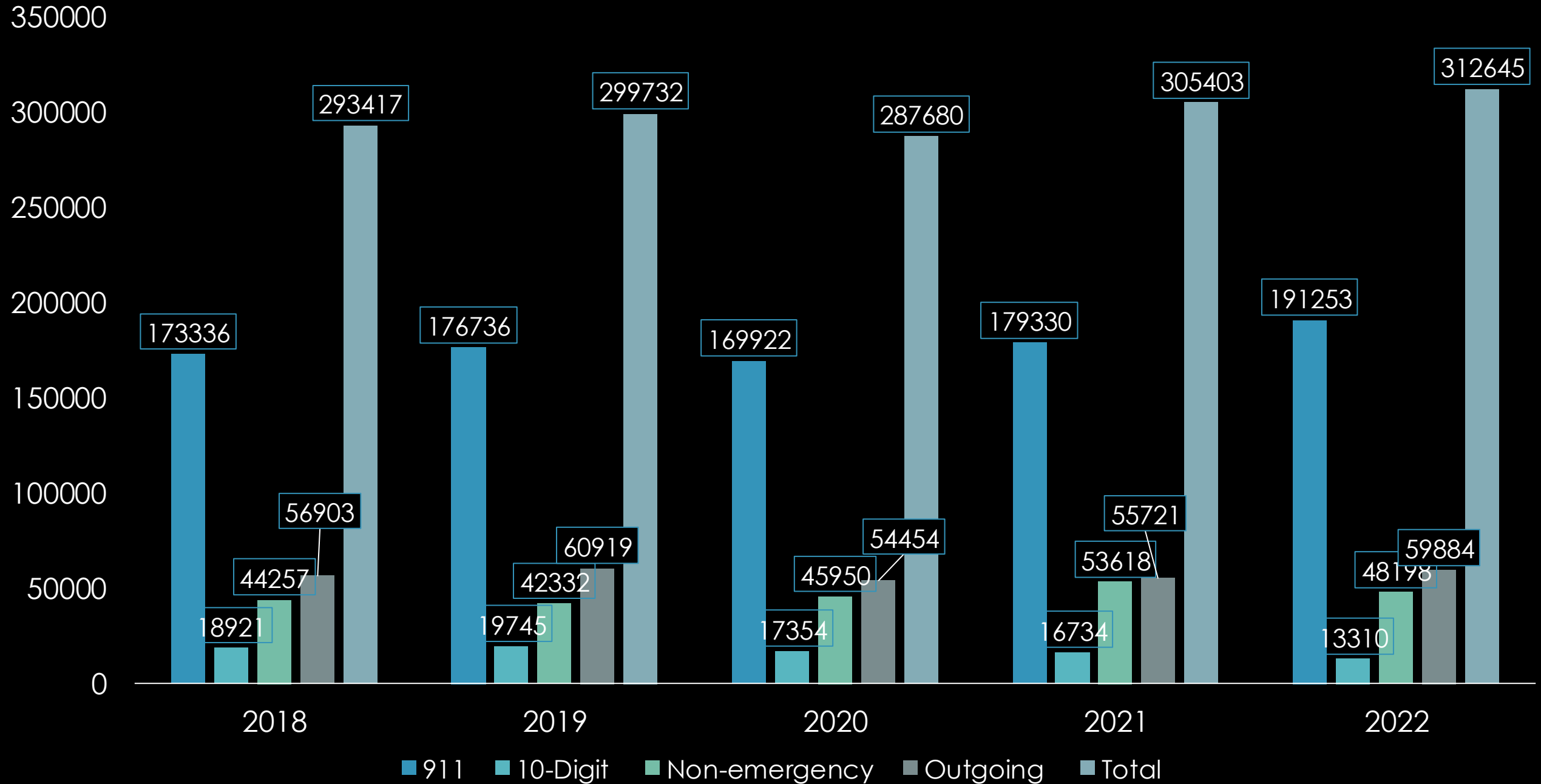


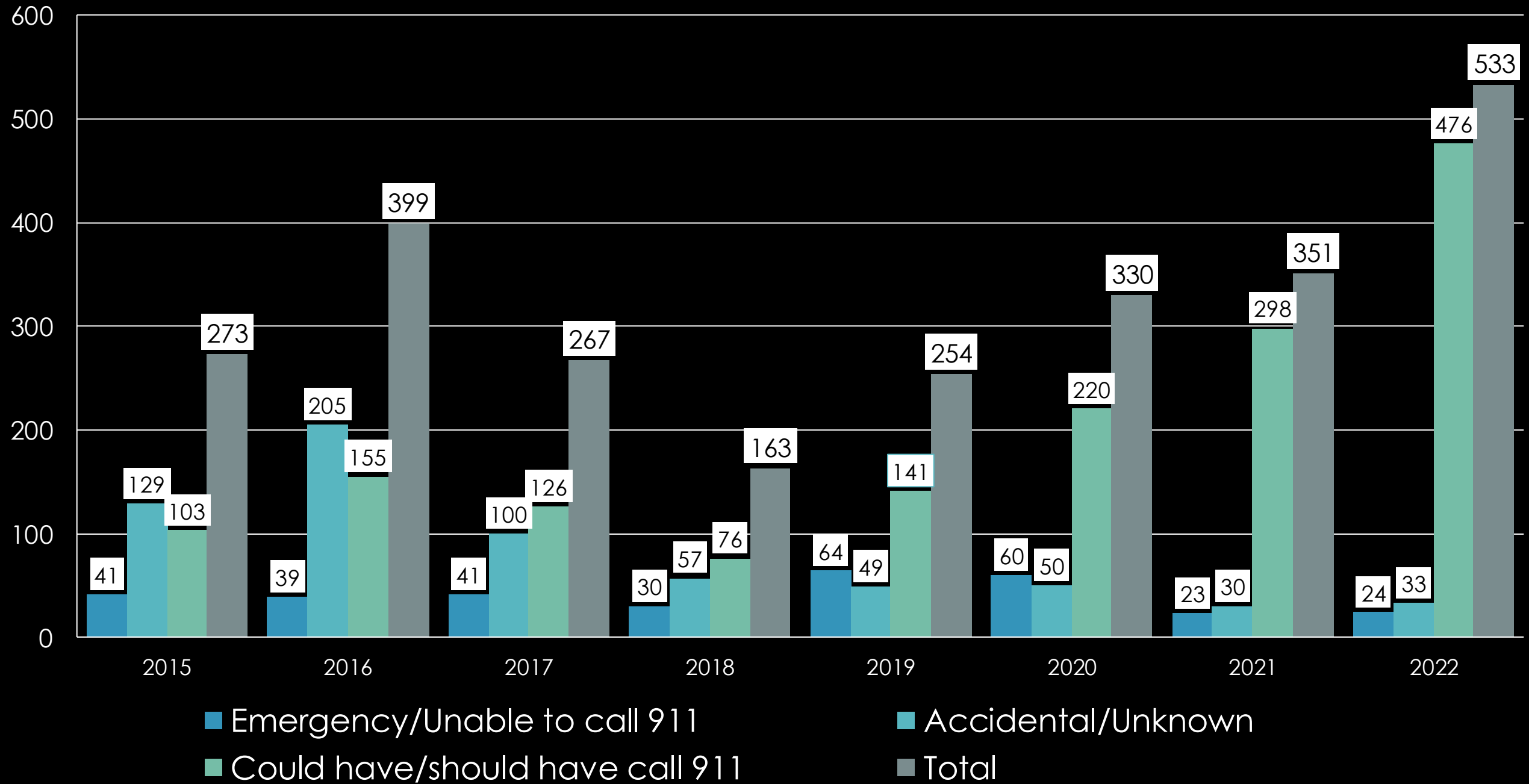


2022  
PERFORMANCE  
MEASURES

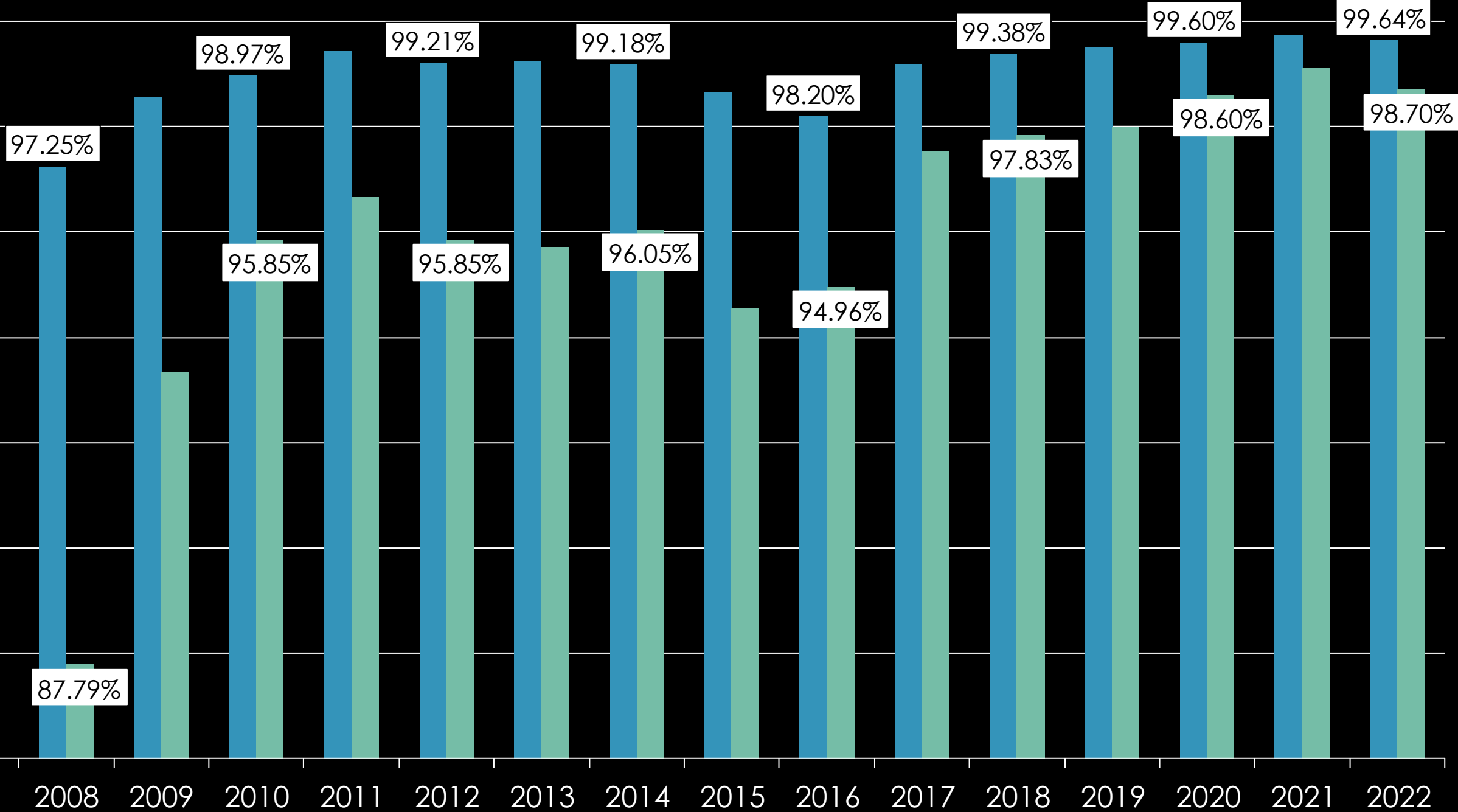
# Calls Processed on the Dispatch Floor



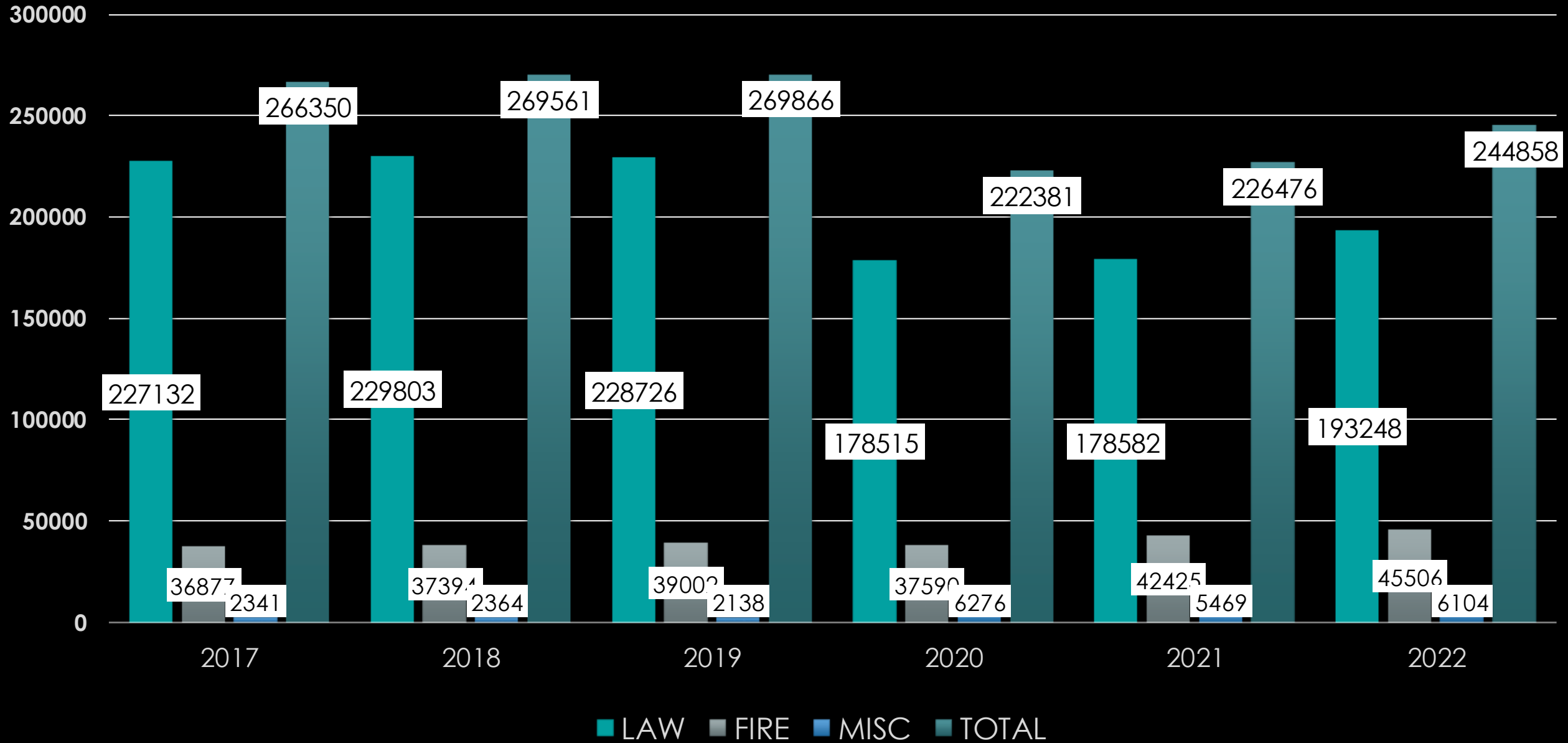
# TEXT TO 911



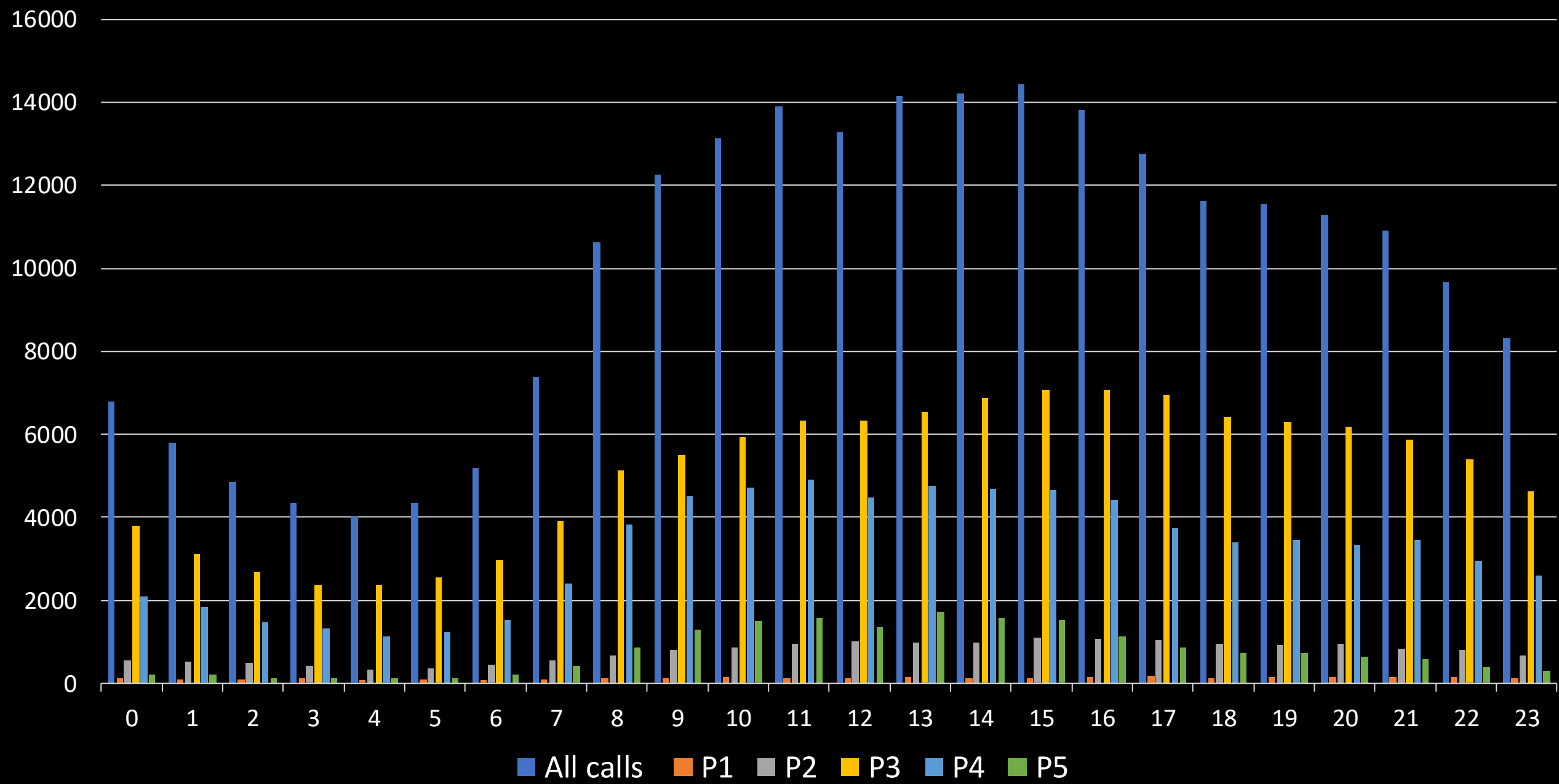
# 911 CALL ANSWERING



# DISPATCHED EVENT HISTORY



# Busiest Hours by Priority



# Dispatch Performance Standards

| Priority 1 Law Enforcement                  | 2018 | 2019  | 2020  | 2021  | 2022  |
|---|------|-------|-------|-------|-------|
| Average Dispatch Time Priority 1 Law Events | 29   | 30    | 26    | 26    | 26    |
| FIRE/EMS Standards                          | 2018 | 2019  | 2020  | 2021  | 2022  |
| 90% Dispatched within 64 Seconds            | 84%  | 81.5% | 75.6% | 78.2% | 75.6% |
| 95% Dispatched within 106 Seconds           | 96%  | 96.6% | 96%   | 96.5% | 96%   |
| Answered to Dispatched                      | :47  | :47   | :52   | :50   | :52   |

# Fire/EMS Digital Alerting Impacts

|                         | <b>ANAOLOG ALERTING</b> | <b>DIGITAL ALERTING</b> |
|-------------------------|-------------------------|-------------------------|
| <b>TONE START DELAY</b> | 5 TO 10 SECONDS         | SIMULTANEOUS            |
| <b>VOICE DELAY</b>      | UP TO 3 SECONDS         | SIMULTANEOUS            |
| <b>TONE DURATION</b>    | 5 TO 26 SECONDS         | SIMULTANEOUS            |
| <b>TOTAL TIME</b>       | <b>13 TO 39 SECONDS</b> | <b>1.54 SECONDS</b>     |



## 2022 Recruitments



Continuous Improvement Goal: Pull in applicants in order to fill maximum number of positions

# Employee Exits

5  
Probationary

12 FTE

7 Non-  
probationary

# Staffing

Today

- Tech & Admin fully staffed
- 10 Operations Positions Short
- April Hiring
- Lateral position is continuously open

# Our Employees

Average Tenure: 7.84 Years

Retention Rates:  
Non-Probationary 82%  
Probationary: 82.4%

Continuous Improvement Goal: Improve Non-probationary &  
Probationary Retention Rates

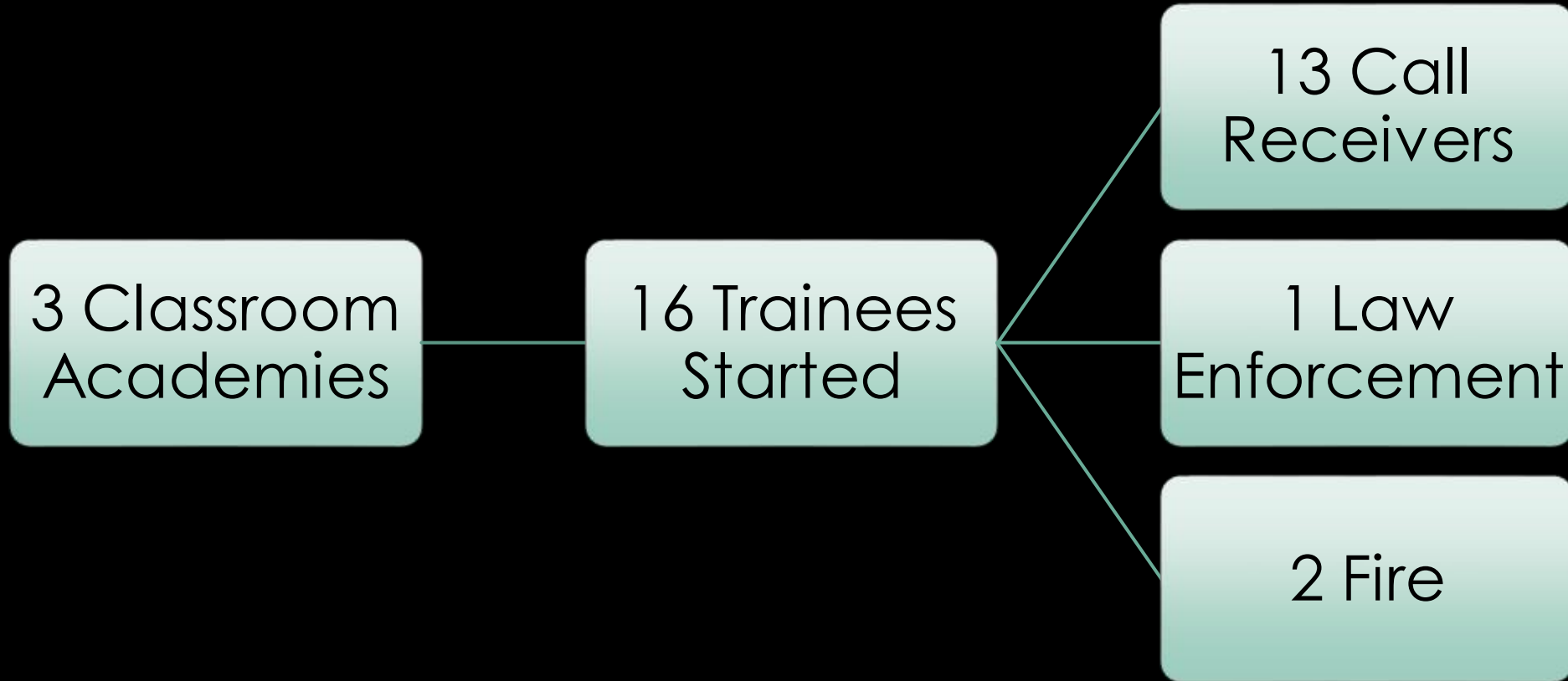
## Our Employees

Average sick leave per employee per year:  
69 hours

Hours of overtime worked:  
18,700

Continuous Improvement Goal: Reduce Overtime

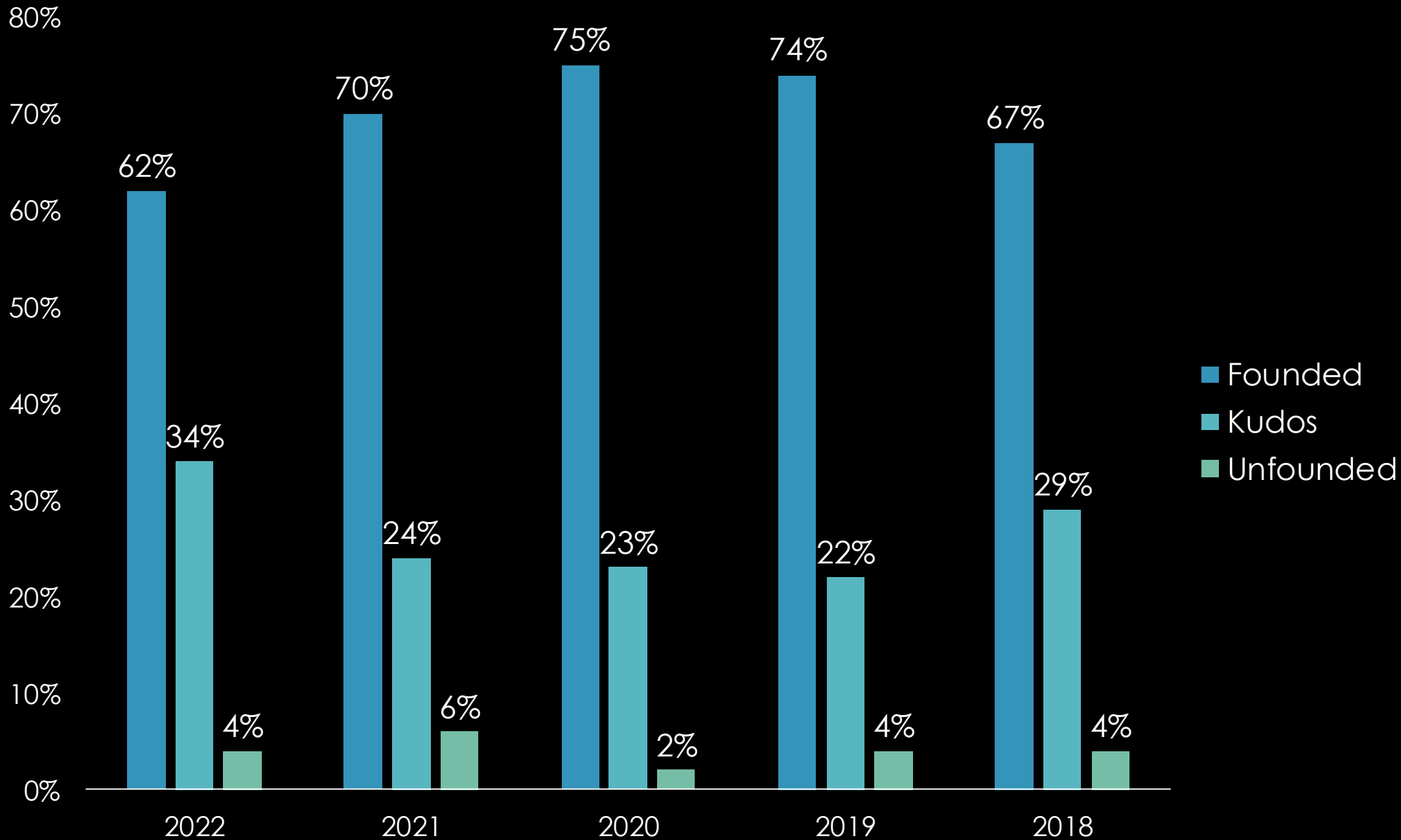
# Training



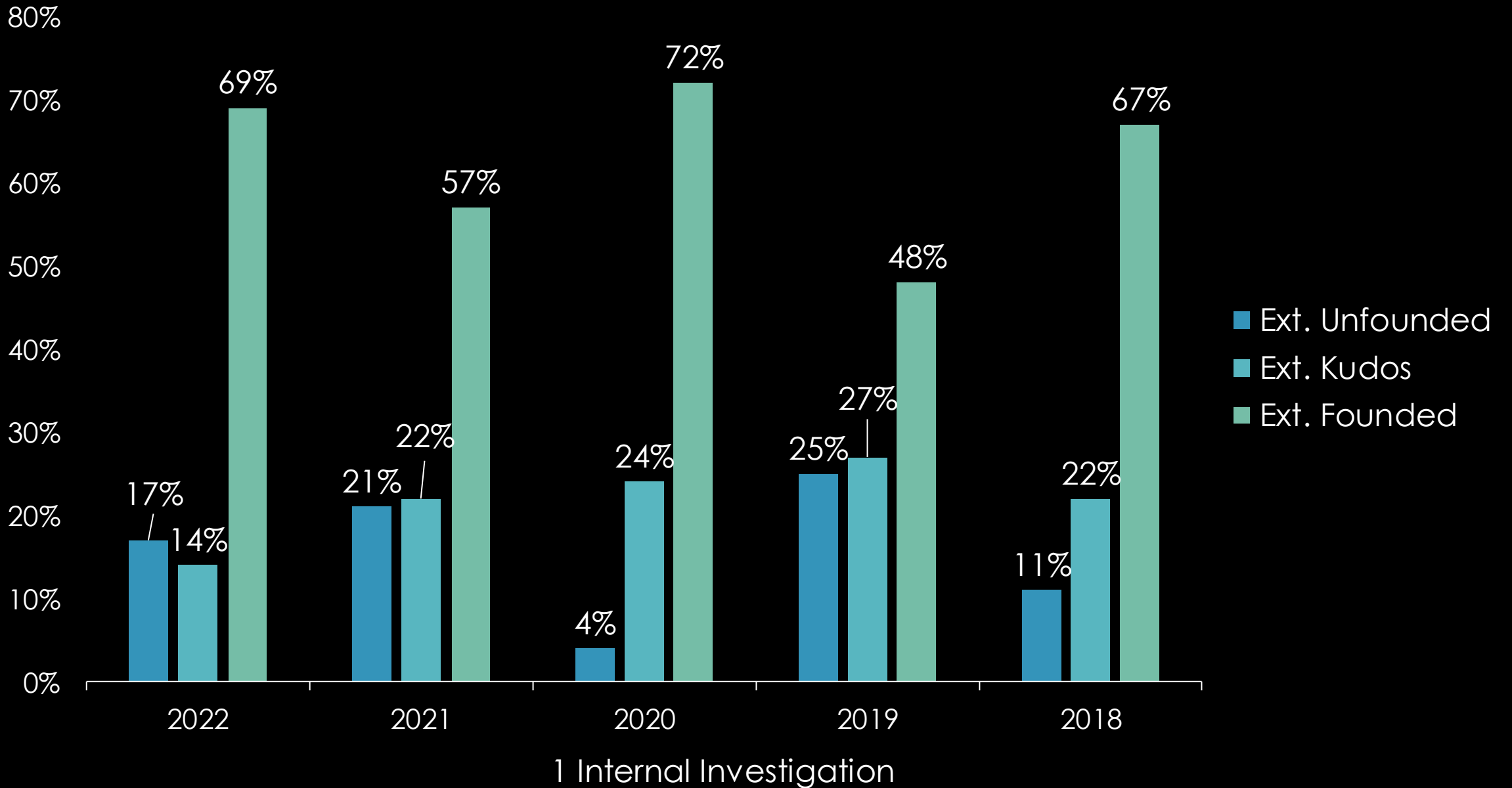
Continuous Improvement Goal: Build CTO Consistency

Continuous Improvement Goal: Evaluate Decreased Training Time

# Performance Management

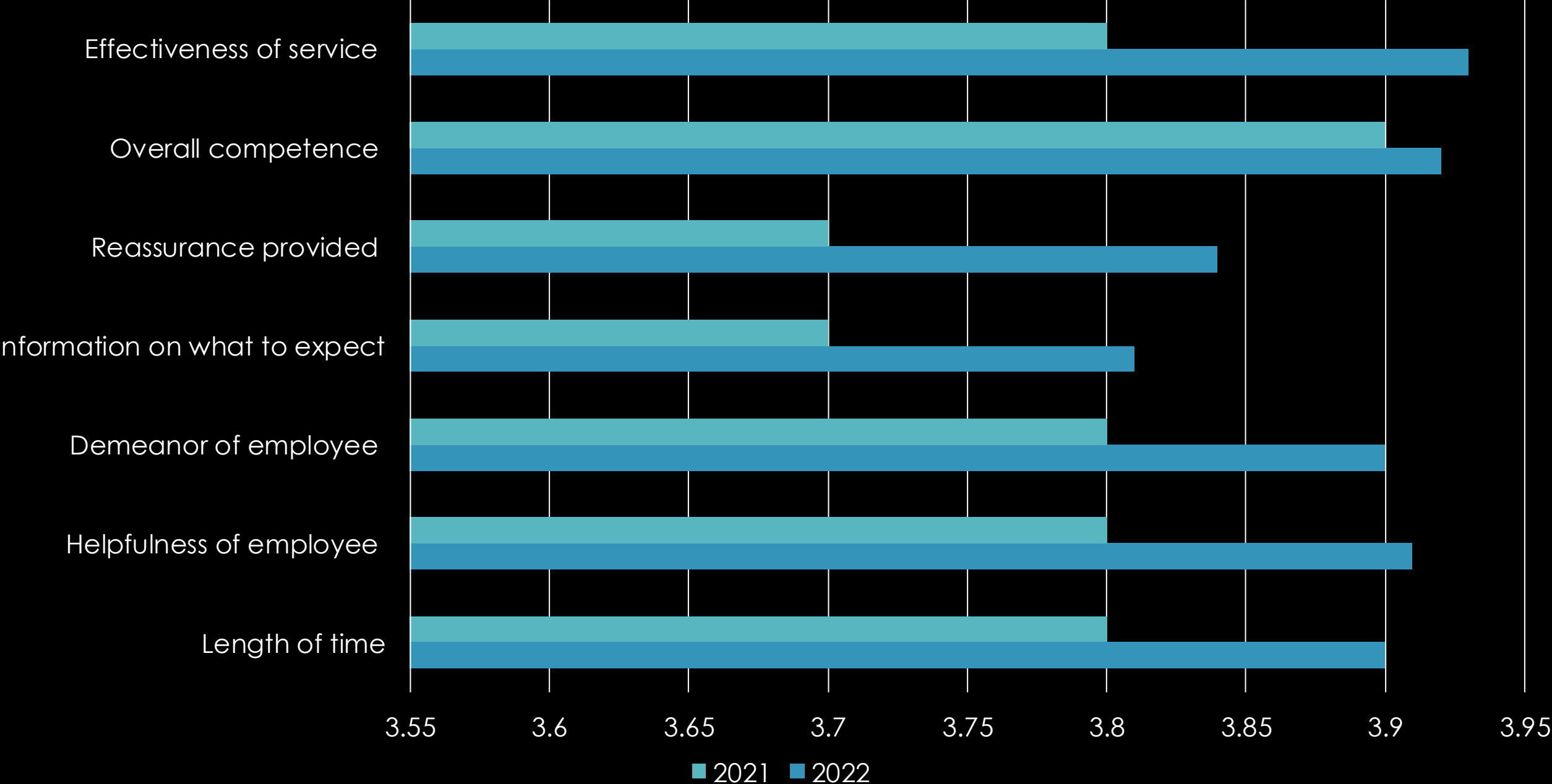


# Performance Management





# Customer Satisfaction Survey Results



# Technology Group Workload

2553

- Total Work Orders Opened in 2022

42%

- Work Orders Resolved in 2022

57%

- Work Orders Resolved within 24 Hours

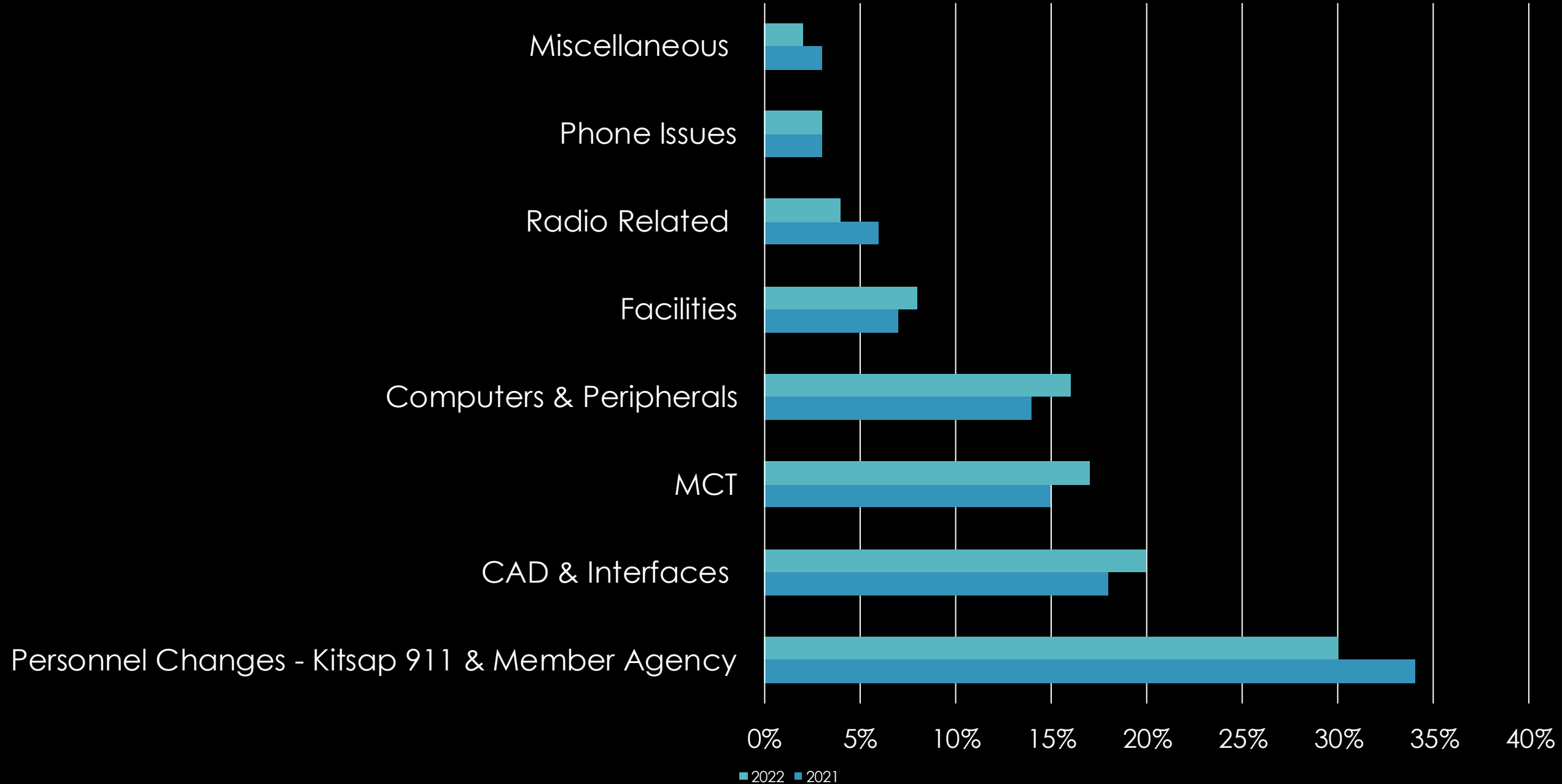
67%

- Work Orders Resolved within 48 Hours

79%

- Work Orders Resolved within 72 Hours

# Work Order by Type



## System Reliability

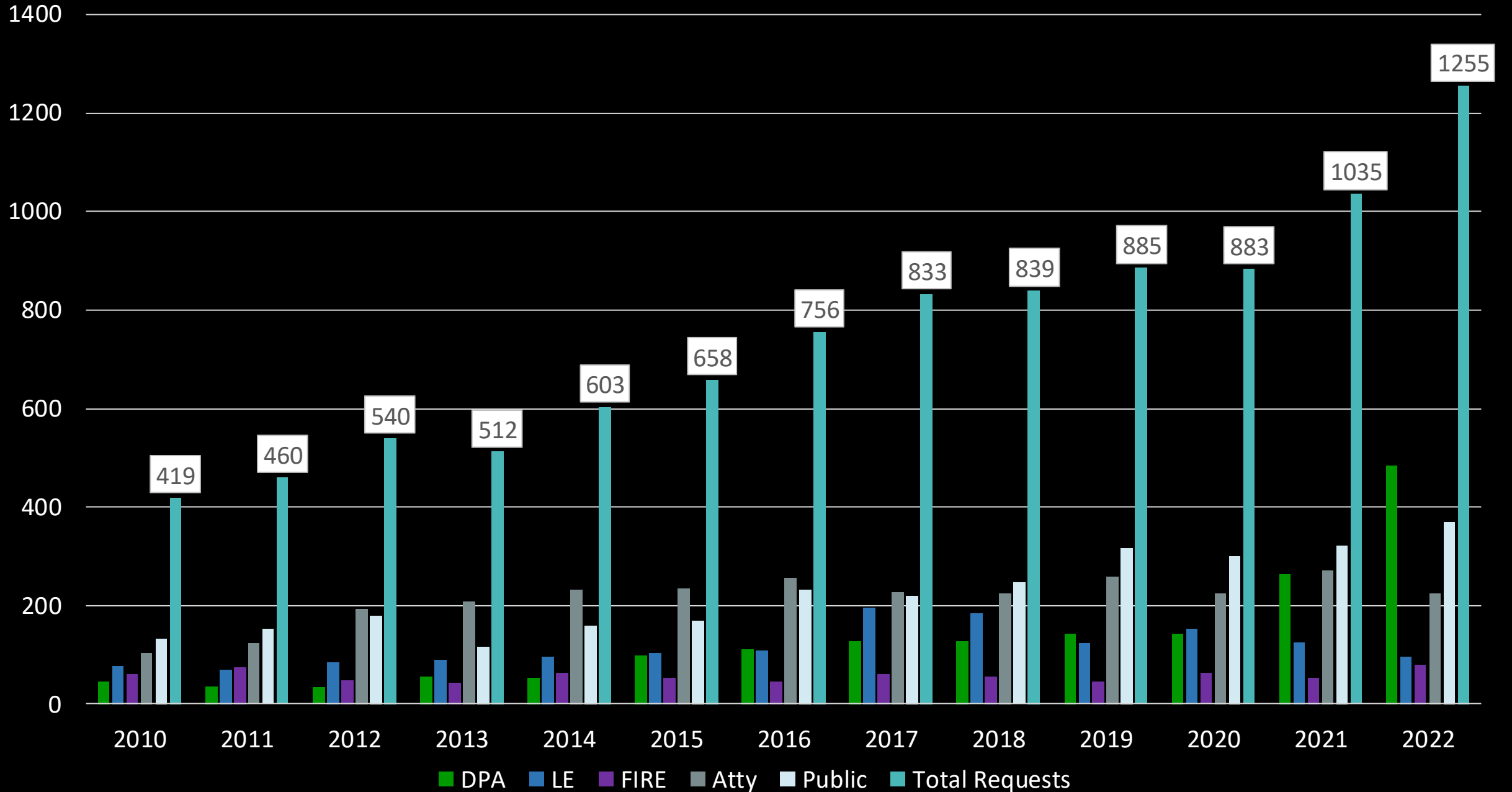
|             |         |
|-------------|---------|
| CAD         | 100%    |
| Text to 911 | 100%    |
| Radio       | 100%    |
| MCT         | 99.887% |
| 911 System  | 100%    |

## MAP/CAD Address Accuracy

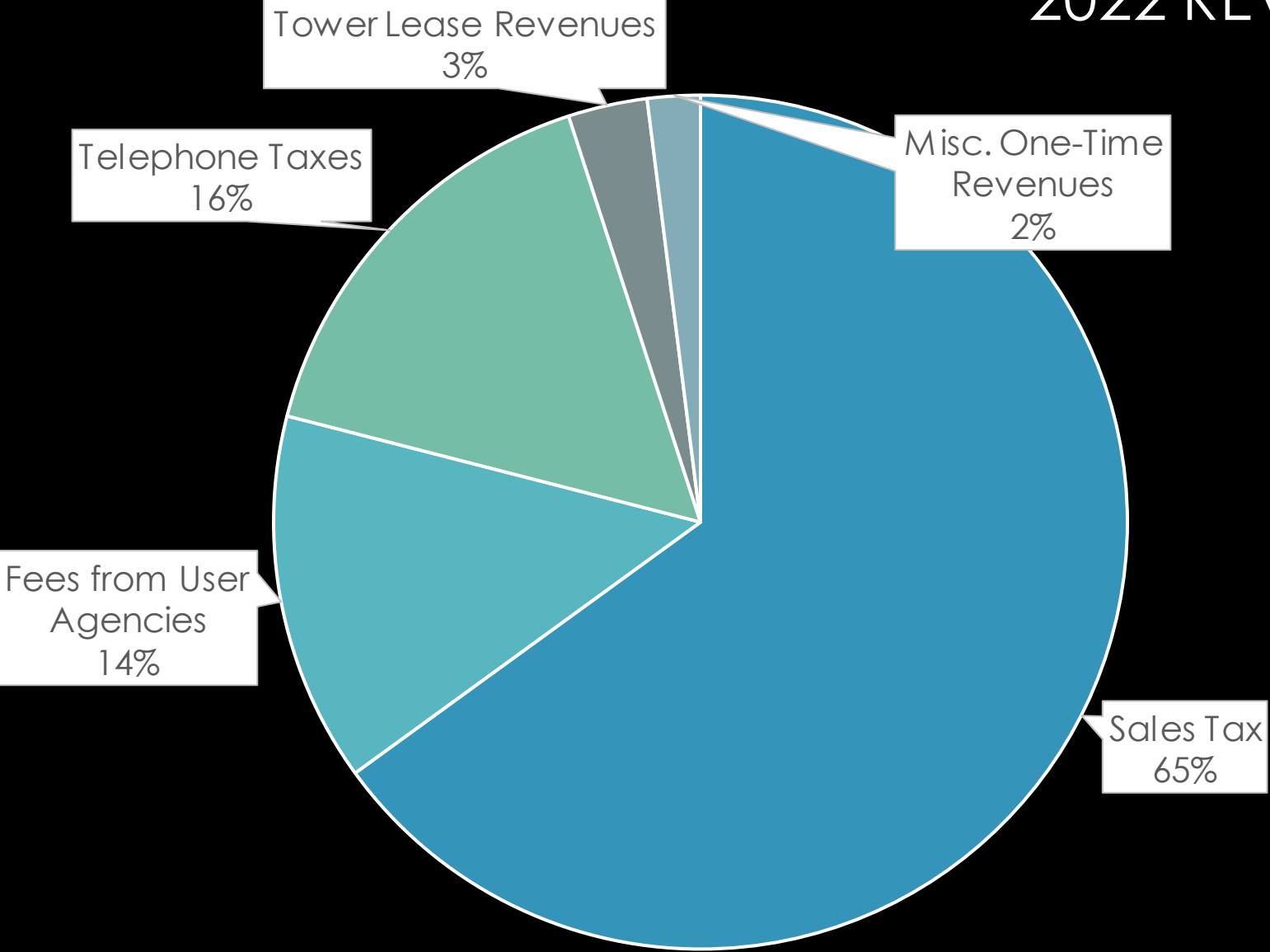
|   |         |
|---|---------|
| Critical errors (yearly average)            | 0       |
| State Hub upload frequency (yearly average) | 29 days |

P.01 Grade of Service Compliant

# PUBLIC DISCLOSURE REQUESTS

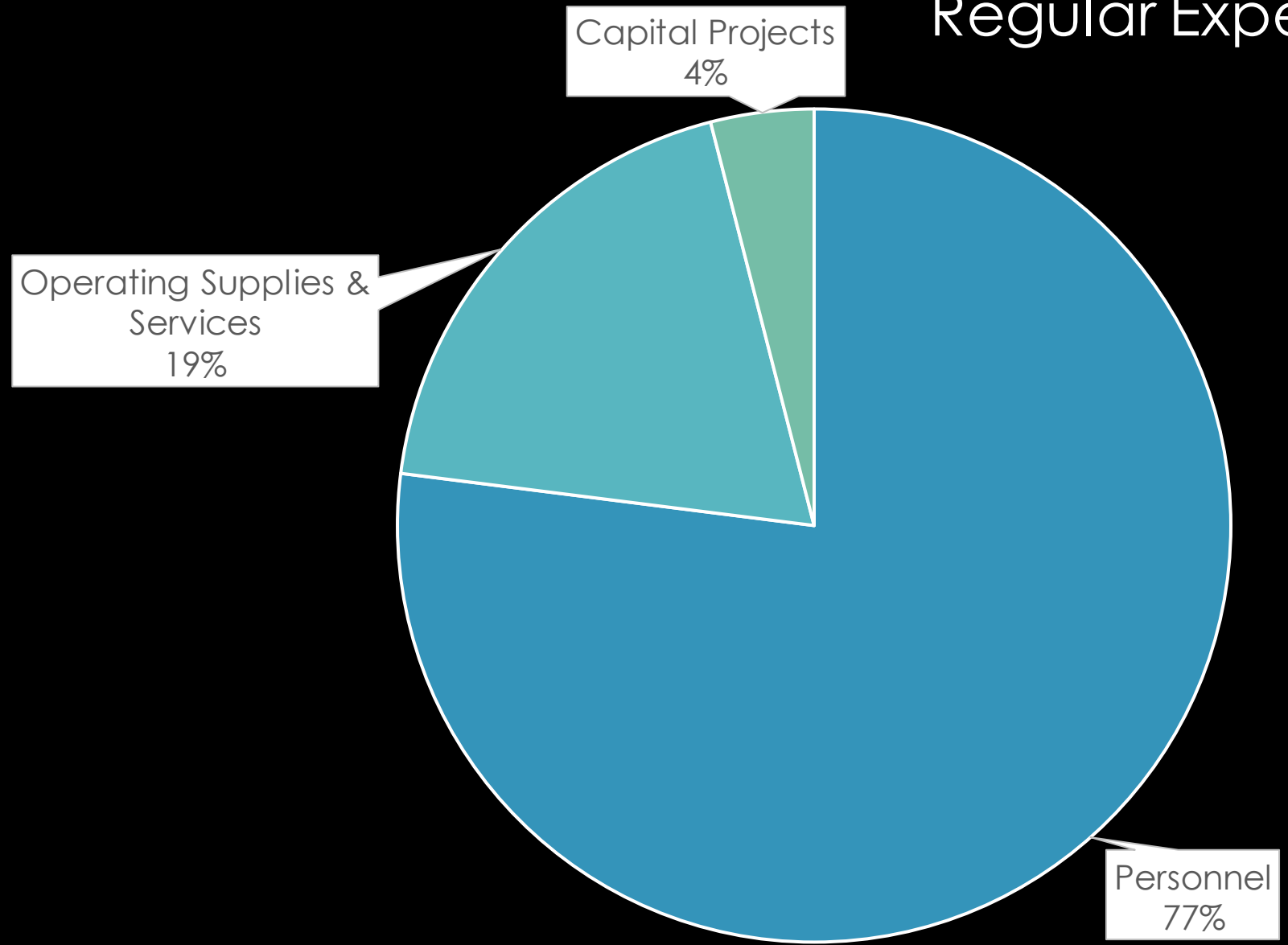


# 2022 REVENUES



- Sales Tax
- Fees from User Agencies
- Telephone Taxes
- Tower Lease Revenues
- Misc. One-Time Revenues

# Regular Expenditures



■ Personnel   ■ Operating Supplies & Services   ■ Capital Projects



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