

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION  
COMMISSION**

**WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**v.**

**QWEST CORPORATION d/b/a CENTURLINK QC,  
DOCKET UT-140597**

**Public Counsel's Response to Bench Request / Bench Exhibit No. 2**

**Bench Request / Bench Exhibit No. 2:**

Commissioner Jones requested information regarding staffing levels at NORCOM during the April 2014 911 outage, particularly at the beginning of the outage.

**RESPONSE:**

Below lists the staffing detail at NORCOM during the April 9-10, 2014, 911 outage. The times listed below are based on a 24-hour clock, or "military time."

2300-0100 (April 9<sup>th</sup> into April 10<sup>th</sup>):

- 11 Telecommunicators (overstaffed by one, unrelated to outage)
- 1 Team Supervisor

0100-0300 (April 10<sup>th</sup>):

- 10 Telecommunicators (at staffing)
- 1 Team Supervisor

0300-0500 (April 10<sup>th</sup>):

- 7 Telecommunicators (at staffing due to normal decreased staffing levels after 0300)
- 1 Team Supervisor
- 1 IT Member (called in for response to 911 outage)
- Deputy Director (called in for response to 911 outage)

0500-0700 (April 10<sup>th</sup>):

- 7 Telecommunicators (at staffing)
- 1 Team Supervisor
- 1 IT Member (2<sup>nd</sup> IT Member arrived at 0630 after being called in for response to 911 outage)
- Public Information Officer (arrived approximately 0600 after being called in for response to 911 outage)
- Deputy Director