



Northwest Territories 9-1-1 2019–2020 Annual Report

Minister's Message

As the Minister of Municipal and Community Affairs, I am pleased to present the inaugural annual report for the Northwest Territories 9-1-1 program.

The launch of NWT 9-1-1 in November 2019 represents a significant advancement in public safety in the NWT. Residents and visitors can now use the widely recognized 9-1-1 number to access emergency services in all 33 NWT communities. The service will save lives and make the North safer and more resilient.

In addition to connecting our residents to emergency services, the service also has an important role in keeping our first responders and healthcare staff safe.

NWT 9-1-1 is part of an integrated system that includes community dispatch services, first responder organizations in communities and volunteers across the territory.

A great deal of work and collaboration has taken place over the last two years to make NWT 9-1-1 a reality. New legislation was put into place, an emergency communications centre was established, 9-1-1 staff were recruited and trained, and the service went live.

As with all services, we will continue to strive to improve and ensure the program meets national standards and accreditation.

I wish to express my thanks to all those involved in developing and successfully implementing the NWT 9-1-1 service: the staff, communities, and stakeholders. I commend community governments and first responders for their continued work in keeping our residents and visitors safe.



The Honourable Paulie Chinna
Minister, Municipal and Community Affairs

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Executive Summary

The *Northwest Territories 9-1-1 2019-2020 Annual Report* has been prepared in accordance with the *Northwest Territories 9-1-1 Act*. The annual report provides information on an implementation period and five months of operational activity for the NWT 9-1-1 service during the 2019 – 2020 fiscal year, including:

- The number of 9-1-1 calls received, detailing language and community;
- the total funds collected through the cost recovery fee;
- a breakdown of the operational costs of the service; and
- information regarding the performance of the service.

The NWT 9-1-1 system began operations on November 4, 2019. Between the program's launch date and the end of the fiscal year on March 31, 2020, NWT 9-1-1 processed a total of 6,322 calls for service, including 4,431 calls for emergency services and 1,891 non-emergent calls (general inquiries, system testing and administrative). These totals average approximately 1,200 total calls per month with approximately 900 requiring emergency services.

The total budget for the NWT 9-1-1 program was \$1.45 Million. Actual costs totaled just over \$1.7 Million, including many one-time expenses related to fit-up costs of the Emergency Communications Centre, the transitioning of staff and resources to the centre, the integration of computer aided dispatch systems, the additions of medical and fire protocol systems, and telecommunications and radio equipment.

One goal of the NWT 9-1-1 program is to provide 9-1-1 services in an effective and fiscally responsible manner. Program management is committed to ongoing program improvement to reduce costs, ensure services keep pace with changing technology and better serve the residents of the NWT and ensure the program meets national standards and accreditation.

Sommaire

Le Rapport annuel 2019-2020 du Service d'urgence 9-1-1 des Territoires du Nord-Ouest a été préparé conformément à la Loi sur le service d'urgence 911 des Territoires du Nord Ouest. Il fournit des informations sur la période de mise en œuvre et les cinq mois d'activité opérationnelle du service au cours de l'exercice 2019-2020, notamment :

- le nombre d'appels d'urgence reçus au 9-1-1, en précisant la langue et la collectivité d'origine de l'appel;
- le total des fonds collectés grâce aux droits de recouvrement des coûts;
- une ventilation des coûts opérationnels du service; et
- des informations concernant le rendement du service.

Le service d'urgence 9-1-1 est entré en service aux TNO le 4 novembre 2019. Entre la date de lancement de la ligne d'urgence et la fin de l'exercice financier, le 31 mars 2020, le service a traité un total de 6 322 appels, dont 4 431 appels pour des services d'urgence et 1 891 appels non urgents (demandes générales, essais du système et appels administratifs). Ces statistiques représentent une moyenne d'environ 1 200 appels par mois, dont environ 900 qui ont nécessité des services d'urgence.

L'un des objectifs du programme de service 9-1-1 des TNO est de fournir des services d'urgence efficaces et fiscalement responsables. La direction du programme s'est engagée à constamment l'améliorer afin d'en réduire les coûts, de s'assurer de suivre l'évolution de la technologie pour toujours offrir le meilleur service possible, et de veiller à ce que le programme réponde aux normes nationales et aux normes d'agrément.

Le budget total du service d'urgence 9-1-1 des TNO était de 1,45 million de dollars. Les coûts réels se sont élevés à un peu plus de 1,7 million de dollars, incluant de nombreuses dépenses ponctuelles liées à l'aménagement du centre de communication d'urgence, à la migration du personnel et des ressources vers le centre, à l'intégration des systèmes de répartition assistés par ordinateur, et à l'ajout de systèmes de protocoles médicaux et d'incendie, d'équipement de télécommunications et de systèmes radio.

Introduction

In January 2015, the Government of the Northwest Territories (GNWT) released a report identifying options for implementing 9-1-1 in the NWT that confirmed the NWT was well positioned to move forward with a basic 9-1-1 system.

In 2017, the Standing Committee on Government Operations recommended the GNWT move forward with a 9-1-1 service and the GNWT approved a budget to proceed with implementation.

The *Northwest Territories 9-1-1 Act* was passed in May 2019. The *Act* and Regulations went into effect and the NWT 9-1-1 system went live on November 4, 2019.



NWT 9-1-1 Service

The vision of NWT 9-1-1 is to provide the public, communities and first responders with effective emergency communications services for access to police, fire, rescue and medical services when immediate action is required. The goals of the Service are:

- To provide 9-1-1 services in an effective and fiscally responsible manner;
- To provide and maintain NWT 9-1-1 infrastructure including the equipment, networks, and databases required to operate a reliable 9-1-1 system;
- To increase public awareness of 9-1-1 and promote the proper use of the NWT 9-1-1 service;
- To provide training programs which enable NWT 9-1-1 staff to effectively process 9-1-1 calls; and
- To ensure that 9-1-1 emergency calls, from all sources, are routed to the proper response agencies, and these agencies receive accurate and reliable information.

The key elements of the NWT 9-1-1 program include:

- *Legislation*: the *NWT 9-1-1 Act* and Regulations define the NWT 9-1-1 service, the requirement for telecommunication carriers and emergency service providers to participate in the service, the powers of the Minister of MACA, reporting requirements, and cost recovery fees;
- *Emergency Communications Centre*: a location with specialized desks, computer-aided dispatch software, phone systems and a host of supporting computer systems;
- *Emergency Services Directory*: computer programmed phone numbers for available emergency services in all NWT communities;
- *Public Awareness*: an ongoing awareness campaign to educate residents on 9-1-1 services; and
- *Evaluation and improvement*: ongoing accreditation and program evaluation.

The key NWT 9-1-1 service components include:

- Access to first responder services when immediate action is required (when someone's health, safety or property is in jeopardy or a crime is in progress);
- Provision of pre-arrival and dispatch life support instructions for Medical and Fire (how to do CPR, deliver a baby, help someone choking, etc.);
- Asking callers questions in order to determine the nature of the call and to provide triage and recommend a dispatch response to the available community fire, rescue and ambulance services;
- Provision of supervised transfers to the RCMP (staying in the call to provide medical/fire life support instructions if required);
- Provision of all services in both official languages (English and French);
- Provision of interpretation services for callers using one of the NWT's official languages or over 200 other languages using CANTALK services; and
- Use of technologies to connect with callers who have hearing or speech communication impairments.

2019-2020 Operational Overview

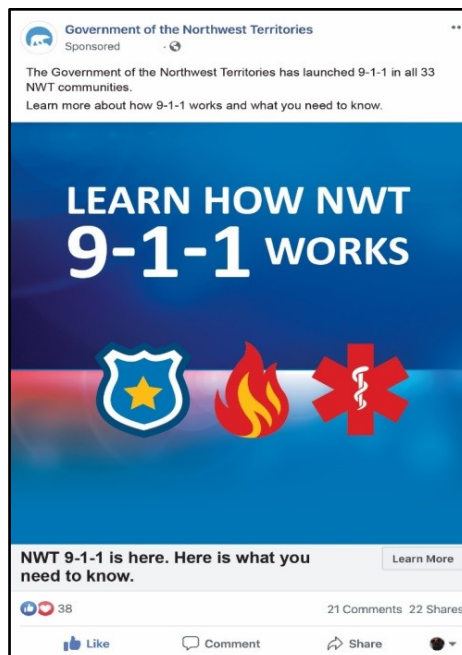
NWT 9-1-1 Services

The NWT 9-1-1 service went live on in all 33 NWT communities at 8am on November 4, 2019. Residents can call 9-1-1 on a 24/7 basis when an emergency arise, such as crime is happening, there is a dangerous fire, or there is a need for urgent medical assistance.

Dialling 9-1-1 connects callers to the Emergency Communications Centre (ECC), which is staffed with certified medical and fire emergency dispatchers. Callers are asked for their location, the nature of the emergency, which service, Police (RCMP), fire, or ambulance is required, and for their contact details.

The NWT 9-1-1 service is offered in both French and English and access to language translation and teletypewriter service is available for the communication impaired.

In the lead up to implementation, every home received magnets and a brochure about NWT 9-1-1 and the service was advertised on social media. Road signs and building signage have been produced and will be installed in fall 2020.





WHAT HAPPENS WHEN I CALL 9-1-1 IN THE NWT?

QUE SE PASSE-T-IL SI JE COMPOSE LE 9-1-1 AUX TNO?

CALL 9-1-1



IN AN EMERGENCY, CALL 9-1-1

A crime is happening - you need the RCMP or police.



You see a **dangerous fire**.



You or someone else needs **urgent medical help**.



EN CAS D'URGENCE, COMPOSEZ LE 9-1-1

Un crime se produit et vous avez besoin de l'aide de la GRC ou de la police.

Vous voyez un **incendie dangereux**.

Vous ou une autre personne avez besoin d'une **aide médicale urgente**.

COMPOSEZ LE 9-1-1



TELL 9-1-1 WHERE YOU ARE



YOU MUST KNOW YOUR LOCATION

9-1-1 will ask you **what community** you are in. They will **not know your location** unless you tell them.



The operator will ask you in both English and French. If you cannot speak English or French, ask for your language. **9-1-1 is available in all of the NWT official languages.** A translator will be connected to the call.



Le téléphoniste vous demandera dans **quelle collectivité** vous vous trouvez. Il ne saura pas où vous êtes à moins que vous ne lui disiez.

Le téléphoniste vous posera la question en français et en anglais. Si vous ne parlez ni l'anglais ni le français, demandez les services d'un agent qui parle votre langue. **Le 9-1-1 est disponible dans toutes les langues officielles des TNO.** Un interprète sera connecté à l'appel.

INDIQUEZ VOTRE EMPLACEMENT



DESCRIBE THE HELP YOU NEED

DESCRIBE YOUR EMERGENCY

9-1-1 will ask if you need **police (RCMP), fire or ambulance**.



Do not hang up. Remain calm and speak clearly.

Le téléphoniste vous demandera si vous avez besoin de la **police (GRC), des pompiers ou d'une ambulance**.

Ne raccrochez pas. Restez calme et parlez clairement.

DÉCRIREZ L'AIDE DONT VOUS AVEZ BESOIN

GIVE YOUR PHONE NUMBER

GIVE 9-1-1 YOUR PHONE NUMBER

9-1-1 will ask you for **your phone number**. Follow the operator's instructions.



DONNEZ VOTRE NUMÉRO DE TÉLÉPHONE

Le téléphoniste vous demandera **votre numéro de téléphone**. Suivez ses instructions.

DONNEZ VOTRE NUMÉRO DE TÉLÉPHONE

9-1-1 WILL CONNECT YOU TO EMERGENCY SERVICES IN YOUR COMMUNITY

9-1-1 WILL CONNECT YOU TO HELP

9-1-1 will connect you to **existing services in the community you are calling from**. 9-1-1 will stay on the line with you and give additional help if needed.



LE TÉLÉPHONISTE ÉTABLIRA LA COMMUNICATION

Le téléphoniste du 9-1-1 vous mettra en communication avec **les services existants dans la collectivité d'où vous appelez**. Le téléphoniste restera en ligne avec vous et fournira une aide supplémentaire au besoin.

LE TÉLÉPHONISTE DU 9-1-1 VOUS METTRA EN COMMUNICATION AVEC LES SERVICES D'URGENCE DANS VOTRE COLLECTIVITÉ

Texting 9-1-1 is not currently available in the NWT.

NWT 9-1-1 is TTY enabled for those who are hearing impaired.

Cell phone coverage is limited in areas across the NWT. Plan ahead before you travel.

Dialing 9-1-1 on a cell phone in an area with no cell phone coverage will not work.

9-1-1 can give you instructions on how to help someone in medical distress over the phone.

If you have a translator on the call, the translator will also be forwarded.

If you get disconnected, call 9-1-1 again.

Le service 9-1-1 par texto n'est pas offert aux TNO actuellement.

Le 9-1-1 peut communiquer avec les personnes malentendantes au moyen d'un ATS.

La couverture cellulaire est limitée dans certaines régions des TNO. Planifiez votre voyage avant de partir.

Si vous composez le 9-1-1 à l'aide d'un téléphone cellulaire dans une zone où il n'y a pas de couverture cellulaire, cela ne fonctionnera pas.

Le téléphoniste du 9-1-1 peut vous indiquer comment aider une personne en détresse médicale par téléphone.

Si vous utilisez les services d'un interprète pendant l'appel, celui-ci sera transféré également.

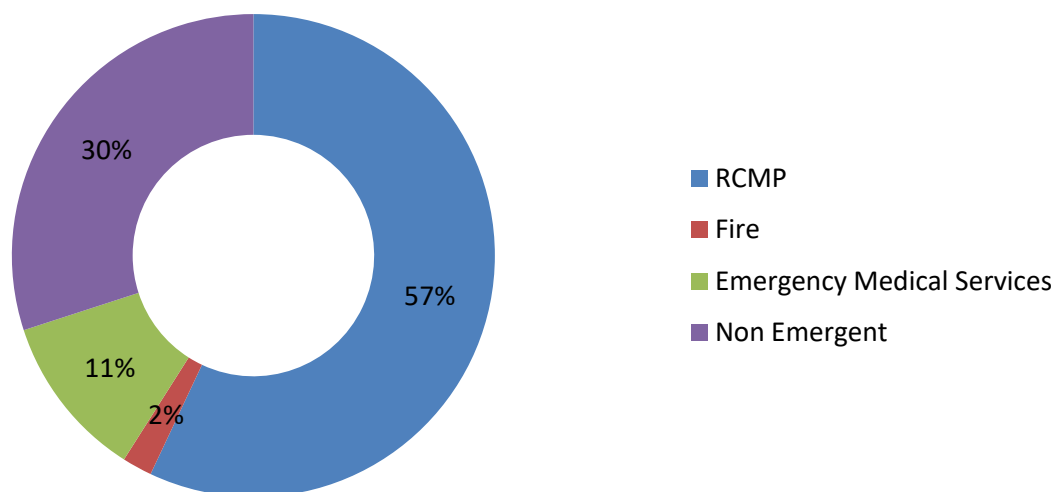
Si vous êtes déconnecté, rappelez le 9-1-1.

NWT 9-1-1 Call Volumes

Between the service going live on November 4, 2019 and the end of the fiscal year on March 31, 2020, NWT 9-1-1 processed a total of 6,322 inbound calls for service, including 4,431 emergency calls and 1,891 non-emergent calls (general inquiries and administrative). Of the 4,431 emergent calls, 3,632 were for policing, 127 were for fire, and 672 were for medical services. NWT 9-1-1 made 6,394 outbound calls to dispatch emergency services or transfer callers.

Call Types

November 4, 2019 to March 31, 2020

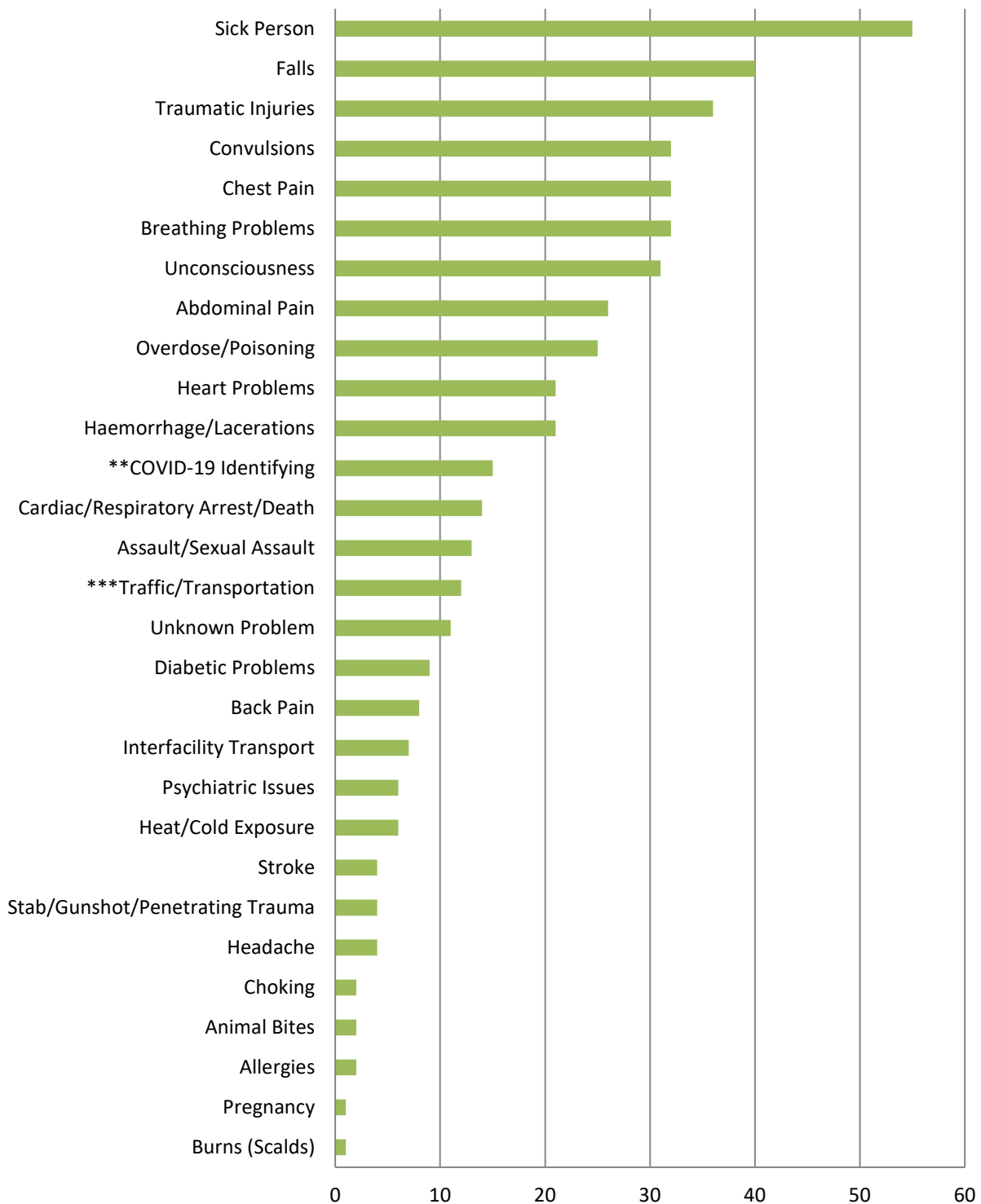


	RCMP	Fire	EMS	Non-Emergent
Percentage	57%	2%	11%	30%
Monthly Average	726.4	25.4	134.4	378.2
Total	3,632	127	672	1,891

Overall, the NWT 9-1-1 service achieved its call performance indicators set out in program standards. The following tables summarize the medical and fire call volumes received by NWT 9-1-1 in the period November 4, 2019 and March 31, 2020.

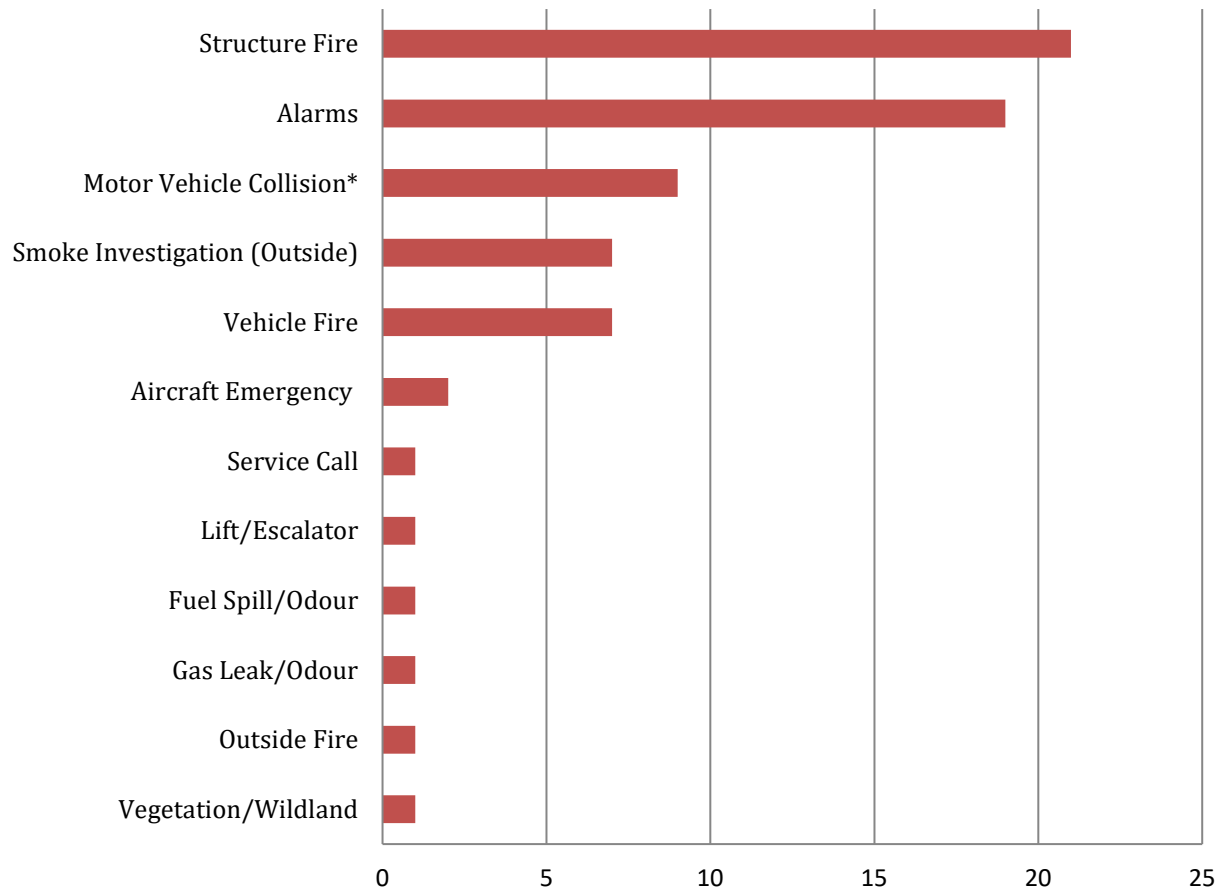
Medical Call Volume by Category

November 4, 2019 to March 31, 2020



Fire Call Volume by Category

November 4, 2019 to March 31, 2020



For calls relating to policing, once NWT 9-1-1 has established the location of the emergency and the requirement for policing, callers are transferred to the Royal Canadian Mounted Police (RCMP). NWT 9-1-1 provides on-the-line medical support for RCMP when needed for calls not meeting the criteria of the policing call category.

NWT 9-1-1 does not currently provide non-emergent call answer services for policing. Communities with municipal enforcement agencies continue to have local access phone numbers. Community governments are not required to track or report the number of types of calls received outside 9-1-1 by community responders, whether by walk-in or direct dial.

Community Call Volumes by Month

The following table summarizes the call volumes received from communities per month, by call type for the period between November 4, 2019 and March 31, 2020.

MONTH	RCMP	FIRE	EMS
November, 2019	548	10	118
December, 2019	757	55	140
January, 2020	683	31	120
February, 2020	816	10	121
March, 2020	828	21	173
Total	3,632	127	672

Details on non-emergent call numbers – outside of the total for the whole period - are not available for the reporting period. Subsequent database upgrades allow improved tracking for non-emergent calls.

The total number of non-emergent calls received from November 4, 2019 to March 31, 2020 is 1,891. The total number of calls overall was 6,322.

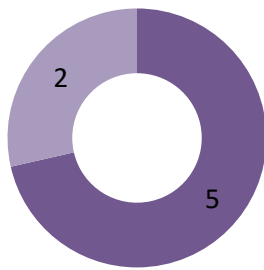
A detailed monthly breakdown of calls received by community including number and type of call is included at Appendix A.

Bilingual and Interpretation Services

NWT 9-1-1 provides fully bilingual services and connects with CANTALK for interpretation services for NWT Indigenous languages or other languages. Between November 4, 2019 and March 31, 2020, NWT 9-1-1 provided services in French for five callers and connected to CANTALK for interpretation of Cantonese for two callers.

Languages Other Than English

November 4, 2019 to March 31, 2020



■ French
■ Cantonese

	Percentage	Total Calls
English	99.90%	6,315
French	0.07%	5
Cantonese	0.03%	2

No caller requests for interpretation services were made for the Northwest Territories' official Indigenous languages for the period of this report.



NWT 9-1-1 Operational Costs

Financial Performance

The 2019 – 2020 fiscal year covers five months of operational activity. Costs included many one-time expenses related to fit-up costs of the Emergency Communications Centre, the transitioning of staff and resources to the centre, as well as integrating computer aided dispatch systems, medical and fire protocol systems, telecommunications equipment and initial radio equipment.

Larger expenditure categories related to the operation of the NWT 9-1-1 service include:

- **Compensation and Benefits:** Five of the seven full time NWT 9-1-1 positions were filled in September, resulting in a modest staffing budget surplus. Staff shortages due to illness, annual leave and other factors resulted in additional overtime to maintain services.
- **Contract Services:** Includes the one-time cost of \$271,164.59 related to the fit-up of the Emergency Communications Centre (office space) to meet the critical infrastructure standards of structural and facilities robustness (water, power generation, sewer, heat), sound-proof walls, kitchenette, dispatch room, training room, telecommunications/server room, physical security systems, electrical and networking, overall sound management, and other space requirements.
- **Computer Hardware/Software:** There were significant one-time costs related to telecommunications call-centre hardware/software and high availability server infrastructure. Informatics and communications hardware and software are expected to continue to be substantial cost drivers for improvements to the NWT 9-1-1 system.

- **COVID-19:** In March 2020 as part of the COVID-19 pandemic preparedness activity, MACA provided 9-1-1 program training to five reassigned GNWT employees to augment NWT 9-1-1 staffing during the pandemic. This contingency plan was put in place to address expected high call volumes due to an increase in COVID-19 cases and potential staff unavailability due to the impact of the illness. \$38,509.05 was used for this purposed and these costs were captured as an emergency expense within the MACA budget.
- **Cost Recovery Fee Revenue:** A cost recovery fee of \$1.70 a month for each subscriber has been set for the first three years of NWT 9-1-1 operation. The cost recovery fee revenue estimation for the entire fiscal year was \$1,027,000.00. The GNWT began collecting the cost recovery fee November 4, 2019, which represents five months of the fiscal year totalling \$397,304.71 in revenue (estimated actuals for 12 months would be around \$953,000.00). The cost recovery fee revenue represents slightly less actual NWT subscribers than originally estimated.

	2019-2020 Main Estimates	2019-2020 Actuals
9-1-1 Program Budget		
	\$1,450,000.00	\$1,713,841.77
Expenditure Category		
Compensation and Benefits	\$1,091,000.00	\$741,826.31
Travel and Transport	\$0.00	\$892.32
Materials and Supplies	\$52,000.00	\$38,798.57
Purchased Services	\$2,000.00	\$16,695.38
Contract Services	\$200,000.00	\$454,756.48
Fees & Payments	\$6,000.00	\$380.97
Controllable Assets	\$99,000.00	\$68,593.88
Computer Hardware/Software	\$0.00	\$340,988.82
Equipment Amortization	\$0.00	\$12,400.00
COVID-19 Related	\$0.00	\$38,509.05
Revenue Category		
Call Answer Levy beginning November 4	\$1,027,000.00	\$397,304.71

NWT 9-1-1 Service Highlights

NWT 9-1-1 Service Start-up

The NWT 9-1-1 system started official operations at 8 am on November 4, 2019. Over a two-week period prior to going live, NWT 9-1-1 conducted system testing to confirm functioning and reliability of the system.

During this testing period, the NWT 9-1-1 system received its first emergency call, a request for police services in Behchoko that was dispatched appropriately. During its first week of operation, the 9-1-1 service responded to a total of 753 calls, an average of 63 calls per day.



Accreditation

NWT 9-1-1 uses standards common to 9-1-1 services across Canada and the U.S. Since the system began operations, NWT 9-1-1 has been working towards compliance with a number of call processing standards. The Service completed a 30-day post-go-live accreditation and subsequently in March 2020, completed the 60-day evaluation towards becoming an Accredited Center of Excellence under the International Academy of Emergency Dispatch (IAED) with a score of 19 out of a possible 25 rating. NWT 9-1-1 is now in the final stages of becoming an Accredited Centre of Excellence. Even though the IAED suspended accreditation activity during the COVID-19 pandemic, NWT 9-1-1 continues to complete accreditation evaluations to ensure quality service is provided to NWT residents and visitors.

Stork Club



The IAED welcomes Advanced Emergency Medical Dispatchers into its “Stork Club”. The Stork Club recognizes emergency dispatchers who have helped deliver a baby on an emergency call which is very rare; an emergency medical dispatcher can go an entire 30-year career without ever assisting with a birth. The IAED and priority dispatch provide an “Award of Achievement” in recognition of this accomplishment to the individual.

In late January 2020, NWT 9-1-1 dispatcher Christopher Moore (below) was able to help an about-to-be new mother by providing life support instructions over the phone on delivering her baby and continued to provide support until paramedics made patient contact. Nationally, quite a few 9-1-1 emergency dispatchers get an active labour call, but rarely do they get to assist with an actual delivery.



“As a new emergency dispatcher, I feel a great sense of pride of having helped someone in a stressful moment of their life where the end result was a healthy baby being born into the world” - Christopher Moore



COVID-19

Starting in January 2020, NWT 9-1-1 began contingency planning for the COVID-19 pandemic to ensure support to the health system response to COVID-19 cases in the NWT and for the continued delivery of 9-1-1 services during the pandemic, which resulted in:

- The development and implementation of an emerging infections screening tool to identify possible COVID-19 cases and provide this information to first responder agencies so they can take appropriate precautions.
- The development and implementation of additional protocols to further ensure the safety of first responders and residents (i.e. redirecting patients with potential mild COVID-19 symptoms to public health support lines or using designated COVID-19 Transport (Yellowknife only) rather than ambulance services).
- The development and training of NWT 9-1-1 staff surge capacity. MACA provided 9-1-1 program training to five reassigned GNWT employees to augment NWT 9-1-1 staffing during the pandemic. This contingency plan was put in place to address expected high call volumes due to an increase in COVID-19 cases and potential staff unavailability due to the impact of the illness.

The effects of the COVID-19 pandemic and Territorial Public Health measures are expected to continue well into 2021. Support for the coordinated response efforts required for COVID-19 will continue to impact NWT 9-1-1 workload and services.

Next Generation 9-1-1 Telecommunications Network

NWT 9-1-1 is considered a Basic 9-1-1 system as it is hosted on limited telecommunications infrastructure and systems. While residents in every NWT community can call 9-1-1, callers are required to identify the number and community they are calling from.

Next Generation 9-1-1 (NG9-1-1) is an initiative aimed at updating the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in an increasingly wireless mobile society. The Canadian Radio-television and Telecommunications Commission (CRTC) has directed the NWT 9-1-1 telecommunications provider to submit a transition plan for the establishment of NG9-1-1 networks in the NWT. An estimated target year for NG9-1-1 to be available in the Northwest Territories is 2025.

CONCLUSION

NWT 9-1-1 is part of an integrated system that includes community dispatch services, first responder organizations in communities and volunteers across the territory. While the program includes quality control and system improvement processes to ensure the program meets national standards and accreditation, there is also a need for ongoing program improvement to ensure services keep pace with the changing needs of NWT residents. The COVID-19 pandemic is one example of where 9-1-1 services were adapted to changing needs. Changing technology is another area that will likely drive system changes and improvements.

NWT 9-1-1 welcomes input from its key stakeholders and the public on issues and concerns, and potential improvements.

More Information

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Email: Public.Safety@gov.nt.ca

Website: www.maca.nt.ca

APPENDIX A - Community Call Volumes by Month

November 2019	RCMP	FIRE	EMS	TOTAL
UNKNOWN LOCATION /INTER-JURISDICTIONAL/9-1-1 HANG-UP	175			175
AKLAVIK	2			2
BEHCHOKO	35		2	37
COLVILLE LAKE	1		1	2
DELINE	4			4
ENTERPRISE	1			1
FORT FITZGERALD	1			1
FORT GOOD HOPE	9		1	10
FORT LIARD	12	1		13
FORT MCPHERSON	4			4
FORT PROVIDENCE	8			8
FORT RESOLUTION	5		1	6
FORT SIMPSON	6		2	8
FORT SMITH	10		3	13
GAMETI	2			2
HAY RIVER/HAY RIVER RESERVE	24	1	6	29
INUUVIK	28	2	8	38
LUTSEL KE	2			2
NAHANNI BUTTE			1	1
NORMAN WELLS	7		2	9
PAULATUK	3			3
SACHS HARBOUR			2	2
TUKTOYAKTUK	11		2	13
ULUKHAKTOK	10			10
WEKWEETI	1		1	2
WHATI	4			4
WRIGLEY	3			3
YELLOWKNIFE	179	6	86	271
YELLOWKNIFE RESPONSE AREA	1			1
MONTH TOTAL	548	10	118	676

December 2019	RCMP	FIRE	EMS	TOTAL
UNKNOWN LOCATION /INTER-JURISDICTIONAL/9-1-1 HANG-UP	182		1	183
AKLAVIK	8			8
BEHCHOKO	56	1	1	58
COLVILLE LAKE	1			1
DELINE	11		1	12
ENTERPRISE	1			1
FORT GOOD HOPE	11			11
FORT LIARD	8		2	10
FORT MCPHERSON	13		1	14
FORT PROVIDENCE	20	1		21
FORT RESOLUTION	10			10
FORT SIMPSON	10		2	12
FORT SMITH	24		2	26
GAMETI	2			2
HAY RIVER/HAY RIVER RESERVE	23	5	8	35
INUVIK	30	5	14	49
LUTSEL KE	3			3
NAHANNI BUTTE	2			2
NORMAN WELLS	12		1	13
PAULATUK	7			7
TSIIGEHTCHIC	1			1
TUKTOYAKTUK	10			10
TULITA	5			5
ULUKHAKTOK	13			13
WEKWEETI	1		1	2
WHATI	5			5
WRIGLEY	12		12	24
YELLOWKNIFE	275	43	93	411
YELLOWKNIFE RESPONSE AREA	1		1	2
MONTH TOTAL	757	55	140	952

January 2020	RCMP	FIRE	EMS	TOTAL
UNKNOWN LOCATION /INTER-JURISDICTIONAL/9-1-1 HANG-UP	227		1	228
AKLAVIK	4			4
BEHCHOKO	26	2		28
DELINE	7		1	8
ENTERPRISE	2			2
FORT GOOD HOPE	10	1		11
FORT LIARD	25			25
FORT MCPHERSON	21			21
FORT PROVIDENCE	6			6
FORT RESOLUTION	4			4
FORT SIMPSON	6		1	7
FORT SMITH	7		3	10
GAMETI	3			3
HAY RIVER/HAY RIVER RESERVE	27	2	12	37
INUVIK	23	1	5	29
JEAN MARIE RIVER	1			1
LUTSEL KE	1			1
NORMAN WELLS	14		1	15
SACHS HARBOUR	1			1
SAMBAA KE	1			1
TUKTOYAKTUK	13			13
TULITA	11			11
ULUKHAKTOK	1		1	2
WHATI	7			7
YELLOWKNIFE	234	25	95	354
YELLOWKNIFE RESPONSE AREA	1			1
MONTH TOTAL	683	31	120	834

February 2020	RCMP	FIRE	EMS	TOTAL
UNKNOWN LOCATION /INTER-JURISDICTIONAL/9-1-1 HANG-UP	293	1		294
AKLAVIK	11			11
BEHCHOKO	20		1	21
COLVILLE LAKE	2			2
DELINE	7			7
DETAH			2	2
ENTERPRISE	2			2
FORT GOOD HOPE	11			11
FORT LIARD	15		3	18
FORT MCPHERSON	7			7
FORT PROVIDENCE	26			26
FORT RESOLUTION	6		1	7
FORT SIMPSON	7			7
FORT SMITH	11	1		12
GAMETI	5			5
HAY RIVER/HAY RIVER RESERVE	26		7	30
INUVIK	40		5	45
LUTSEL KE	10			10
NORMAN WELLS	6		1	7
PAULATUK	4			4
SAMBAA KE			1	1
TSIIGEHTCHIC	2			2
TUKTOYAKTUK	10			10
TULITA	1			1
ULUKHAKTOK	9			9
WEKWEETI	1			1
WHATI	8			8
WRIGLEY	4		2	6
YELLOWKNIFE	270	8	98	376
YELLOWKNIFE RESPONSE AREA	2			2
MONTH TOTAL	816	10	121	947

March 2020	RCMP	FIRE	EMS	TOTAL
UNKNOWN LOCATION /INTER-JURISDICTIONAL/9-1-1 HANG-UP	274		1	275
AKLAVIK	10			10
BEHCHOKO	20		2	22
DELINE	9	1	2	12
ENTERPRISE	2			2
FORT GOOD HOPE	8			8
FORT LIARD	11		2	13
FORT MCPHERSON	9	2	1	12
FORT PROVIDENCE	21	1	1	23
FORT RESOLUTION	9		1	10
FORT SIMPSON	10		3	13
FORT SMITH	37			37
GAMETI	11		2	13
HAY RIVER/HAY RIVER RESERVE	20		10	25
INUVIK	34		8	42
LUTSEL KE	5			5
NAHANNI BUTTE	1			1
NORMAN WELLS	6			6
PAULATUK	3			3
SACHS HARBOUR	1			1
TSIIGEHTCHIC	2			2
TUKTOYAKTUK	10			10
TULITA	2			2
ULUKHAKTOK	3			3
WEKWEETI	4			4
WHATI	3			3
WRIGLEY	7		4	11
YELLOWKNIFE	296	17	136	449
MONTH TOTAL	828	21	173	1022

APPENDIX B – Acronyms

CANTALK	A service that delivers on-demand interpretation and translation language services on a 24/7/365 basis.
CRTC	The Canadian Radio-television and telecommunication Commission is an administrative tribunal that regulates and supervises broadcasting and telecommunications in the public interest.
ECC	Emergency Communications Centre is a location with specialized desks, computer-aided dispatch software, phone systems and a host of supporting computer systems staffed with certified medical and fire emergency dispatchers.
IAED	The International Academy of Emergency Dispatch is the international standards-setting organization for emergency dispatch and response services.
NG9-1-1	Next Generation 9-1-1 is an initiative to update the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in an increasingly wireless mobile society.
RCMP	The Royal Canadian Mounted Police.