



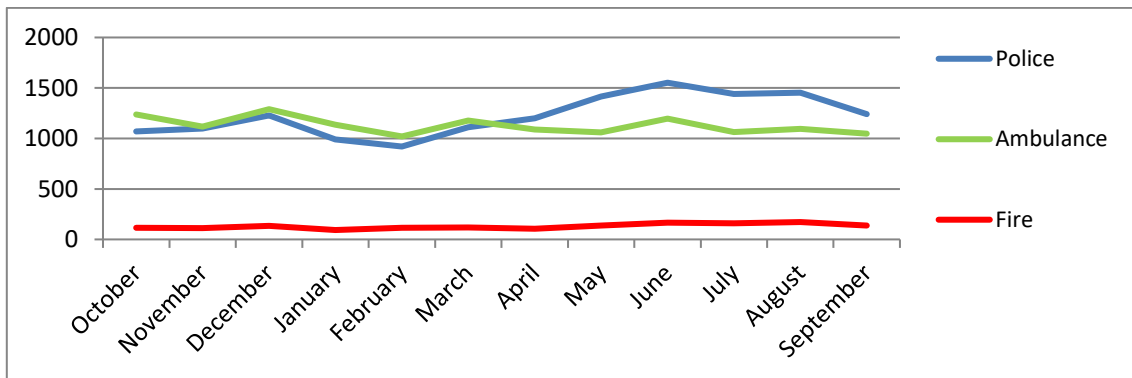
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

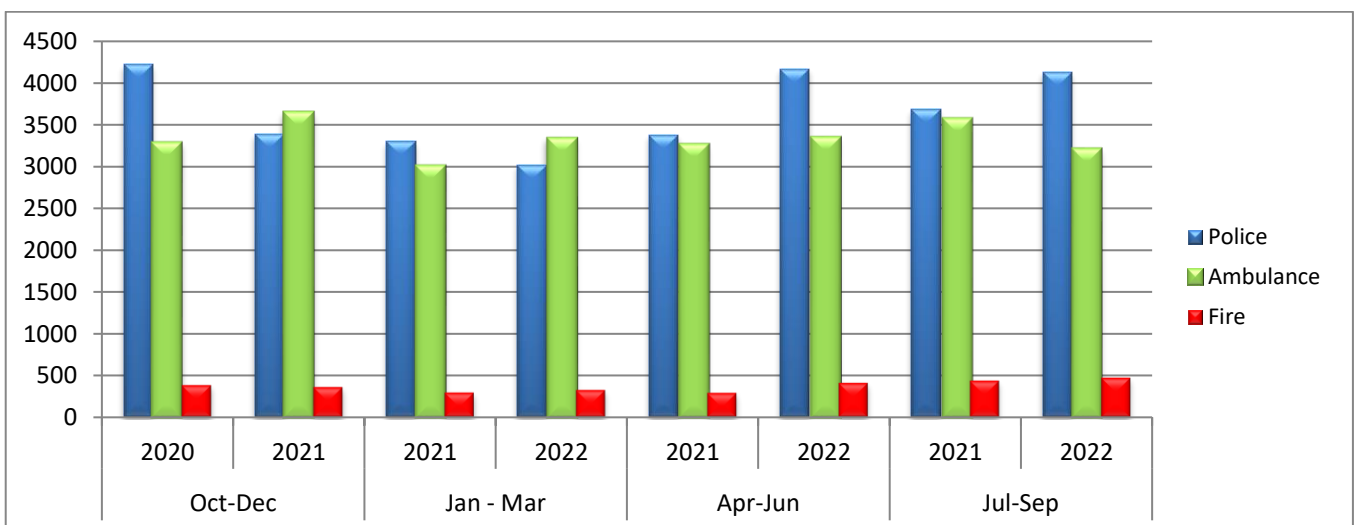
Period: 19th April 2004 – 30th September 2022

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND October 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.

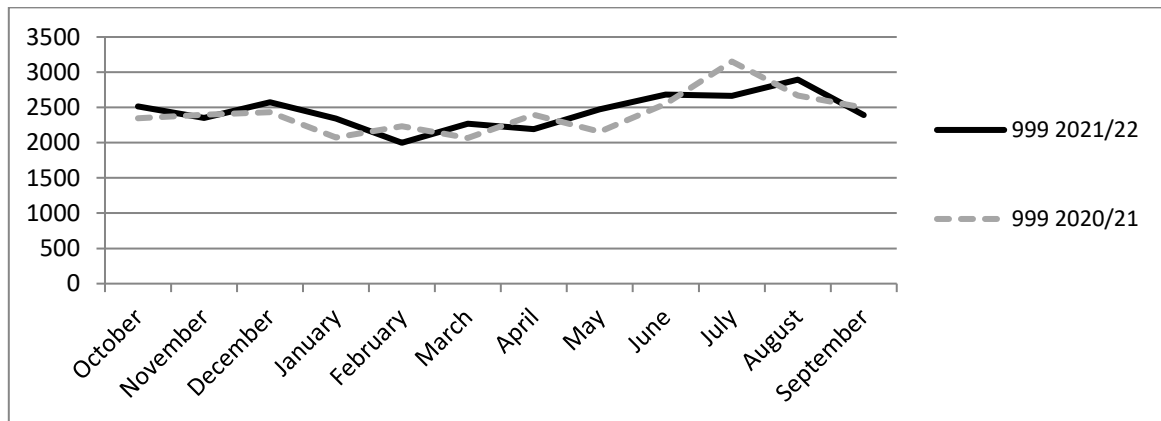
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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 | September 2022 | Cumulative Monthly Average | Overall Since 'Go-Live' |
|--|----------------|----------------------------|-------------------------|
| Emergency Events | | | |
| <i>Police</i> | 1,241 | 1,636 | 360,638 |
| <i>Ambulance</i> | 1,048 | 860 | 189,731 |
| <i>Fire</i> | 139 | 162 | 35,754 |
| Total | 2,428 | 2,658 | 586,123 |
| 999 Calls | 2,392 | 1,662 | 366,502 |
| Non-999 Calls received per month | 25,852 | | |
| Mean Average time to answer call <i>(target 5 seconds)</i> | 1.5 secs | 1.6 secs | 1.6 secs |

TETRA System Performance

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