



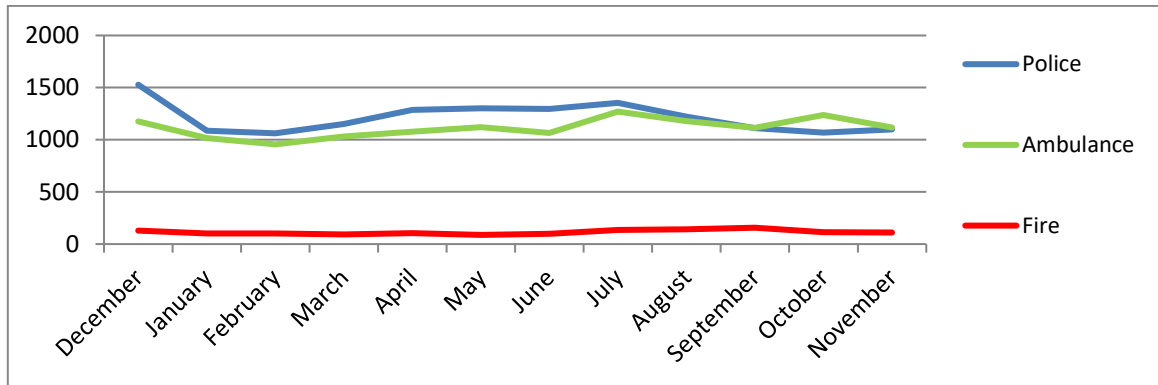
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheyinn Eddyrynsh

ACTIVITY REPORT

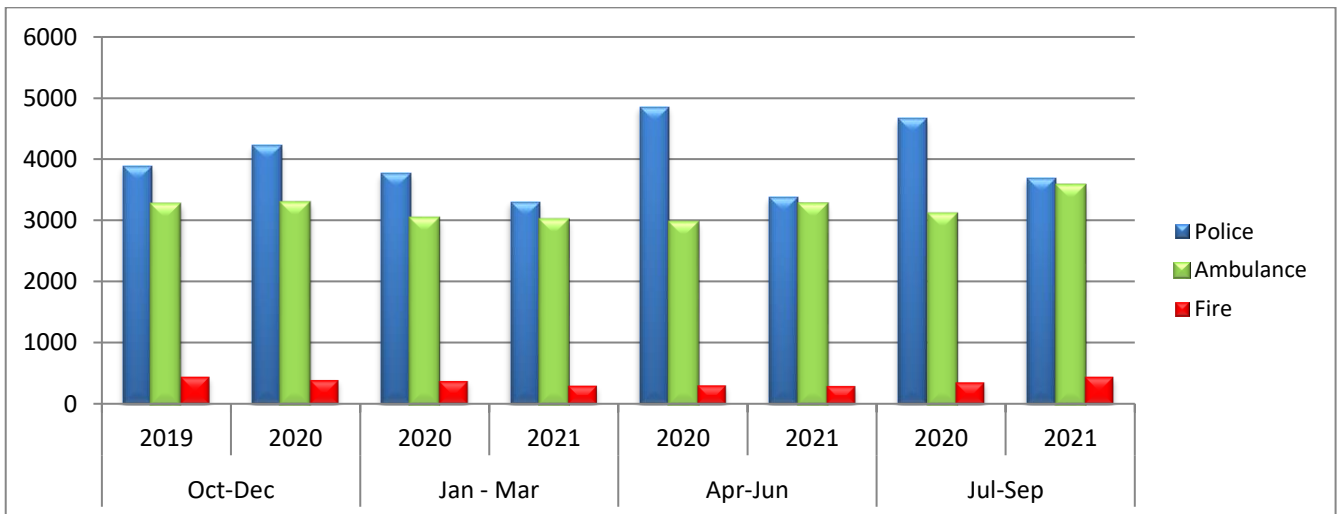
Period : 19th April 2004 – 30th November 2021

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND December 2020 – 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.

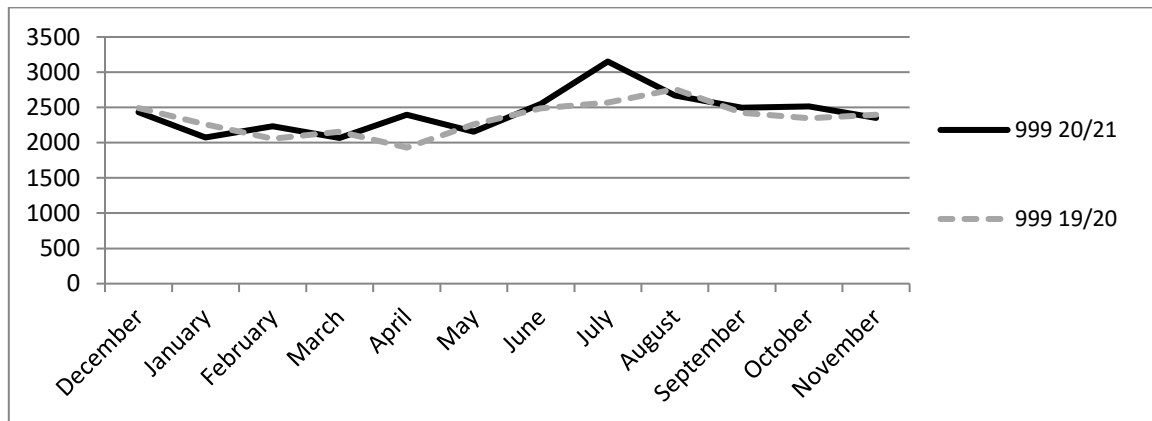
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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	November 2021	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,099	1,654	348,087
<i>Ambulance</i>	1,117	849	178,554
<i>Fire</i>	111	165	34,413
Total	2,327	2,666	561,054
999 Calls	2,350	1,625	342,017
Non-999 Calls received per month	27,319		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	-	1.5 secs

TETRA System Performance

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