

Help. Anytime. Anywhere.





OVERVIEW







NL911

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

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MANDATE

To establish, implement and operate a province wide emergency 911 telephone service.

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NL911 SERVICE

- Available throughout the province.
- Provides access to emergency responders at any time.
- Universally recognized way to access emergency help.
- Assists callers who have trouble communicating.
- Easy number to remember in panic situations.

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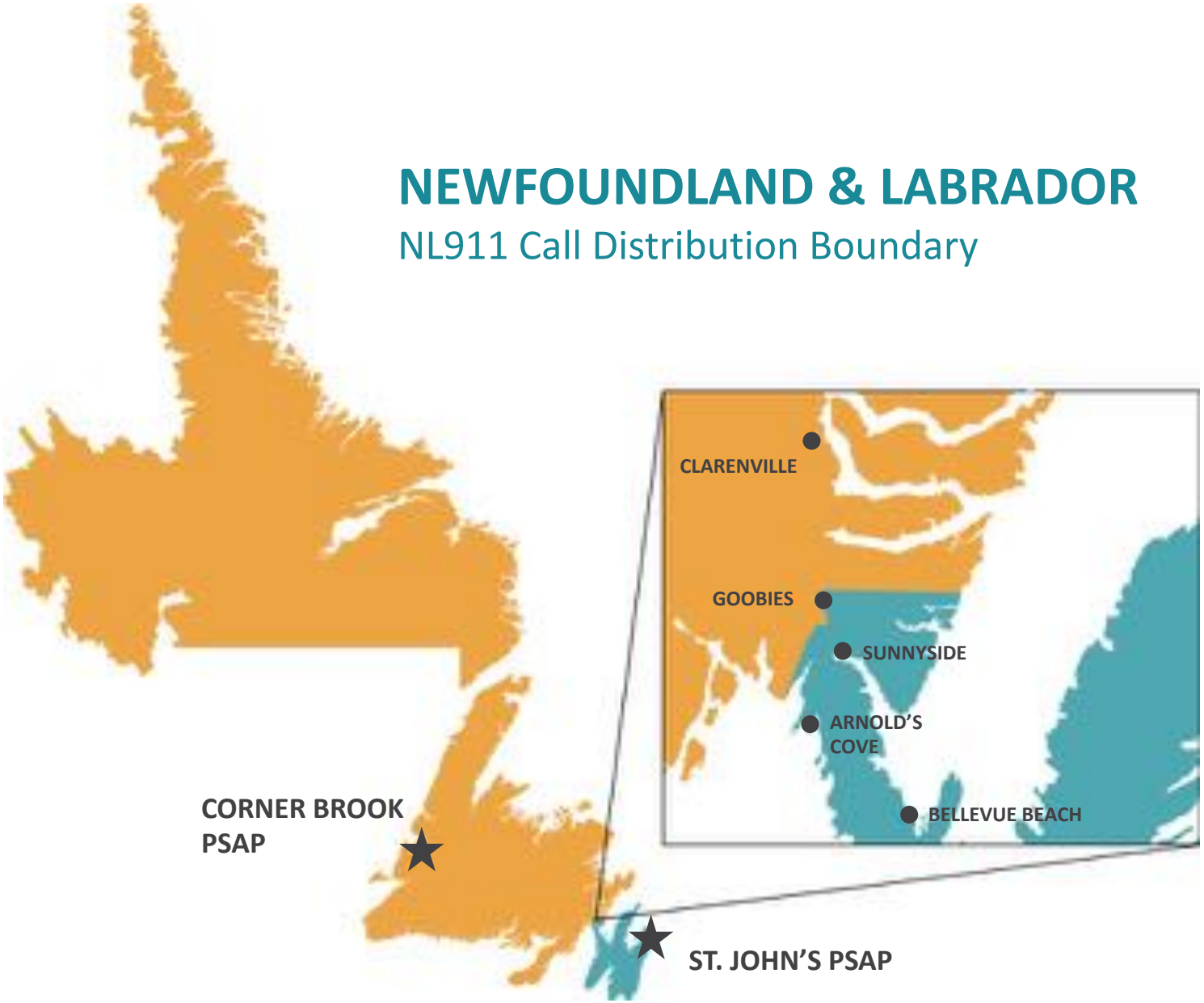
HOW IT WORKS

NEWFOUNDLAND & LABRADOR

NL911 Call Distribution Boundary



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NL911 SERVICE

- 911 Call Taker requests;
  - type of emergency (i.e. Police, Fire, Ambulance)
  - phone number
  - location of the emergency (i.e. Town, Highway) – not automatically provided
- Caller is transferred to emergency service provider.
- If required, notifications are made to other agencies.

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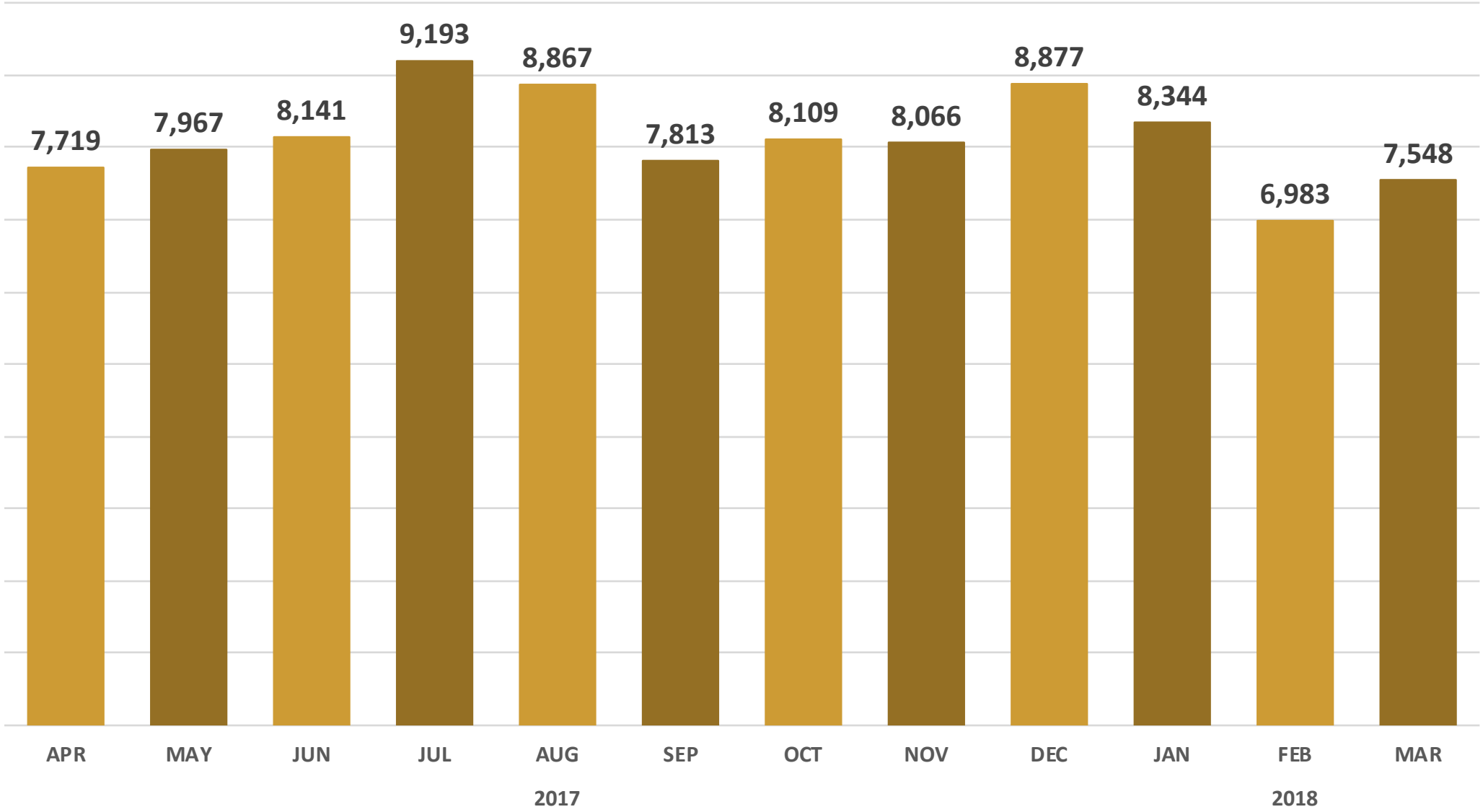
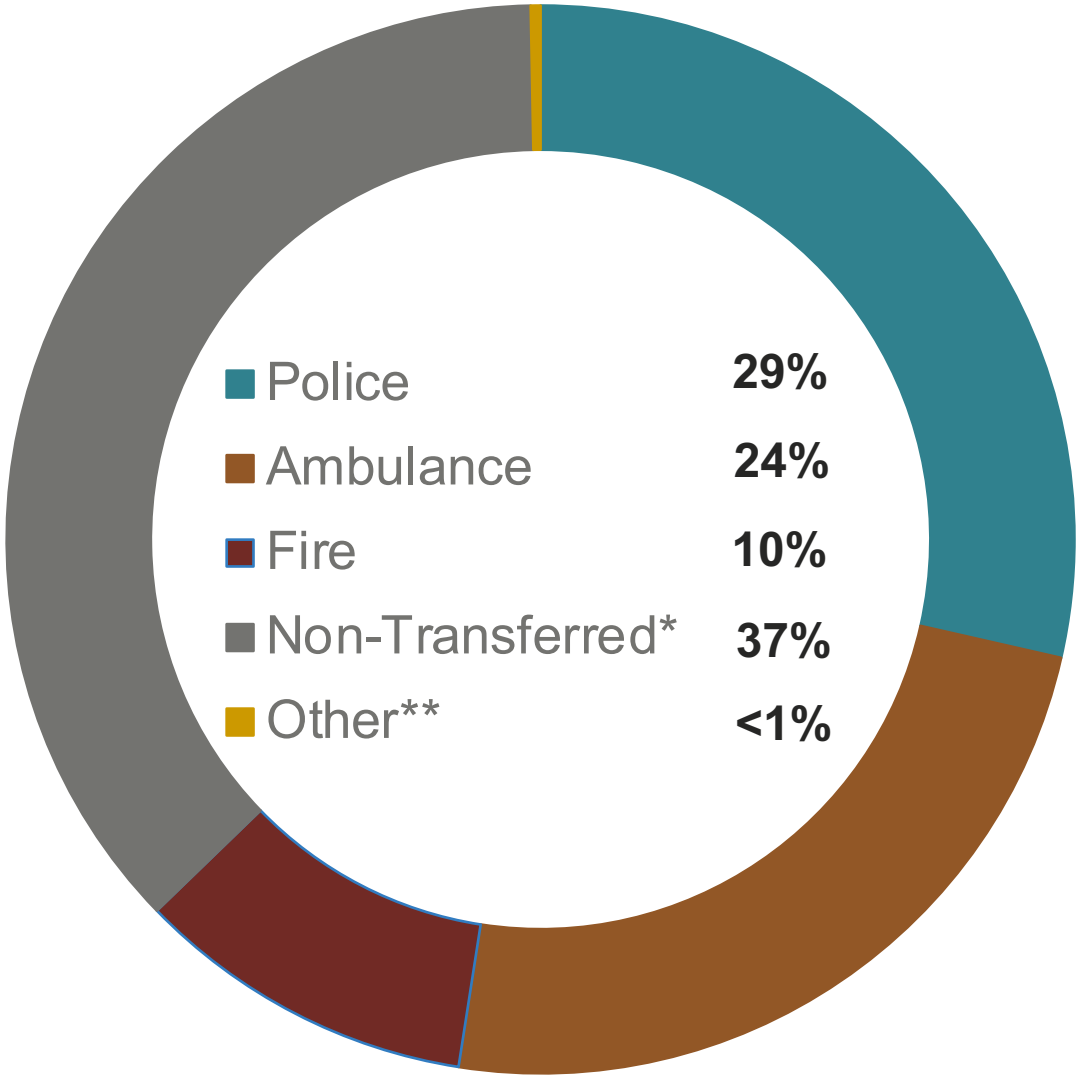
911 CALL STATISTICS

CALLS PER MONTH
APRIL 2017 to MARCH 2018



CALL DISTRIBUTION
APRIL 2017–MARCH 2018



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WHAT'S NEXT?

Next Generation (NG911)

- Automatic Location Information (ALI)
- Automatic Number Information (ANI)
- Text and Video messages

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NG911 - Requirements

- Technical Infrastructure
- Civic Addressing
- Telecommunications Data
- GIS Data – mapping

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NG911 – Municipal Readiness

Civic Address Data:

- GIS Data files (if available)
- Completed NL911 provided data collection process.

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NG911 – Municipal Readiness

NL911 provides:

- Introduction letter
- Black and White Map(s)
- Civic Addressing Data Capture Instructions
- Spreadsheet for recording data

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NG911 – Municipal Sample Data

COMMUNITY	CIVIC NUMBER	COMPLETE STREET NAME	PHONE NUMBER (LANDLINE)	POSTAL CODE	NOTES
Sample town	*123*	*Imagination Drive North*	*709-555-1234*	*A1A 1A1*	*Elementary School*

- Community Name
- Civic Number (number on the building)
- Street name
- Home phone number (landline, if applicable)
- Postal Code
- Notes

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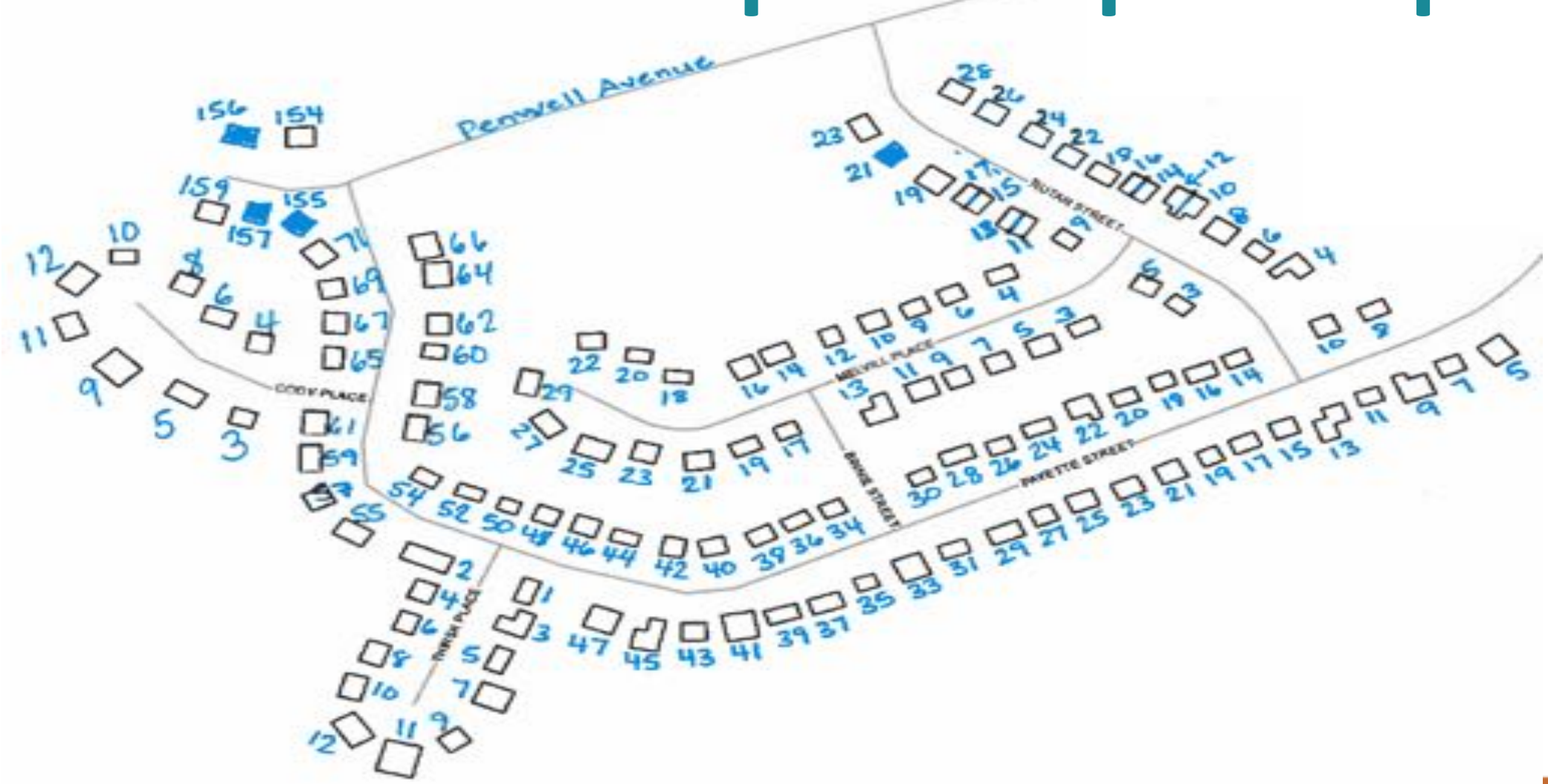
NG911 – Municipal Sample Map



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NG911 – Data Processing

- Maps are created and sent based on population size for communities who have civic addressing.
- Data received will be entered into the NL911 GIS data base, quality checked and then entered into the National NG911 database.
- Those who have not provided their data to NL911 will not avail of the NG911 service until data is received and processed.
  - Current Basic 911 will still be available

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Text with 911 (T911)

Provides 911 Call Takers with the ability to communicate with those who are registered as deaf, deafened, hard of hearing and/or speech impaired, by using wireless text messaging.

How T911 works

Persons who are deaf, deafened, hard of hearing or speech impaired **must register** for T911 service with their wireless service provider.

- A compatible cell phone is required

How T911 works

When emergency services are needed, **a voice call must be placed to 911.**

- All no voice calls, callers with trouble communicating or callers who identify as T911 registered – T911 service will be initiated to determine if the caller is T911 registered.
- **LEAVE THE VOICE CALL OPEN**

A text message to 911 will not be received!

How T911 works

The 911 Call Taker will:

- initiate text messaging with the caller to address the emergency.
- coordinate with emergency service providers to dispatch help.

Text with 911 (T911)

Text with 911 will be **available to only those registered** with their mobile service providers as deaf, deafened, hard of hearing and/or speech impaired.

Targeting implementation before the end of 2018.

Our focus is to operate a province-wide emergency 911 telephone service that is efficient, cost-effective and flexible and responsive to changing technologies.

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QUESTIONS?