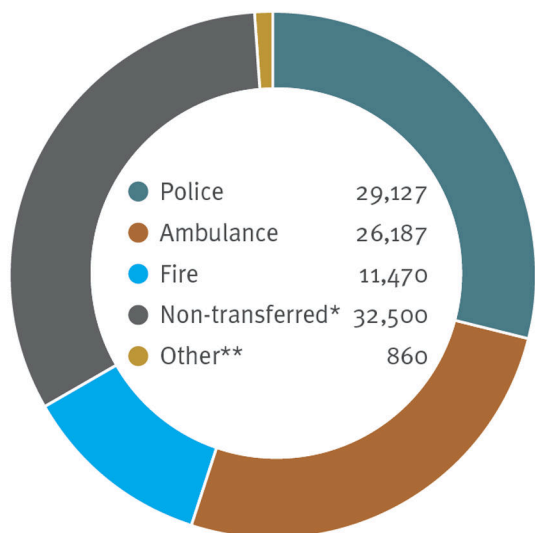
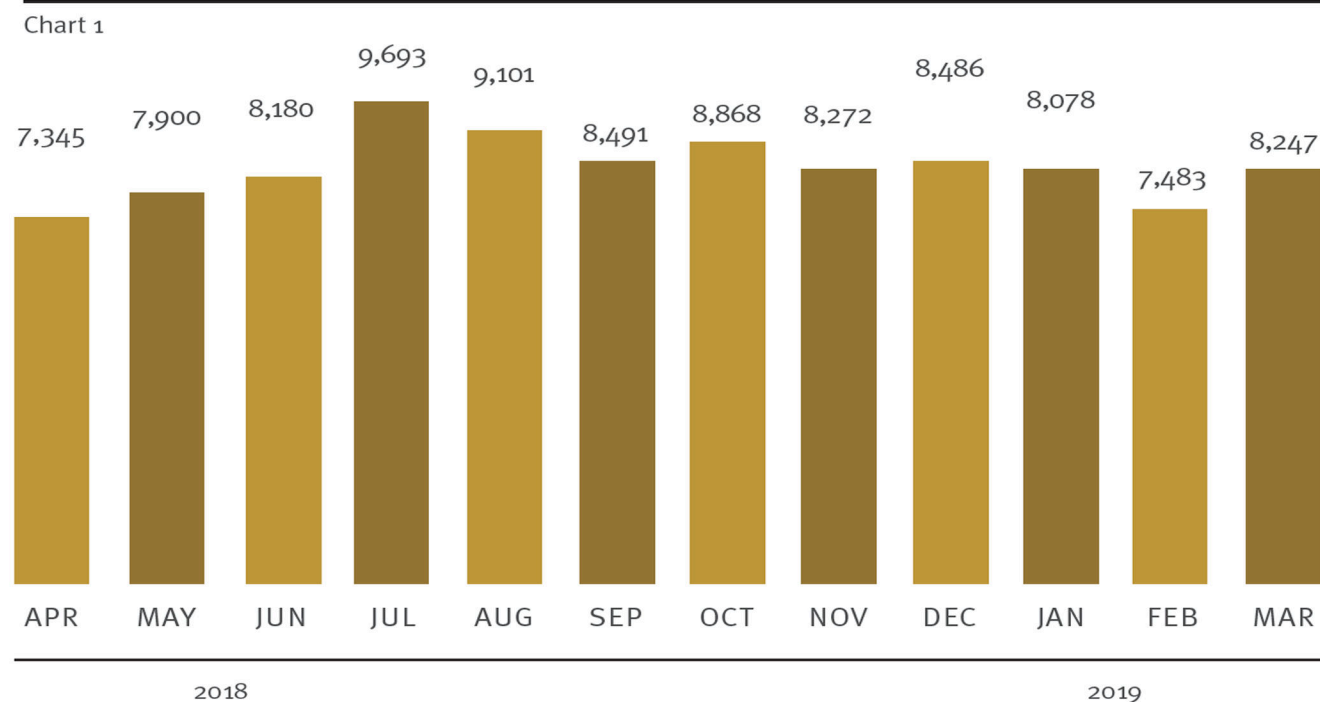


# STATISTICS

NL911 has identified the following relevant statistics in relation to the usage of the emergency 911 telephone service provided in the province from April 2018 to March 2019.

During this reporting period, NL911 PSAPs handled 100,144 calls (Chart 1). An increase in call volume (2.6 per cent) was identified from the last reporting period.

Total 911 Calls per Month April 2018–March 2019



## Call Distribution April 2018 to March 2019

\* Non-transferred: Calls that were not transferred to an agency for response.

\*\* Other: Transferred calls to the Joint Rescue Coordination Centre (JRCC), Canadian Coast Guard, Crisis Line, Forestry, Parks Canada, and Poison Control.