

DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheynn Eddyrynsh



MISSION STATEMENT

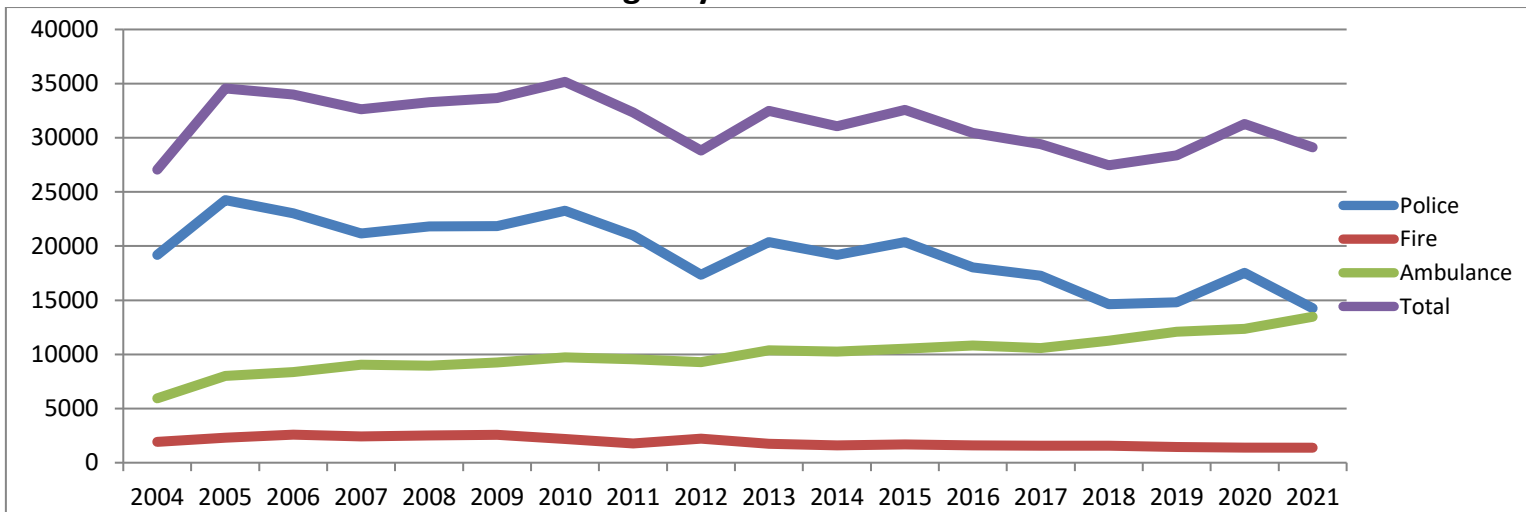
*to assist the Emergency Services to respond to people in distress
as quickly and efficiently as possible*

**TETRA AND ESJCR
ANNUAL REPORT 2021**

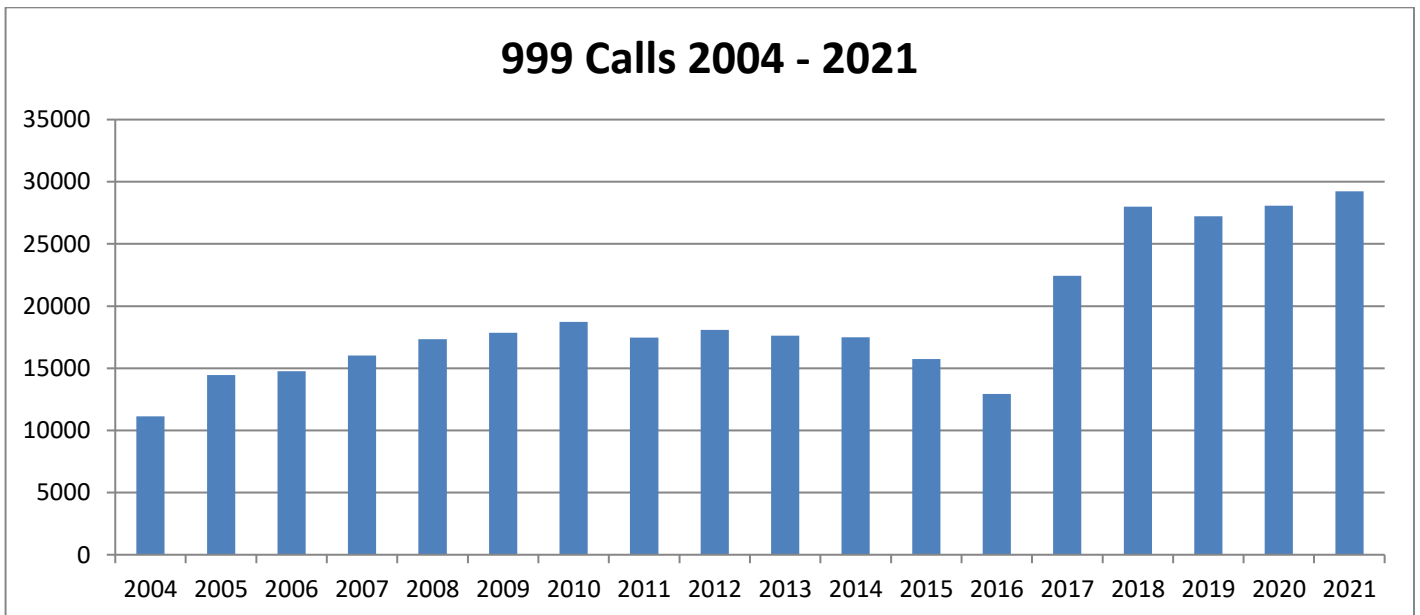
ESJCR Activities 2011 – 2021

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Emergency Events											
<i>Police</i>	20,997	17,346	20,360	19,198	20,357	18,021	17,264	14,632	14,816	17,515	14,263
<i>Fire</i>	1,788	2,207	1,752	1,603	1,689	1,600	1,566	1,567	1,463	1,395	1,383
<i>Ambulance</i>	9,544	9,271	10,383	10,265	10,534	10,817	10,574	11,271	12,091	12,361	13,473
Total	32,329	28,824	32,495	31,066	32,580	30,438	29,404	27,470	28,370	31,271	29,119
999 Calls											
Total	17,469	18,078	17,621	17,485	15,741	12,922	22,428	28,601	27,227	28,082	29,240
<i>Average time to answer (target 5 seconds)</i>	1.82	2.06	2.19	2.30	2.55	2.18	2.03	1.57	1.6	1.54	1.54

Emergency Events 2004 – 2021



999 Calls 2004 - 2021



NOTE – Since January 2017 999 calls are received directly (unfiltered) into the ESJCR

Performance of TETRA System 2011 - 2021

Target – 98.5% 24/7

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total System Availability	99.56%	99.38%	99.56%	99.37%	99.4%	99.47%	99.47%	99.52%	99.63%	99.67%	99.68%