



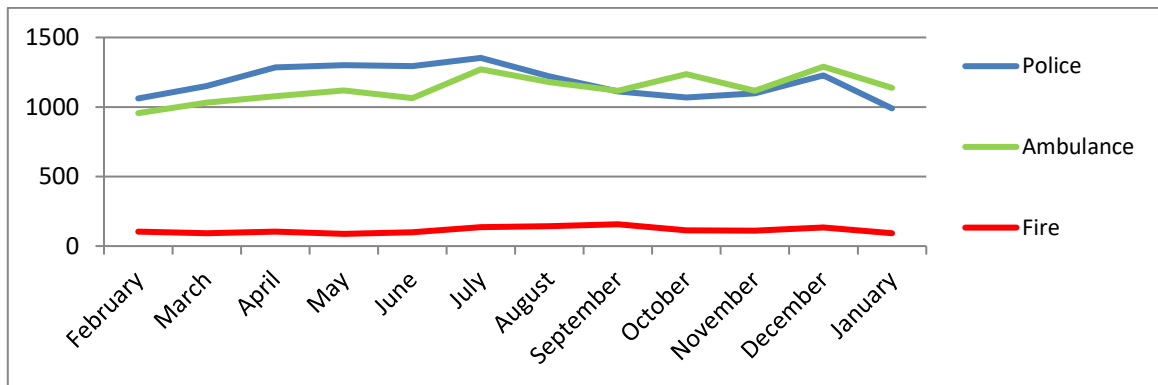
**DEPARTMENT OF HOME AFFAIRS**  
*Rheynn Coishyn Sthie*

**COMMUNICATIONS DIVISION**  
*Fo-rheynn Eddyrynsh*

**ACTIVITY REPORT**

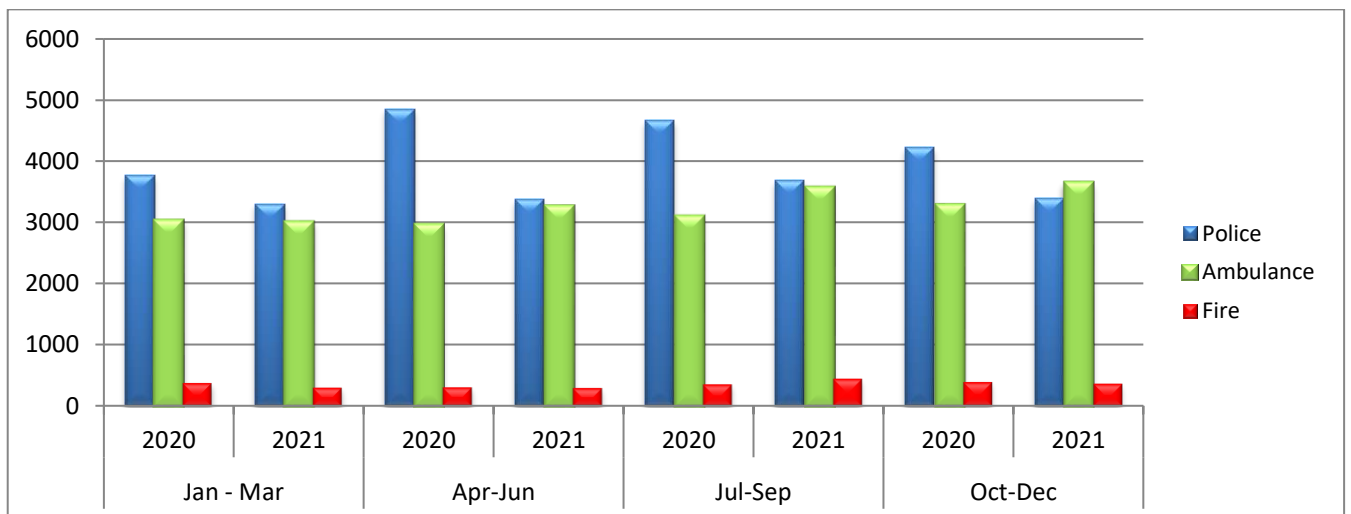
**Period : 19<sup>th</sup> April 2004 – 31<sup>st</sup> January 2022**

**EMERGENCY EVENTS BY SERVICE**  
**MONTHLY TREND February 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.*

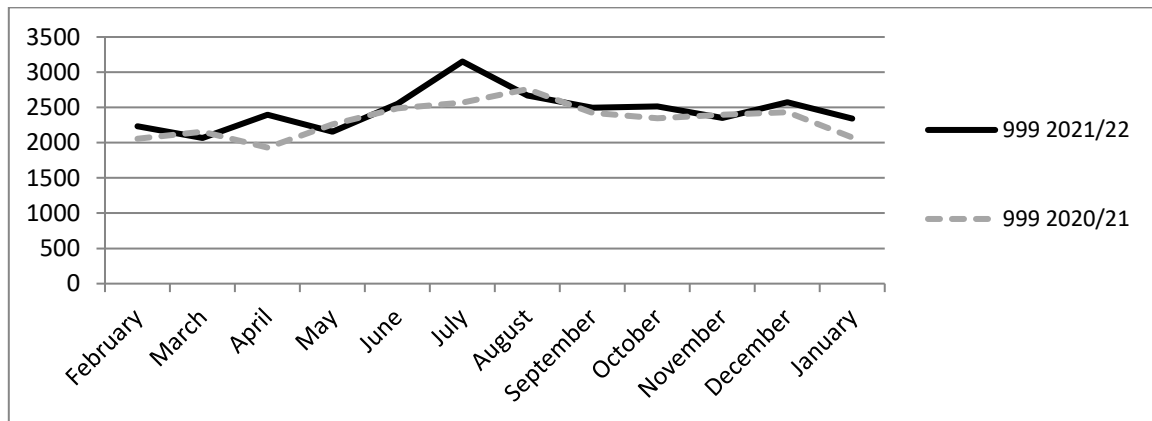
**EMERGENCY EVENTS BY SERVICE**  
**2 YEAR QUARTERLY TREND COMPARISON**



**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  | January 2022  | Cumulative Monthly Average | Overall Since 'Go-Live' |
|--|---------------|----------------------------|-------------------------|
| <b>Emergency Events</b>  |               |                            |                         |
| <i>Police</i>  | 990           | 1,649                      | 350,304                 |
| <i>Ambulance</i>   | 1,137         | 852                        | 180,981                 |
| <i>Fire</i>  | 93            | 163                        | 34,640                  |
| <b>Total</b>   | <b>2,220</b>  | <b>2,664</b>               | <b>565,925</b>          |
| <b>999 Calls</b>   | <b>2,342</b>  | <b>1,633</b>               | <b>346,934</b>          |
| <b>Non-999 Calls received per month</b>                              | <b>26,463</b> |                            |                         |
| <b>Mean Average time to answer call</b><br><i>(target 5 seconds)</i> | 1.5 secs      | -                          | 1.5 secs                |

### TETRA System Performance

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