



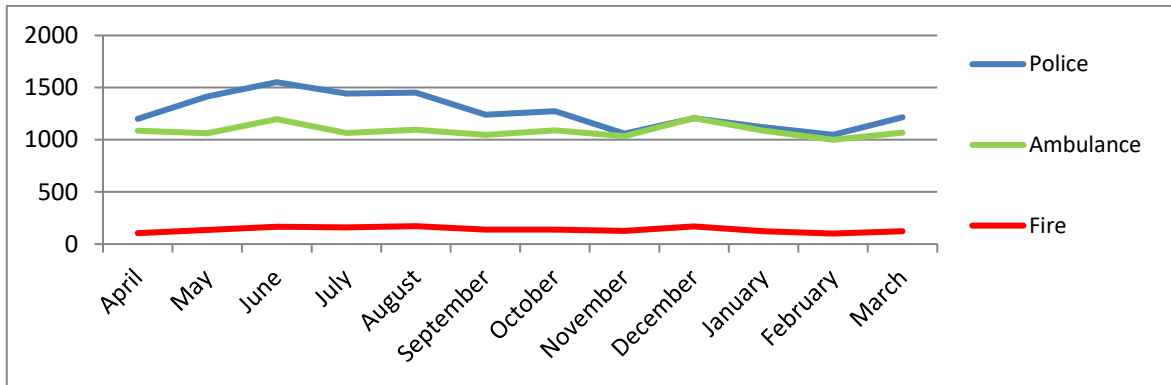
DEPARTMENT OF HOME AFFAIRS
Rheynn Cooishyn Sthie

COMMUNICATIONS DIVISION
Fo-rheyinn Eddyrynsh

ACTIVITY REPORT

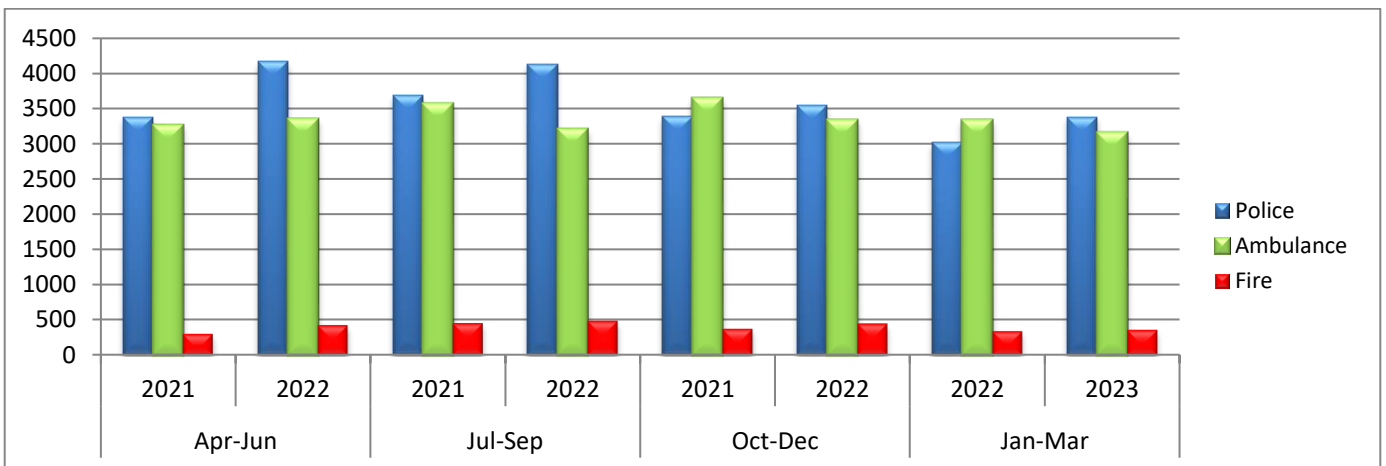
Period: 19th April 2004 – 31st March 2023

EMERGENCY EVENTS BY SERVICE
MONTHLY TREND April 2022 – 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.

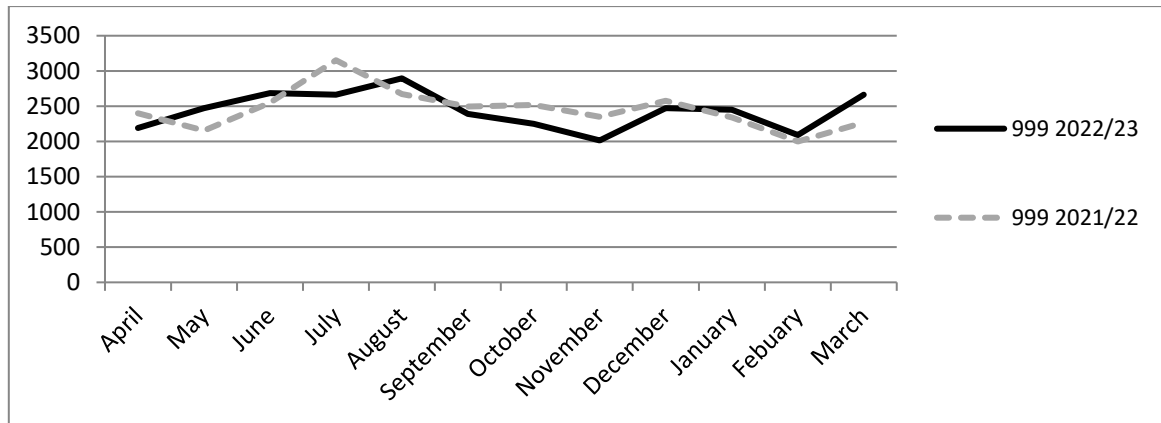
EMERGENCY EVENTS BY SERVICE
2 YEAR QUARTERLY TREND COMPARISON



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 unfiltered

Emergency Events / 999 Calls

Description	March 2023	Cumulative Monthly Average	Overall Since 'Go-Live'
Emergency Events			
<i>Police</i>	1,215	1,624	367,562
<i>Ambulance</i>	1,069	867	196,220
<i>Fire</i>	123	161	36,537
Total	2,407	2,652	600,319
999 Calls	2,663	1,680	380,438
Non-999 Calls received per month	17,241		
Mean Average time to answer call <i>(target 5 seconds)</i>	1.5 secs	1.5 secs	1.5 secs

TETRA System Performance

	Target	March 2023	Cumulative Monthly Average	Overall Since 'Go-Live'
<i>Total System Availability</i>	98.5% 24/7 365	100%	-	99.71%