911

It’s More Than a Numbe

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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 in a reliable and economic manner.

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Our mandate is nothing less than **a safer, more efficient** approach to emergency response that allows us to assist in **saving lives and reducing property damage.**

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NL911 :

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

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Current System

Current 911 System

- Routes 911 calls to a Public Safety Answering Point **(PSAP)** based on the regio of the caller.

- Does **not** provide the name, number and exact location information of the caller.

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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.

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What's Next?

911 System Enhancements

Enhanced 911 (E911):

- Automatic Number Information **(ANI)**
- Automatic Location Information **(ALI)**

Next Generation 911 (NG911):

- Text messaging
- Video messaging
- Calls from devices
- Not yet available in Canada

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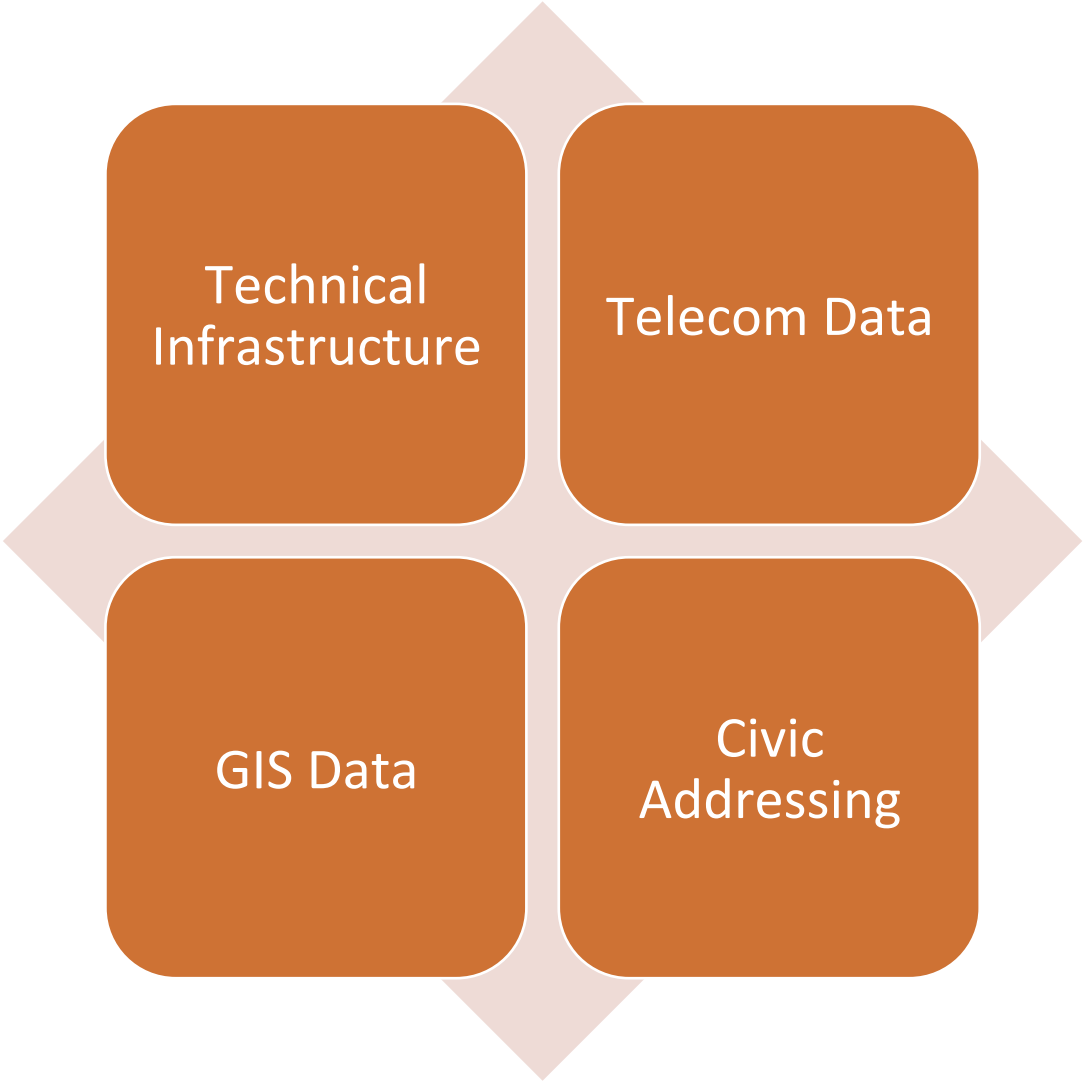
How do we get there?

System Requirements



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Technical Infrastructure

The technology infrastructure ‘backbone’ allow
for the transfer of data **(phone number, location a
eventually text and video)** to the 911 Call Takers.

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Telecom Data

The Telecom Company is the main source for connecting a callers phone number to an address in the system.

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Geographical Information System (GIS)

GIS is a system designed to capture, store, analyze, manage and present geographical referenced data.

This mapped data will link to the civic addressin component of the system and provide longitude and latitude coordinates for cell phone users.

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Civic Addressing

Civic Addressing is a required component for any upgrade to the 911 service.

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Civic Addressing

Benefits:

- 911 Call Takers automatically provided with th address location and phone number of the ca

- Efficient location identification by Emergency Responders.

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Civic Addressing

Municipalities who have civic addressing will make it **easi**
for all of us to work together to save lives. The results a

- Faster more efficient emergency response.
- Easier ability to locate those needing help.

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Civic Addressing Guideline

A new NL911 Civic Address Guideline will soon be available!

This guide includes;

- General Recommendations
- Civic addressing for non-civic addressed areas
- Undesirable civic address application
- Sign presentation

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Civic Addressing Guideline

General Recommendations:

- Road and Street Naming
- Road Direction
- Address Distance Interval
- Even-Odd Numbering

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Road and Street Naming

- Named, signed and have a well defined start and end point.
- Have only one official name
- Names should not be repeated within a communit (ie. First St. and First Ave.)
- Similar sounding road names should be avoided (i.e. Perry Rd. and Terry Rd)

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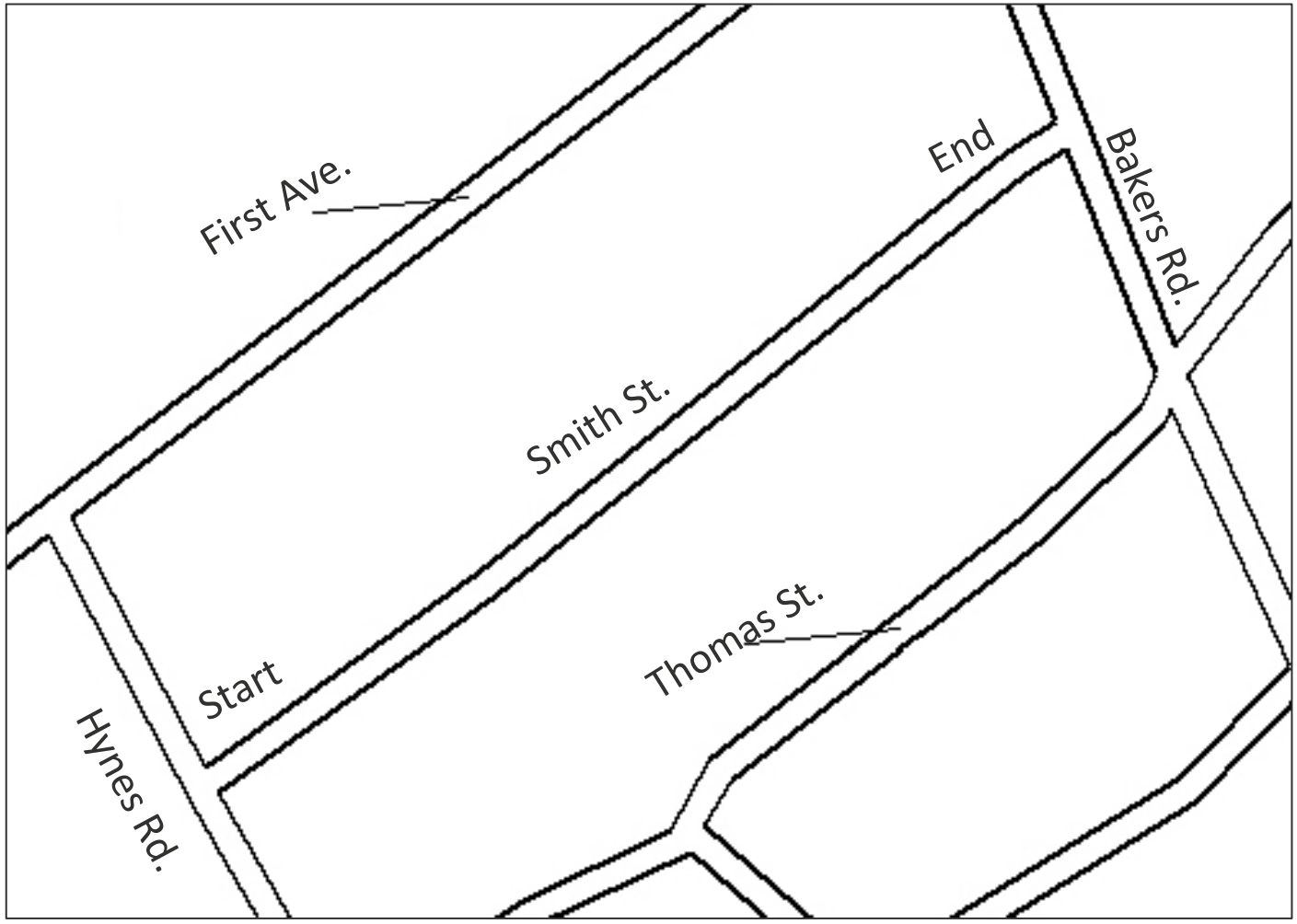
Road and Street Naming (example



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Road Direction

Road direction for increasing address numberi
proceeds away from the road which is deemed
higher importance.

Road Priority Hierarchy:

1. National Highway - TCH
2. Arterial – by-pass
3. Collector – major/local
4. Local
5. Unpaved
6. Seasonal
7. Private

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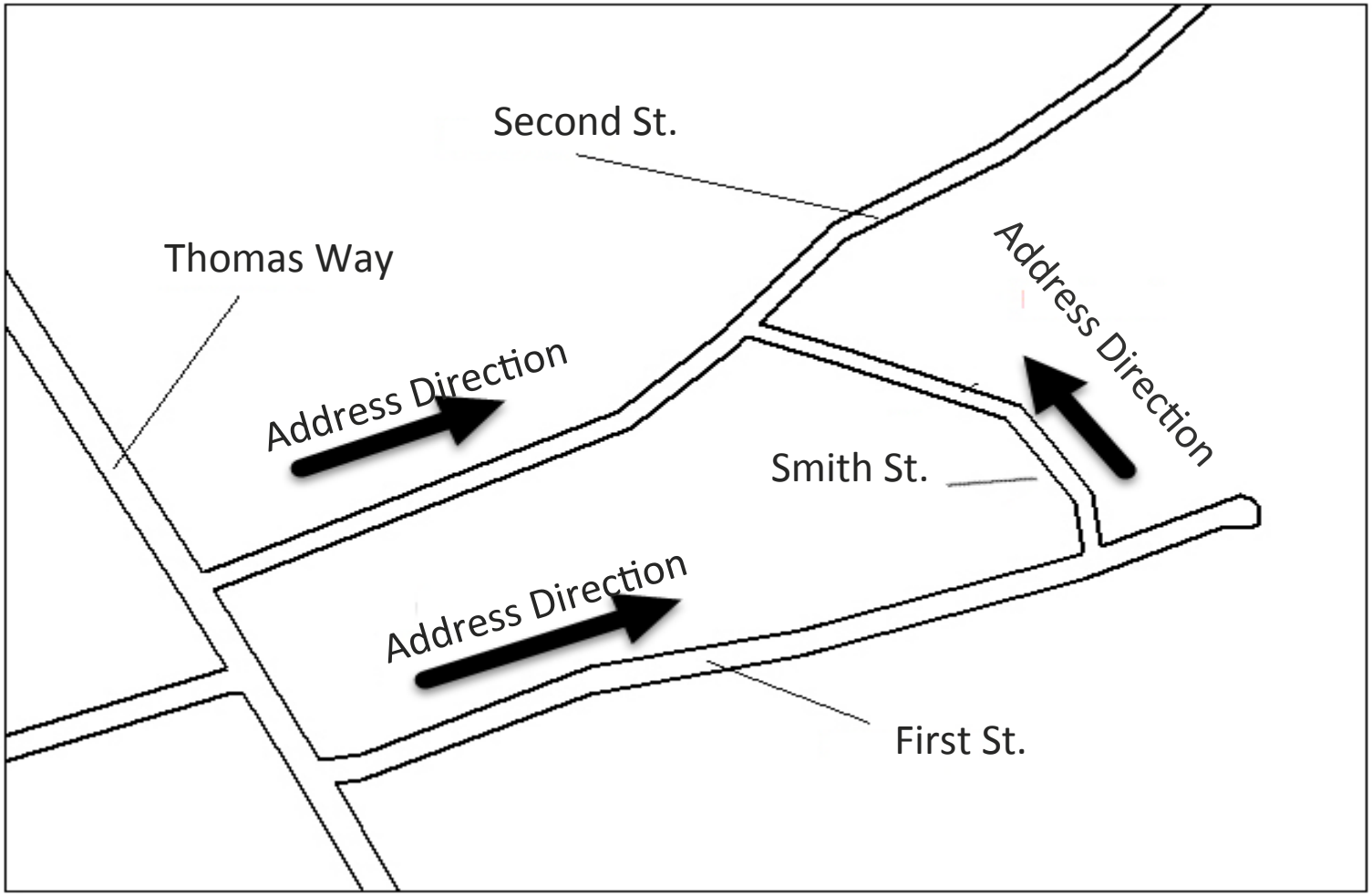
Road Direction (example)

Local Connected to a Collector:



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Address Distance Interval

The distance measurement utilized when calculating the distance between consecutive civic address numbers.

- **Municipal increments** for the assignment of new civic addresses should **always** be based upon **existing municipa zoning by-laws.**

- If no existing zoning by-laws are in place, then the recommended interval is one civic address **per 15 meters.**

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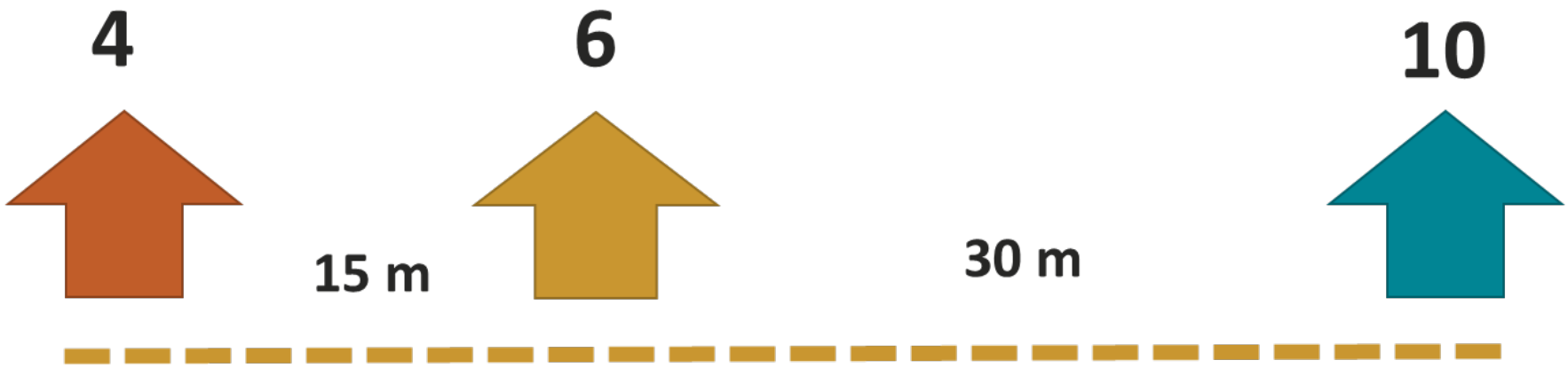
Address Distance Interval (example



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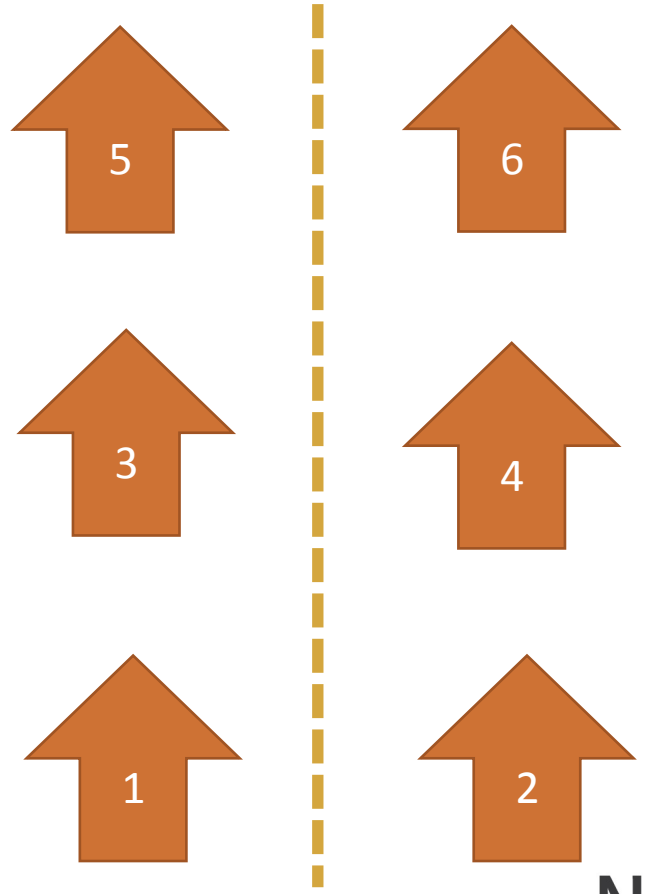
Even - Odd numbering

A logical sequence should be maintained when assigning civic numbers:

- **Even** on the **right**
- **Odd** on the **left**



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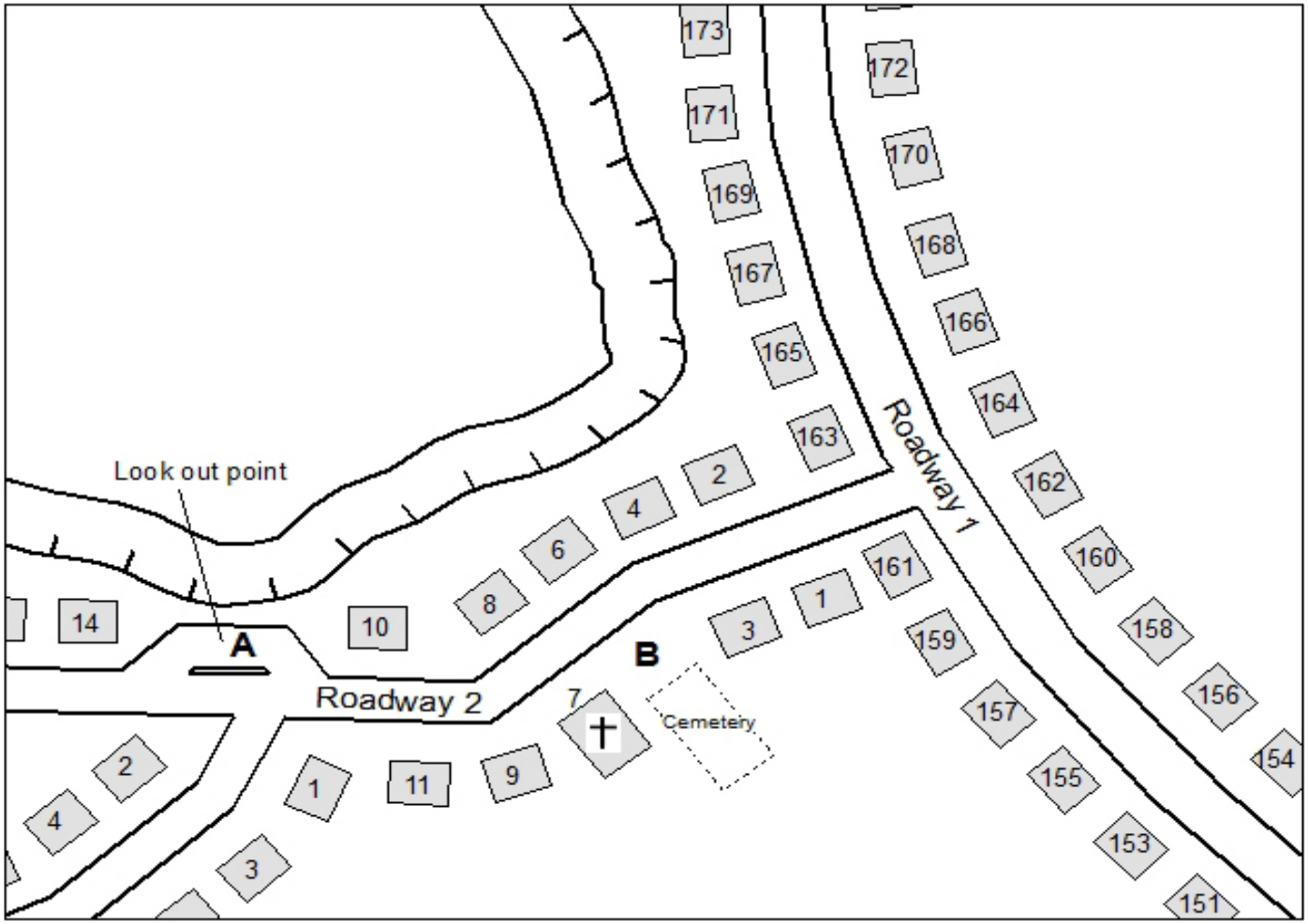
Even- Odd numbering (example)



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Civic Addressing Status

Civic Addressing Status

To identify the existing status of civic addressing within th province the following need to be determined;

- Which municipalities currently have civic addressing in place?
- What civic address data is currently captured?

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Civic Addressing Status

Survey to municipalities and local service districts **(LSDs)**:

445 surveys:

- 57% responded:
  - 83% civic addressed = 69% of population
  - 17% not civic addressed **(LSDs)**
- 43% not yet responded

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Civic Addressing Status

Civic Addressing Data capture:

NL911 has met with key stakeholders to determine curren
up to date data that can support NL911 needs related to
existing civic addressed locations.

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NL 911 Role

- Civic Addressing Guideline distribution
- Pilot Civic Address project
- Provide guidance
- Host training sessions
- Speaking opportunities

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Municipality Role

- Respond to NL911 survey with current civic address details and data.
- If your area is not civic addressed, start initiatives towards completing civic addressing.
- Attend training sessions hosted by NL911 as per the MIGA training calendar.
- Contact NL911 for guidance and assistance.

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We are working diligently to ensure that we are positioned to continually evolve the service.

911 is a vital service for Newfoundland and Labrador and its adoption, performance and future evolution a things we should all care about.

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Questions?

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