



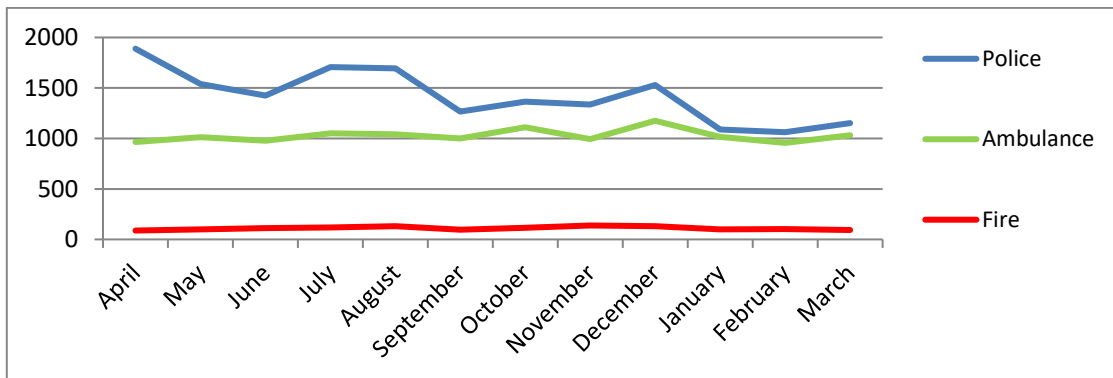
**DEPARTMENT OF HOME AFFAIRS**  
*Rheynn Coishyn Sthie*

**COMMUNICATIONS DIVISION**  
*Fo-rheynn Eddyrynsh*

**ACTIVITY REPORT**

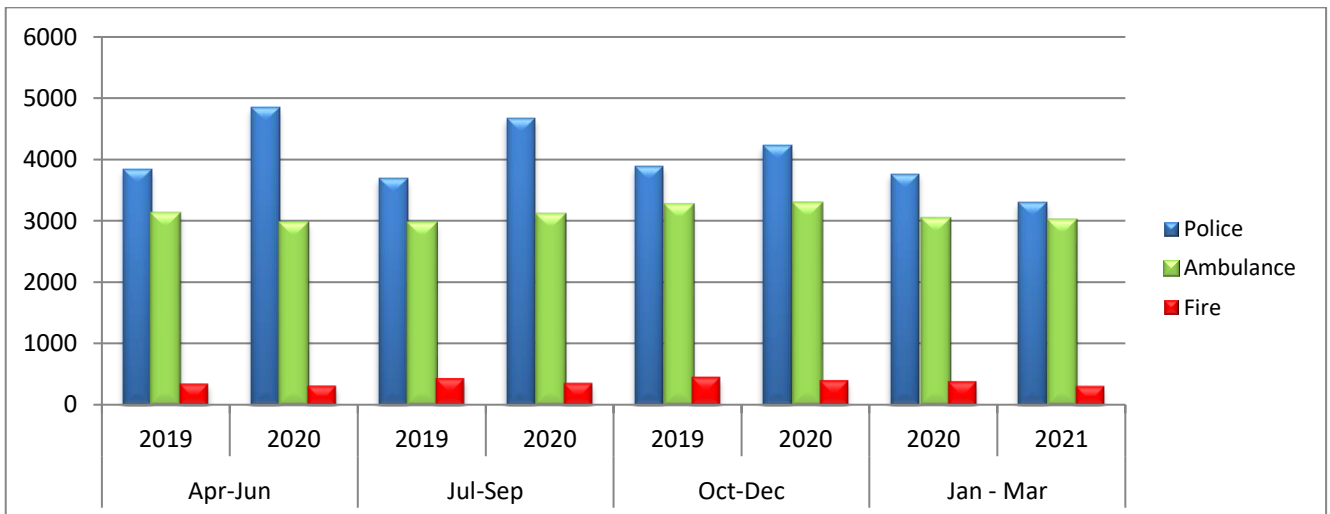
**Period : 19<sup>th</sup> April 2004 – 31<sup>st</sup> March 2021**

**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.*

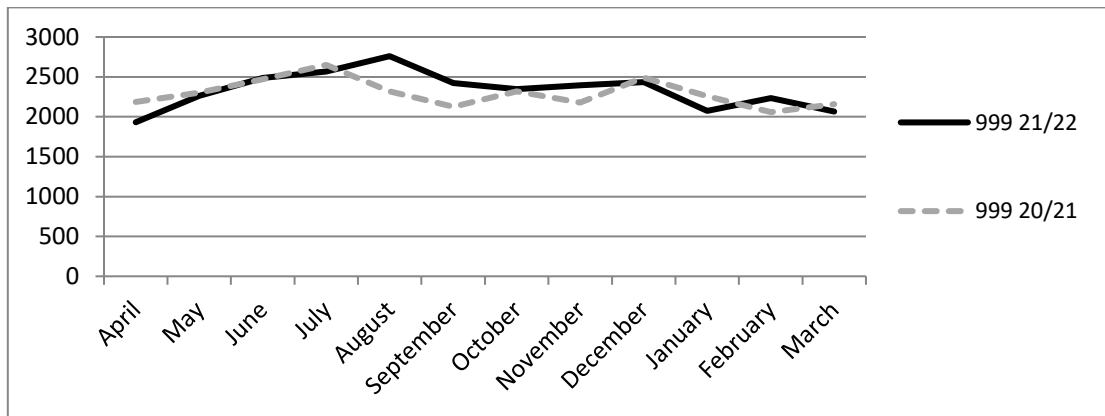
**EMERGENCY EVENTS BY SERVICE**  
**2 YEAR QUARTERLY TREND COMPARISON**



**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	March 2021	Cumulative Monthly Average	Overall Since 'Go-Live'
<b>Emergency Events</b>			
<i>Police</i>	1,515	1,672	338,352
<i>Ambulance</i>	1,032	837	169,375
<i>Fire</i>	92	164	33,460
<b>Total</b>	<b>2,275</b>	<b>2,673</b>	<b>541,187</b>
<b>999 Calls</b>	<b>2,067</b>	<b>1,589</b>	<b>321,727</b>
<b>Non-999 Calls received per month</b>	<b>27,645</b>		
<b>Mean Average time to answer call</b> <i>(target 5 seconds)</i>	1.6 secs	-	1.5 secs

### TETRA System Performance

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