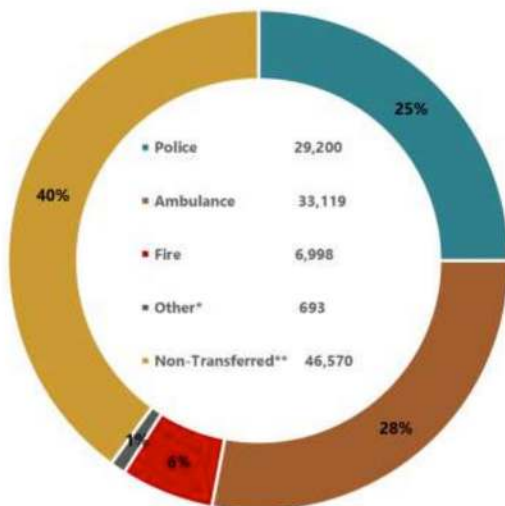
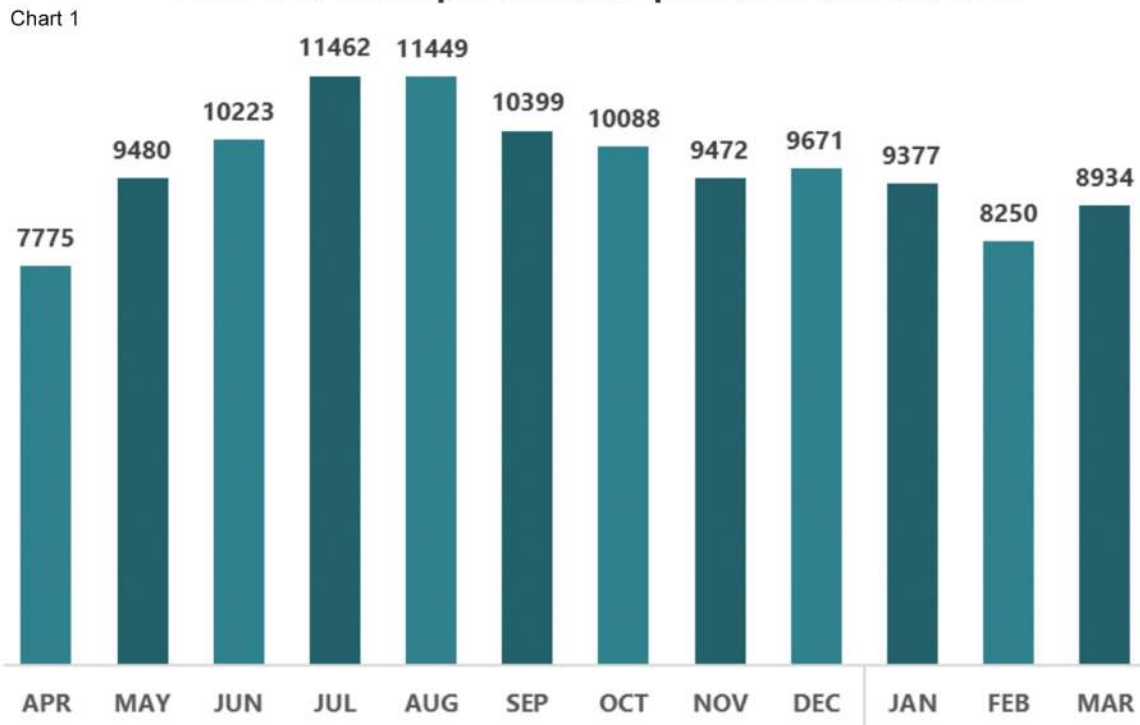


# STATISTICS

NL911 has identified the following relevant statistics in relation to the usage of the emergency 911 telephone service provided in the province from April 2020 to March 2021

NL911 PSAPs handled 116,580 calls from April 1, 2020–March 31, 2021 (Chart 1). An increase in call volume (5 per cent) was identified from the last reporting period.

**Total 911 Calls per Month April 2020-March 2021**



## Call Distribution April 2020 to March 2021

\* Non-Transferred: Non-emergency calls or calls that were not transferred to another agency.

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