



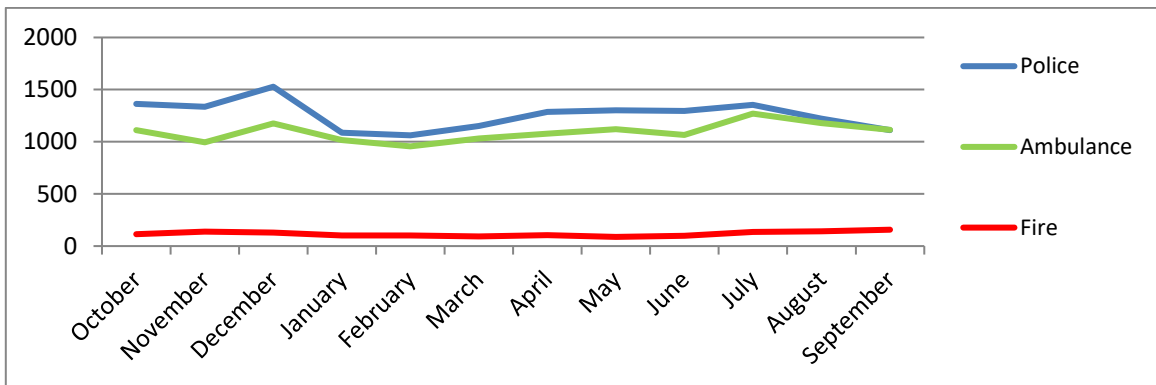
**DEPARTMENT OF HOME AFFAIRS**  
*Rheynn Cooishyn Sthie*

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

**ACTIVITY REPORT**

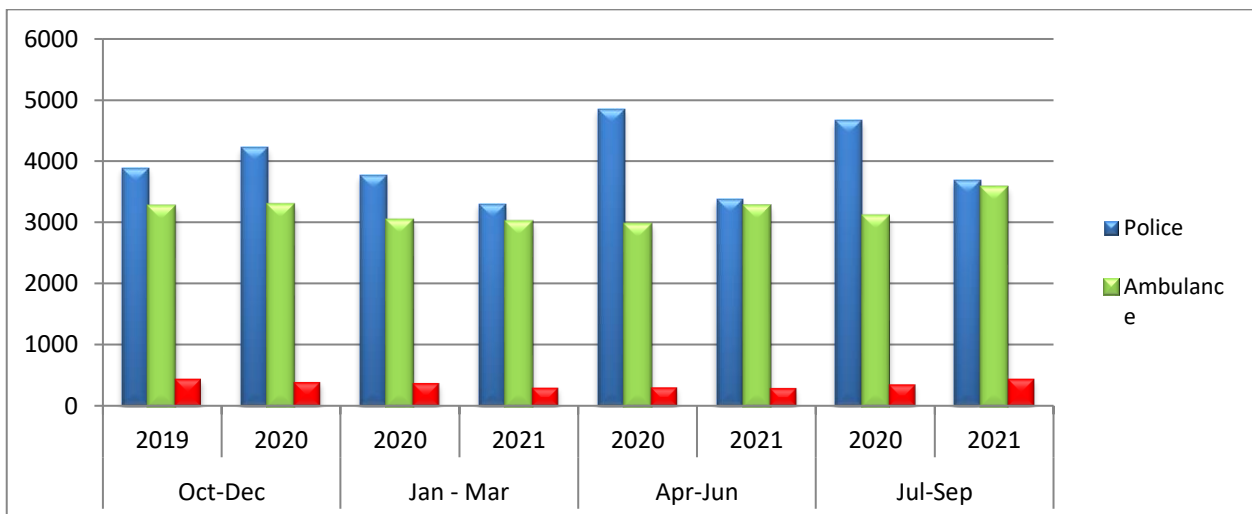
**Period : 19<sup>th</sup> April 2004 – 30<sup>th</sup> September 2021**

**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.*

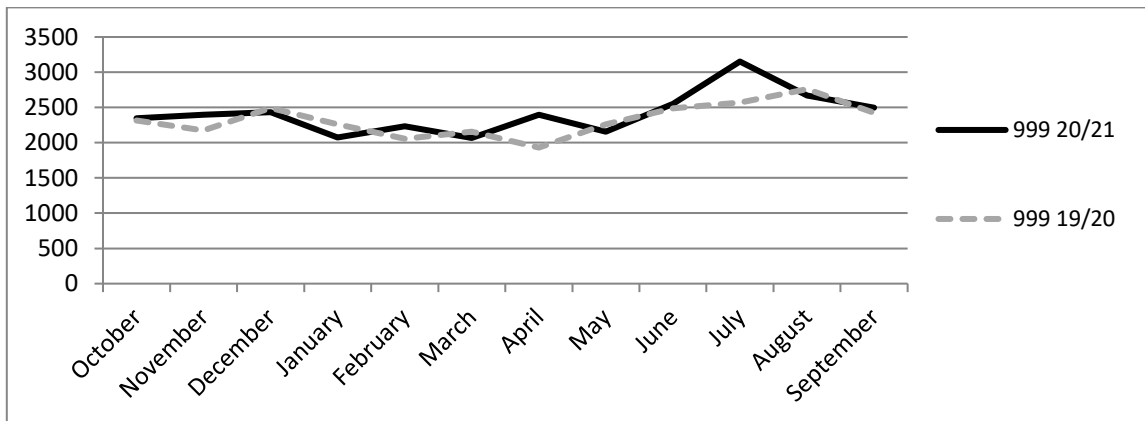
**EMERGENCY EVENTS BY SERVICE**  
**2 YEAR QUARTERLY TREND COMPARISON**



**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                                                          | September 2021 | Cumulative Monthly Average | Overall Since 'Go-Live' |
|----------------------------------------------------------------------|----------------|----------------------------|-------------------------|
| <b>Emergency Events</b>                                              |                |                            |                         |
| <i>Police</i>                                                        | 1,112          | 1,659                      | 345,920                 |
| <i>Ambulance</i>                                                     | 1,116          | 845                        | 176,201                 |
| <i>Fire</i>                                                          | 157            | 164                        | 34,188                  |
| <b>Total</b>                                                         | <b>2,385</b>   | <b>2,668</b>               | <b>556,309</b>          |
| <b>999 Calls</b>                                                     | <b>2,497</b>   | <b>1,617</b>               | <b>337,151</b>          |
| <b>Non-999 Calls received per month</b>                              | <b>27,437</b>  |                            |                         |
| <b>Mean Average time to answer call</b><br><i>(target 5 seconds)</i> | 1.6 secs       | -                          | 1.6 secs                |

### TETRA System Performance

|                                  | Target            | September 2021 | Cumulative Monthly Average | Overall Since 'Go-Live' |
|----------------------------------|-------------------|----------------|----------------------------|-------------------------|
| <i>Total System Availability</i> | 98.5%<br>24/7 365 | 100%           | -                          | 99.69%                  |