

WEST COAST TELEPHONE PUBLIC MEETING
SEPTEMBER 23, 1964

WEST COAST REPRESENTATIVES PRESENT WAS MR. SHEAR, COMMERCIAL SUPT. OF BEAVERTON, OREGON AND WALT REINEMER, DISTRICT MGR. OF CRESCENT CITY, CALIF.

COUNCILMEN PRESENT WERE: LEROY WEIDEMAN AND ERNEST CHRISTENSEN, MAYOR BRYON L. BRIMM.

MR SHEAR EXPLAINED THAT SOME OF THE TROUBLE IN THE BROOKINGS AREA WAS CAUSED BY LINE BEING CUT INTO WHEN DEL NORTE COUNTY WAS WORKING ON COUNTY ROADS, AND THE ACCIDENT ON WINCHUCK BRIDGE ALSO CAUSED AN OUTAGE.

THERE WERE 17 CITIZENS PRESENT.

DAN BAIRD UP THE SOUTH BANK ABOUT $4\frac{1}{2}$ MILES WANTED TO KNOW WHEN HE WOULD BE ABLE TO GET PHONE SERVICE. HE SAYS THAT THERE IS ALREADY LINES IN TO HIS HOUSE. BILL MURPHY INFORMED HIM THAT THEY ARE NOW WORKING ON THE LINES AND HE WILL BE ABLE TO GET A PHONE IN THE VERY NEAR FUTURE.

DON HORTON, ON FREEMAN LANE COMPLAINED THAT ON HIS TEN PARTY LINE, THERE IS ONE PERSON WHO TAKES THE PHONE OFF OF THE HOOK AND IS LEFT OFF FOR DAYS. MRS. BYRON SMITH CONFIRMED THE COMPLAINT MR. HORTON STATED, SHE IS ON THE SAME PARTY LINE. MR. SHEAR INFORMED MR. HORTON THAT THEY WILL INVESTIGATE AND SEE WHAT CAN BE DONE. IF POSSIBLE THEY WILL GET A PRIVATE LINE FOR MR. HORTON DUE TO THE FACT THAT HE IS A BUSINESS MAN.

ILA McNEUL AND MRS. RITZ WHO LIVE CLOSE TO THE WINCHUCK. THEY BOTH COMPLAINED THAT THEY CAN NEVER GET THE LINE. THEY ARE ON A TEN PARTY LINE AND SOME ONE IS ON THE LINE ALL THE TIME. MR. SHEAR STATED THAT WITHIN THE NEXT FIVE YEARS ALL 10 PARTY LINES WILL BE CHANGE TO A 5 PARTY LINE, WHICH WILL ELIMINATE SOME OF THESE PROBLEMS.

BOB KERR ASKED IF THERE IS ANYWAY TO TRACE CALLS THAT ARE CALLED INTO THE FIRE DEPARTMENT. NUMEROUS PEOPLE CALL TO REPORT A FIRE BUT HANG UP BEFORE THEY GIVE THE ADDRESS. MR. SHEAR SAID THAT IT IS IMPOSSIBLE TO TRACE A CALL UNLESS IT IS DONE THROUGH THE POLICE DEPT. AND A MAN WILL HAVE TO BE AT THE TOLL CENTER, HE MUST BE NOTIFIED AND HE IN TURN WILL MONITER THE LINE. THIS IS NOT OF MUCH VALUE TO THE FIRE DEPT. WHEN THE FIRE TRUCK IS NEEDED AT ONCE. MR. SHEAR SUGGESTED THAT A RECORDER BE SET UP WITH THE TELEPHONE AND WHEN SOMEONE CALLS IN TO REPORT A FIRE THE CALL IS RECORDED ON TAPE. SOME TIME PEOPLE CALL AND IN THERE EXCITEMENT GIVE THE WRONG ADDRESS, IF THIS IS RECORDED THEN THE FIRE DEPT. CANNOT BE BLAMED FOR GOING TO THE WRONG ADDRESS. MR. KERR ALSO STATED THAT TWO DIFFERENT TIMES THE LOCAL PRESS HAS CRITIZED THE FIRE DEPT., SAYING THAT THEY DO NOT ANSWER THE FIRE DEPT. PHONE. MR. KERR STATED THAT HE HAS THE FIRE PHONE MANNED 24 HOURS A DAY. MR. SHEAR SAYS THAT MAYBE SOME THING COULD HAVE BEEN WRONG WITH THE LINE. MR. KERR ALSO STATED THAT PEOPLE SOMETIMES CALL THE OPERATOR TO REPORT A FIRE AND THE OPERATOR HAS CALLED OUT THE CRESCENT CITY FIRE DEPT. MR. SHEAR SAYS THAT THE OPERATOR SHOULD HAVE KNOWN THAT THE CALL CAME FROM BROOKINGS AND THAT SHE SHOULD HAVE CALLED BROOKINGS. THIS WAS A HUMAN ERROR. ANY EMERGENCY CALL THAT COMES INTO CRESCENT CITY HAS TO BE LOGGED, SO IF ANYONE WANTS TO CHECK BACK THEY CAN TELL THE TIME OF THE CALL AND ALSO THE OPERATOR WHO REPORTED IT. MR. KERR ALSO ASKED TO HAVE THE LISTING IN THE PHONE BOOK CHANGED. IN THE POLICE DEPT. LISTING. HAVE THE POLICE DEPT NUMBER OF 469-2332 FIRST AND THEN CITY HALL NUMBER 469-2511 SECOND.

CHIEF OF POLICE BUD CROSS COMPLAINED THAT WHEN LONG DISTANCE CALLS ARE PLACED AND THE LINE IS BUSY THE OPERATORS SAYS THAT SHE WILL CALL BACK BUT DOESN'T. MR. REINEMER STATED THAT IF THE OPERATOR DID SAY THAT SHE WOULD CALL

BACK THAT SHE SHOULD SO DO, BUT IT IS NOT THE PRESENT POLICY TO CALL BACK ON A LONG DISTANCE CALL. MR. SHEAR STATED THAT IN THE NEAR FUTURE THIS SERVICE IS GOING TO BE RETURNED. WHEN A PARTY MAKES A LONG DISTANCE CALL AND THEY ARE UNABLE TO LOCATE THE PARTY THEY ARE CALLING ~~THE~~ BECAUSE OF A BUSY LINE, THE OPERATOR WILL KEEP TRYING AND REPORT BACK TO THE CALLING PARTY. MR. CROSS ALSO STATED THAT PRANKSTERS AT NUMEROUS TIMES HAVE CALLED MARRIED WOMEN AND GIVE THEM NOTHING BUT A BAD TIME, USING PROFANE AND ABUSIVE LANGUAGE. IF THIS HAPPENS AGAIN MR. CROSS IS TO INFORM MR. REINEMER AND THEY WILL SEE IF SOME PATTERN CAN BE FORMED ON THESE CALLS AND THEY WILL TRY TO TRACE THEM DOWN.

MR. ACKLEY ASKED IF ANYTHING IS GOING TO BE DONE ABOUT THE TROUBLE WITH THE SERVICE IN BROOKINGS. HE COMPLAINED THAT HE TRIED 14 TIMES TO GET THE OPERATOR AND WAS UNABLE TO. HE SAYS THAT THE PHONE CO. NEVER WILL TAKE THE BLAME FOR THE TROUBLE, THEY HAVE NOTHING BUT EXCUSES. HE SAYS THAT THE COUNCIL AND MAYOR SHOULD CONTACT THE P. U. C. AND SEE THAT A TOLL CENTER IS PUT IN BROOKINGS. MR. SHEAR STATED THAT THE TELEPHONE CO. IS UNDER THE P. U. C. AND IT WOULD NOT BE FEASIBLE TO PUT ON TOLL CENTER IN BROOKINGS.

MRS. WERSCH AGREED WITH MR. ACKLEY, THE TOLL CENTER SHOULD BE IN BROOKINGS. SHE ALSO COMPLAINED THAT SHE IS CHARGED FOR LONG DISTANCE CALLS THAT SHE DID NOT PLACE. SHE CALLED THE CO. AND TOLD THEM AND THEY TOLD HER TO SUBSTRACT THE CALLS AND PAY ONLY FOR HER CALLS. MRS. WERSCH SAID THAT IS WHAT SHE DID AND THEN SHE WOULD GET A NOTICE TELLING HER TO PAY THE BILL. SHE WANTED TO KNOW WHAT COULD BE DONE ABOUT THAT. MR. REINEMER STATED THAT WHEN THIS HAPPENED THAT THESE CALLS HAVE TO BE INVESTIGATED. SOMETIME IT TAKES A WHILE BEFORE THE CALL CAN BE CHECKED OUT, SO IN THE MEAN TIME THE BILL WILL BE BILLED TO THE SAME PARTY.

MARGE BARRETT SAYS SHE MAKES AT LEAST 30 LONG DISTANCE CALLS A MONTH AND THAT SHE HAS HAD NO TROUBLE REACHING THE OPERATOR. SHE HAS NO COMPLAINTS AGAINST THE TELEPHONE CO.

MR. SHEAR SAYS THAT THERE ARE A LOT OF MICROWAVE INSTALLED ALONG THE COAST WHICH SHOULD BE HELP TO THE BROOKINGS AREA. IN THE NEXT YEAR THEY ARE SPENDING \$70,000.00 FOR MICROWAVE BETWEEN COOS BAY AND GOLD BEACH.

JACK HOLTE STATED THAT THE TELEPHONE CO. JUST PASSES THE BUCK, THEY DON'T DO ANYTHING TO IMPROVE THE CONDITIONS.

MEETING ADJOURNED AT 9:50 P. M.

Maxine McHernan
CITY SECRETARY