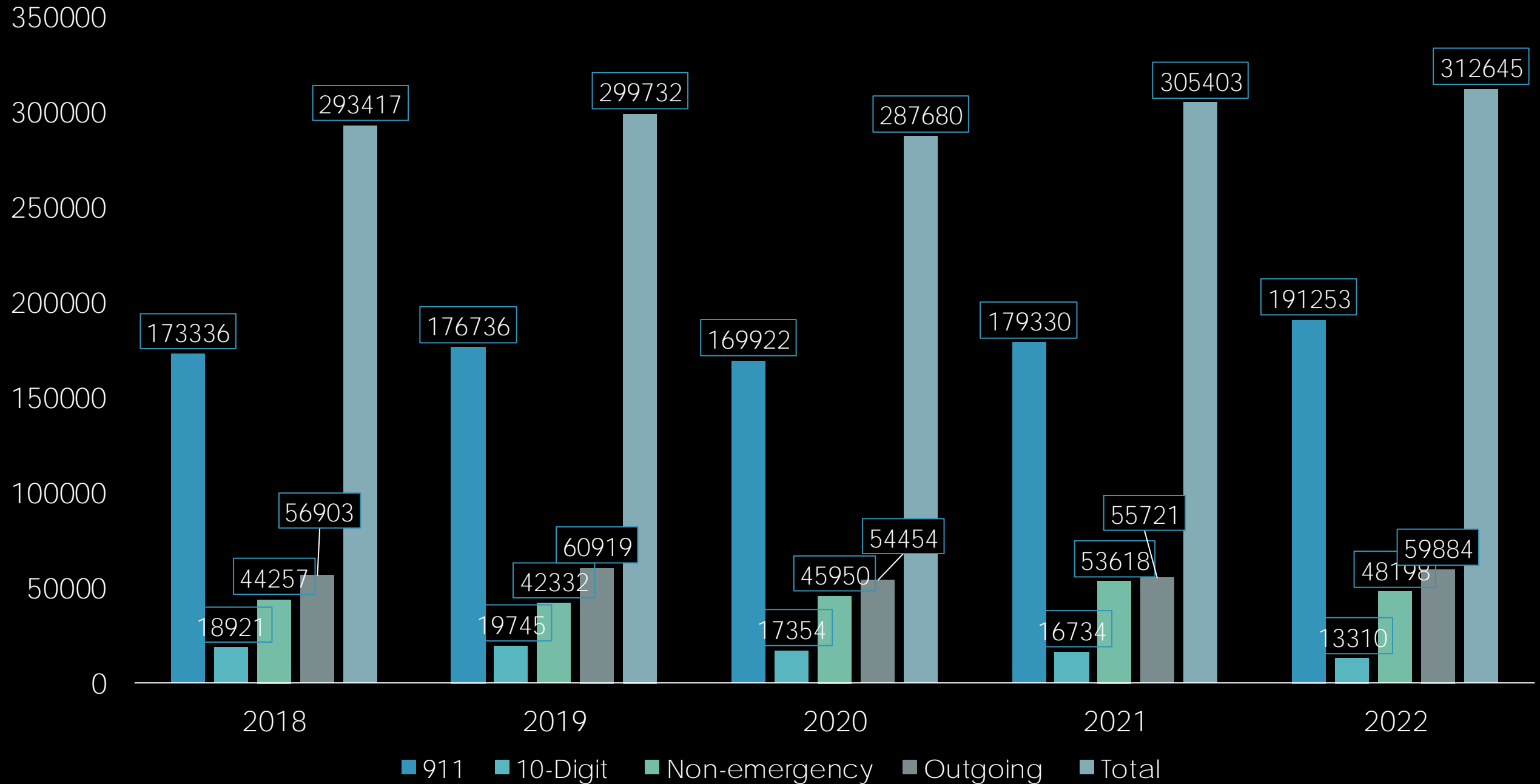


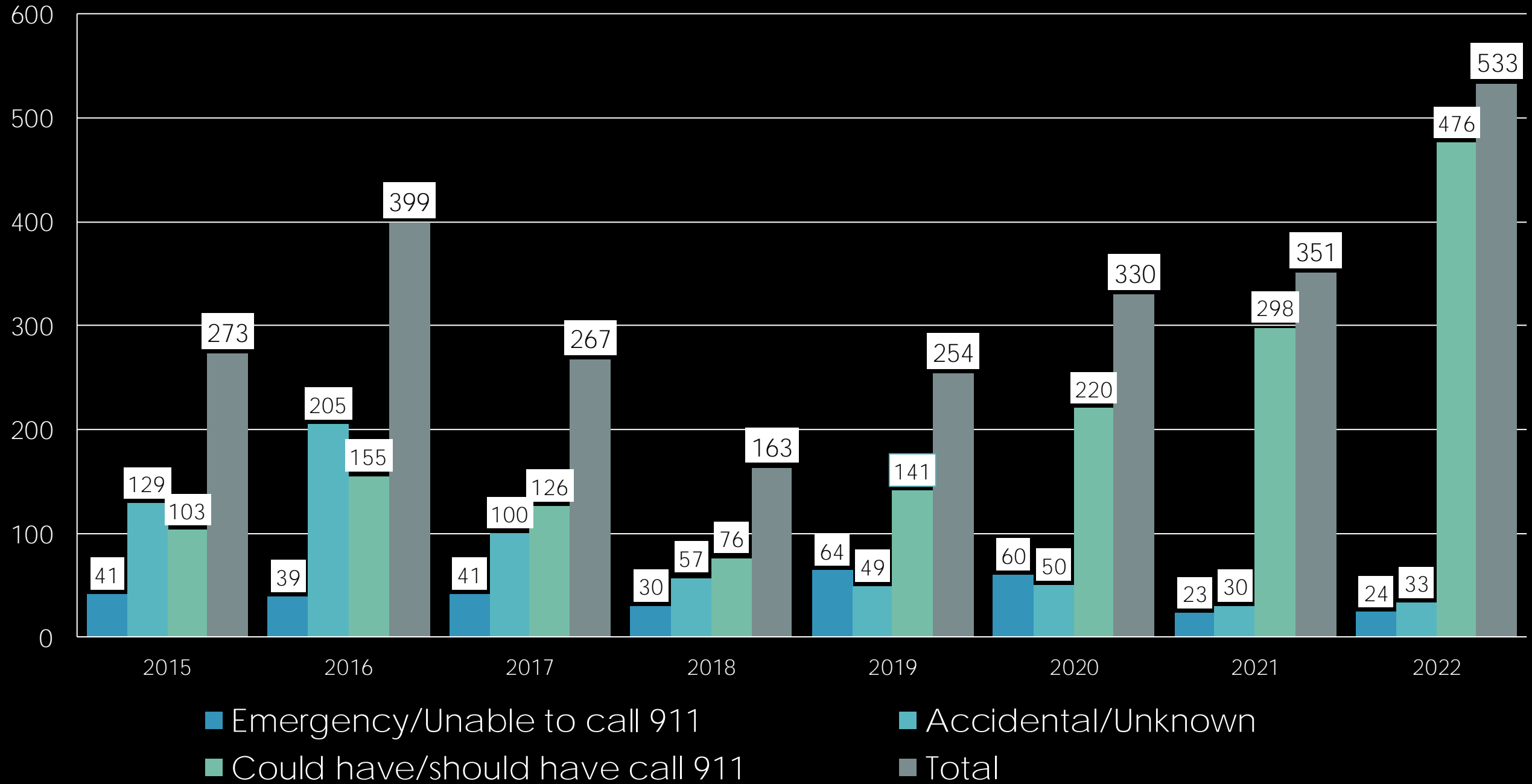


2022
PERFORMANCE
MEASURES

Calls Processed on the Dispatch Floor



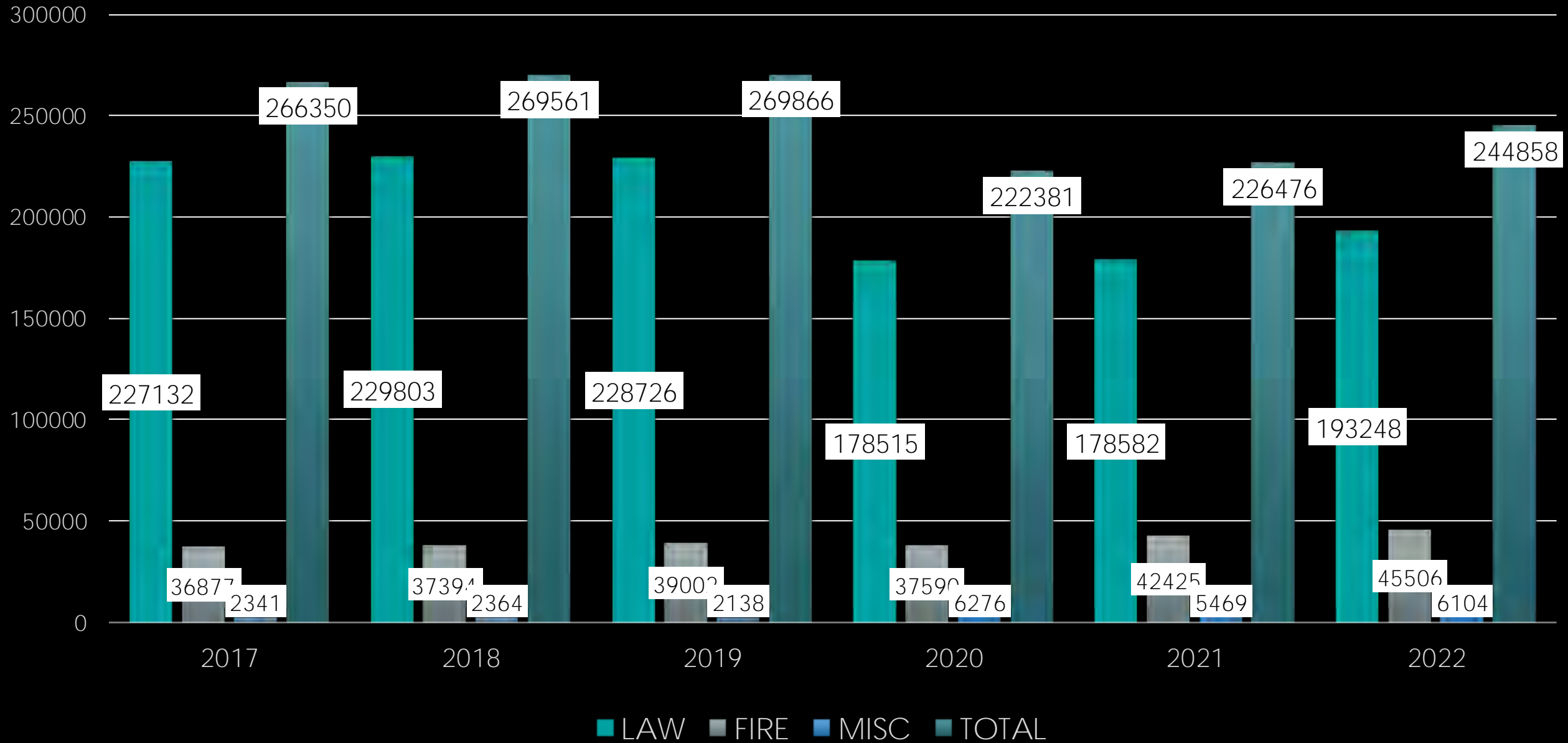
TEXT TO 911



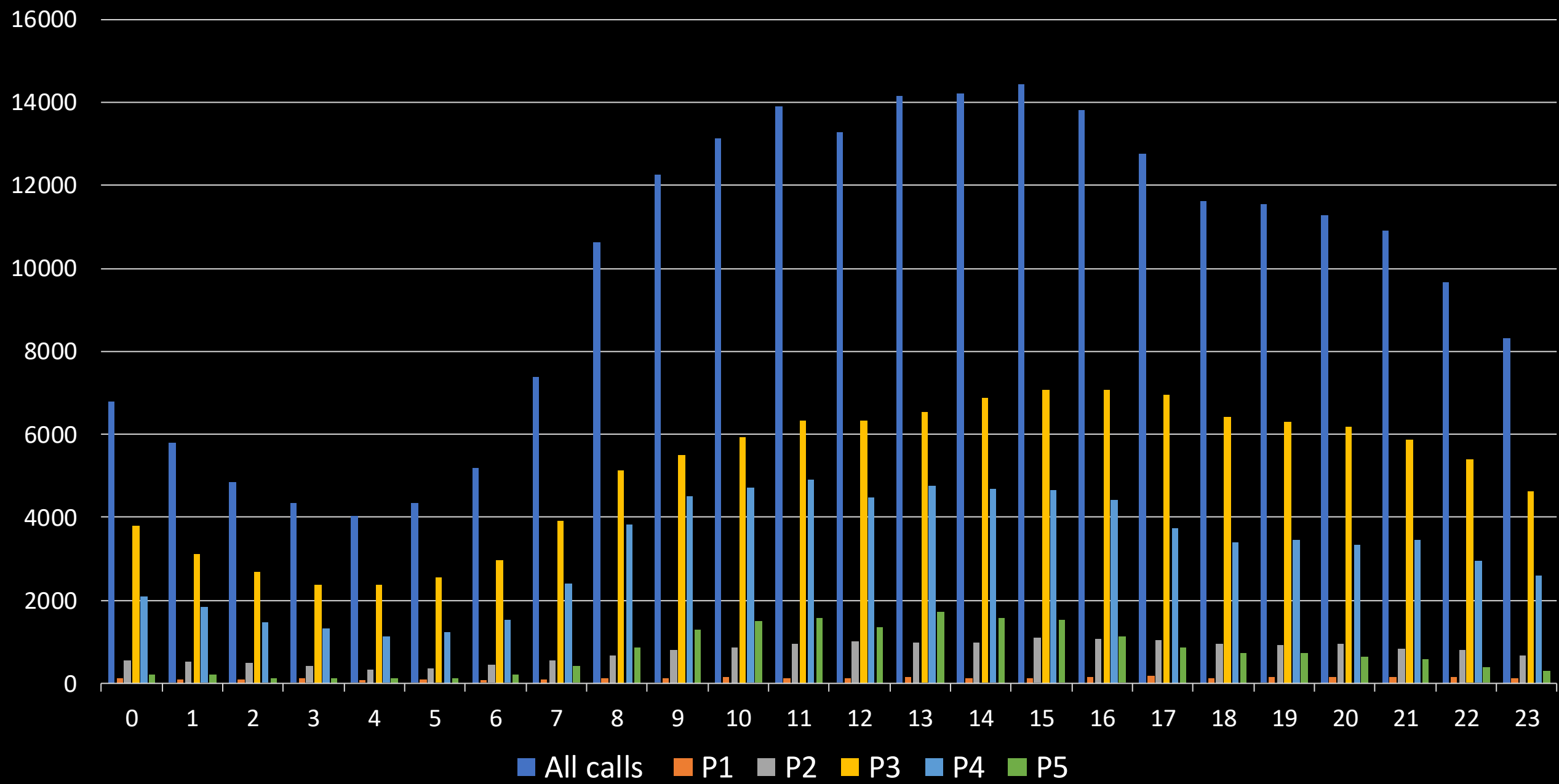
911 CALL ANSWERING



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

	ANAOLG ALERTING	DIGITAL ALERTING
TONE START DELAY	5 TO 10 SECONDS	SIMULTANEOUS
VOICE DELAY	UP TO 3 SECONDS	SIMULTANEOUS
TONE DURATION	5 TO 26 SECONDS	SIMULTANEOUS
TOTAL TIME	13 TO 39 SECONDS	1.54 SECONDS

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

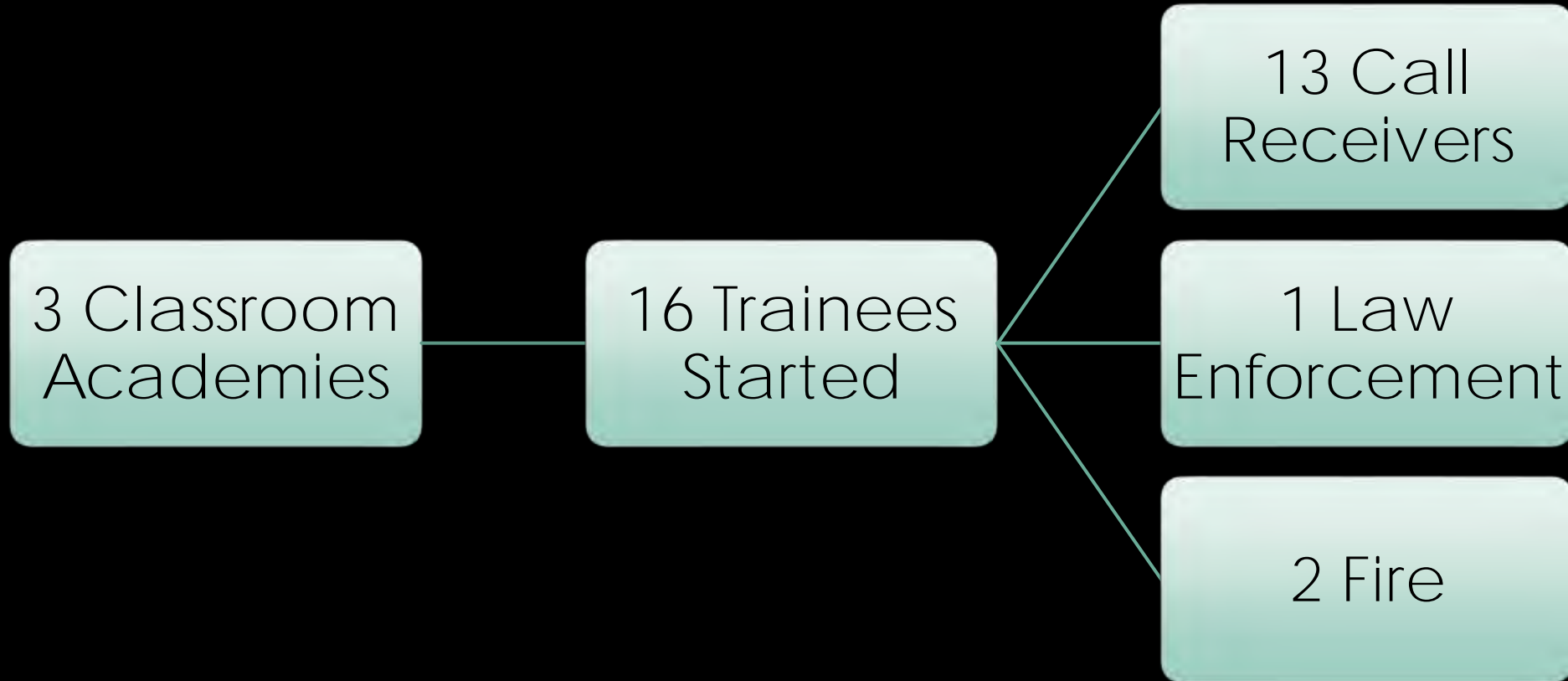
Our Employees

Average sick leave per employee per year:
69 hours

Hours of overtime worked:
18,700

Continuous Improvement Goal: Reduce Overtime

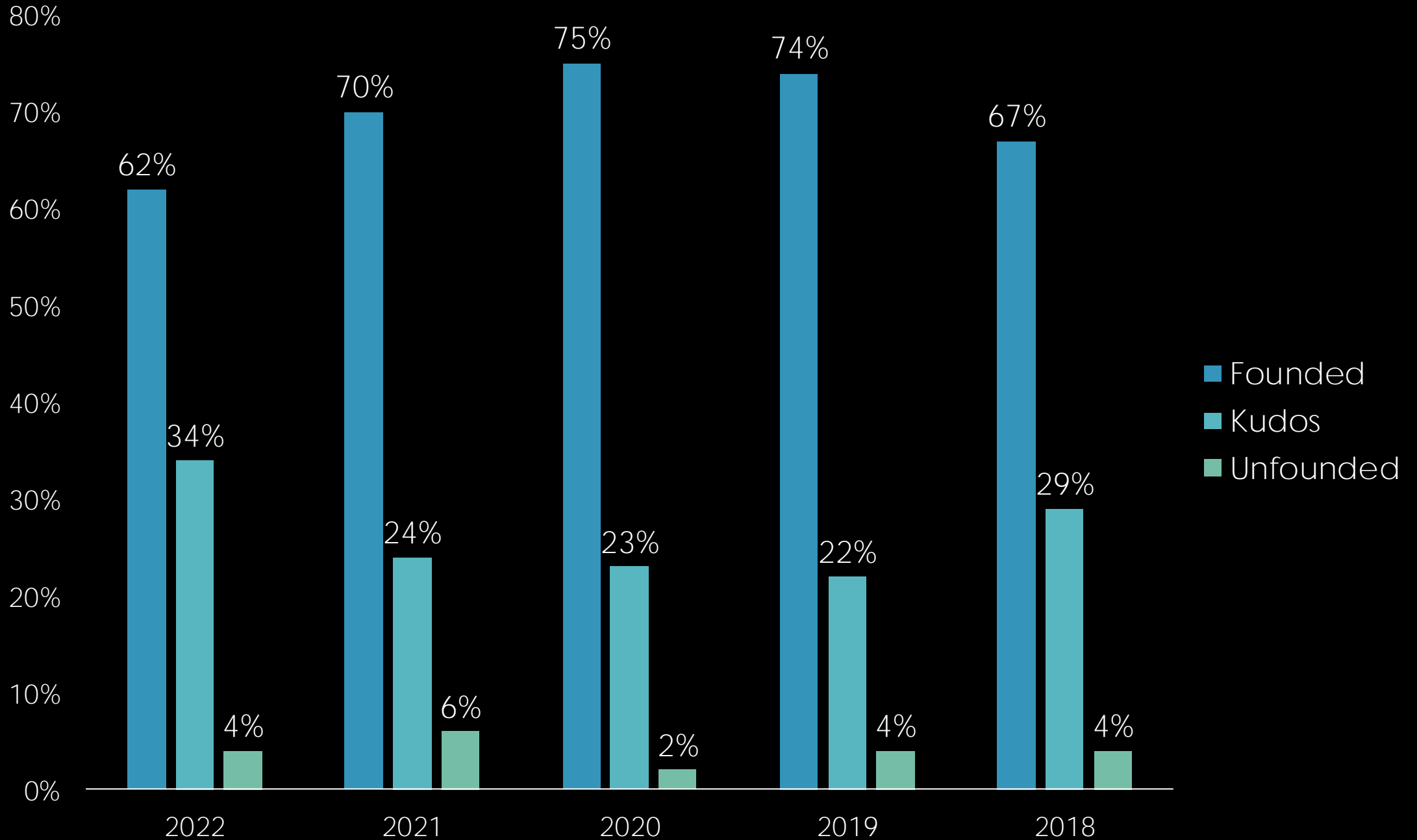
Training



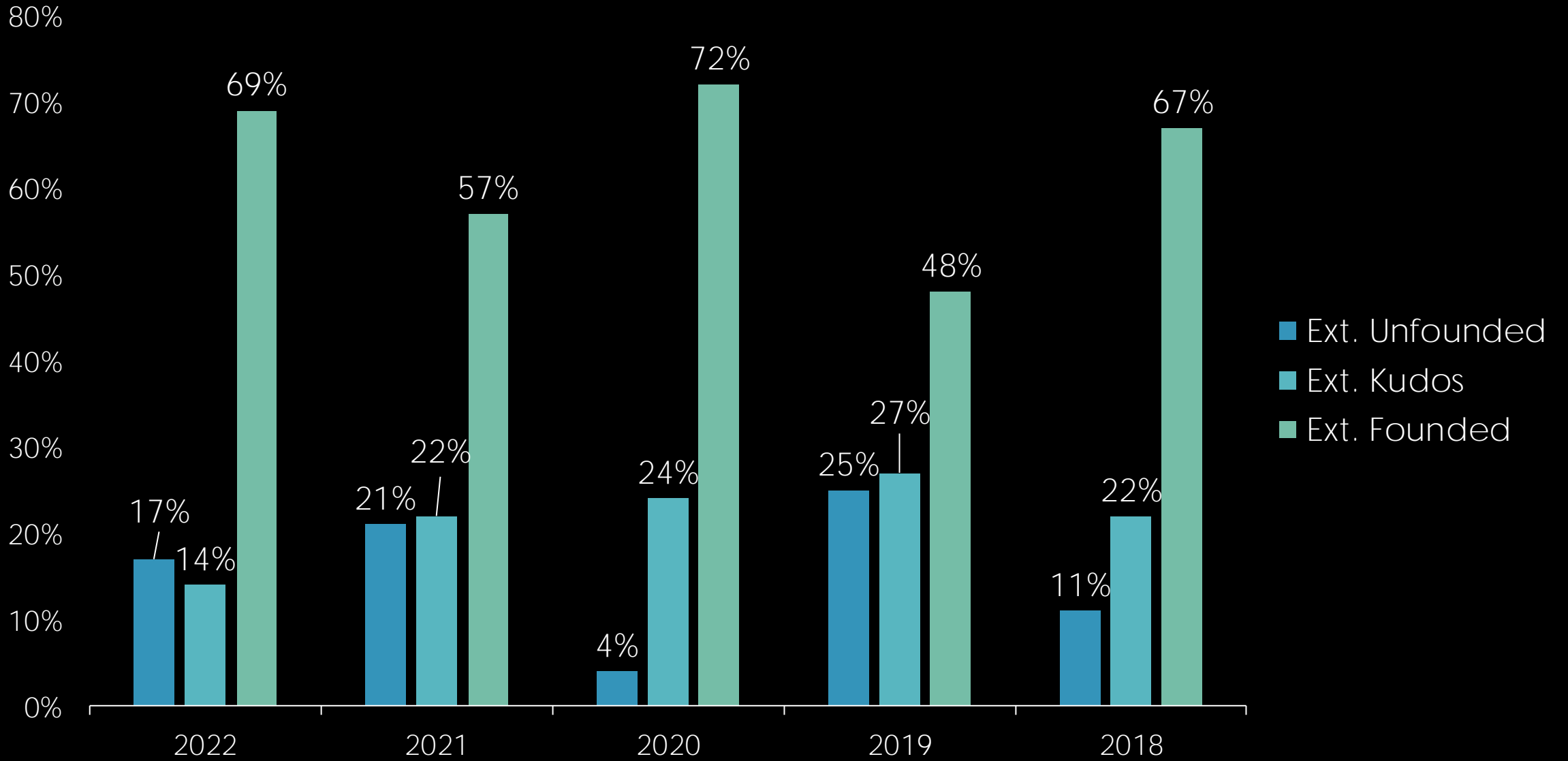
Continuous Improvement Goal: Build CTO Consistency

Continuous Improvement Goal: Evaluate Decreased Training Time

Performance Management

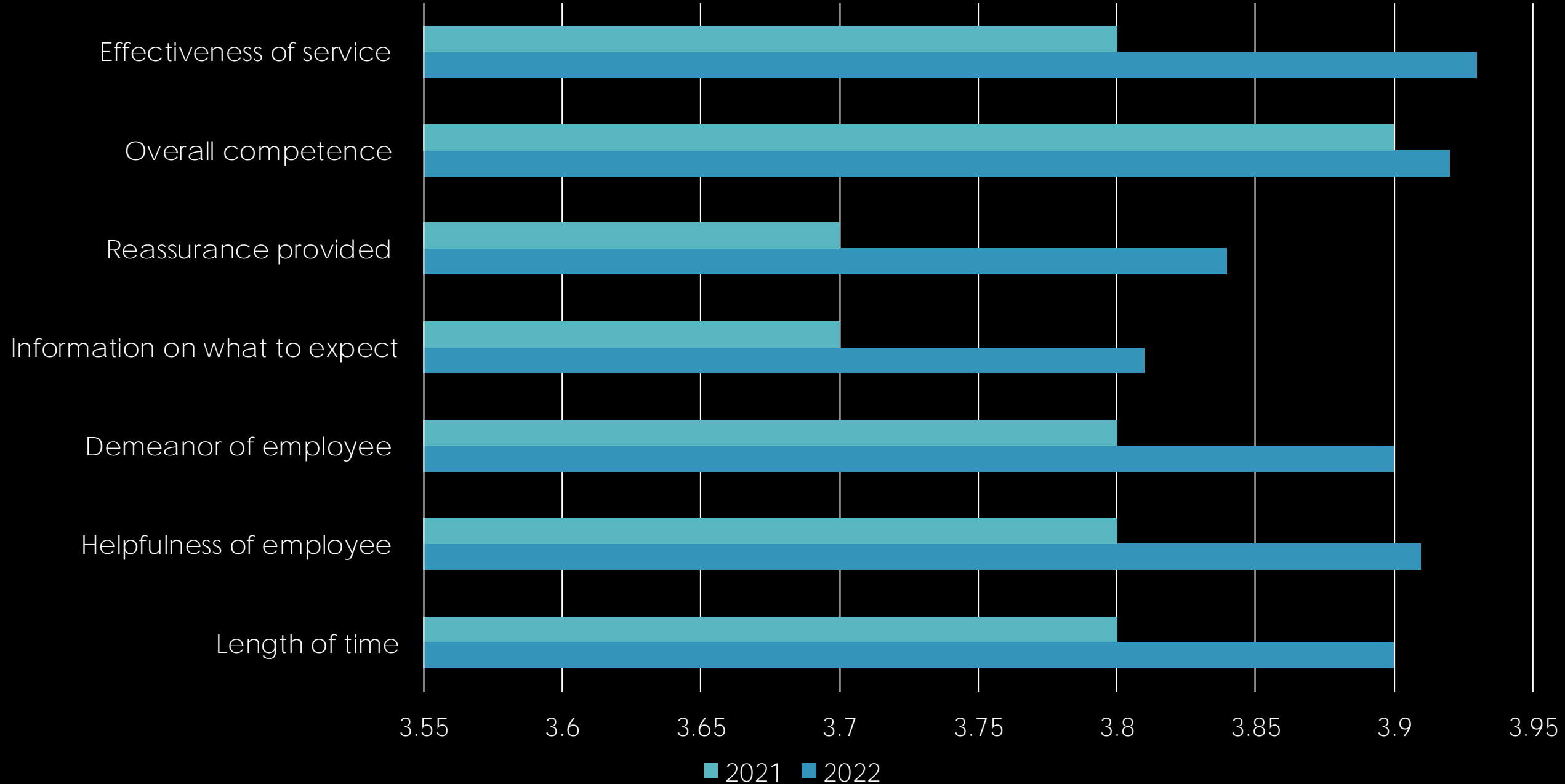


Performance Management

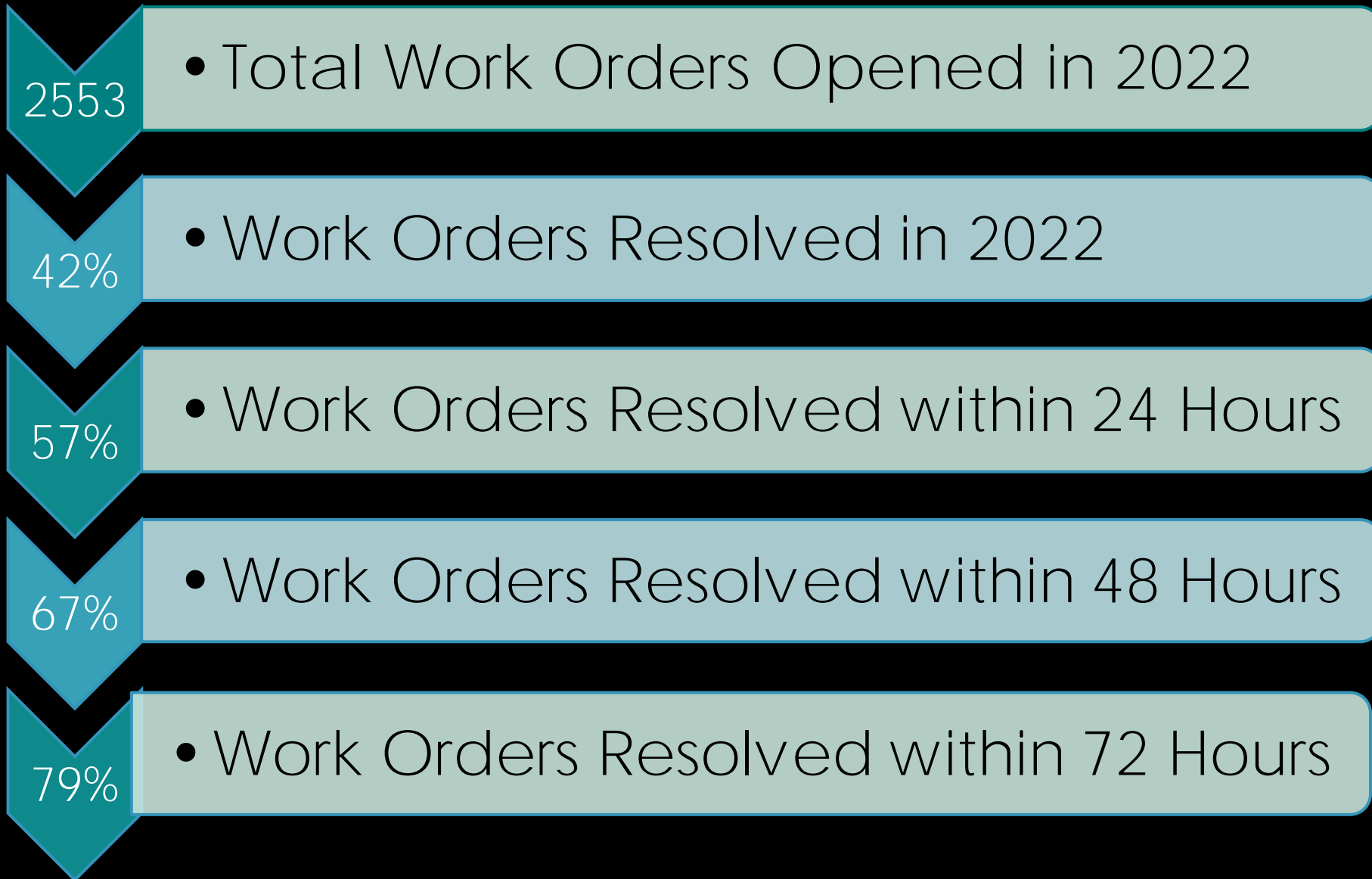


1 Internal Investigation

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

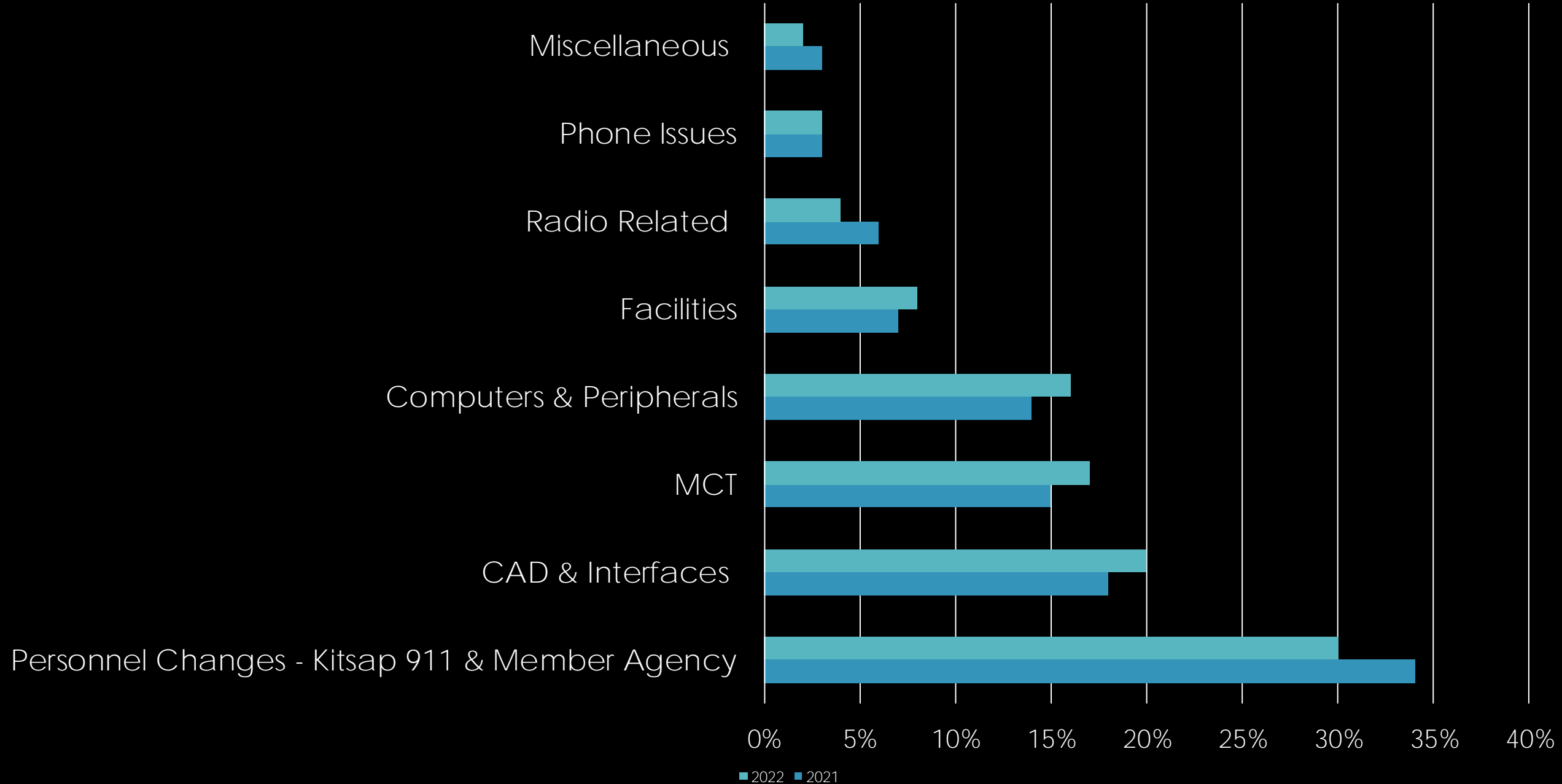
67%

- Work Orders Resolved within 48 Hours

79%

- Work Orders Resolved within 72 Hours

Work Order by Type



System Reliability

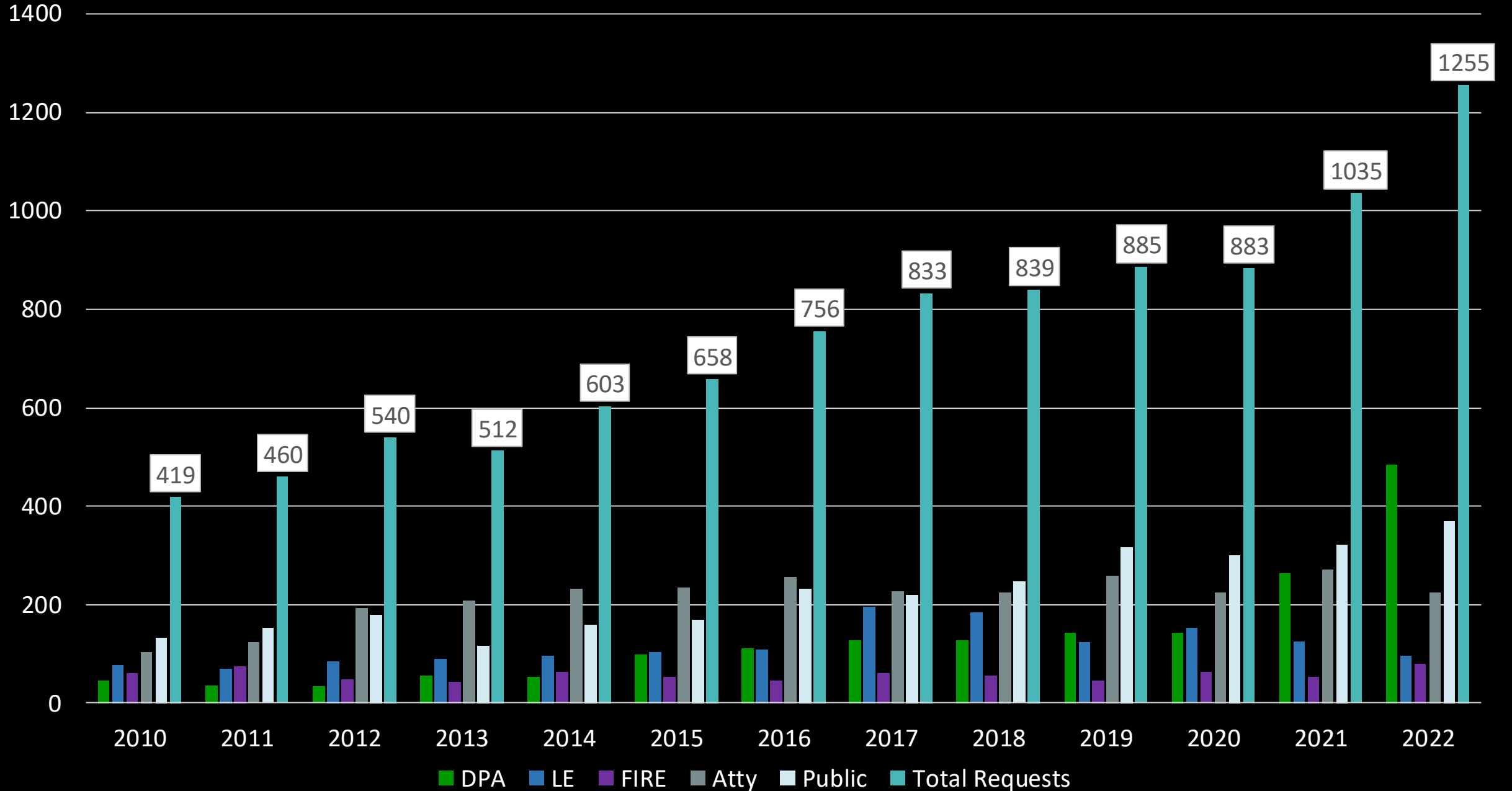
CAD	100%
Text to 911	100%
Radio	100%
MCT	99.887%
911 System	100%

MAP/CAD Address Accuracy

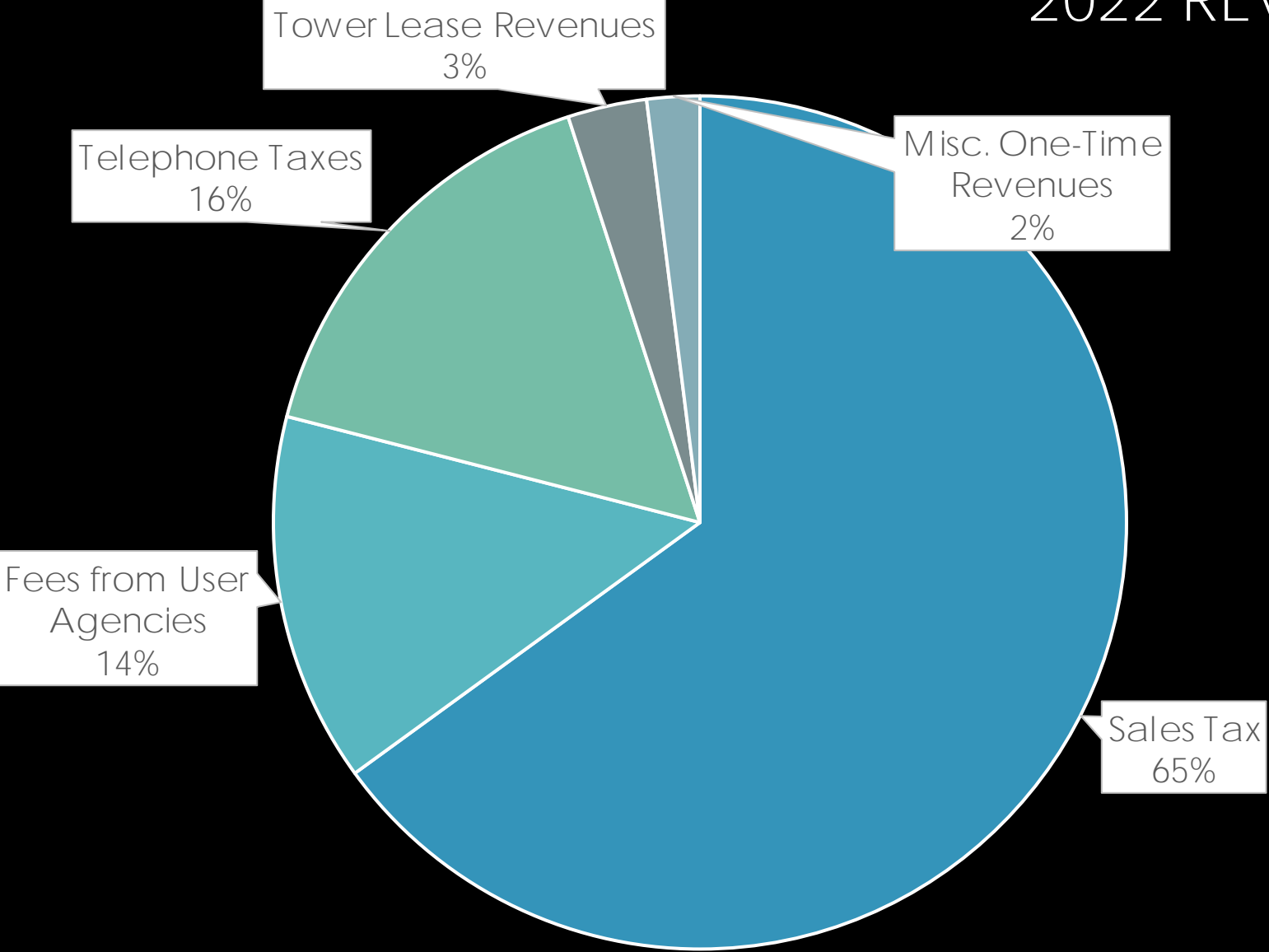
Critical errors (yearly average)	0
State Hub upload frequency (yearly average)	29 days

P.01 Grade of Service Compliant

PUBLIC DISCLOSURE REQUESTS

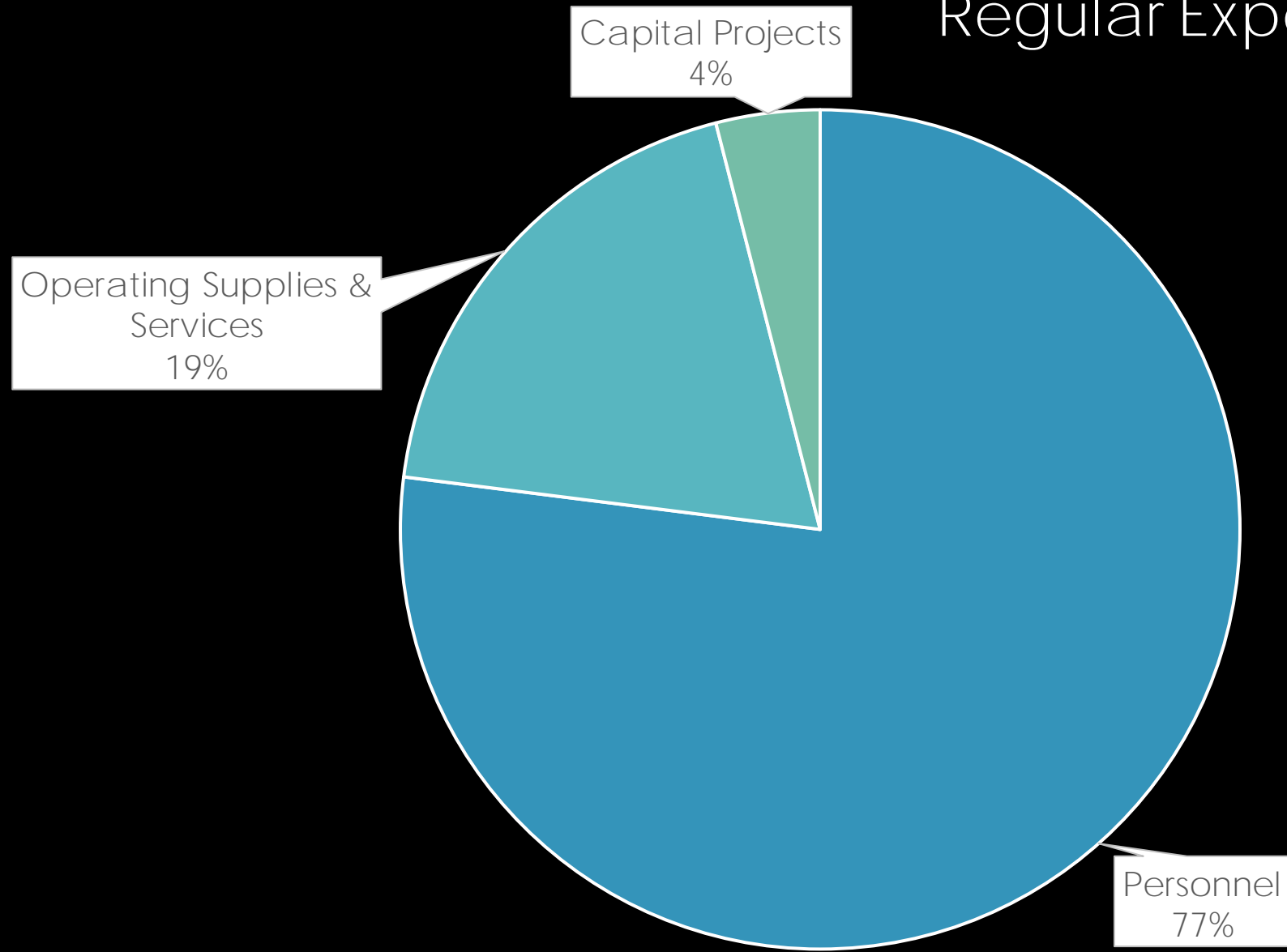


2022 REVENUES



- 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.