

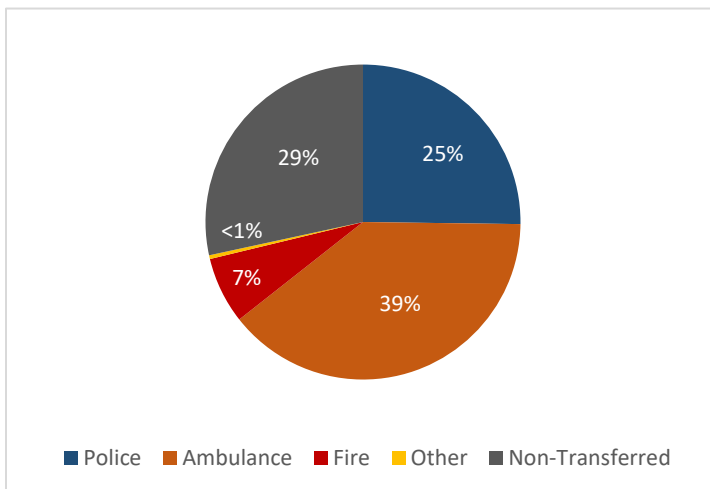
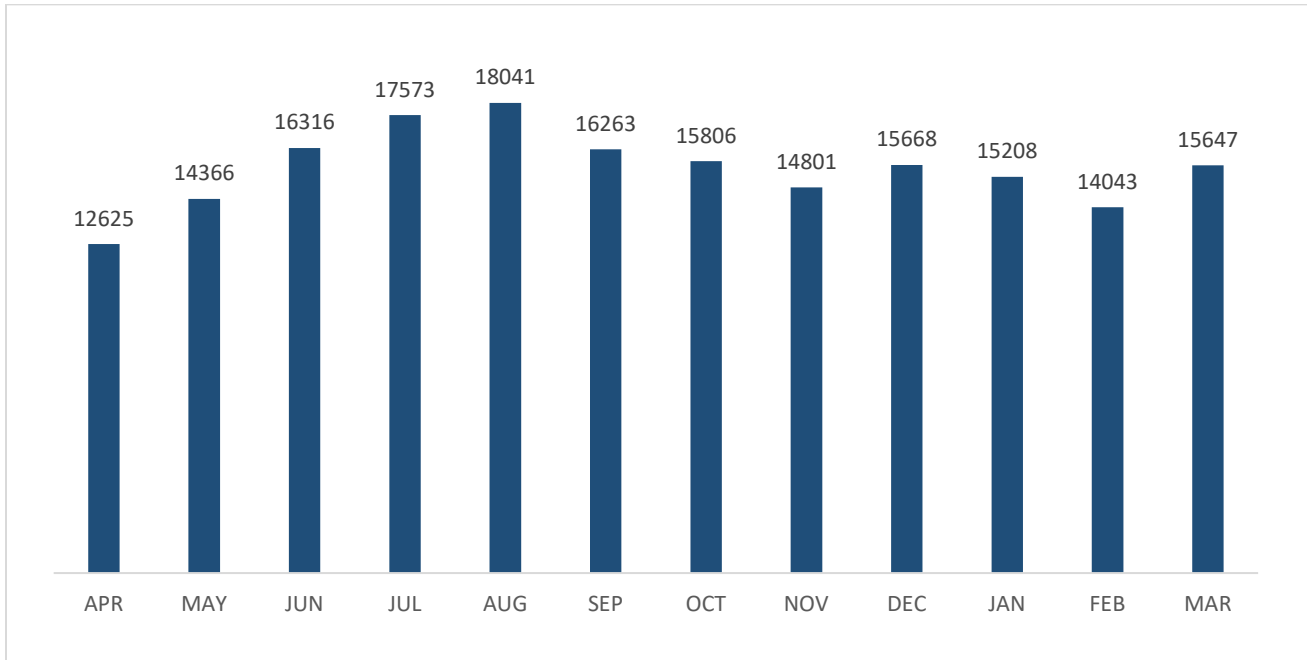
2024-2025 911 STATISTICS

The 911 Division has identified the following relevant statistics in relation to the usage of the emergency 911 telephone service provided in Newfoundland and Labrador from April 2024 to March 2025.

The 911 Division PSAPs handled **186,357** calls from April 1, 2024 – March 31, 2025 (Chart 1). An increase in call volume (**9 per cent**) was identified from the last reporting period.

Total 911 Calls per Month April 2024 – March 2025

Chart 1



Call Distribution April 2024 to March 2025

*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.