



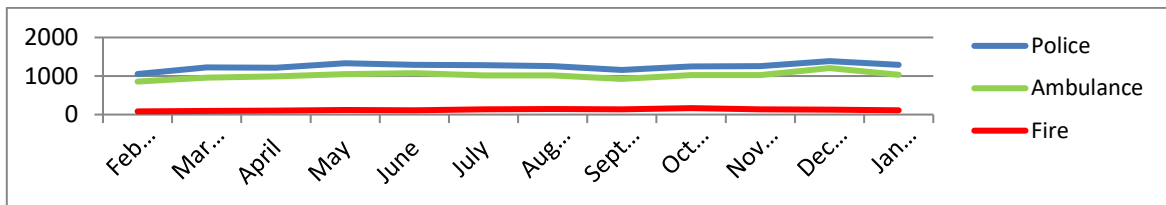
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

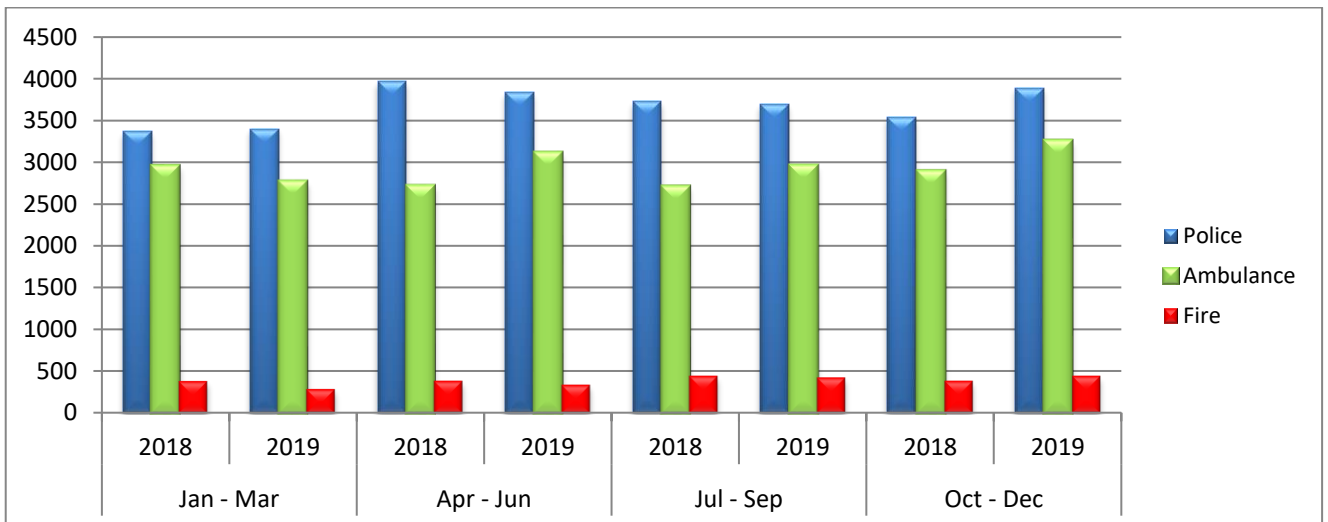
Period : 19th April 2004 – 31st January 2020

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND October 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.

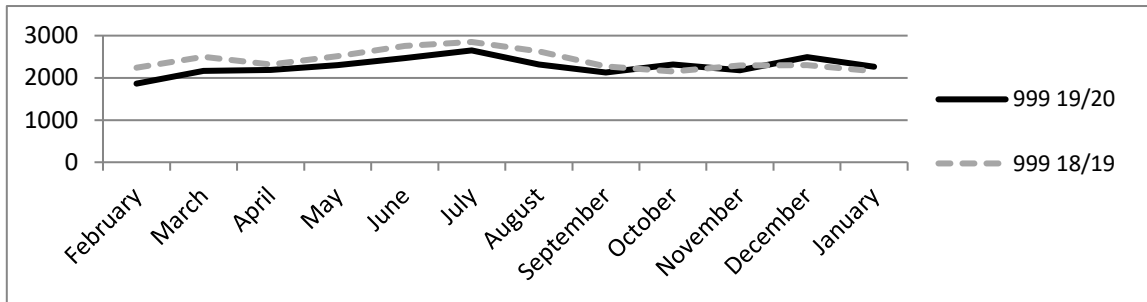
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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 2020	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,293	1,692	318,829
<i>Ambulance</i>	1,032	823	155,042
<i>Fire</i>	114	169	31,883
Total	2,439	2,684	505,754
999 Calls	2,260	1,536	289,530
Non-999 Calls received per month	29,690		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	-	1.6secs

TETRA System Performance

	Target	January 2020	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.66%