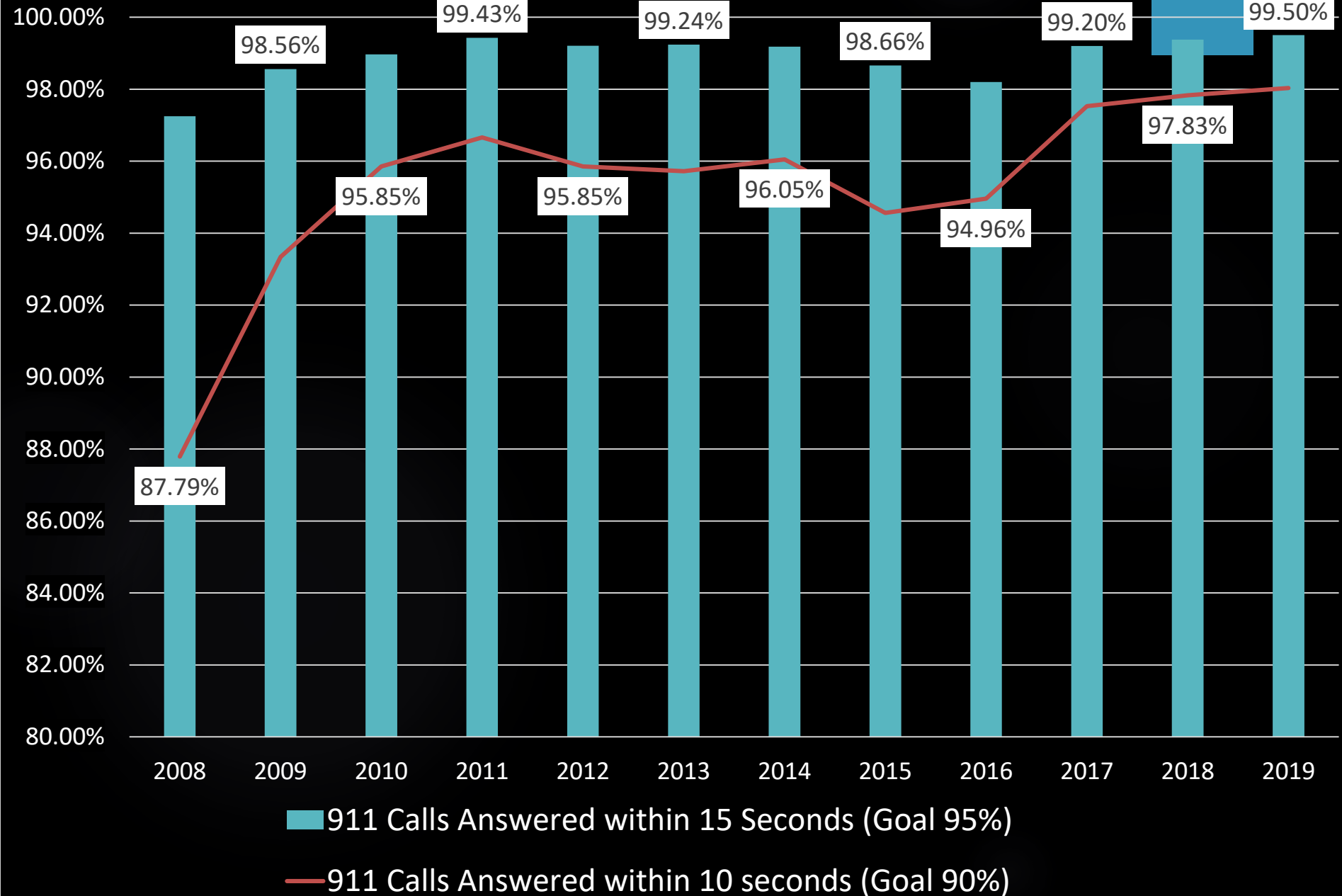


# 2019 Performance Measures



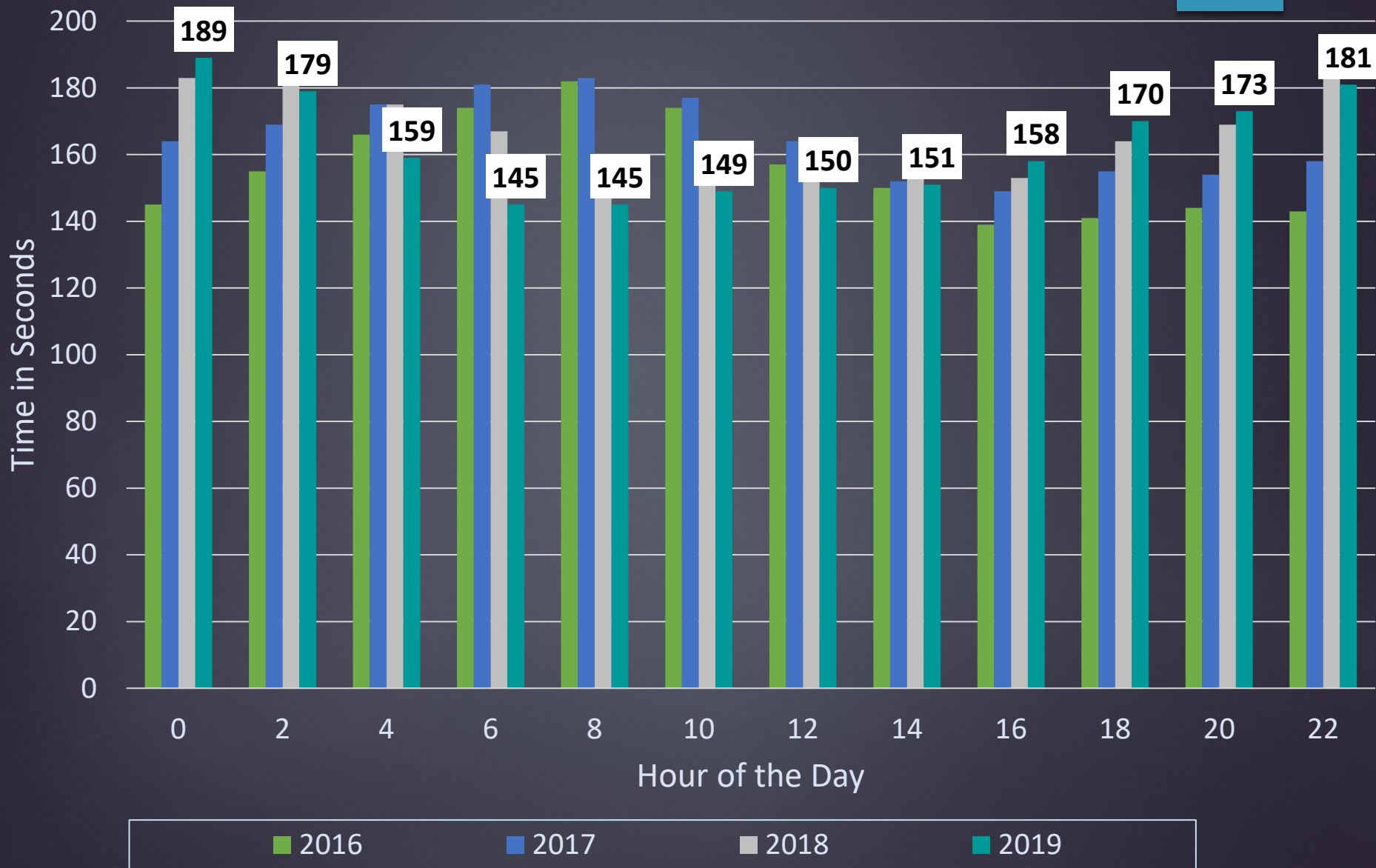
# 911 ANSWERING STATISTICS



# AVERAGE ANSWER TIME

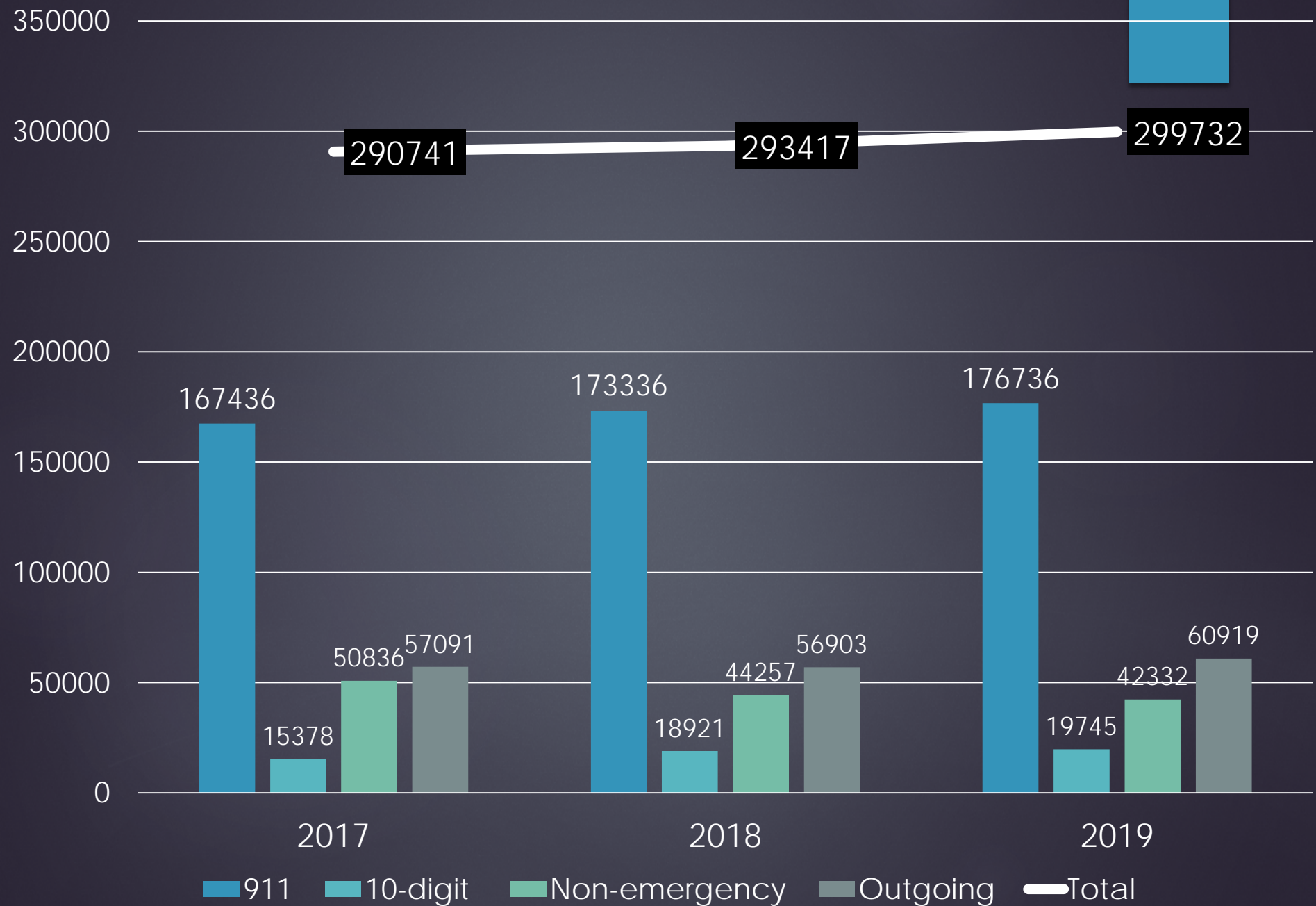


# Average Talk Time

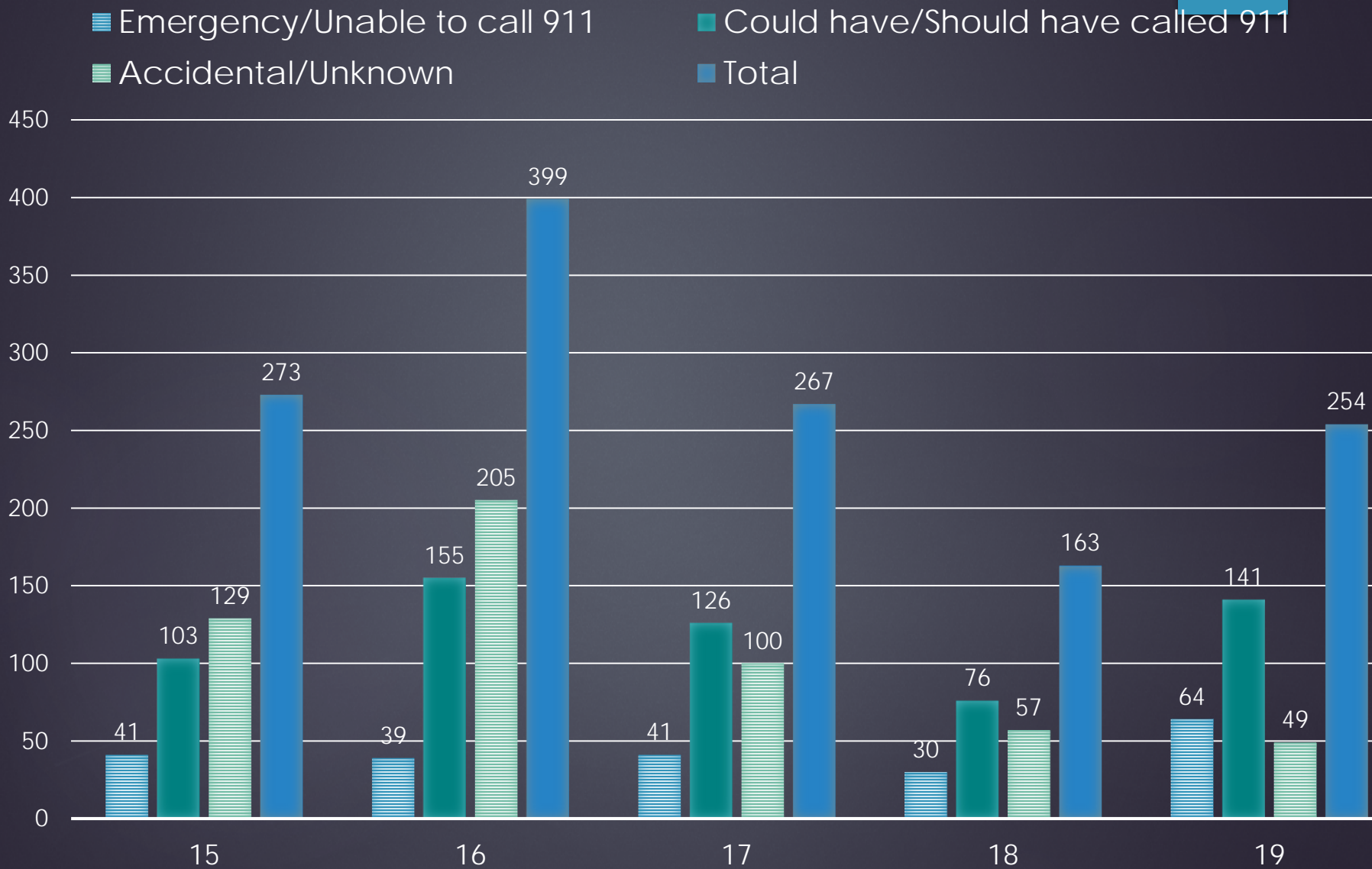




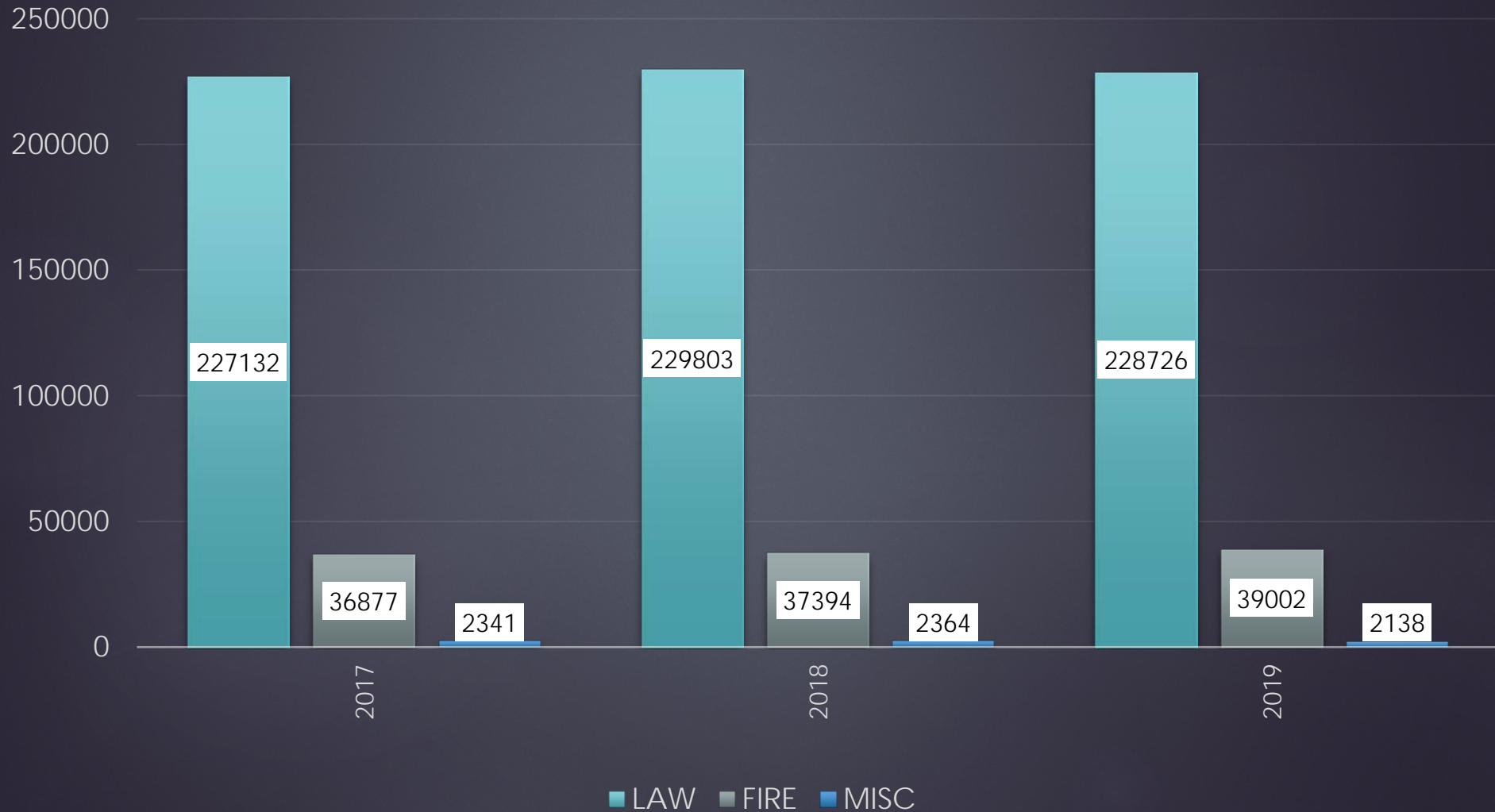
# Calls Processed on the Dispatch Floor



# TEXT TO 911



# DISPATCHED EVENT HISTORY





# Priority 1 Law Enforcement

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Average Dispatch Time Priority 1 Law Events	28.10	32	28.14	27	22.7	27.7	23.57	26.34	28	29	<b>30</b>



# Radio Congestion Initiative

## 2018

- SOUTH averaged 75% usage
- NORTH and BPD at 50%

Implemented changes to dispatch processes for low priority events

## 2019

25% reduction in radio congestion on law enforcement channels

FIRE/EMS Standards	2017	2018	2019
90% Dispatched Within 64 Seconds	56%	84%	81.5%
95% Dispatched Between within 106 Sec.	91%	96%	96.6%
Answered to Dispatched	1:07	:47	:47
Fire Agency Turnout Time Average	1:07	1:04	1:05
Fire Agency Dispatch to On Scene Average	06:45	06:50	6:51

# KITSAP 911 Staffing Today

77 Full Time Permanent Positions  
2 Extra Help  
4 Vacant Operations Positions

6 recruitments in 2019  
23 ops employees hired  
3 tech employees

8 Trained Primary Call Receivers  
5 Call Receivers in-training  
5 Law Enforcement Dispatchers



# KITSAP 911 EMPLOYEES

Average Tenure: 8.3 Years

Retention Rates:

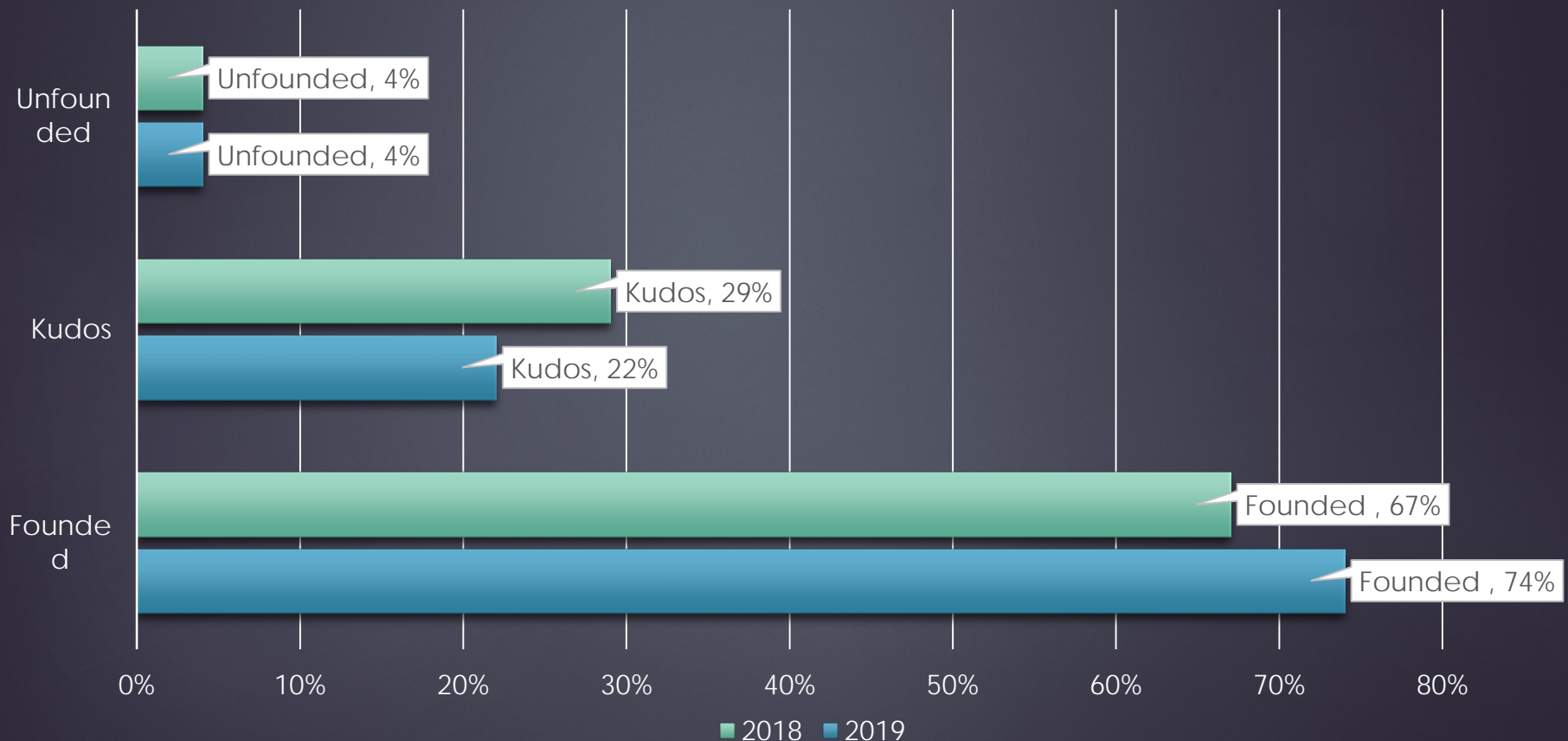
Non-Probationary 82.76%

Probationary: 80.49%

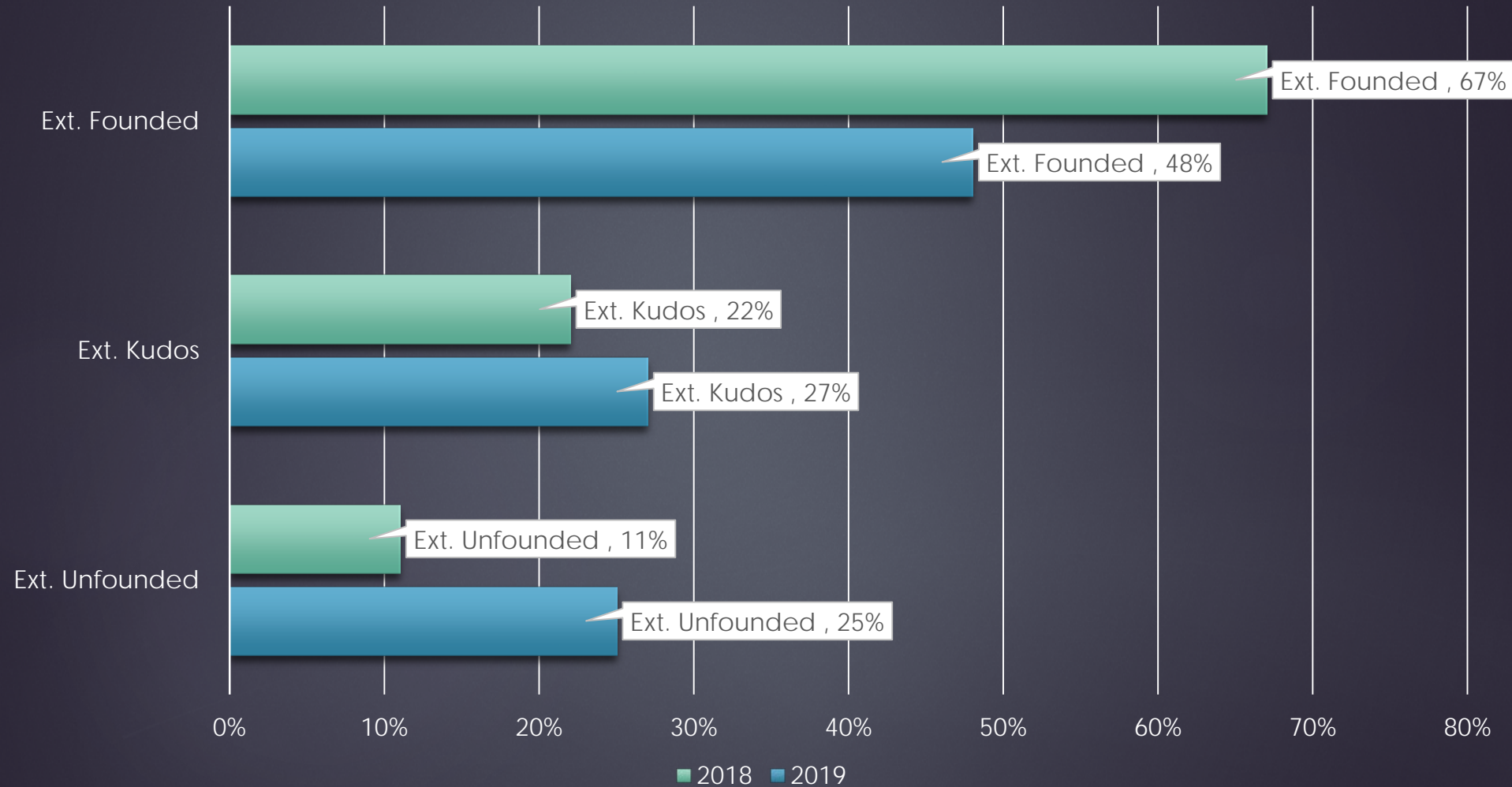
Average sick leave per employee per year:  
68.63 hours

Hours of overtime worked:  
14,798

# Performance Inquiries



# Performance Inquiries - External



3 Internal Investigation; 2 Founded



# SYSTEM RELIABILITY

CAD: 99.93%

MCT: 99.84%

911 Phone System: 100%

Text to 911: 100%

Radio: 99.99% Fire 1: 99.998% South: 99.994%

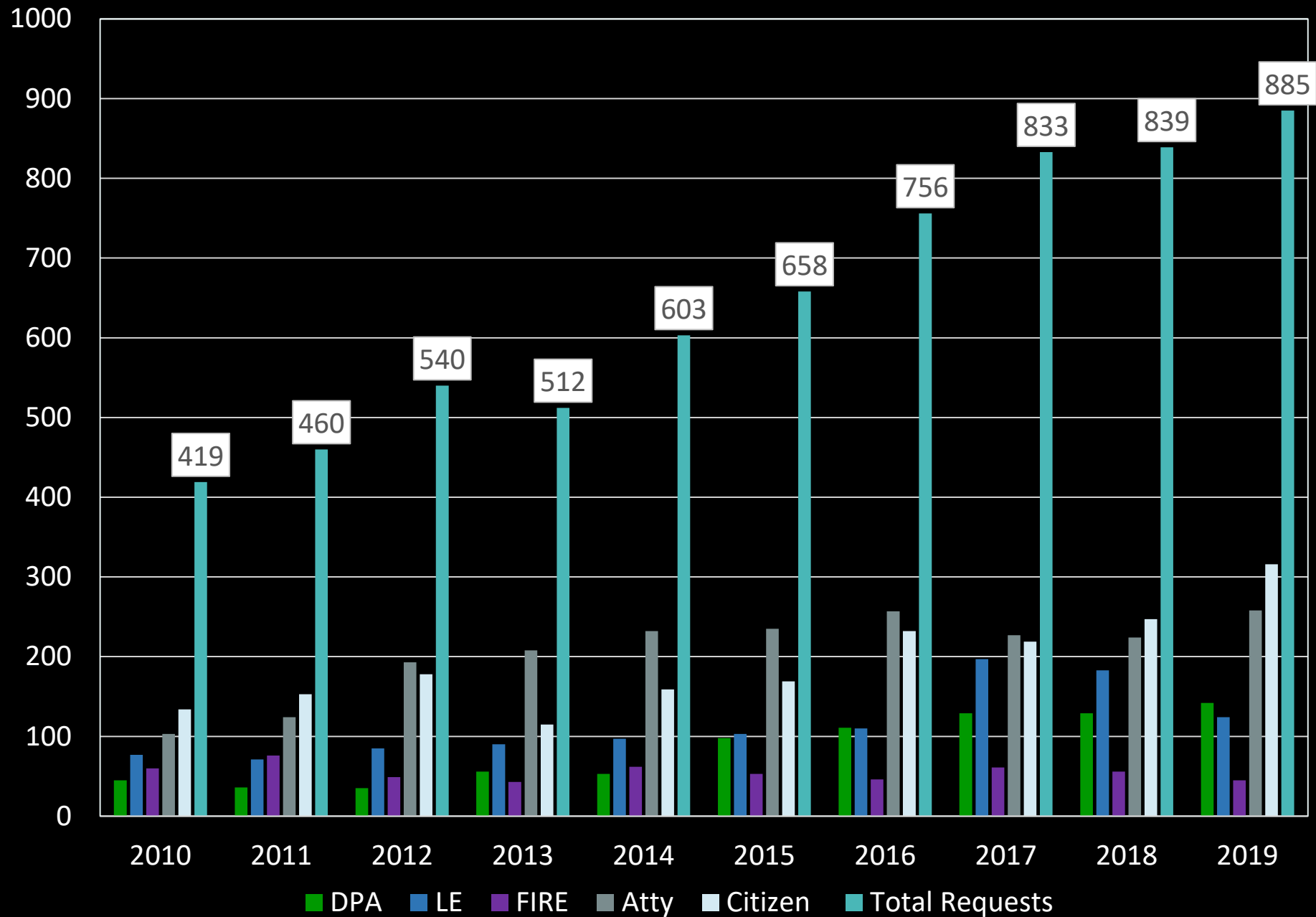
## MAP/CAD ADDRESS ACCURACY

82.2% of MSAG errors were corrected within 30 days

94.1% of MSAG error corrected within 90 days

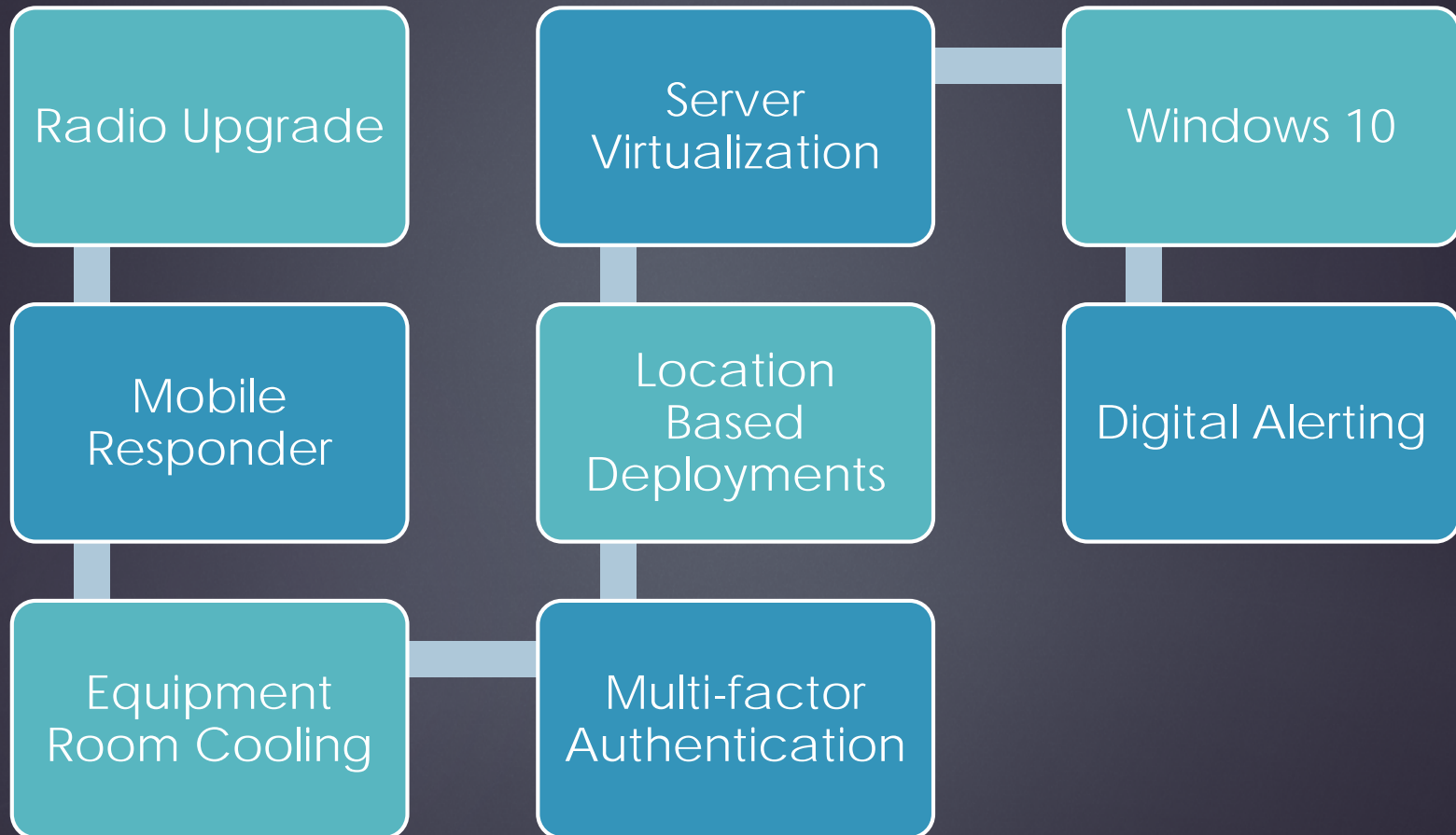
**P.01 Grade of Service Compliant**

# PUBLIC DISCLOSURE REQUESTS



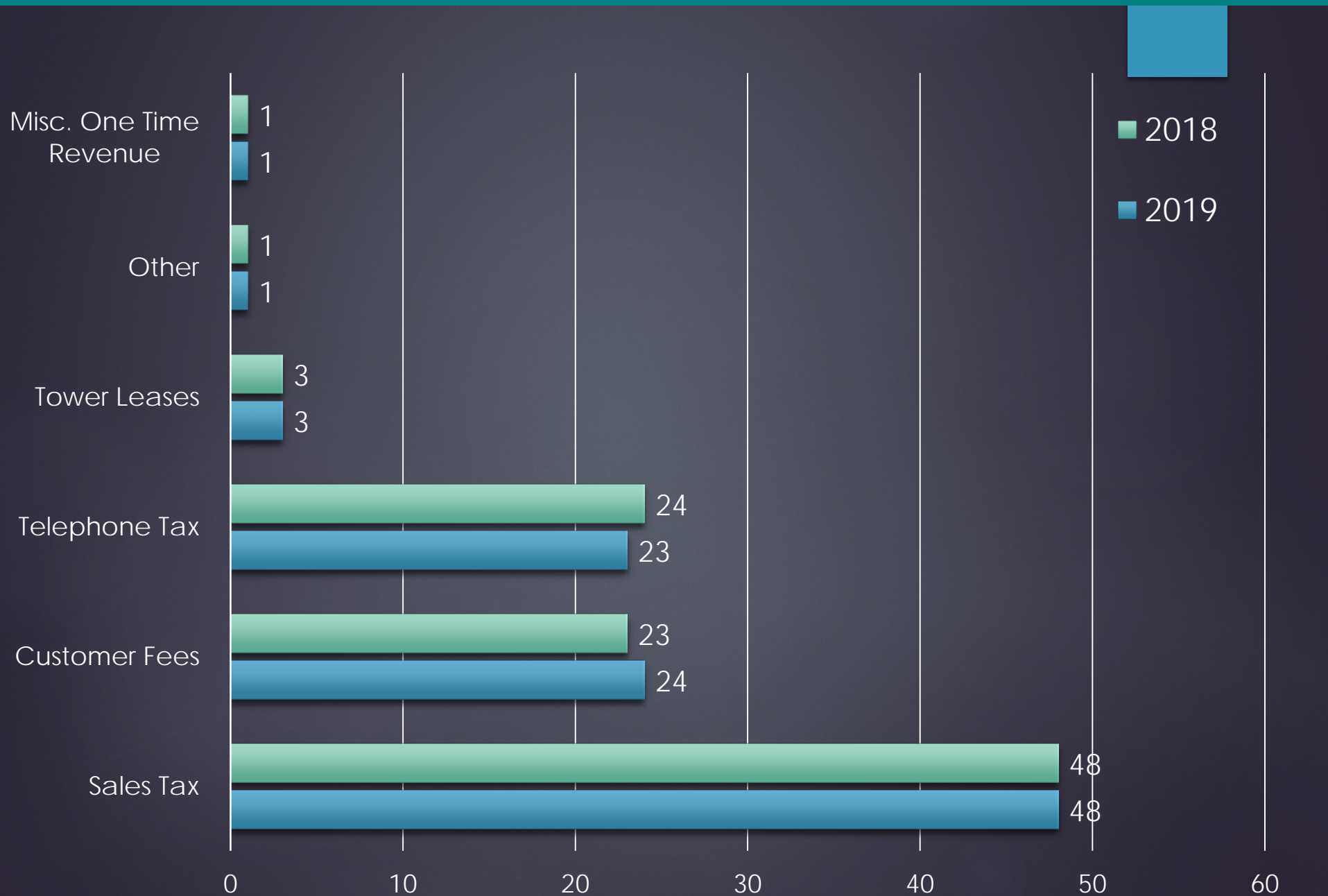
# Technology Services Group

## MAJOR PROJECTS

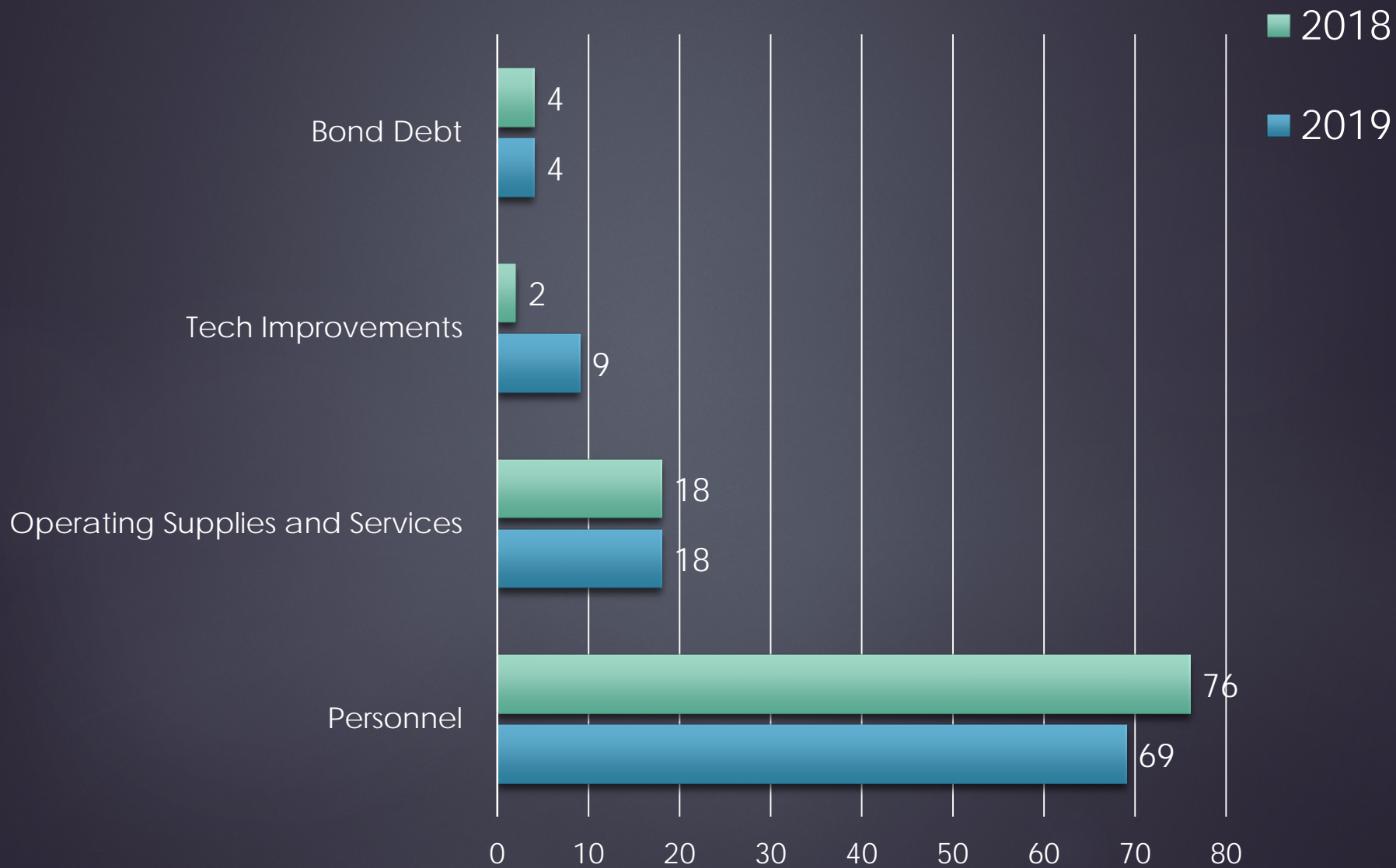




# REGULAR REVENUES



# REGULAR EXPENDITURES





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