NL911 Bureau Inc.

NL911.CA

Municipal Symposium

April 30th,2015

Gander

In June, 2012; the Government of Newfoundland and Labrador committed to expand basic 911 services throughout the province and to then plan for a more advanced 911 system

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911 Service, June 2012

- Basic 911 Landline service limited to:
  - Northeast Avalon (150,000 pop.)
  - Corner Brook/Bay of Islands (30,000 pop.)
  - Labrador West (20,000 pop.)
- Wireless service available province-wide, subject to availability of signal.
- Calls answered at four locations

NL911 Bureau Inc.

NL 911 Bureau Inc.

- Not-for-profit corporation established through the *Emergency 911 Act.*

- Office located at 57 Old Pennywell Rd. (St. Johns) with the following staff:
    - Executive Director
    - Program Analyst
    - Technical (GIS) Analyst
    - Accounting Office Manager

NL 911 Bureau Inc.

- Mandate to establish, implement and operate an emergency 911 telephone service throughout the province in a reliable and economic manner.

- Governed by a Board of Directors:
  - 9 individuals
  - represents various regions of the province
  - emergency management and administration expertise

Current 911 Service

- March, 2015; province-wide 911 was officially launched.
- Basic 911 service is now available to 100% of the province's population.
- Wireless service is still available province-wide (subject to availability of signal).

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911 Service Details

- Basic 911 - an emergency telephone contact system that is received by a predetermined PSAP based upon the caller's location.

- 911 call-taking service has been contracted to 2 Public Safety Answering Points (PSAPs):
    - St. John's
    - Corner Brook

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911 Service Details

911 Call takers are responsible for;

- Determining the nature of the emergency - police, fire or ambulance.
- Identifying the location of the emergency.
- Obtaining the callers contact phone #.
- Transferring the caller to the appropriate emergency response agency.

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911 Service Details

- The province's Emergency Response Agencies:
  - 2 police forces (RNC/RCMP) (45% of calls)
  - 60+ ambulance service providers (40% of calls)
  - 277 fire departments (15% of calls)

- > 100,000 911 calls/yr.

- 25% of 911 calls (duplicate/nuissance)

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Call Taking vs. Dispatch

- The purpose of a 911 system is to facilitate the contact of the emergency responder.
- 911 call-taking is not a dispatch system.
- 911 alone will not improve response times for most services.

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System Financing

Monthly, user-pay system access levy of 75 cents/mo/line

Key Considerations:

- User pay system, based upon number of phone lines
- Ensures a sustainable financing system
- Comparable to other jurisdictions
- Allows for development and implementation of NG911
- Allows for capital upgrades

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Future Bureau Initiatives

- Education/Awareness
- Strategic Plan
- NG911 Implementation

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Education/Awareness

- Mail out brochure (270,000)
- Presentation Opportunities
- Education program
- Awareness campaign
- Branding
- Website

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Strategic Plan

- Strategic planning;

  process of defining strategy, or direction, and making decisions on allocating resources to pursue the strategy.

"The 911 Bureau Inc. will formally state what we are going to achieve and then become accountable for how and when we will achieve it."

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NG 911 System
(Next Generation)

- NG 911 infrastructure is intended to replace the current basic service over time.
- Funded under the current fee structure
- Enables the public to transmit the following data to PSAPs:
  - Text
  - Images
  - Video
- Provides for geographical location of callers

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Questions?

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