



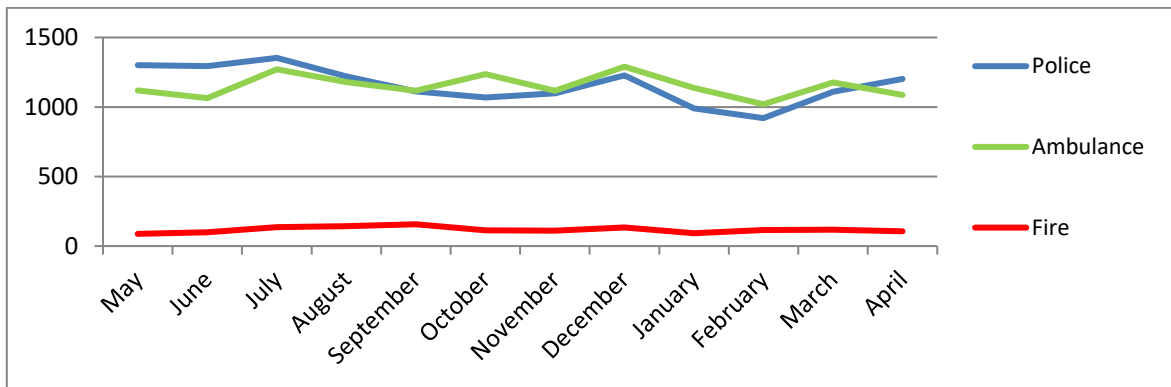
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

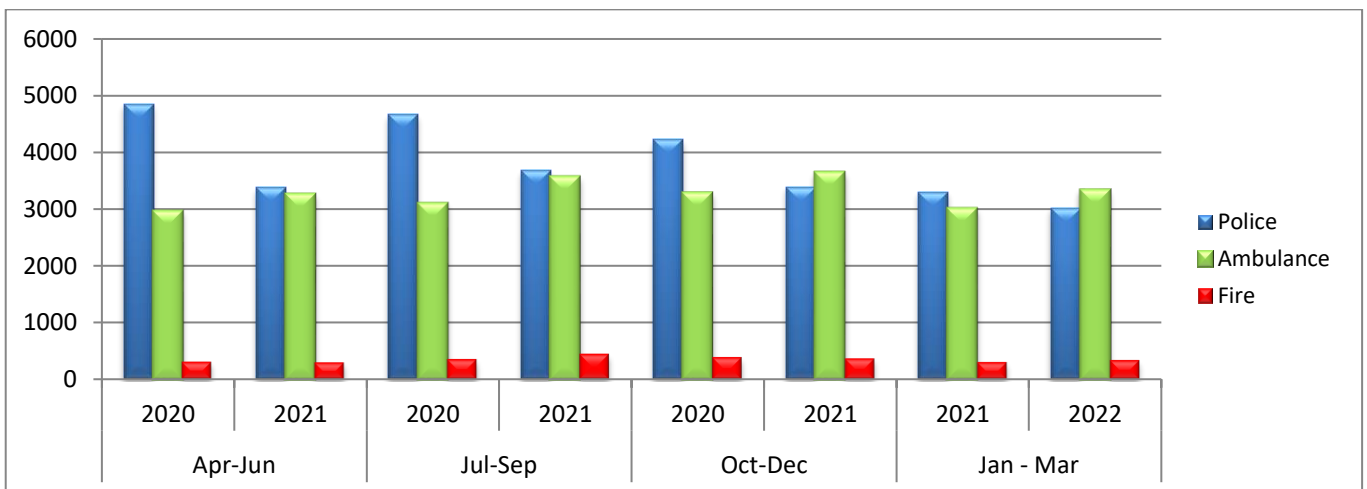
Period : 19th April 2004 – 30th April 2022

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND May 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.

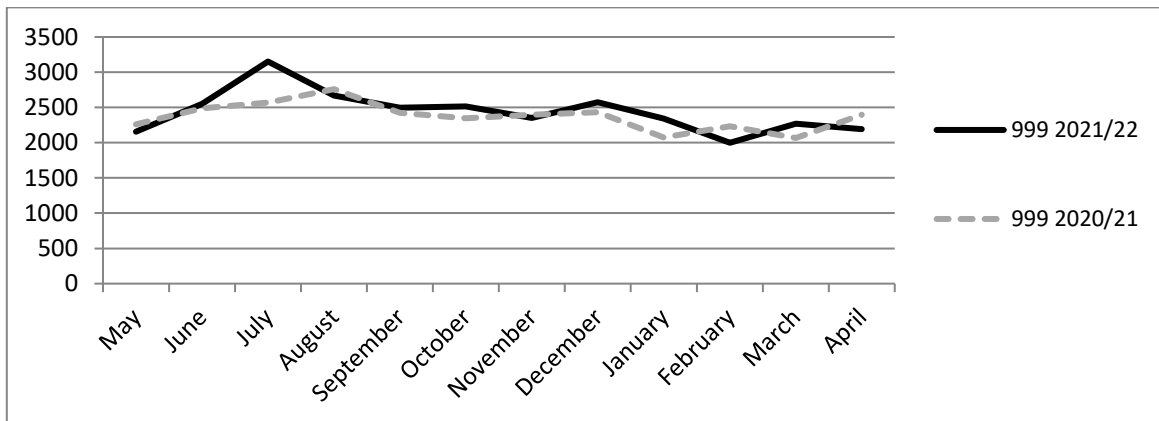
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	April 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,201	1,641	353,536
<i>Ambulance</i>	1,088	855	184,266
<i>Fire</i>	106	163	34,980
Total	2,451	2,659	572,782
999 Calls	2,192	1,640	353,394
Non-999 Calls received per month	24,657		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	-	1.6 secs

TETRA System Performance

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