



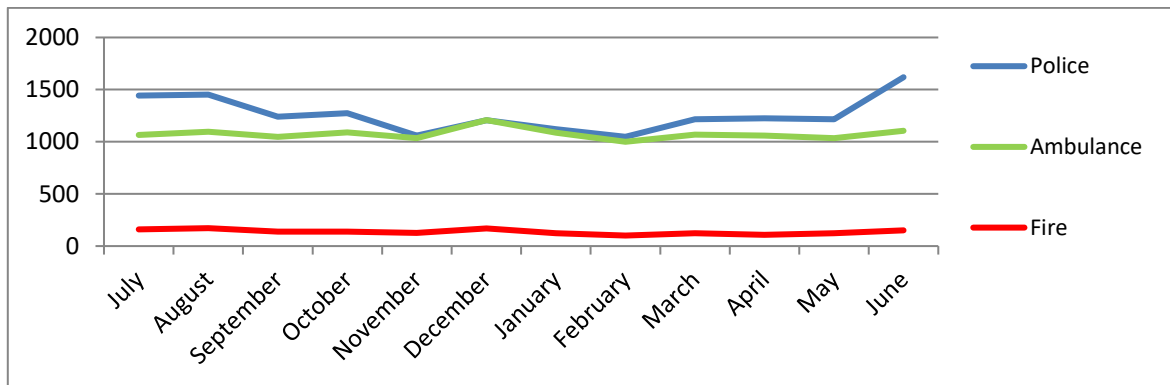
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION *Fo-rheynn Eddyrynsh*

ACTIVITY REPORT

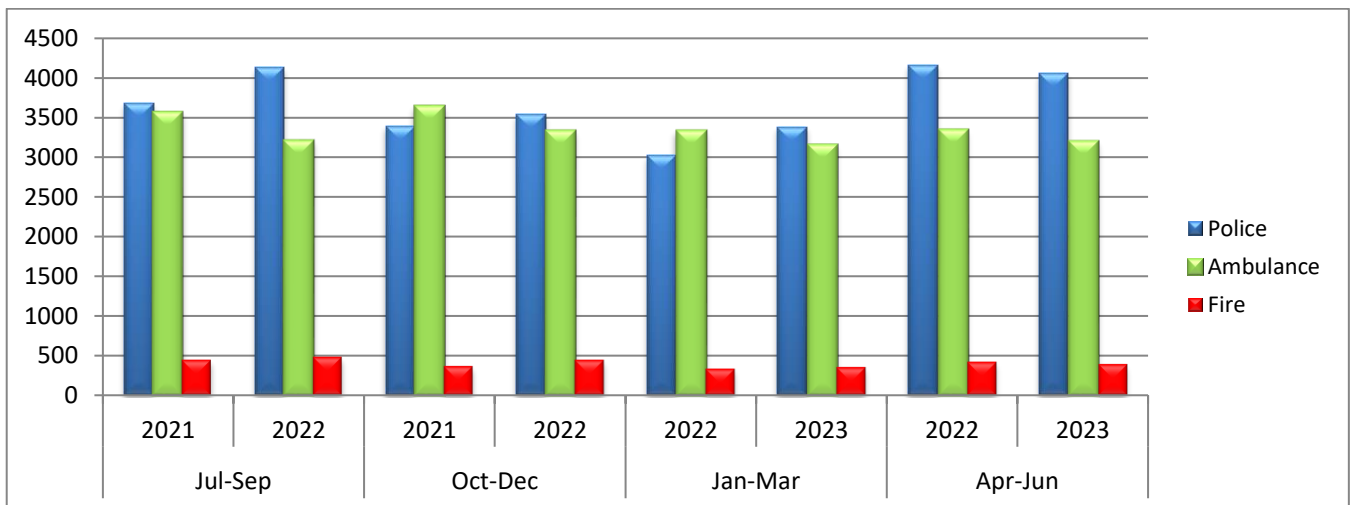
Period: 19th April 2004 – 30th June 2023

EMERGENCY EVENTS BY SERVICE MONTHLY TREND July 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.

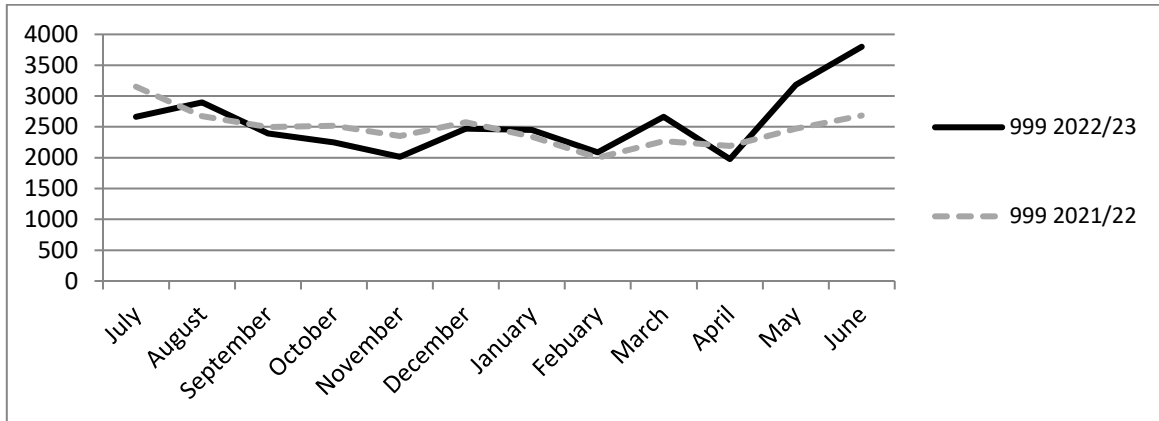
EMERGENCY EVENTS BY SERVICE 2 YEAR QUARTERLY TREND COMPARISON



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	June 2023	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,619	1,620	371,623
<i>Ambulance</i>	1,105	869	199,419
<i>Fire</i>	150	161	36,918
Total	2,874	2,650	607,960
999 Calls	3,799	1,697	389,398
Non-999 Calls received per month	26,977		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	1.5 secs	1.5 secs

TETRA System Performance

	Target	June 2023	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.71%