



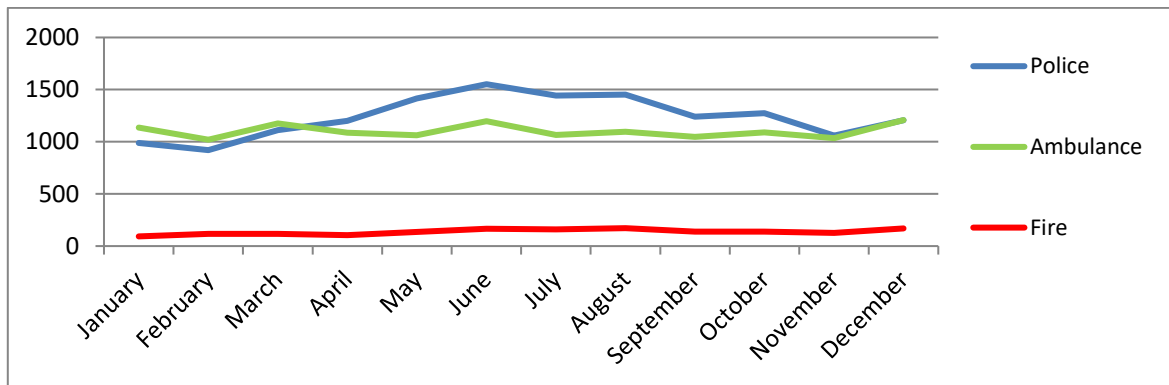
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

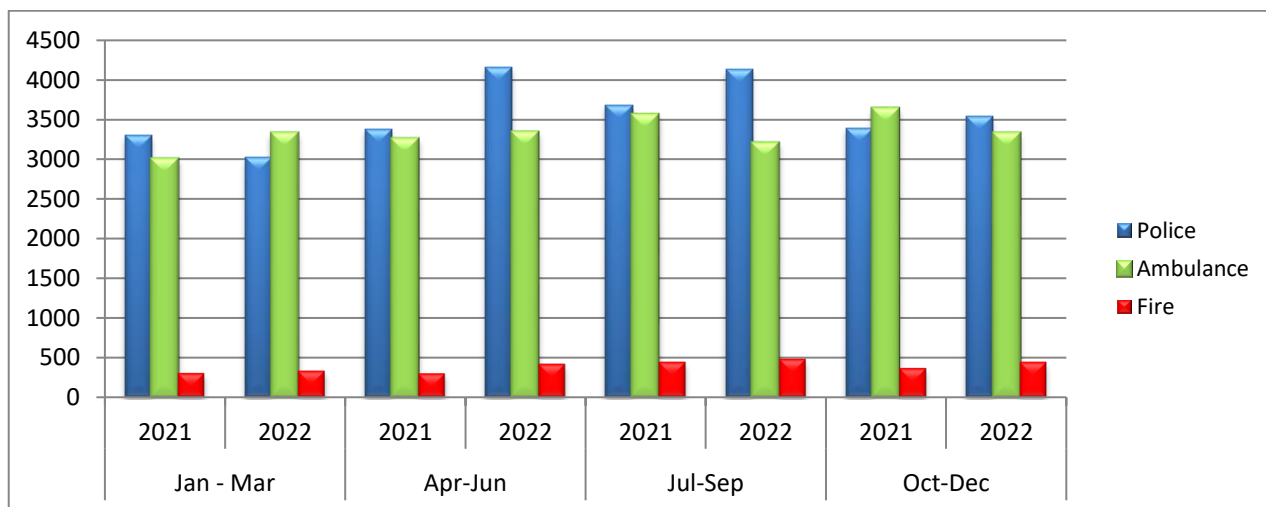
Period: 19th April 2004 – 31st December 2022

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND January 2022 – 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.*

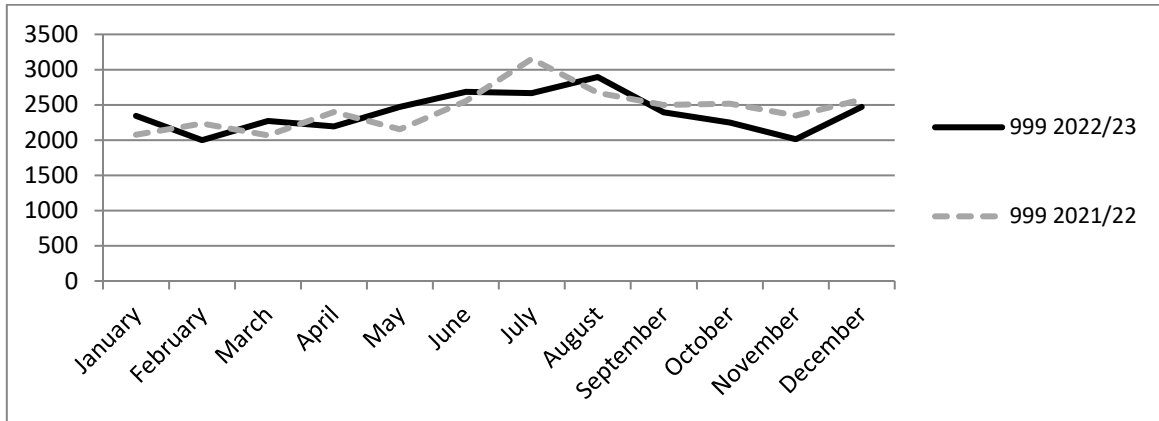
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	December 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,207	1,630	364,179
<i>Ambulance</i>	1,208	864	193,065
<i>Fire</i>	169	162	36,189
Total	2,584	2,656	593,433
999 Calls	2,014	1,671	373,235
Non-999 Calls received per month	24,958		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	1.5 secs	1.5 secs

TETRA System Performance

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