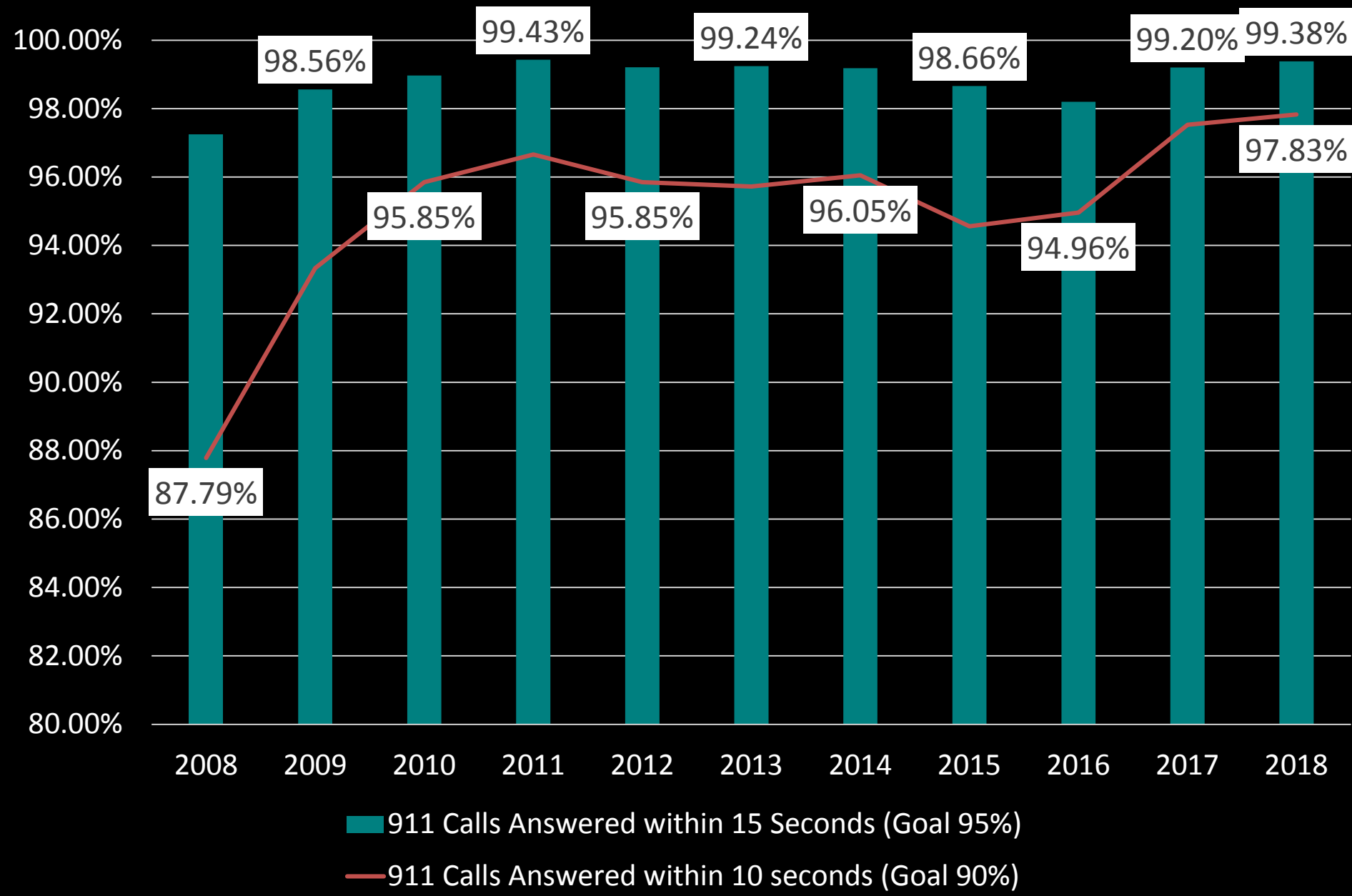


2018 Performance Measurements

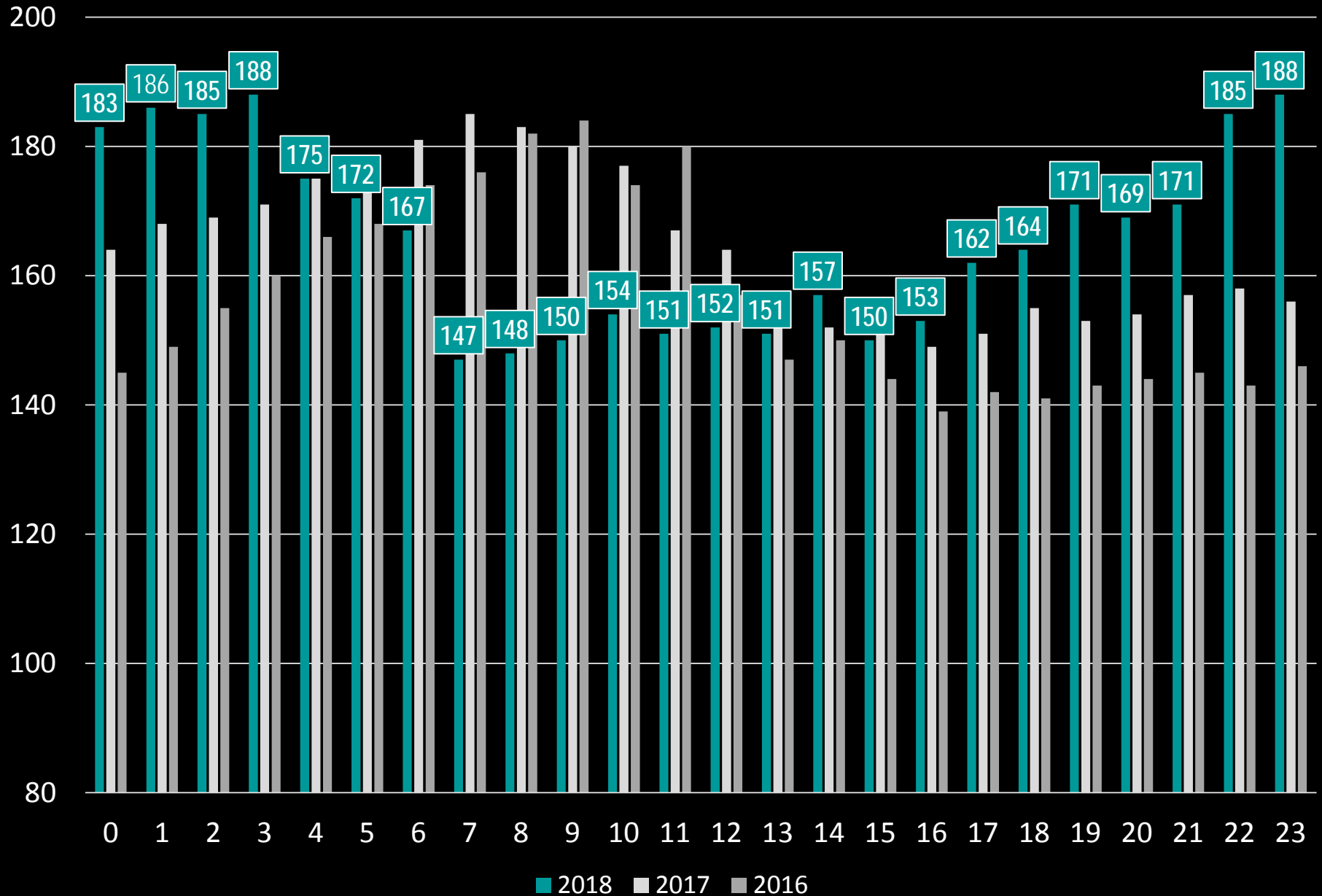


911 ANSWERING STATISTICS



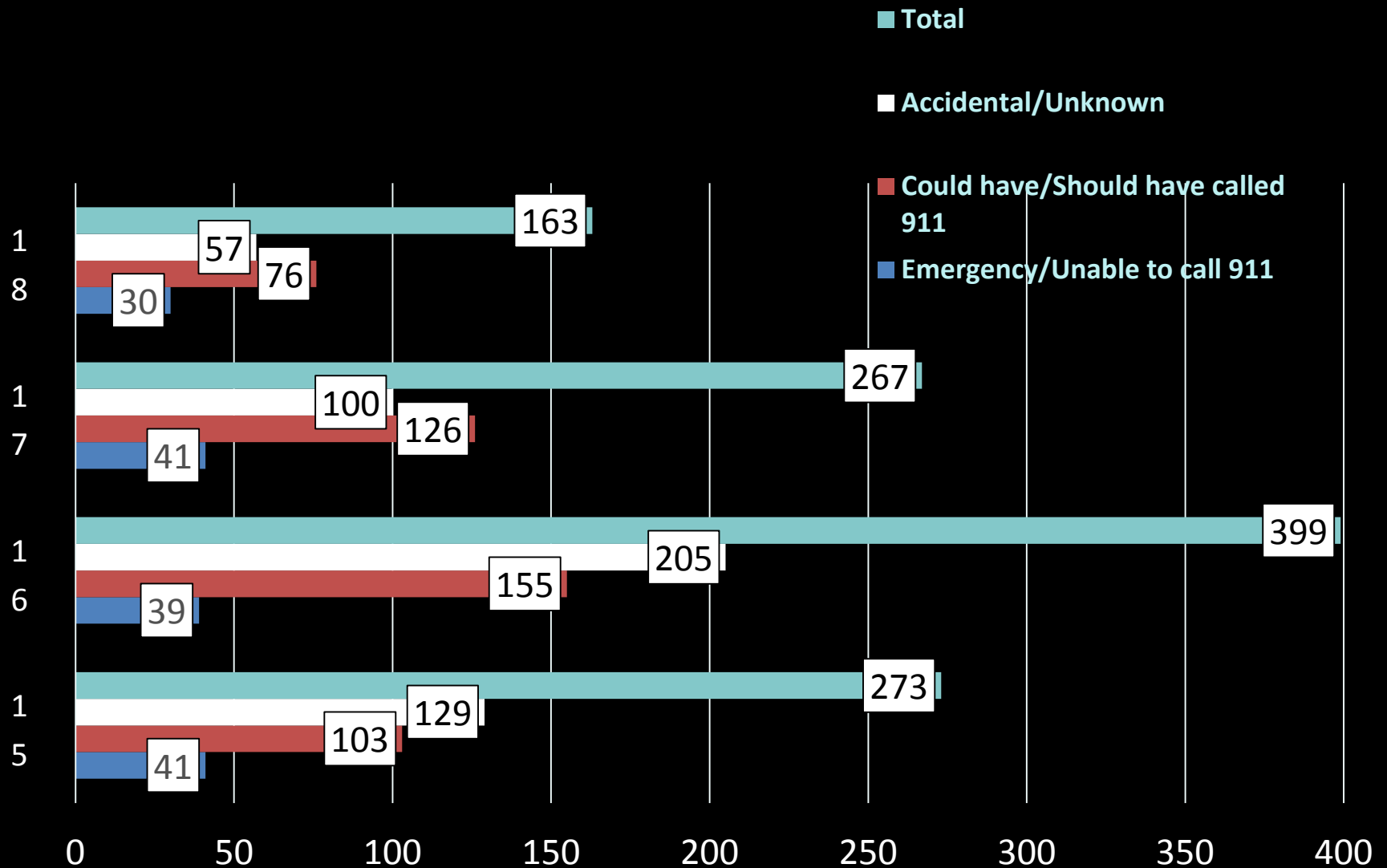


AVERAGE TALK TIME



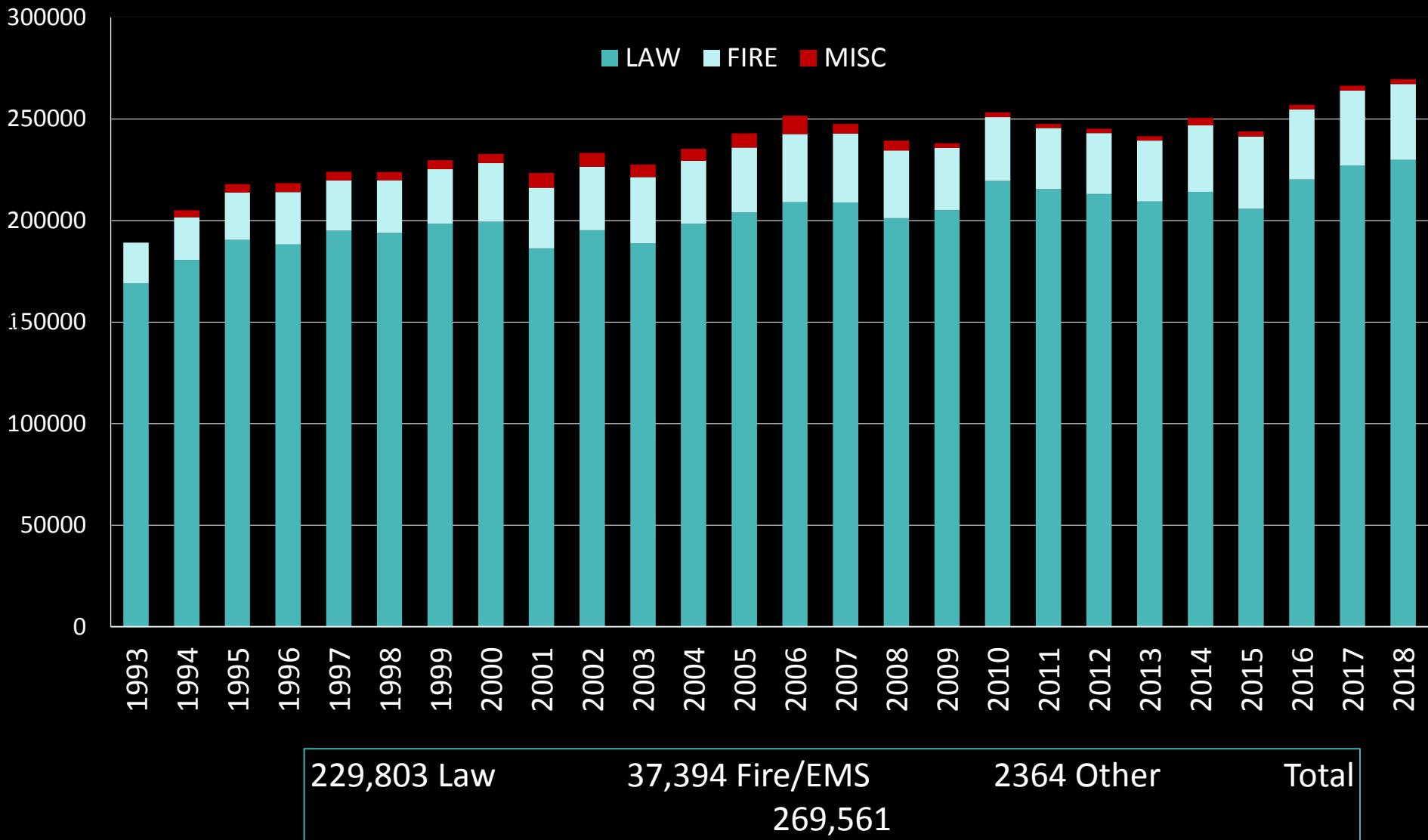


TEXT TO 911





DISPATCHED EVENT HISTORY 1993 to 2018





Priority 1 Law Enforcement

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Average Dispatch Time Priority 1 Law Events	28.10	32	28.14	27	22.7	27.7	23.57	26.34	28	29



2017 & 2018 Fire & EMS Initiative

Purpose: Research and evaluate options to reduce the time between when a call to 911 is received and when resources are alerted to and have been provided enough information to respond.

Outcome: Implemented Operational changes to decrease times.

- Condensed Initial Dispatch
- Created a new fire macro to assist the dispatchers to quickly dispatch events
- Updated call processing and dispatch policies
- Shortened the length of tones for each agency
- Conducted fire refresher training for all operations personnel.
- Updated EMS event processing



Results of 2017/2018 FIRE/EMS Operational Changes	2017	2018
90% Dispatched Within 64 Seconds	56%	84%
95% Dispatched Between within 106 Sec.	91%	96%
Answered to Dispatched	1:07	:47
Fire Agency Turnout Time Average	1:07	1:04
Fire Agency Dispatch to On Scene Average	06:45	06:50

KITSAP 911 Staffing Today

76 Full Time Permanent Positions

1 Full Time Temporary

3 Extra Help

7 Vacant Operations Positions 1 Vacant Tech Position

9 recruitments in 2018

- 4 Operations, 4 Technology, 1 Management
- Two Primary Call Receiver academies
 - 6 Trained Primary Call Receivers
 - 7 Call Receivers in-training
 - 4 in Law Enforcement Training

Telecommunicator Recruitment April 8th, 2019.



KITSAP 911 EMPLOYEES

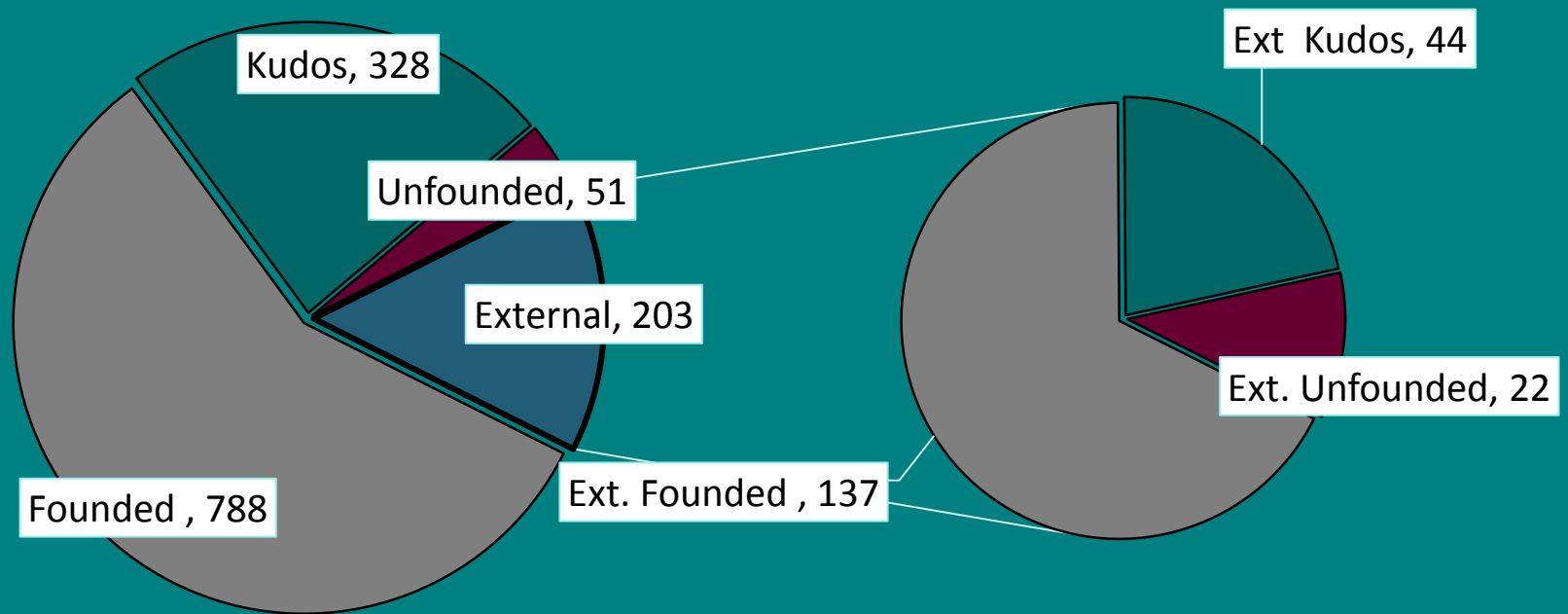
Average Tenure: 9.43 Years

Retention Rates:
Non-Probationary 88.19%.
Probationary: 81.48%

Average sick leave per employee per year:
74.16 hours

Hours of overtime worked:
13929

Performance Inquiries



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

4 Internal Investigation; 3 Founded

KITSAP 911 CUSTOMER SATISFACTION SURVEY

Kitsap 911 is asking your assistance by taking a few minutes to complete the survey on this self-addressed postcard and dropping it in the mail. If you would rather take this survey online, you can! Go to our website @ www.kitsap911.org/survey911.

Our objective is to measure the quality of the services we provide, gauge community satisfaction, and use the information to improve services and develop future programs at Kitsap 911.

Thank you for your assistance!

KITSAP 911 CUSTOMER SATISFACTION SURVEY

1. Based on your recent contact with Kitsap 911, please rate the following on a scale of 1 to 4 (4=excellent, 3=good, 2=fair, 1=poor):

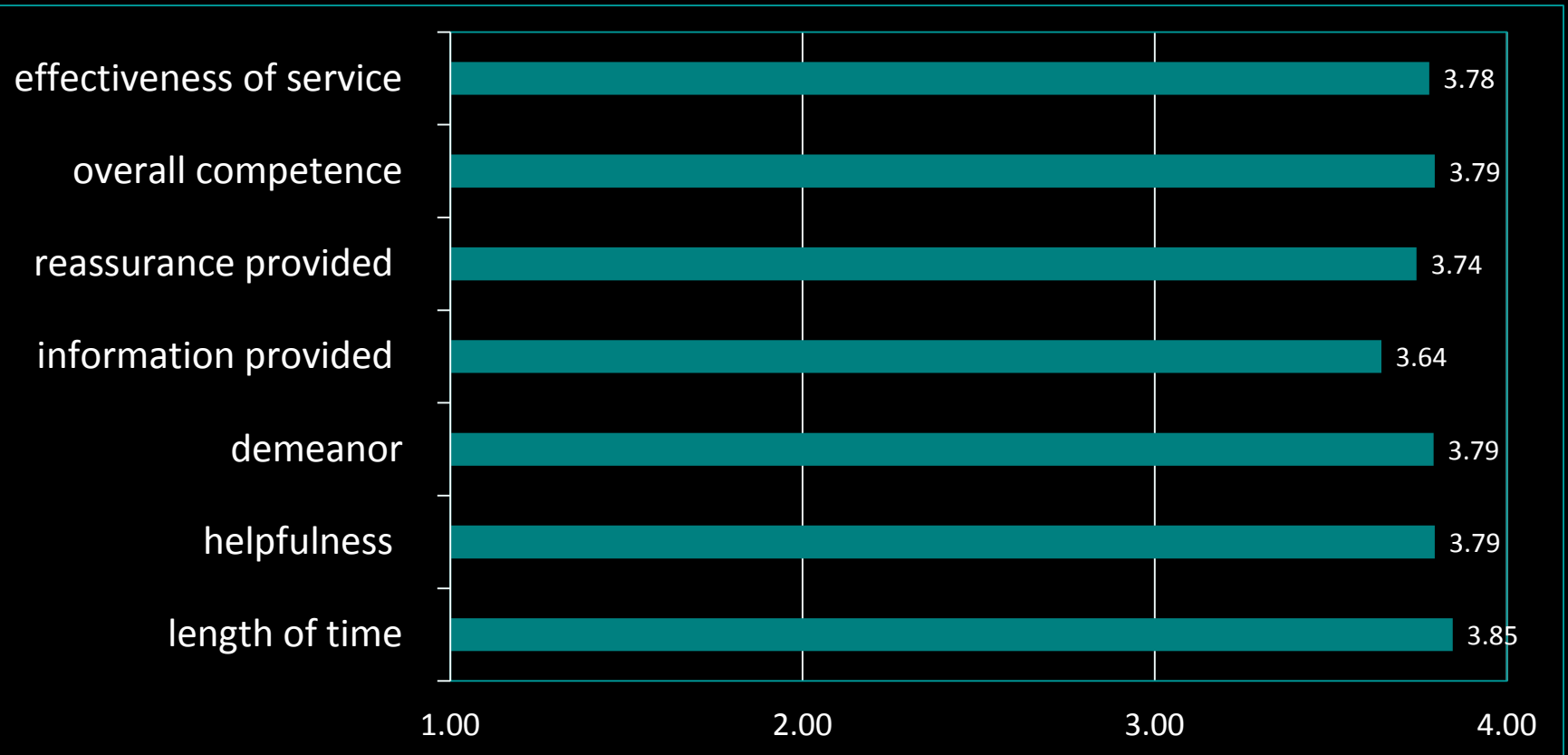
- _____ Length of time to handle your phone call to Kitsap 911.
- _____ Helpfulness of the Kitsap 911 employee who processed your call.
- _____ Demeanor of the Kitsap 911 employee who processed your call.
- _____ Information provided on what you should expect to happen next.
- _____ Reassurance provided by the Kitsap 911 employee who processed your call.
- _____ Overall competence of the Kitsap 911 employee.
- _____ Effectiveness of the service provided by Kitsap 911.

2. Please provide suggestions on how Kitsap 911 could improve services provided:

3. Please add comments or suggestions about how Kitsap 911 could better serve the community:

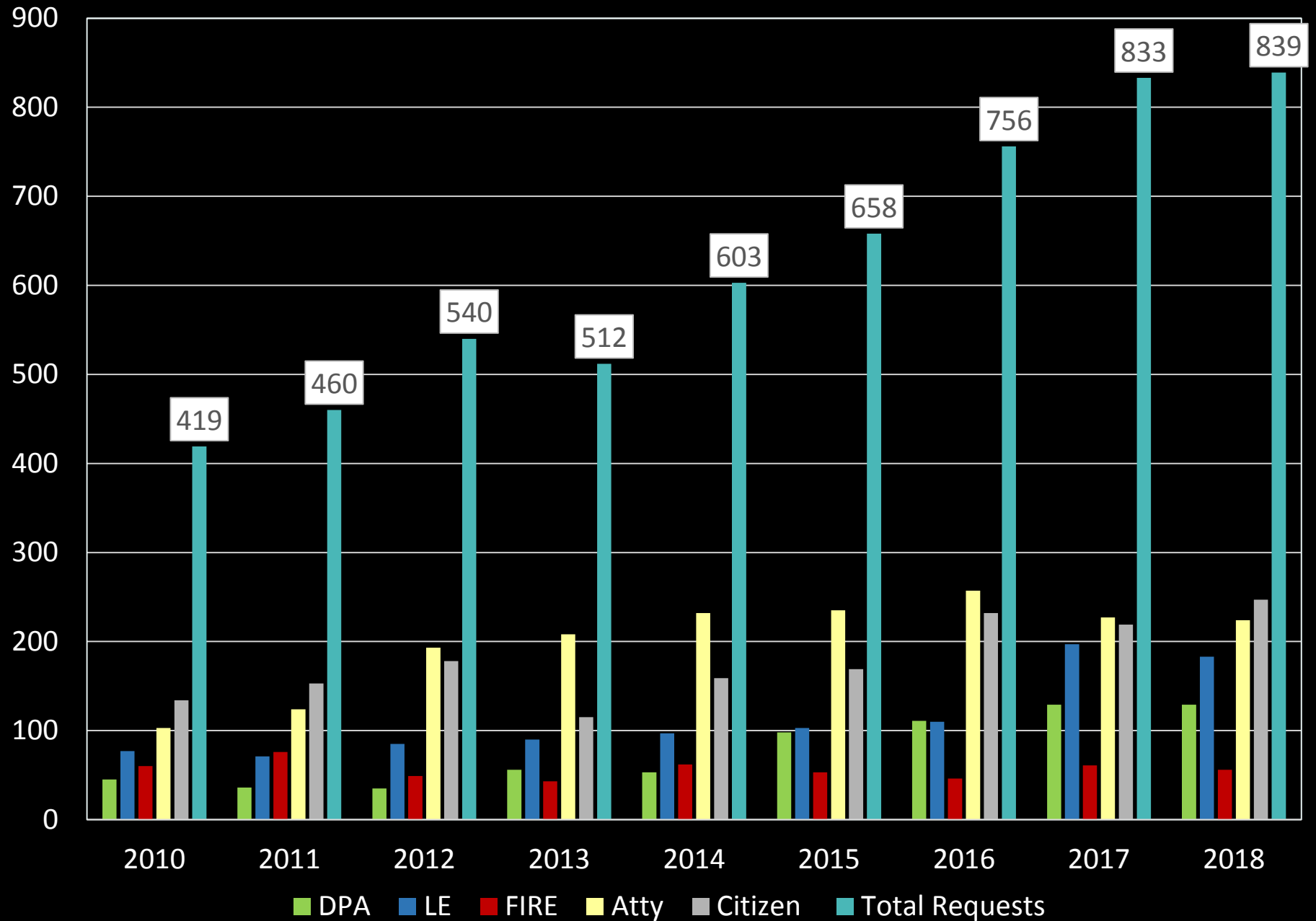


KITSAP 911 CUSTOMER SATISFACTION SURVEY



scale of 1 to 4: 4=excellent, 3=good, 2=fair, 1=poor

PUBLIC DISCLOSURE REQUESTS



Technology Services Group

- **Emergency Services Information Network (ESINET 2)**
- **Automatic Vehicle Location (AVL) Based Deployments**
- **Mobile Responder**

Total # of Work Orders in 2017	Total # of Work Orders Resolved	Resolved within 72 Hours	Resolved within 48 Hours	Resolved within 24 Hours
2486	2209	1222	669	505
	88.86%	55.32%	30.29%	22.86%
Total # of Work Orders in 2018	Total # of Work Orders Resolved	Resolved within 72 Hours	Resolved within 48 Hours	Resolved within 24 Hours
2467	1697	941	565	416
	68.79%	55.45%	33.29%	24.51%



SYSTEM RELIABILITY

GOAL: All systems functional and accurate 100%

CAD: 99.997%

MCT: 99.918%

911: 99.897%

Text to 911: 100%

Radio: 99.997% North: 99.996% South: 99.963%

MAP/CAD ADDRESS ACCURACY

100% of MSAG errors were corrected within 30 days

100% of MSAG error corrected within 90 days

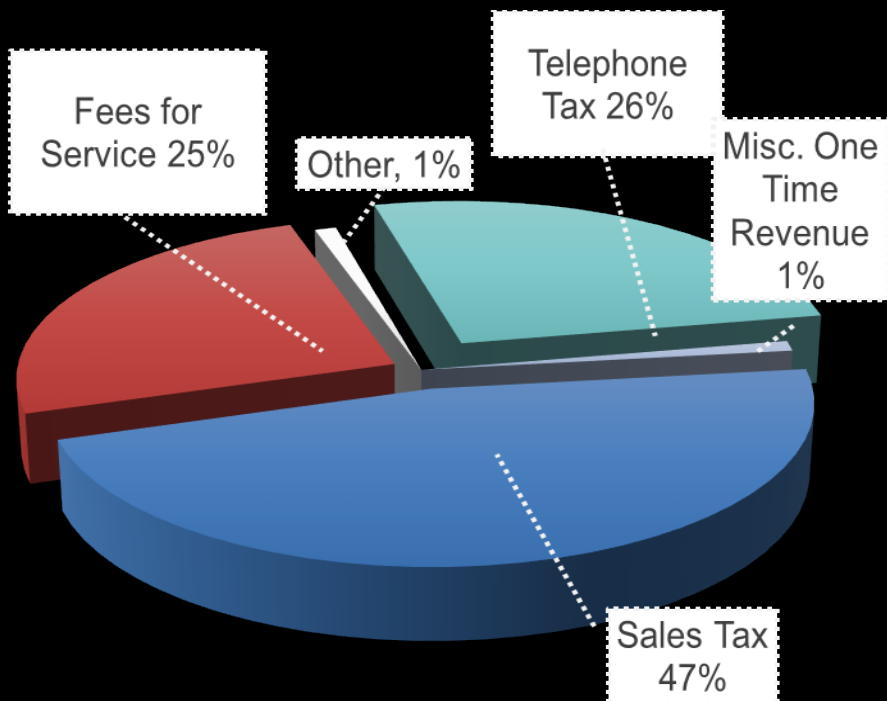
100% of New Street names are entered into CAD within 7 days.

P.01 Grade of Service Compliant



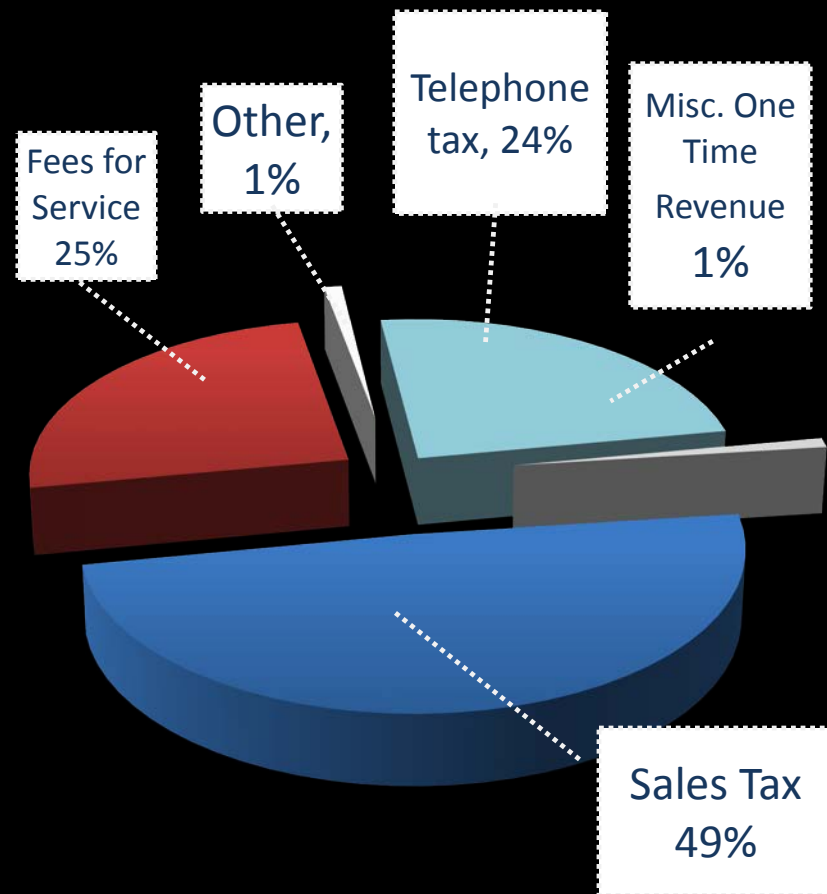
REGULAR REVENUES

2017



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

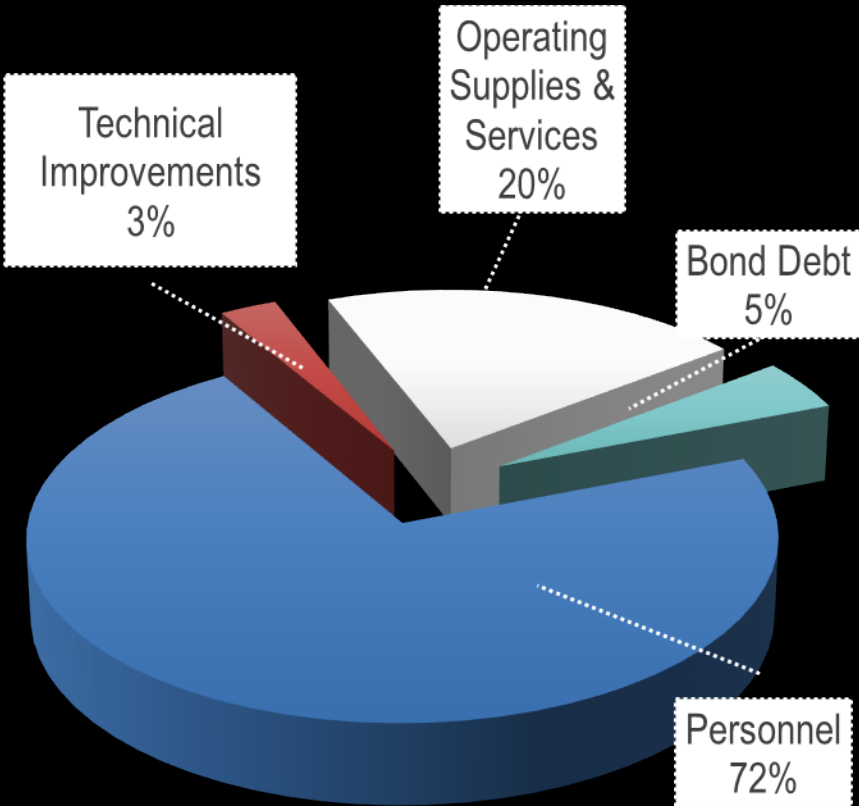
2018





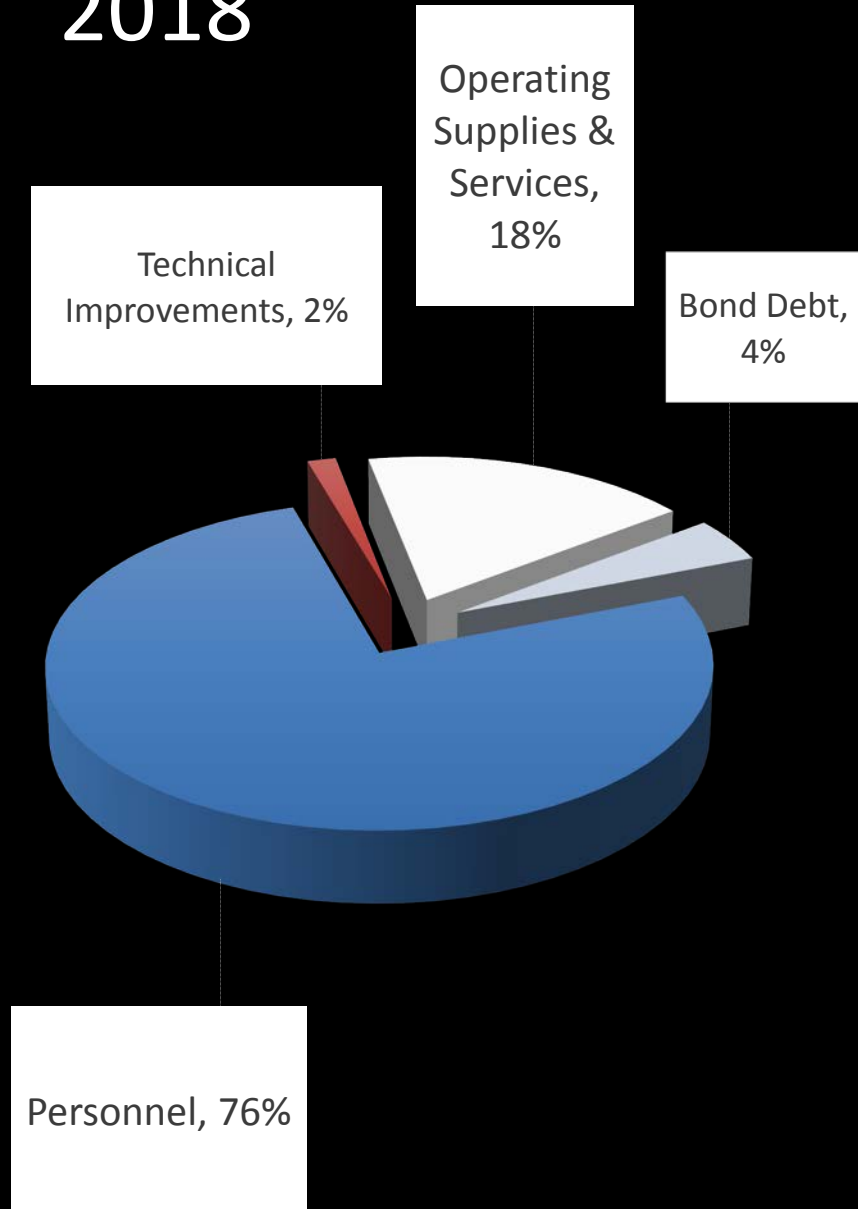
REGULAR EXPENDITURES

2017



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

2018





We are Kitsap 911,
providing exceptional public safety emergency
communications services
every day.