

# FSH Communications

**FSH Communications, LLC**  
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**Carol L. McGuane**  
Director – Regulatory Affairs

November 12, 2004

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Ms. Carole J. Washburn, Executive Secretary  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive S.W.  
P.O. Box 47250  
Olympia, WA 98504-7250

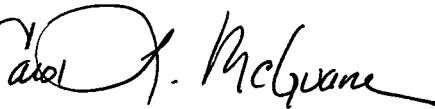
Re: Docket No. UT-041937  
FSH Communications, LLC – Petition for Exemption

Dear Ms. Washburn:

On November 1, 2004 FSH Communications, LLC (“FSH”) filed a petition for exemption from certain provisions of WAC 480-120-263 as those provisions pertain to 911 related calls from FSH payphones at Western State Hospital in Tacoma, Washington. In the petition, FSH declared their intention to provide the Commission the results of the sixty (60) day trial conducted at the hospital from August 30, 2004 through October 28, 2004. This trial tested the use of the Emergency Quick Access Key on designated payphones as a solution to the high volume of false alarm 911 calls being placed by patients at the hospital to the Pierce County 911 Center.

Therefore, FSH respectfully requests the attached trial results be submitted in the above referenced docket. Please do not hesitate to contact me if there are any questions, or if any additional information is required.

Sincerely,



Carol L. McGuane

cc: Michael L. Johnson

Enclosures

**Docket No. UT-041937**  
**FSH Communications, LLC ("FSH")**  
**Payphone Trial Results - Western State Hospital**  
**Trial Period from August 30, 2004 through October 28, 2004**

Question No. 1.

How many FSH payphones are installed at Western State Hospital?

Response to Question No. 1.

Currently FSH has 57 payphones installed at Western State Hospital.

Question No. 2.

During the trial period, how many of the payphones at Western State Hospital blocked access to 911 and used the Emergency Quick Access Key to direct emergency calls to Western State Hospital's Communications Center?

Response to Question No. 2.

At the request of Western State Hospital 53 of the 57 payphones installed at the hospital used the Emergency Quick Access Key for emergency calls during the trial period.

Question No. 3.

During the trial period, how many calls were directed to the hospital's communications center from the payphones using the Emergency Quick Access Key?

Response to Question No. 3.

During the trial period, a total of 166 calls were directed to the hospital's communications center from the payphones using the Emergency Quick Access Key.

Question No. 4.

During the trial period, what was the number of legitimate versus false emergencies resulting from the 166 calls directed to the communications center from the payphones using the Emergency Quick Access Key?

Response to Question No. 4.

Of the 166 calls directed to the hospital's communications center from the Emergency Quick Access Key none (0) of them were legitimate emergencies.

Question No. 5.

During the trial period, what was the total number of 911 emergency calls placed from the hospital's phones (all phones, including payphones) to the Pierce County 911 Center?

Response to Question No. 5.

During the trial period, there were 234 calls received by the Pierce County 911 Center from Western State Hospital.

Question No 6.

During the trial period, what was the total number of legitimate versus false emergencies resulting from the 234 calls placed from the hospital to the Pierce County 911 Center?

Response to Question No 6.

Of the 234 calls placed to the Pierce County 911 Center, during the trial period, 184 were legitimate emergency calls from the hospital's PBX system. The fifty (50) false 911 calls included fourteen (14) hang up or abandoned calls placed from the hospital's PBX system and thirty-six (36) hang up, abandoned, or non-emergency calls from payphones. The false emergency calls placed from payphones occurred in the early stages of the trial as some of the payphones did not get reprogrammed in time to meet the trial start date.