	0.85	0.66	0.69	1.36
GRAHAM		0	9329	110	1.18	0.84	0.78	0.81	1.14	1.28	1.26	0.74	1.02	0.92	0.69	0.93
GREEN BLUFF		0	2219	30	1.35	0.63	1.25	0.67	0.97	2.10	1.35	1.17	0.86	1.23	1.48	0.67
HOODSPORT		0	1778	10	0.56	0.90	0.45	0.66	1.10	0.87	0.97	0.58	0.84	0.72	1.03	1.03
ISSAQUAH		0	13348	80	0.60	0.64	0.55	0.73	0.87	0.80	0.67	0.66	0.64	0.60	0.61	0.77
KENT		0	29645	182	0.61	0.67	0.72	0.68	0.80	0.94	0.88	0.84	0.83	0.83	0.92	0.73
	KENT MERIDIAN	0	10089	73	0.72	0.56	0.96	0.78	1.17	1.43	1.26	1.29	1.26	1.11	1.31	0.90
	KENT O BRIEN	0	6542	10	0.15	0.44	0.24	0.37	0.21	0.25	0.26	0.30	0.24	0.23	0.34	0.32
	KENT ULRICH	0	13014	99	0.76	0.88	0.76	0.75	0.82	0.91	0.89	0.75	0.80	0.90	0.90	0.79
LIBERTY LAKE		0	748	1	0.13	1.33	0.40	0.13	0.26	0.77	0.13	1.87	0.73	0.47	0.70	0.46
LONGVIEW-KELSO		0	17927	200	1.12	1.31	1.28	1.15	1.69	1.53	1.39	1.24	1.43	1.05	1.09	1.16
LOON LAKE		0	1037	8	0.77	0.68	0.48	0.57	1.14	1.22	0.84	0.74	0.55	1.06	1.23	1.22
MAPLE VALLEY		0	6423	50	0.78	0.49	0.50	0.60	1.38	1.39	0.81	0.75	0.64	0.77	0.99	0.71
MOSES LAKE		0	10465	95	0.91	0.93	1.01	0.68	0.93	1.34	0.87	0.68	1.05	1.15	0.97	1.21
	MOSES LAKE AFB	0	1713	12	0.70	0.52	0.46	0.63	1.15	0.92	1.25	1.07	2.00	0.82	0.76	0.80
	MOSES LAKE ALDER	0	8752	83	0.95	1.01	1.12	0.68	0.89	1.42	0.80	0.61	0.86	1.22	1.01	1.29
NEWMAN LAKE		0	1328	4	0.30	0.90	1.11	0.44	0.73	1.16	1.16	0.36	0.64	1.40	0.42	0.74
NORTHPORT		0	964	6	0.62	0.72	3.82	0.82	0.93	0.92	0.82	0.81	0.60	0.99	1.09	1.50
OLYMPIA		0	45383	262	0.58	0.62	0.70	0.67	0.87	1.11	0.92	0.74	0.74	0.76	0.78	0.64
	OLYMPIA EVERGREEN	0	3591	29	0.81	1.01	0.86	0.96	1.67	1.79	1.35	1.39	1.33	0.95	1.94	0.96
	OLYMPIA LACEY	0	19998	101	0.51	0.71	0.65	0.73	0.71	1.06	0.90	0.71	0.67	0.69	0.52	0.56
	OLYMPIA WHITEHALL	0	21794	132	0.61	0.48	0.73	0.56	0.88	1.05	0.86	0.67	0.70	0.80	0.82	0.66
OMAK-OKANOGAN		0	6322	126	1.99	1.05	1.27	0.89	0.88	1.47	1.42	1.15	1.56	2.33	1.73	1.49
OROVILLE		0	1676	21	1.25	0.96	0.84	0.66	0.66	0.96	1.54	1.49	1.60	1.71	1.46	1.58
OTHELLO		0	3736	50	1.34	0.88	1.03	1.59	1.74	2.48	2.07	1.27	2.08	1.53	1.50	1.98
PASCO		0	13223	195	1.47	0.90	0.71	0.65	1.03	1.21	0.84	0.85	1.01	0.92	1.06	0.96
PATEROS		0	687	7	1.02	1.45	1.16	0.58	0.86	0.86	1.85	1.55	1.54	1.52	0.83	1.93
POMEROY		2	1179	20	1.70	4.16	3.22	3.62	3.85	4.07	3.71	1.48	2.21	2.05	2.44	2.60
PT. ANGELES		0	12836	98	0.76	0.55	0.79	0.65	1.00	1.08	0.85	0.95	0.81	0.79	0.65	0.85
	PT ANGELES JOYCE	0	965	7	0.73	0.83	1.84	1.41	1.90	3.16	1.88	1.47	1.27	1.92	1.24	0.95

WASHINGTON TROUBLE REPORT RATE - MAY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	PT. ANGELES	0	11871	91	0.77	0.53	0.70	0.59	0.93	0.91	0.77	0.90	0.77	0.70	0.60	0.84
PT. LUDLOW		0	2160	10	0.46	0.46	0.60	0.69	0.73	0.72	0.72	0.62	0.35	0.91	0.69	1.07
PT. ORCHARD		0	13823	98	0.71	0.73	1.03	0.96	1.20	1.71	1.24	1.06	1.08	0.85	0.75	0.95
	PORT ORCHARD COLBY	0	5139	39	0.76	0.90	1.34	1.12	1.39	1.86	1.07	1.09	0.92	1.01	0.91	1.33
	PT. ORCHARD	0	8684	59	0.68	0.62	0.84	0.86	1.08	1.62	1.34	1.04	1.18	0.75	0.66	0.72
PT. TOWNSEND		0	9680	62	0.64	0.61	0.84	0.78	0.73	1.00	0.78	0.71	0.87	0.81	0.61	0.89
PUYALLAP		0	16843	122	0.72	0.84	0.84	0.77	1.10	1.10	1.31	0.96	0.90	0.74	0.56	0.90
RENTON		0	27159	183	0.67	0.98	1.04	0.69	1.14	1.24	0.86	0.73	0.95	0.72	0.58	0.75
RIDGEFIELD		0	2633	31	1.18	0.91	1.83	1.04	1.25	1.35	1.54	0.85	1.23	1.12	0.87	0.62
ROCHESTER		0	3809	32	0.84	0.55	0.98	1.05	1.22	2.15	1.59	1.65	1.61	1.32	1.31	0.91
ROY		0	1926	24	1.25	1.81	1.07	1.02	1.57	2.01	1.55	1.48	0.69	0.73	0.92	1.48
SEATTLE		0	200146	1090	0.54	0.57	0.78	0.56	0.69	0.87	0.61	0.60	0.57	0.52	0.54	0.57
	SEATTLE ATWATER	0	14138	54	0.38	0.42	0.50	0.46	0.55	0.55	0.44	0.46	0.39	0.40	0.36	0.46
	SEATTLE CAMPUS	0	7112	22	0.31	0.37	0.38	0.44	0.40	0.49	0.37	0.33	0.24	0.44	0.27	0.44
	SEATTLE CHERRY	0	22638	212	0.94	0.96	1.01	0.76	1.16	1.26	0.85	0.83	0.88	0.67	0.82	0.67
	SEATTLE DUWAMISH	0	9621	55	0.57	0.70	1.49	0.71	0.79	0.93	0.77	0.91	0.55	0.54	0.93	1.07
	SEATTLE EAST	0	21616	102	0.47	0.68	1.33	0.55	0.72	0.75	0.65	0.55	0.50	0.66	0.54	0.57
	SEATTLE ELLIOT	0	5783	17	0.29	0.09	0.22	0.22	0.27	0.25	0.25	0.26	0.26	0.21	0.17	0.11
	SEATTLE EMERSON	0	21037	115	0.55	0.68	0.82	0.66	0.65	0.98	0.70	0.54	0.76	0.83	0.69	0.98
	SEATTLE LAKEVIEW	0	18426	156	0.85	0.55	0.71	0.56	0.60	1.13	0.63	0.80	0.61	0.55	0.60	0.50
	SEATTLE MAIN	0	29080	48	0.17	0.17	0.22	0.14	0.15	0.19	0.16	0.16	0.13	0.13	0.15	0.15
	SEATTLE MERCER ISLAND (ADAMS)	0	6719	35	0.52	0.55	1.02	0.65	1.01	1.39	1.02	0.91	0.73	0.79	0.68	0.84
	SEATTLE PARKWAY	0	13861	110	0.79	0.89	0.89	0.86	1.13	1.54	0.91	0.97	0.76	0.65	0.81	0.73
	SEATTLE SUNSET	0	15417	90	0.58	0.46	0.77	0.80	0.82	0.72	0.65	0.71	0.80	0.40	0.49	0.44
	SEATTLE WEST	0	14698	74	0.50	0.60	0.78	0.60	0.85	1.36	0.75	0.58	0.67	0.49	0.60	0.61
SEQUIM		0	11071	78	0.70	0.60	0.67	0.56	0.94	0.96	0.77	0.74	0.81	1.21	0.85	0.68
SHELTON		0	10989	71	0.65	0.93	0.83	0.56	1.99	1.53	1.08	1.10	1.01	0.85	1.10	1.13
SILVERDALE		0	9741	56	0.57	0.50	1.12	0.51	1.00	1.13	0.89	0.69	0.57	0.88	0.62	0.71
SPOKANE		0	87271	815	0.93	0.73	0.90	0.78	1.32	1.45	0.98	0.91	0.81	0.85	0.95	0.99
	SPOKANE CHESTNUT	0	2011	32	1.59	1.03	2.09	0.83	1.73	2.88	2.05	1.46	0.88	0.82	0.85	1.16
	SPOKANE FAIRFAX	0	12206	130	1.07	0.83	1.11	0.82	1.73	2.30	1.12	1.02	0.72	0.92	0.73	1.23
	SPOKANE HUDSON	0	9494	89	0.94	1.16	1.52	0.91	1.56	1.68	1.33	1.19	0.88	1.02	1.01	0.96
	SPOKANE KEYSTONE	0	8532	68	0.80	0.65	0.89	0.54	1.43	0.99	1.01	0.76	0.71	0.62	0.69	1.20

WASHINGTON TROUBLE REPORT RATE - MAY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE MORAN	0	5630	31	0.55	0.39	0.49	0.65	0.75	1.26	0.97	0.86	0.67	0.67	0.60	0.59
SPOKANE RIVERSIDE	0	12524	102	0.81	0.69	0.84	0.98	1.48	1.67	0.92	1.01	1.25	0.77	1.49	1.28
SPOKANE WALNUT	0	23848	262	1.10	0.72	0.72	0.85	1.14	1.17	0.82	0.84	0.72	0.99	0.88	0.81
SPOKANE WHITWORTH	0	13026	101	0.78	0.57	0.62	0.52	1.03	0.97	0.77	0.69	0.67	0.75	1.06	0.86
SPRINGDALE	1	1599	37	2.31	1.13	1.81	1.62	3.79	3.16	2.83	3.75	2.70	4.32	3.66	1.56
SUMNER (BONNEYLAKE)	0	10075	65	0.65	0.86	0.78	0.68	1.04	1.11	0.96	1.02	0.84	0.93	0.75	1.17
TACOMA	0	95962	668	0.70	0.68	0.87	0.78	1.01	1.14	1.05	0.85	0.79	0.67	0.73	0.84
TACOMA FORT LEWIS	0	1993	4	0.20	0.53	0.57	0.85	0.94	0.82	0.89	0.66	0.60	0.60	0.60	0.45
TACOMA GREENFIELD	0	12982	89	0.69	0.81	1.14	1.00	1.08	1.44	1.23	1.00	0.97	0.73	1.05	0.93
TACOMA JUNIPER	0	13169	87	0.66	0.63	0.91	0.64	1.02	1.24	1.33	0.97	0.81	0.79	0.85	0.82
TACOMA LENNOX	0	15648	181	1.16	0.87	0.95	1.00	1.51	1.23	1.09	0.81	0.91	0.85	0.71	1.16
TACOMA LOGAN	0	9695	64	0.66	0.65	0.89	0.71	0.94	1.08	0.81	0.77	0.77	0.55	0.60	0.57
TACOMA MARKET (FAWCETT)	0	11558	50	0.43	0.48	0.57	0.55	0.58	0.74	0.62	0.75	0.56	0.51	0.59	0.48
TACOMA SKYLINE	0	9703	75	0.77	0.80	0.89	0.87	1.00	1.12	1.31	0.86	0.79	0.62	0.67	0.92
TACOMA WAVERLY-2	0	4132	26	0.63	0.55	1.22	0.64	1.18	1.43	1.33	0.68	0.60	0.46	0.38	1.32
TACOMA WAVERLY-7	0	17082	92	0.54	0.58	0.69	0.66	0.81	1.05	0.89	0.82	0.73	0.61	0.70	0.74
VANCOUVER	0	54510	415	0.76	0.76	0.96	0.87	1.17	1.09	1.10	0.93	0.93	0.66	0.83	0.87
VANCOUVER ORCHARDS	0	27446	215	0.78	0.70	0.75	0.79	1.11	0.92	1.03	1.00	1.01	0.71	0.75	0.87
VANCOUVER OXFORD	0	15856	115	0.73	0.89	1.22	0.92	1.19	1.38	1.12	0.90	0.91	0.63	1.02	0.97
VANCOUVER SALMON CRK(NORTH)	0	11208	85	0.76	0.69	1.09	0.99	1.29	1.08	1.23	0.79	0.75	0.56	0.77	0.75
WAITSBURG	0	470	8	1.70	2.12	2.31	1.26	3.51	1.23	1.23	0.82	1.43	1.21	1.39	0.79
WALLA WALLA (INCL TOUCHET)	0	12141	99	0.82	0.97	0.52	0.65	0.86	1.32	0.83	0.76	0.69	0.60	0.78	1.24
WARDEN	0	999	12	1.20	0.90	1.09	1.39	1.87	1.66	1.16	1.74	1.06	1.04	0.85	1.29
WINLOCK	0	1835	29	1.58	1.35	1.89	1.45	2.93	1.76	1.84	1.04	1.09	0.88	1.74	1.48
YAKIMA	0	33055	336	1.02	0.67	0.70	0.45	0.67	0.98	0.73	0.68	0.78	0.67	0.67	0.70
YAKIMA CHESTNUT	0	21954	237	1.08	0.70	0.67	0.48	0.68	1.09	0.70	0.65	0.83	0.66	0.67	0.71
YAKIMA WEST	0	11101	99	0.89	0.63	0.76	0.40	0.65	0.78	0.78	0.74	0.67	0.69	0.66	0.66
Exchanges in Neighboring States															
CLARKSTON	0	4885	87	1.78	0.87	0.92	1.01	1.13	1.48	1.21	1.07	1.10	0.88	1.00	1.53
TOTALS	0	988825	7591	0.77	0.72	0.85	0.72	1.01	1.14	0.94	0.82	0.83	0.76	0.78	0.83

WASHINGTON TRUNK BLOCKING SUMMARY - MAY 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED	
E911	130	0	0.00%	
LOCAL	354	0	0.00%	
TOLL	379	0	0.00%	

WASHINGTON TRUNK BLOCKING - MAY 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
		Nothing to report					

Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUIAM		87	4	110.50	1	98.85%	0	100.00%	
AUBURN		194	4	23.25	2	98.97%	0	100.00%	
BAINBRIDGE ISLAND		55	0		1	98.18%	0	100.00%	
BATTLEGROUND		57	1	6.00	0	100.00%	0	100.00%	
BELFAIR		53	2	35.00	1	98.11%	0	100.00%	
BELLEVUE		258	0		1	99.61%	0	100.00%	
	BELLEVUE GLENCOURT	114	0		0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	144	0		1	99.31%	0	100.00%	
BELLINGHAM		247	2	41.00	2	99.19%	0	100.00%	
	BELLINGHAM LUMMI	24	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	223	2	41.00	2	99.10%	0	100.00%	
BLACK DIAMOND		16	3	77.33	0	100.00%	0	100.00%	
BREMERTON		234	1	109.00	2	99.15%	0	100.00%	
	BREMERTON CROSBY	19	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	205	0		2	99.02%	0	100.00%	
	BREMERTON SUNNYSLOPE	10	1	109.00	0	100.00%	0	100.00%	
BUCKLEY		12	0		0	100.00%	0	100.00%	
CASTLE ROCK		31	2	5.00	2	93.55%	0	100.00%	
CENTRALIA		87	1	131.00	1	98.85%	0	100.00%	
CHEHALIS		100	2	40.00	2	98.00%	0	100.00%	
	CHEHALIS	74	2	40.00	1	98.65%	0	100.00%	
	CHEHALIS NAPAIVINE	26	0		1	96.15%	0	100.00%	
CLE-ELUM		13	0		1	92.31%	0	100.00%	
COLFAX		11	0		0	100.00%	0	100.00%	
COLVILLE		49	1	124.00	1	97.96%	0	100.00%	
COPALIS(OCEAN SHORES)		26	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
COULEE DAM		30	1	24.00	2	93.33%	0	100.00%	
CRYSTAL MTN.		4	0		0	100.00%	0	100.00%	
DAYTON		7	0		0	100.00%	0	100.00%	
DEER PARK		48	1	166.00	1	97.92%	0	100.00%	1
DES MOINES		266	1	29.00	0	100.00%	0	100.00%	
	DES MOINES	98	0		0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	168	1	29.00	0	100.00%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		19	1	14.00	1	94.74%	0	100.00%	
ENUMCLAW		47	0		0	100.00%	0	100.00%	
EPHRATA		31	2	63.50	0	100.00%	0	100.00%	
GRAHAM		110	3	35.67	0	100.00%	0	100.00%	
GREEN BLUFF		12	0		0	100.00%	0	100.00%	
HOODSPORT		15	0		0	100.00%	0	100.00%	
ISSAQUAH		117	0		2	98.29%	0	100.00%	
KENT		422	8	43.38	7	98.34%	0	100.00%	
	KENT MERIDIAN	107	2	64.00	0	100.00%	0	100.00%	
	KENT O BRIEN	60	1	10.00	4	93.33%	0	100.00%	
	KENT ULRICH	255	5	41.80	3	98.82%	0	100.00%	
LIBERTY LAKE		3	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		241	5	79.60	0	100.00%	0	100.00%	
LOON LAKE		2	0		0	100.00%	0	100.00%	
MAPLE VALLEY		35	2	6.50	0	100.00%	0	100.00%	
MOSES LAKE		146	7	36.00	1	99.32%	0	100.00%	
	MOSES LAKE AFB	32	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	114	7	36.00	1	99.12%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
NEWMAN LAKE		8	0		0	100.00%	0	100.00%	
NORTHPORT		5	0		0	100.00%	0	100.00%	
OLYMPIA		410	7	45.57	2	99.51%	0	100.00%	1
	OLYMPIA EVERGREEN	23	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	185	4	40.25	2	98.92%	0	100.00%	
	OLYMPIA WHITEHALL	202	3	52.67	0	100.00%	0	100.00%	1
OMAK-OKANOGAN		92	1	162.00	0	100.00%	0	100.00%	1
OROVILLE		22	2	14.50	2	90.91%	0	100.00%	
OTHELLO		72	2	74.00	1	98.61%	0	100.00%	
PASCO		203	4	19.75	2	99.01%	0	100.00%	
PATEROS		4	0		0	100.00%	0	100.00%	
POMEROY		8	1	26.00	0	100.00%	0	100.00%	
PT. ANGELES		93	5	68.60	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	6	1	48.00	0	100.00%	0	100.00%	
	PT. ANGELES	87	4	73.75	0	100.00%	0	100.00%	
PT. LUDLOW		15	0		0	100.00%	0	100.00%	
PT. ORCHARD		114	3	14.67	2	98.25%	0	100.00%	
	PORT ORCHARD COLBY	45	1	6.00	1	97.78%	0	100.00%	
	PT. ORCHARD	69	2	19.00	1	98.55%	0	100.00%	
PT. TOWNSEND		91	1	65.00	2	97.80%	0	100.00%	
PUYALLAP		203	2	24.50	5	97.54%	0	100.00%	
RENTON		337	12	12.83	5	98.52%	0	100.00%	
RIDGEFIELD		24	0		1	95.83%	0	100.00%	
ROCHESTER		48	2	10.50	2	95.83%	0	100.00%	
ROY		21	1	155.00	0	100.00%	0	100.00%	1
SEATTLE		1982	30	50.07	13	99.34%	0	100.00%	3

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Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	115	2	41.50	1	99.13%	0	100.00%	
	SEATTLE CAMPUS	57	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	320	7	66.86	3	99.06%	0	100.00%	1
	SEATTLE DUWAMISH	138	1	14.00	2	98.55%	0	100.00%	
	SEATTLE EAST	204	3	39.33	1	99.51%	0	100.00%	
	SEATTLE ELLIOT	61	0		1	98.36%	0	100.00%	
	SEATTLE EMERSON	216	1	107.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	138	1	139.00	2	98.55%	0	100.00%	1
	SEATTLE MAIN	272	6	14.50	0	100.00%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	44	1	2.00	1	97.73%	0	100.00%	
	SEATTLE PARKWAY	187	5	57.00	1	99.47%	0	100.00%	
	SEATTLE SUNSET	104	2	4.50	0	100.00%	0	100.00%	
	SEATTLE WEST	126	1	190.00	1	99.21%	0	100.00%	1
SEQUIM		78	3	122.00	0	100.00%	0	100.00%	2
SHELTON		130	0		1	99.23%	0	100.00%	
SILVERDALE		66	2	0.50	0	100.00%	0	100.00%	
SPOKANE		1063	15	55.40	6	99.44%	0	100.00%	1
	SPOKANE CHESTNUT	27	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	153	2	135.50	2	98.69%	0	100.00%	1
	SPOKANE HUDSON	171	2	22.00	2	98.83%	0	100.00%	
	SPOKANE KEYSTONE	118	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	59	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	174	5	45.60	1	99.43%	0	100.00%	
	SPOKANE WALNUT	244	3	71.33	1	99.59%	0	100.00%	
	SPOKANE WHITWORTH	117	3	24.67	0	100.00%	0	100.00%	
SPRINGDALE		22	1	49.00	0	100.00%	0	100.00%	

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Washington Orders Summary - MARCH 2011
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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		82	3	23.33	2	97.56%	0	100.00%	
TACOMA		1335	14	70.43	18	98.65%	0	100.00%	2
	TACOMA FORT LEWIS	36	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	205	1	24.00	4	98.05%	0	100.00%	
	TACOMA JUNIPER	262	4	85.50	2	99.24%	0	100.00%	1
	TACOMA LENNOX	210	3	16.67	2	99.05%	0	100.00%	
	TACOMA LOGAN	92	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	199	1	141.00	6	96.98%	0	100.00%	
	TACOMA SKYLINE	83	0		1	98.80%	0	100.00%	
	TACOMA WAVERLY-2	43	0		3	93.02%	0	100.00%	
	TACOMA WAVERLY-7	205	5	85.80	0	100.00%	0	100.00%	1
VANCOUVER		675	5	23.60	2	99.70%	0	100.00%	
	VANCOUVER ORCHARDS	315	1	69.00	0	100.00%	0	100.00%	
	VANCOUVER OXFORD	259	2	16.50	1	99.61%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	101	2	8.00	1	99.01%	0	100.00%	
WAITSBURG		6	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		125	3	52.33	1	99.20%	0	100.00%	
WARDEN		20	0		0	100.00%	0	100.00%	
WINLOCK		19	1	1.00	1	94.74%	0	100.00%	
YAKIMA		471	7	49.57	0	100.00%	0	100.00%	1
	YAKIMA CHESTNUT	336	7	49.57	0	100.00%	0	100.00%	1
	YAKIMA WEST	135	0		0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		42	1	20.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
TOTALS		10978	182	48.89	99	99.10%	0	100.00%	13
Deer Park, Olympia Whitehall, Omak-Okanogan, Roy, Ceattle Lakeview, Seattle West, Sequim, Spokane-Fairfax, Tacoma-Juniper, Tacoma Waverly, Yakima Chestnut and Yakima West orders over 180 days were cancelled and should not have appeared on this report.									
SeattleCherry and Sequim orders over 180 days were completed and should not have appeared on this report.									

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