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RECORDS MANAGEMENT

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



October 20, 2005

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OCT 21 2005

WASH. UT. & TP. COMM

Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT - September, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for September, 2005. We have added information regarding Over 72 Hours Out of Service information, as well as Network Performance regarding Switching. Hopefully this information meets with your approval.

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,

A handwritten signature in black ink that reads "Tim Grigar". The signature is fluid and cursive.

Tim Grigar
General Manager, WA OR
CenturyTel of Washington, Inc

cc Distribution Listed Below:

Terry Beeler - Wentzville

Mark Johnston

Pat Malone - Columbia

Cal Simshaw - Vancouver

Ted Hankins - Monroe

Don Dennis

Ty Lemaster

Susan Brebner

Dan Roso

Steve Densley

Ross Skinner



Quality of Service Washington State September 2005

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 Number Service Orders	2361	2266	2,735	2,709	2,583	2,908	3,130	3,661	3,776			
Total Number Service Orders Missed	126	159	172	142	142	179	213	185	261			
Total Number Trouble Reports	2584	1857	1,980	2,069	1,982	2,069	1,923	2,314	2,057			
Total Number Trouble Reports Missed	150	90	46	62	96	119	118	136	71			
Commitments Met	95%	93%	94%	95%	94%	95%	93%	95%	93%			

WAC 480-120-439

Installation/Activation of Basic Service (Held Orders)												
	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 this Period (Goal 90%)	95.93%	95.76%	96.09%	96.57%	96.55%	96.53%	97.96%	98.44%	98.81%			
% Held Over 90 Days (Goal 1%)	0.75%	0.53%	0.93%	0.80%	0.71%	0.59%	1.29%	1.78%	1.51%			
% Held Over 180 Days (Goal 0%)	0.22%	0.39%	0.16%	0.10%	0.12%	0.12%	0.68%	0.62%	0.44%			
Total Held Orders:	124	128	136	115	109	120	115	117	101			
# Held - 0 - 29 Days:	96	96	107	93	89	101	64	57	45			
# Held - 90 Days:	22	18	23	19	16	16	35	46	44			
# Held - 180 Days:	6	14	6	3	4	3	16	14	12			

← Jan 05 through Jun 05 revised 8-5-05 →

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	None	None	None	None	None	None	None	None			

WAC 480-120-401

Trunk Blocking Report

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

WAC 480-120-133

Business Office / Repair Answering Reports

Repair Center												
Offered:	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
	6,293	4,667	5,351	5,522	5,282	5,027	3,363	3,479	3,151			
Handled:	6,131	4,615	5,227	5,354	5,037	4,675	3,174	3,407	3,108			
Service Level:	84%	92%	90%	80%	71%	61%	63%	88%	93%			

Call Center

Offered:	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
	31,156	28,123	36,308	28,051	25,801	29,601	24,810	29,509	29,855			
Handled:	28,176	26,003	33,251	26,059	23,203	26,220	21,265	27,656	27,061			
Service Level:	59%	70%	60%	69%	60%	60%	55%	74%	66%			



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
September 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
Cowiche	October 2004	11 - Reload Processor; 45 - Bad Line Card.
Edwall-Tyler	May 2005	9 - Reseated AFC Card
Glenoma	January 2005	6 - Cut end section off abandoned cable to clear
Lakebay	December 2004	127 - 400 AMPMain Office battery fuse blew
Mesa	April 2005	6 - No Dial tone reports - trouble came clear while testing
Reardon	November 2004	20 - TSPN 604 carrier outage
Snoqualmie Ridge	November 2004	94 - Bad card in Central Office



Trouble Ticket Report

September 2005

EXCHANGE	September 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05				
ALMIRA	1.7%	1.5%	1.52%	1.94%	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	1.55%	3	449	0.67%	
AMES LAKE	2.0%	2.5%	5.67%	2.00%	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	2.13%	18	705	2.55%	
ARLETTA	1.3%	0.7%	0.47%	1.33%	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	1.09%	33	3,465	0.95%	
ASHFORD	2.1%	0.7%	1.18%	2.55%	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	1.87%	21	1,109	1.89%	
BASIN CITY	1.1%	1.1%	0.64%	1.67%	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	1.34%	9	740	1.22%	
BEAVER	0.4%	0.6%	1.08%	1.08%	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	0.66%	2	454	0.44%	
BLAKELY ISL	1.4%	0.6%	0.28%	0.00%	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	3.10%	3	346	0.87%	
CARNATION	1.3%	1.5%	0.63%	1.06%	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	0.97%	51	1,857	2.75%	
CATHLAMET	2.4%	1.6%	2.81%	1.80%	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	1.21%	24	1,408	1.70%	
CHENEY / EWU	1.3%	1.1%	0.79%	0.60%	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	0.91%	46	5,044	0.91%	
CHEWELAH / VALLEY	2.1%	1.3%	1.26%	1.78%	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	1.27%	64	4,315	1.48%	
CHINOOK	1.2%	0.7%	0.95%	3.82%	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	1.17%	2	421	0.48%	
CLALLAM BAY	1.3%	2.1%	2.10%	1.97%	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	1.16%	5	781	0.64%	
CLEARWATER	0.8%	0.8%	0.79%	1.54%	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	0.73%	0	132	0.00%	
CONNELL	0.7%	1.3%	0.75%	0.68%	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	0.57%	10	1,584	0.63%	
COULLEE CITY	1.4%	1.9%	1.41%	0.59%	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	2.68%	15	846	1.77%	
COWICHE	2.4%	9.2%	0.39%	1.26%	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	0.60%	6	1,007	0.60%	
CRESTON	2.9%	1.7%	0.98%	1.21%	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	2.16%	3	416	0.72%	
CURTIS	2.9%	1.6%	0.61%	1.64%	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	1.63%	5	499	1.00%	
DAVENPORT	2.1%	1.6%	0.78%	1.30%	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	1.14%	15	2,151	0.70%	
EASTSOUND	2.3%	1.0%	1.26%	0.83%	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	1.35%	52	4,854	1.07%	
EDWALL-TYLER	3.6%	3.4%	2.95%	2.93%	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	1.46%	3	411	0.73%	
ELMA	2.0%	1.6%	1.64%	1.41%	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	0.84%	35	4,625	0.76%	
ELTOPIA <small>Trouble Report</small>	2.0%	0.0%	1.36%	1.03%	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	1.37%	0	286	0.00%	



Trouble Ticket Report

September 2005

EXCHANGE	September 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05				
EUREKA	0.8%	0.6%	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	1.39%	2	357	0.56%	
FALL CITY	1.9%	1.5%	1.68%	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	1.26%	23	3,488	0.66%	
FORKS	1.4%	0.9%	1.14%	1.33%	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	0.85%	11	3,640	0.30%	
FOX ISLAND	0.8%	1.3%	0.74%	0.91%	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	0.85%	18	1,753	1.03%	
FRIDAY HARBOR	1.9%	1.3%	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	1.51%	91	6,970	1.31%	
GIG HARBOR	1.2%	1.1%	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	0.98%	193	27,025	0.71%	
GLENOMA	4.4%	1.3%	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	2.73%	13	432	3.01%	
HANSVILLE	7.2%	2.0%	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	1.82%	29	1,921	1.51%	
HARRINGTON	1.4%	2.3%	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	1.78%	6	498	1.20%	
HUMPTULIPS	0.5%	0.8%	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	0.79%	2	374	0.53%	
INCHELJUM/HUNTERS	1.7%	1.6%	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	1.12%	18	1,532	1.17%	
KAHLTOTUS	2.7%	2.3%	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	0.48%	1	202	0.50%	
KETTLE FALLS	2.0%	1.5%	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	1.40%	1.72%	1.64%	1.68%	52	2,681	1.94%	
KINGSTON	2.3%	1.6%	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	1.99%	115	5,322	2.16%	
LAKE QUINAULT	2.3%	0.3%	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	1.28%	12	621	1.93%	
LAKEBAY	2.6%	1.5%	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	1.12%	72	5,803	1.24%	
LIND	1.6%	1.1%	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	0.92%	2	541	0.37%	
LONG BEACH	1.4%	1.7%	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	1.18%	32	4,171	0.77%	
LOPEZ	2.1%	2.0%	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	1.36%	17	2,400	0.71%	
MATHEWS CORNER	1.1%	1.8%	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	1.74%	7	512	1.37%	
MCCLEARY	1.4%	1.3%	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	1.09%	12	1,379	0.87%	
MEDICAL LAKE	1.2%	2.1%	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	1.67%	34	3,040	1.12%	
MESA	0.9%	0.0%	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	0.98%	3	307	0.98%	
MINERAL <small>Trouble Report</small>	3.0%	1.5%	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	3.13%	4	318	1.26%	



Trouble Ticket Report

September 2005

EXCHANGE	September 2005												September 2005			Trouble Tickets Moved Index Below 4%			
	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets				
EXCHANGE																			
MONTESANO	1.1%	1.0%	1.42%	1.02%	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	0.83%	42	4,068	1.03%				
MORTON	2.0%	1.6%	2.31%	2.83%	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	1.04%	25	1,542	1.62%				
NEAH BAY	1.0%	1.1%	1.15%	1.04%	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	0.64%	5	939	0.53%				
NESPELEM	1.3%	2.2%	1.33%	2.91%	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	1.74%	9	683	1.32%				
NORTH BEND <small>831/888</small>	1.6%	1.1%	1.38%	1.62%	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	1.12%	69	8,855	0.78%				
NORTH VASHON	0.5%	1.2%	1.21%	2.49%	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	1.17%	17	1,368	1.24%				
OCEAN PARK	1.9%	1.3%	1.70%	0.95%	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	1.63%	35	3,687	0.95%				
OCCOSTA	0.2%	0.9%	1.49%	1.28%	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	0.67%	4	437	0.92%				
ODESSA	1.5%	1.6%	1.84%	2.16%	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	1.17%	7	939	0.75%				
ORTING	2.6%	1.8%	1.29%	1.28%	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	1.49%	79	7,288	1.08%				
PACIFIC BEACH	1.5%	1.0%	1.51%	0.81%	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	0.93%	17	963	1.77%				
PACKWOOD	2.3%	1.1%	0.96%	1.64%	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	1.71%	30	1,337	2.24%				
PELL	2.3%	1.3%	1.24%	1.80%	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	2.83%	8	846	0.95%				
PUGET ISLAND	3.8%	3.3%	1.55%	2.41%	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	1.82%	4	447	0.89%				
RANDLE	2.4%	1.6%	2.16%	2.80%	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	1.20%	25	1,080	2.31%				
RAYMOND-LEBAM	1.2%	1.4%	1.76%	1.95%	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	1.43%	40	3,333	1.20%				
REARDAN	2.0%	2.2%	4.37%	1.80%	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	1.64%	16	1,215	1.32%				
RIMROCK/WHITEPASS	0.0%	0.0%	0.73%	0.37%	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0.00%	1	290	0.34%				
RITZVILLE-BENGE	1.0%	0.9%	0.51%	0.34%	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	0.89%	5	1,680	0.30%				
ROYAL CITY	1.6%	1.5%	1.45%	1.02%	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	1.53%	16	2,074	0.77%				
SNOQUALMIE RIDGE 396	1.5%	0.4%	5.11%	1.40%	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	0.77%	9	2,145	0.42%				
SNOQUALMIE PASS 434	2.4%	5.1%	2.61%	1.68%	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	0.87%	2	461	0.43%				
SOUTH BEND	1.5%	1.0%	1.89%	2.13%	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	0.77%	64	1,688	3.79%			45	
<small>Trouble Report</small> SOUTH PRAIRIE	2.8%	1.6%	1.50%	1.67%	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	2.00%	44	2,925	1.50%				



Trouble Ticket Report

September 2005

EXCHANGE	September 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05				
SPANGLE	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	1.65%	3	542	0.55%	
SPRAGUE	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	0.90%	2	549	0.36%	
STARBUCK	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	2.56%	0	158	0.00%	
TJETON	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	0.52%	5	759	0.66%	
TWISP	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	1.09%	15	2,008	0.75%	
VDADER	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	0.87%	10	1,014	0.99%	
VASHON	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	1.18%	57	5,501	1.04%	
WASHTRUCNA	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	1.09%	2	271	0.74%	
WILBUR	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	1.22%	9	1059	0.85%	
WILSON CREEK	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	1.10%	2	366	0.55%	
WINTHROP	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	1.23%	22	2,267	0.97%	
YACOLT	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	1.71%	40	1,806	2.21%	
GRAND TOTAL	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	1.10%	1.08%	1.16%	1.02%	1.24%	1,934	179,782	1.08%	

Trouble Tickets Over 48 Hours 480-420-440	June 2005			July 2005			August 2005			September 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	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Almira	6	0	100.00%	3	0	100.00%	5	0	100.00%	3	0	100.00%
Ames Lake	9	0	100.00%	9	0	100.00%	10	0	100.00%	12	0	100.00%
Arlotta	36	0	100.00%	11	0	100.00%	23	0	100.00%	15	0	100.00%
Ashford	17	6	63.60%	20	1	95.00%	14	0	100.00%	12	4	66.60%
Basin City	9	0	100.00%	4	0	100.00%	5	0	100.00%	6	0	100.00%
Beaver	1	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Blakely Island	2	0	100.00%	1	0	100.00%	4	1	85.70%	2	0	100.00%
Carnation	23	0	100.00%	20	0	100.00%	12	0	100.00%	41	8	80.40%
Cathlamet	24	0	100.00%	7	0	100.00%	11	0	100.00%	12	0	100.00%
Cheney / EWU	46	0	100.00%	22	1	95.40%	23	1	95.60%	37	3	91.80%
Chewelah	62	0	100.00%	22	0	100.00%	18	0	100.00%	25	0	100.00%
Chinook	4	0	100.00%	3	0	100.00%	5	0	100.00%	2	0	100.00%
Clallam Bay	9	0	100.00%	3	0	100.00%	5	0	100.00%	3	0	100.00%
Clearwater	1	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%
Connell	17	0	100.00%	6	0	100.00%	3	0	100.00%	9	0	100.00%
Coulee City	5	0	100.00%	2	0	100.00%	16	0	100.00%	11	0	100.00%
Cowiche	10	0	100.00%	11	0	100.00%	5	0	100.00%	5	0	100.00%
Creston	8	0	100.00%	3	0	100.00%	6	0	100.00%	3	0	100.00%
Curtis	9	0	100.00%	2	0	100.00%	4	0	100.00%	1	0	100.00%
Davenport	37	0	100.00%	19	0	100.00%	13	1	92.30%	10	0	100.00%
East Sound	52	2	96.80%	45	0	100.00%	23	1	95.60%	25	0	100.00%
Edwall-Tyler	8	0	100.00%	7	0	100.00%	56	0	100.00%	2	0	100.00%
Elma	56	0	100.00%	21	2	90.40%	15	0	100.00%	18	2	88.80%
Eltopia	1	0	100.00%	2	0	100.00%	2	0	100.00%	0	0	100.00%
Eureka	2	0	100.00%	3	0	100.00%	3	0	100.00%	2	1	50.00%
Fall City		0	100.00%	19	0	100.00%	20	0	100.00%	11	1	90.90%
Forks	18	0	100.00%	6	0	100.00%	21	0	100.00%	9	0	100.00%
Fox Island	13	0	100.00%	3	0	100.00%	8	0	100.00%	15	0	100.00%
Friday Harbor	116	4	96.80%	47	0	100.00%	43	0	100.00%	60	0	100.00%
Gig Harbor	195	0	100.00%	121	0	100.00%	164	0	100.00%	100	0	100.00%
Glennoma	14	4	71.40%	8	3	62.50%	11	1	90.90%	7	0	100.00%
Hansville	34	0	100.00%	13	0	100.00%	8	0	100.00%	7	1	85.70%
Harrington	3	0	100.00%	2	0	100.00%	5	0	100.00%	3	0	100.00%
Humtulsips	1	0	100.00%	0	0	100.00%	2	0	100.00%	2	0	100.00%
Hunters	17	0	100.00%	7	0	100.00%	7	0	100.00%	13	0	100.00%
Kahlotus	3	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Kettle Falls	46	0	100.00%	19	0	100.00%	18	0	100.00%	29	0	100.00%
Kingston	105	0	100.00%	22	0	100.00%	73	1	98.60%	82	2	97.50%
Lake Quinault	9	0	100.00%	10	0	100.00%	6	0	100.00%	6	0	100.00%
Lakebay	83	0	100.00%	30	2	93.30%	34	0	100.00%	46	0	100.00%
Lind	4	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Long Beach	64	2	97.60%	33	1	96.90%	22	0	100.00%	20	1	95.00%

Trouble Weeks Over 48 Hours 480-120-440	June 2005			July 2005			August 2005			September 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	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Lopez	26	0	100.00%	15	0	100.00%	15	0	100.00%	8	0	100.00%
Mathews Corner	4	0	100.00%	1	0	100.00%	4	0	100.00%	5	0	100.00%
McCleary	12	0	100.00%	9	0	100.00%	5	0	100.00%	9	0	100.00%
Medical Lake	28	0	100.00%	11	0	100.00%	34	1	97.00%	19	0	100.00%
Mesa	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%
Mineral	7	5	25.00%	3	0	100.00%	11	0	100.00%	1	0	100.00%
Montesano	40	0	100.00%	21	1	95.20%	11	0	100.00%	21	0	100.00%
Morton	33	5	84.00%	9	0	100.00%	7	0	100.00%	17	1	94.10%
Neah Bay	7	0	100.00%	2	0	100.00%	4	0	100.00%	3	0	100.00%
Nespelem	8	0	100.00%	7	0	100.00%	7	0	100.00%	6	0	100.00%
North Bend	59	0	100.00%	31	0	100.00%	59	0	100.00%	35	1	97.10%
North Vashon	17	0	100.00%	11	0	100.00%	9	0	100.00%	7	0	100.00%
Ocean Park	45	0	100.00%	28	0	100.00%	34	0	100.00%	20	1	95.00%
Ocosta	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Odessa	5	0	100.00%	9	0	100.00%	8	0	100.00%	5	0	100.00%
Orting	86	0	100.00%	42	1	97.60%	72	0	100.00%	49	2	95.90%
Pacific Beach	13	0	100.00%	7	0	100.00%	7	0	100.00%	12	0	100.00%
Packwood	33	1	96.20%	34	1	97.00%	21	2	90.40%	27	0	100.00%
Pe Ell	7	0	100.00%	5	0	100.00%	16	0	100.00%	4	0	100.00%
Puget Island	12	2	87.50%	4	0	100.00%	7	0	100.00%	1	0	100.00%
Randle	37	0	100.00%	11	1	90.90%	8	0	100.00%	19	0	100.00%
Raymond	43	0	100.00%	14	0	100.00%	19	0	100.00%	16	0	100.00%
Reardan	20	0	100.00%	4	0	100.00%	10	0	100.00%	8	0	100.00%
Rimrock	2	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Ritzville-Benge	23	0	100.00%	14	0	100.00%	10	0	100.00%	3	0	100.00%
Royal City	22	0	100.00%	11	0	100.00%	23	0	100.00%	9	0	100.00%
Snoqualmie Pass	4	0	100.00%	4	0	100.00%	3	1	66.60%	1	0	100.00%
Snoqualmie Ridge	12	0	100.00%	8	0	100.00%	8	0	100.00%	4	0	100.00%
South Bend	20	0	100.00%	12	0	100.00%	4	0	100.00%	86	0	100.00%
South Prairie	46	0	100.00%	18	2	88.80%	33	1	96.90%	25	11	56.00%
Spangle	6	0	100.00%	2	0	100.00%	5	0	100.00%	2	0	100.00%
Sprague	8	0	100.00%	5	0	100.00%	1	0	100.00%	0	0	100.00%
Starbuck	1	0	100.00%	1	0	100.00%	3	0	100.00%	0	0	100.00%
Tieton	8	0	100.00%	0	0	100.00%	2	0	100.00%	3	0	100.00%
Twisp	30	0	100.00%	16	0	100.00%	16	0	100.00%	11	0	100.00%
Vader	13	0	100.00%	7	0	100.00%	5	0	100.00%	2	0	100.00%
Valley	10	0	100.00%	24	0	100.00%	3	0	100.00%	4	0	100.00%
Vashon	59	0	100.00%	25	0	100.00%	29	0	100.00%	28	0	100.00%
Washtucna	2	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%
Wilbur	13	0	100.00%	6	0	100.00%	10	0	100.00%	5	0	100.00%
Wilson Creek	4	0	100.00%	3	0	100.00%	2	0	100.00%	1	0	100.00%
Winthrop	34	0	100.00%	15	0	100.00%	22	0	100.00%	12	0	100.00%
Yacolt	27	0	100.00%	5	1	80.00%	14	0	100.00%	27	0	100.00%
Total Washington	2068	30	98.53%	1047	17	98.37%	1294	11	99.17%	1191	3	99.75%

Standard is 95%

Use TRPR8141

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	June 2005			July 2005			August 2005			September 2005		
	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100
Almira	6	0	100.00%	3	0	100.00%	5	0	100.00%	3	0	100.00%
Ames Lake	9	0	100.00%	9	0	100.00%	10	0	100.00%	12	0	100.00%
Aretta	36	0	100.00%	11	0	100.00%	23	0	100.00%	15	0	100.00%
Ashford	17	2	90.90%	20	1	95.00%	14	0	100.00%	12	1	91.60%
Basin City	9	0	100.00%	4	0	100.00%	5	0	100.00%	6	0	100.00%
Beaver	1	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Blakely Island	2	0	100.00%	1	0	100.00%	4	1	85.70%	2	0	100.00%
Carnation	23	0	100.00%	20	0	100.00%	12	0	100.00%	41	1	97.50%
Cathlamet	24	0	100.00%	7	0	100.00%	11	0	100.00%	12	0	100.00%
Cheney / EWU	46	0	100.00%	22	1	95.40%	23	0	100.00%	37	1	97.20%
Chewelah	62	0	100.00%	22	0	100.00%	18	0	100.00%	25	0	100.00%
Chinook	4	0	100.00%	3	0	100.00%	5	0	100.00%	2	0	100.00%
Clallam Bay	9	0	100.00%	3	0	100.00%	5	0	100.00%	3	0	100.00%
Clearwater	1	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%
Connell	17	0	100.00%	6	0	100.00%	3	0	100.00%	9	0	100.00%
Coulee City	5	0	100.00%	2	0	100.00%	16	0	100.00%	11	0	100.00%
Cowiche	10	0	100.00%	11	0	100.00%	5	0	100.00%	5	0	100.00%
Creston	8	0	100.00%	3	0	100.00%	6	0	100.00%	3	0	100.00%
Curtis	9	0	100.00%	2	0	100.00%	4	0	100.00%	1	0	100.00%
Davenport	37	0	100.00%	19	0	100.00%	13	1	92.30%	10	0	100.00%
East Sound	52	0	100.00%	45	0	100.00%	23	1	95.60%	25	0	100.00%
Edwall-Tyler	8	0	100.00%	7	0	100.00%	56	0	100.00%	2	0	100.00%
Elma	56	0	100.00%	21	2	90.40%	15	0	100.00%	18	2	88.80%
Eltopia	1	0	100.00%	2	0	100.00%	2	0	100.00%	0	0	100.00%
Eureka	2	0	100.00%	3	0	100.00%	3	0	100.00%	2	0	100.00%
Fall City	40	0	100.00%	19	0	100.00%	20	0	100.00%	11	0	100.00%
Forks	18	0	100.00%	6	0	100.00%	21	0	100.00%	9	0	100.00%
Fox Island	13	0	100.00%	3	0	100.00%	8	0	100.00%	15	0	100.00%
Friday Harbor	116	2	98.40%	47	0	100.00%	43	0	100.00%	60	0	100.00%
Gig Harbor	195	0	100.00%	121	0	100.00%	164	0	100.00%	100	0	100.00%
Glenoma	14	2	85.70%	8	1	87.50%	11	1	90.90%	7	0	100.00%
Hansville	34	0	100.00%	13	0	100.00%	8	0	100.00%	7	0	100.00%
Harrington	3	0	100.00%	2	0	100.00%	5	0	100.00%	3	0	100.00%
Humtulpips	1	0	100.00%	0	0	100.00%	2	0	100.00%	2	0	100.00%
Hunters	17	0	100.00%	7	0	100.00%	7	0	100.00%	13	0	100.00%
Kahlotus	3	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Kettle Falls	46	0	100.00%	19	0	100.00%	18	0	100.00%	29	0	100.00%
Kingston	105	0	100.00%	22	0	100.00%	73	0	100.00%	82	0	100.00%
Lake Quinault	9	0	100.00%	10	0	100.00%	6	0	100.00%	6	0	100.00%
Lakebay	83	0	100.00%	30	2	93.30%	34	0	100.00%	46	0	100.00%
Lind	4	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Long Beach	64	0	100.00%	33	1	96.90%	22	0	100.00%	20	1	95.00%
Lopez	26	0	100.00%	15	0	100.00%	15	0	100.00%	8	0	100.00%
Mathews Corner	4	0	100.00%	1	0	100.00%	4	0	100.00%	5	0	100.00%
McCleary	12	0	100.00%	9	0	100.00%	5	0	100.00%	9	0	100.00%
Medical Lake	28	0	100.00%	11	0	100.00%	34	0	100.00%	19	0	100.00%
Mesa	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%
Mineral	7	0	100.00%	3	0	100.00%	11	0	100.00%	1	0	100.00%
Montesano	40	0	100.00%	21	1	95.20%	11	0	100.00%	21	0	100.00%
Morton	33	4	88.00%	9	0	100.00%	7	0	100.00%	17	0	100.00%
Neah Bay	7	0	100.00%	2	0	100.00%	4	0	100.00%	3	0	100.00%
Nespelem	8	0	100.00%	7	0	100.00%	7	0	100.00%	6	0	100.00%
North Bend	59	0	100.00%	31	0	100.00%	59	0	100.00%	35	1	97.10%
North Vashon	17	0	100.00%	11	0	100.00%	9	0	100.00%	7	0	100.00%
Ocean Park	45	0	100.00%	28	0	100.00%	34	0	100.00%	20	1	95.00%
Ocosta	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Odessa	5	0	100.00%	9	0	100.00%	8	0	100.00%	5	0	100.00%
Orting	86	0	100.00%	42	0	100.00%	72	0	100.00%	49	1	97.90%
Pacific Beach	13	0	100.00%	7	0	100.00%	7	0	100.00%	12	0	100.00%
Packwood	33	1	96.20%	34	1	97.00%	21	1	95.20%	27	0	100.00%
Pe Ell	7	0	100.00%	5	0	100.00%	16	0	100.00%	4	0	100.00%
Puget Island	12	0	100.00%	4	0	100.00%	7	0	100.00%	1	0	100.00%
Randle	37	0	100.00%	11	1	90.90%	8	0	100.00%	19	0	100.00%

Trouble Tickets Over 72 Hours 480-120-440	June 2005			July 2005			August 2005			September 2005		
	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100
Raymond	43	0	100.00%	14	0	100.00%	19	0	100.00%	16	0	100.00%
Reardan	20	0	100.00%	4	0	100.00%	10	0	100.00%	8	0	100.00%
Rimrock	2	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Ritzville-Benge	23	0	100.00%	14	0	100.00%	10	0	100.00%	3	0	100.00%
Royal City	22	0	100.00%	11	0	100.00%	23	0	100.00%	9	0	100.00%
Snoqualmie Pass	4	0	100.00%	4	0	100.00%	3	1	66.60%	1	0	100.00%
Snoqualmie Ridge	12	0	100.00%	8	0	100.00%	8	0	100.00%	4	0	100.00%
South Bend	20	0	100.00%	12	0	100.00%	4	0	100.00%	86	0	100.00%
South Prairie	46	0	100.00%	18	1	94.40%	33	0	100.00%	25	11	56.00%
Spangle	6	0	100.00%	2	0	100.00%	5	0	100.00%	2	0	100.00%
Sprague	8	0	100.00%	5	0	100.00%	1	0	100.00%	0	0	100.00%
Starbuck	1	0	100.00%	1	0	100.00%	3	0	100.00%	0	0	100.00%
Tieton	8	0	100.00%	0	0	100.00%	2	0	100.00%	3	0	100.00%
Twisp	30	0	100.00%	16	0	100.00%	16	0	100.00%	11	0	100.00%
Vader	13	0	100.00%	7	0	100.00%	5	0	100.00%	2	0	100.00%
Valley	10	0	100.00%	24	0	100.00%	3	0	100.00%	4	0	100.00%
Vashon	59	0	100.00%	25	0	100.00%	29	0	100.00%	28	0	100.00%
Washucna	2	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%
Wilbur	13	0	100.00%	6	0	100.00%	10	0	100.00%	5	0	100.00%
Wilson Creek	4	0	100.00%	3	0	100.00%	2	0	100.00%	1	0	100.00%
Winthrop	34	0	100.00%	15	0	100.00%	22	0	100.00%	12	0	100.00%
Yacolt	27	0	100.00%	5	0	100.00%	14	0	100.00%	27	0	100.00%
Total Washington	2108	11	99.50%	1047	12	98.84%	1294	6	99.57%	1191	20	98.31%

Use TRPR8141
and TRPR 8147