DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrinsh

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

TETRA AND ESJCR ACTIVITY REPORT

Period : 19th April 2004 – 30th November 2016

TETRA System Performance

Item	Target	November 2016	Cumulative Monthly Average	Overall Since 'Go-Live'
Total System Availability	98.5% on 24/7 basis	100%	-	99.46%
Number of calls handled	-	108,479	120,802	18,168,626

ESJCR Activities

Description	November 2016	Cumulative Monthly Average	Overall Since 'Go-Live'
Events			
Police	1,326	1,791	269,401
Ambulance	799	792	119,095
Fire	170	180	27,021
Total	**2,295**	**2,763**	**415,517**
999 Calls			
Police	300	537	80,816
Ambulance	527	623	93,625
Fire	174	226	33,967
Total	**1,001**	**1,386**	**208,408**
Average time to answer call *(target 5 seconds)*	2.1	-	2.29