



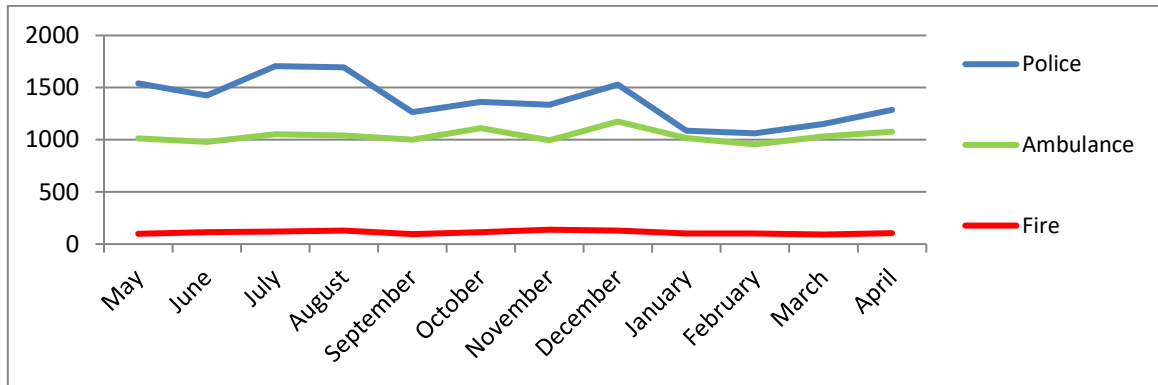
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh

ACTIVITY REPORT

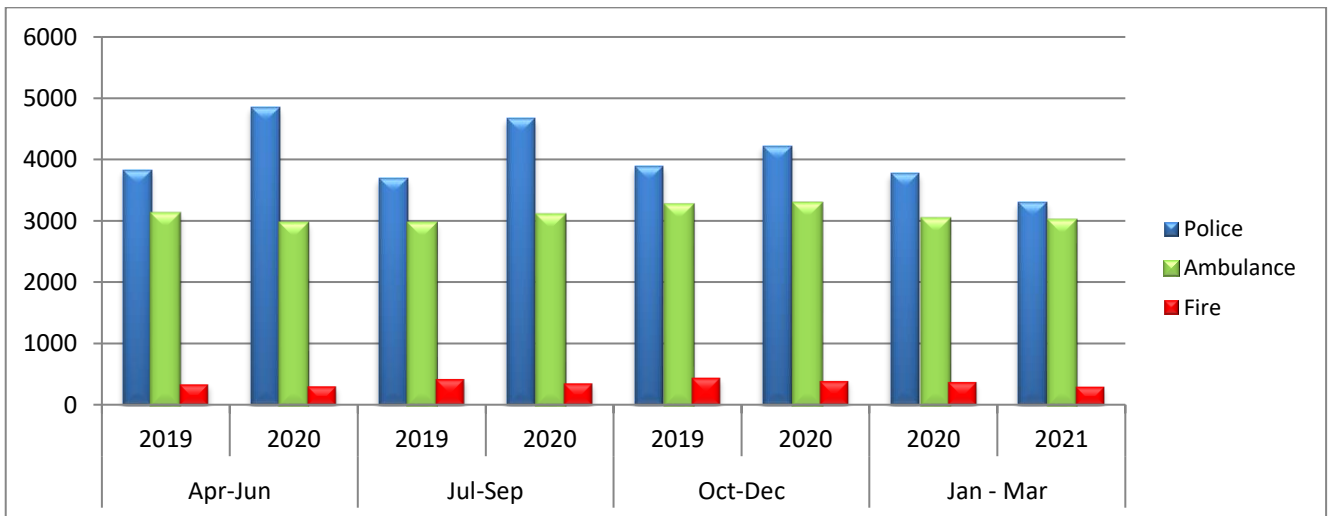
Period : 19th April 2004 – 30th April 2021

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.

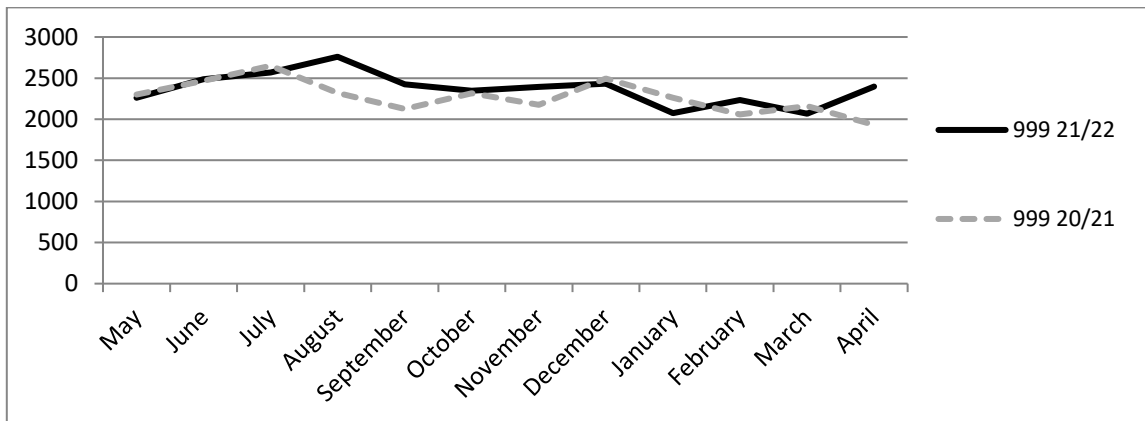
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	April 2021	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,285	1,669	339,637
<i>Ambulance</i>	1,077	838	170,452
<i>Fire</i>	104	165	33,564
Total	2,466	2,672	543,653
999 Calls	2,399	1,593	324,126
Non-999 Calls received per month	26,996		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.6 secs	-	1.6 secs

TETRA System Performance

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