



2024

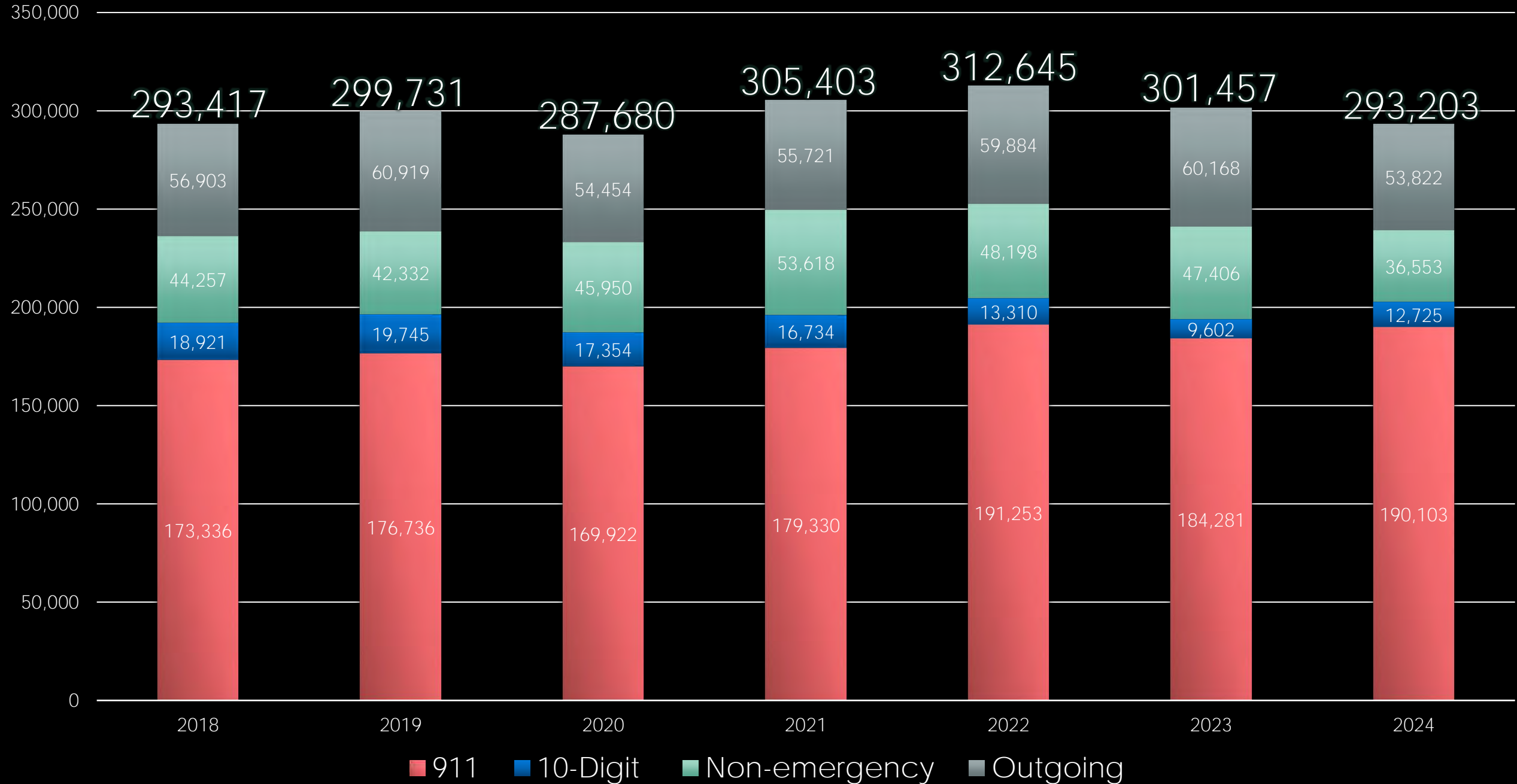
PERFORMANCE MEASURES

Performance Measures - Topics



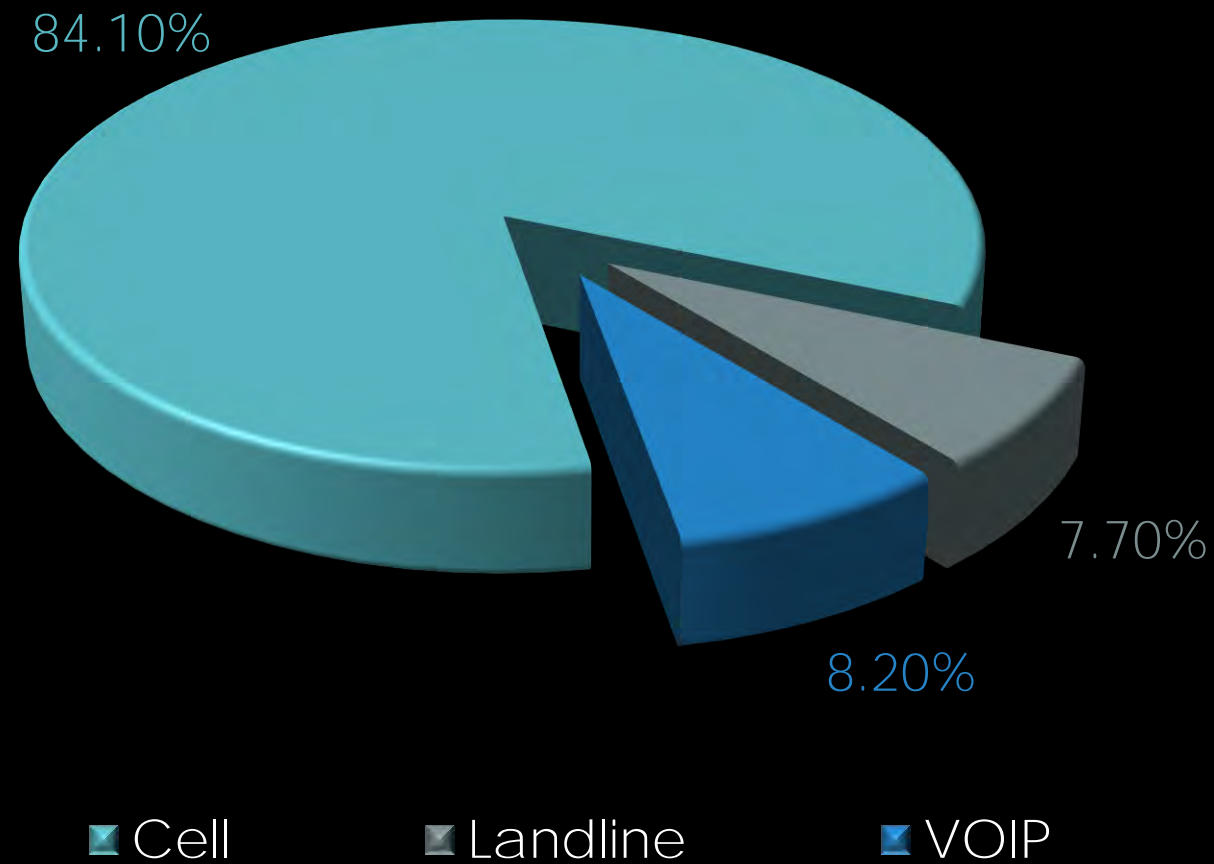
- Call Processing and Answering
- Dispatched Events
- Recruitment
- Staffing and Hours
- Training
- Performance Management
- Customer Satisfaction
- Public Disclosure Requests
- Technology Workload
- System Reliability
- Budget and Finance

Calls Processed on the Dispatch Floor

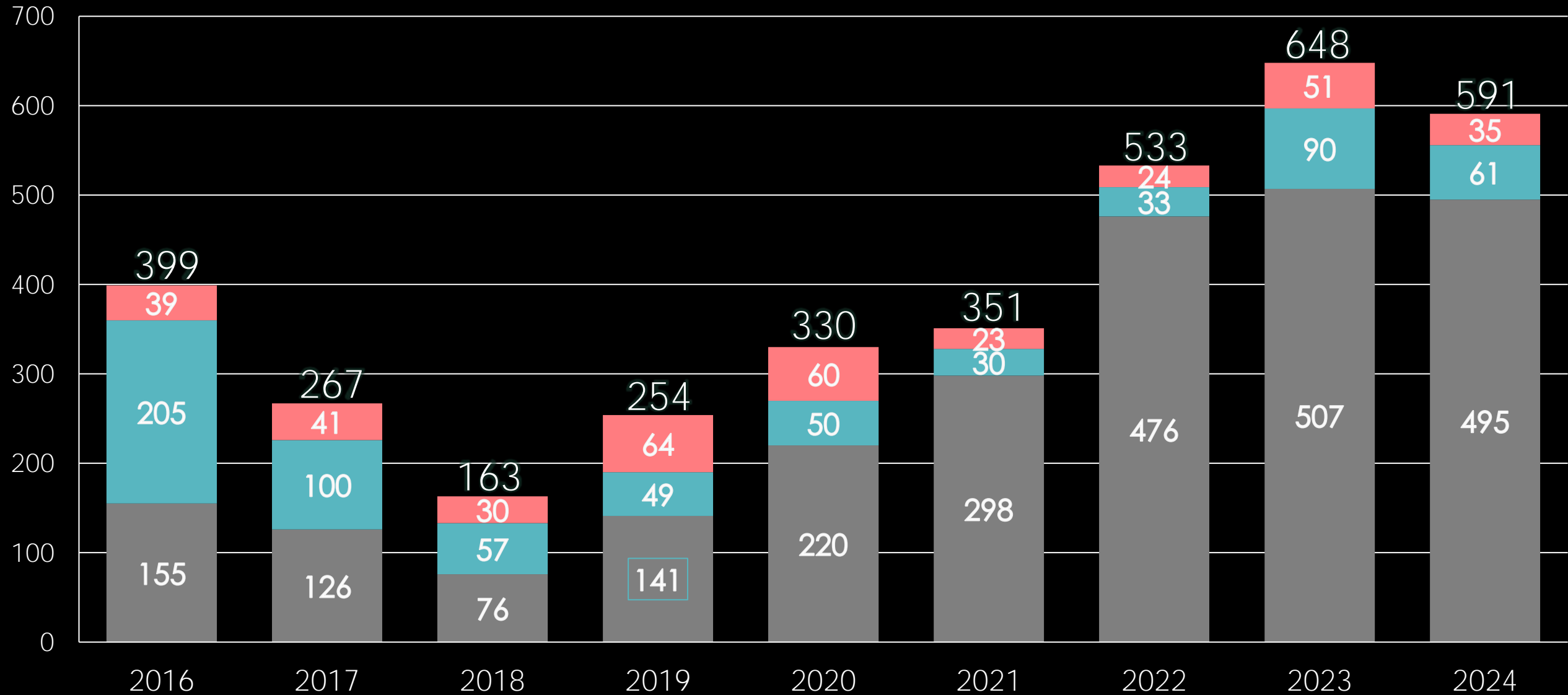


Incoming 911 Call Breakdown

2024

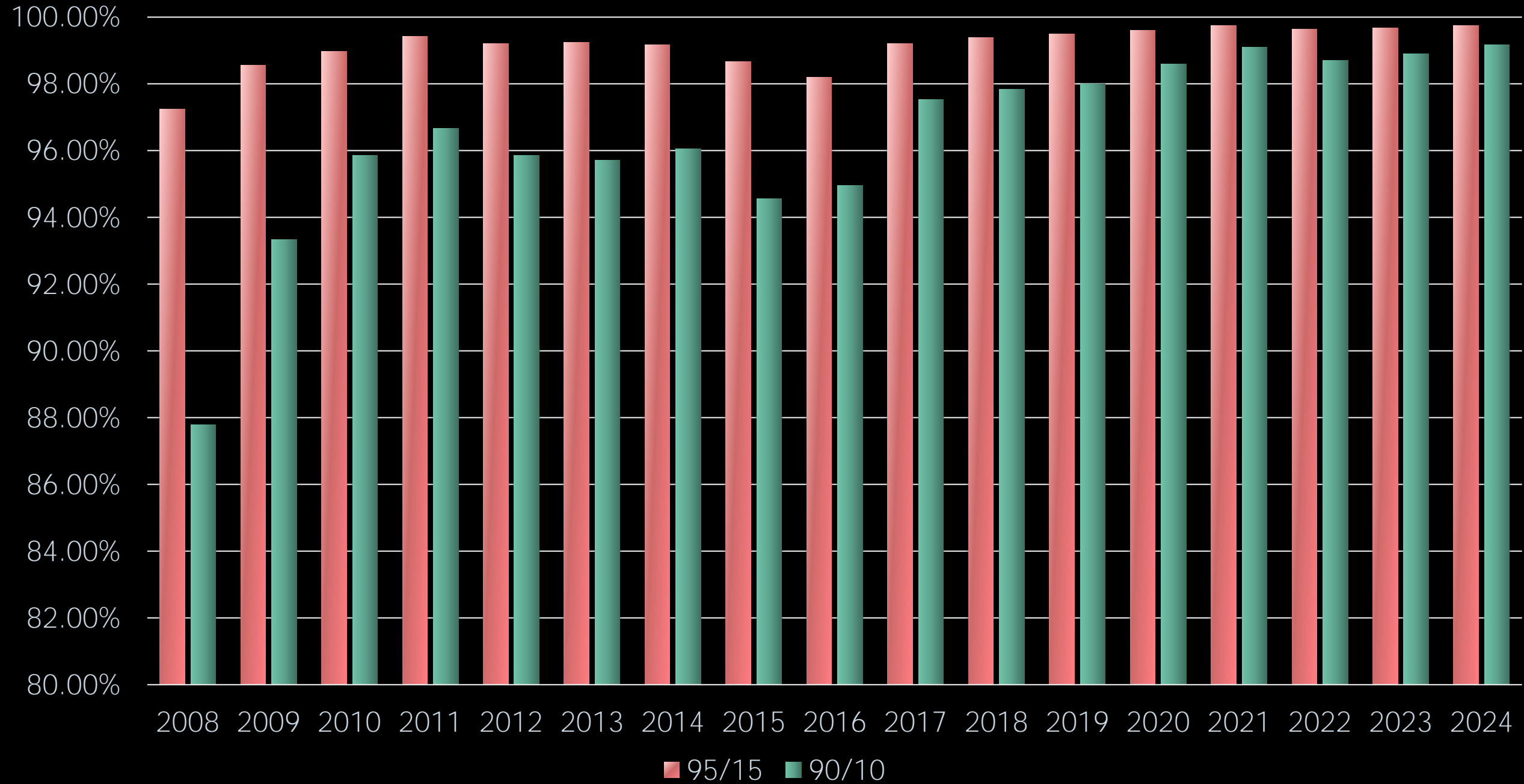


TEXT TO 911

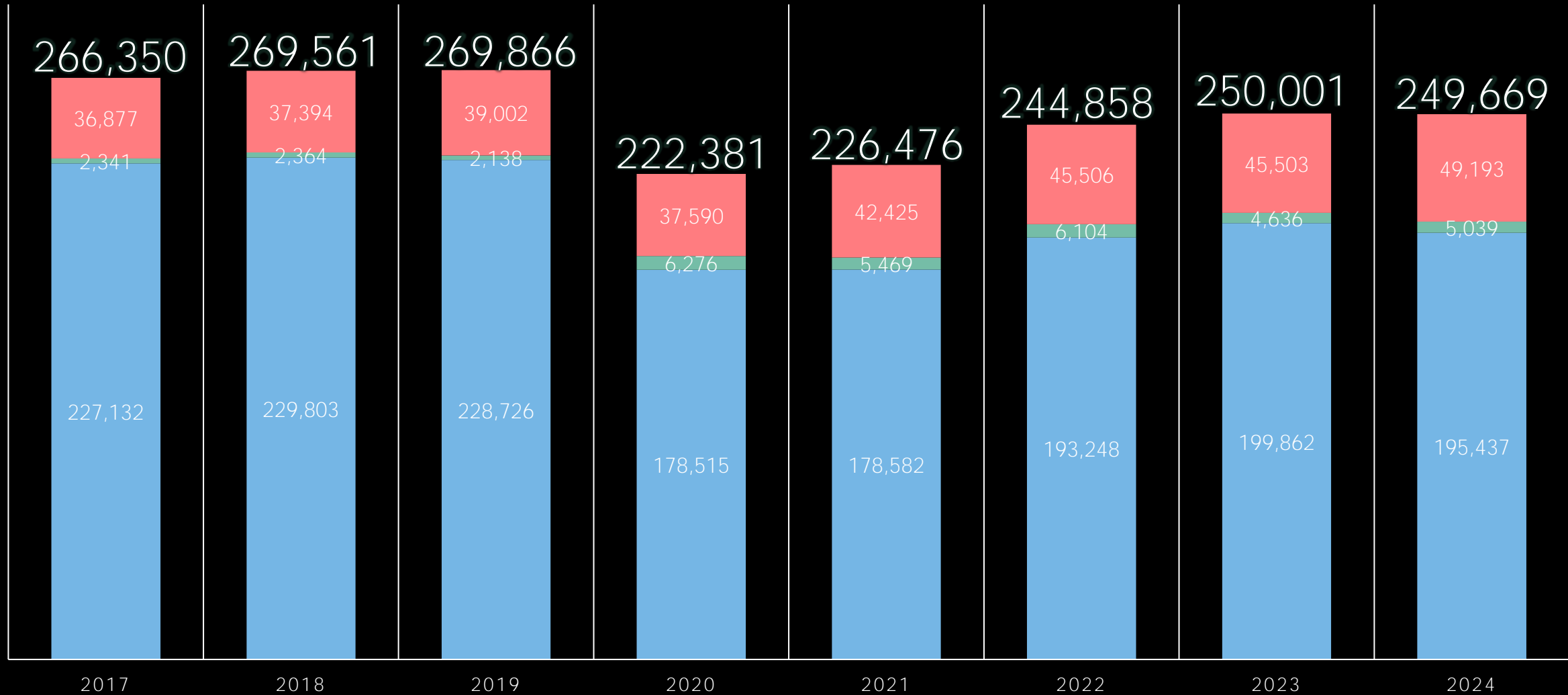


■ Could have/should have call 911 ■ Accidental/Unknown ■ Emergency/Unable to call 911

911 CALL ANSWERING



DISPATCHED EVENT HISTORY



■ LAW ■ MISC ■ FIRE

Dispatch Performance Standards

Priority 1 Law Enforcement	2018	2019	2020	2021	2022	2023	2024
Average Dispatch Time Priority 1 Law Events	:29	:30	:26	:26	:26	:28	:26
FIRE/EMS Standards	2018	2019	2020	2021	2022	2023	2024
90% Dispatched within 64 Seconds	84%	81.5%	75.6%	78.2%	75.6%	69.1%	72.3%
95% Dispatched within 106 Seconds	96%	96.6%	96%	96.5%	96%	95.5%	96.5%
Answered to Dispatched	:47	:47	:52	:50	:52	:56	:54

2024 Recruitments

7 Recruitments

112-day average from posting to hire

15 new employees

Employee Exits

6

Probationary

14 FTE

8 Non-
probationary



Staffing

Today

- 1 vacant in our Technical Services Group
- Fully staffed in Admin and Management
- 8 Operations positions short

- Operations April & August Hirings
- Lateral position is continuously open

Our Employees

Average Tenure: 7.78 Years

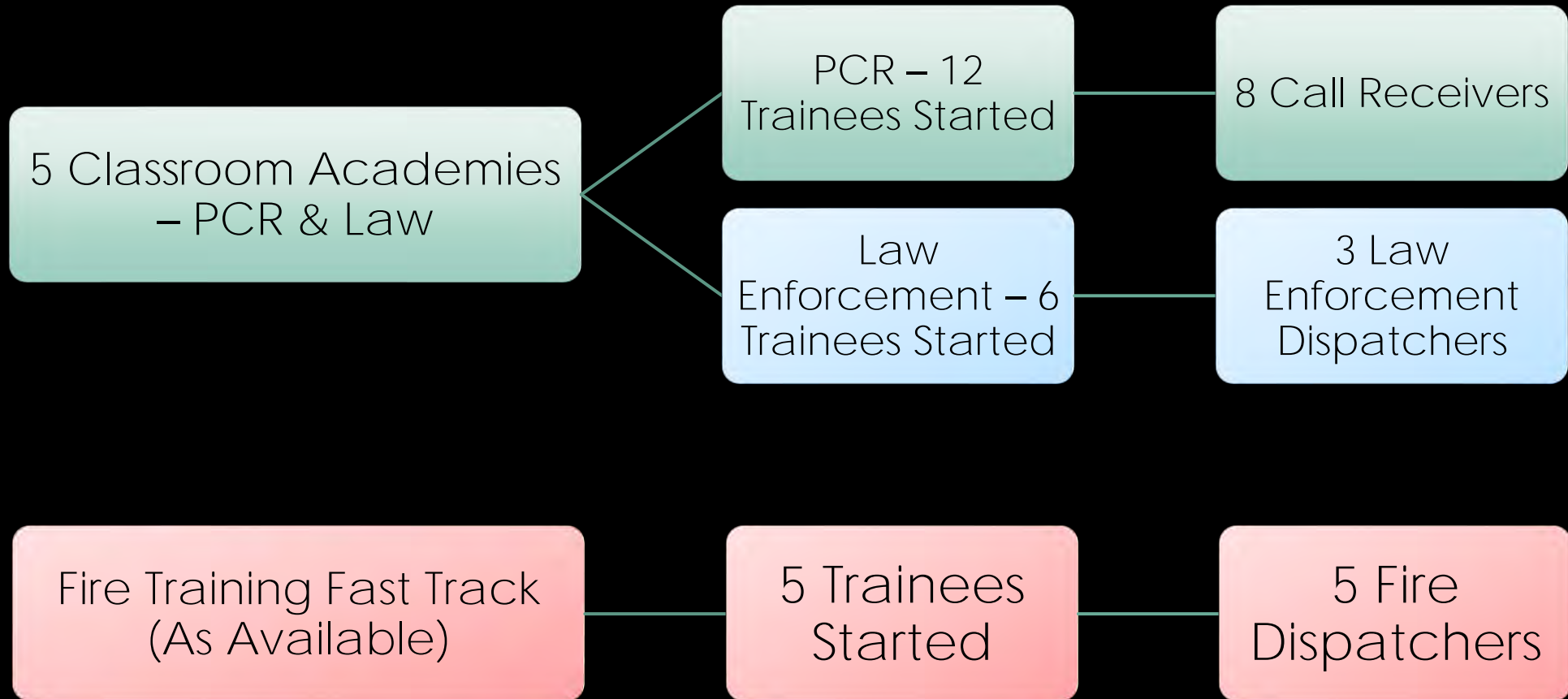
Retention Rates:
Non-Probationary 84.9%
Probationary: 81.3%

Our Employees

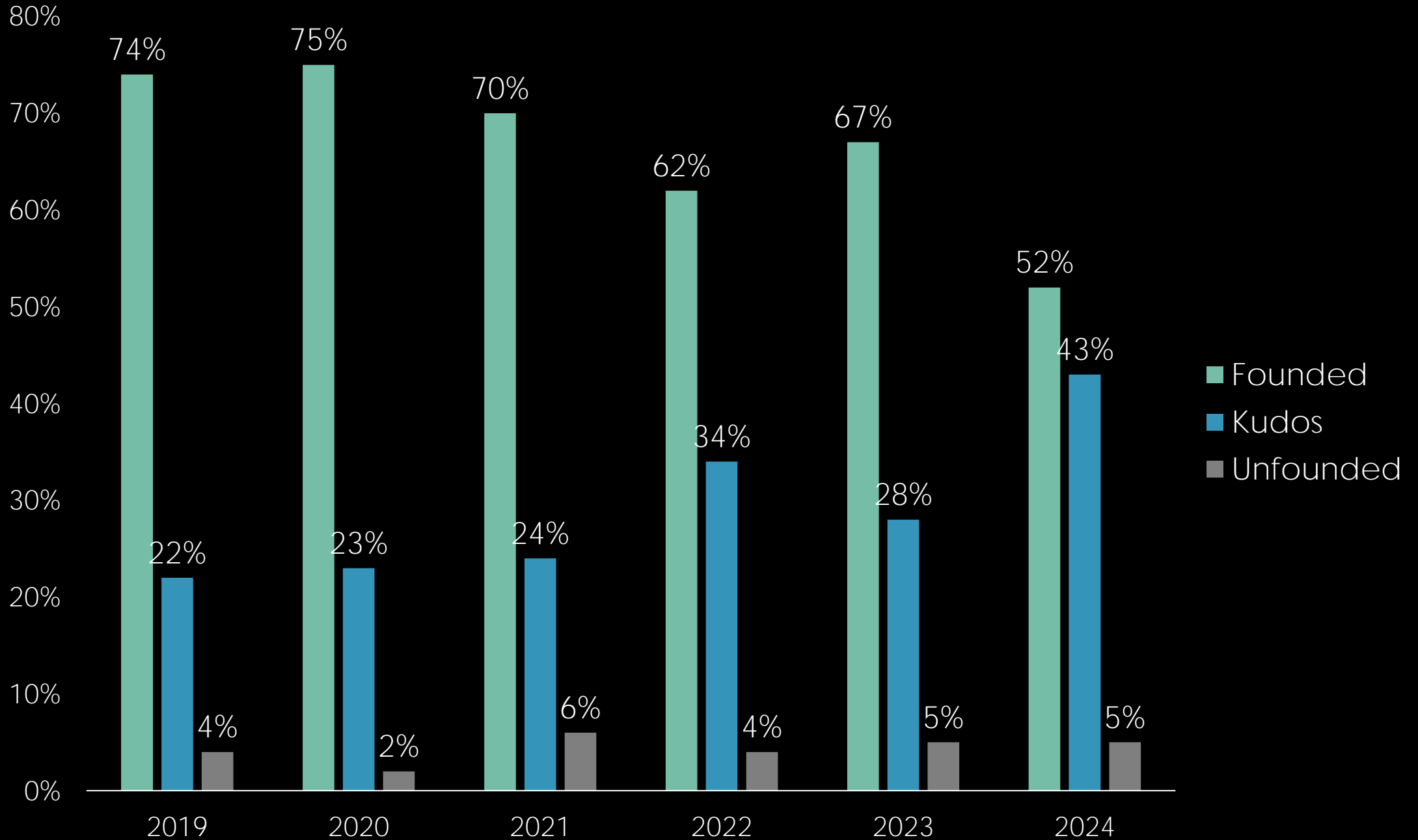
Average sick leave per employee per year:
99.5 hours

Hours of overtime worked:
16,809

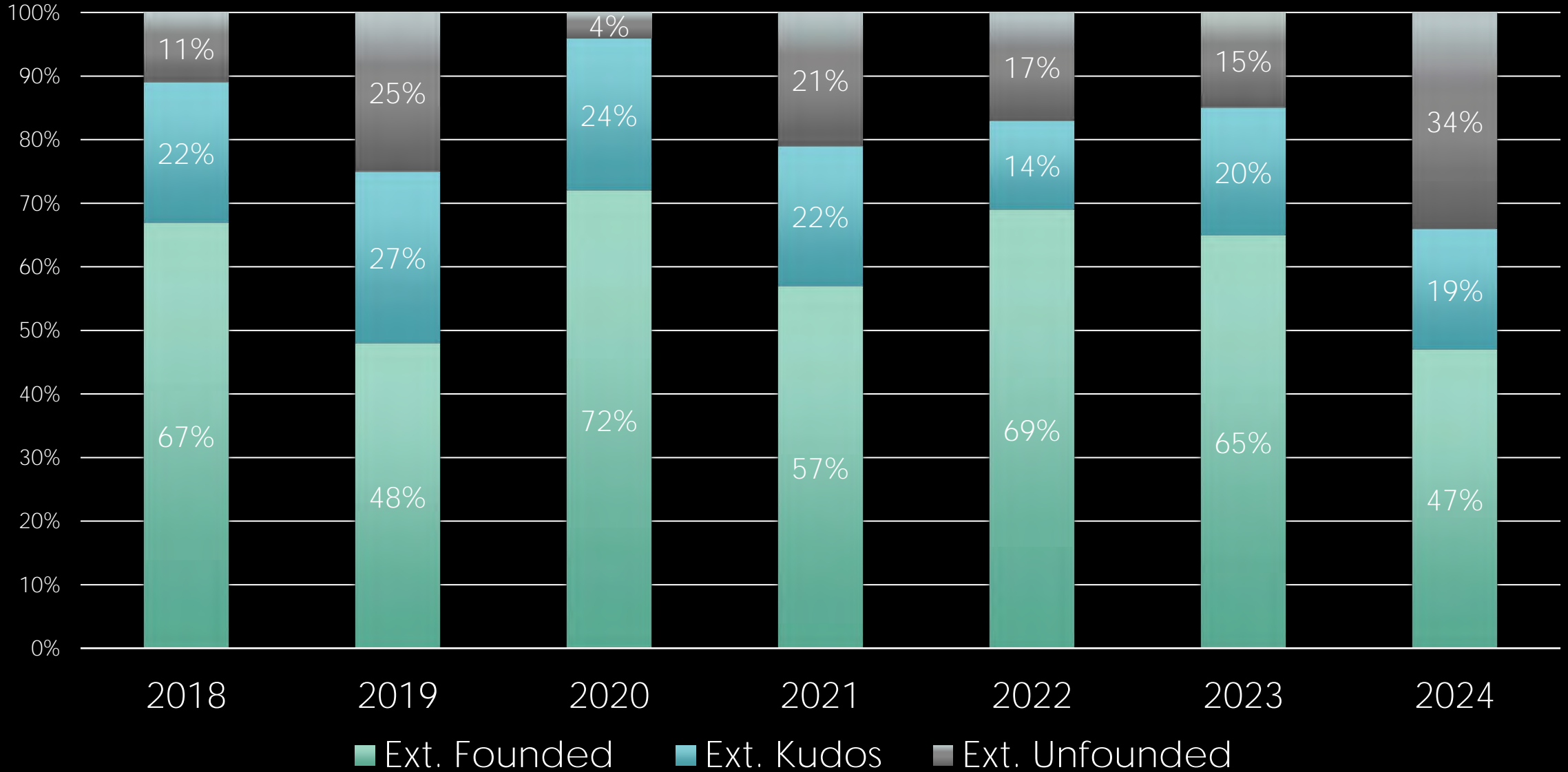
Training



Performance Management



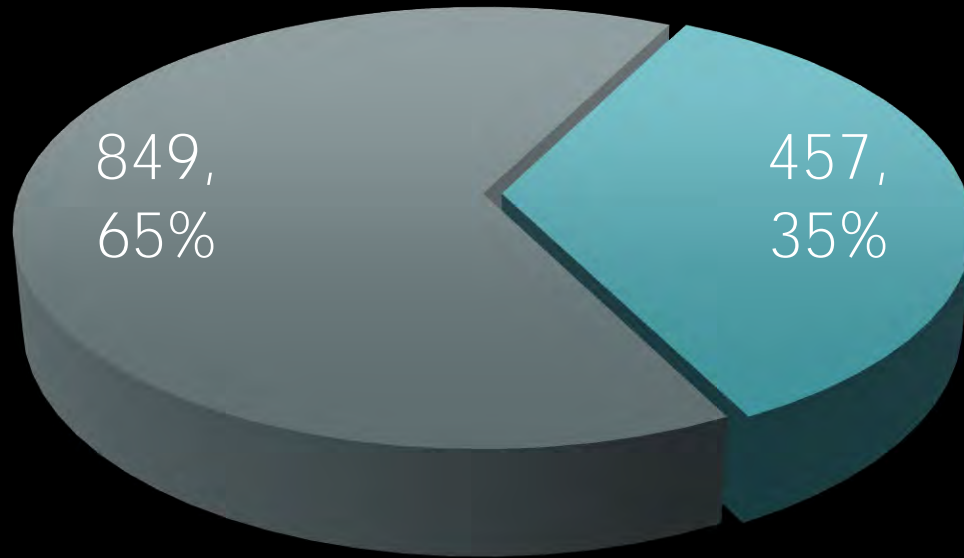
Performance Management



Internal Investigations: 1 - Founded

Customer Satisfaction Survey

2024 – 2 Weeks
Total - 1296



■ Responded ■ No Reply

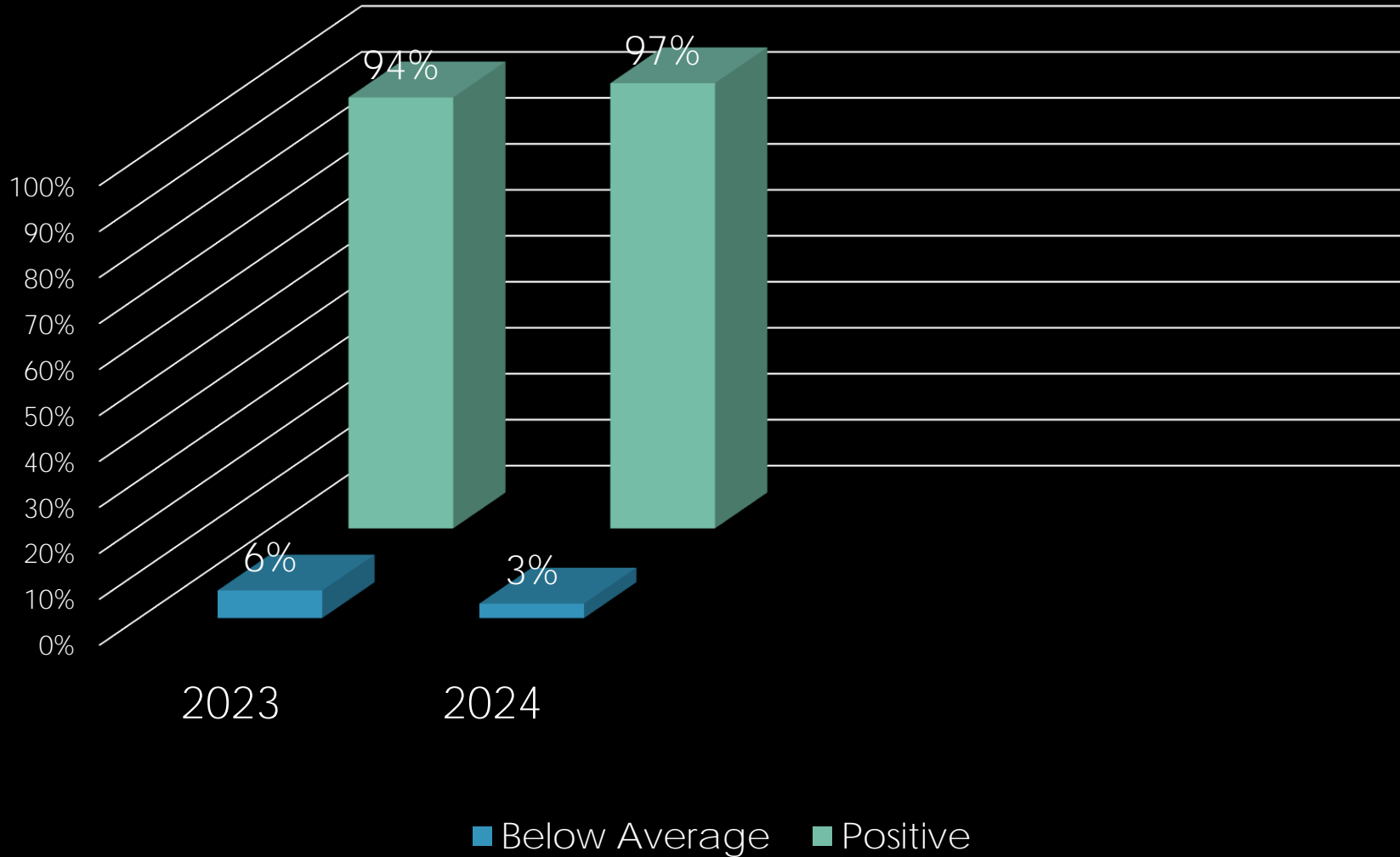
Question 1 of 4 – How satisfied are you with the way the 911 call taker handled your call?

Question 2 of 4 – Please provide any feedback you have about the 911 call taker.

Question 3 of 4 – Please rate the overall effectiveness of the service provided by Kitsap 911.

Question 4 of 4 – Please provide any suggestions about how Kitsap 911 could better serve the community.

Customer Satisfaction Survey Responses



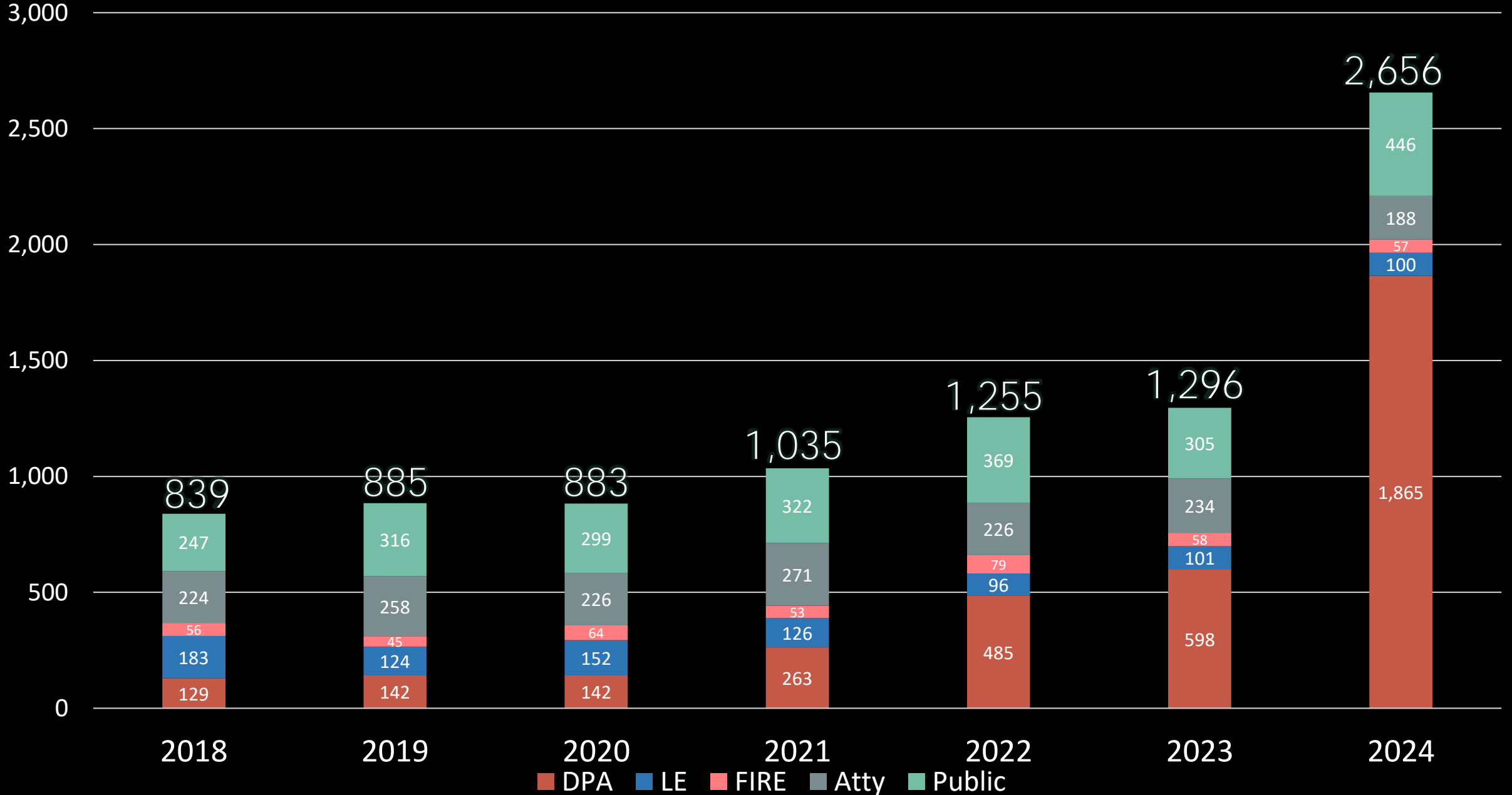
Great job! Fast and professional.

Kitsap 911 is doing an excellent job based on my personal interaction today. Thank you!

Very professional, excellent customer service.

Keep doing what you're doing. The few interactions I've had with your department have been excellent. Your department is an example of how to do things right.

PUBLIC DISCLOSURE REQUESTS



Technology Group Workload

2,283

Total Work Orders Opened in 2024

99%

Work Orders Resolved in 2024

66%

Work Orders Resolved within 24 Hours

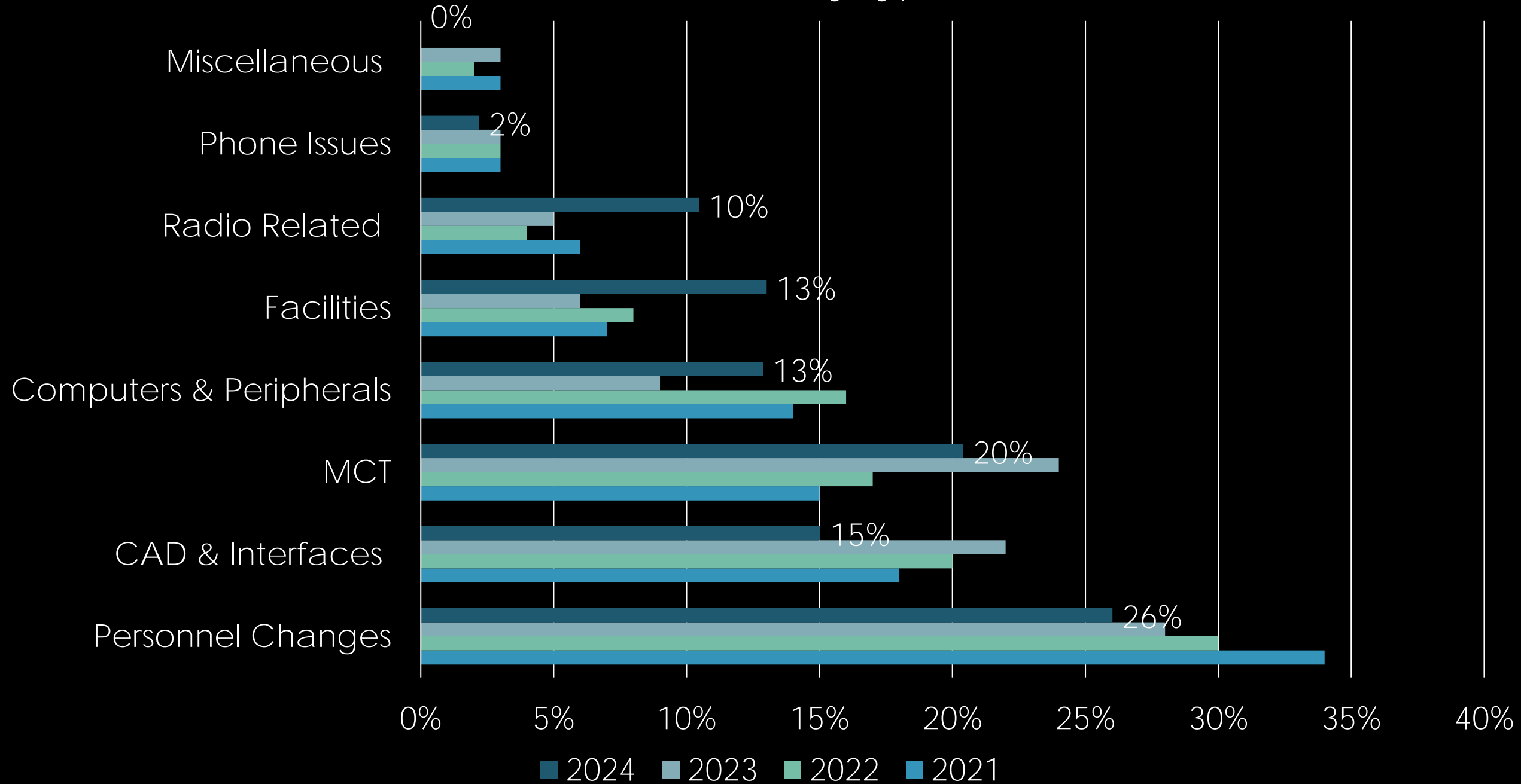
74%

Work Orders Resolved within 48 Hours

78%

Work Orders Resolved within 72 Hours

Work Order by Type



System Reliability

CAD	99.865%
Text to 911	99.994%
Radio	99.324%
MCT	99.922%
911 Phone System	99.994%
Fire Alerting	99.994%

Critical errors (yearly average)

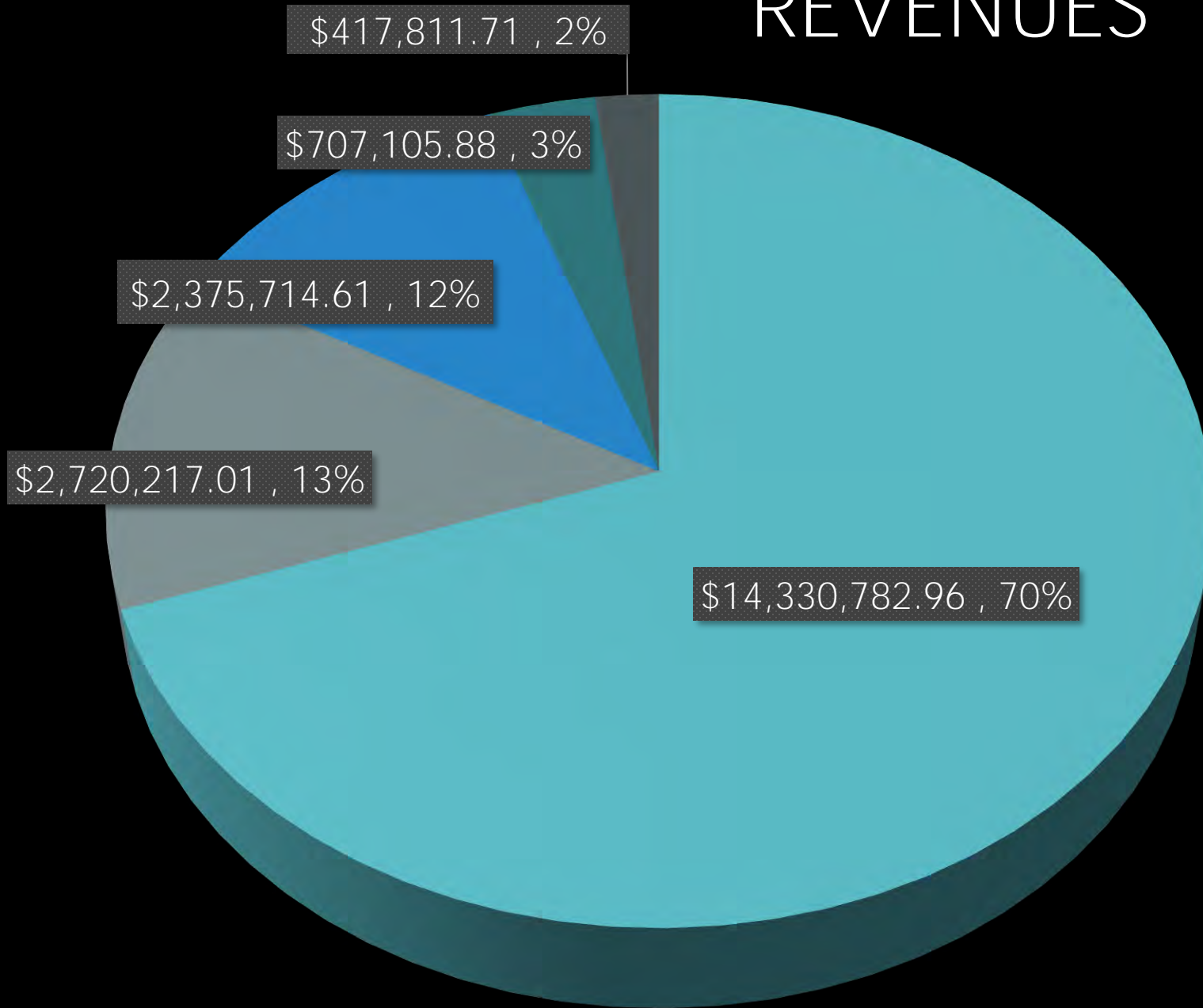
0

State Hub upload frequency (yearly average)

29 days

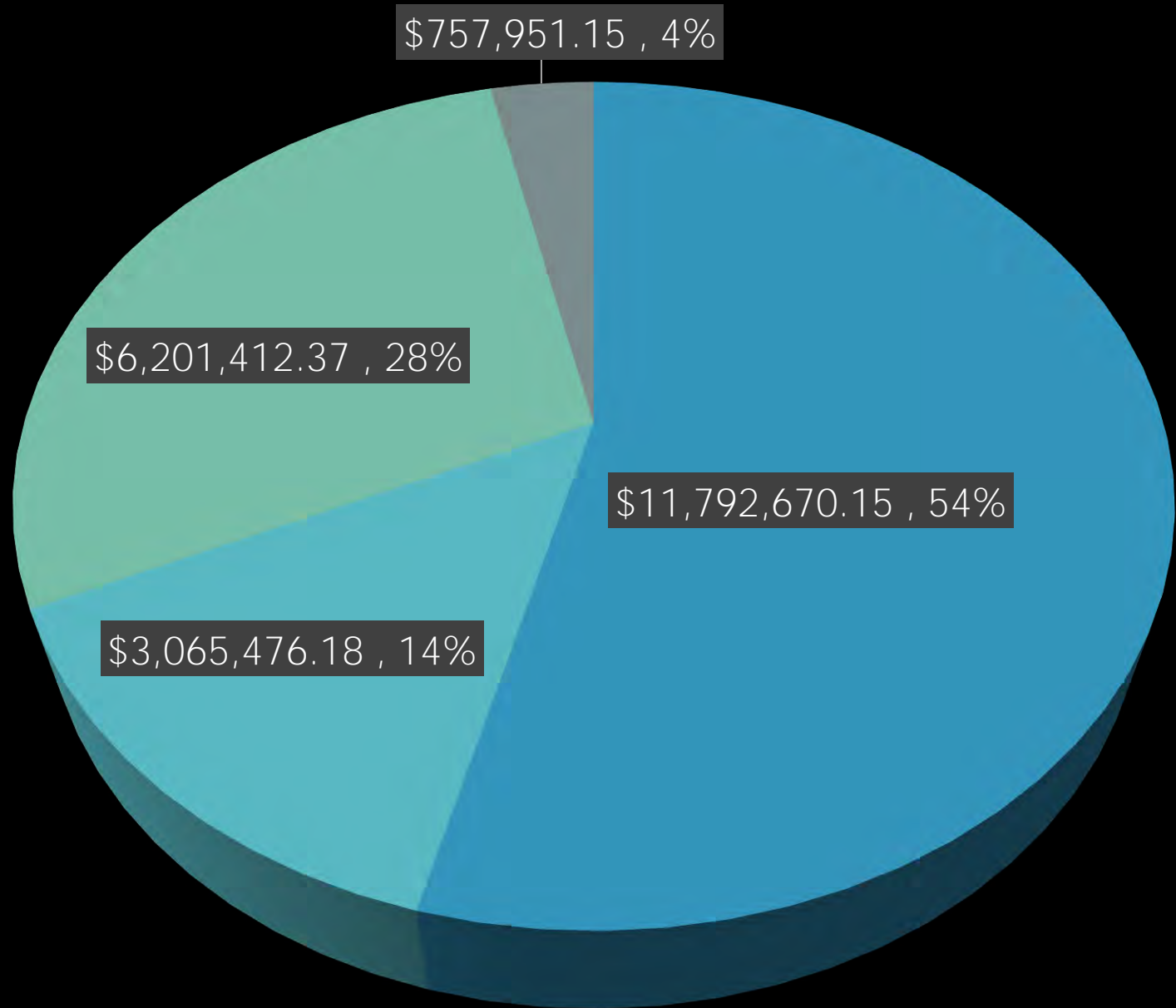
System Reliability Goal: 99.9999%

REVENUES



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

Expenditures




- Personnel
- Operating Supplies & Services
- LMR, Microwave, and MCT Projects
- Other Capital Projects



15 New
Employees



Average Call
Answered in:
2.9 Seconds



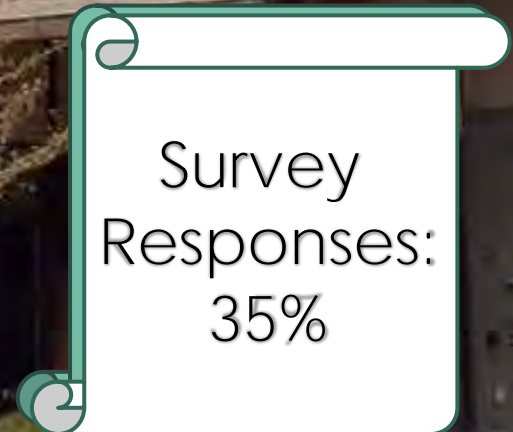
Inquiry
Kudos:
43%



Probationary
Retention:
81.3%



Clean Audits:
8 Years Running



Survey
Responses:
35%



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