



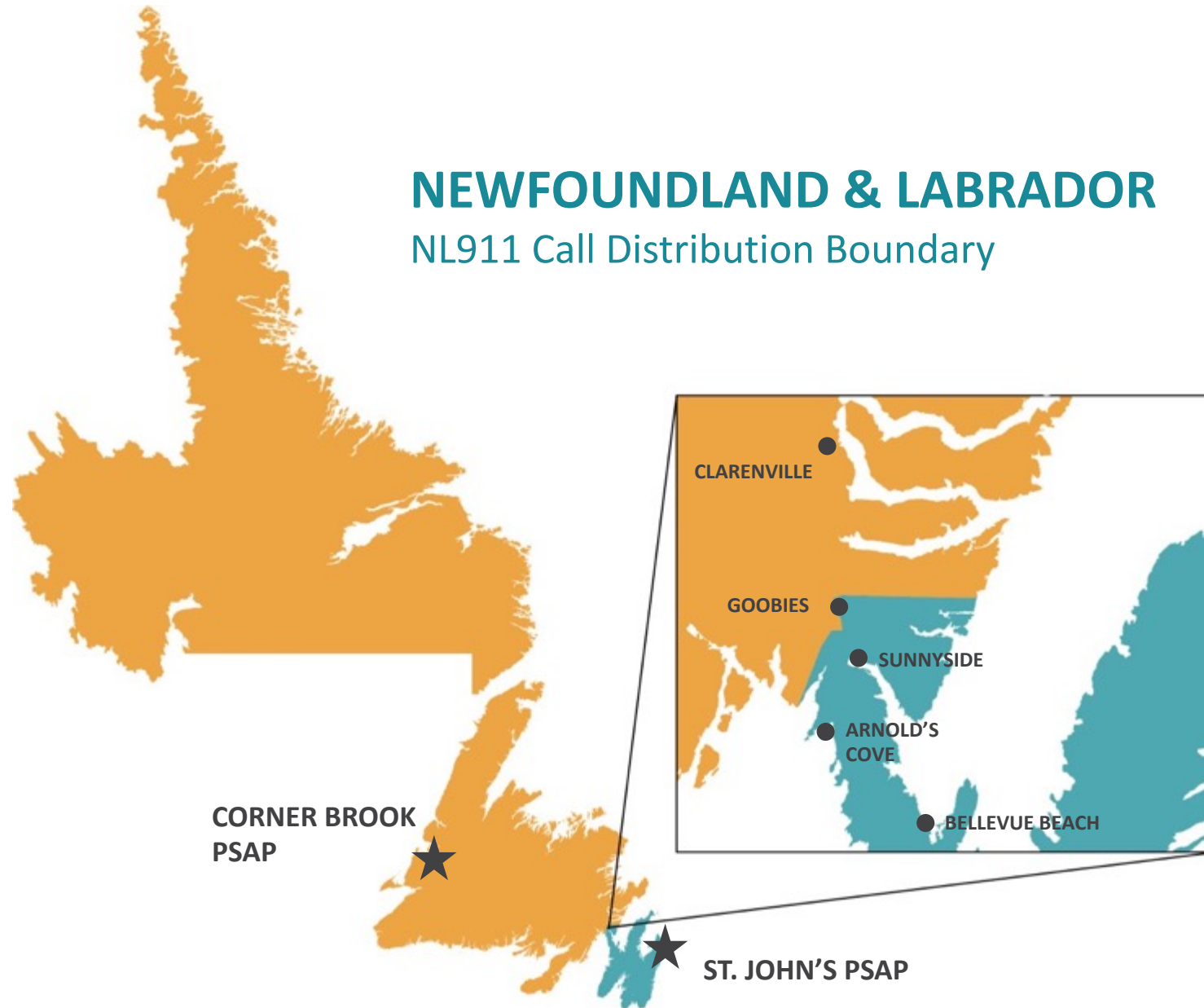
Help. Anytime. Anywhere.

NL911

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

NEWFOUNDLAND & LABRADOR

NL911 Call Distribution Boundary



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.



Text With 911

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.

Text with 911 (T911)

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

- A compatible cell phone is required
- Registered phones take up to a week to be identified in the 911 system after registration.

Text with 911 (T911)

In an emergency a **voice call must be placed to 911 and leave the voice call open**. T911 service access will be checked for:

- no voice calls,
- callers with trouble communicating or
- callers who identify as T911 registered

It is important to **not block your number!**

Text messages sent direct to 911 will not be received!

Text with 911 (T911)

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

Text with 911 (T911)

For more information on T911 visit:

www.nl911.ca

www.textwith911.ca

A woman with blonde hair, wearing a black headset, is looking directly at the camera. She is wearing a dark blue uniform. The background is a blurred office environment with windows and computer monitors. The text "Next Generation 911" is overlaid in white on the left side of the image.

Next Generation 911

Next Generation (NG911)

- Automatic Location Information
- Automatic Number Information
- Text and Video messages

NL911 Readiness

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

Municipal Readiness

Civic Address Data:

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

Municipal Readiness

NL911 provides:

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

Municipal Readiness

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

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

NL911 - 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

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



Questions?