

From: [Cupp, John \(UTC\)](#) on behalf of [Public Involvement \(UTC\)](#)
To: [UTC DL Records Center](#)
Cc: [Beaton, Rebecca \(UTC\)](#); [Zawislak, Tim \(UTC\)](#)
Subject: FW: Comment on UT-160766
Date: Wednesday, June 22, 2016 9:45:38 AM

Please post this comment to the record for this case.

Thank you,

John Cupp
Regulatory Analyst
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**Consumer Protection
Utilities and Transportation Commission**

From: Lisa Caldwell [mailto:Lisa_Caldwell@co.columbia.wa.us]
Sent: Wednesday, June 22, 2016 9:09 AM
To: Public Involvement (UTC) <PubInvolve@utc.wa.gov>
Subject: Comment on UT-160766

To Whom It May Concern;

I am writing in opposition to the request for the change of service to discontinue Busy Line Verification and Busy Line Interrupt. Both services are very important to our community. We are a rural community in eastern Washington where many areas of the community only have access to 911 via wireline. Unfortunately our community has a high rate of domestic violence. This is a life threatening incident. Statically, domestic violence includes isolating the victim. Often times 911 calls are placed and the quickest way to verify an emergency is to call the 911 caller back. When 911 reaches a busy line on a wireline it is imperative we verify if the line is active or off the hook. The other issue we deal with in Columbia County is we have a high population of elderly. The majority of our elderly community rely strictly on wireline phones. There have been instances where the elderly have dialed a friend or family member to tell them of an emergency they are having and the family member will call us with little information. We will attempt to call the elderly person to obtain further information. In some instances the elderly caller has forgotten to replace the phone on the hook. Often times the person who called the friend or family does not provide enough information to determine if Law, Police or Fire are needed.

I have heard the argument we do not have busy line verification for cell phones therefore there is no need to continue the service for wireline. This is incorrect. With a cell phone, 911 can call the phone and it will ring- There is no such thing as "busy".

We need to provide equal access and service to everyone.

Sincerely,

Lisa A Caldwell

Director

Columbia County Emergency Management

Columbia County Public Safety Communications

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