



2025

PERFORMANCE

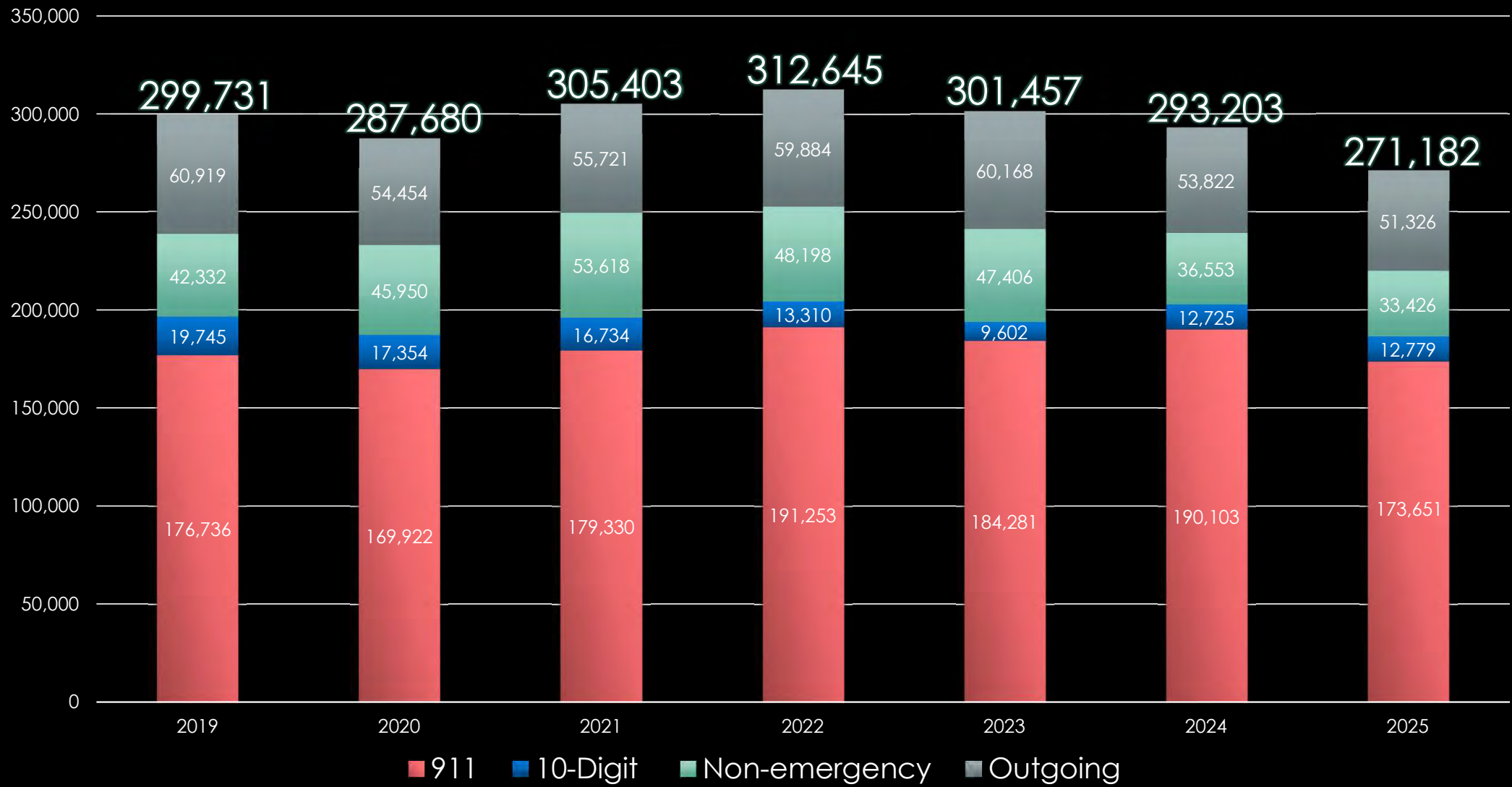
— MEASURES —



Performance Measures - Topics

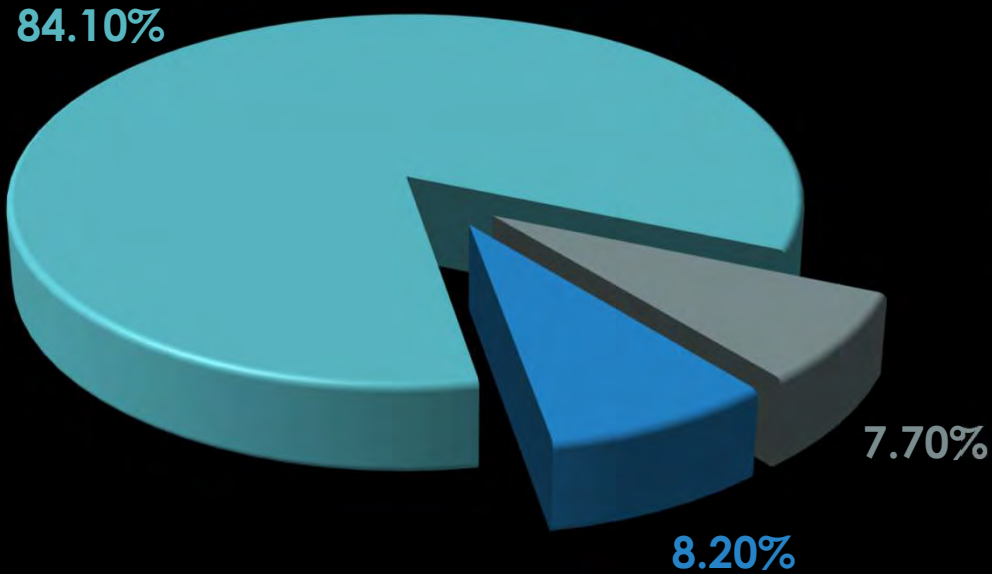
- Call Processing and Answering
- Dispatched Events
- Recruitment
- Staffing and Hours
- Training
- Performance Management
- Customer Satisfaction
- Public Disclosure Requests
- Technology Workload
- System Reliability
- Budget and Finance

Calls Processed on the Dispatch Floor



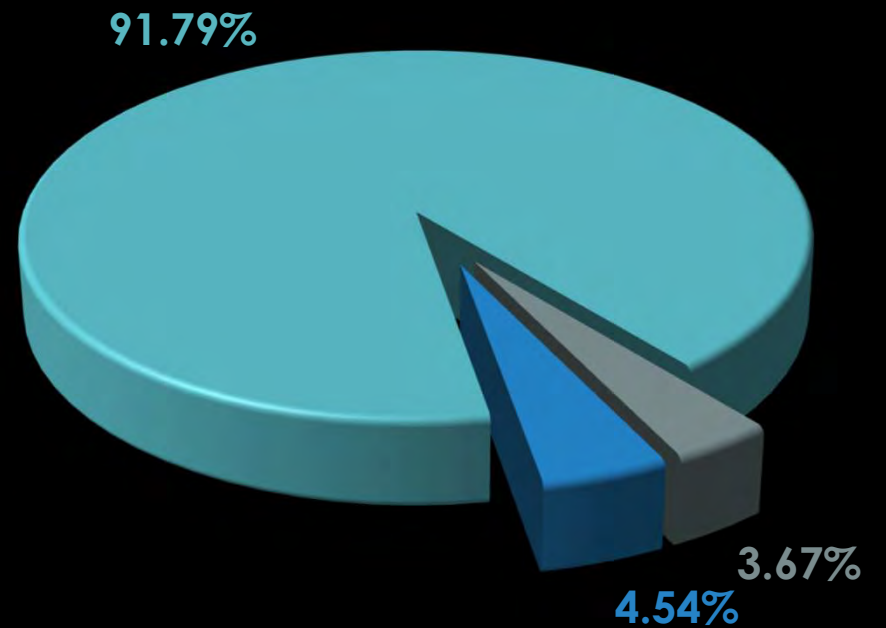
Incoming 911 Call Breakdown

2024



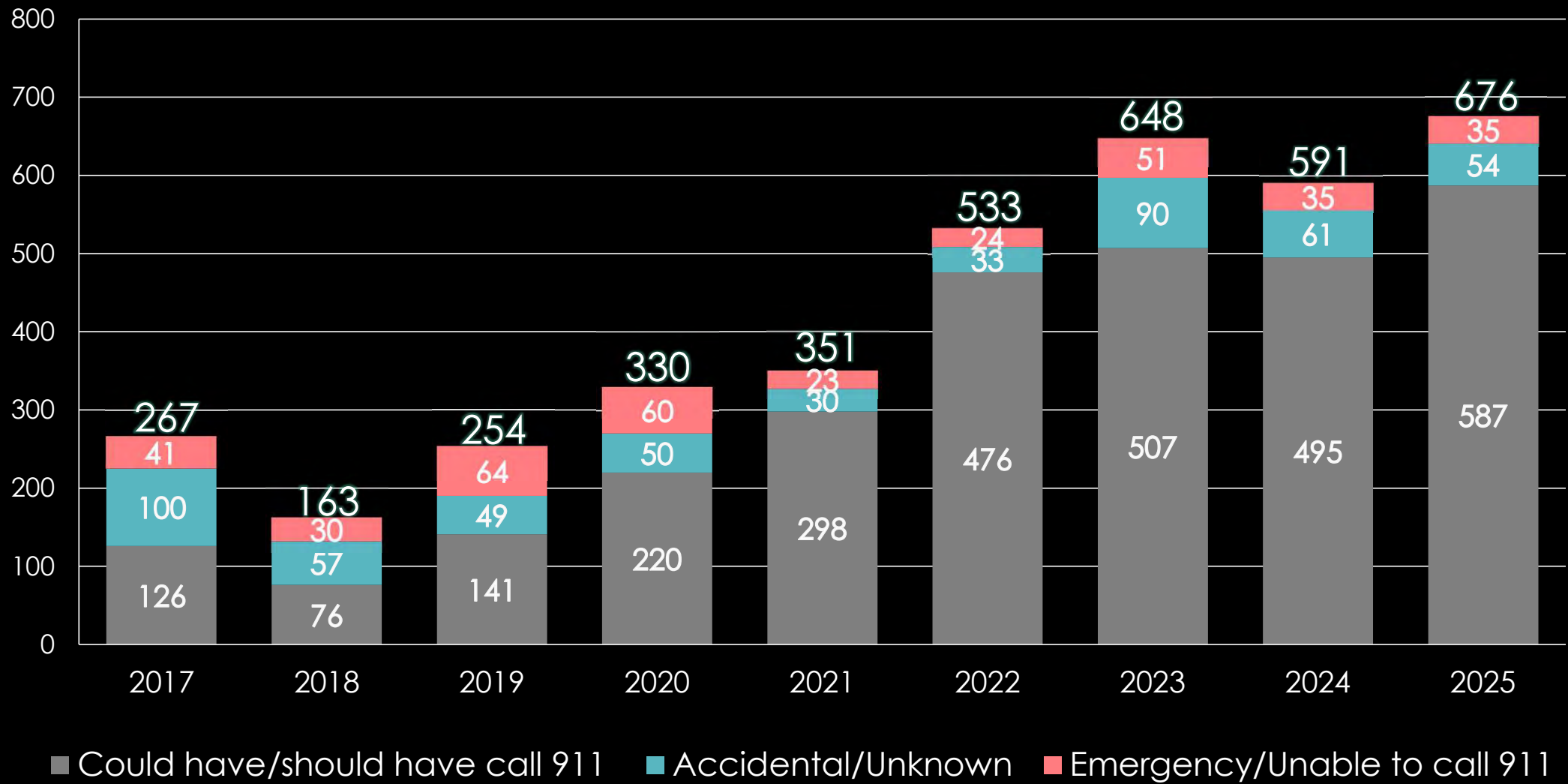
Cell Landline VOIP

2025

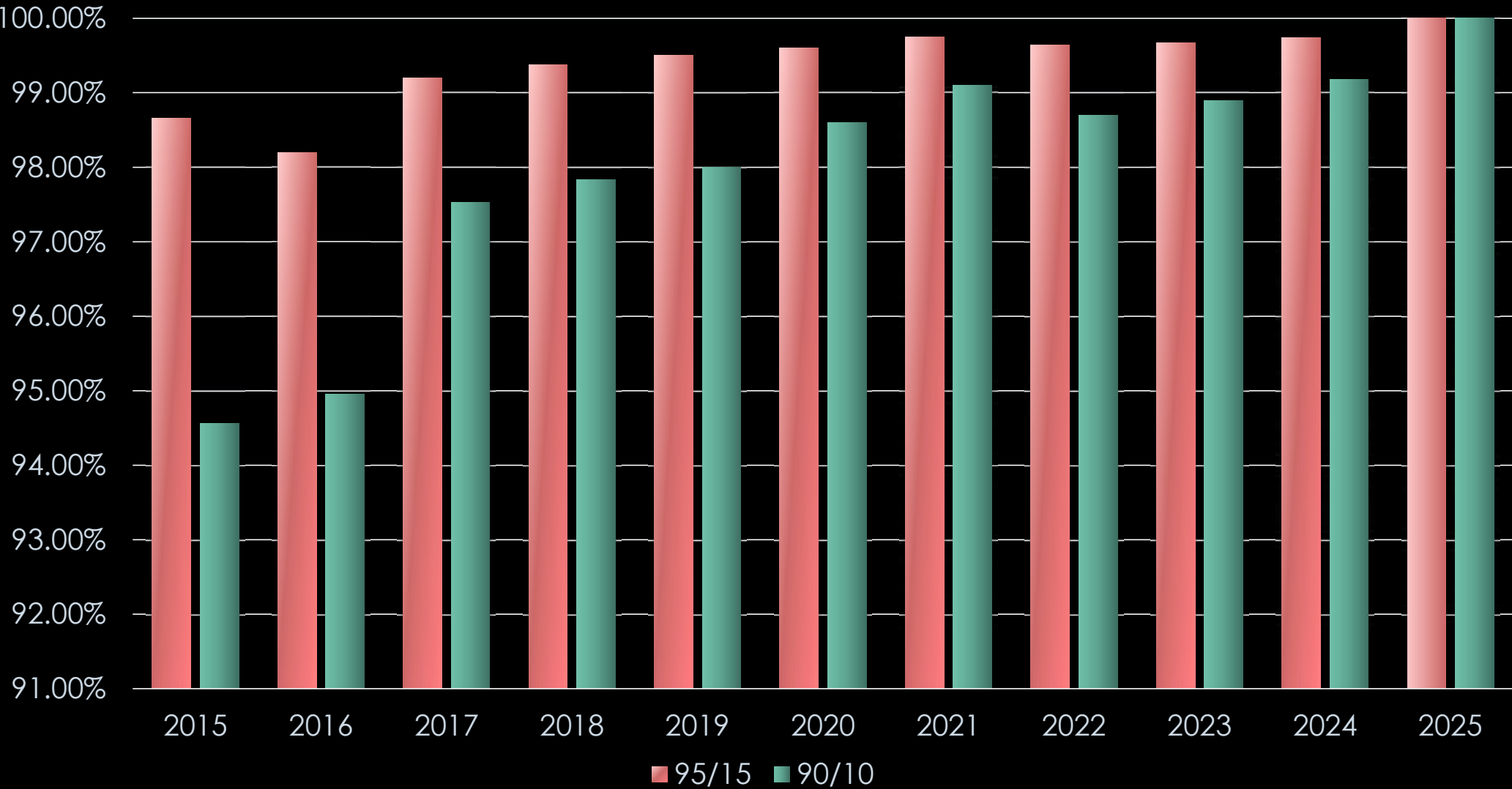


Cell Landline VOIP

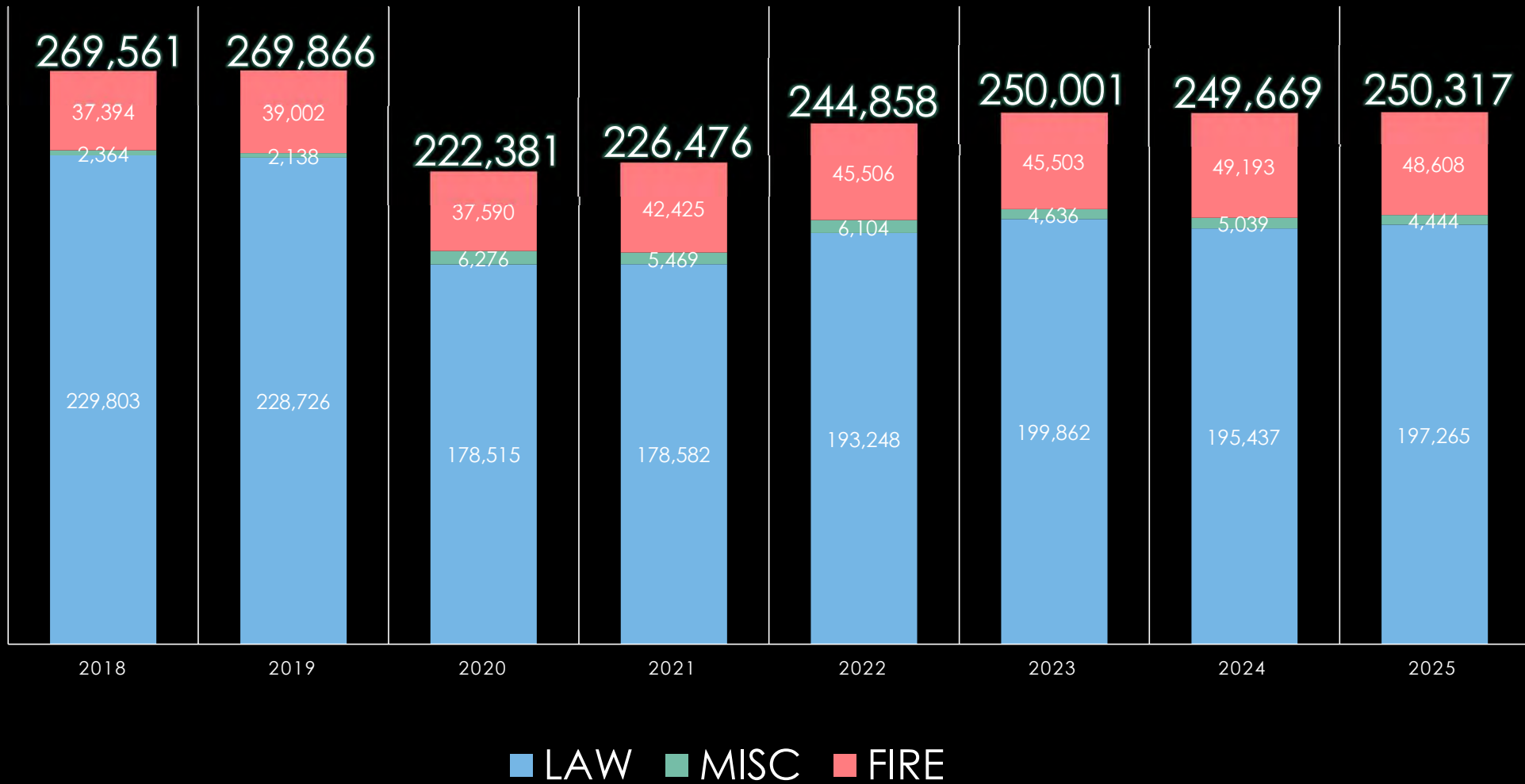
TEXT TO 911



911 CALL ANSWERING



DISPATCHED EVENT HISTORY



Dispatch Performance Standards

Priority 1 Law Enforcement	2019	2020	2021	2022	2023	2024	2025
Average Dispatch Time Priority 1 Law Events	:30	:26	:26	:26	:28	:26	:30
FIRE/EMS Standards	2019	2020	2021	2022	2023	2024	2025
90% Dispatched within 64 Seconds	81.5%	75.6%	78.2%	75.6%	69.1%	72.3%	69.5%
95% Dispatched within 106 Seconds	96.6%	96%	96.5%	96%	95.5%	96.5%	95.5%
Answered to Dispatched	:47	:52	:50	:52	:56	:54	:54

2025 Recruitments

6 Recruitments

85-day average from posting to hire

14 new employees

Employee Exits

4
Probationary

9 FTE

5
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: 7.77 Years

Retention Rates:

Non-Probationary 91%

Probationary: 84.6%

Our Employees

Average sick leave per employee per year:
112 hours

Hours of overtime worked:
17,309

Training

5 Classroom Academies
– PCR & Law

PCR: 9 Trainees
Started

6 - Call Receivers

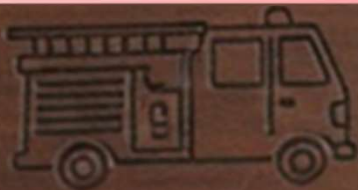
Law Enforcement:
7 Trainees Started

6 - Law
Enforcement
Dispatchers

Fire Training Fast Track
(As Available)

Fire: 2
Trainees
Started

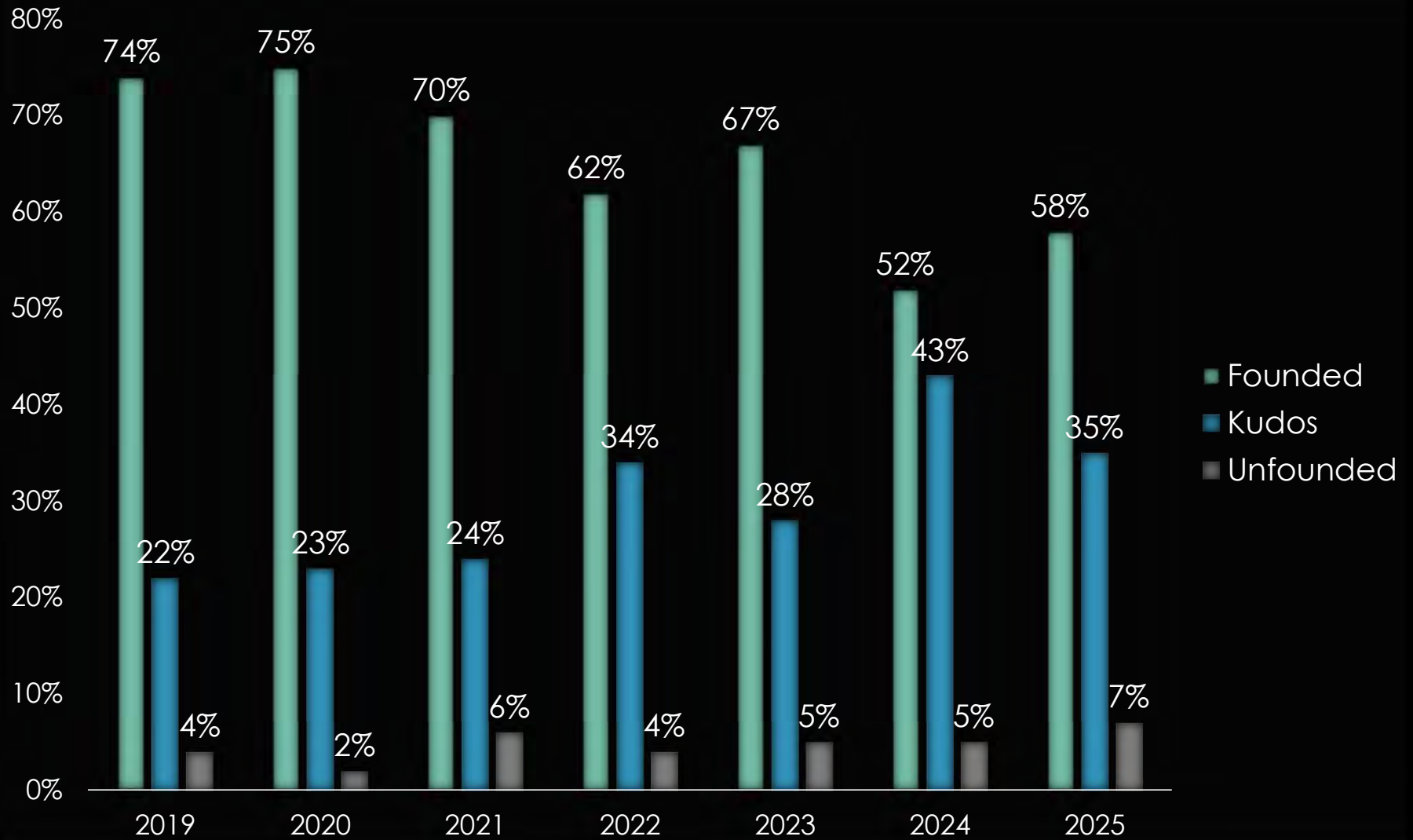
2 - Fire
Dispatchers



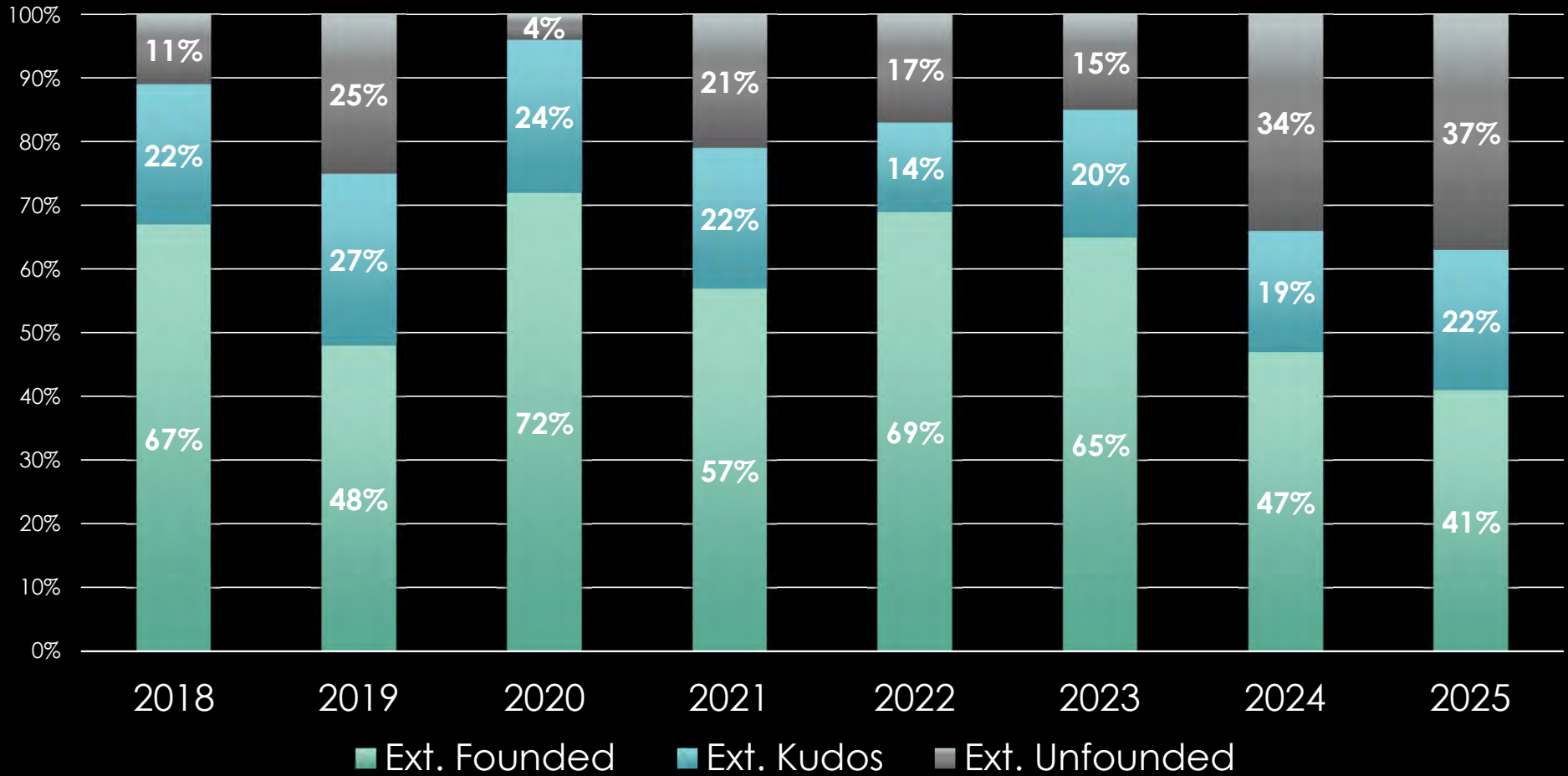
911



Performance Management



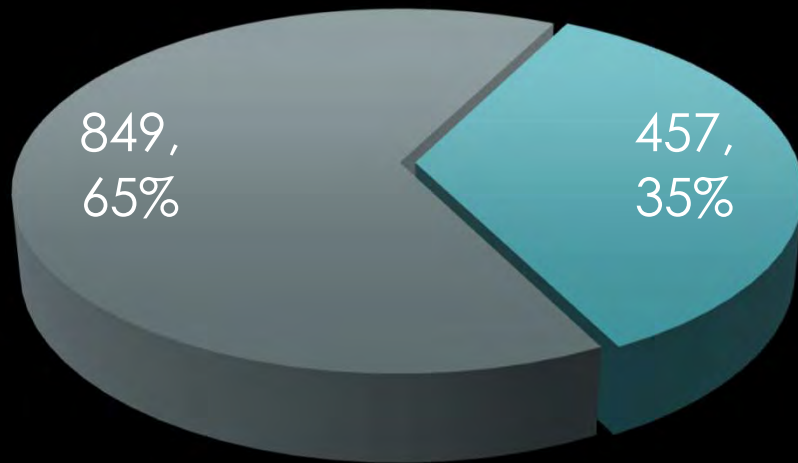
Performance Management



Internal Investigations: 1 – Employee Resigned

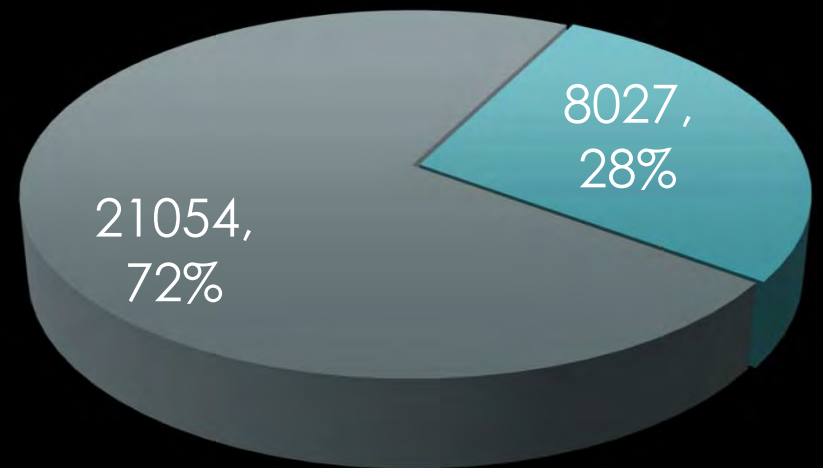
Customer Satisfaction Survey

2024 – 2 Weeks
Total - 1296



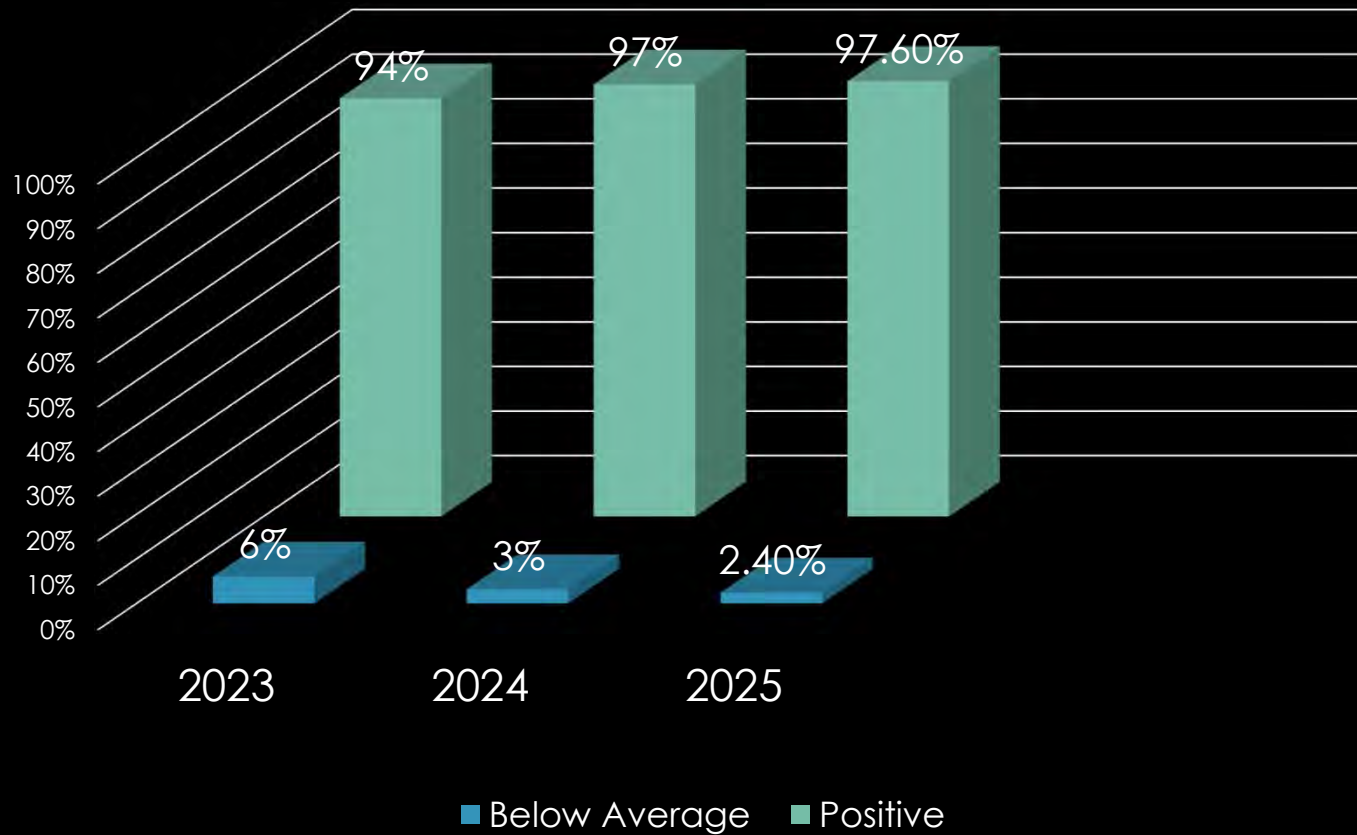
■ Responded ■ No Reply

2025
Total - 29081



■ Responded ■ No Reply

Customer Satisfaction Survey Responses



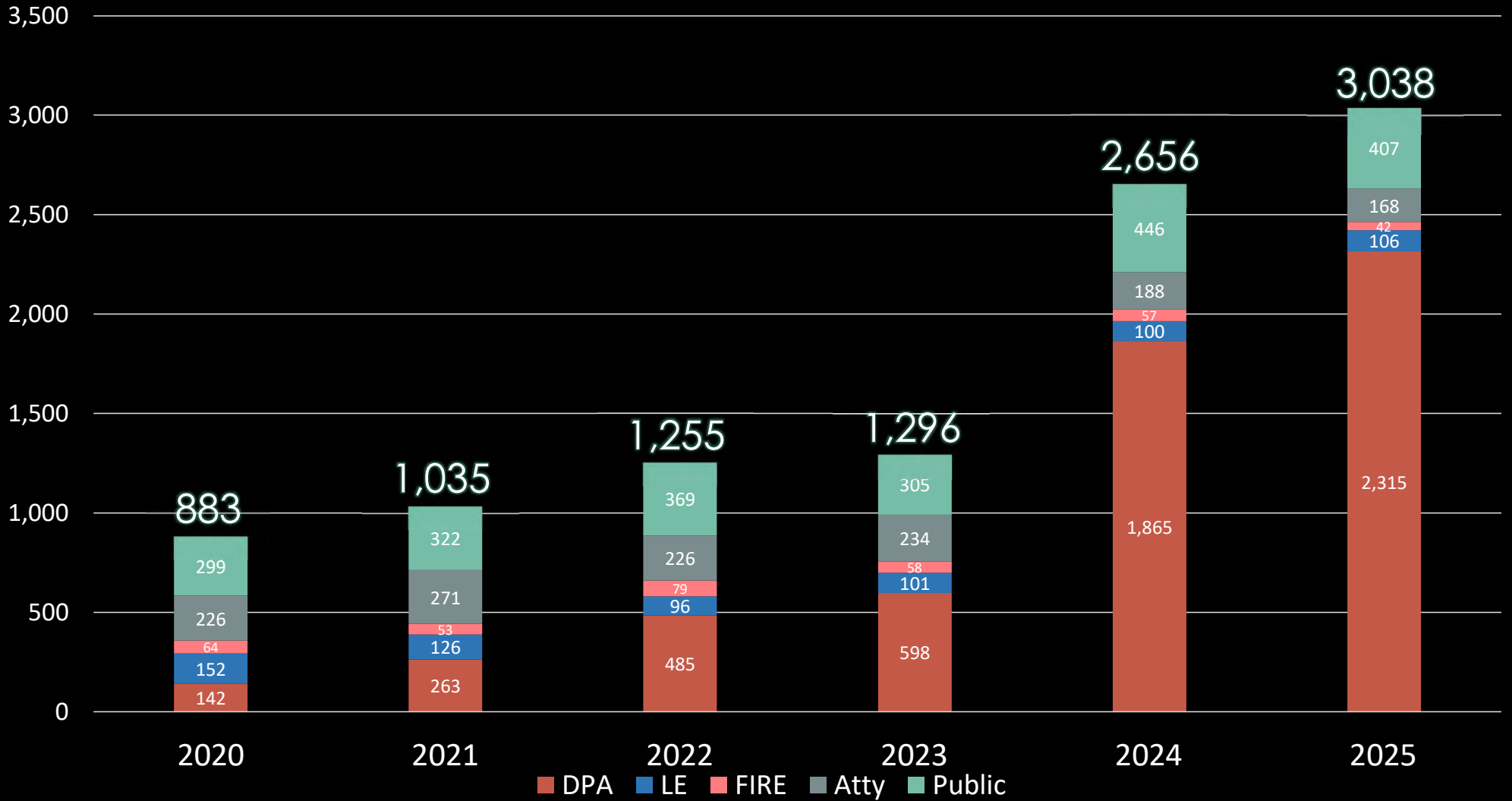
Keep up your excellent work!!

Pleasant, calm, reassuring. Job well done. Thank you.

Very easy to understand, highly professional, and extremely polite with only pertinent questions.

I was fully satisfied and want to thank everyone for the work they do to keep our community safe.

PUBLIC DISCLOSURE REQUESTS



Technology Group Workload



3645

Total Work
Orders
Opened in
2025

98%

Work
Orders
Resolved
in 2025

65%

Work
Orders
Resolved
within 24
Hours

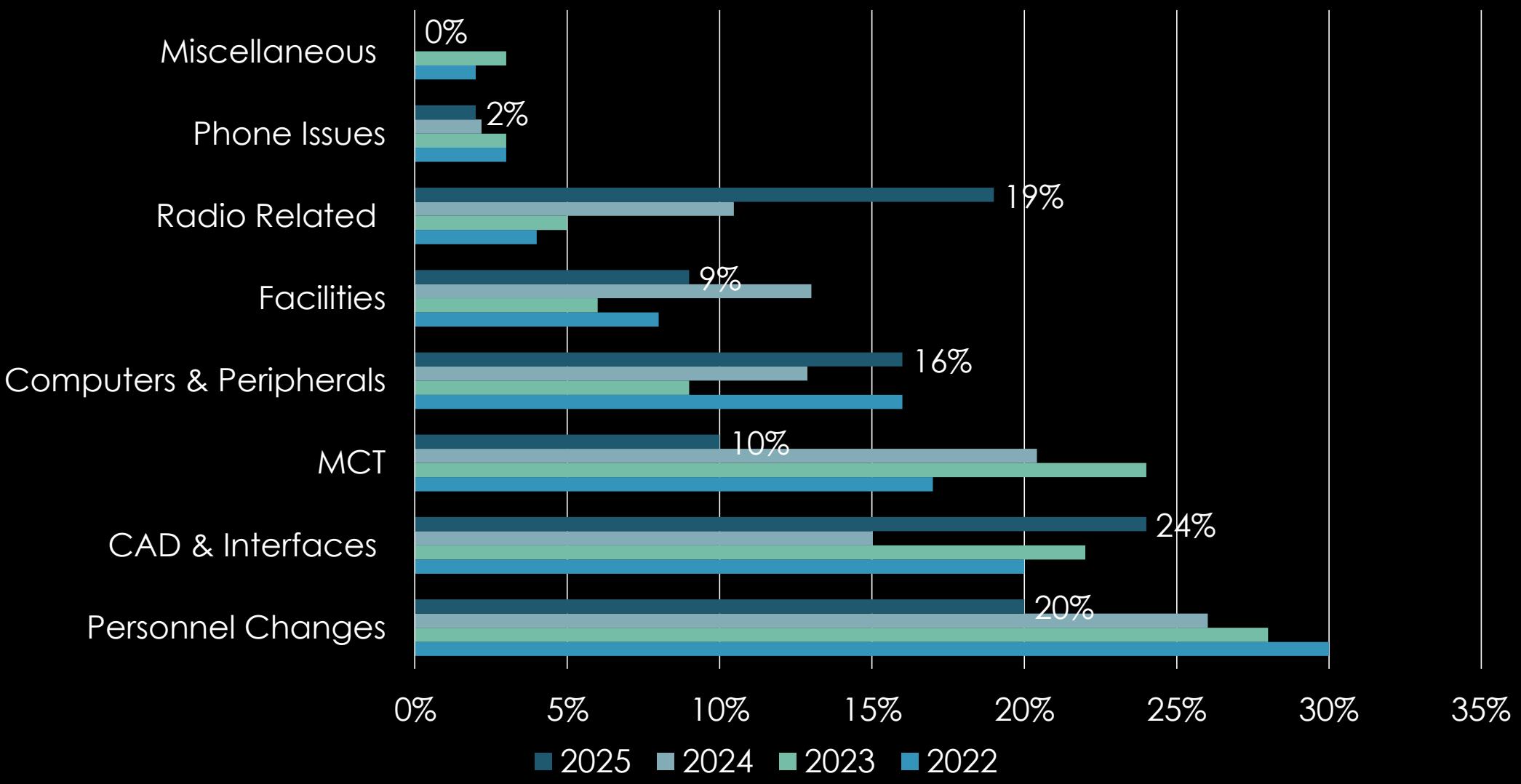
73%

Work
Orders
Resolved
within 48
Hours

78%

Work
Orders
Resolved
within 72
Hours

Work Order by Type



System Reliability

CAD	99.985%
Text to 911	100%
Radio	99.717%
MCT	100%
911 Phone System	100%
Fire Alerting	99.711%

Critical errors (yearly average)

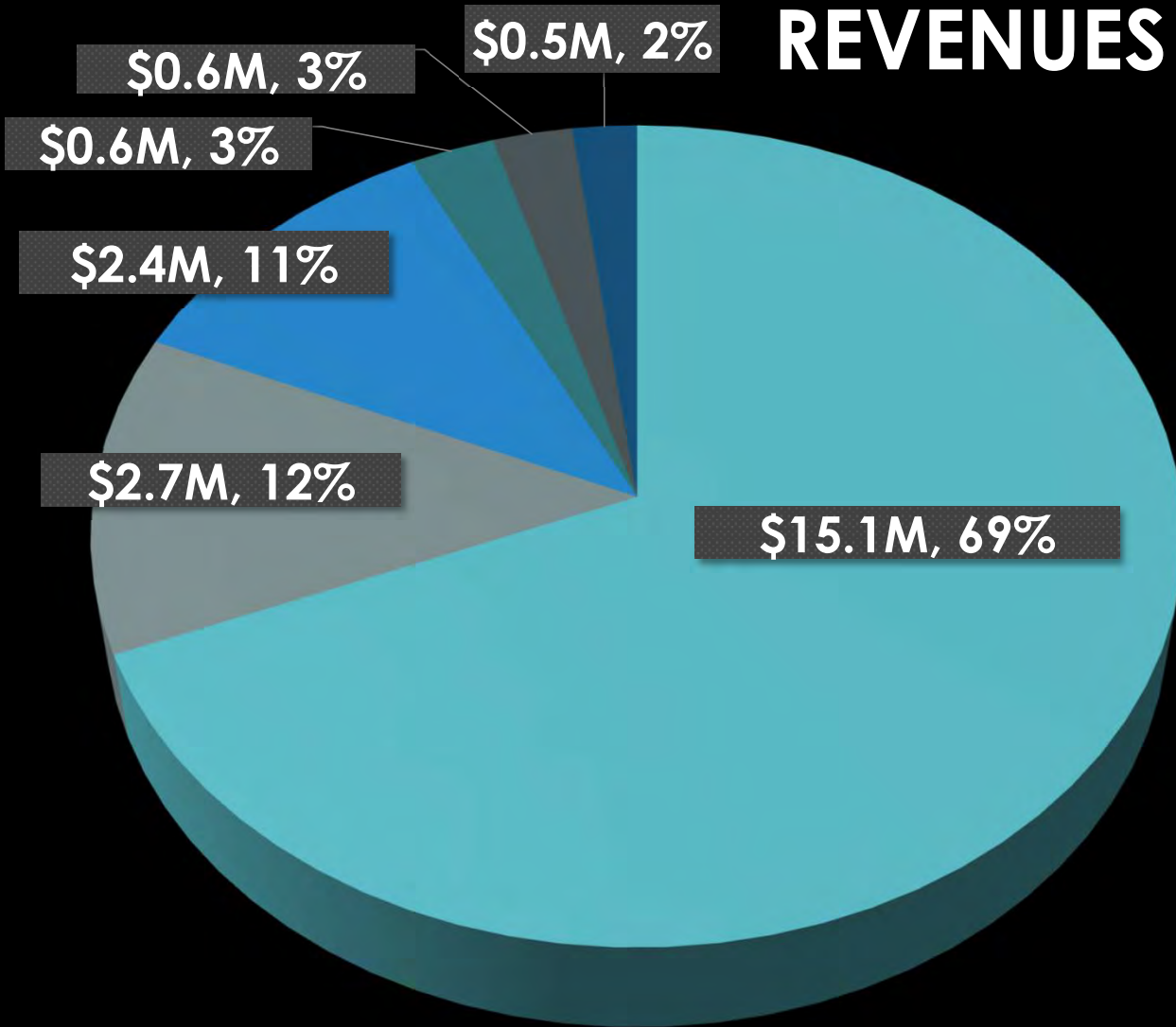
0

State Hub upload frequency (yearly average)

30 days

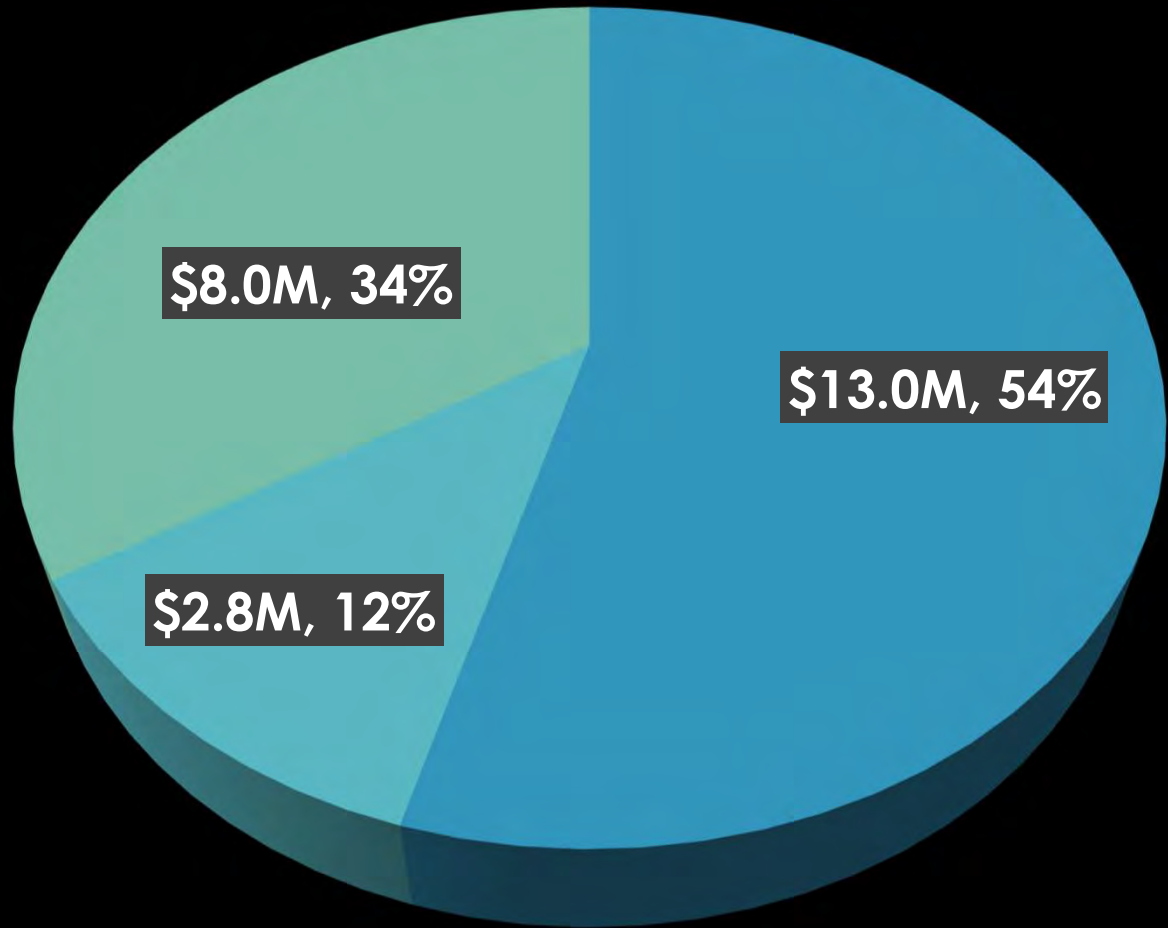
System Reliability Goal: 99.9999%

REVENUES



- Sales Tax
- Telephone Excise Taxes
- Fees from User Agencies
- WA State 911 Office Grant (Equipment)
- Tower Lease Revenues
- Other Income

Expenditures



■ Personnel

■ Operating Supplies & Services

■ LMR and Capital Projects

New Employees
14

Average Call Answered in:
2.9 Seconds

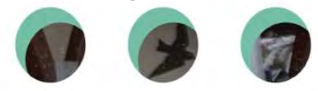
External Kudos:
22%



Probationary Retention:
84.6%

Clean Audits:
9 Years Running

Positive Survey Responses:
97.6%





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