

**BEFORE THE WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

**In the Matter of the Petition of:**

Douglas and Jessica Rupp; Kathie  
Dunn and Chris Hall; Melinda  
Inman; Verlin Jacobs; Anthony  
Williams; Christine and Samuel  
Inman; Robert Jacobs; and Sam  
Haverkemp and Chris Portrey,  
Petitioners

**NO. UT-050778**

v.

Verizon Northwest, Inc.,  
Respondent.

**DIRECT TESTIMONY OF**

**KATHIE DUNN & JAMES (CHRIS) HALL**

**ON BEHALF OF  
RUPP, et al**

**ISSUE: Impact of the lack of 911 service on Skyko 2**

**OCTOBER 12, 2005**

1 **Q. What is your name and home address?**

2 A. (Kathie) My name is Kathie Dunn and my address is 15127 Index-Galena Rd,

3 Index, WA. (James) My name is James Hall and my address is Post Office Box

4 351, Index, WA.

5

6 **Q. In the last 2 years (if you had had telephone service) approximately how**

7 **many times would it have been used it to call 911 for emergency assistance for**

8 **yourself or others? Please state the approximate date and the general nature of**

9 **the emergency (e.g. heart attack, car accident, accident in the home, break-in,**

10 **assault, etc.)**

11 A. (Kathie) I probably would have called 911 at least 15 times in the last 2 years,

12 some for myself for break-ins that were taking place across the road from where

13 we lived and others were for people up the road who were having break-in

14 problems. This is mostly in the summer, a tremendous amount in the summer of

15 2004. We've had times where we've needed 911 to report car accidents that take

16 place and we've also had people come requesting phone for weapons violations.

17 (James) Within the last couple years, I'd say 15-20 times we've had to call 911 for

18 any range from anywhere from breaking and entering to car wrecks to needing

19 local authorities for domestic problems and a lot of the nature of these

20 emergencies, when we do need 911, is either ... most of it is for Sheriff's

1 Department and at times it's for the local rescue squads but there's no phone  
2 lines or no cell service so we can't get a hold of anybody unless we travel almost  
3 6 miles to the nearest store to call for 911 or send somebody to call 911 for help.  
4 It's not uncommon to have people, especially during the summer time, stop at  
5 our residence and ask us for a telephone because there's been either an accident  
6 or a drowning or a shooting up the road or overdose. We've experienced this  
7 numerous times throughout the years, but it's hard to get a hold of any  
8 emergency services or law enforcement.

9

10 **Q. For each of the instances mentioned above, describe what you had to do to**  
11 **receive or summon emergency assistance.**

12 A. (Kathie) You have to drive at least into the town of Index and if the pay phone  
13 is operating, you call 911 and wait there until the Sheriff comes, which could be 2  
14 minutes, 2 hours, 2 days. They really want you to stay at the phone booth and  
15 wait, when you need to get back to the emergency. Where if you had a phone at  
16 home you could be where the emergency was while you were waiting. (James)  
17 We have used a couple of different ways to notify 911 within the last 14 months.  
18 One was a roll-over accident in front of my residence which we had a man  
19 trapped inside and no phone service and my neighbor come down from his  
20 residence to find out what was going on. The only way we got a hold of 911

1 during this time, was with a satellite phone. And rest of the times we have to  
2 drive to the town of Index, if the [pay] phones are working, if not we either ... if  
3 the fire department is open or go to somebody's house in Index to call for 911.

4

5 **Q. What were the consequences to the health or well-being of the victim(s) or**  
6 **victim(s) property, due to the delay in receiving emergency assistance?**

7 A. (Kathie) Well, because there is no immediate response from 911 because of the  
8 time that you have to go in and call and wait and come back. The cabins that get  
9 broken into get broken into repeatedly because they know there is no way to call  
10 for a Sheriff up here. (James) I agree on that, that you can call and it can be days  
11 before anybody even shows up and at times we've had the experience that  
12 nobody has showed up. (Kathie) Because they have no way to contact you back.  
13 (James) Yes. (Kathie) No phone. (James) And they expect you to be by the pay  
14 phone, well we cannot stay at the pay phone because if you stay at the pay phone  
15 that means the bad guys can be breaking into your home.

16

17 **Q. Does this conclude your testimony?**

18 A. (James) Yes, we just wish that we could get some type of emergency assistance  
19 up here. I have a terminal disease and if I started going down hill, if I don't have  
20 a running vehicle, then somebody would have to walk 6 miles to call 911. So

- 1 whoever is listening to this be aware that there's no help at all. Thank you and
- 2 y'all have a nice day. (Kathie) And I don't walk too good now a days.