



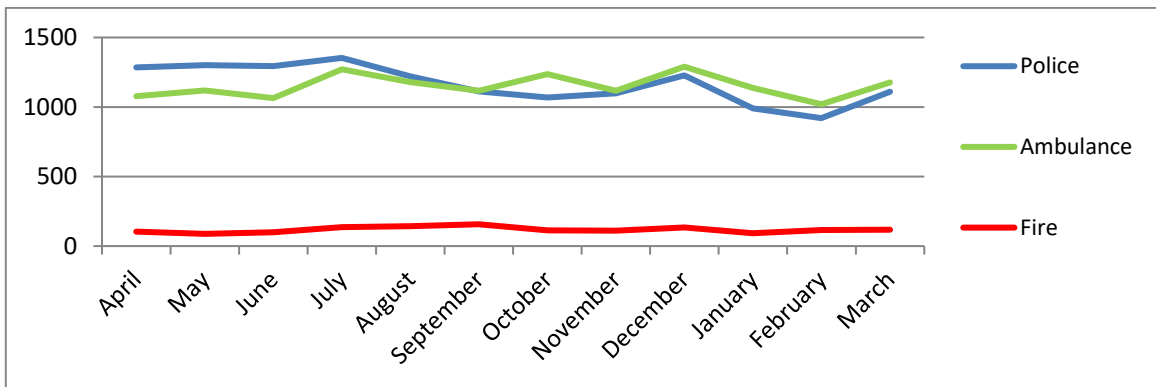
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooshyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

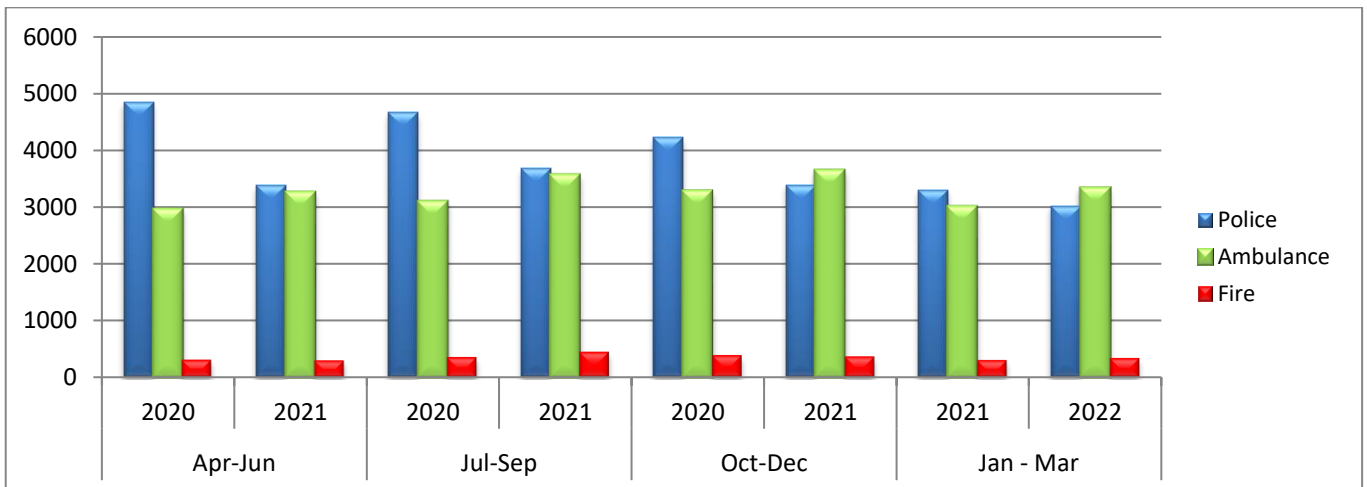
Period : 19th April 2004 – 31st March 2022

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND April 2021 – TO DATE



An 'Event' is created by the ESJCR that requires action to be taken. However, the data above does not reflect how busy each Service is overall.

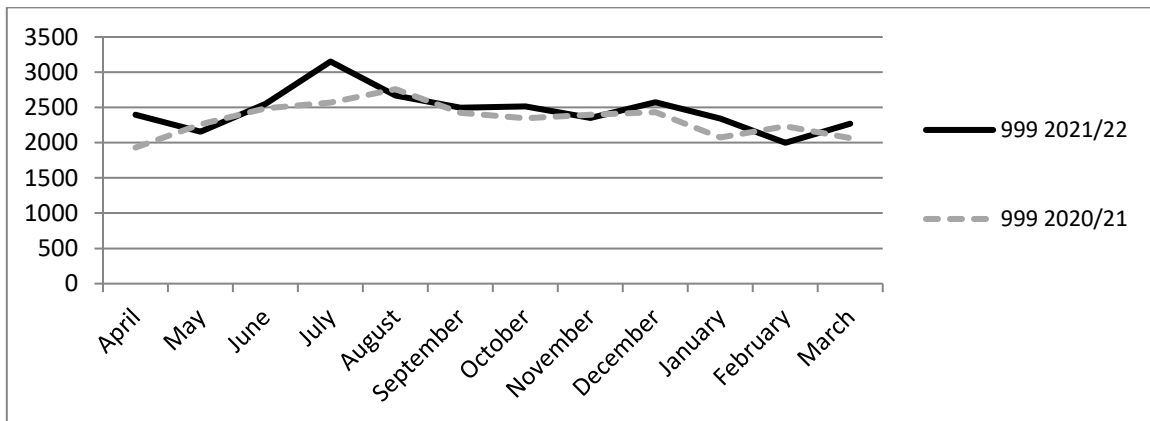
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



MISSION STATEMENT

to assist the Emergency Services to respond to people in distress as quickly and efficiently as possible

EMERGENCY SERVICES JOINT CONTROL ROOM 999 CALLS RECEIVED



NOTE: Since January 2017 999 calls are received directly into the ESJCR unfiltered

Emergency Events / 999 Calls

Description	March 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,111	1,643	352,335
<i>Ambulance</i>	1,177	854	183,178
<i>Fire</i>	118	163	34,874
Total	2,406	2,660	570,387
999 Calls	2,269	1,638	351,202
Non-999 Calls received per month	26,256		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.6 secs	-	1.6 secs

TETRA System Performance

	Target	March 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.69%