

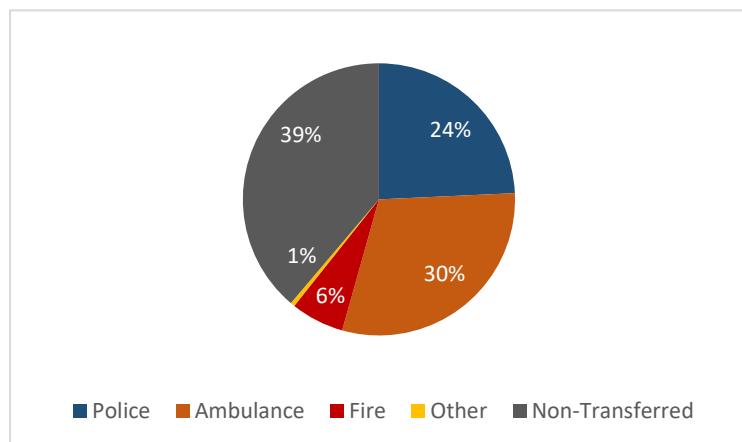
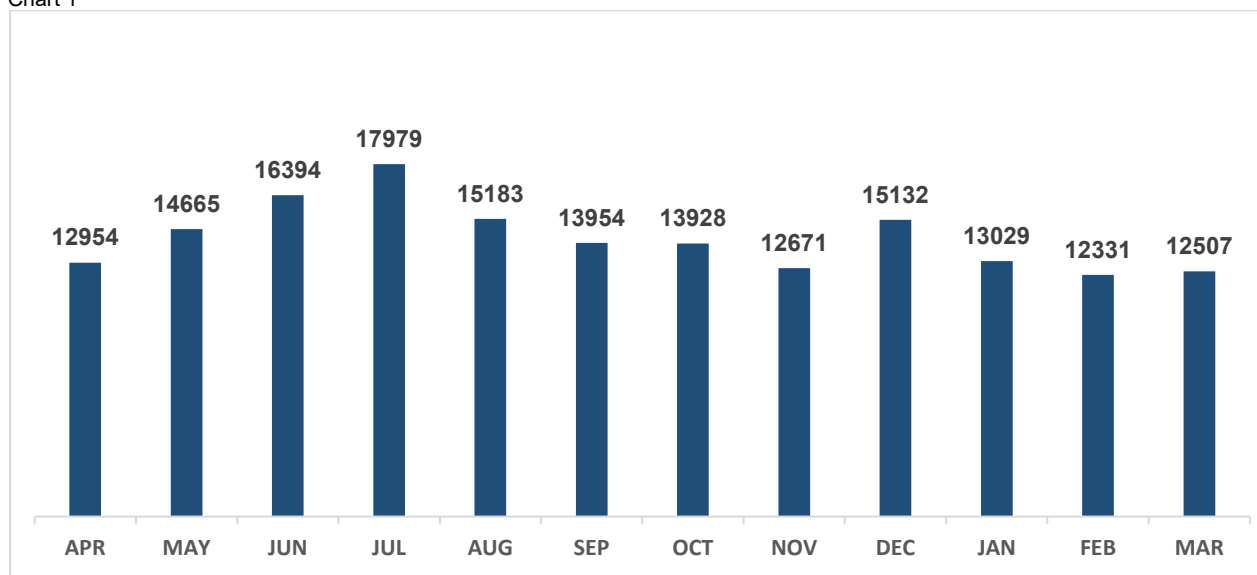
2023-2024 911 STATISTICS

The 911 Division has identified the following relevant statistics in relation to the usage of the emergency 911 telephone service provided in the Newfoundland and Labrador from April 2023 to March 2024.

The 911 Division PSAPs handled **170,727** calls from April 1, 2023 – March 31, 2024 (Chart 1). An increase in call volume (13 per cent) was identified from the last reporting period.

Total 911 Calls per Month
April 2023 – March 2024

Chart 1



Call Distribution

April 2023 to March 2024

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

**Other: Transferred calls to the Canadian Coast Guard, Crisis Line, Forestry, Parks Canada, Registry of Canadian Public Safety Answering Points (RoCP), Northern 911, and Poison Control.