



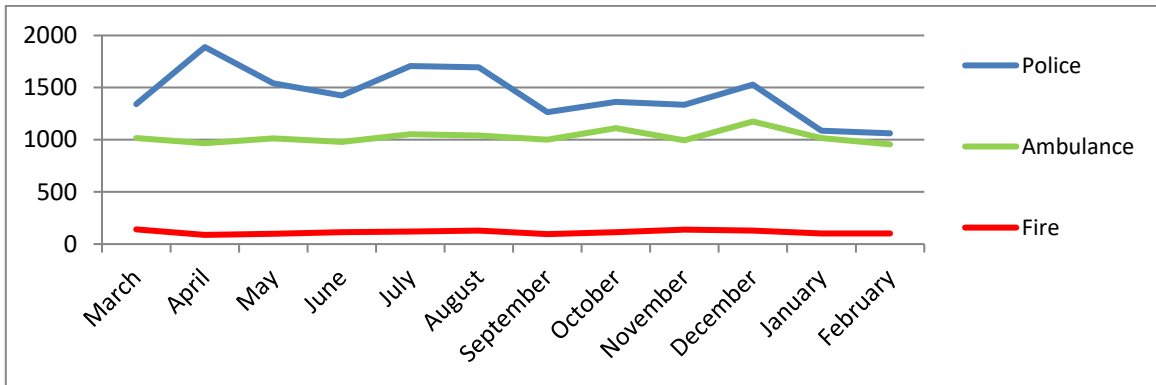
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooshyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

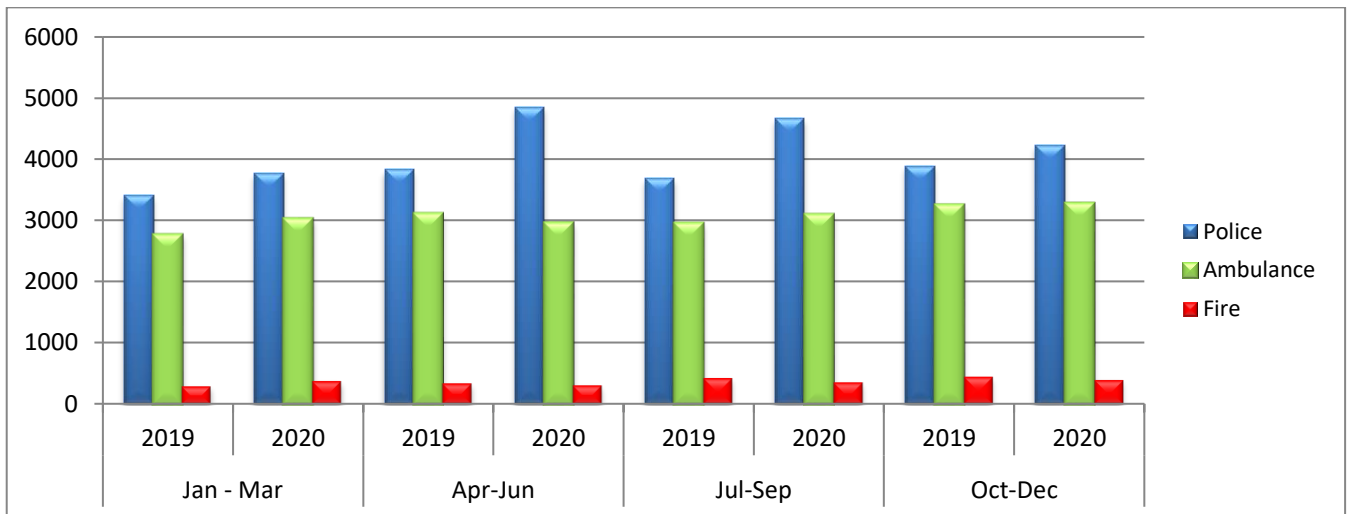
Period : 19th April 2004 – 28th February 2021

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND August 2019 – 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.

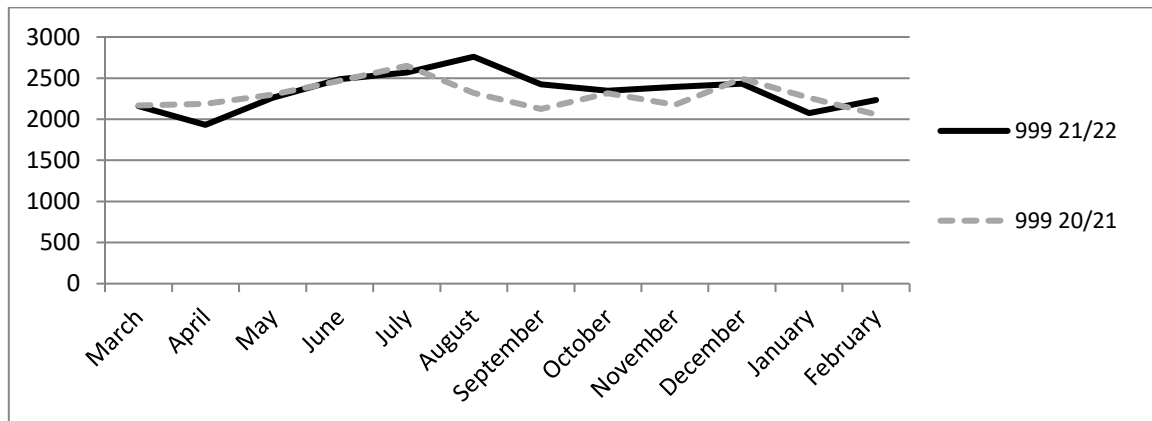
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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 2021	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,062	1,674	337,201
<i>Ambulance</i>	956	836	168,343
<i>Fire</i>	103	165	33,368
Total	2,121	2,675	538,912
999 Calls	2,234	1,587	319,660
Non-999 Calls received per month	25,670		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	-	1.5 secs

TETRA System Performance

	Target	February 2021	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.68%