



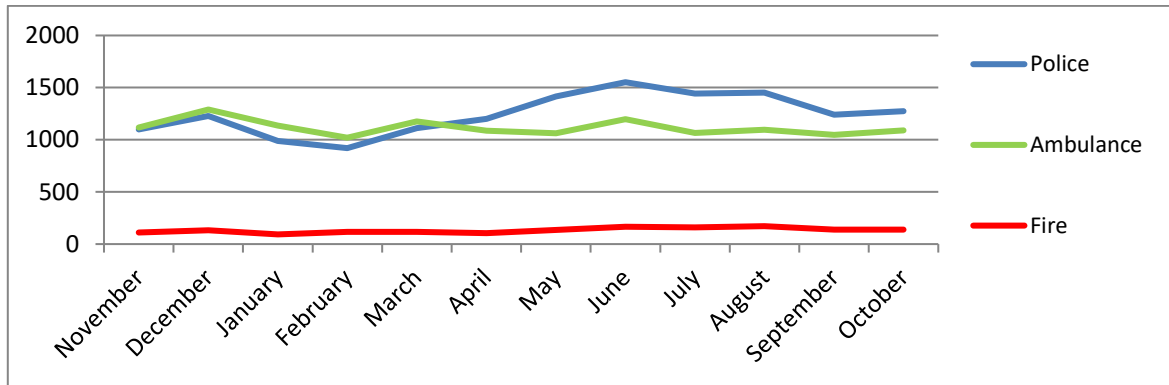
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheyinn Eddyrynsh

ACTIVITY REPORT

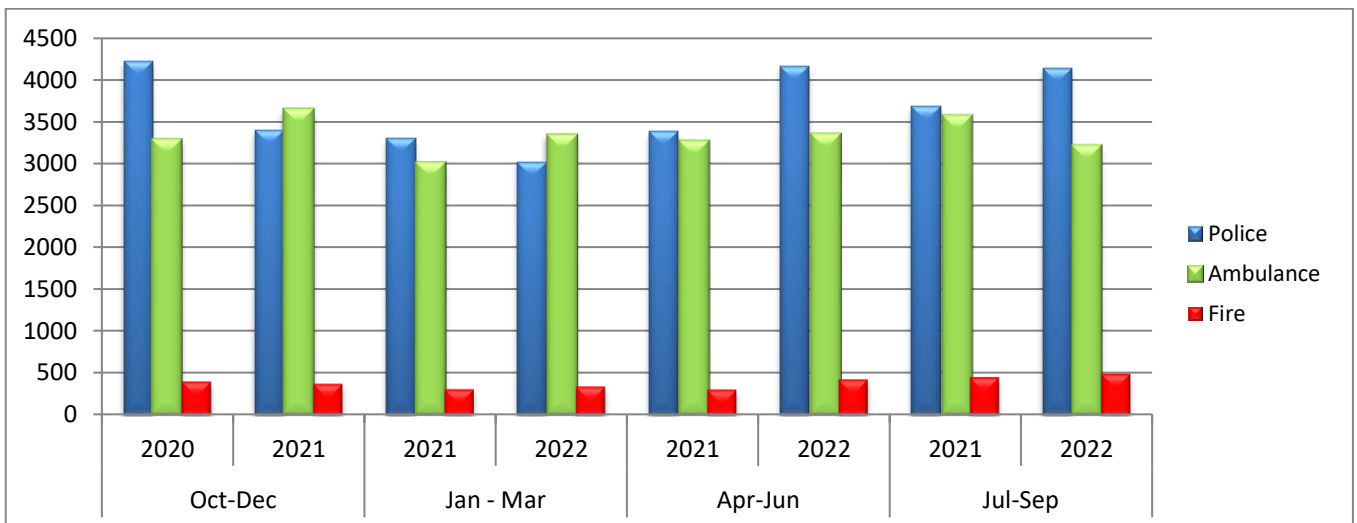
Period: 19th April 2004 – 31st October 2022

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND November 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.

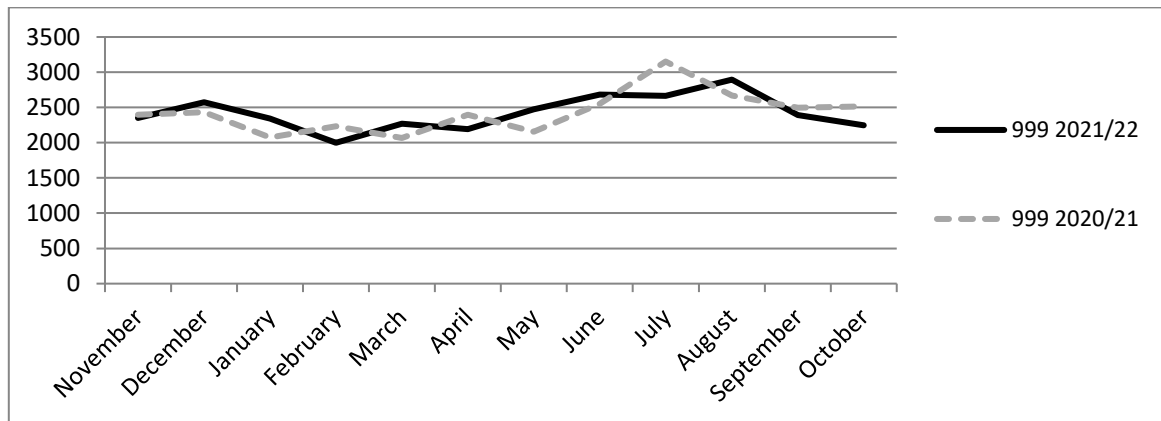
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	October 2022	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,274	1,635	361,912
<i>Ambulance</i>	1,090	861	190,821
<i>Fire</i>	140	162	35,894
Total	2,606	2,658	588,627
999 Calls	2,249	1,665	368,751
Non-999 Calls received per month	25,345		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	1.5 secs	1.5 secs

TETRA System Performance

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