



NL911

Help. Anytime.
Anywhere.



Who we are

NL911 is a not-for-profit corporation established through the *Emergency 911 Act*.

Since March, 2015 , we have been responsible for operating an emergency 911 telephone service throughout the province.



Our mandate is to provide
a safe, efficient and cost-effective
emergency response that allows us to assist
in saving lives and reducing property
damage.



NL911 Board of Directors

Emergency 911 Act

The board shall consist of a maximum of 9 directors including the following persons:

- The director of NL911
- One representative from each Public Safety Answering Point (**PSAP**)
- One member of the board of directors for MNL
- At least one resident of Labrador



What we do

NL911 Service

- Reliable, easy, recognizable, three-digit emergency response service.
- Available throughout the province.
- Provides 911 callers with access to emergency responders at any time.



Current 911 System

911 calls are routed to two Public Safety Answering Points (PSAPs) :

- St. John's
- Corner Brook

Boundary based on number of phone subscribers



Current 911 System

The 911 Call Taker requests;

- type of emergency (**ie. Police, Fire, Ambulance**)
- phone number
- location of the emergency (**ie. Town, Highway**)

The call is then transferred to the emergency responder and notifications are made to other agencies if required.

April 2015 – March 2016

93,500 Calls Answered:

- 30,000 transferred to police
- 20,000 transferred to medical
- 10,000 transferred to fire
- 500 to other agencies (poison, mental health line, coast guard, etc.)
- 33,000 duplicate calls, non-emergencies

NL911 Emergency Management

911 System Backup

- PSAPs are redundant to each other:
 - Phone routing system
 - Data
- Tested annually – mock evacuation exercises
- Power source back-ups

Phone line Outage

NL911 and the PSAP's receive notices of phone line outages from Telecom providers and can determine if any process changes are required.

Details in notice:

- Severity (minor-major).
- Reason - if determined.
- Approximate number of lines impacted.
- Area impacted.

Phone line Outage

Agencies affected by a phone line outage should contact PSAPs to identify a back up phone line or system to use.

Emergency Agency line impacted with no alternate number

- Calls are directed to resources who can communicate via radio, satellite phones, etc.
 - Fire calls are transferred to Police
 - Medical calls are transferred to Eastern Health

No Fire Service Zones

There are 1253 Emergency Response Zones (ESZ) in Newfoundland and Labrador.

386 ESZ's do not have fire protection services.

NL911 response system related:

- Calls reporting injuries related to fire - Medical agency
- Calls for fire response - Police of jurisdiction.

Municipal Readiness

Civic Addressing

- Encourage civic numbers and street signs to be clearly posted in your communities so emergency responders can find those needing help.
- Avoid duplicating or similar sounding road and street names within your communities.
- Encourage a consistent address numbering application (ie. even numbers on the right and odd numbers on the left of each street).

Educate!

- Post 911 as the emergency number to call in your communities.
- NL Association of Fire Services (NLAFS)-Learn No to Burn Program:
 - Available to educate school aged children on fire safety and the benefits of the 911 system.



Update NL911

Ensure NL911 has up to date and current information;

- emergency service boundary
- phone number
- contact information

We are working diligently to ensure we are;

- prepared to handle all calls in an emergency,
- following process to ensure our systems are up to date
- positioned to continually evolve the service.

Municipalities can help prepare for emergencies by understanding the 911 service and including our system in your emergency preparedness planning.



Questions?