



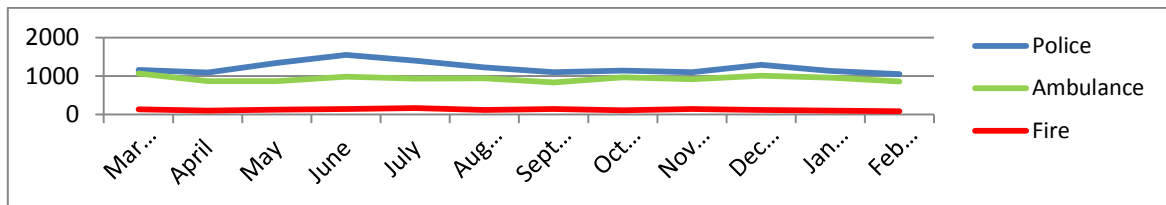
DEPARTMENT OF HOME AFFAIRS
Rheynn Coishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

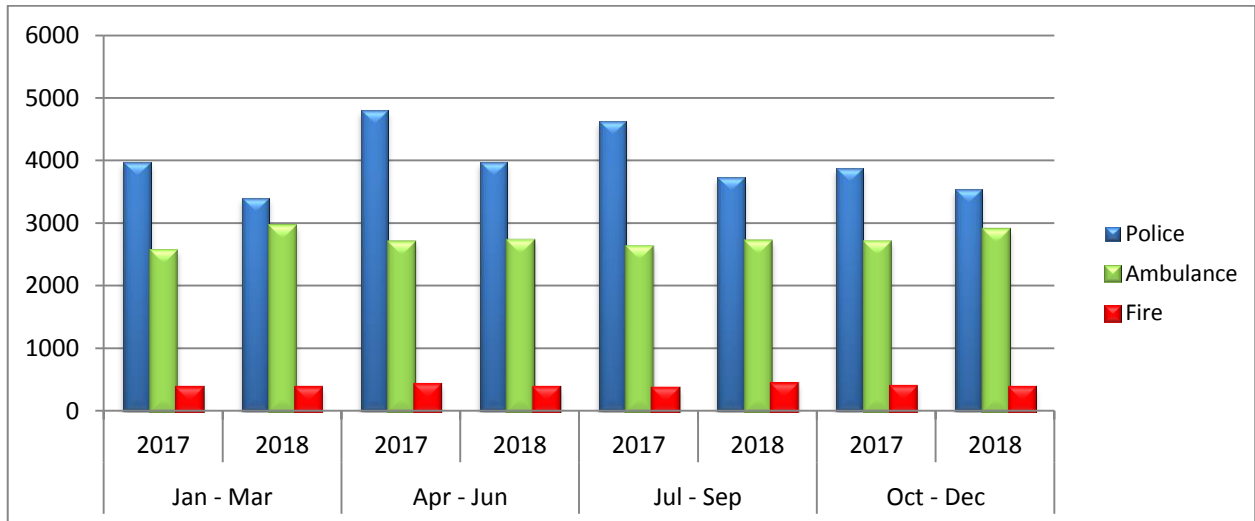
Period : 19th April 2004 – 28th February 2019

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND March 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.

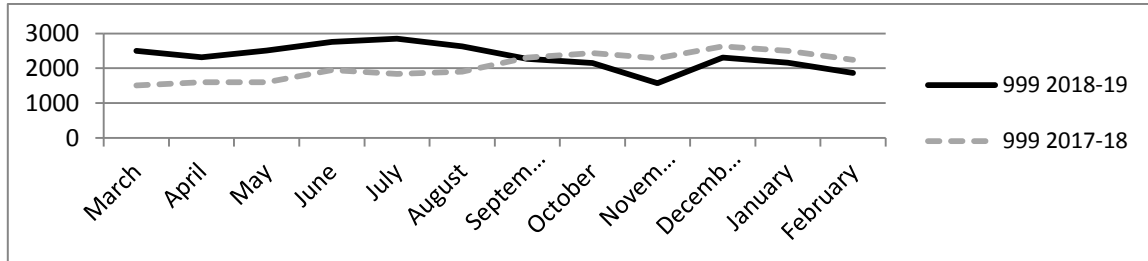
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	February 2019	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,052	1,719	304,902
<i>Ambulance</i>	856	810	143,734
<i>Fire</i>	83	171	30,491
Total	1,991	2,700	479,127
999 Calls	1,863	1,488	264,066
Non-999 Calls received per month	25,970		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.6 secs	-	1.6 secs

TETRA System Performance

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