



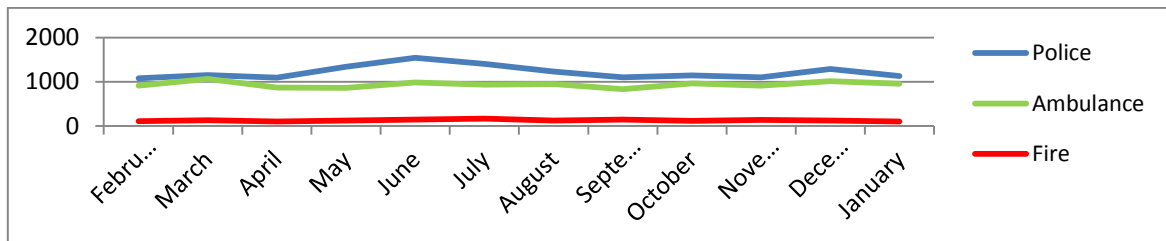
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheyinn Eddyrynsh

ACTIVITY REPORT

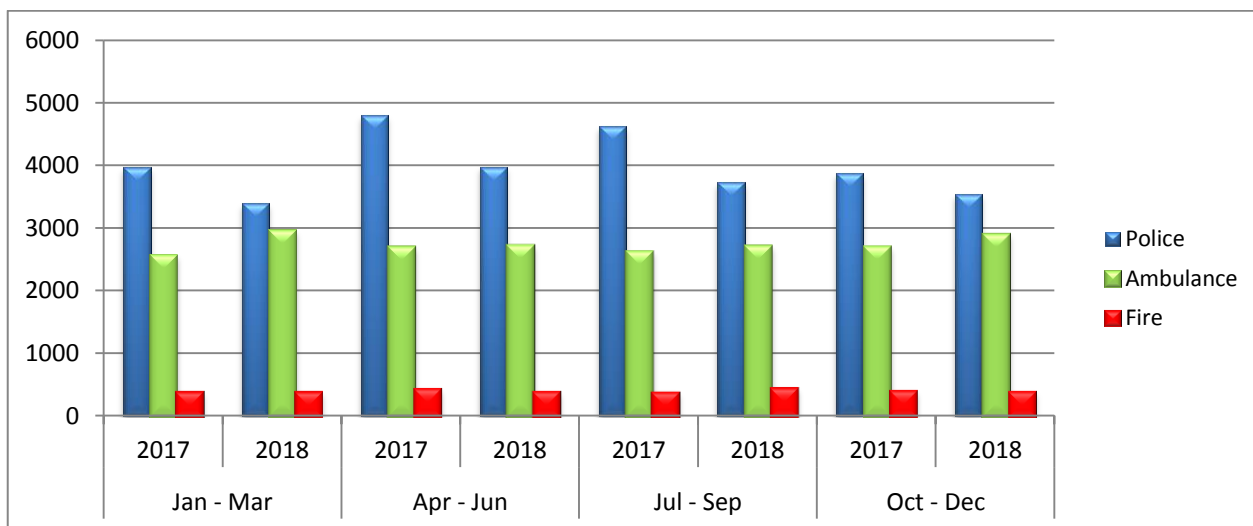
Period : 19th April 2004 – 31st January 2019

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND FEBRUARY 2018 – 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.

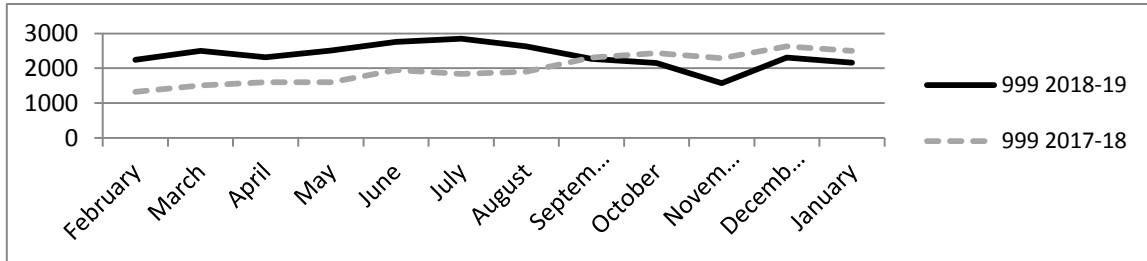
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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

Emergency Events / 999 Calls

Description	January 2019	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
Police	1,130	1,722	303,850
Ambulance	959	809	142,878
Fire	102	172	30,408
Total	2,191	2,703	477,136
999 Calls	2,160	1,486	262,203
Non-999 Calls received per month	28,774		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	-	1.6 secs

TETRA System Performance

	Target	January 2019	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.59%