# TYPICAL PATTERNS, ATYPICAL EVENTS, AND UNCERTAINTY IN COMPLEX SYSTEMS

Brett G. Amidan

Thomas A. Ferryman

Applied Statistics and Computational Modeling Group

Pacific Northwest National Laboratory Richland, WA

Sept 15, 2011



## Pacific Northwest National Laboratory: Battelle-managed and mission-driven

#### Our vision

PNNL will be recognized worldwide and valued nationally and regionally for our leadership in science and for rapidly translating discoveries into solutions for challenges in energy, the environment, and national security.

DOE Office of Science Laboratory

Operated by Battelle since 1965

Outstanding science, impactful solutions

Nearly 5,000 employees



## Applied Statistics and Computational Modeling Group

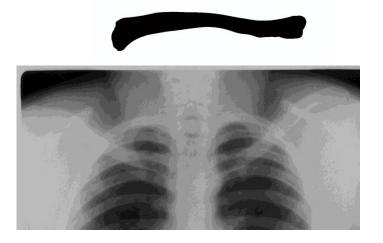
- Applied Statistics is a mathematical discipline dealing with methods of obtaining, analyzing and summarizing data.
- Computational Modeling utilizes extensive computational resources to generate models to study the behavior of complex systems.
- Our Group consists of 24 Statistical Scientists, 7 Operations Research Scientists, and 13 in other fields.



### **Diversity of Projects**

- Our group works on MANY diverse projects, including –
  - Insider Threat
  - Chemometrics
  - Epidemiology
  - VSP (Visual Sample Plan)
  - POW clavicle identification
  - RPMP (Portal Monitoring)
  - **.** . . .
  - Situational Awareness and Alerting





#### **The Aviation Problem and Needs**

- For many years, the aviation industry relied mainly on domain expertise to understand aviation safety.
- Gigabytes of data are now recorded daily.
  - On-board instrumentation records hundreds of variables for every flight (i.e. roll, pitch, airspeed, engine temperature, etc).
  - Thousands of flights daily.
- Aviation experts are in need of sophisticated, userfriendly software to rapidly and effectively drill into the data to find insight into possible safety issues.

### **Morning Report**

The Morning Report was developed to help the aviation industry use mathematical methods to look at thousands of flights a day.

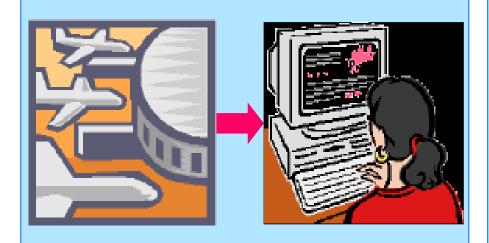
#### These analyses focused on -

- Typical patterns, that characterize >99% of the flights
- Atypical events, that are worthy of individual inspection



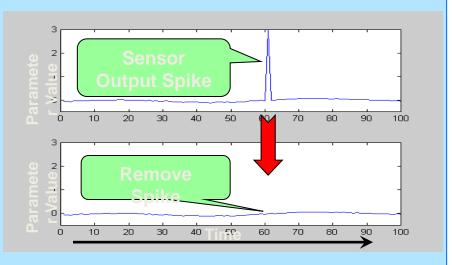


## Step 1: Download Data



- Download daily or weekly
- From tapes, disks, or solid state devices
- Use commercially available playback software
- Insert data into commercially vended database

### Step 2: Check the Data Quality



- Apply knowledge-based filters
- Identify "bad" data
- Remove the "bad" data
- Inform user of QA problems

## Step 3: Conduct Pre-defined Exceedance Checks

- Airline experts define specific data comparisons to be made at specific routine events
  - Are the gear down while altitude is above 18,000 ft?
  - Are the flaps extended while airspeed is greater than 300 knots?
  - Etc.

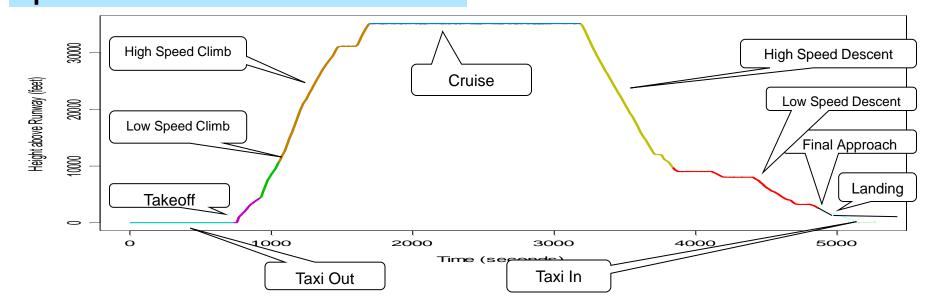
7	Time (secs)	Param 1	Param 2	 Param P	Routine Events
	1	103.40	1	277.40	Start Takeoff
	2	103.70	1	266.30	
	126	104.49	1	267.31	
Г	127	104.98	1	268.19	
	120	100.10		200.10	
	129	105.45	0	269.12	Gear Up
	131	106.39	0	269.78	
			:	 	
	4021	106.82	0	270.71	
	4022	107.33	0	270.78	
	4023	107.89	0	270.85	10000 ft AFE
	4024	108.40	0	271.14	
	4025	108.53	0	271.53	
	4026	109.38	0	272.03	
Г				 	
	N	110.68	0	273.70	Touchdown

This requires that we <u>envision</u> the potential problems before they occur.

## **Step 4: Structure the Data**

- Data are parsed into flight segments
- Flight Segments based on Event Markers, e.g.
  - Gear-up
  - Cross outer-marker
  - Descent through 1000 ft AFE
- Customizable to each air carrier phase definitions

	I	_		E ( Mada)	A O D DI
Time (secs)	Param 1	Param 2	 Param P	Event Marker	ACR Phase
151				_	
152	103.40	1	277.40	Rotate	Takeoff
153	103.70	1	103.70		
335	105.13	1	105.13		
336	105.45	0	105.45	Gear Up	
337	105.73	0	105.73		
			 		climb
1225	106.82	0	106.82		
1226	107.89	0	107.89	10000 ft AFE	
1227	108.10	0	108.07		
3236	108.51	0	109.04		
3237	109.33	0	109.12	Max Altitude	Cruise
3238	110.25	0	109.74		
6259	109.04	0	108.60		
6260	109.85	0	109.57	10000 ft AFE	
6261	109.87	0	110.39		
			 		Approach
6673	110.70	0	110.53		
6674	111.19	0	110.68	Gear Down	
6675	111.90	1	111.29		
7786	112.13	1	112.10		Landing
7787	112.91	1	112.43	Touchdown	
7788	113.63	1	112.90		



### Step 5: Create Derived Parameters to Capture Physics Based Insights

- Aircraft heading with respect to runway
- Aircraft location with respect to runway
- Derived Energy Parameters
  - Total energy
  - Kinetic energy
- Others

#### Step 6: Calculate Preliminary Flight Parameter Signatures

- Continuous Variable
  - Air speed, roll, altitude, vibration, etc.
- Discrete Variables
  - Gear position, autopilot mode, reversers status, etc.
- Data Compression Signature
  - Lossy compression for continuous variables
  - Lossless compression for discrete variables

**Step 7: Store the Signatures into the Database** 

### **Analysis**

- ► The previous steps (Steps 1-7) are performed once for each flight.
- ► After many flights are collected, Steps 8-11 compare the flights to each other and identify
  - Typical patterns
  - Atypical events
- ► The relevant information is shared with the user.

## **Step 8: Select the Data**

- Select a subset of data:
  - Aircraft type
  - Airports
  - Flight Phase
  - Time Frames
  - Other Parameters

Time (secs)	Param 1	Param 2	 Param P	Event Marker
1	103.40	1	277.40	Start Takeoff
2	103.70	1	266.30	
126	104.49	1	267.31	
127	104.98	1	268.19	
129	105.45	0	269.12	Gear Up
130	105.73	0	269.73	
131	106.39	0	269.78	
4021	106.82	0	270.71	
4022	107.33	0	270.78	
4023	107.89	0	270.85	10000 ft AFE
4025	108.53	0	271.53	
4026	109.38	0	272.03	
N	110.68	0	273.70	Touchdown

	1_		1	
Time (secs)	Param 1	Param 2	 Param P	Event Marker
129	105.45	0	269.12	Gear Up
130	105.73	0	269.73	
131	106.39	0	269.78	
4021	106.82	0	270.71	
4022	107.33	0	270.78	
4023	107.89	0	270.85	10000 ft AFE

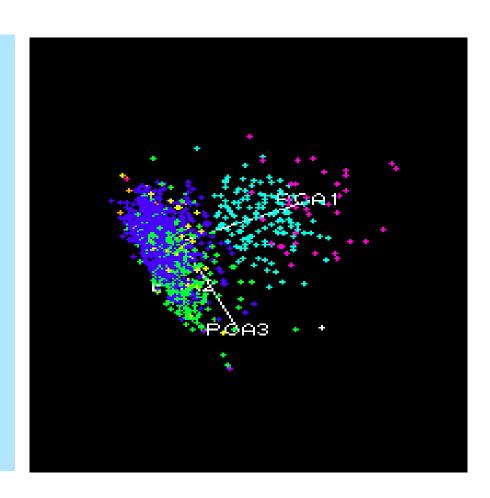
## Step 9: Transform the Signatures

► Transform and summarize the signature from the desired subset of data.

П	Time (secs)	Param 1	Param 2		Param P	Event Marker	ACR Phase
	151	I aram i	I alam 2		I didili i	Event Marker	AORTHUSC
	152	103.40		1	277.40	Rotate	Takeoff
	153	103.70		1	103.70	Rotato	Takcon
				·			
	335	105.13		1	105.13		
	336	105.45		0	105.45	Gear Up	
	337	105.73		0	105.73		
							climb
	1225	106.82		0	106.82		
	1226	107.89		0	107.89	10000 ft AFE	
	1227	108.10		0	108.07		
	3236	108.51		0	109.04		
	3237	109.33		0	109.12	Max Altitude	Cruise
	3238	110.25			109.74		
			_/	<u>/</u>			
	6259	109.04	_	0	108.60		
	6260	100		0	109.57		
	6264			0	110.39		
	o a : thee	o fliabt	)				Approach
	e.g.; thes	_	-	0	110.53		
١	gments co	ombine	to	0	110.68		
	•			1	111.29		
	n the "Cru	ise" ph	ase				Londina
				1	112.10		Landing
		)	1	112.43 112.90	rouchdown		
					112.90	l .	

## Step 10: Cluster the Transformed Signatures

- Typical patterns
  - Clusters of similar flights
  - Summarized in plain English
- Atypical flights
  - Singletons, clusters of 1 or 2
  - Summarized in plain English
- Performed for each userdefined and selected flight phase



## Step 11: Find the Atypical Flights

- Atypical flights are defined to be -
  - Singletons
  - Very small clusters (atypical clusters)
- Differs from classic exceedance analysis which look for parameter values outside of <u>pre-defined</u> ranges within a flight phase
- Can be the impetus for further investigation

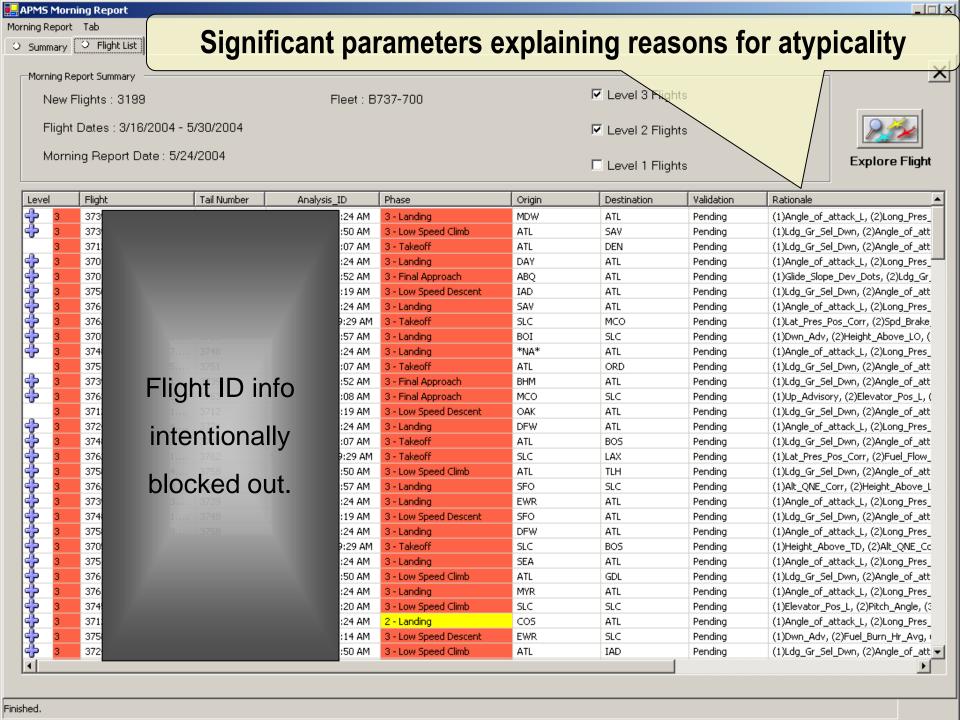
Finds the unenvisioned!!

End-users don't have to know what they are looking for !!

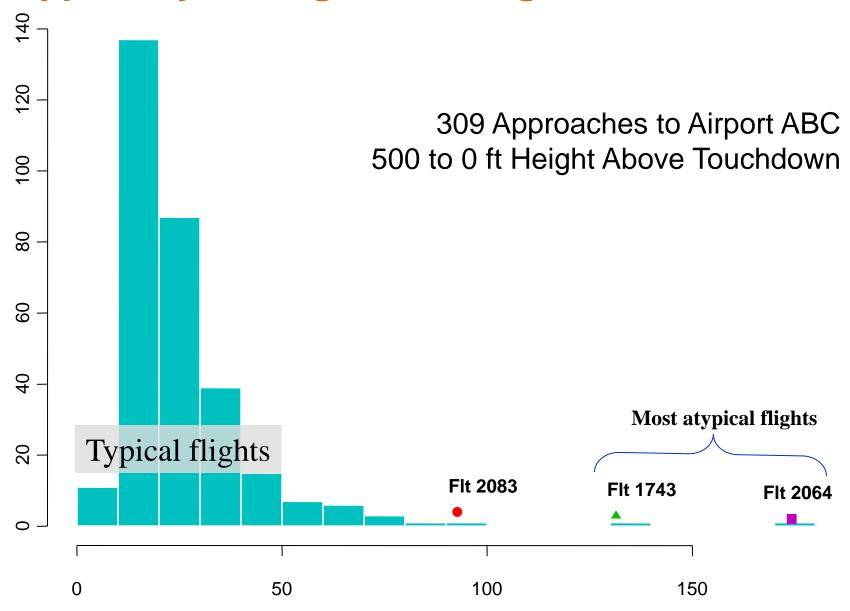
## Step 12: Present the Findings

- New flights processed overnight
- Analysis processing occurs overnight
- Morning report is ready by 7 am every morning
- Identifies most atypical flights
  - Excludes flights previously reviewed and dispositioned
  - **■** Enables drill down to flight details
  - Allows capture images in Microsoft PowerPoint files for communication ease

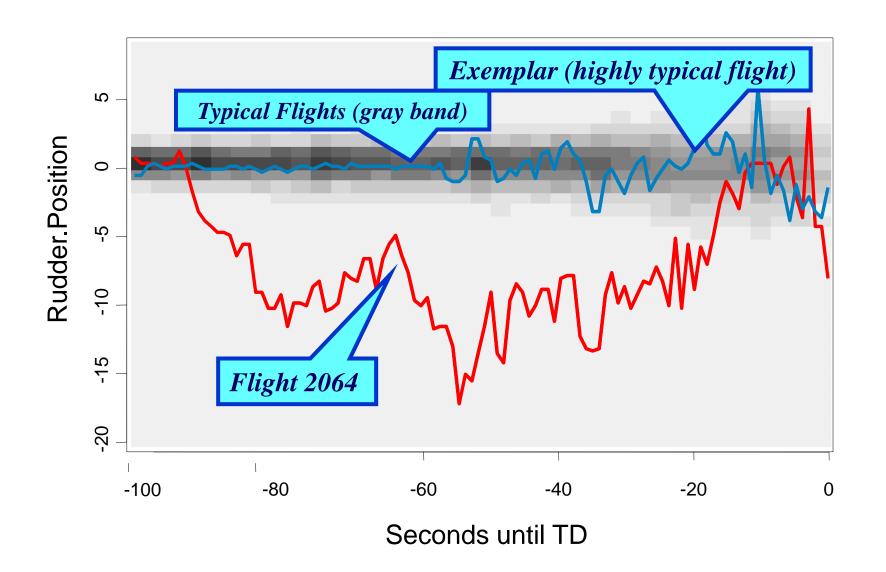




### **Atypicality Histogram of Flights**

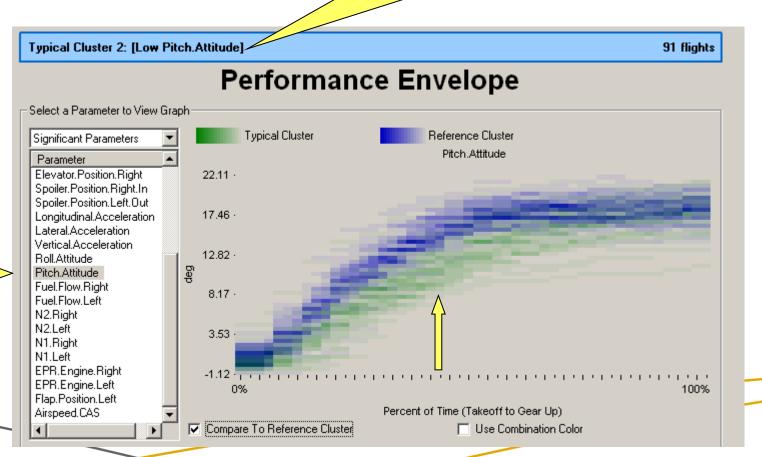


### What made Flight 2064 Atypical?



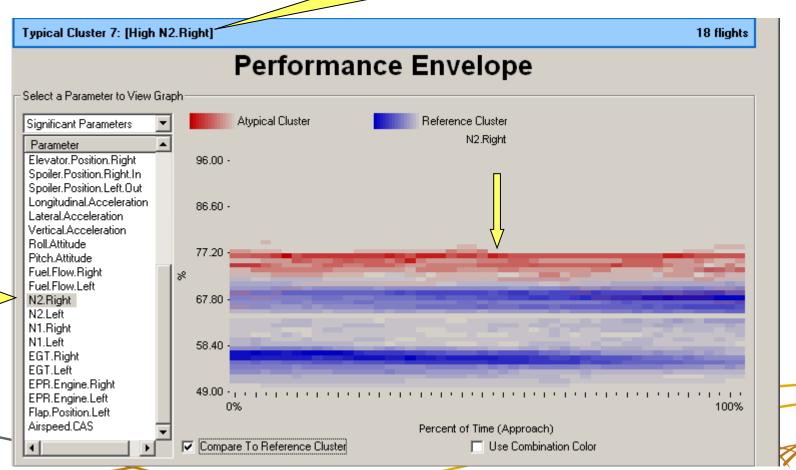
#### **Cluster Comparison**

#### **Automated cluster label**



#### **Atypical Cluster Performance Envelope**

#### **Automated cluster label**



### **Storymeister Example**

- Cluster 8 contains 18 flights. It has highly unusual values in the engine parameter set during the 5000 ft to 2500 ft approach phase. It also has moderately unusual values in the flight controls parameter set during this phase.
- Cluster 8 has extremely large N1.Left (mean value of 96 PCT) and N1.Right (mean value of 97.1 PCT) values during the 5000 ft to 2500 ft approach phase. It also has unusually low flap.position.left (mean value of 3 degrees) values and extremely high noise in Airspeed.CAS (mean noise of 1.5 knots). The Rudder.Position rate of change was moderately high (mean rate of change of 0.25 degrees).

### **How Does This Apply to Other Domains?**

- Aviation has many flights with each flight containing many variables being recorded over time. Industry is interested in atypical events and typical patterns.
- Many other domains have many variables being recorded over time. Examples include air traffic control, cyber security, finance, weather, and the electric power grid.
- The following slides show a few examples of how this has been applied to weather and power grid data.

#### Changes to the Morning Report System to Accommodate Other Domains

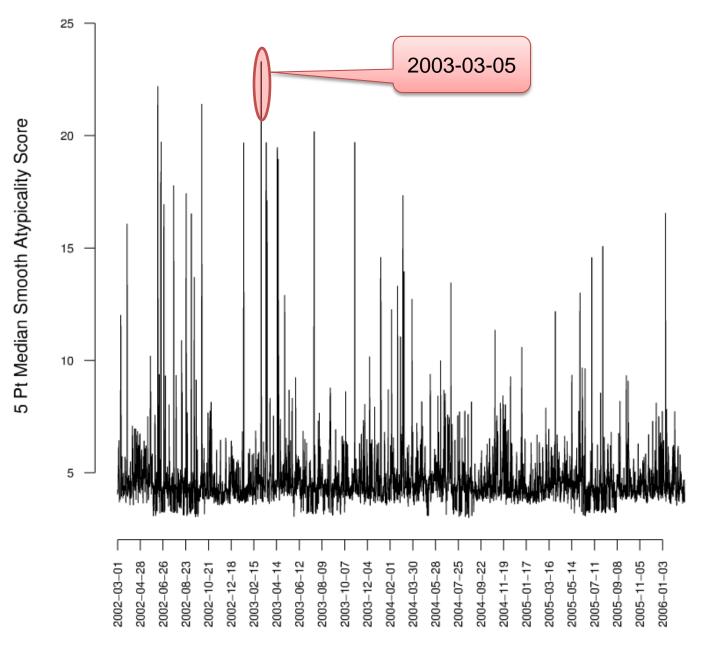
- Focus on time-related events (a little different than aircraft).
- Output converted to html web pages, so that most output can now be viewed in a simple web browser.
- ► All coding done in R.



#### **Weather Data Analyses**

- Two different data streams included in the analyses.
  - Stream 1 has a few thousand variables measured every hour for about 10 years.
  - Stream 2 has a few thousand variables measured every minute for 3 years.

### 2002-03-01 to 2006-02-28



#### 2003-01-01 to 2003-03-31

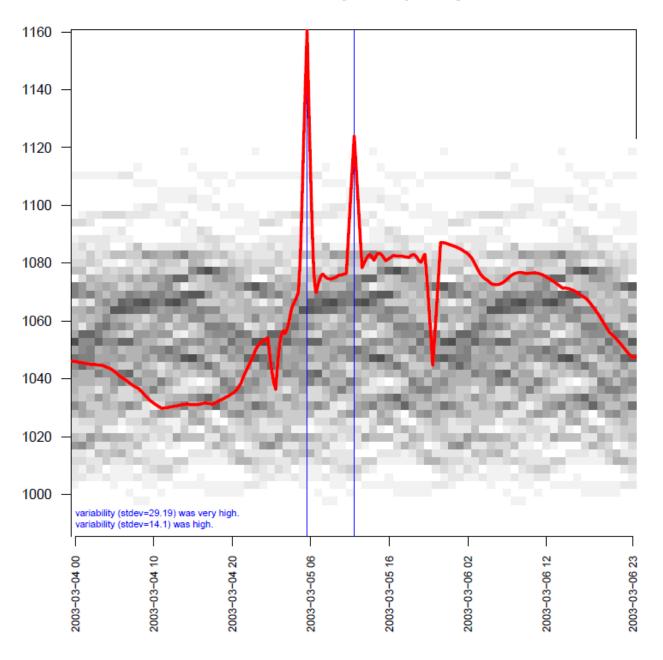
cld\_reliq.std.1 variability (stdev=1.303) was very high. cld\_lwp.std.1 variability (stdev=10.82) was very

Atypicality Report (Sorted by Global Atypicality Score)

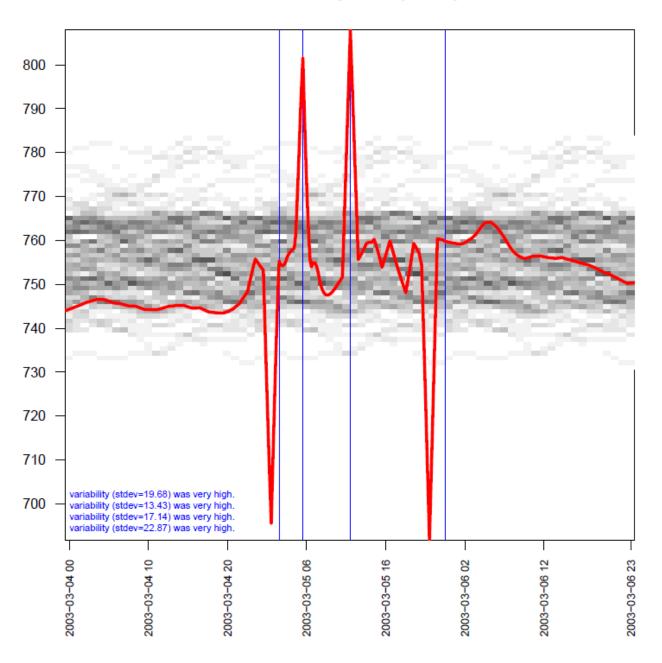
picality Re	port (	Sorted b	y Global Atypicality Score)	
	GAS	Cluster#	Values Rationale	Slope Rationale
2003-03-05	9.70	63.00	pressure.std.1 variability (stdev=3.442) was very high. airdensity.std.5 variability (stdev=2.094) was very high. airdensity.std.4 variability (stdev=2.1) was very high. pressure.std.2 variability (stdev=1.249) was very high. airdensity.std.1 variability (stdev=4.631) was very high. airdensity.mean.2 variability (stdev=19.68) was very high. pressure.mean.5 mean (mean=61.31) was very low. v_nwp_p.std.1 mean (mean=9.516) was very high. pressure.mean.2 mean (mean=543.4) was very low. pressure.mean.4 mean (mean=157.1) was very low. pressure.std.5 mean (mean=20.37) was very low. pressure.mean.3 mean (mean=312.5) was very low. airdensity.mean.3 mean (mean=46.8) was very low. airdensity.std.2 variability (stdev=2.728) was very high. pressure.std.3 mean (mean=55.18) was very low. airdensity.mean.5 mean (mean=100.8) was very low. cld_frac.std.1 mean (mean=46.38) was high. cld_reliq.std.1 mean (mean=2.678) was high. pressure.mean.1 mean (mean=822.8) was low. airdensity.mean.4 mean (mean=250.2) was low.	airdensity.mean.1 slope variability (stdev=0.2762) was very high. temperature.mean.1 slope variability (stdev=0.05126) was very high. cld_dgeice.mean.1 slope mean (mean=0.09512) was very high. T_sfc slope variability (stdev=0.9033) was very high. p_sfc slope mean (mean=1.546) was high. watervapor_mr.std.1 slope mean (mean=-4.211e-06) was low. stdev_lwup slope mean (mean=-1.33) was low. wdir_sfc slope variability (stdev=25.11) was high. temperature.mean.2 slope variability (stdev=0.04004) was high. stdev_swdn slope variability (stdev=13.14) was high. T_nwp_p.mean.1 slope mean (mean=-1.048) was low. T_nwp_p.std.1 slope variability (stdev=0.2154) was high. cld_mid slope variability (stdev=8.391) was high. aerosol_ext_500.mean.2 slope mean (mean=-3.379e-05) was low. cld_reliq.mean.1 slope variability (stdev=0.1218) was high. temperature.std.2 slope variability (stdev=0.007794) was high. omega_nwp_p.std.1 slope mean (mean=-0.06577) was low. stdev_swup slope variability (stdev=2.949) was high. stdev_swdif slope mean (mean=-9.622) was low.
2003-03-05 15:00:00	9.30	88.00	pressure.std.1 variability (stdev=4.291) was very high. pressure.std.3 variability (stdev=1.413) was very high. airdensity.std.1 variability (stdev=4.647) was very high. cld_thick variability (stdev=1.102) was very high. cld_frac.std.3 variability (stdev=12.58) was very high. airdensity.std.3 variability (stdev=2.181) was very high. cld_dgeice.std.1 mean (mean=27.22) was high. cld_dgeice.mean.1 mean (mean=24.71) was high. cld_frac.mean.3 variability (stdev=14.91) was high. cld_tot variability (stdev=30.95) was high. cld_frac.std.1 mean (mean=41.88) was high. cld_reliq.std.1 mean (mean=2.41) was high.	pressure.std.2 slope mean (mean=-0.06119) was very low. pressure.mean.5 slope mean (mean=-0.08412) was very low. pressure.std.5 slope mean (mean=-0.02439) was very low. airdensity.mean.5 slope mean (mean=-0.1395) was very low. pressure.mean.4 slope mean (mean=-0.1541) was very low. pressure.mean.1 slope mean (mean=-0.1592) was very low. pressure.mean.2 slope mean (mean=-0.1891) was very low. airdensity.std.5 slope mean (mean=-0.03939) was very low. airdensity.mean.4 slope mean (mean=-0.2424) was very low. pressure.mean.3 slope mean (mean=-0.1151) was very low. airdensity.std.2 slope mean (mean=-0.07682) was very low. pressure.std.4 slope mean (mean=-0.007687) was very low. airdensity.mean.3 slope mean (mean=-0.1682) was very low. airdensity.mean.2 slope mean (mean=-0.2551) was very low. airdensity.std.4 slope variability (stdev=0.02119) was high. rh_nwp_p.mean.1 slope variability (stdev=1.801) was high. temperature.std.5 slope variability (stdev=0.007362) was high. temperature.mean.5 slope variability (stdev=0.01235) was high. cld_top slope mean (mean=2.402) was high. lw_net_TOA slope mean (mean=-10.57) was low.
2003-03-18 00:00:00	18.79	84.00	watervapor_mr.mean.1 variability (stdev=0.00236) was very high. temperature.mean.4 variability (stdev=6.453) was very high. watervapor_mr.mean.2 variability (stdev=0.0008035) was very high. temperature.mean.3 variability (stdev=7.672) was very high. temperature.mean.2 variability (stdev=9.162) was very high. temperature.mean.1 variability (stdev=9.526) was very high. watervapor_rh.std.3 variability (stdev=12.16) was very high. watervapor_mr.mean.5 mean (mean=2.657e-05) was very high. stdev_lwp variability (stdev=98.01) was very high. watervapor_mr.mean.3 variability (stdev=8.288e-05) was very high. watervapor_mr.std.4 variability (stdev=4.27e-06) was very high. aerosol_g_500.mean.3 mean (mean=0.6487) was very high.	watervapor_rh.mean.5 slope mean (mean=-0.4544) was very low. watervapor_rh.mean.4 slope mean (mean=-0.4964) was very low. airdensity.mean.3 slope mean (mean=-0.3045) was very low. airdensity.std.4 slope mean (mean=-0.04578) was very low. airdensity.mean.2 slope mean (mean=-0.5141) was very low. airdensity.mean.1 slope mean (mean=-0.6978) was very low. airdensity.mean.4 slope mean (mean=-0.1479) was very low. watervapor_mr.std.1 slope mean (mean=-8.086e-06) was very low. stdev_swdn slope mean (mean=-45.34) was very low. airdensity.std.3 slope mean (mean=-0.06688) was very low. watervapor_rh.mean.3 slope mean (mean=-0.3191) was very low. stdev_swdir slope mean (mean=-40.39) was very low. stdev_swup slope mean (mean=-10.71) was very low. stdev_swup slope mean (mean=-2.248) was very low. stdev_swup slope mean (mean=-2.248) was

very low, cld lwp.mean. 1 slope variability (stdev=1,494) was very high, airdensity.std.2 slope mean

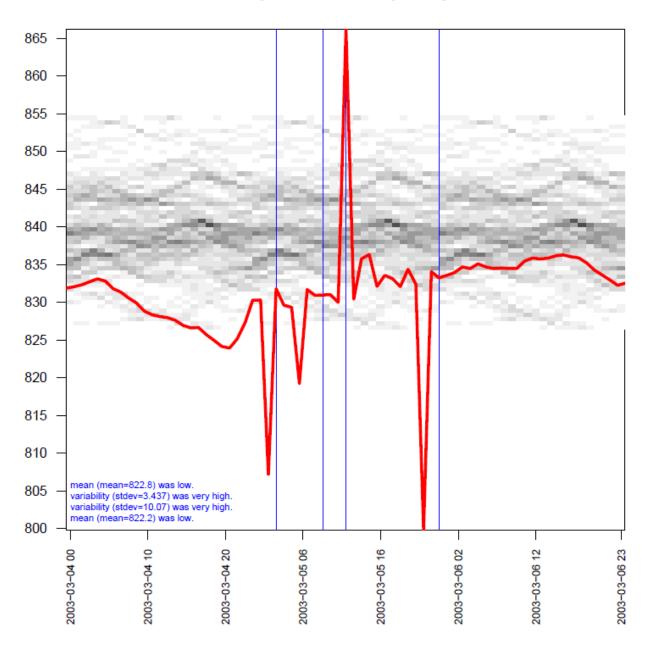
#### Mean airdensity in SuperLayer 1



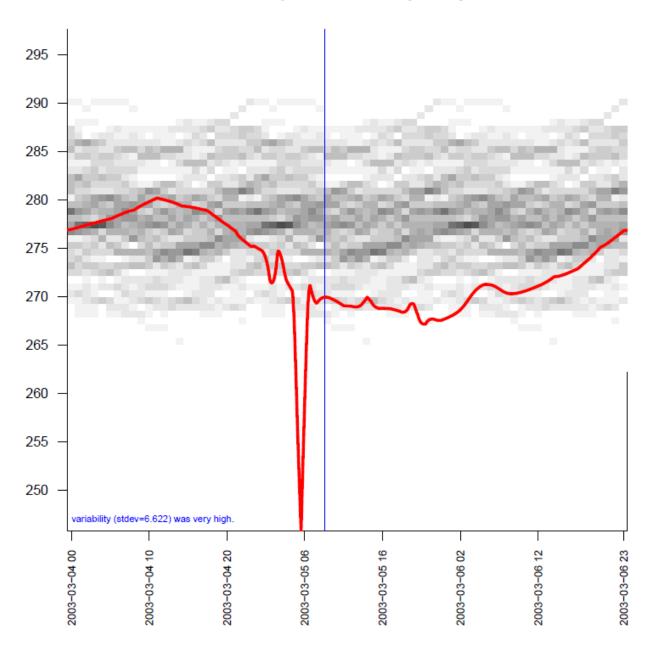
#### Mean airdensity in SuperLayer 2



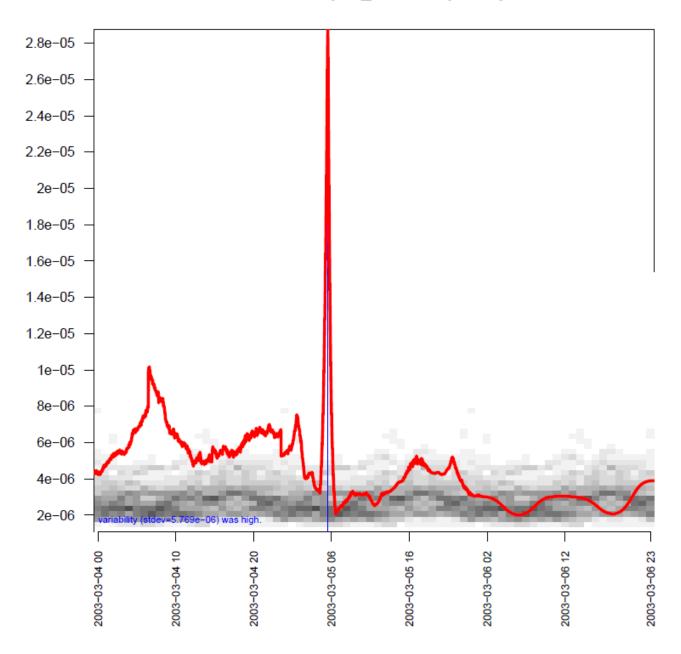
#### Mean pressure in SuperLayer 1



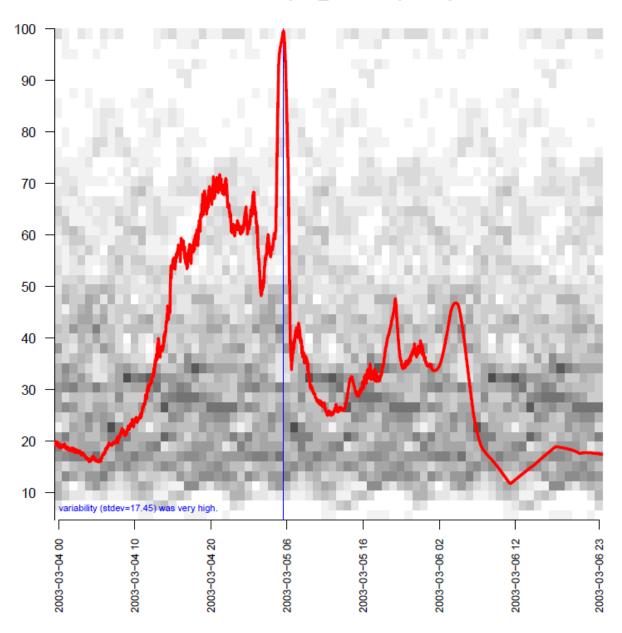
#### Mean temperature in SuperLayer 1

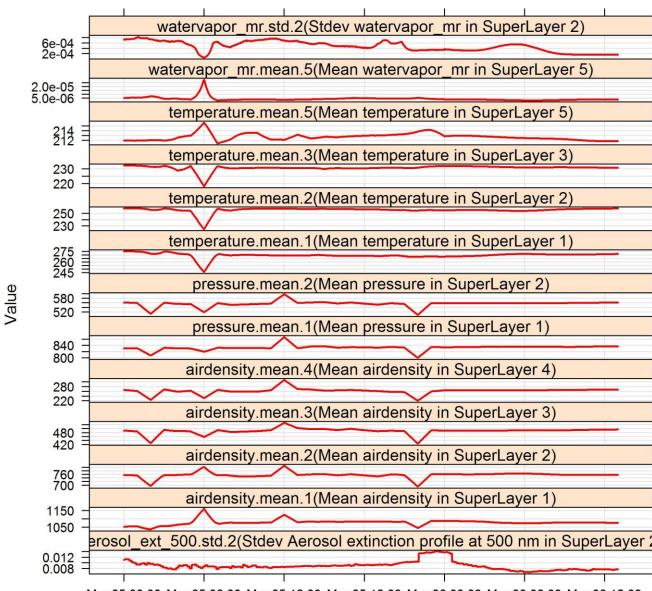


#### Mean watervapor\_mr in SuperLayer 5

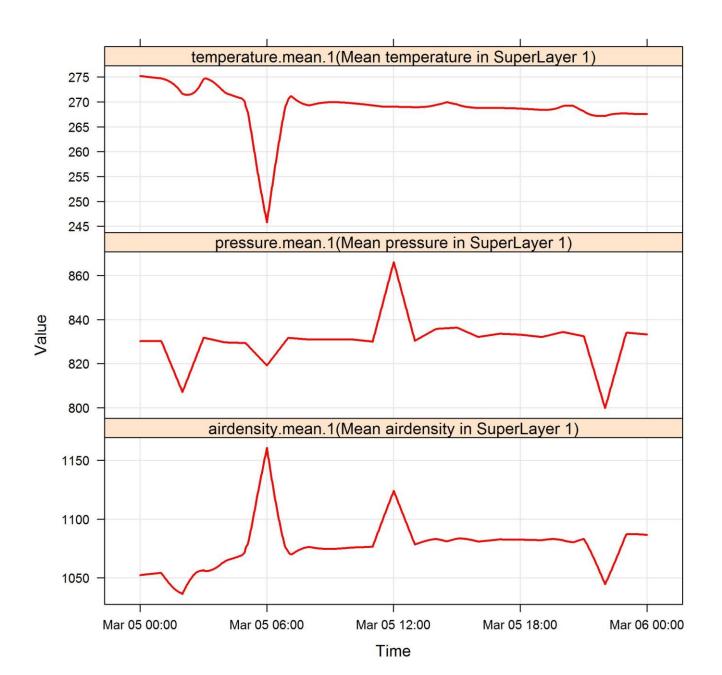


#### Mean watervapor\_rh in SuperLayer 2

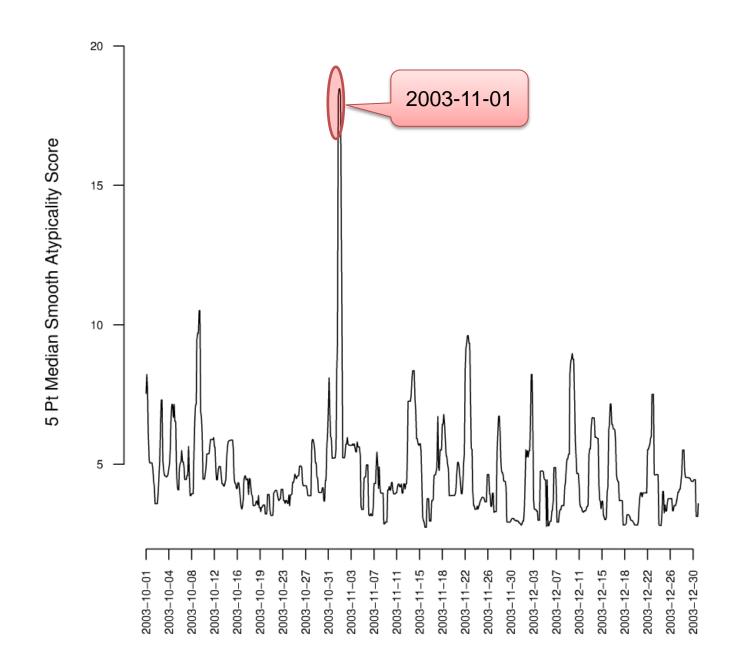




Mar 05 00:00 Mar 05 06:00 Mar 05 12:00 Mar 05 18:00 Mar 06 00:00 Mar 06 06:00 Mar 06 12:00



### 2003-10-01 to 2003-12-31

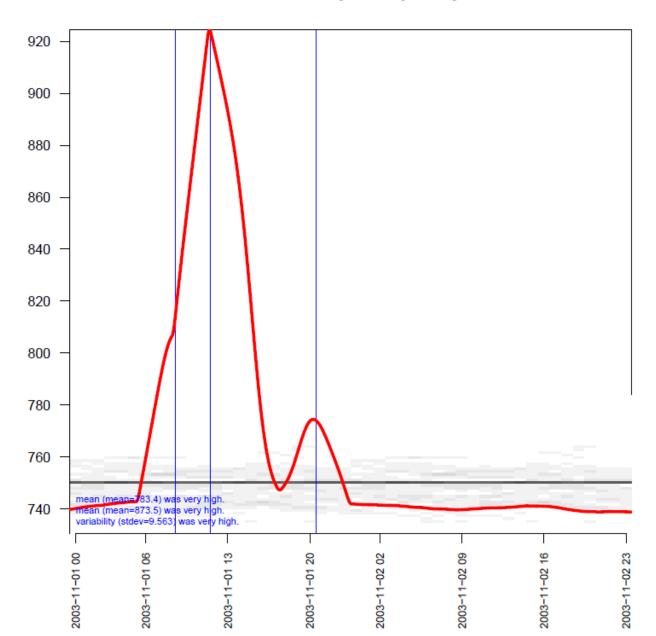


### 2003-10-01 to 2003-12-31

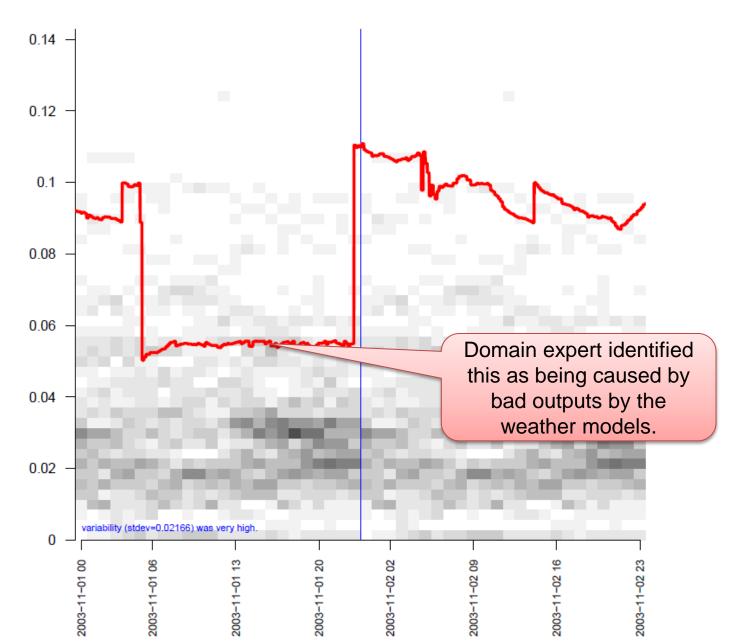
Atypicality Report (Sorted by Global Atypicality Score)

	GAS	Cluster#	Values Rationale	Slope Rationale
2003-11-01 18:00:00	20.41	89.00	temperature.mean.3 variability (stdev=9.901) was very high. temperature.mean.2 variability (stdev=9.542) was very high. temperature.mean.1 variability (stdev=9.278) was very high. watervapor_mr.mean.1 variability (stdev=0.003138) was very high. temperature.std.4 variability (stdev=1.674) was very high. watervapor_mr.mean.4 variability (stdev=1.295e-05) was very high. watervapor_mr.std.4 variability (stdev=1.303e-05) was very high. temperature.mean.5 mean (mean=196.5) was very low. watervapor_rh.std.1 variability (stdev=6.196) was very high. temperature.mean.4 mean (mean=199.1) was very low. cld_reliq.std.1 mean (mean=3.493) was very high. watervapor_rh.std.2 variability (stdev=4.728) was high. cld_dgeice.mean.4 variability (stdev=3.588) was high. watervapor_rh.mean.1 mean (mean=97.1) was high. watervapor_rh.std.4 variability (stdev=2.738) was high. watervapor_mr.mean.2 variability (stdev=2.738) was high. temperature.std.5 mean (mean=5.904) was high.	airdensity.mean.4 slope mean (mean=-0.2292) was very low. airdensity.mean.3 slope mean (mean=-0.401) was very low. airdensity.mean.5 slope mean (mean=-0.04399) was very low. watervapor_rh.mean.5 slope mean (mean=-0.2711) was very low. airdensity.mean.2 slope mean (mean=-0.5226) was very low. airdensity.std.4 slope mean (mean=-0.08265) was very low. airdensity.mean.1 slope mean (mean=-0.6624) was very low. watervapor_rh.std.5 slope mean (mean=-0.1514) was very low. watervapor_rh.mean.2 slope mean (mean=-0.4346) was very low. watervapor_rh.mean.4 slope mean (mean=-0.2387) was very low. temperature.std.2 slope variability (stdev=0.01017) was very ligh. airdensity.std.5 slope mean (mean=-0.01033) was very low. cld_dgeice.std.1 slope mean (mean=-0.1417) was very low. temperature.std.3 slope variability (stdev=0.007972) was very high. cld_dgeice.mean.1 slope mean (mean=-0.1343) was very low. watervapor_rh.mean.3 slope mean (mean=-0.3147) was very low. airdensity.std.2 slope mean (mean=-0.03818) was very low. airdensity.std.3 slope mean (mean=-0.02787) was very low. cld_iwp.std.4 slope mean (mean=-0.001321) was very low. temperature.std.1 slope mean (mean=-0.01115) was very low.
2003–10–09 12:00:00	19.31	96.00	cld_lwp.std.1 mean (mean=27.39) was very high. cld_reliq.std.1 variability (stdev=2.209) was very high. temperature.std.4 variability (stdev=0.5971) was very high. watervapor_mr.mean.1 mean (mean=0.01116) was high. watervapor_mr.std.2 mean (mean=0.001776) was high. cld_lwp.mean.1 variability (stdev=8.735) was high. watervapor_rh.mean.1 mean (mean=92.24) was high.	cld_lwp.std.3 slope mean (mean=-0.01284) was very low. cld_lwp.mean.3 slope mean (mean=-0.002278) was very low. cld_reliq.std.3 slope mean (mean=-0.007742) was very low. cld_iwp.mean.3 slope mean (mean=-0.09366) was very low. cld_iwp.std.3 slope mean (mean=-0.08683) was very low. cld_reliq.mean.2 slope mean (mean=-0.04169) was very low. cld_lwp.mean.2 slope mean (mean=-0.09878) was very low. cld_reliq.mean.3 slope mean (mean=-0.001422) was very low. watervapor_mr.mean.3 slope mean (mean=-3.375e-06) was very low. watervapor_mr.mean.2 slope mean (mean=-1.298e-05) was very low. watervapor_mr.std.4 slope mean (mean=-2.235e-07) was very low. cld_lwp.std.2 slope mean (mean=-0.08157) was very low. cld_reliq.std.2 slope mean (mean=-0.01961) was very low. watervapor_mr.mean.4 slope mean (mean=-1.416e-07) was very low. watervapor_mr.std.3 slope mean (mean=-1.951e-06) was very low. watervapor_rh.mean.3 slope mean (mean=-0.2592) was very low. cld_iwp.std.2 slope mean (mean=-0.06593) was very low. watervapor_rh.mean.2 slope mean (mean=-0.2515) was very low. cld_dgeice.mean.2 slope mean (mean=-0.2021) was very low. cld_dgeice.mean.3 slope mean (mean=-0.2067) was very low.
			watervapor_rh.mean.5 mean (mean=80.66) was very high. watervapor_mr.std.5 mean (mean=1.678e-05) was very high. airdensity.mean.3 mean (mean=576.2) was very high. airdensity.mean.2 mean (mean=873.5) was very high.	

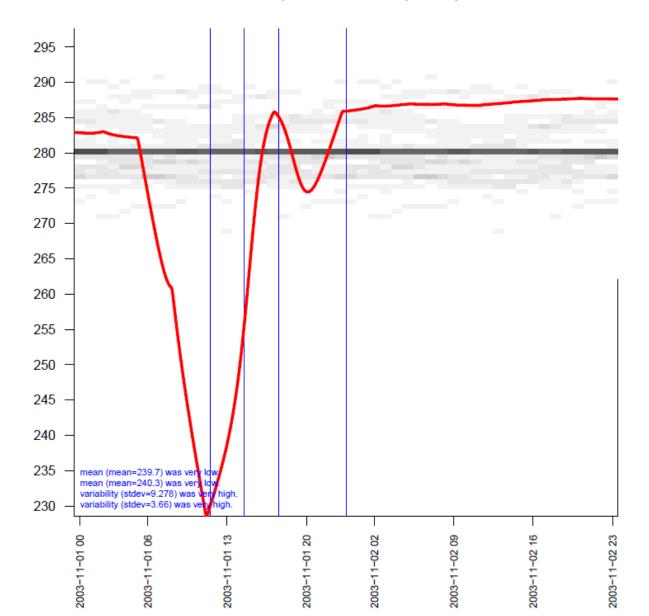
### Mean airdensity in SuperLayer 2



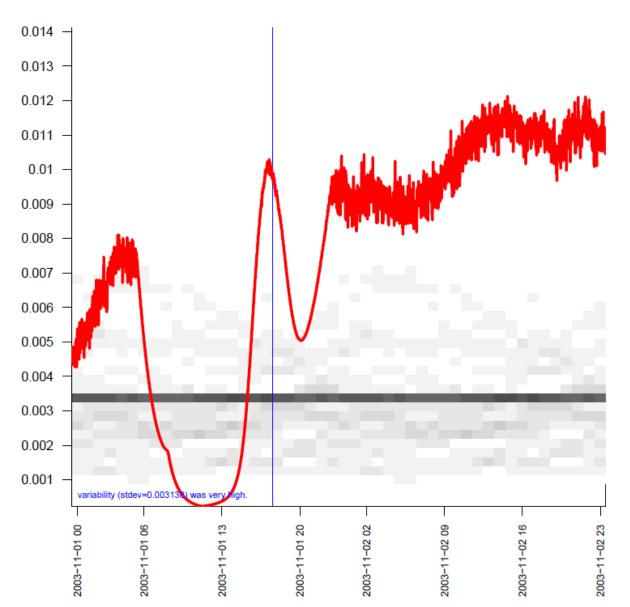
#### Mean Aerosol extinction profile at 500 nm in SuperLayer 1



### Mean temperature in SuperLayer 1



### Mean watervapor\_mr in SuperLayer 1

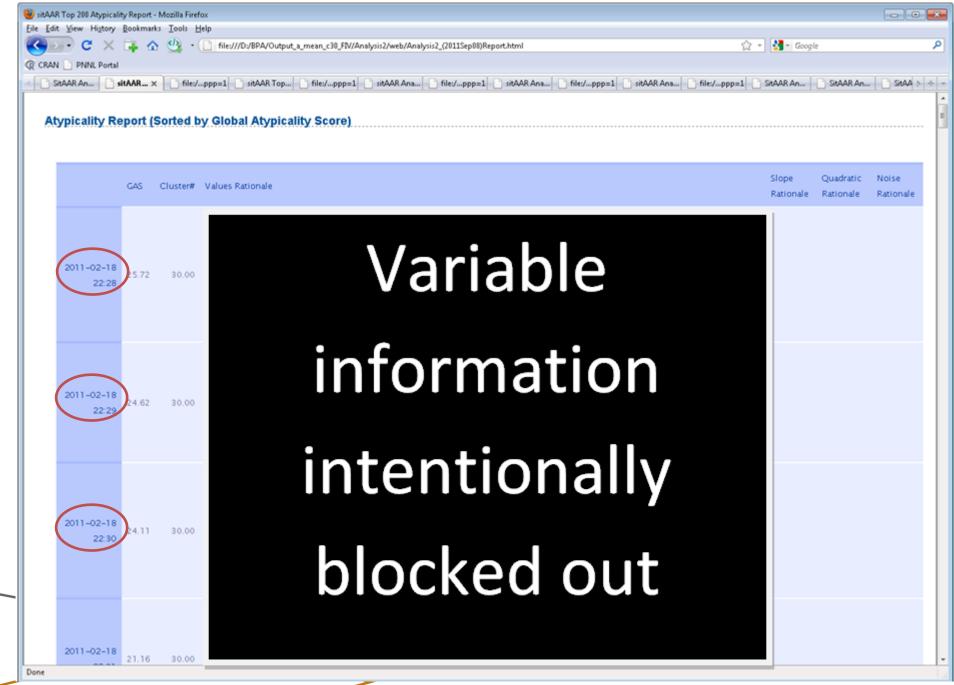


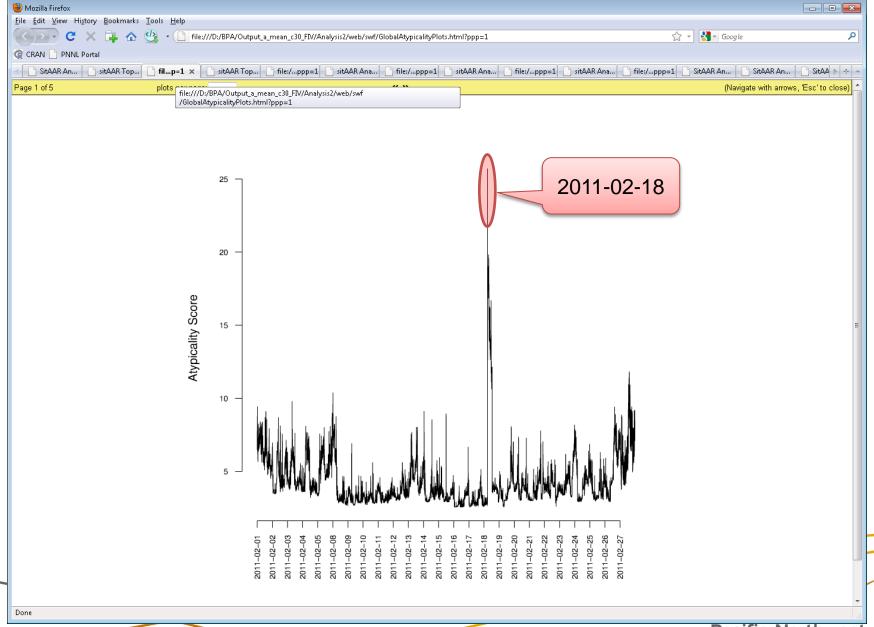
## **Weather Conclusions**

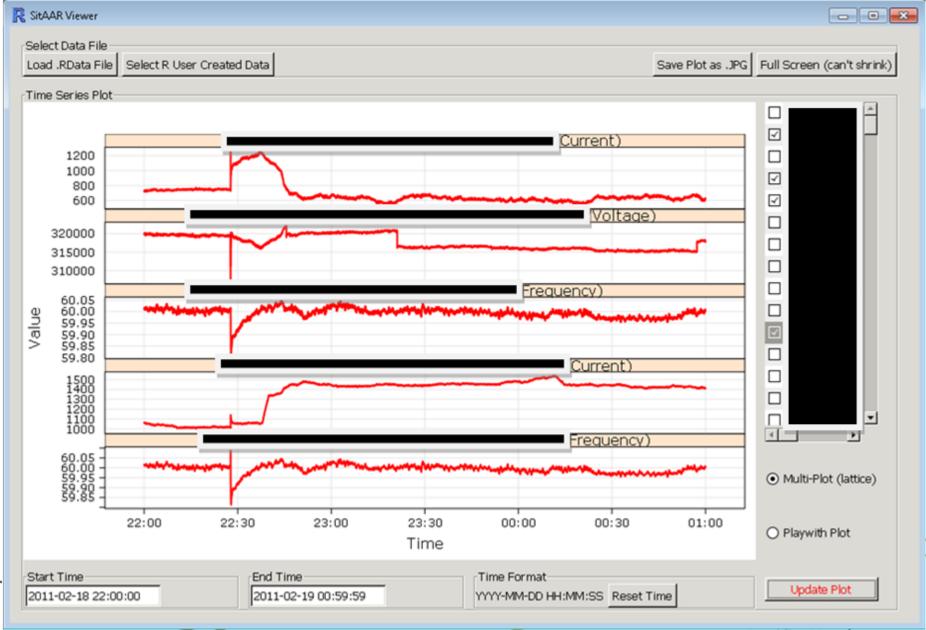
- It's hard to analyze weather data with only a few years of data. More data will better define the patterns.
- Some of the identified atypical events could have been detected by walking outside (i.e. storm front coming).
- Some of the identified atypical events are issues in the data, or in the output of the models. This process is very good at finding bad data.

## **Power Grid Data**

- Six months of PMU data was analyzed. The data consists of hundreds of variables recorded 30 times a second.
- Variables are related to frequency, current, and voltage and are taken from many locations.
- Variable names are blocked out due to nondisclosure agreements.

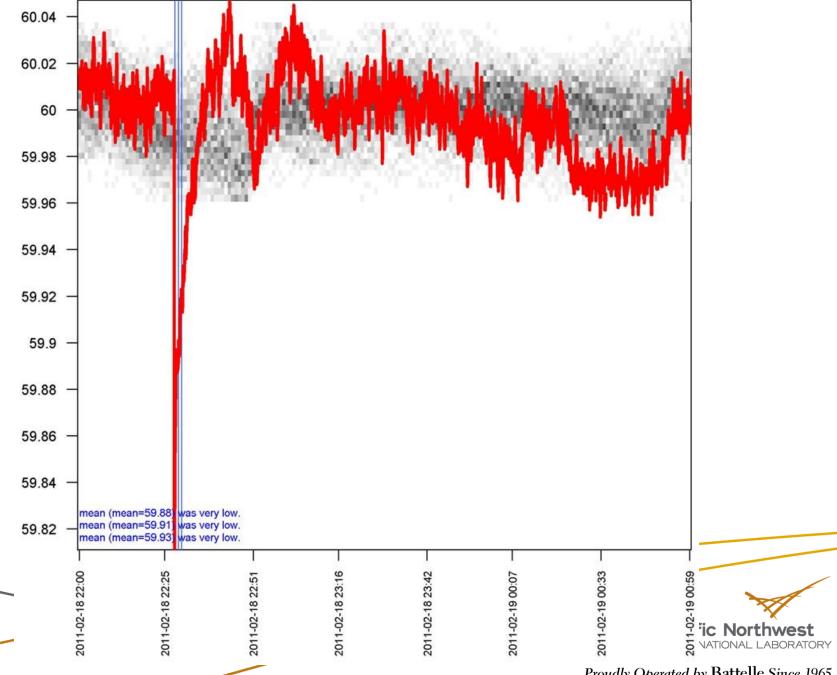


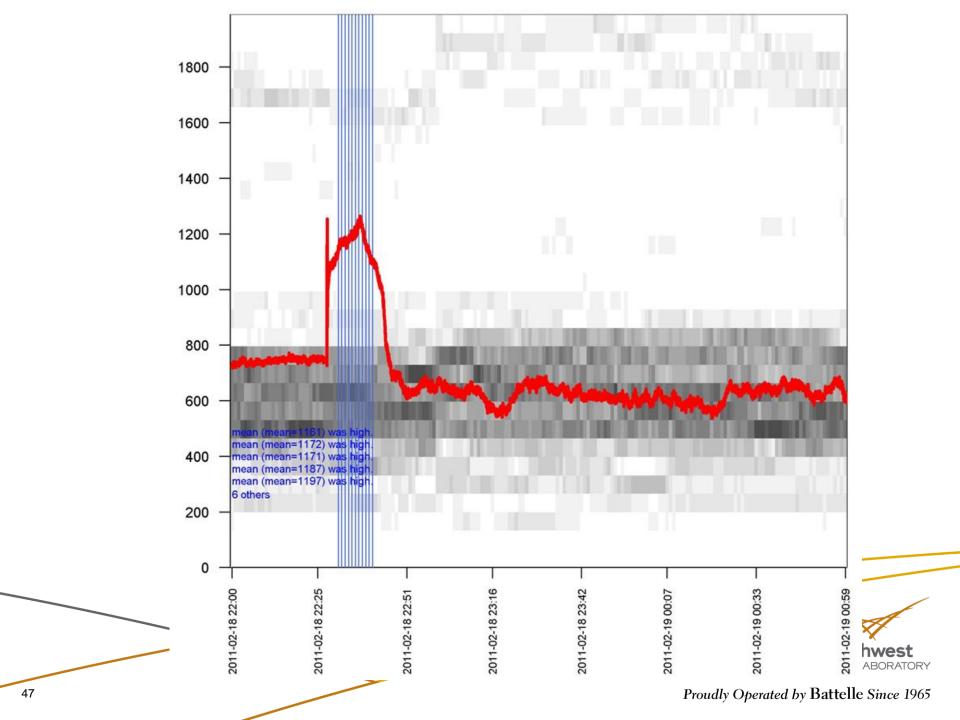


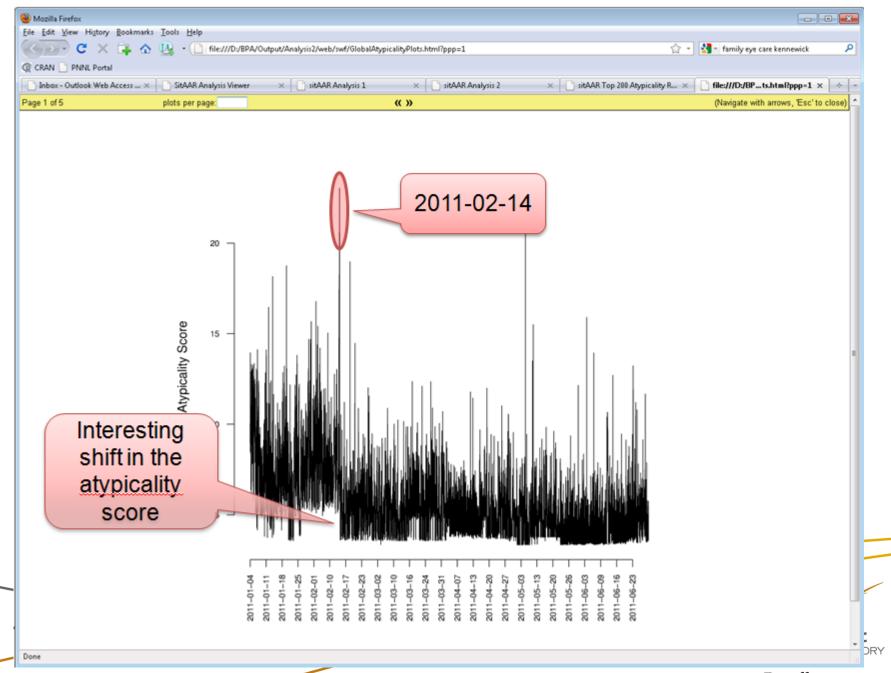


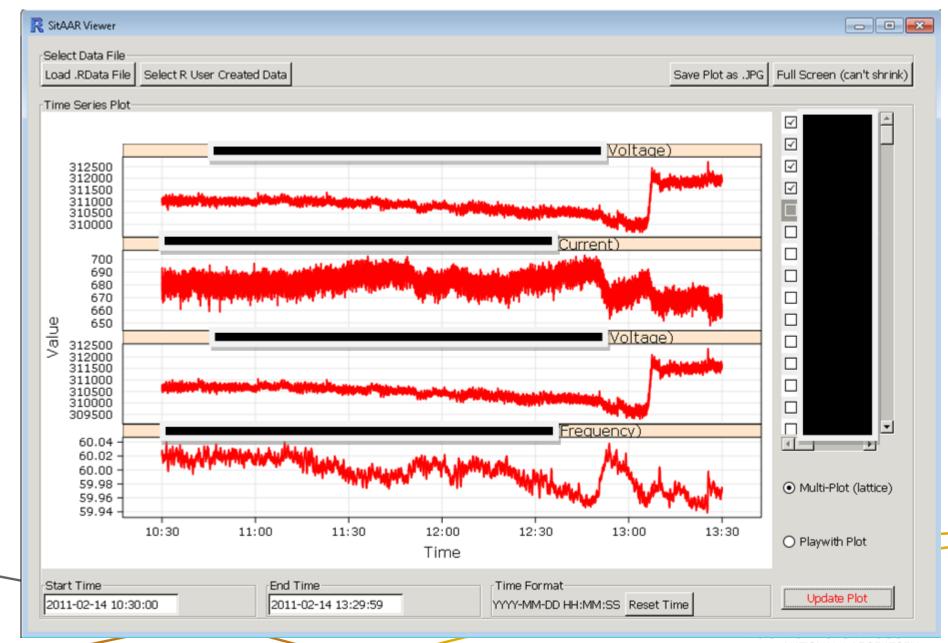
Pacific Northwest
NATIONAL LABORATORY

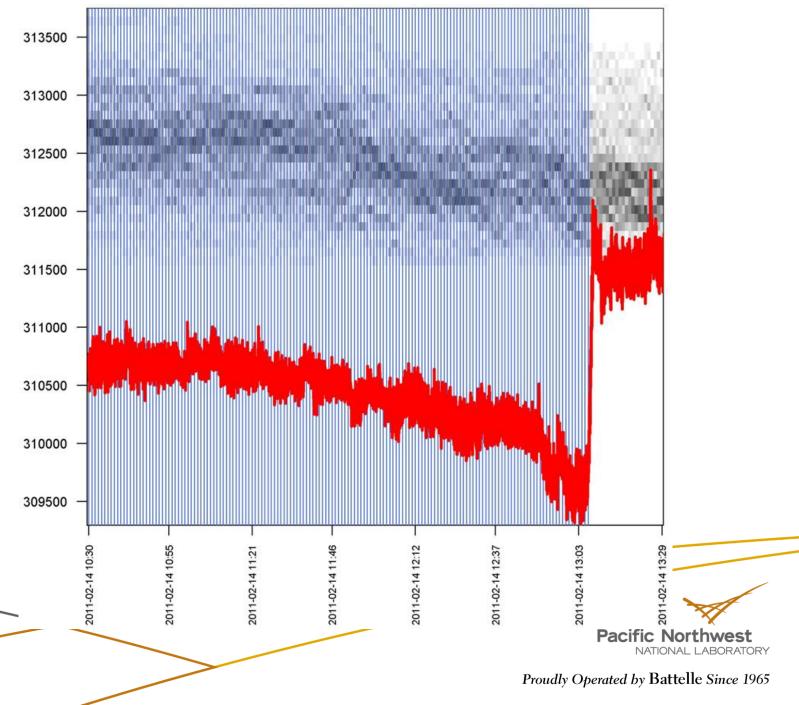
Proudly Operated by Battelle Since 1965

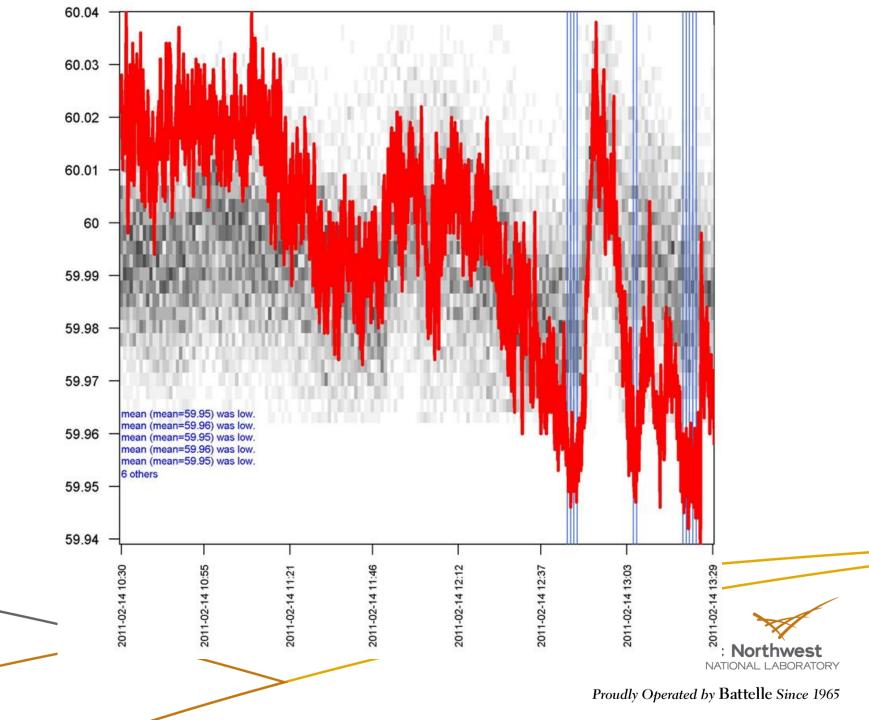












# Next Steps SitAAR (Situation Awareness Alerts in Real-time)

- We have demonstrated a reporting system which finds atypicalities and typical patterns. Next step is to convert this to a real-time process.
  - Process enough data within the domain to be able to establish typical patterns.
  - Use "active learning" to refine the patterns with domain input.
  - Convert to a classification system, using classification rules to identify the patterns.
  - Allow for the creation of new patterns, as they develop.
  - Add Shewhart and other control chart alerts.



## **Contact Information**

- Brett Amidan
  - b.amidan@pnl.gov
  - **509 375-3692**
- ▶ Tom Ferryman
  - tom.ferryman@pnl.gov
  - **509 375-3888**

