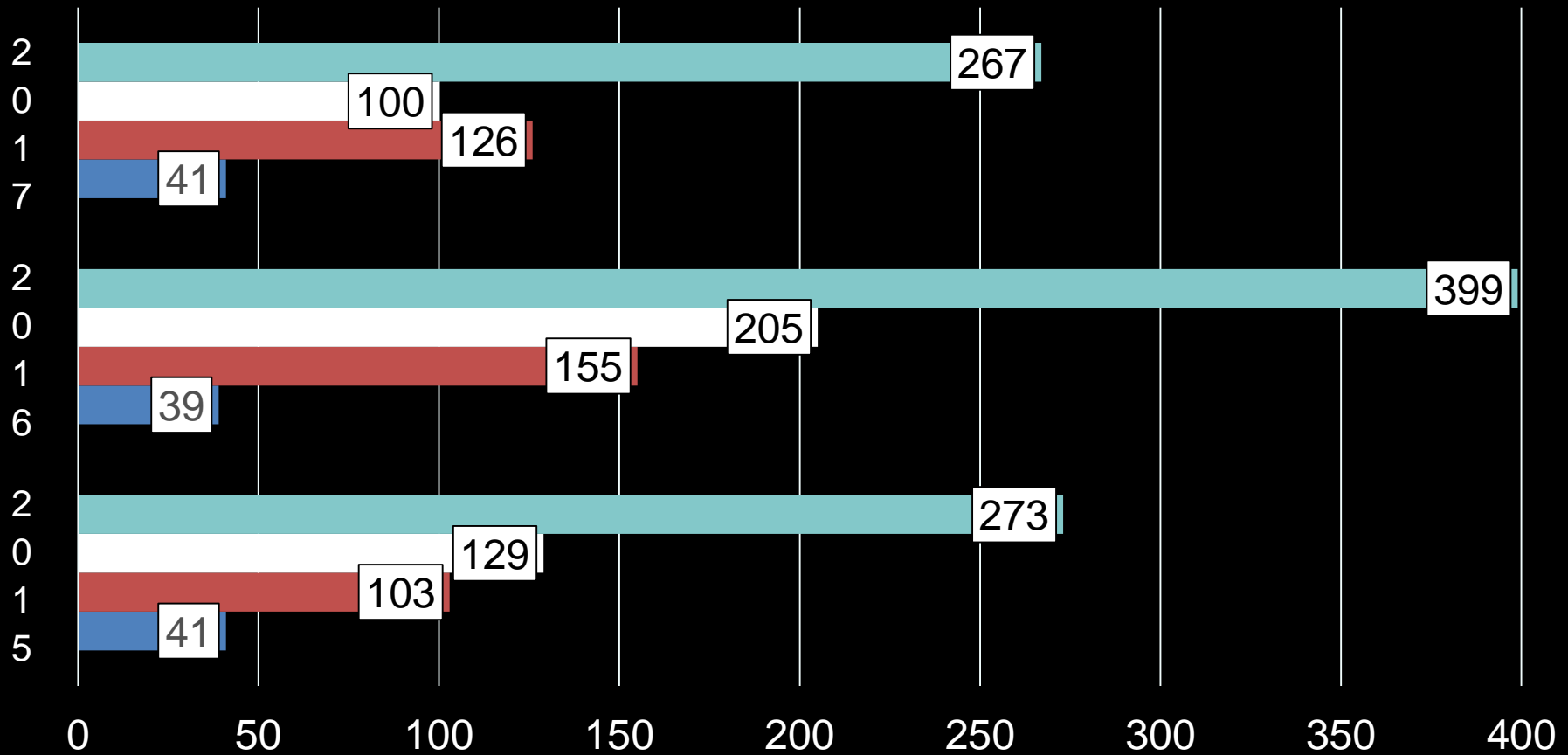


2017 Performance Measurements

TEXT TO 911



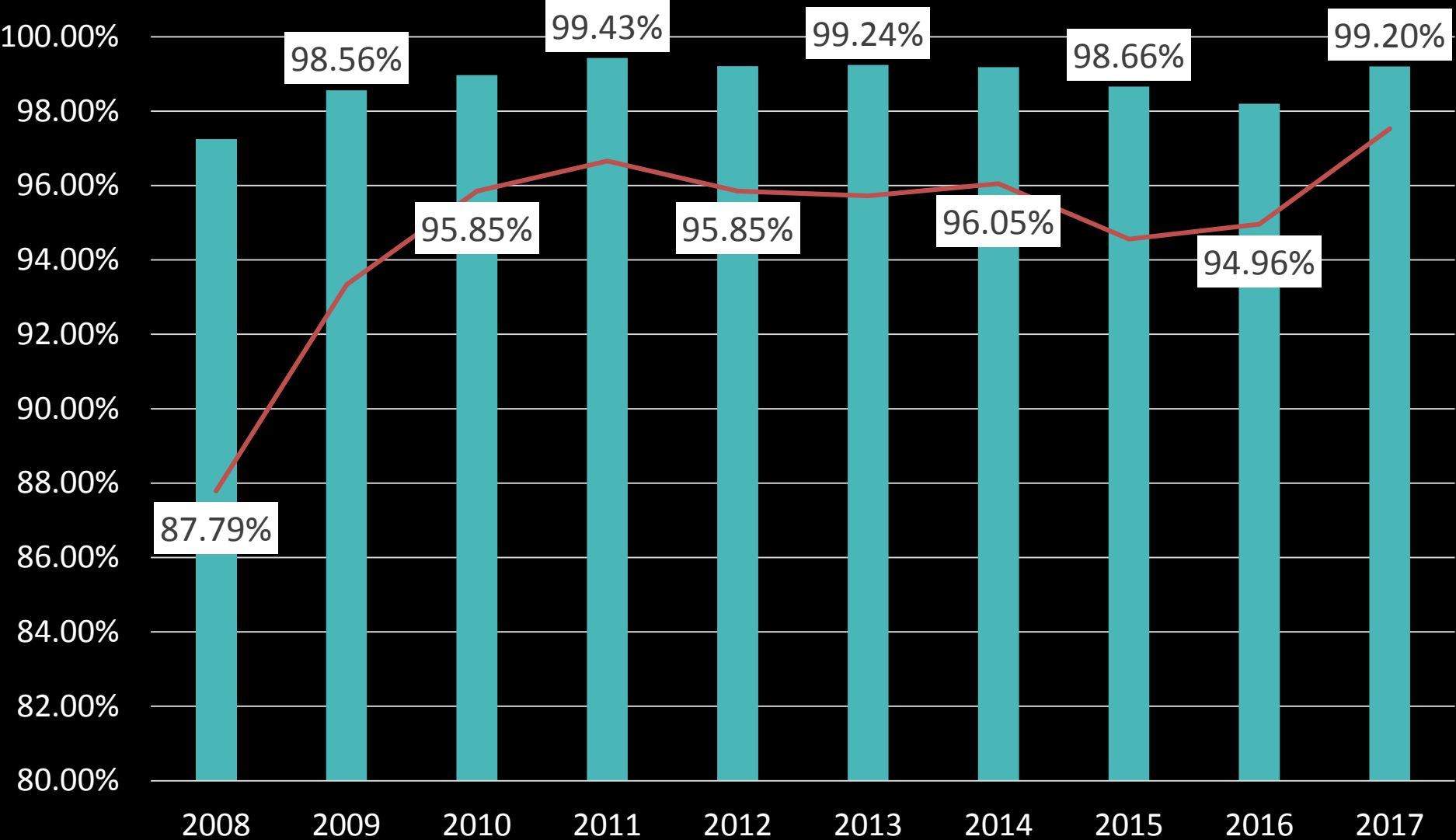
Total

Accidental/Unknown

Could have/Should have called 911

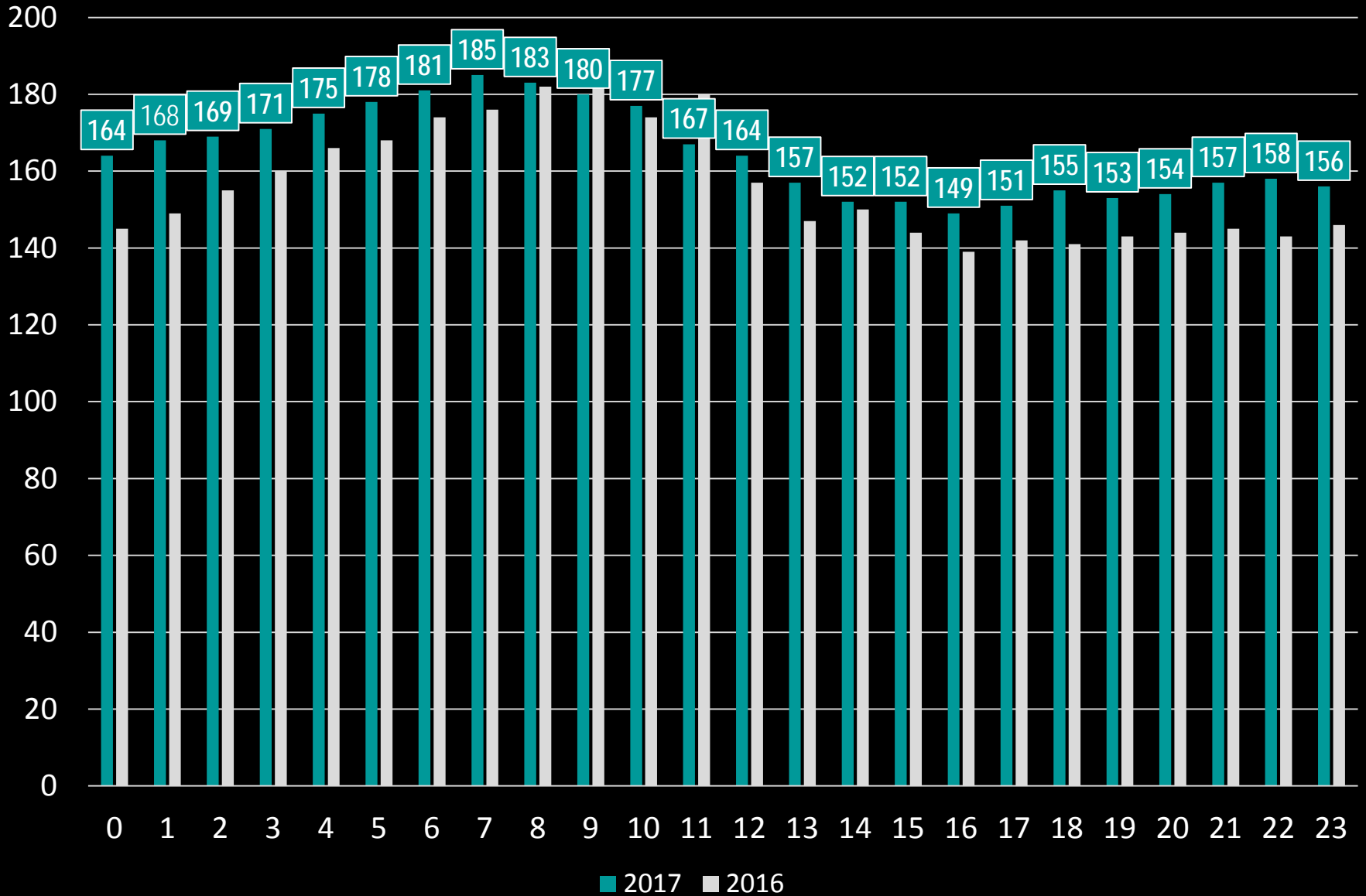
Emergency/Unable to call 911

911 ANSWERING STATISTICS

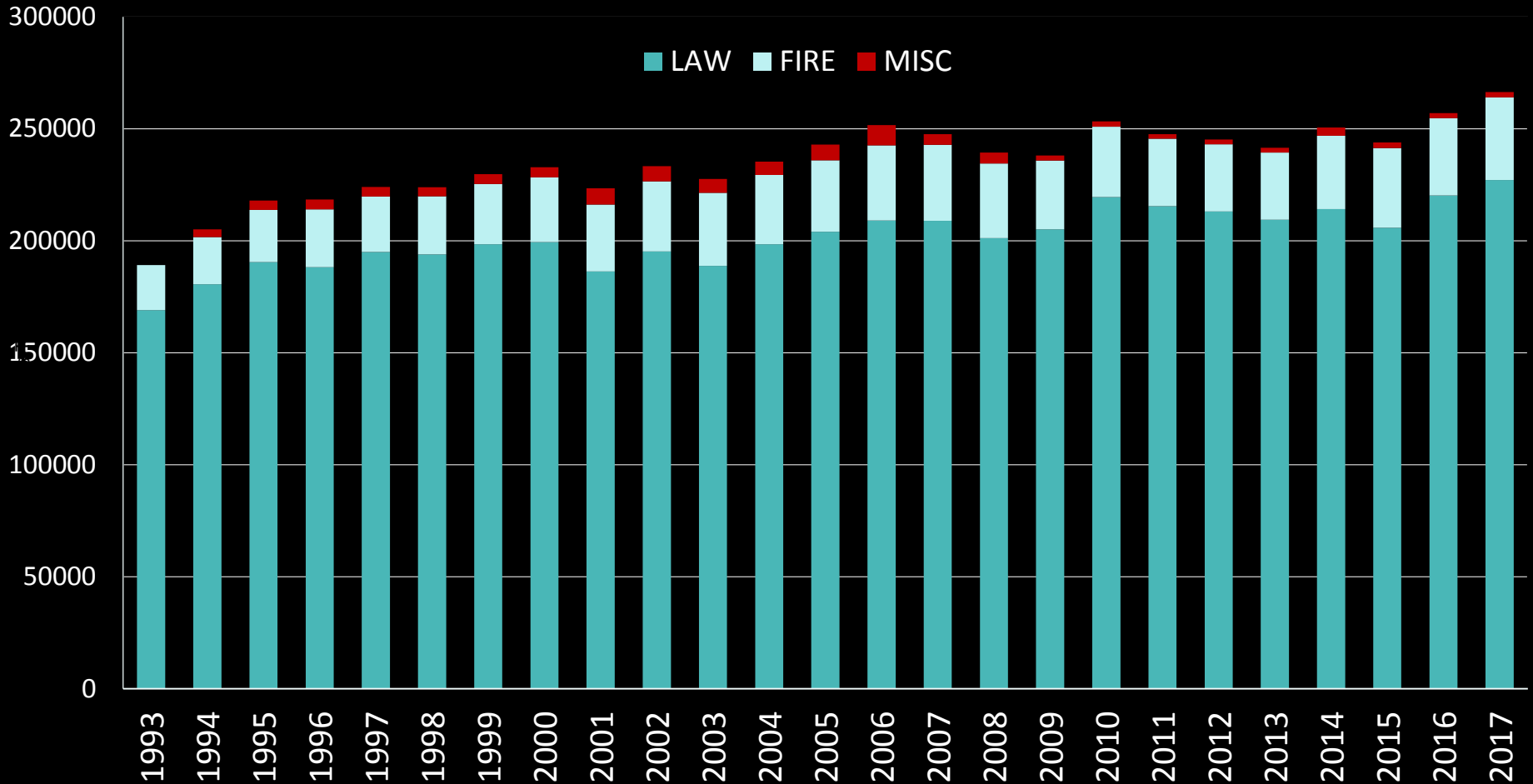


■ 911 Calls Answered within 15 Seconds (Goal 95%)
— 911 Calls Answered within 10 seconds (Goal 90%)

AVERAGE TALK TIME



DISPATCHED EVENT HISTORY 1993 to 2017



227,132 Law

36,877 Fire/EMS

2341 Other

Total 266,350

Priority 1 Law Enforcement

	2009	2010	2011	2012	2013	2014	2015	2016	2017
Average Dispatch Time Priority 1 Law Events	28.10	32	28.14	27	22.7	27.7	23.57	26.34	28

NFPA 1221 - FIRE/EMS CALL PROCESSING

	2013	2014	2015	2016	2017
80% within 60 seconds	69.50%	66.00%	70.17%	62.17%	61.58%
95% within 106 seconds	91.91%	88.66%	94.25%	95%	89.25%
90% within 90 seconds	91.50%	91.66%	93.33%	88.58%	82.47%
99% within 120 seconds	97.00%	97.25%	97.91%	96.25%	95.75%

2017 Fire & EMS Initiative

Purpose: Research and evaluate options to reduce the interval between when a call to 911 is received and when resources are alerted to and have been provided enough information to make an effective response to a call for service.

Two Tier Methodology: Operations and Technical focus groups.

Partnered Approach: Kitsap 911 management, technical, and operations staff came together with Fire agency management and staff.

Result: Implemented Operational changes that have already decreased times. Technology option to further decrease response time currently in product review phase.

TOTAL TIME: ANSWERED TO DISPATCHED FIRE/EMS EVENTS

APRIL 2018

Answered to Dispatched within 64 Seconds	87.53%
Answered to Dispatched within 106 Seconds	96.43%
Answered to Dispatched over 106 Seconds	3.57%

AVERAGE RESPONSE TIME: DISPATCH TO ON SCENE

COUNTY OVERALL AVERAGE

NOV 2017	DEC 2017	JAN 2018	FEB 2018	MARCH 2018	APRIL 2018
07:00	06:54	06:46	06:47	06:52	06:40

KITSAP 911 Staffing Today

76 FTE's

3 Extra Help Employees

5 vacant positions on the Operations floor

4/9/2018 Recruitment just closed.

7/30/2018 PCRA begins.

Technology Manager Interviews this week

Currently recruiting for a Systems Engineer

New Technology Technician started last week



KITSAP 911 RECRUITMENT

6+ months in 2016

3.5 months in 2017

3 Operations Recruitments in 2017

- 8 new Public Safety Telecommunicators
 - 6 were successfully trained; working independently

4 Management Recruitments

- Human Resources
- Technology
- Financial Manager (twice)

KITSAP 911 TRAINING PROGRAM

Two Primary Call Receiver academies
One Law Enforcement Dispatch academy
Trained two Fire dispatchers
Trained one Law Enforcement dispatcher

All Operations employees
received approximately thirty
hours of continuing education

Administrative & Technical employees
attended various conferences, seminars, and
on-line trainings related to their specific roles

KITSAP 911 EMPLOYEES

Average Tenure: 9.78 Years

Retention Rates:

Non-Probationary 88.50%.

Probationary: 67%

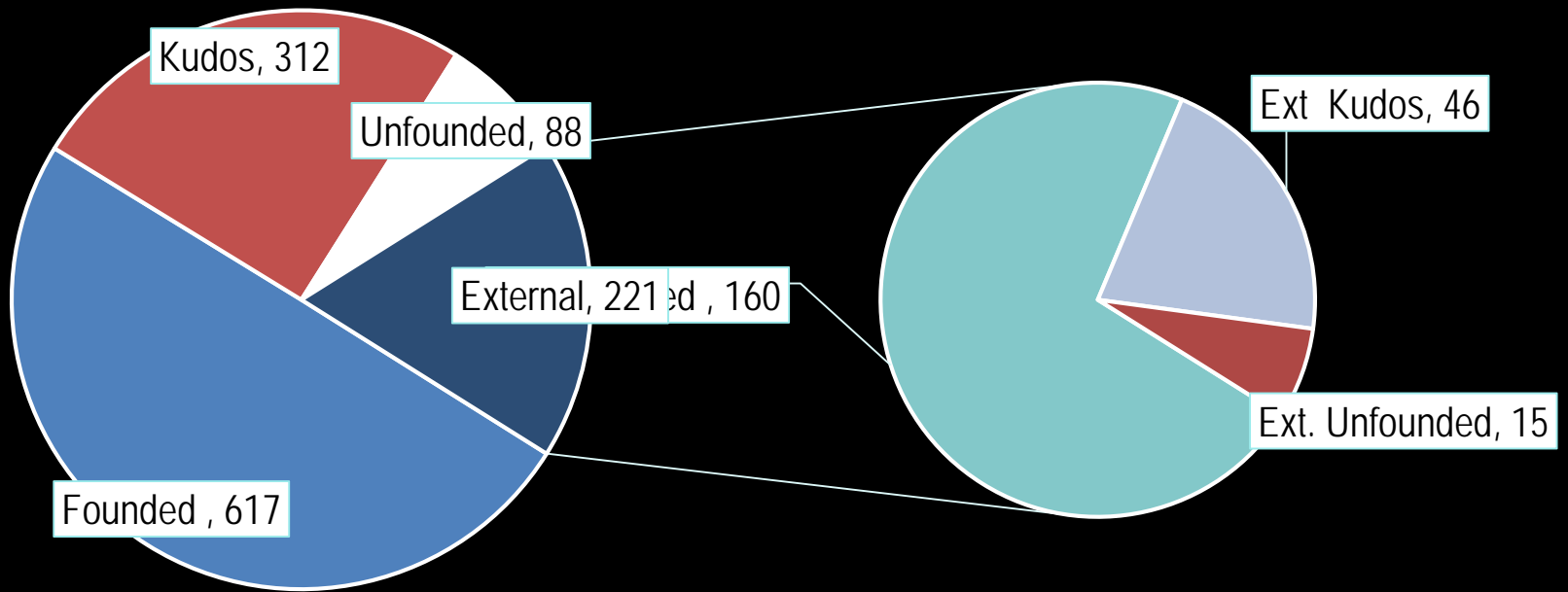
Hours of overtime worked:

12,055

Average sick leave per employee per year:

45.39 hours

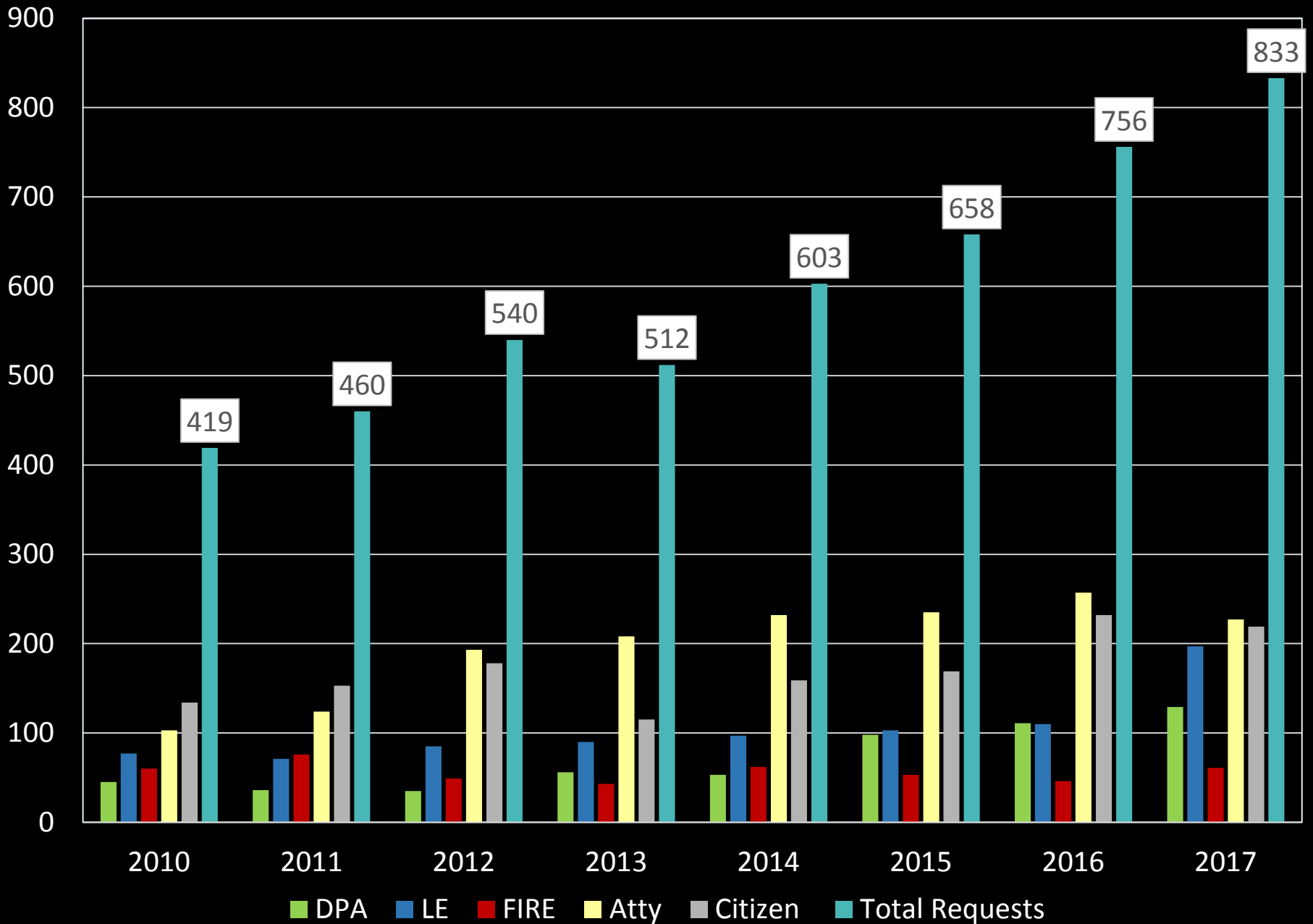
Inquiries



■ Founded ■ Kudos ■ Unfounded ■ Ext. Founded ■ Ext Kudos ■ Ext. Unfounded

2 founded Internal Investigations

PUBLIC DISCLOSURE REQUESTS



SYSTEM RELIABILITY

GOAL: All systems functional and accurate 99.999%

CAD: 99.999%

MCT: 99.977%

911: 99.999%

Text to 911: 99.999%

Radio: FIRE, BPD, North - 99.999%; South – 99.942%

MAP/CAD ADDRESS ACCURACY

100% of MSAG errors were corrected within 30 days

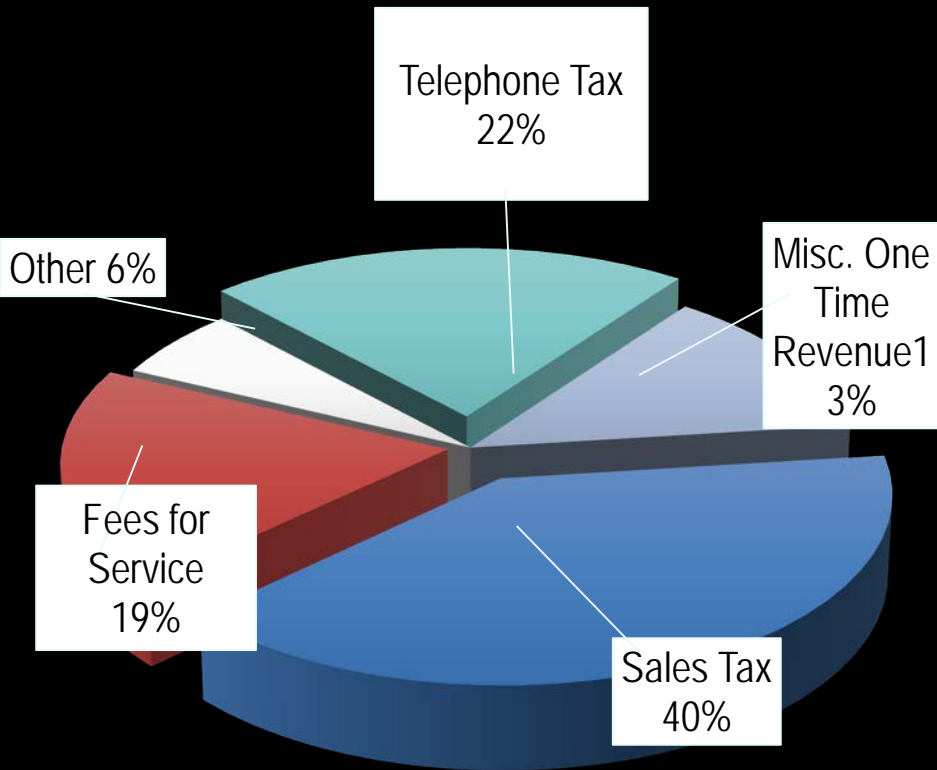
100% of MSAG error corrected within 90 days

100% of New Street names are entered into CAD within 7 days.

P.01 Grade of Service Compliant

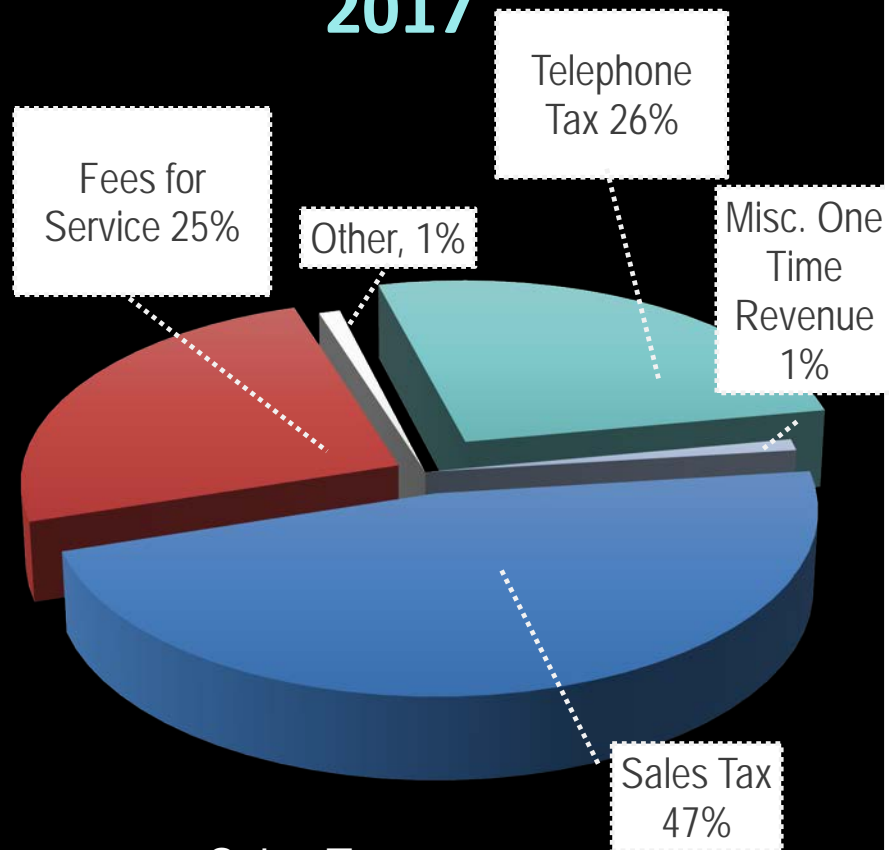
REGULAR REVENUES

2016



- Sales Tax
- Fees for Service
- Other
- Telephone tax
- Misc. One Time Revenue

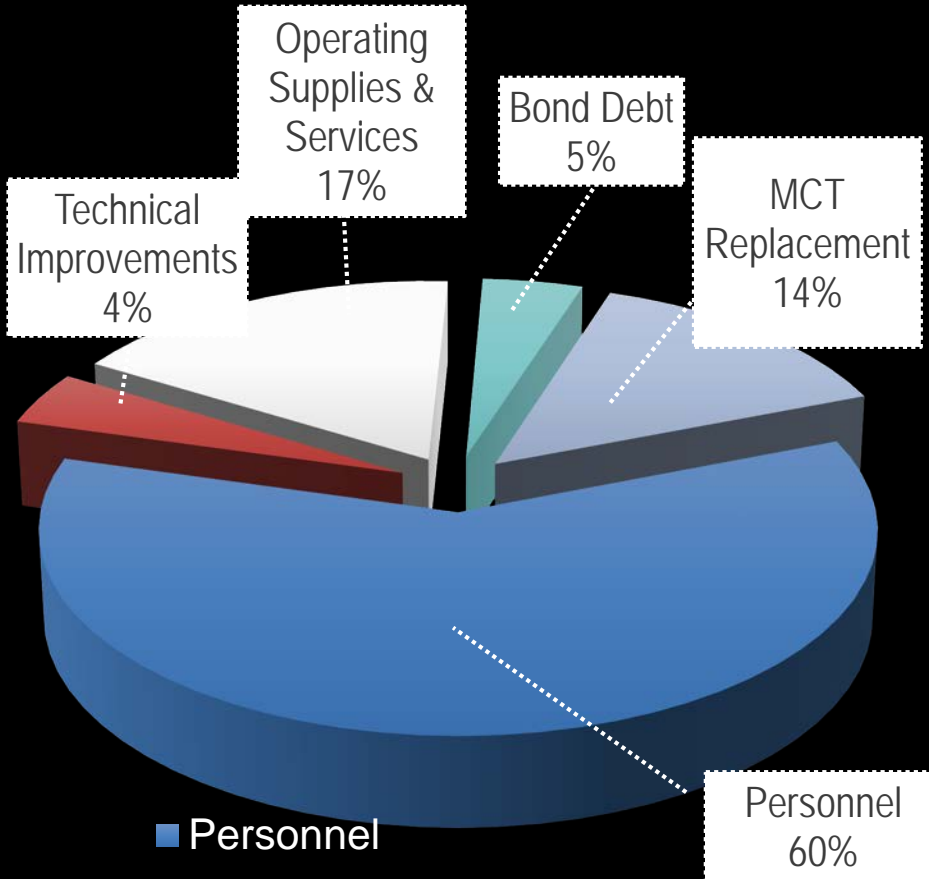
2017



- Sales Tax
- Fees for Service
- Other
- Telephone tax
- Misc. One Time Revenue

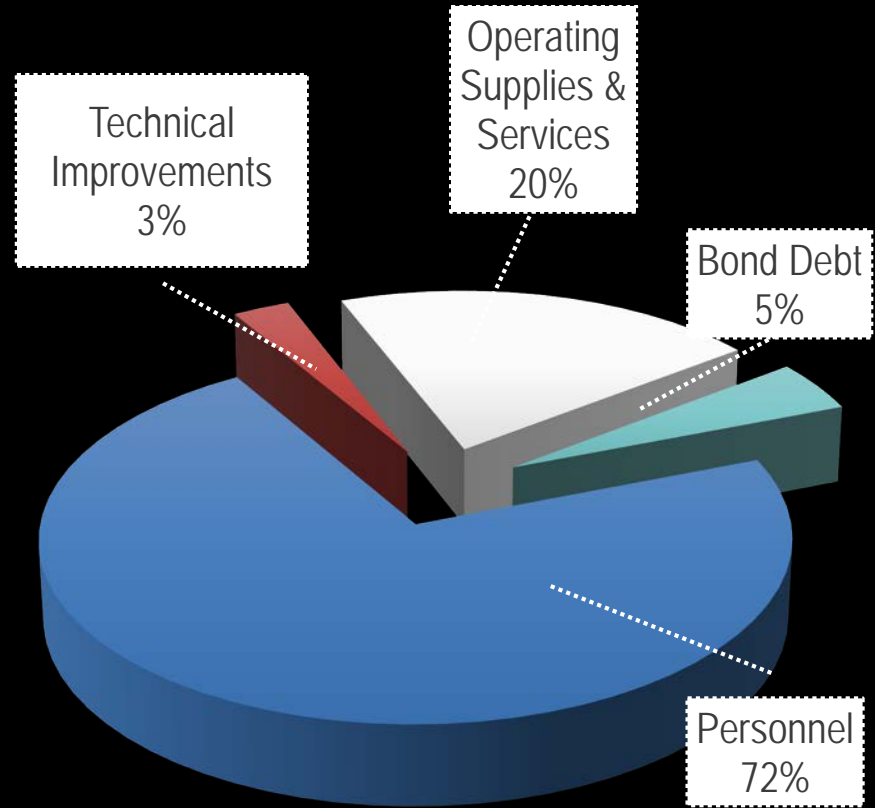
REGULAR EXPENDITURES

2016



- Personnel
- Technical Improvements
- Operating Supplies & Services
- Bond Debt
- MCT Replacement

2017



- Personnel
- Technical Improvements
- Operating Supplies & Services
- Bond Debt



KITSAP 911 Vision

“Kitsap 911 will be the benchmark provider of public safety emergency communications services in the state as evidenced by innovation, professional excellence, reliability and customer service. We will be a self-sufficient and fiscally stable agency known for good stewardship and transparency. We will employ and develop highly effective professionals in an employee friendly, service focused environment.”