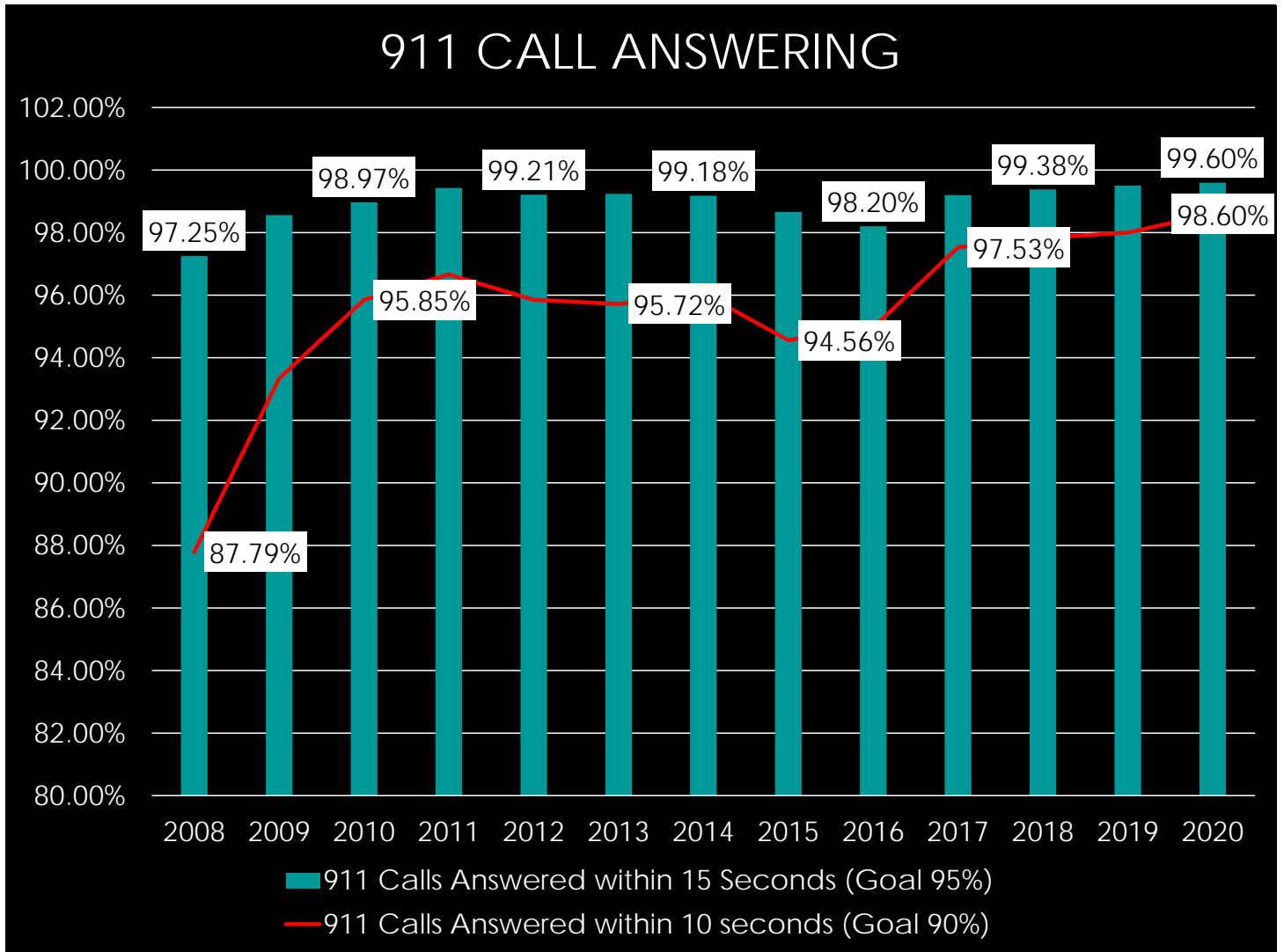


# 2020 Performance Measures





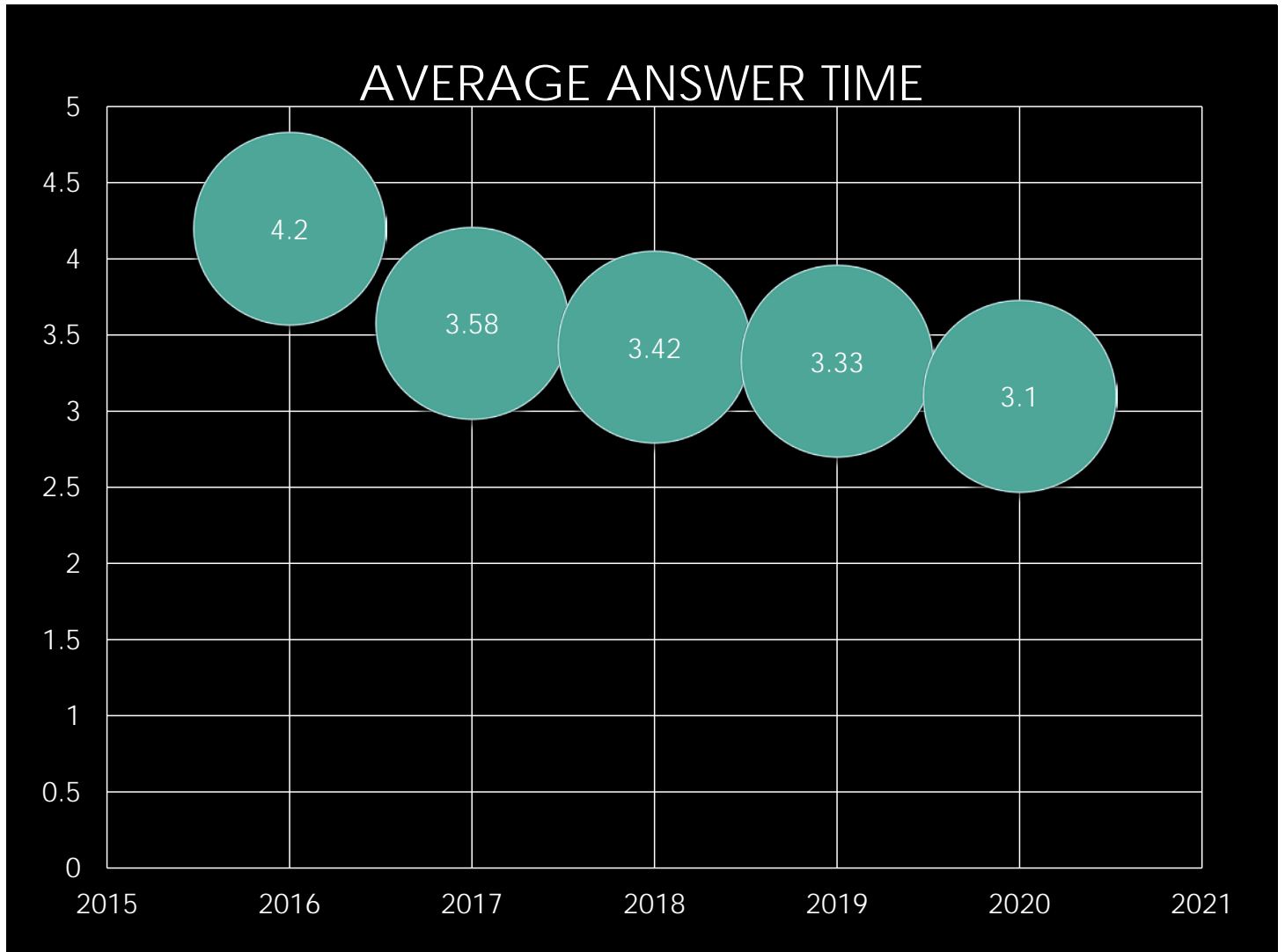
We will begin with CALL ANSWERING PERFORMANCE

First, we look the NFPA1221 goal, which is 95% of all 911 calls are answered within 15 seconds.

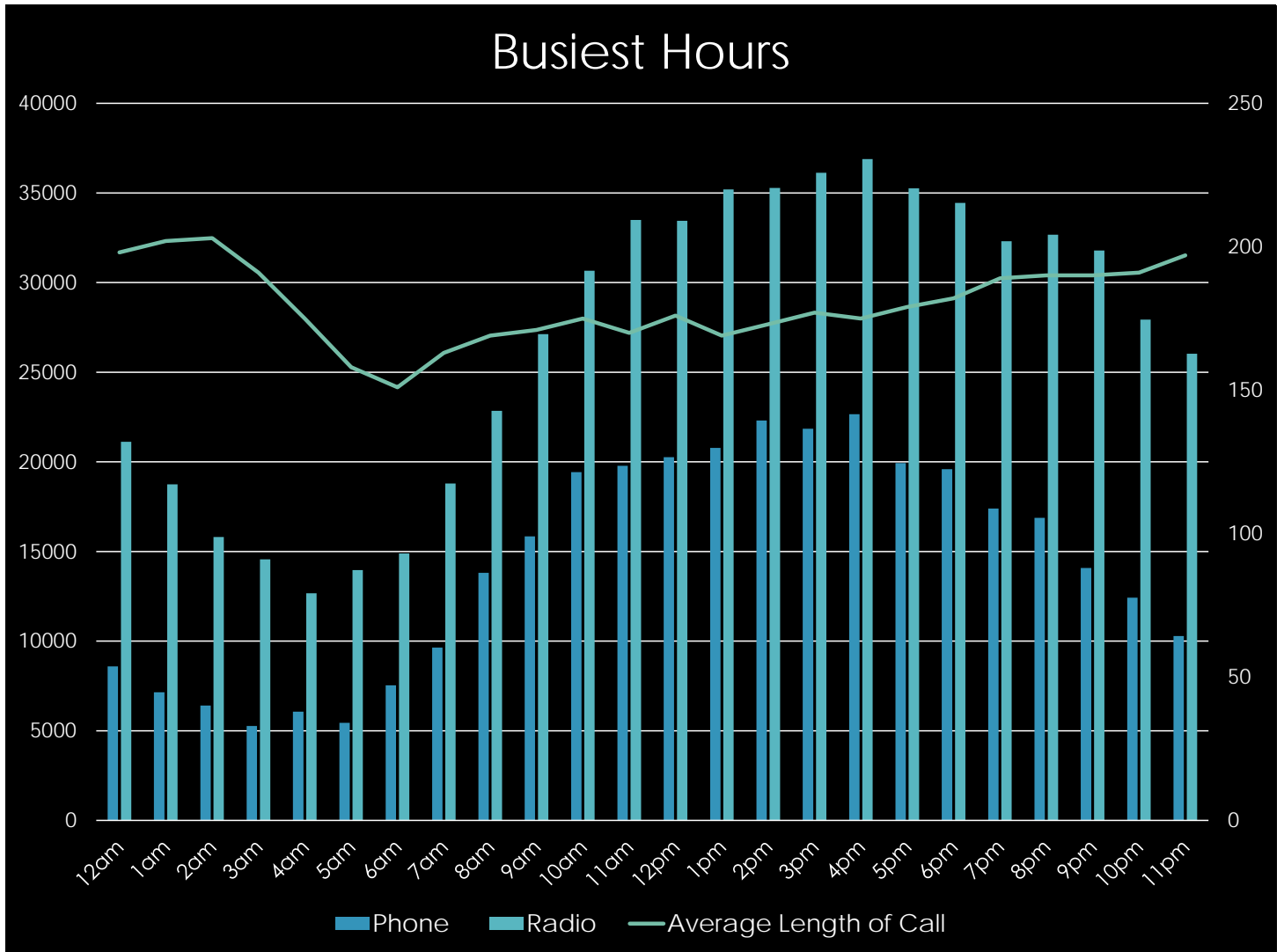
We continued to exceed this standard in 2020 with 99.6% up slightly from 2019's 99.5%

We also look at Kitsap 911's internal goal of all 911 calls answered within 10 seconds 90% of the time.

We also exceeded this goal with 98.6% up from 2019's 98%.



The average 911 call was answered in 3.1 seconds down from 3.33 in 2019. It has continued to drop since 2016's 4.2 seconds average.

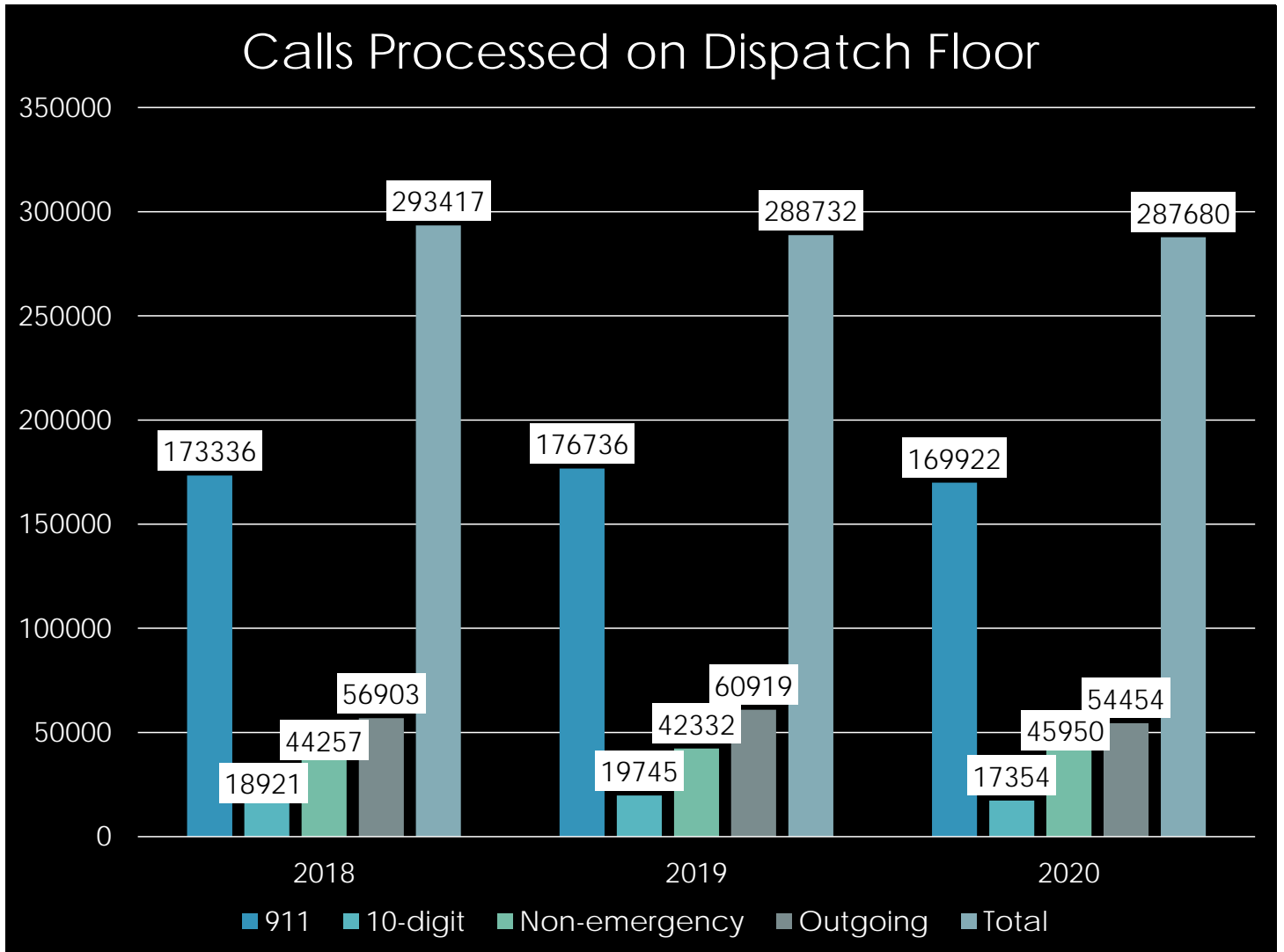


Our Average talk time for all calls taken in 2020 was 180 seconds, up from 158 seconds. Longer call processing was expected with the need to ask COVID screening questions on all calls.

Calls were shorter during our busiest hours of the day - which was between 1100 and 1800 – we take just over 43% of our calls within these 7 hours.

Our busiest days were Thursdays followed closely by Wednesday and Friday. Our slowest day was Sunday.

The highest number of priority one events occurred between the hours of 17 and 2200 and most often occurred on a Tuesday then a Sunday.



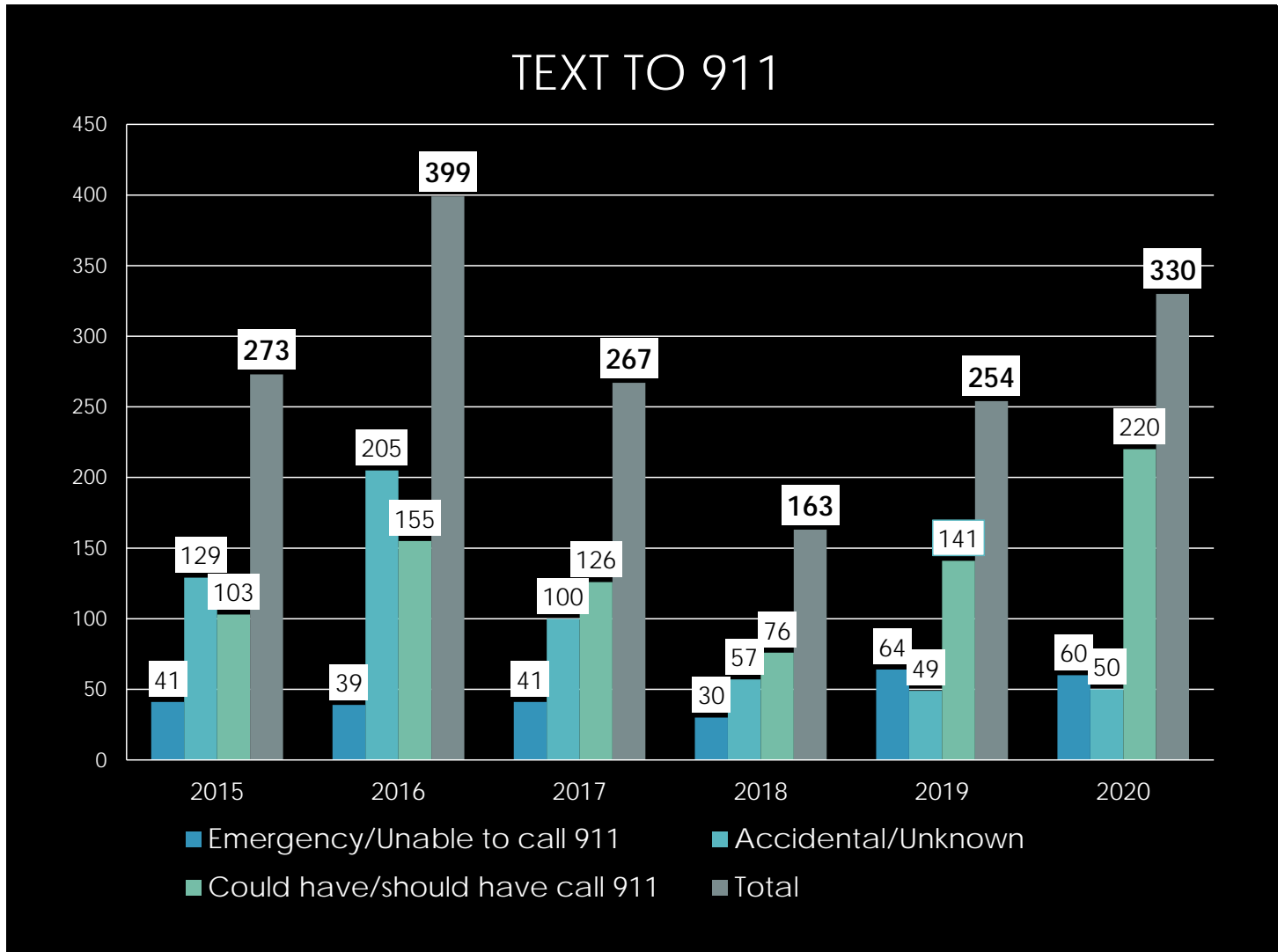
Kitsap 911 handled 287680 calls in 2020, down from 299,732 calls in 2019 (about a 4% drop).

169922 of those were 911 calls (down from 176736 – 3.8%)

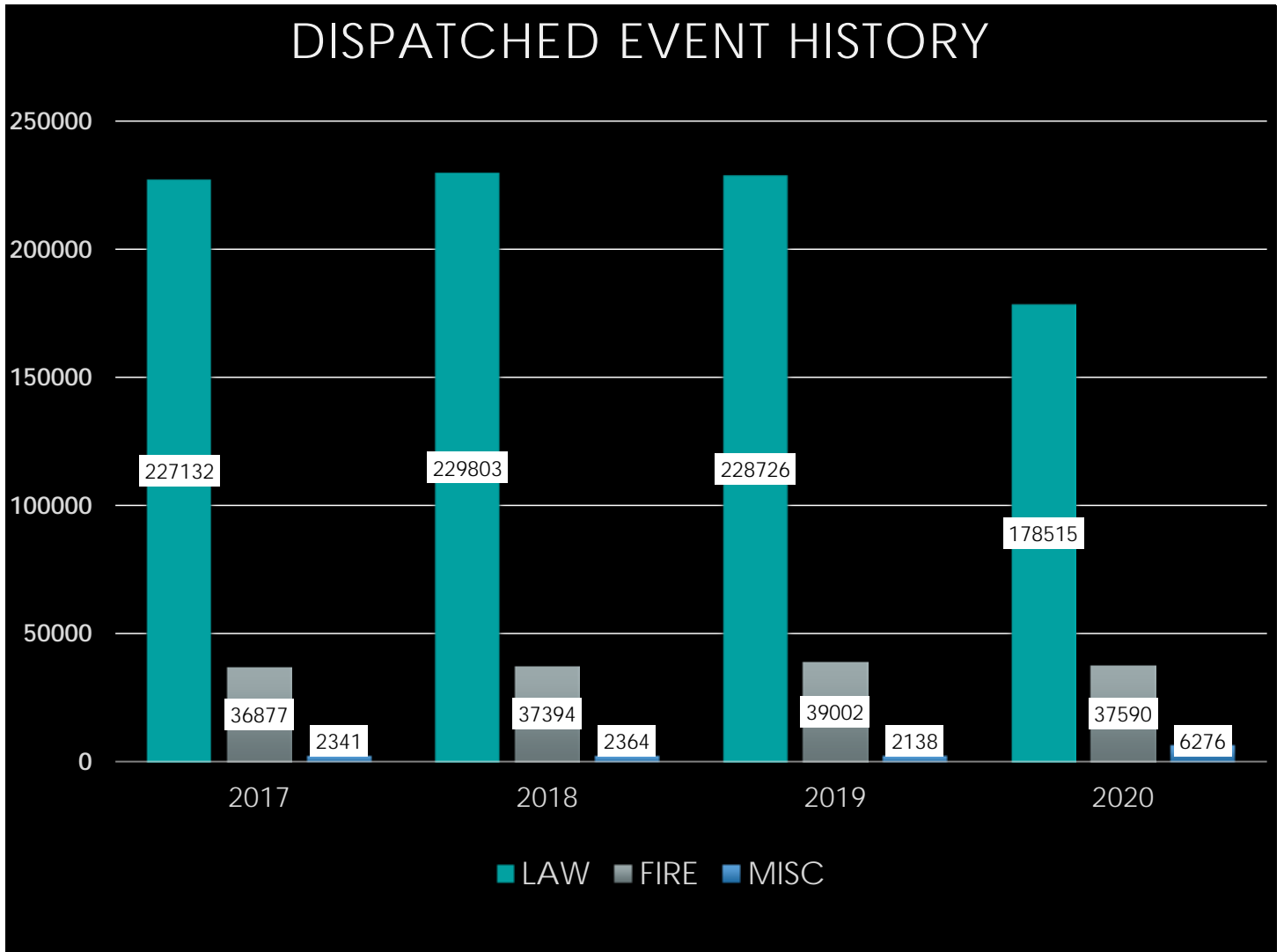
17354 were 10 digit emergency - alarm lines (down from 19745 – 12.1%)

45950 were non-emergency – calls into the dispatch positions, ring downs from other agencies, etc. (Up from 42332 – 8.5%)

54454 were outgoing (down from 60919 – 10.6)



The dispatch floor processed 330 text to 911 events in 2020 up from 254.  
The highest increase was for events that would have been better as a call to 911 (79)



Looking at dispatched events...

Kitsap 911 handled 222,381 events on the dispatch floor— down from 269,866 events in 2019. This is about a 17.6% drop.

Law accounted for 178,515, a drop of nearly 22% from 2019's 228,726.

Fire 37,590, 3.6% drop from 39,002

Other events totaled 6,276 up 193% from 2019's 2,138 – this was due to increased access and usage of Coplogic, the law enforcement on line reporting system since March 2020.

Dispatch Performance Standards			
Priority 1 Law Enforcement	2018	2019	2020
Average Dispatch Time Priority 1 Law Events	29	30	26 seconds
FIRE/EMS Standards	2018	2019	2020
90% Dispatched within 64 Seconds	84%	81.5%	75.6%
95% Dispatched Between within 106 Sec.	96%	96.6%	96%
Answered to Dispatched	:47	:47	:52 seconds

Now we will look at dispatch performance standards for Law enforcement and fire.

Our processing times for priority 1-law enforcement events has remained steady the last few years. The goal is to dispatch these events within 30 seconds of their appearance in the CAD system. We met the goal in 2020 with a 26 second average.

For fire/EMS events there are two categories:

For the first category - 90% of events dispatched within 64 seconds, our average for 2020 was 75.6% within 64 seconds, a decreased from 81.5% in 2019.

For the second category, 95% of events dispatched within 106 seconds, our 2020 average was 96% a slight decrease from 2019's 96.6%.

These decreases are directly related to required screening questions for COVID as well as a triage line that was implemented for a few months in 2020



Our 2020 average from answer to dispatch increased to 52 seconds, again due to required screening questions for COVID as well as a triage line that was implemented for a few months in 2020.

## KITSAP 911 Employees

Average Tenure: 8.14 Years

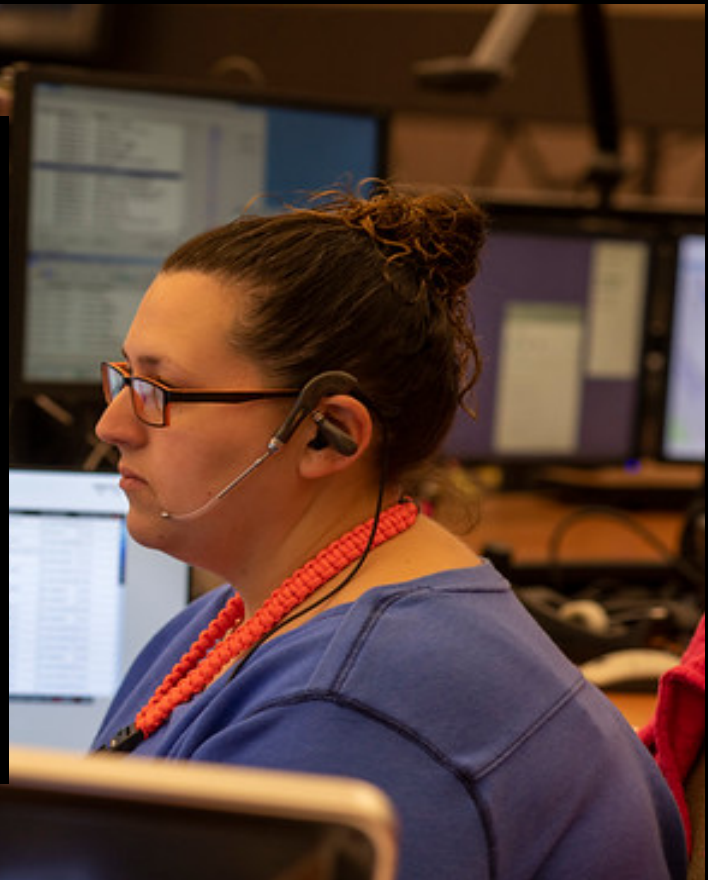
Retention Rates:

Non-Probationary 84.21%

Probationary: 82.76%

Average sick leave per employee per year:  
41.69 hours

Hours of overtime worked:  
11,544



Our average tenure is 8.14 down from 8.3 in 2019 1 30 year retirement and 3 20+ year retirements (Tami, Stephanie, Monnet and Nancy)

Our Non-Probationary Retention Rate is 84.21 up from 82.76% in 2019.  
Probationary Retention Rate is 82.76% up from 80.49%, in 2019.

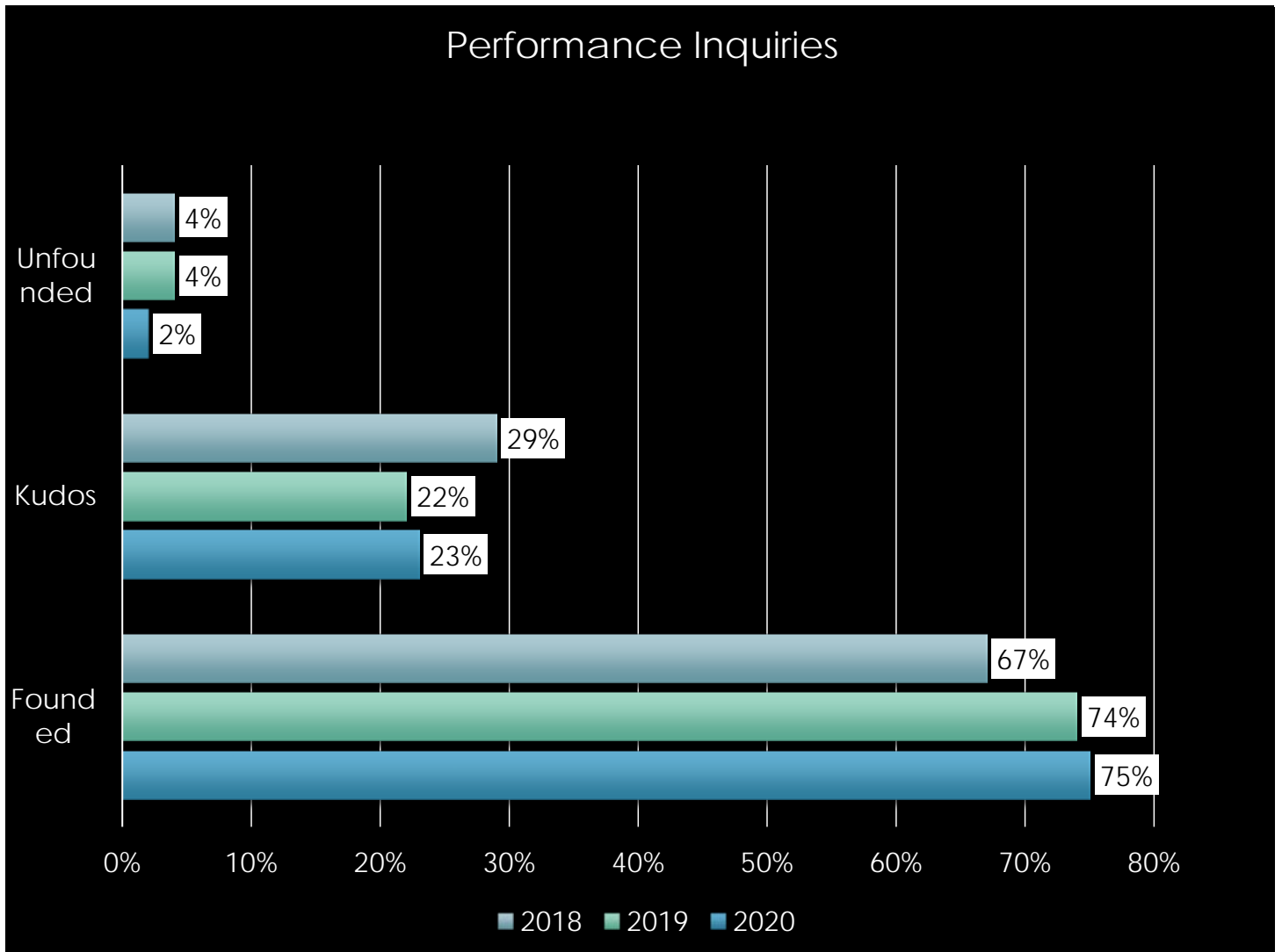
In 2020, we had 14 full time employees leave KITSAP 911.  
Of those were 5 Probationary and 9 were not.

Of the probationary, 2 were terminated due to work performance; 2 resigned due to stress of the job, and 1 moved.

As for non-Probationary – 4 retired, 1 took a job in field of study, 1 went to law school, 1 moved, 1 resigned during an internal investigation, and 1 moved to extra help.

Average sick leave per employee for 2020 was 41.69 hours (excluding protected sick leave) down from 68.63 hours in 2019.

Our employees worked 11,544 hours of overtime in 2020 – down from 14,798 overtime hours in 2019 by about 22%. This is about 163 hours per employee, down from 197 hours in 2019. This is primarily fill vacant positions and backfilling sick leave both protected and non-protected time.



Looking at inquiries for the year...

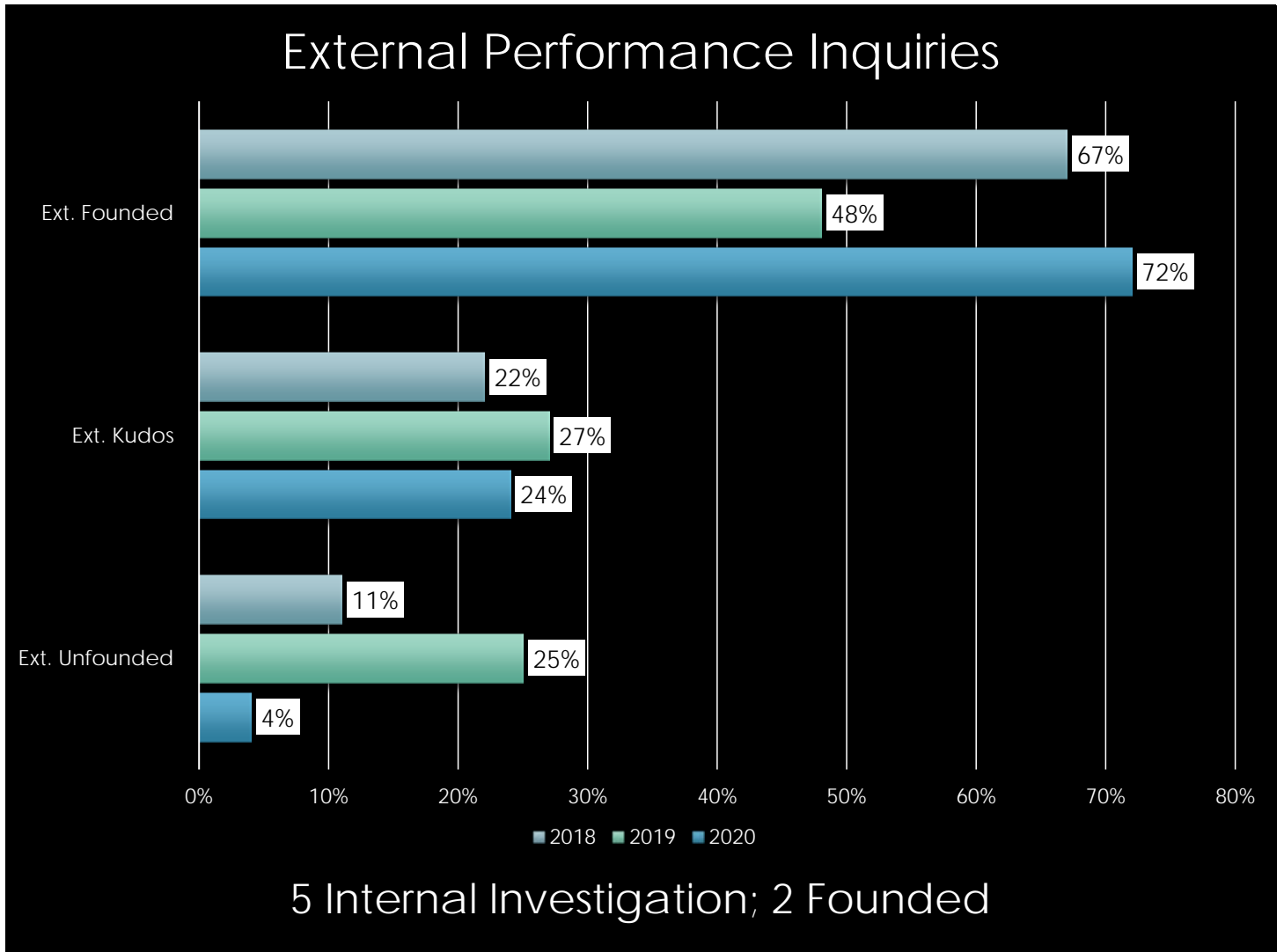
These are reviews of concerns we have or receive from any of our customers – citizens, member agencies, etc. They also include kudos for handling an event well or for going above and beyond.

There were 1286 inquiries completed by our supervisory group in 2020.

Of those 75% (968) were founded, up from 74% in 2019

2% were unfounded (24), down from 4% in 2019

23% were kudos (294), the same as 2019



Of those total 1286 inquiries, we look at how many came from outside Kitsap 911. 16% were from an external source, down from 22% in 2019.

Of those from outside Kitsap 911,  
4 % (4) were unfounded, down from 25% in 2019  
24% (49) were KUDOS down from 27%  
72% (100) were founded, up from 48% in 2019 (67% (137) in 2018 and 72% in 2017.)

Kitsap 911 also had 5 internal investigations in 2020 – 2 were founded, 2 were unfounded, and 1 the employee resigned prior to the completion.

## System Reliability

CAD	100%
MCT	98.20%
911 System	99.71%
Text to 911	100%
Radio	99.65%

## MAP/CAD Address Accuracy

Average time from road name selection to entry:	3.4 business days
Critical errors (yearly average)	2
Synchronization of MSAG to road centerline data (yearly average)	98.52%
State Hub upload frequency (yearly average)	33 days

P.01 Grade of Service Compliant

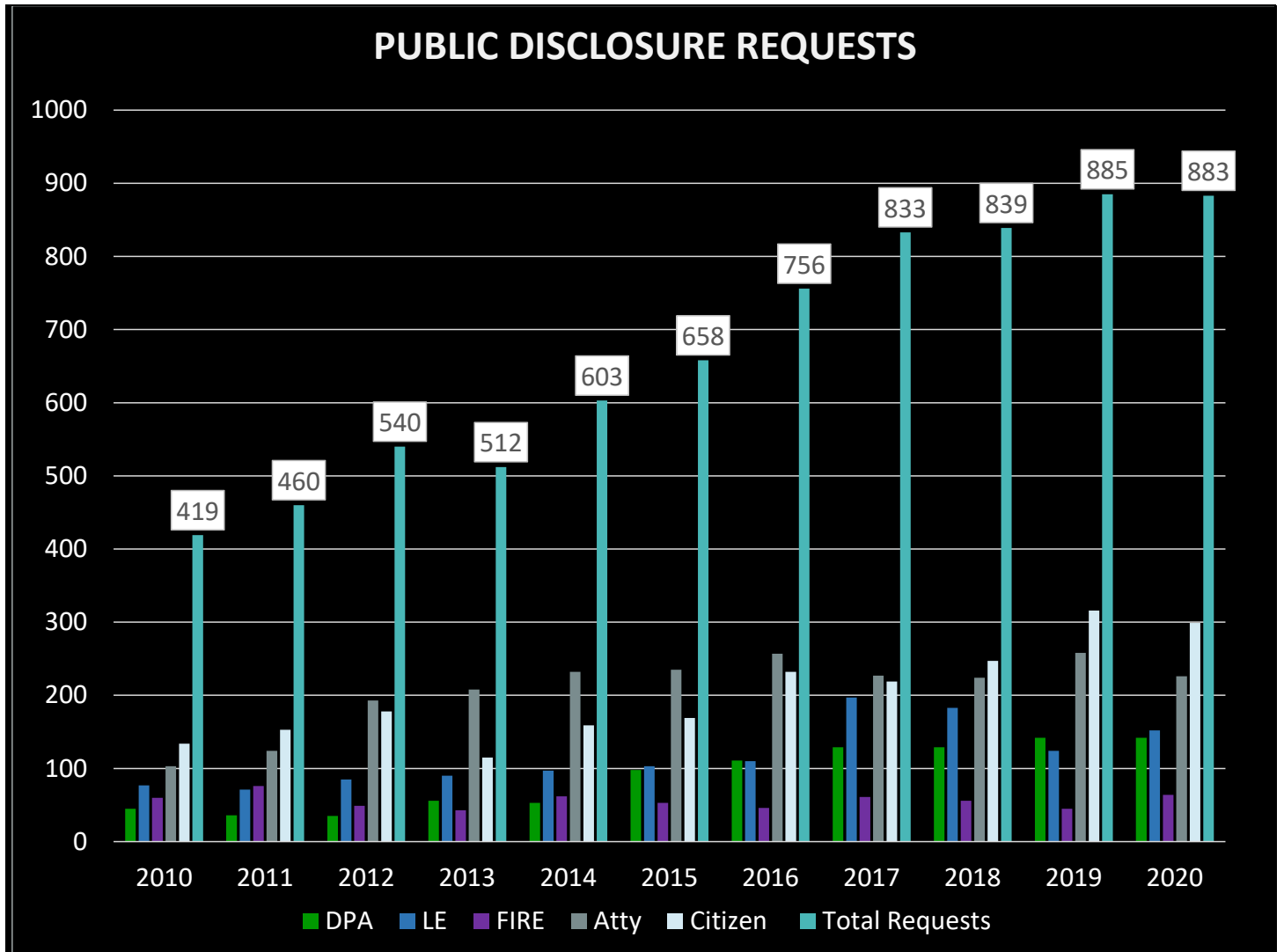
The goal for system reliability is: All systems functional and accurate 100%

- CAD 100%
- MCT 98.20% -160 hours and 58 mainly due to a problem after an update and then server and Netmotion issues
- 911 System 99.71% - 911 outages in specific areas of the county for a total of 24 phones and 56 minutes (one outage was about 23 hours in the Crosby area.)
- Text to 911 100%
- Radio 99.65% - One instance when all radio went down for 3 minutes – related to radio work being done; The rest were specific channels down for periods of time –3 for South for a total of 168 minutes due to server issues and a loose wire; Fire 1 for 27 hours due to a field radio being stuck open that took over the channel.

### **We did well in our Map and Address Accuracy**

- Average time from road name selection to entry was 3.4 business days
- We had two Critical errors on average for the year –A critical error in GIS is data that cannot be loaded into the Statewide GIS Hub. For example, a road might be missing an address range value.
- Synchronization of MSAG to road centerline data (yearly average): 98.52%  
State Hub upload frequency (yearly average): 33 days

**Lastly, we remained P.01 complaint** - Which means that no more than 1 in every hundred callers can receive the “all circuits are busy” message – if this occurs, it means another trunk is needed.



There were there were 883 public information requests in 2020, 2 less than we had in 2019 – although the number is lower, the complexity and amount of information was greater.

Prosecutor requests remained the same. Private attorneys and Citizen requests dropped, while le and fire increased.

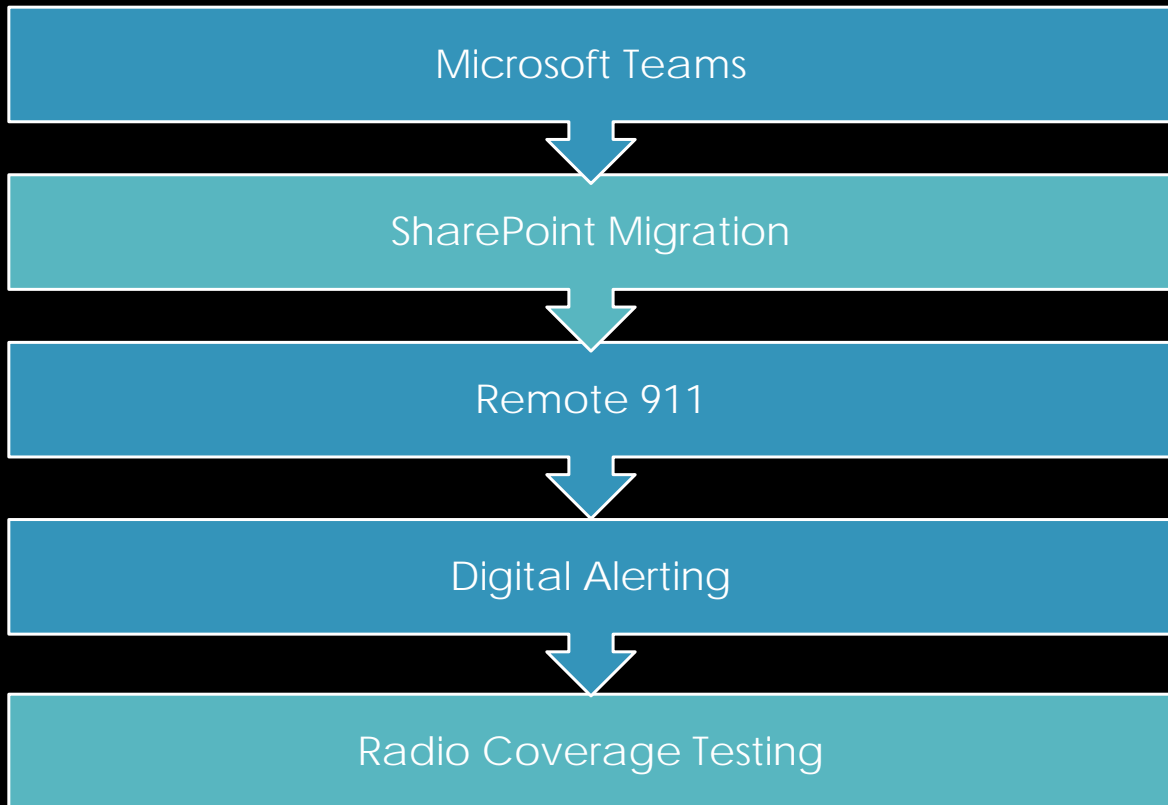
**2020**

- Prosecutor 142
- Le 152
- Fire 64
- Attorney 226
- Citizen 299

98% of requests were completed within 3 days.



## Technology Services Group Major Projects



Our Technology Services Group is comprised of the Technology Manager and 9 full-time technicians. Their principle role is supporting the operation, maintenance and repair of all technology and systems associated with Kitsap 911.

There was a significant shift in projects at Kitsap 911 during 2020 due to the COVID-19 pandemic. Some projects were paused while others were added or escalated in priority and completion deadline. All the projects completed in 2020 contributed, in one way or another, toward making Kitsap 911 a safer, more resilient working environment in the event of a workforce disruption due to COVID-19.

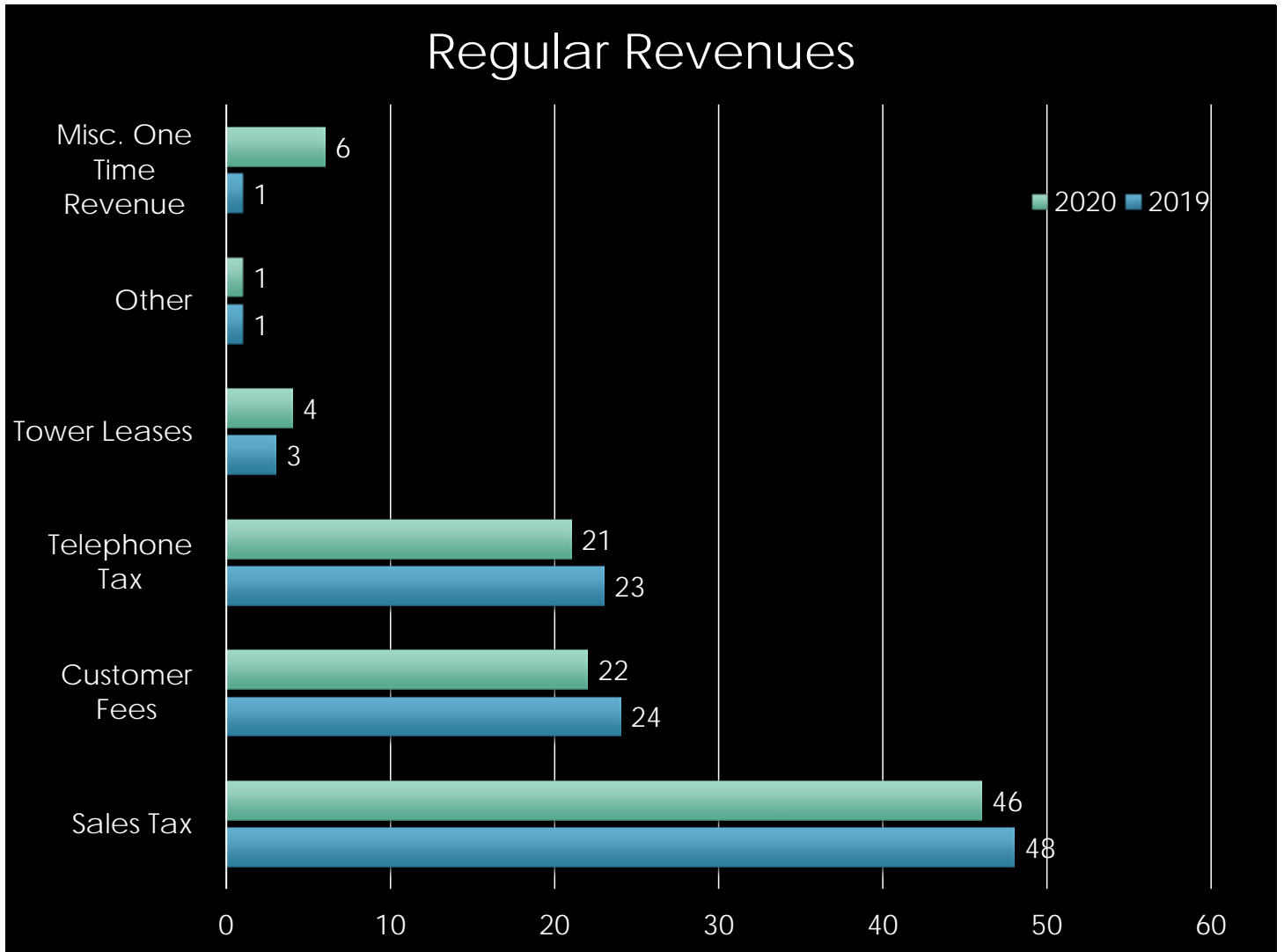
- One of the first projects undertaken as the COVID-19 pandemic began was the migration of all Kitsap 911 in house chat systems to Microsoft Teams.

- In addition to this, Kitsap 911's internally hosted SharePoint site was also migrated into the Office 365 cloud. These were essential first steps towards the remote work landscape which quickly became commonplace. These changes allowed for greater access to files and increased communication and collaboration.
- In March 2020, Kitsap 911 began exploring the possibility of 911 operations staff working remotely. This included the ability to answer and process incoming business and 911 calls as well as work a radio frequency remotely. As early as April we began testing with operations staff on the feasibility and functionality available. By the 4<sup>th</sup> of July, which is our busiest time of the year, we had the remote 911 system in such a state that we successfully utilized remote 911 dispatchers to fulfill the staffing needs of the dispatch center. We continued to evaluate and improve these remote capabilities with our latest version currently in testing.
- A new project added in 2020 was the documentation and evaluation of our current radio coverage and cellular service coverage. This work was completed in early 2020 after Kitsap 911 performed a large number of drives across the county testing all radio channels. The information gathered supported the need for upgrades to our current radio and microwave systems.

Just to name a few...

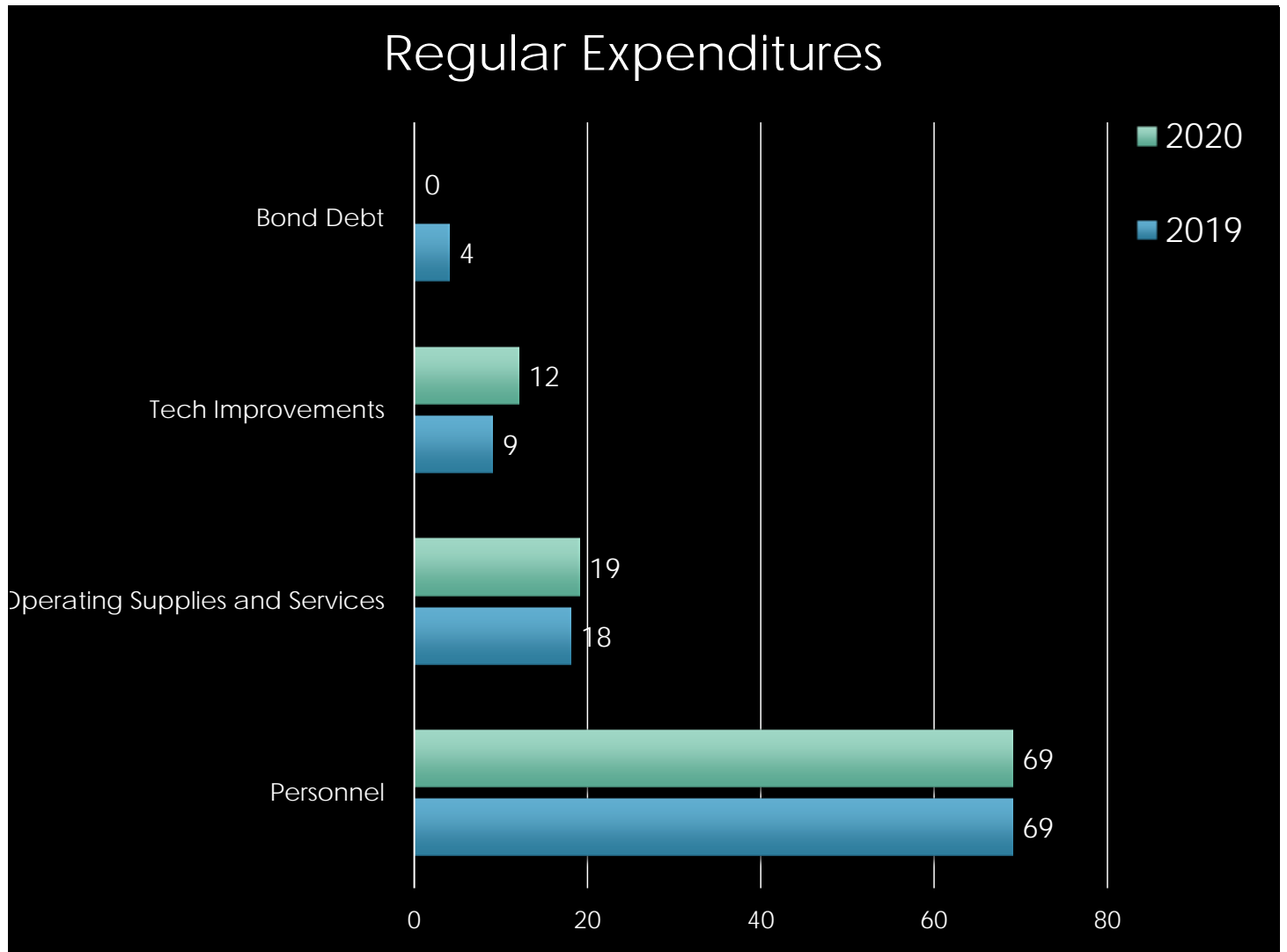
In addition to the project work, our technical group also completed over 1800 from Kitsap 911 employees, law and fire personnel. 30% of those were completed within 24 hours.

Our technology group is a busy and effective group.



As for finances,

- 67% of Kitsap 911's regular funding comes from dedicated 911 taxes (the 1/10th of 1% sales tax and 911 excise tax on wireless, wireline, VoIP, and Prepaid Wireless telephone services).
- Customer fees account for 22%
- Miscellaneous and one time revenues 6%
- Tower leases 4%
- Other revenues, such as grants make up 1%



Kitsap 911's staff constituted the bulk of our expenditures at 69%  
Operating supplies for 2020 constituted 19% of our budget.  
Capital Projects was 12%

**2020 Expenditures**

Personnel \$8,025,352.02 69%  
Operating Supplies & Services \$2,183,979.10 19%  
Capital Projects \$1,407,654.27 12%



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

This completes the 2020 Performance Measure presentation. Any questions?