

DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh



MISSION STATEMENT

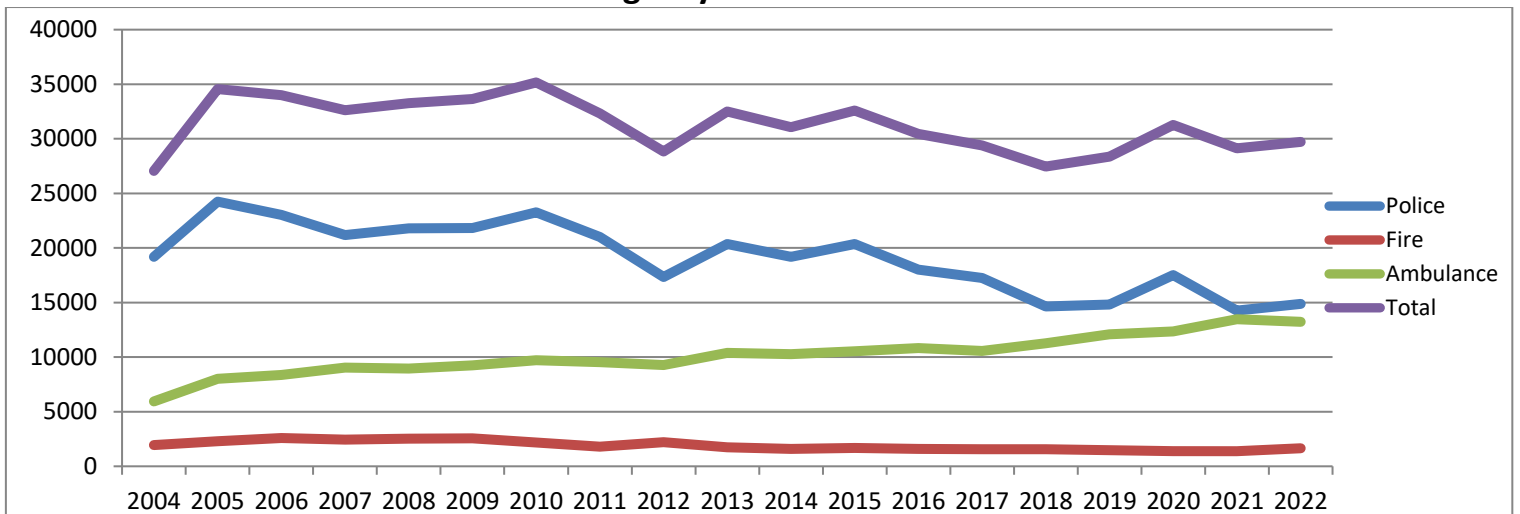
*to assist the Emergency Services to respond to people in distress
as quickly and efficiently as possible*

**TETRA AND ESJCR
ANNUAL REPORT 2022**

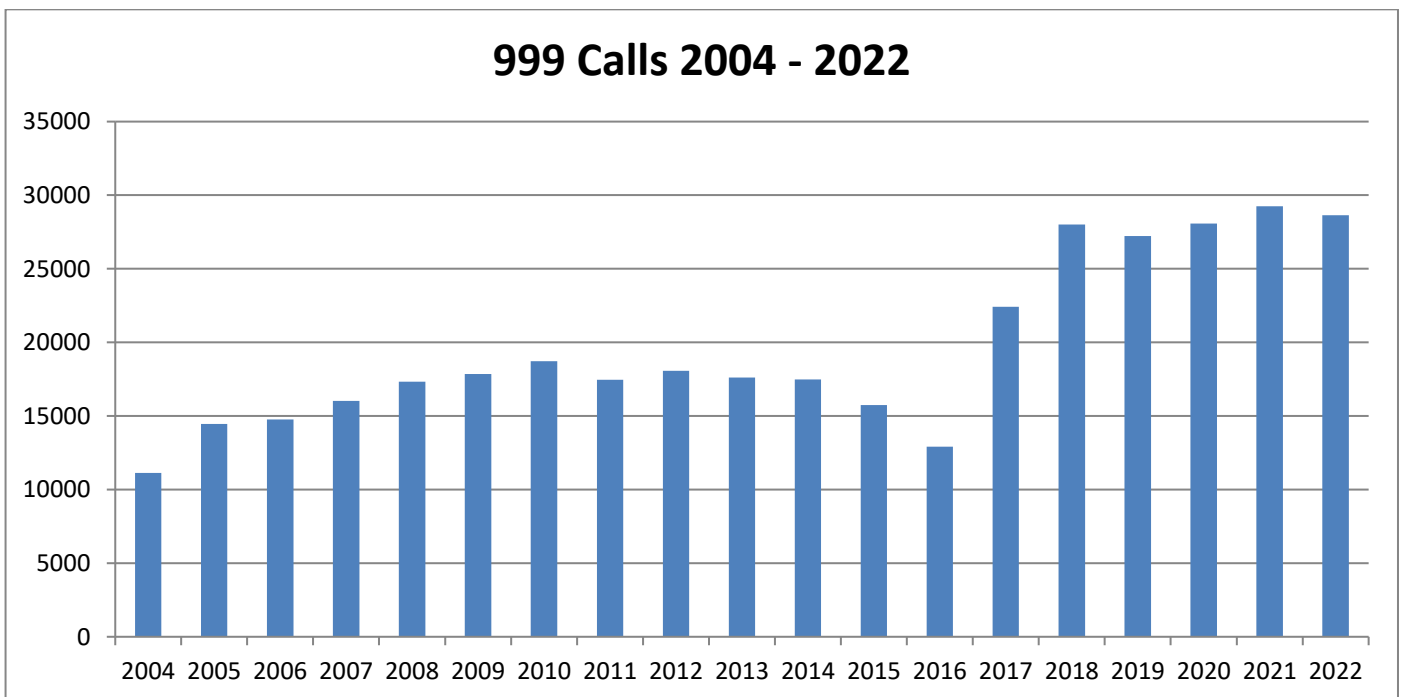
ESJCR Activities 2012 – 2022

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Emergency Events											
<i>Police</i>	17,346	20,360	19,198	20,357	18,021	17,264	14,632	14,816	17,515	14,263	14,865
<i>Fire</i>	2,207	1,752	1,603	1,689	1,600	1,566	1,567	1,463	1,395	1,383	1,642
<i>Ambulance</i>	9,271	10,383	10,265	10,534	10,817	10,574	11,271	12,091	12,361	13,473	13,221
Total	28,824	32,495	31,066	32,580	30,438	29,404	27,470	28,370	31,271	29,119	29,728
999 Calls											
Total	18,078	17,621	17,485	15,741	12,922	22,428	28,601	27,227	28,082	29,240	28,643
<i>Average time to answer (target 5 seconds)</i>	2.06	2.19	2.30	2.55	2.18	2.03	1.57	1.6	1.54	1.54	1.54

Emergency Events 2004 – 2022



999 Calls 2004 - 2022



NOTE – Since January 2017 999 calls are received directly (unfiltered) into the ESJCR

Performance of TETRA System 2012 - 2022

Target – 98.5% 24/7

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Total System Availability	99.38%	99.56%	99.37%	99.4%	99.47%	99.47%	99.52%	99.63%	99.67%	99.68%	99.69%