



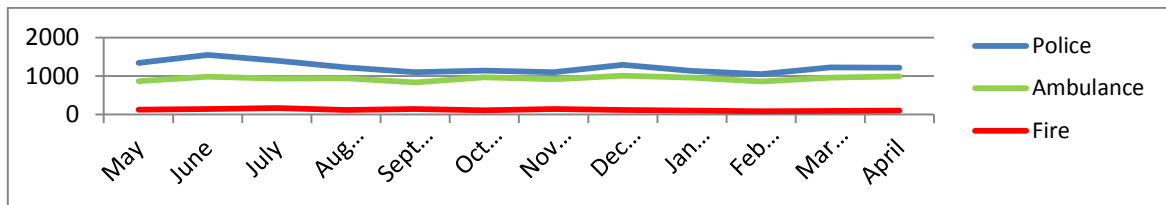
**DEPARTMENT OF HOME AFFAIRS**  
*Rheynn Cooishyn Sthie*

**COMMUNICATIONS DIVISION**  
*Fo-rheyinn Eddyrynsh*

**ACTIVITY REPORT**

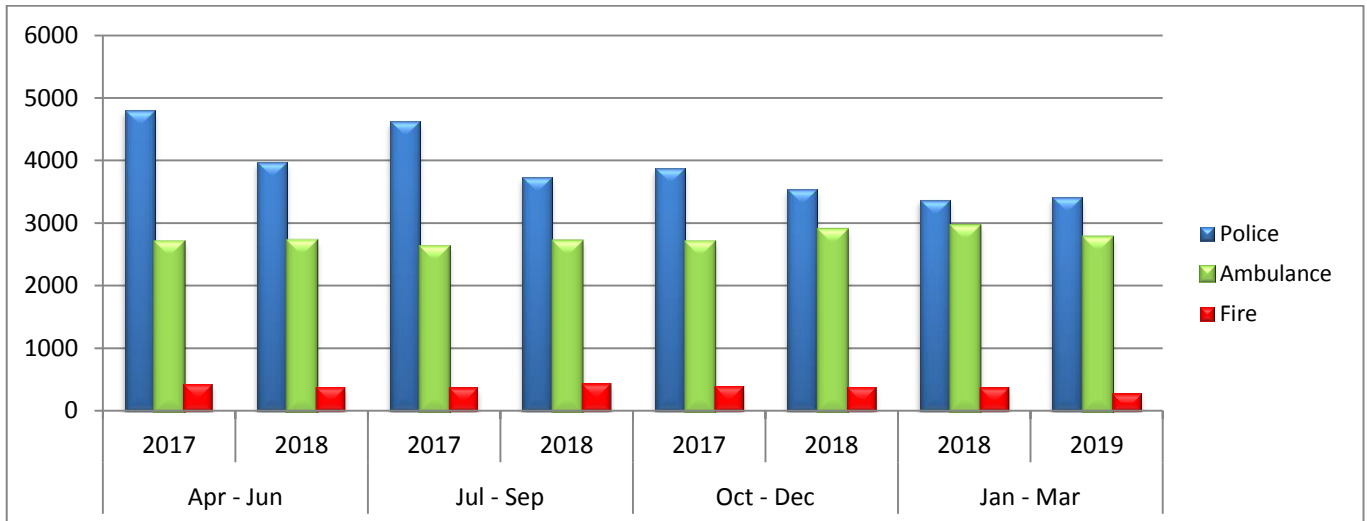
**Period : 19<sup>th</sup> April 2004 – 30<sup>th</sup> April 2019**

**EMERGENCY EVENTS BY SERVICE**  
**MONTHLY TREND May 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.*

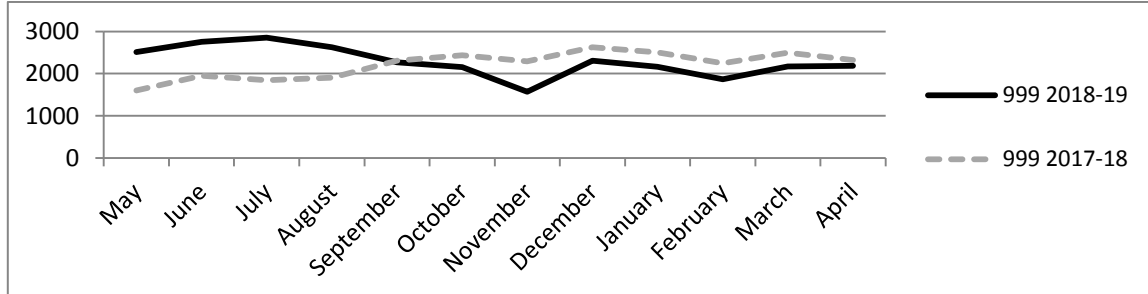
**EMERGENCY EVENTS BY SERVICE**  
**2 YEAR QUARTERLY TREND COMPARISON**



**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	April 2019	Cumulative Monthly Average	Overall Since 'Go-Live'
<b>Emergency Events</b>			
<i>Police</i>	1,212	1,713	307,335
<i>Ambulance</i>	993	812	145,681
<i>Fire</i>	99	171	30,688
<b>Total</b>	<b>2,304</b>	<b>2,696</b>	<b>483,704</b>
<b>999 Calls</b>	<b>2,187</b>	<b>1,496</b>	<b>268,421</b>
<b>Non-999 Calls received per month</b>	<b>29,209</b>		
<b>Mean Average time to answer call</b> <i>(target 5 seconds)</i>	1.5 secs	-	1.5 secs

### TETRA System Performance

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