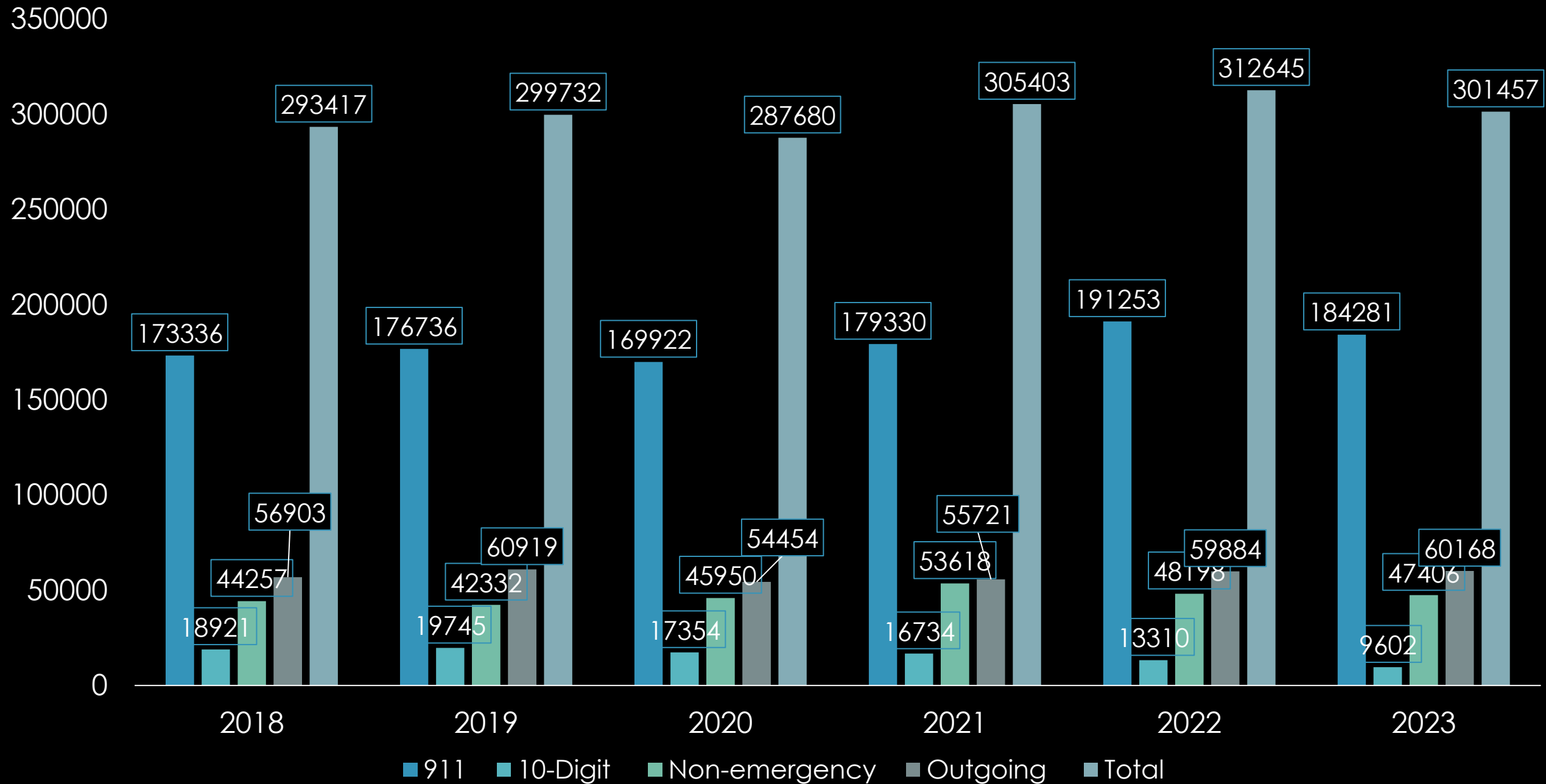


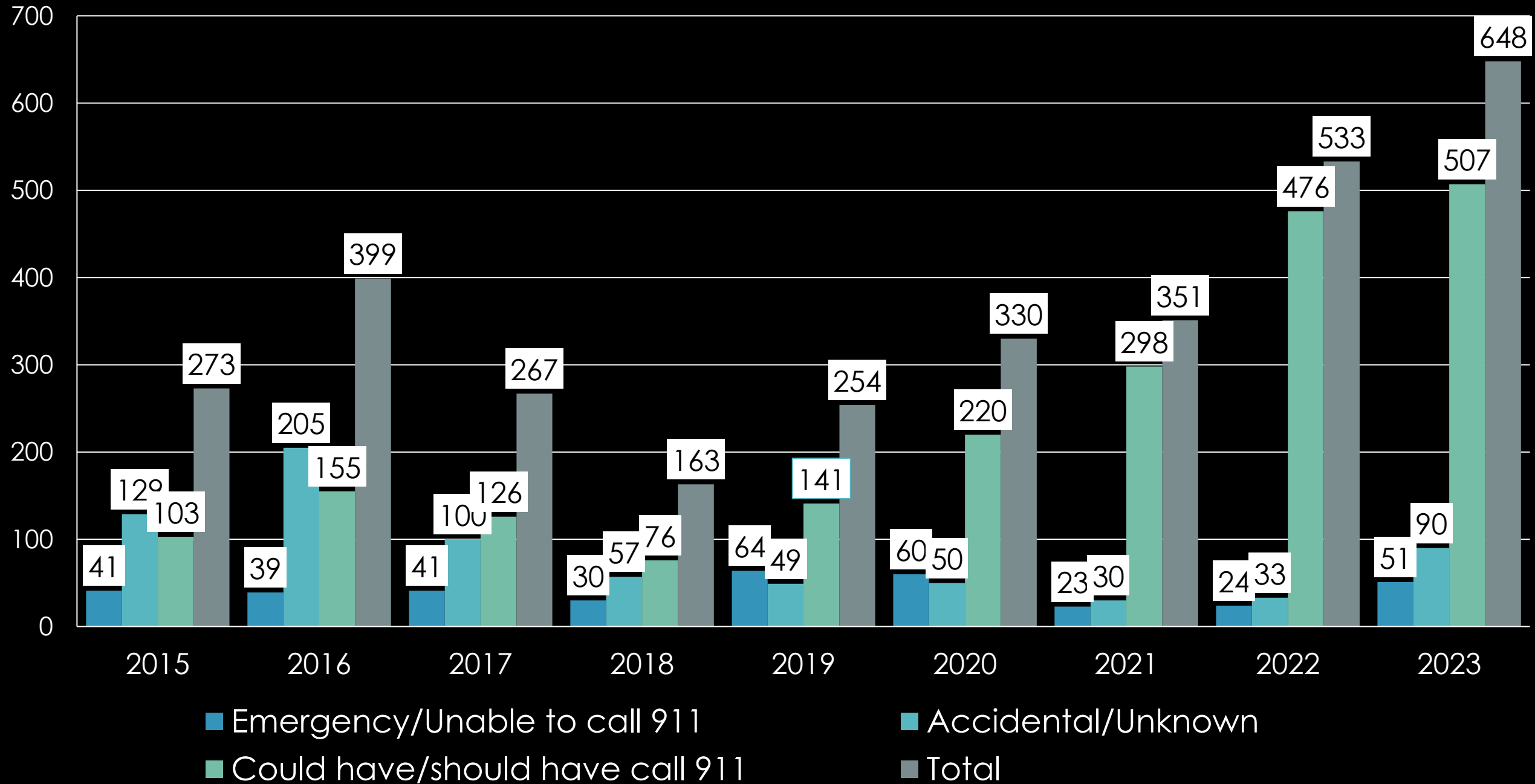


2023
PERFORMANCE
MEASURES

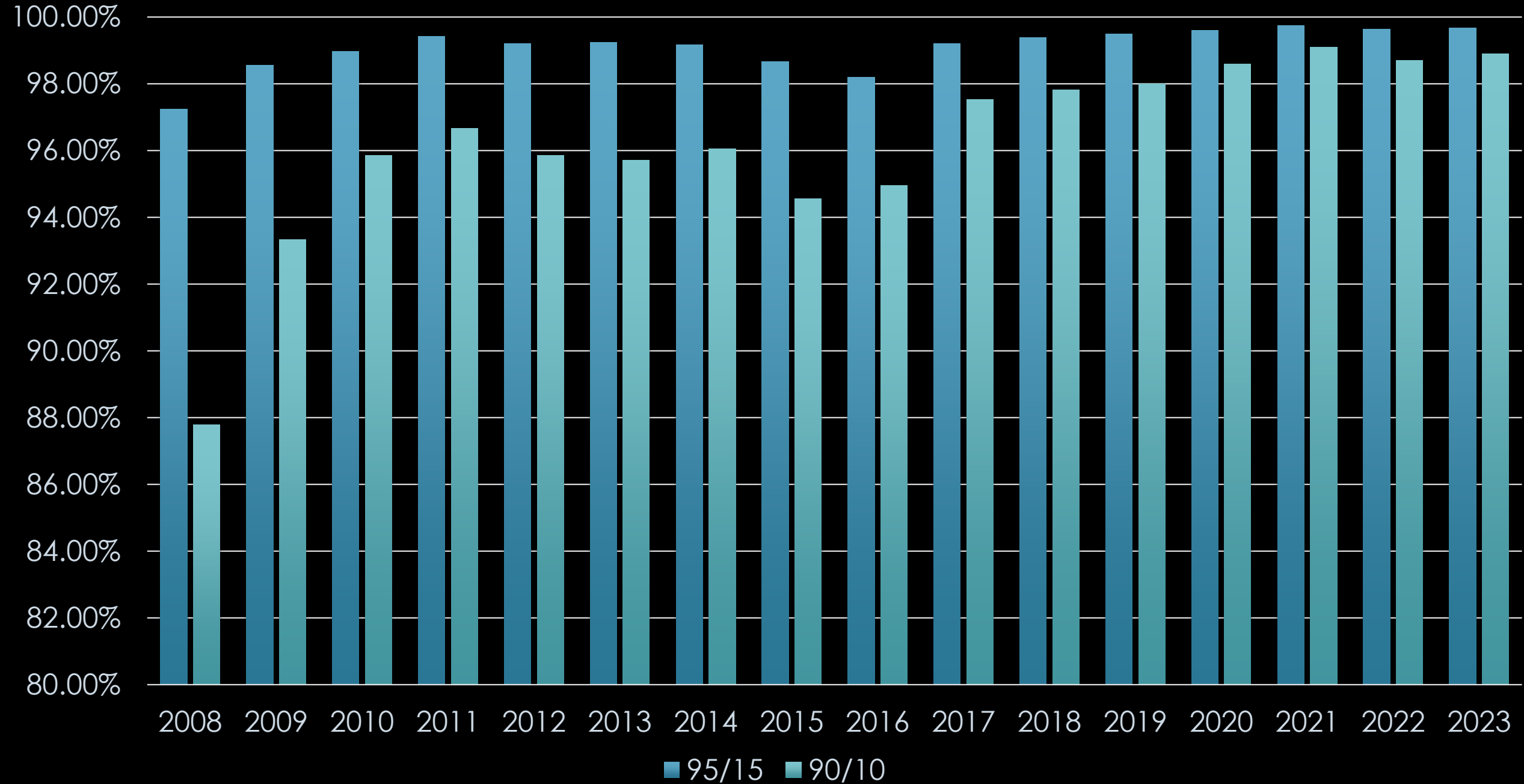
Calls Processed on the Dispatch Floor



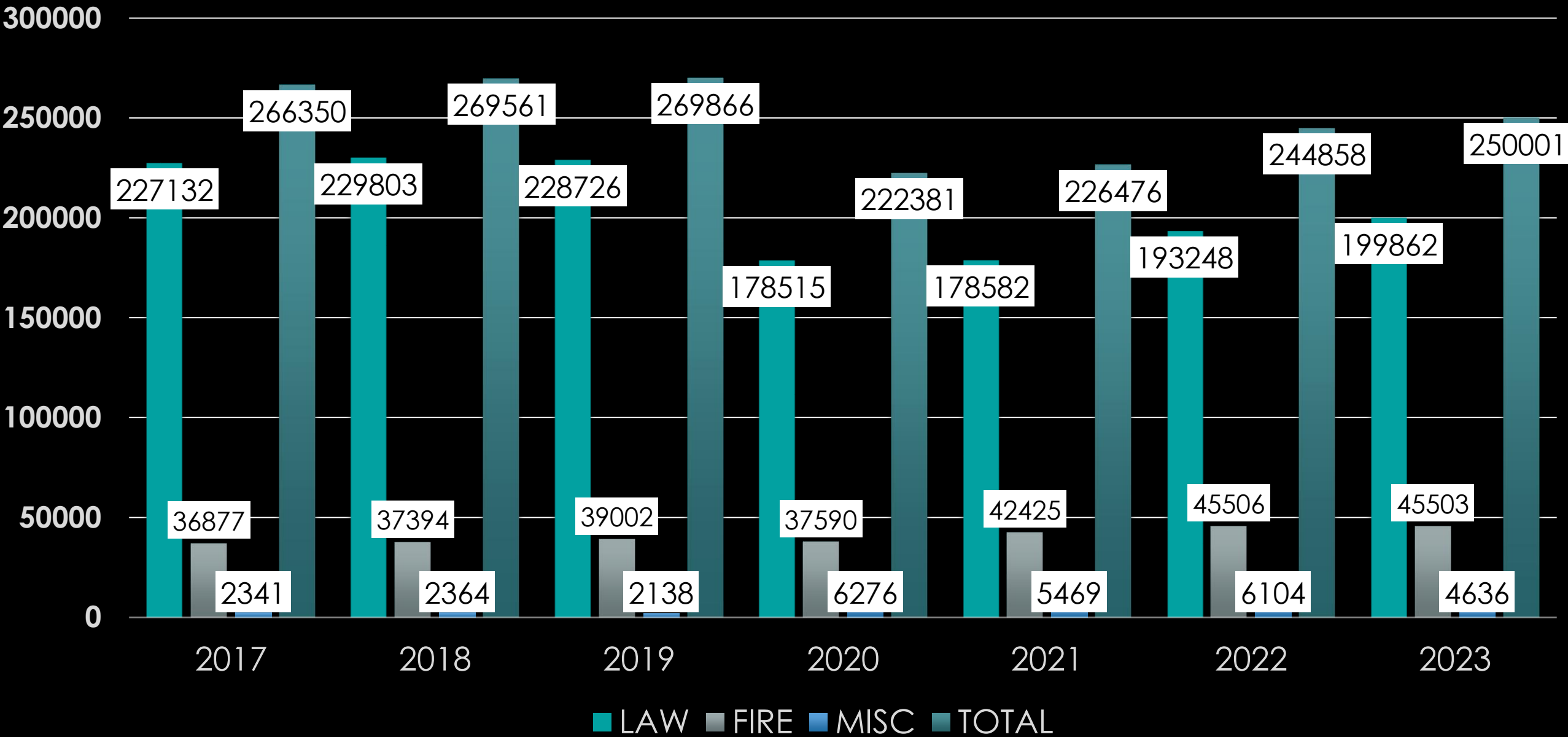
TEXT TO 911



911 CALL ANSWERING



DISPATCHED EVENT HISTORY



Dispatch Performance Standards

Priority 1 Law Enforcement	2018	2019	2020	2021	2022	2023
Average Dispatch Time Priority 1 Law Events	29	30	26	26	26	28
FIRE/EMS Standards	2018	2019	2020	2021	2022	2023
90% Dispatched within 64 Seconds	84%	81.5%	75.6%	78.2%	75.6%	69.1%
95% Dispatched within 106 Seconds	96%	96.6%	96%	96.5%	96%	95.5%
Answered to Dispatched	:47	:47	:52	:50	:52	:56

2023 Recruitments



Employee Exits



Staffing

Today

- Tech fully staffed
- 1 Admin position vacant
- 1 Management position vacant
- 8.75 Operations positions short
- Operations April Hiring
- Lateral position is continuously open

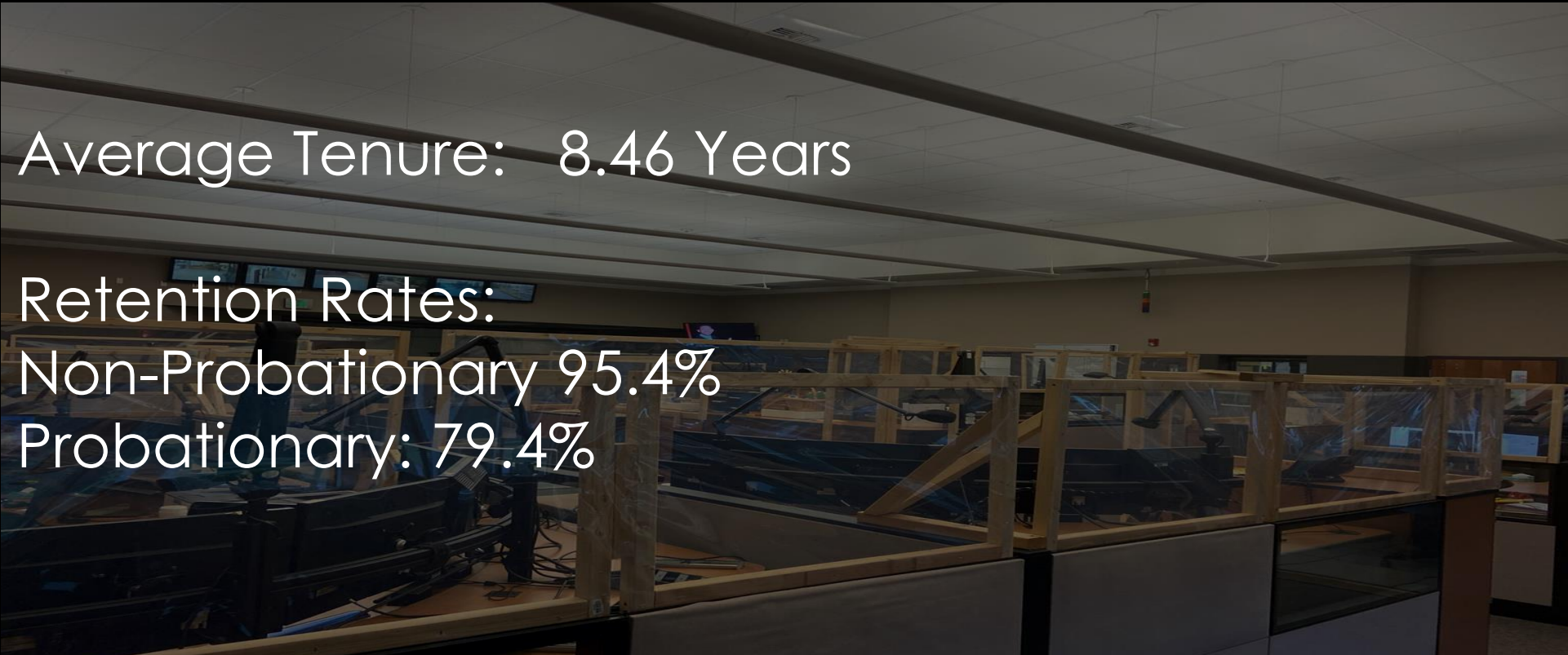
Our Employees

Average Tenure: 8.46 Years

Retention Rates:

Non-Probationary 95.4%

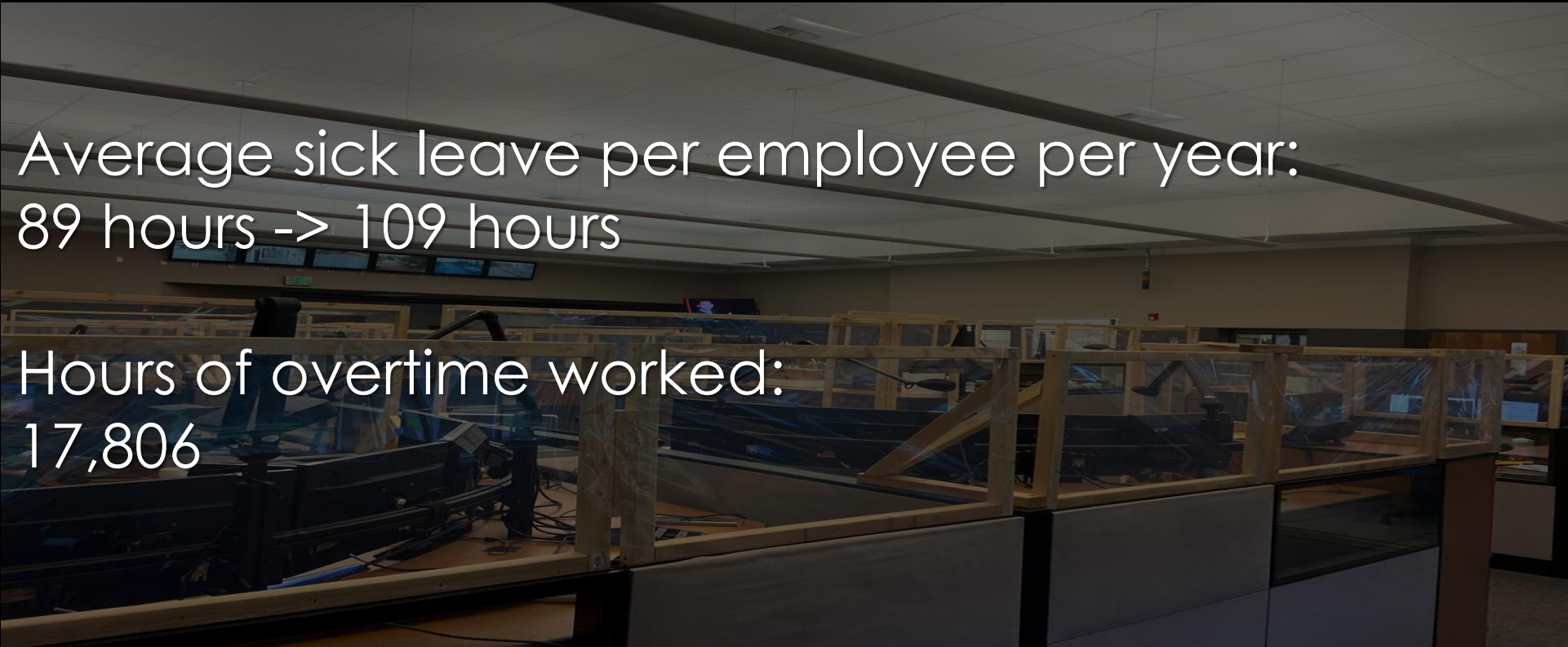
Probationary: 79.4%



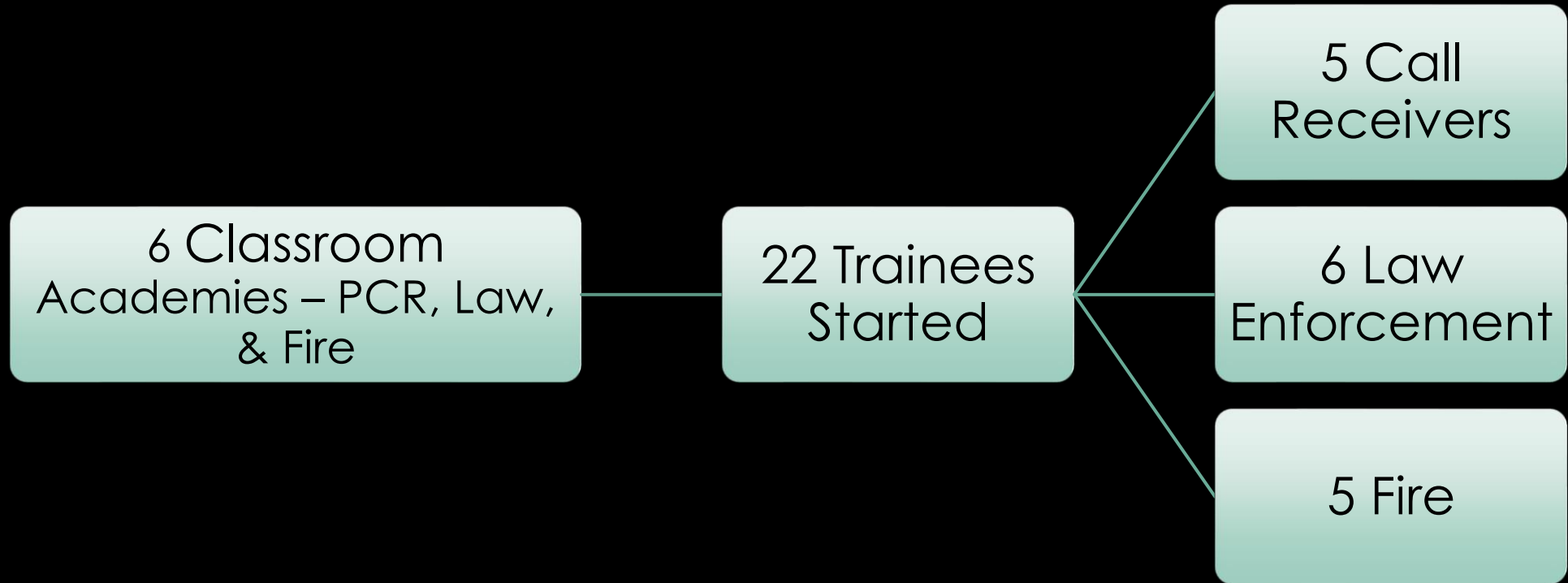
Our Employees

Average sick leave per employee per year:
89 hours -> 109 hours

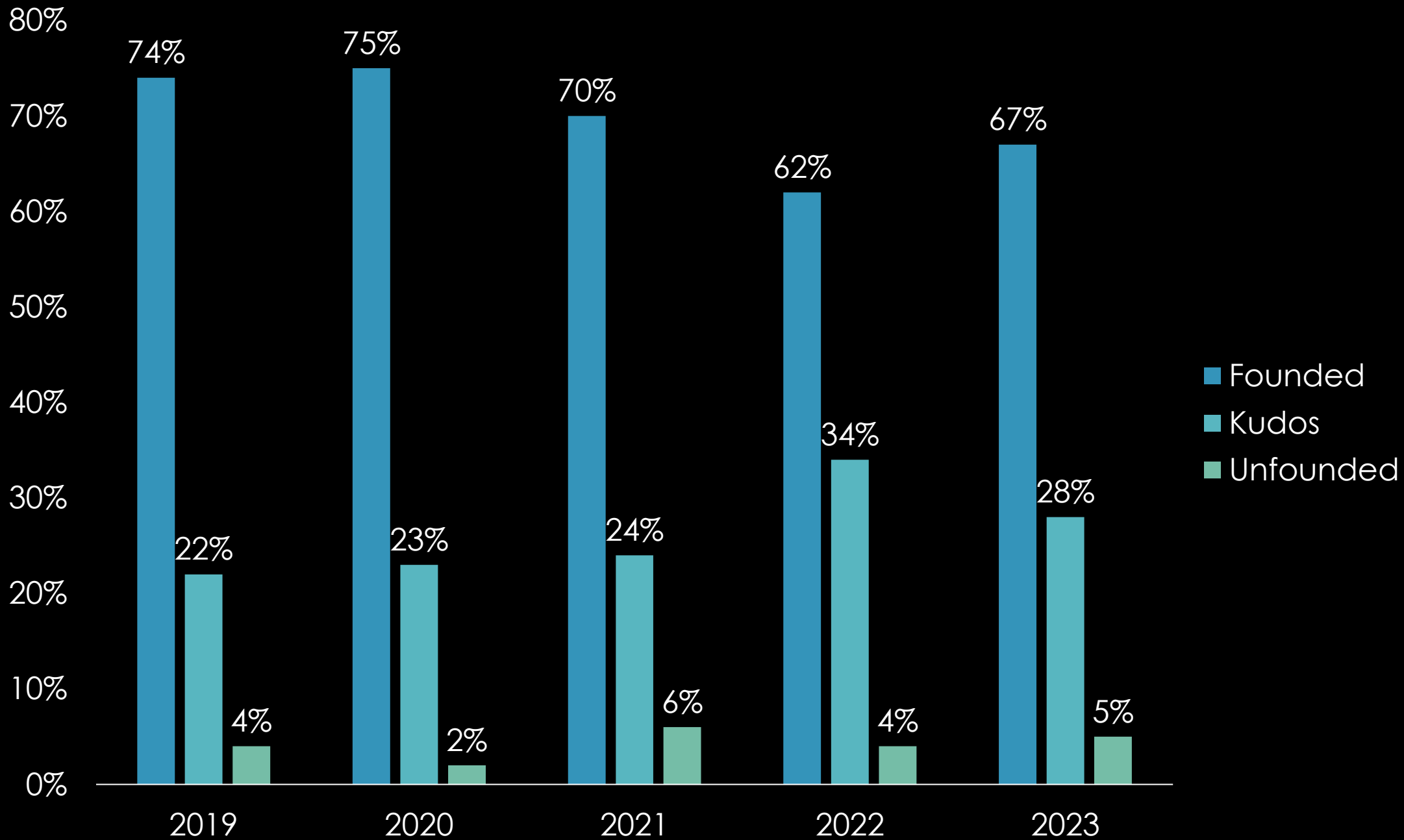
Hours of overtime worked:
17,806



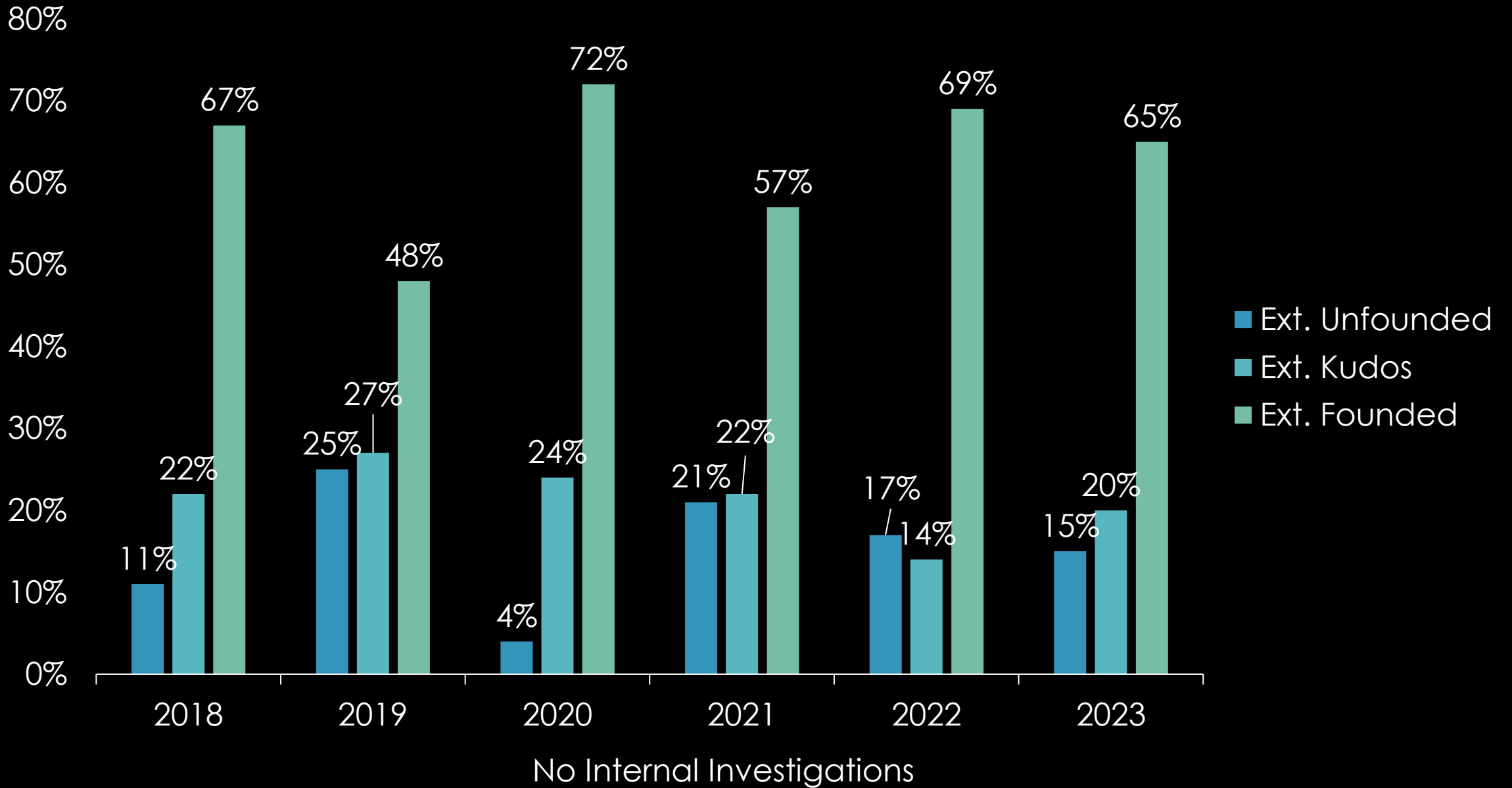
Training



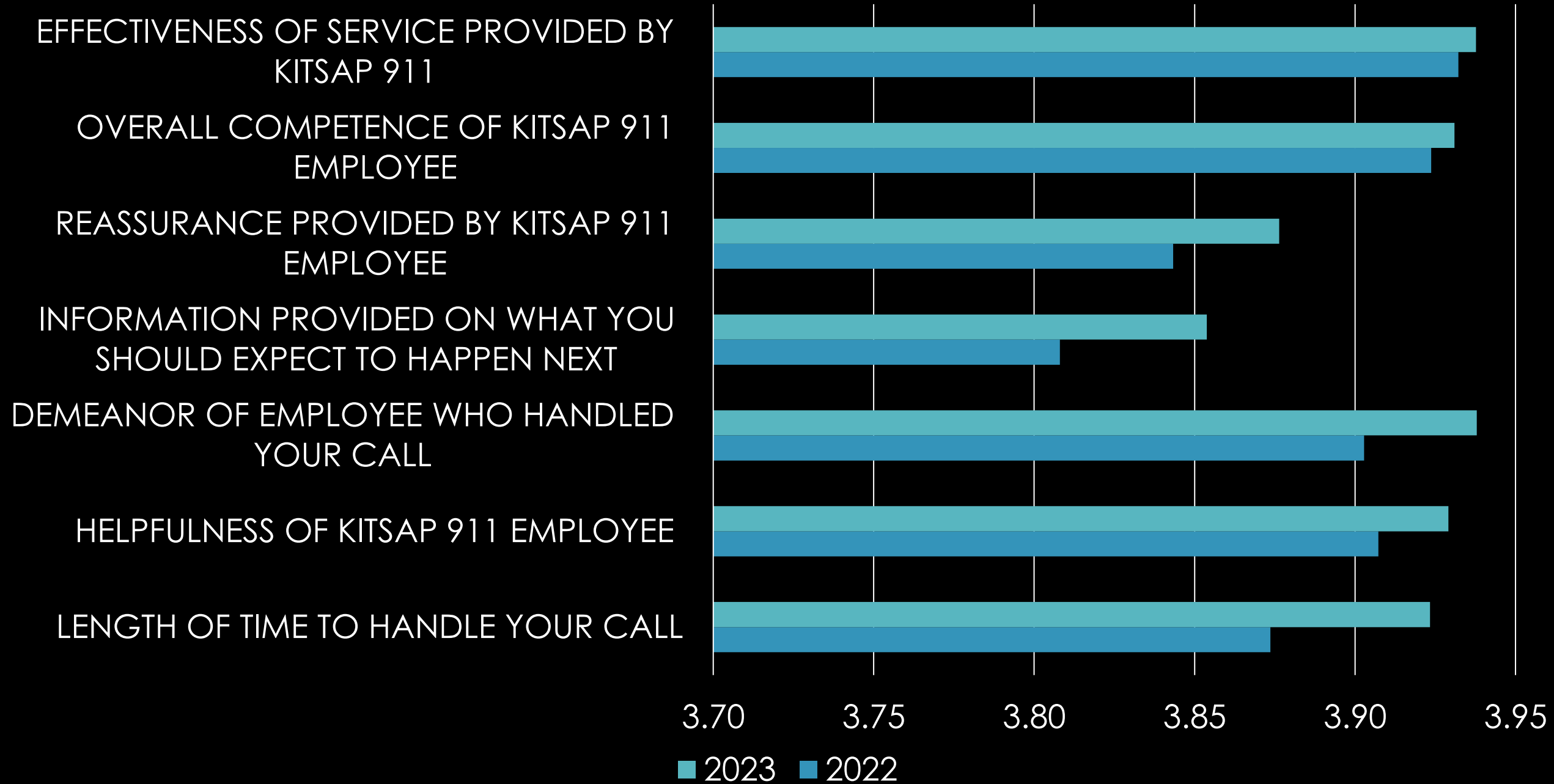
Performance Management



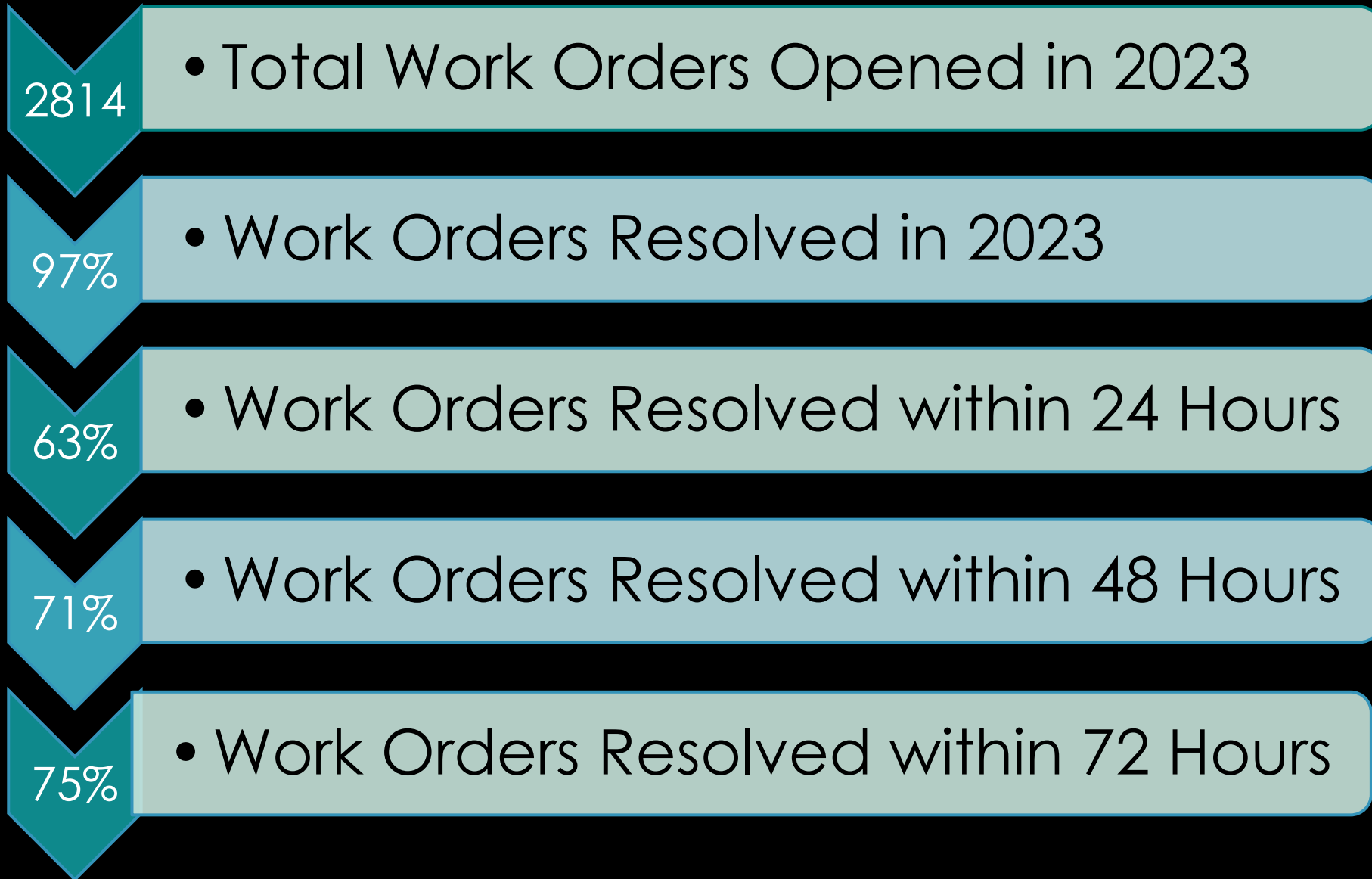
Performance Management



CUSTOMER SATISFACTION



Technology Group Workload



2814

- Total Work Orders Opened in 2023

97%

- Work Orders Resolved in 2023

63%

- Work Orders Resolved within 24 Hours

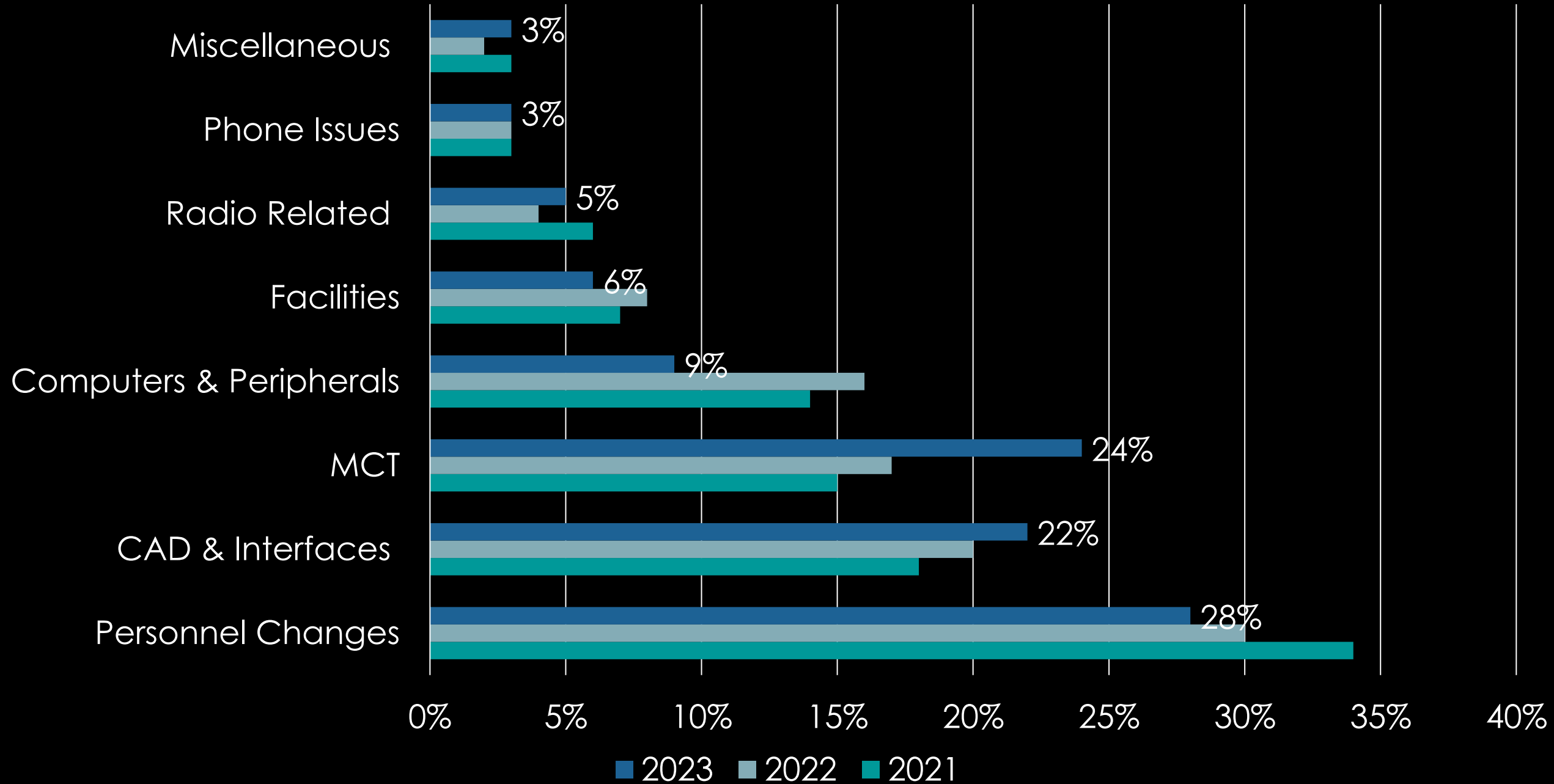
71%

- Work Orders Resolved within 48 Hours

75%

- Work Orders Resolved within 72 Hours

Work Order by Type



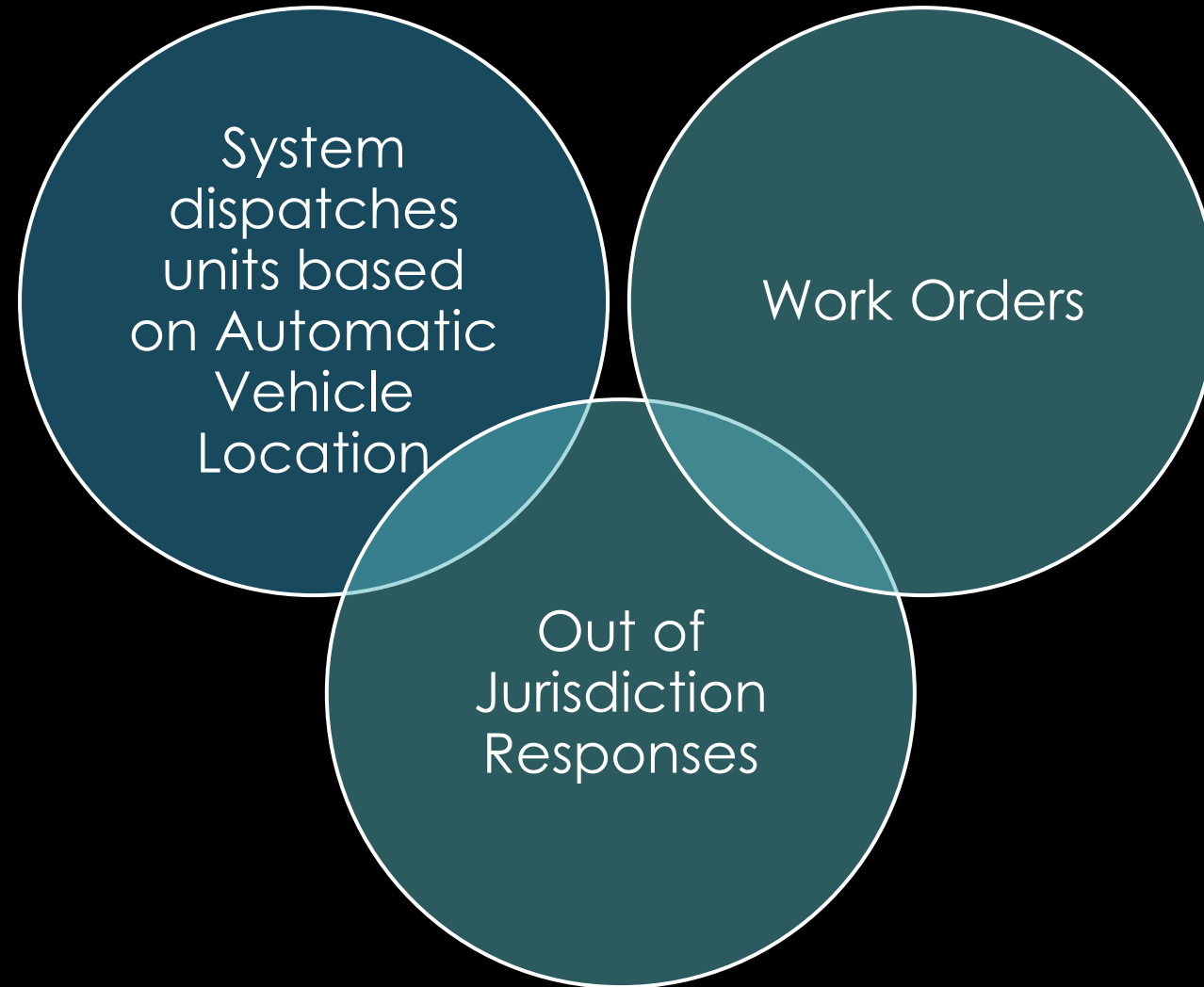
System Reliability

CAD	99.999%
Text to 911	100%
Radio	99.981%
MCT	99.922%
911 System	100%
Digital Alerting	99.808%

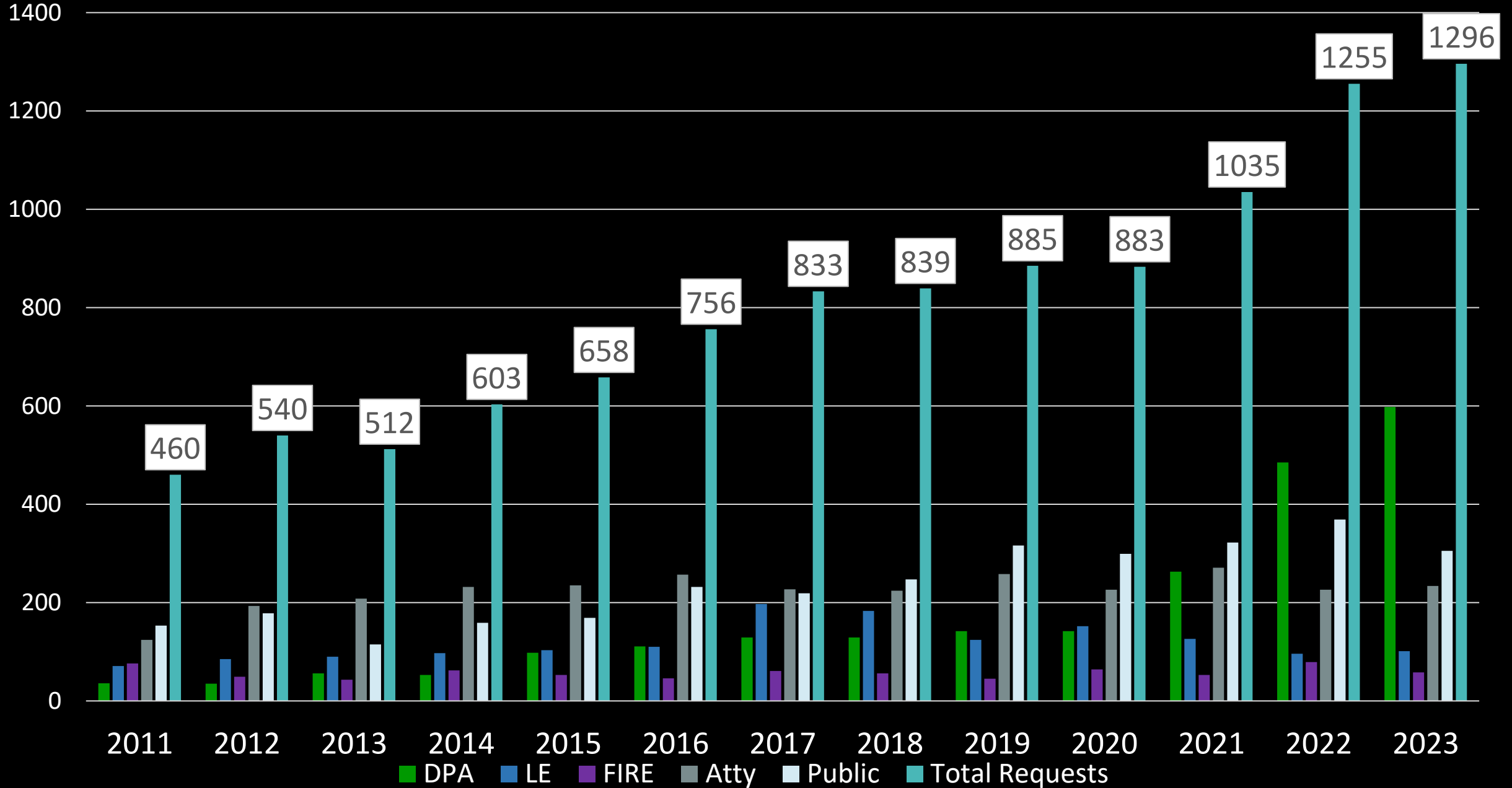
Critical errors (yearly average)	0
State Hub upload frequency (yearly average)	30 days

P.01 Grade of Service Compliant

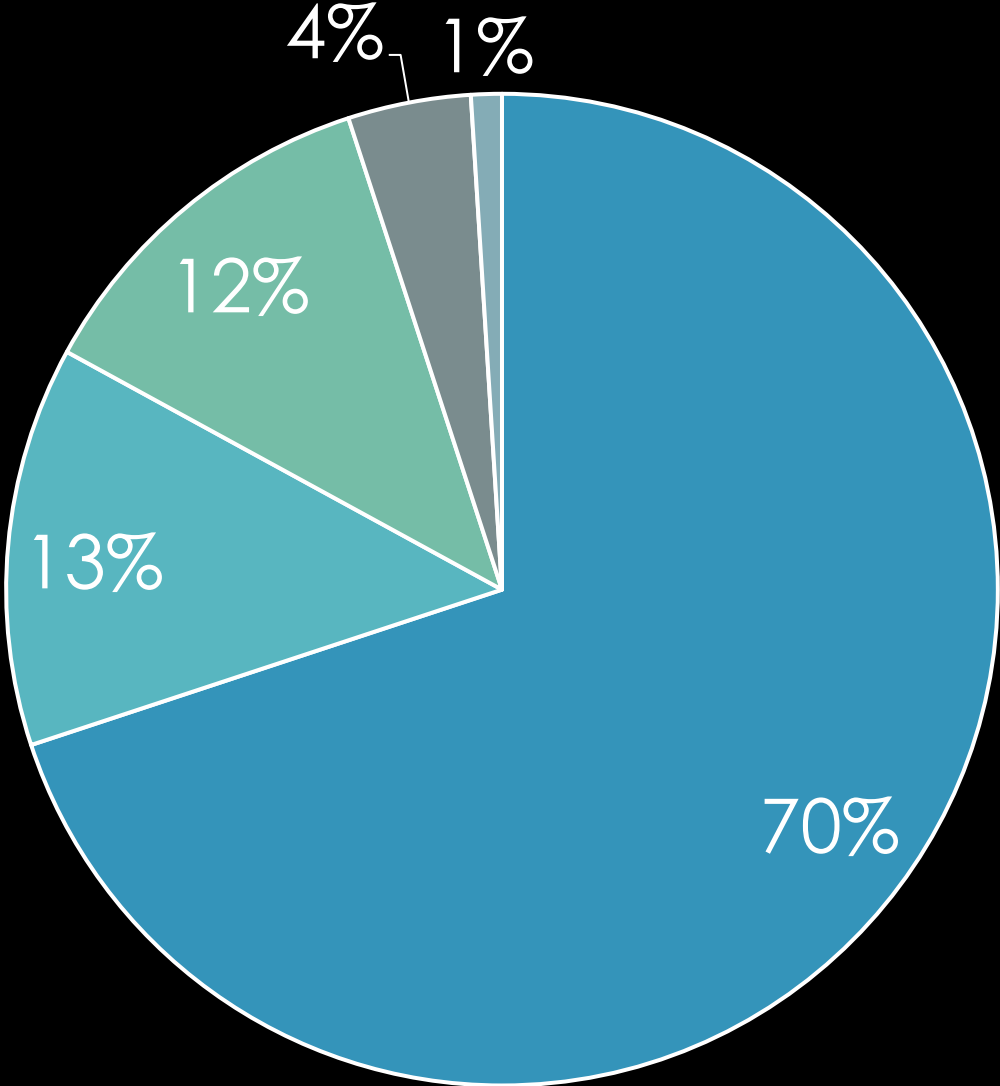
AVL Reliability for Fire & EMS



PUBLIC DISCLOSURE REQUESTS



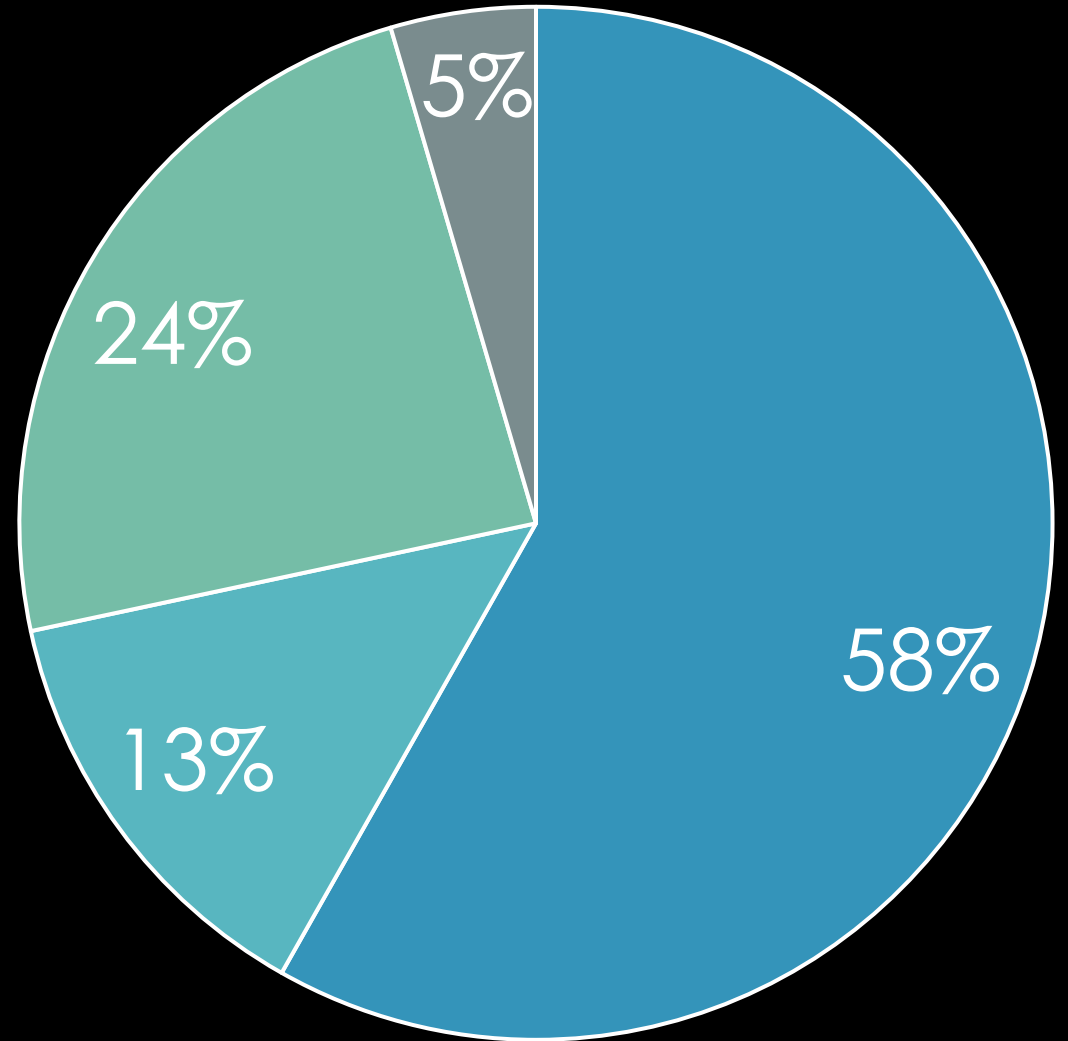
REVENUES



- Sales Tax
- Telephone Excise Taxes
- Fees from User Agencies
- Tower Lease Revenues
- Other Income

EXPENDITURES

- Personnel
- Operating Supplies & Services





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