



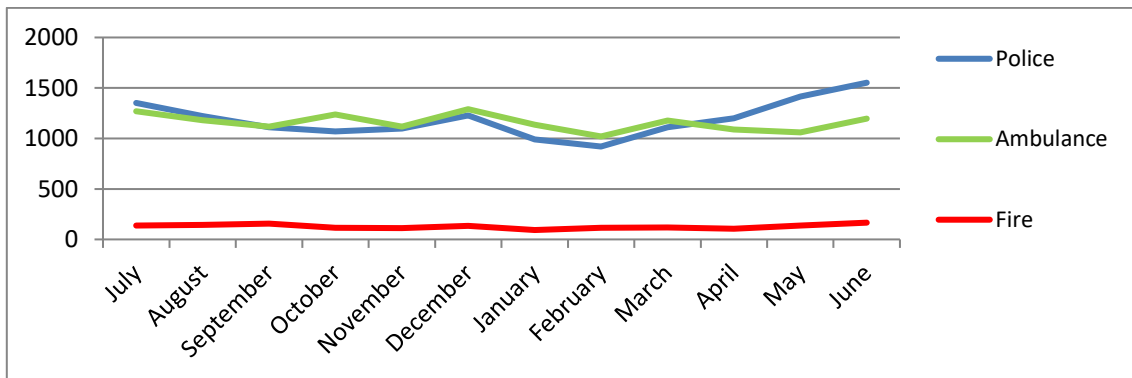
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheyinn Eddyrynsh

ACTIVITY REPORT

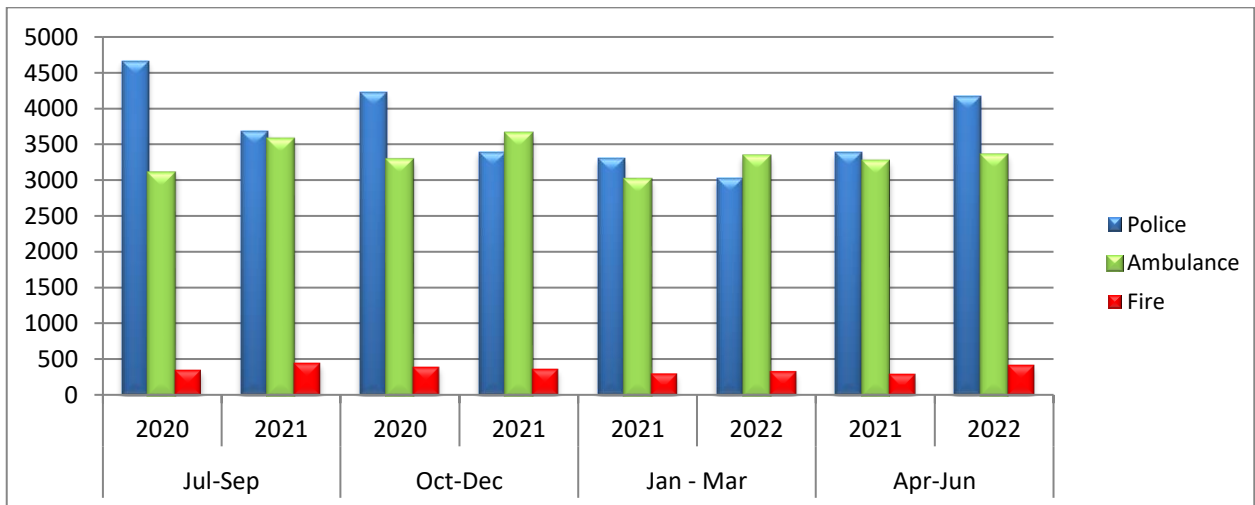
Period : 19th April 2004 – 30th June 2022

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND July 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.

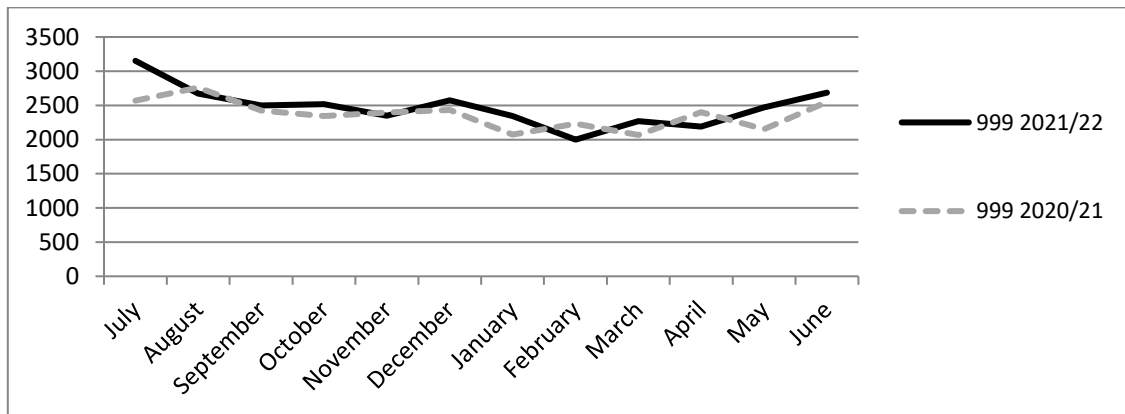
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	June 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,552	1,640	356,502
<i>Ambulance</i>	1,197	858	186,524
<i>Fire</i>	166	162	35,283
Total	2,612	2,660	578,309
999 Calls	2,915	1,649	358,551
Non-999 Calls received per month	29,368		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.6 secs	-	1.6 secs

TETRA System Performance

	Target	June 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.70%