



February 17, 2005

OFFERED TO THE
PUBLIC
BY
CENTURYTEL
WASHINGTON
STATE
PUBLIC
UTILITY
COMMISSION
FEB 17 2005

Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-47250

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – January, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for January, 2005. I have included all the reports we usually do, as well as a set of most of the new reports you asked for in our recent meeting. We are having difficulty with providing Number 4 – Installation/Activation of Basic Service Report, but plan to have it available in the near future.

Please review the new reports and let me know if they are what you needed.

These statistics are based on criteria approved in Docket No UT-921192: General Order No. R-384.

If you have any questions, please feel free to contact the undersigned at 253-851-1450.

Sincerely,

Tim Grigar
General Manager
CenturyTel

cc Distribution Listed Below:

Terry Beeler

Mark Johnston

Pat Malone

Cal Simshaw - Vancouver

Ted Hankins – Monroe

Don Dennis

Ty Lemaster

Susan Brebner

Dan Roso

Steve Densley

Ross Skinner



Trouble Ticket Report January 2005

EXCHANGE	January 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Below 4%
	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04				
ALMIRA	1.2%	0.6%	1.0%	0.8%	1.1%	1.3%	1.9%	1.5%	1.7%	1.5%	1.52%	1.94%	7	465	1.51%	
AMES LAKE	1.1%	1.0%	0.6%	0.6%	1.3%	2.1%	1.0%	1.8%	2.0%	2.5%	5.67%	2.00%	51	742	6.87%	
ARLETTA	2.1%	0.7%	0.7%	0.7%	0.7%	3.2%	0.9%	0.9%	1.3%	0.7%	0.47%	1.33%	49	3576	1.37%	
ASHFORD	2.7%	1.6%	1.4%	1.1%	2.5%	2.9%	1.7%	2.4%	2.1%	0.7%	1.18%	2.55%	16	1095	1.46%	
BASIN CITY	1.4%	0.6%	0.5%	2.0%	1.5%	0.9%	1.2%	1.6%	1.1%	1.1%	0.64%	1.67%	4	774	0.52%	
BEAVER	0.6%	2.3%	0.0%	0.8%	1.3%	0.6%	1.7%	1.5%	0.4%	0.6%	1.08%	1.08%	1	460	0.22%	
BLAKELY ISL	0.0%	0.0%	0.3%	0.8%	0.6%	0.5%	1.6%	0.3%	1.4%	0.6%	0.28%	0.00%	4	350	1.14%	
CARNATION	1.2%	0.6%	1.6%	1.2%	0.8%	2.5%	1.3%	1.8%	1.3%	1.5%	0.63%	1.06%	40	1893	2.11%	
CATHLAMET	1.5%	1.3%	2.0%	1.6%	1.6%	1.7%	1.7%	3.1%	2.4%	1.6%	2.81%	1.80%	26	1404	1.85%	
CHENEY / EWU	0.8%	0.5%	0.7%	1.2%	0.8%	1.3%	1.0%	1.2%	1.3%	1.1%	0.79%	0.60%	32	5284	0.61%	
CHEWELAH / VALLEY	1.1%	0.8%	0.7%	1.1%	2.2%	1.9%	2.3%	2.4%	2.1%	1.3%	1.26%	1.78%	65	4280	1.52%	
CHINOOK	0.9%	0.5%	1.1%	0.0%	0.9%	1.1%	1.4%	0.9%	1.2%	0.7%	0.95%	3.82%	4	420	0.95%	
CLALLAM BAY	1.7%	1.5%	0.2%	1.0%	2.4%	1.7%	1.1%	2.2%	1.3%	2.1%	2.10%	1.97%	10	796	1.26%	
CLEARWATER	0.7%	2.9%	0.0%	0.0%	0.0%	1.5%	2.2%	3.7%	0.8%	0.8%	0.79%	1.54%	2	131	1.53%	
CONNELL	0.7%	1.6%	1.7%	0.5%	0.6%	0.9%	1.4%	1.0%	0.7%	1.3%	0.75%	0.68%	9	1604	0.56%	
COULEE CITY	0.1%	0.3%	1.6%	0.8%	0.5%	1.9%	0.6%	0.9%	1.4%	1.9%	1.41%	0.59%	17	850	2.00%	
COWICHE	3.6%	0.9%	0.8%	1.8%	1.5%	1.4%	1.4%	1.7%	2.4%	9.2%	0.39%	1.26%	22	1031	2.13%	
CRESTON	0.8%	0.5%	1.6%	1.4%	1.9%	0.0%	1.2%	1.8%	2.9%	1.7%	0.98%	1.21%	9	410	2.20%	
CURTIS	1.9%	0.4%	0.9%	1.7%	0.6%	1.5%	0.6%	2.4%	2.9%	1.6%	0.61%	1.64%	5	479	1.04%	
DAVENPORT	1.1%	1.0%	1.0%	1.8%	1.9%	1.9%	2.0%	1.2%	2.1%	1.6%	0.78%	1.30%	18	2166	0.83%	
EASTSOUND	1.4%	0.6%	0.7%	0.6%	1.1%	1.1%	1.3%	1.1%	2.3%	1.0%	1.26%	0.83%	80	4810	1.66%	
EDWALL-TYLER	2.2%	0.5%	0.7%	3.6%	2.9%	1.2%	2.4%	3.8%	3.6%	3.4%	2.95%	2.93%	0	408	0.00%	
ELMA	1.6%	1.3%	1.0%	1.0%	0.7%	1.4%	1.4%	1.3%	2.0%	1.6%	1.64%	1.41%	72	4738	1.52%	
ELTOPPLE Report	2.0%	0.6%	2.9%	1.6%	1.3%	1.0%	1.6%	0.3%	2.0%	0.0%	1.36%	1.03%	4	293	1.37%	



Trouble Ticket Report January 2005

EXCHANGE	January 2005												Dec 04	No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%					
	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04											
EXCHANGE																						
EUREKA	1.3%	1.1%	1.3%	1.8%	1.8%	1.8%	2.1%	1.6%	0.8%	0.6%	0.00%	1.39%		7	360	1.94%						
FALL CITY	1.9%	1.0%	0.6%	1.2%	1.0%	1.7%	1.4%	1.6%	1.9%	1.5%	1.68%	1.68%		60	3561	1.68%						
FORKS	1.2%	1.0%	0.7%	1.0%	0.6%	0.6%	1.1%	2.0%	1.4%	0.9%	1.14%	1.33%		50	3746	1.33%						
FOX ISLAND	1.1%	0.5%	0.7%	0.7%	0.6%	1.1%	0.6%	0.9%	0.8%	1.3%	0.74%	0.91%		16	1758	0.91%						
FRIDAY HARBOR	1.3%	0.8%	1.1%	0.7%	0.8%	1.1%	1.2%	1.5%	1.9%	1.3%	1.24%	1.59%		102	7054	1.45%						
GIG HARBOR	1.1%	0.8%	0.8%	0.8%	0.5%	0.9%	1.5%	1.4%	1.2%	1.1%	1.16%	2.31%		294	27358	1.07%						
GLENOMA	3.3%	2.7%	1.9%	4.0%	1.9%	3.0%	2.3%	4.5%	4.4%	1.3%	3.96%	3.32%		20	457	4.38%						
HANSVILLE	1.8%	1.5%	1.3%	0.7%	0.8%	1.0%	1.3%	1.5%	7.2%	2.0%	0.96%	1.74%		27	1957	1.38%						
HARRINGTON	0.4%	1.3%	0.4%	1.7%	1.1%	1.0%	0.8%	3.3%	1.4%	2.3%	1.36%	1.35%		6	516	1.16%						
HUMPTULIPS	0.0%	0.5%	0.5%	0.0%	0.8%	2.1%	1.0%	0.8%	0.5%	0.8%	2.33%	0.77%		5	388	1.29%						
INCHELIUM/HUNTERS	0.8%	0.6%	1.2%	0.4%	1.3%	1.1%	1.0%	2.0%	1.7%	1.6%	1.20%	1.95%		35	1486	2.36%						
KAHOTUS	0.5%	0.4%	0.9%	1.8%	3.1%	1.3%	0.0%	0.9%	2.7%	2.3%	0.00%	1.88%		2	216	0.93%						
KETTLE FALLS	0.8%	0.8%	1.7%	1.6%	1.8%	3.6%	2.0%	1.1%	2.0%	1.5%	1.00%	1.00%		35	2723	1.29%						
KINGSTON	1.6%	1.3%	1.5%	1.0%	1.3%	1.2%	1.3%	1.3%	2.3%	1.6%	1.23%	1.78%		101	5474	1.85%						
LAKE QUINAULT	1.7%	1.1%	1.1%	0.8%	1.1%	1.9%	1.4%	1.7%	2.3%	0.3%	0.80%	0.80%		7	622	1.13%						
LAKEBAY	1.5%	1.4%	1.0%	0.9%	0.8%	1.2%	1.3%	1.6%	2.6%	1.5%	1.32%	4.09%		77	5933	1.30%						
LIND	2.4%	1.2%	1.5%	1.7%	0.2%	1.2%	1.0%	1.4%	1.6%	1.1%	1.23%	1.24%		2	563	0.36%						
LONG BEACH	1.1%	1.0%	0.6%	0.6%	1.1%	1.0%	2.4%	1.6%	1.4%	1.7%	1.34%	1.93%		60	4209	1.43%						
LOPEZ	1.1%	0.7%	0.7%	0.6%	0.6%	1.3%	1.1%	2.7%	2.1%	2.0%	1.42%	1.83%		36	2395	1.50%						
MATHEWS CORNER	1.8%	0.7%	3.0%	0.9%	1.3%	0.5%	1.1%	1.3%	1.1%	1.1%	2.00%	0.18%		3	538	0.56%						
MCCLEARY	1.5%	1.1%	1.1%	0.9%	0.8%	1.0%	1.3%	1.1%	1.4%	1.3%	1.42%	1.57%		15	1405	1.07%						
MEDICAL LAKE	1.4%	1.0%	0.7%	1.6%	0.7%	1.0%	0.7%	0.8%	1.2%	2.1%	0.73%	0.71%		23	3116	0.74%						
MESA	3.0%	0.6%	3.3%	0.0%	1.2%	1.6%	0.3%	0.2%	0.9%	0.0%	0.95%	0.63%		3	318	0.94%						
MINERABLE Report	1.2%	2.6%	1.2%	0.9%	1.8%	2.1%	2.1%	1.8%	3.0%	1.5%	1.52%	0.91%		9	325	2.77%						



Trouble Ticket Report

January 2005

	January 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%			
	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04							
EXCHANGE																			
MONTESANO	1.1%	1.0%	0.7%	0.6%	0.6%	1.0%	1.0%	1.0%	1.4%	1.1%	1.0%	1.4%	1.1%	1.0%	1.42%	1.02%	53	4131	1.28%
MORTON	1.0%	1.9%	1.2%	1.1%	0.9%	2.0%	1.5%	2.0%	2.0%	2.0%	1.5%	2.0%	2.0%	2.0%	2.31%	2.83%	38	1554	2.45%
NEAH BAY	1.3%	0.9%	1.0%	0.4%	0.6%	0.3%	1.4%	1.4%	1.4%	1.0%	1.4%	1.4%	1.0%	1.1%	1.15%	1.04%	9	954	0.94%
NESPELEM	1.0%	1.3%	2.0%	2.3%	1.0%	1.3%	2.3%	3.2%	3.2%	1.3%	2.3%	3.2%	1.3%	2.2%	1.33%	2.91%	6	691	0.87%
NORTH BEND 831/888	1.3%	0.9%	0.7%	0.8%	0.4%	0.7%	0.9%	1.2%	1.2%	1.6%	0.9%	1.2%	1.1%	1.1%	1.38%	1.62%	112	9025	1.24%
NORTH VASHON	1.2%	0.6%	1.1%	0.7%	0.6%	1.1%	1.3%	1.3%	1.3%	0.5%	1.3%	1.3%	1.2%	1.2%	1.21%	2.49%	20	1398	1.43%
OCEAN PARK	1.0%	0.6%	0.7%	0.8%	0.6%	1.2%	1.2%	1.4%	1.4%	1.9%	1.2%	1.4%	1.3%	1.3%	1.70%	0.95%	51	3765	1.35%
OCOSTA	0.4%	0.2%	0.2%	0.2%	0.2%	0.6%	0.8%	2.1%	2.1%	0.2%	0.6%	2.1%	0.2%	0.9%	1.49%	1.28%	3	465	0.65%
ODESSA	2.2%	3.2%	1.7%	1.2%	2.8%	2.0%	2.1%	1.8%	1.8%	1.5%	1.6%	1.8%	1.6%	1.6%	1.84%	2.16%	5	968	0.52%
ORTING	1.4%	2.9%	1.2%	1.4%	0.9%	1.2%	1.7%	1.4%	1.4%	2.6%	1.7%	1.4%	1.8%	1.8%	1.29%	1.28%	154	7196	2.14%
PACIFIC BEACH	1.1%	0.9%	0.6%	1.1%	0.8%	0.8%	0.9%	1.3%	1.3%	1.5%	0.9%	1.3%	1.0%	1.0%	1.51%	0.81%	11	989	1.11%
PACKWOOD	1.1%	0.9%	0.1%	0.9%	0.4%	0.7%	1.2%	0.9%	0.9%	2.3%	1.2%	0.9%	1.1%	1.1%	0.96%	1.64%	10	1339	0.75%
PE ELL	1.8%	2.4%	1.8%	1.1%	0.8%	1.6%	1.3%	2.7%	2.7%	2.3%	1.3%	2.7%	2.3%	2.3%	1.24%	1.80%	21	888	2.36%
PUGET ISLAND	0.9%	1.3%	2.6%	2.6%	0.9%	1.7%	0.7%	1.8%	1.8%	3.8%	0.7%	1.8%	3.3%	3.3%	1.55%	2.41%	9	458	1.97%
RANDLE	2.2%	0.8%	1.9%	1.6%	1.4%	2.0%	1.9%	1.5%	1.5%	2.4%	1.9%	1.5%	1.6%	1.6%	2.16%	2.80%	15	1101	1.36%
RAYMOND-LEBAM	1.6%	1.0%	0.8%	1.1%	0.6%	1.1%	0.7%	1.4%	1.4%	1.2%	0.7%	1.4%	1.4%	1.4%	1.76%	1.95%	44	3470	1.27%
REARDAN	0.6%	3.5%	1.0%	2.0%	2.2%	2.4%	1.2%	2.8%	2.8%	2.0%	1.2%	2.8%	2.2%	2.2%	4.37%	1.80%	20	1221	1.64%
RIMROCK/WHITEPASS	0.4%	0.4%	0.0%	0.2%	0.4%	0.4%	0.3%	0.3%	0.3%	0.0%	0.3%	0.3%	0.0%	0.0%	0.73%	0.37%	2	274	0.73%
RITZVILLE-BENGE	1.1%	0.6%	0.8%	0.5%	0.5%	0.6%	0.7%	1.9%	1.9%	1.0%	0.7%	1.9%	0.9%	0.9%	0.51%	0.34%	12	1755	0.68%
ROYAL CITY	1.4%	0.7%	1.0%	1.1%	1.4%	0.8%	1.3%	1.4%	1.4%	1.6%	1.3%	1.4%	1.5%	1.5%	1.45%	1.02%	13	2068	0.63%
SNOQUALMIE RIDGE 396	0.3%	0.6%	0.1%	0.1%	0.0%	0.3%	0.3%	0.3%	0.3%	1.5%	0.3%	0.3%	0.4%	0.4%	5.11%	1.40%	8	477	1.68%
SNOQUALMIE PASS 484	3.0%	0.8%	1.4%	1.9%	3.8%	2.2%	3.5%	4.8%	4.8%	2.4%	2.2%	4.8%	5.1%	5.1%	2.61%	1.68%	12	2216	0.54%
SOUTH BEND	1.7%	2.1%	0.9%	0.6%	0.6%	0.9%	1.5%	1.6%	1.6%	1.5%	1.5%	1.6%	1.5%	1.0%	1.89%	2.13%	24	1740	1.38%
SOUTHPRARIE	0.8%	0.7%	1.7%	1.5%	1.0%	0.9%	1.1%	0.8%	0.8%	2.8%	1.1%	0.8%	1.6%	1.6%	1.50%	1.67%	64	3055	2.09%



Trouble Ticket Report January 2005

	January 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%				
	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04								
EXCHANGE																				
SPANGLE	0.9%	0.7%	1.1%	1.6%	1.6%	1.3%	0.7%	0.9%	1.3%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	11	549	2.00%	
SPRAGUE	0.5%	1.4%	0.7%	1.8%	0.9%	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	7	567	1.23%					
STARBUCK	2.6%	0.0%	0.6%	1.3%	0.6%	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	1	152	0.66%					
TIETON	3.5%	0.5%	0.7%	1.7%	1.0%	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	11	788	1.40%					
TWISP	0.6%	1.0%	0.7%	0.8%	0.7%	1.3%	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	13	1991	0.65%					
VADER	2.2%	0.7%	4.0%	1.0%	1.2%	7.9%	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	15	1042	1.44%					
VASHON	1.7%	0.7%	1.0%	0.9%	0.9%	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	101	5598	1.80%					
WASHTUCNA	1.0%	0.3%	1.0%	0.7%	2.4%	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	5	283	1.77%					
WILBUR	1.0%	0.9%	0.9%	0.9%	0.7%	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	10	1066	0.94%					
WILSON CREEK	0.8%	1.0%	2.9%	1.0%	1.3%	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	12	374	3.21%					
WINTHROP	0.6%	0.7%	0.6%	1.1%	0.6%	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	80	2318	3.45%					
YACOLT	2.4%	1.9%	7.3%	1.5%	2.5%	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	21	1801	1.17%					
GRAND TOTAL	1.3%	1.3%	1.3%	1.0%	0.9%	1.3%	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	2,545	182,664	1.39%					



Quality of Service Washington State January 2005

Installation Appointments Met

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Total Primary Orders	1900	1886	2408	2443	2292	2674	2689	3581	3655	3580	3394	2472	2361
Appointments Met	1855	1838	2350	2351	2059	2572	2575	3229	3198	3198	3063	2152	2054
% Met	98%	97%	98%	96%	90%	96%	96%	90%	87%	89%	90%	87%	87%

Held Primary Requests

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Total Primary Orders	1900	1886	2408	2443	2292	2674	2689	3581	3655	2922	3394	2472	2361
Service Requests Held	93	39	50	44	77	75	53	82	60	38	44	37	31
% Held this Period (Goal 90%)	95.1%	97.9%	97.9%	98.2%	96.6%	97.2%	98.0%	97.7%	98.4%	98.7%	98.7%	98.5%	98.7%

Current

Total Held Primary Requests

(includes 90 and 180 Held Orders below)

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Total Held Primary Requests	131	141	160	143	134	173	143	158	173	75	80	89	96
% Held Over 90 Days (Goal 1%)										26.67%	28.75%	26.97%	22.92%
% Held Over 180 Days (Goal 0%)										0.00%	0.00%	7.87%	6.25%

(Began tracking this Oct 2004):

(Began tracking this Oct 2004):



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

January 2005

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude for January 2005



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
January 2005

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Ames Lake	November 2004	33 - Bad card in Central Office
	January 2005	24 - Reset locked up CPUs
Coviche	October 2004	11 - Reload Processor; 45 - Bad Line Card.
	April 2004	6 - Lost shelf in central office. Restored
Glenoma	August 2004	5 - Three = Meade Hill pair gain trouble and two = No trouble found - Meade hill pair gain area.
	January 2005	6 - Cut end section off abandoned cable to clear
Hansville	September 2004	115 - Data corruption in DMS 10 AMS
Lakebay	December 2004	127 - 400 AMP Main Office battery fuse blew
Reardon	November 2004	20 - TSPN 604 carrier outage
Snoqualmie Pass	August 2004	5 - Corrupted database on the spans
Snoqualmie Ridge	November 2004	94 - Bad card in Central Office
Vader	March 2004	13 - Corrected translations in Hardy
	June 2004	70 - Central office isolated. NSC did translations and made error



**Quality of Service
Washington State
January 2005**

*Still need
to figure out
how to get*

WAC 480-120-439

Missed Appointment Report
Includes Trouble Tickets, Installs and Repairs

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Total # Appointments:												
Total # Appt Missed:												
Total # Appt Excluded:												

WAC 480-120-412

Major Outages Over 48 Hours

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
# Over 48 Hours:	None											

WAC 480-120-401

Trunk Blocking Report

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
On Track for Month?	No											
January 2005 Exception:	Overflow from Orting DMS100 to Seattle LATA tandem. Resolution: We added 72 trunks and will be adding 24 more.											

WAC 480-120-440

Repair Report

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
(Includes 90 and 180 Held Orders below)	96											
% Held Over 90 Days (Goal 1%)	22.92%											
% Held Over 180 Days (Goal 0%)	6.25%											

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
# Held - 90 Days	22											
# Held - 180 Days	6											

WAC 480-120-133

Business Office / Repair Answering Reports

		Repair Center											
		Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Offered:		6,293											
Handled:		6,131											
Service Level:		84%											

		Call Center											
		Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Offered:		31,156											
Handled:		28,176											
Service Level:		59%											

Trouble Tickets Over 48 Hours	January 2005			February 2005			March 2005		
	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Almira	6	0	100.00%		0	100.00%		0	100.00%
Ames Lake	39	0	100.00%		0	100.00%		0	100.00%
Arletta	28	1	96.40%		0	100.00%		0	100.00%
Ashford	6	0	100.00%		0	100.00%		0	100.00%
Basin City	4	0	100.00%		0	100.00%		0	100.00%
Beaver	0	0	100.00%		0	100.00%		0	100.00%
Blakely Island	2	1	50.00%		0	100.00%		0	100.00%
Carnation	24	0	100.00%		0	100.00%		0	100.00%
Cathlamet	13	1	92.30%		0	100.00%		0	100.00%
Cheney	27	0	100.00%		0	100.00%		0	100.00%
Chewelah	35	1	97.10%		0	100.00%		0	100.00%
Chinook	3	0	100.00%		0	100.00%		0	100.00%
Clallam Bay	6	0	100.00%		0	100.00%		0	100.00%
Clearwater	2	0	100.00%		0	100.00%		0	100.00%
Connell	5	0	100.00%		0	100.00%		0	100.00%
Coulee City	15	0	100.00%		0	100.00%		0	100.00%
Cowiche	12	0	100.00%		0	100.00%		0	100.00%
Creston	2	0	100.00%		0	100.00%		0	100.00%
Curis	3	0	100.00%		0	100.00%		0	100.00%
Davenport	10	0	100.00%		0	100.00%		0	100.00%
East Sound	34	1	97.00%		0	100.00%		0	100.00%
Edwall-Tyler	0	0	100.00%		0	100.00%		0	100.00%
Elma	36	0	100.00%		0	100.00%		0	100.00%
Eitopia	2	0	100.00%		0	100.00%		0	100.00%
Eureka	2	0	100.00%		0	100.00%		0	100.00%
EWU	0	0	100.00%		0	100.00%		0	100.00%
Fall City	33	1	96.90%		0	100.00%		0	100.00%
Forks	30	0	100.00%		0	100.00%		0	100.00%
Fox Island	4	0	100.00%		0	100.00%		0	100.00%
Friday Harbor	54	3	94.40%		0	100.00%		0	100.00%
Gig Harbor	146	0	100.00%		0	100.00%		0	100.00%
Glenoma	11	0	100.00%		0	100.00%		0	100.00%
Hansville	8	0	100.00%		0	100.00%		0	100.00%
Harrington	1	0	100.00%		0	100.00%		0	100.00%
Humtulpils	4	0	100.00%		0	100.00%		0	100.00%
Hunters	27	0	100.00%		0	100.00%		0	100.00%
Kahlotus	0	0	100.00%		0	100.00%		0	100.00%
Kettle Falls	13	0	100.00%		0	100.00%		0	100.00%
Kingston	59	0	100.00%		0	100.00%		0	100.00%
Lake Quinault	5	0	100.00%		0	100.00%		0	100.00%
Lakebay	38	0	100.00%		0	100.00%		0	100.00%
Lind	1	0	100.00%		0	100.00%		0	100.00%
Long Beach	36	2	94.40%		0	100.00%		0	100.00%

Trouble Index Over 48 Hours	January 2005			February 2005			March 2005		
	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Lopez	21	1	95.20%		0	100.00%		0	100.00%
Mathews Corner	1	0	100.00%		0	100.00%		0	100.00%
McCleary	2	0	100.00%		0	100.00%		0	100.00%
Medical Lake	9	0	100.00%		0	100.00%		0	100.00%
Mesa	1	0	100.00%		0	100.00%		0	100.00%
Mineral	9	1	88.80%		0	100.00%		0	100.00%
Montesano	27	0	100.00%		0	100.00%		0	100.00%
Morton	30	1	96.60%		0	100.00%		0	100.00%
Neah Bay	4	1	75.00%		0	100.00%		0	100.00%
Nespelem	4	0	100.00%		0	100.00%		0	100.00%
North Bend	63	1	98.40%		0	100.00%		0	100.00%
North Vashon	9	0	100.00%		0	100.00%		0	100.00%
Ocean Park	34	0	100.00%		0	100.00%		0	100.00%
Ocosta	2	0	100.00%		0	100.00%		0	100.00%
Odessa	3	0	100.00%		0	100.00%		0	100.00%
Orting	103	1	99.00%		0	100.00%		0	100.00%
Pacific Beach	8	0	100.00%		0	100.00%		0	100.00%
Packwood	9	0	100.00%		0	100.00%		0	100.00%
Pe Ell	13	0	100.00%		0	100.00%		0	100.00%
Puget Island	2	0	100.00%		0	100.00%		0	100.00%
Randle	8	1	87.50%		0	100.00%		0	100.00%
Raymond	19	1	94.70%		0	100.00%		0	100.00%
Rearadan	13	0	100.00%		0	100.00%		0	100.00%
Rimrock	0	0	100.00%		0	100.00%		0	100.00%
Ritzville-Benge	6	0	100.00%		0	100.00%		0	100.00%
Royal City	9	0	100.00%		0	100.00%		0	100.00%
Snoqualmie Pass	6	0	100.00%		0	100.00%		0	100.00%
Snoqualmie Ridge	5	0	100.00%		0	100.00%		0	100.00%
South Bend	9	0	100.00%		0	100.00%		0	100.00%
South Prairie	62	3	95.10%		0	100.00%		0	100.00%
Spangle	6	0	100.00%		0	100.00%		0	100.00%
Sprague	5	0	100.00%		0	100.00%		0	100.00%
Starbuck	0	0	100.00%		0	100.00%		0	100.00%
Tieton	8	0	100.00%		0	100.00%		0	100.00%
Twisp	5	0	100.00%		0	100.00%		0	100.00%
Vader	9	0	100.00%		0	100.00%		0	100.00%
Valley	4	0	100.00%		0	100.00%		0	100.00%
Vashon	45	0	100.00%		0	100.00%		0	100.00%
Washtucna	5	0	100.00%		0	100.00%		0	100.00%
Wilbur	4	0	100.00%		0	100.00%		0	100.00%
Wilson Creek	5	0	100.00%		0	100.00%		0	100.00%
Winthrop	35	0	100.00%		0	100.00%		0	100.00%
Yacolt	19	0	100.00%		0	100.00%		0	100.00%
Total Washington	1427	22	98.44%	0	0	#DIV/0!	0	0	#DIV/0!

Standard is 95%

Used Total Net Report column TRPR8141

Use TRPR8141

Used TRPR8147 Trouble Index Summary OOS w/ 48 Hours column

and TRPR 8147

	Jan 05		Feb 05		Mar 05		Apr 05		May 05		Jun 05		Jul 05		Aug 05		Sep 05		Oct 05		Nov 05		Dec 05		
	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	
MESSA																									
MINERAL																									
MONTESANO																									
MORTON																									
NEAH BAY																									
NESPELEM																									
NORTH BEND 831/888																									
NORTH VASHON																									
OCEAN PARK																									
OCCOSTA																									
ODESSA																									
ORTING																									
PACIFIC BEACH																									
PACKWOOD																									
PELL																									
PUGET ISLAND																									
RANDLE																									
RAYMOND-LEBAM																									
REARDAN																									
RMROCKWHITEPASS																									
RITZVILLE-BENGE																									
ROYAL CITY																									
SNOQUALMIE RIDGE 396																									
SNOQUALMIE PASS 434																									
SOUTH BEND																									
SOUTH PRAIRIE																									
SPANGLIE																									
SPRAGUE																									
STARBUCK																									
TIETON																									
TWISP																									
VADER																									
VASHON																									
WASHUCONA																									
WILBUR																									
WILSON CREEK																									
WINTHROP																									
YACOLT																									
Total:																									

Fix this so it shows same information BY QUARTER