



NWT 9-1-1 Annual Report

2020-2021

Rapport annuel du Service d'urgence 9-1-1 des TNO

2020-2021

Le présent document contient la traduction française
du sommaire et du message du ministre.

Government of Northwest Territories
Gouvernement des Territoires du Nord-Ouest



If you would like this information in another official language, call us.

English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.

French

Kīspin ki nitawih̄tīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.

Cree

Tłjchq yatı k'èè. Dı wegodı newq dè, gots'ō gonede.

Tłjchq

ʔerih̄t'is Dēne Sųliné yatı t'a huts'elkēr xa beyáyatı theʔą ʔat'e, nuwe ts'ēn yótti.

Chipewyan

Edı gondı dehgáh got'ıje zhatıé k'éé edat'éh enahddhę nıde naxets'é edahıı.

South Slavey

K'áhshó got'ıne xədə k'é hederı ʔedıhtı'é yerıniwę níde dúle.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijahch'uu zhit yinohthan jı', diits'at ginohkhiı.

Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.

Inuvialuktun

Ć'bdı ɳɳ'ᵇᵇΔᶜ ḌᶜLJḌᶜ Δᵇᵇɳᵇᶜᵇᶜᶜᵇᶜᵇᶜ, ᵇᶜᶜᵇᶜᵇᶜ ᵇᶜᶜᶜᶜᶜᶜᶜᶜ.

Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

Indigenous Languages:

Department of Municipal and Community Affairs Communications

867-767-9162 ext. 21044

French:

867-767-9348

866-561-1664 Toll Free

Minister's Message

I am pleased to present the NWT 9-1-1 Annual Report for the 2020–2021 fiscal year in accordance with the *NWT 9-1-1 Act*. This report outlines statistical, financial, and performance information related to the operation of the territory-wide NWT 9-1-1 service for the period April 1, 2020 to March 31, 2021.

Like many other programs and services delivered by the Government of the Northwest Territories (GNWT) in 2020-21, NWT 9-1-1 was impacted by the global pandemic. However, there were no NWT 9-1-1 service interruptions due to COVID-19 during the reporting period, and NWT 9-1-1 was one of the first jurisdictions to adopt a heightened COVID-19 triage posture to help protect community first responders and community medical services from accidental exposure.

While there were delays experienced in NWT 9-1-1's system accreditation process, work continued related to call protocol modifications to best fit the unique operating environment of our smaller communities. Additionally, work continued on the development and integration of processes and systems to assist NWT 9-1-1 to more accurately find the location of callers, including preparations for Next Generation 9-1-1 by 2025.

People in every community in the Northwest Territories have used the NWT 9-1-1 service and the organization continues to provide service that meets national standards.

I want to recognize and express my appreciation to the many emergency service providers across the Northwest Territories who work to help keep residents and visitors safe. I am thankful to the many supportive partners who all work to ensure public safety in the Northwest Territories.

Honourable Shane Thompson
Minister, Municipal and Community Affairs

Message du ministre

J'ai le plaisir de vous présenter le rapport annuel du Service d'urgence 9-1-1 des Territoires du Nord-Ouest pour l'exercice financier 2020-2021, conformément à la *Loi sur le service d'urgence 911* des TNO. Ce rapport présente des informations statistiques, financières et sur la performance des activités du service 9-1-1 à l'échelle des TNO, du 1^{er} avril 2020 au 31 mars 2021.

Comme plusieurs autres programmes et services du gouvernement des Territoires du Nord-Ouest en 2020-2021, le service 9-1-1 des TNO a ressenti les effets de la pandémie; toutefois, il n'a subi aucune interruption. Je suis également heureux du fait que le service 9-1-1 des TNO a été l'un des premiers au pays à adopter une posture de triage COVID-19 renforcée pour aider à protéger les premiers intervenants et les services médicaux de la communauté contre une exposition accidentelle.

Même si le processus d'accréditation du système 9-1-1 des TNO a accusé un retard, le travail lié aux modifications du protocole d'appels s'est poursuivi afin de mieux l'adapter à l'environnement unique de nos plus petites communautés.

De plus, le travail de développement et d'intégration des processus et systèmes s'est également poursuivi pour aider le service 9-1-1 des TNO à détecter avec plus de précision l'emplacement des appelants, y compris les préparations pour la prochaine génération de services 9-1-1 qui sera déployée d'ici 2025.

Les résidents de chaque collectivité ténosie ont utilisé le service 9-1-1 et l'organisme continue à offrir des services qui répondent aux normes nationales.

Je veux témoigner ma reconnaissance aux nombreux fournisseurs de service d'urgence des TNO et leur exprimer mon appréciation pour contribuer à garder les résidents et les visiteurs des TNO en sécurité. J'aimerais également remercier tous nos partenaires qui continuent à nous soutenir et à assurer la sécurité publique aux Territoires du Nord-Ouest.

Shane Thompson
Ministre des Affaires municipales et communautaires

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Executive Summary

The *Northwest Territories 9-1-1 2020-2021 Annual Report* has been prepared in accordance with the *Northwest Territories 9-1-1 Act*. The report provides information on the fiscal year period of April 1, 2020 to March 31, 2021, and includes the following information required by the *Act*:

- The number of 9-1-1 calls received, detailing the language the call was provided in and the community or region the call was received from in each month of the preceding year;
- The total funds collected through imposition of the cost recovery fee; a breakdown of the operational costs of the service; and
- Information regarding the performance of the service.

For the 2020–2021 fiscal year, NWT 9-1-1 completed 47,734 call transactions (i.e., calls received and calls made) and processed 17,745 emergency calls: 14% (2,511) were for emergency medical services, 40% (7,142) were for policing services, 1% (229) were for fire/rescue services, and 45% were for “Non-Emergent”.

The budget for the NWT 9-1-1 service was \$1.24 million. Actual costs to provide NWT 9-1-1 services totalled \$2.2 million. Unbudgeted costs included an additional bilingual emergency medical dispatcher, one relief position, and costs for five redeployed GNWT staff to ensure operations continued during the COVID-19 pandemic.

The NWT 9-1-1 service does not receive any caller location information from the current basic 9-1-1 telecommunications network. In partnership with national and international public safety service providers, NWT 9-1-1 has implemented a number of supporting technologies to improve finding caller location at no cost to the territory.

A key goal of the NWT 9-1-1 program is to provide 9-1-1 services to the NWT 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, improve the safety of NWT residents and visitors, and ensure the program meets national standards and accreditation.

Sommaire

Le rapport annuel du Service d'urgence 9-1-1 des Territoires du Nord-Ouest pour l'exercice financier 2020-2021 a été préparé conformément à la *Loi sur le service d'urgence 911* des TNO. Le rapport présente des renseignements sur l'exercice financier allant du 1^{er} avril 2020 au 31 mars 2021 et fait état des renseignements suivants :

- Le nombre d'appels reçus au 9-1-1 ainsi que la langue utilisée et l'origine de l'appel (collectivité, région) chaque mois au cours de la dernière année.
- Tous les fonds recueillis grâce à l'imposition des droits exigibles, et une ventilation des coûts de fonctionnement du service.
- Des informations concernant le rendement du service.

Lors de l'exercice 2020-2021, le service 9-1-1 des TNO a reçu 47 734 transactions d'appel (c.-à-d. les appels reçus et les appels faits) et traité 17 745 appels d'urgence : 14 % (2 511) des appels étaient pour des services médicaux d'urgence, 40 % (7 142) étaient pour des services de police, 1 % (229) étaient pour des services d'incendie/de sauvetage et 45 % étaient des appels non urgents.

Le budget du service d'urgence 9-1-1 des TNO était de 1,24 million de dollars. Les dépenses réelles se sont élevées à 2,2 millions de dollars. Les coûts non budgétés comprenaient ceux d'un répartiteur bilingue aux urgences médicales, un poste de relève et cinq employés du GTNO redéployés pour assurer les opérations pendant la pandémie de COVID-19.

Le service 9-1-1 des TNO ne reçoit pas de renseignements sur l'emplacement des appelants du réseau de télécommunications de base actuel du 9-1-1. En partenariat avec les fournisseurs de services de sécurité publique nationaux et internationaux, le service 9-1-1 des TNO a mis en place, sans frais supplémentaires, différentes technologies connexes pour améliorer la détection de l'emplacement des appelants.

L'un des objectifs clés du programme 9-1-1 des TNO est de fournir le service 9-1-1 aux TNO de manière efficace et financièrement responsable. La direction du programme s'est engagée à améliorer le programme en continu afin de réduire les coûts, à s'assurer que les services suivent le rythme de l'évolution de la technologie, à améliorer la sécurité des résidents et visiteurs des TNO et à s'assurer que le programme répond aux normes nationales et d'accréditation.

Introduction

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.

The *Northwest Territories 9-1-1 2020-2021 Annual Report* has been prepared in accordance with the *Northwest Territories 9-1-1 Act*. The report provides information on the fiscal year period of April 1, 2020 to March 31, 2021, and includes the following information required by the *Act*:

- The number of 9-1-1 calls received, detailing language the call was provided in and the community or region the call was received from in each month of the preceding year;
- The total funds collected through imposition of the cost recovery fee; a breakdown of the operational costs of the service; and
- Information regarding the performance of the service.

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 service 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 that 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 dispatched to the proper response agencies, and these agencies receive accurate and reliable information.

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

- *Legislation:* 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 Municipal and Community Affairs (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:* phone numbers for available emergency services in all NWT communities.
- *Public Awareness:* an ongoing awareness campaign to educate residents on 9-1-1 services.
- *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 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.

2020-2021 Operational Overview

NWT 9-1-1 Services

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. For fire and medical calls, callers are provided prearrival care and dispatch life support until first responders arrive.

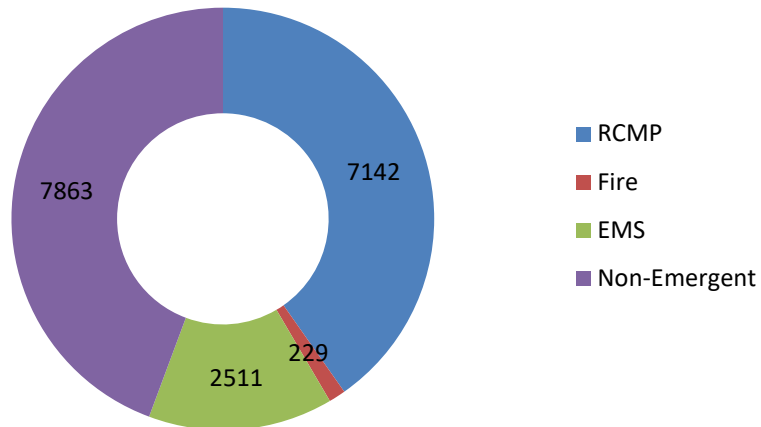
The NWT 9-1-1 service is offered in both French and English and access to language translation and teletypewriter service is available for the communication impaired.

NWT 9-1-1 Call Volumes

From April 1, 2020 to March 31, 2021, NWT 9-1-1 completed 47,734 call transactions (i.e., inbound and outbound calls). NWT 9-1-1 processed 17,745 inbound calls for service. These calls included 9,882 emergency calls and 7,863 non-emergent calls. Of the 9,882 emergency calls, 2,511 were for emergency medical services, 7,142 were for policing services and 229 were for fire/rescue services.

The call classification of “non-emergent” includes non-dispatchable wellness calls, general help calls, miscellaneous, and caller hang-ups. Except for suspicious caller hang-ups, NWT 9-1-1 does not normally dispatch an emergency response to this type of call but does provide some level of service, support, or call back.

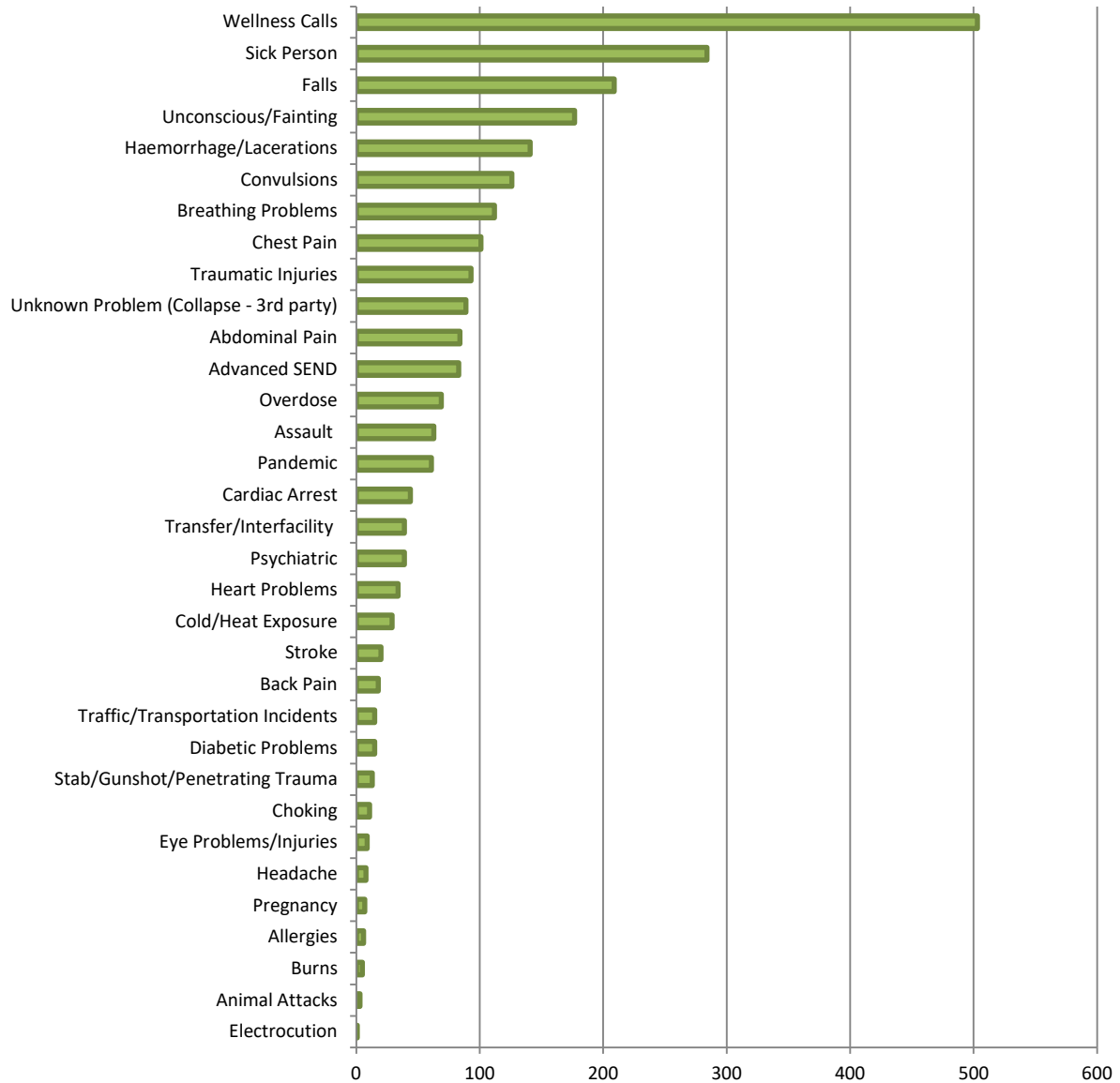
Call Types April 1, 2020 to March 31, 2021



	2020-2021 Fiscal Year
Fire / Rescue Services	229
Emergency Medical Services	2,511
RCMP	7,142
Non-Emergent	7,863
Total Inbound Calls	17,745
Total Call Transactions (Inbound and Outbound Calls)	47,734

The following tables summarize the medical and fire call volumes received by NWT 9-1-1 in the period April 1, 2020 to March 31, 2021. Neither table includes any information related to calls placed directly to community emergency service providers.

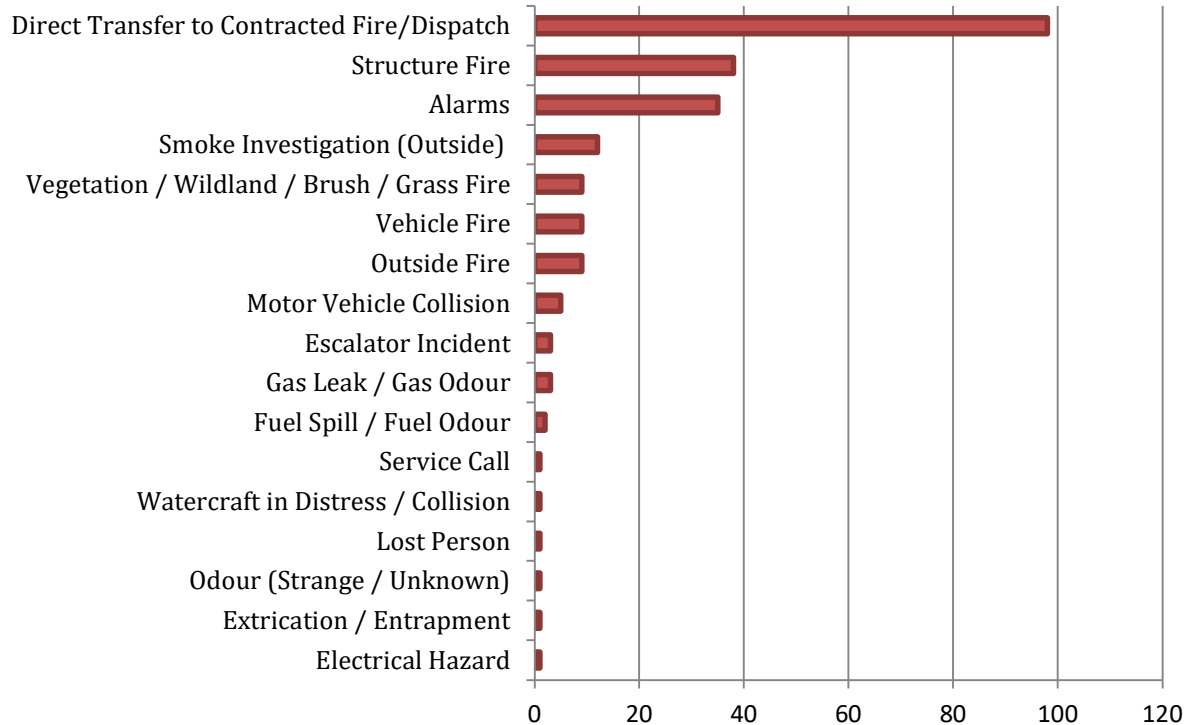
Emergency Medical Services - Call Volume by Category April 1, 2020 – March 31, 2021



** Wellness calls often relate to the need for social supports rather than medical support, and normally do not result in a dispatch of an ambulance or other first responder agency.*

*** Advanced SEND (Secondary Emergency Notification of Dispatch) calls are made by first responders such as the RCMP and nursing staff who require ambulance dispatch or on-scene medical support*

Emergency Fire/Rescue Services - Call Volume by Category April 1, 2020 - March 31, 2021



Note: Does not include category information from Hay River Fire or Inuvik Fire, as these communities have contracted, at their cost, southern-based fully certified fire call process and dispatch services.

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.

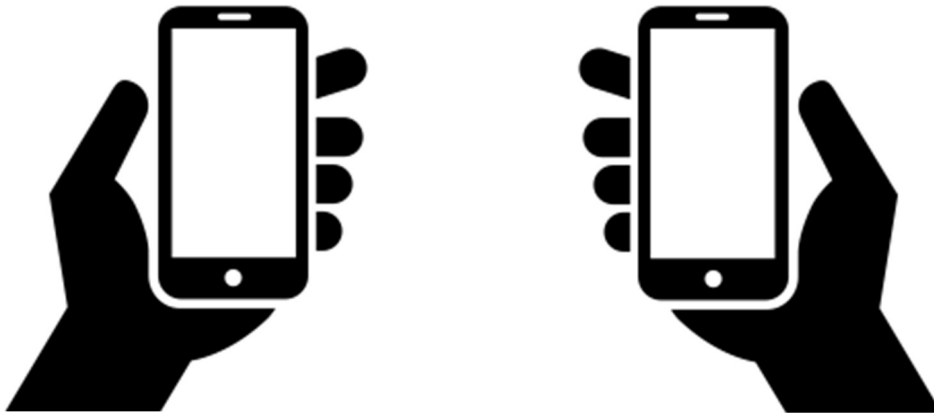
NWT 9-1-1 does not currently provide non-emergent call answer services for policing. Communities with municipal enforcement agencies continue to have local access to phone numbers. Community governments are not required to track or report the number of types of calls received outside 9-1-1 by community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

Community Call Volumes by Month

Please see Appendix A for a detailed monthly breakdown of calls received by community including number and type of call.

Bilingual and Interpretation Services

NWT 9-1-1 provides fully bilingual services and connects with CANTALK for interpretation services for NWT Indigenous and other languages. Between April 1, 2020 and March 31, 2021, NWT 9-1-1 processed 17,731 calls in English, 13 calls in French, and no calls in NWT official Indigenous languages. NWT 9-1-1 connected to CANTALK for interpretation of Korean for one caller.



NWT 9-1-1 Operational Costs

Financial Performance

The 2020–2021 fiscal year covers 12 months of operational activity during the COVID-19 pandemic. COVID-19 had a significant impact on the 9-1-1 budget due to costs to train GNWT staff redeployed to be NWT 9-1-1 certified dispatchers and have them on shift; costs to provide for one emergency medical dispatcher and one relief dispatcher to address staffing shortages that were not budgeted for; costs for medical direction; and costs for third-party quality assurance.

Larger expenditure categories related to the operation of the NWT 9-1-1 service in 2020-2021 include:

- **Compensation and Benefits:** There were higher than anticipated staff compensation and benefits costs due to the addition of two unbudget staff (emergency medical dispatcher; relief dispatcher) to address ongoing staffing issues. NWT 9-1-1 also experienced added overtime for double shift coverage, coverage during large events, and coverage during periods of reduced staffing. In addition, as part of a contingency plan to ensure NWT 9-1-1 services during the initial period of the COVID-19 pandemic, MACA trained and employed five GNWT volunteer staff for a three month period to augment staffing.
- **Fees and Payments:** There was a need in 2020-2021 to provide for a third-party quality assurance call review. Third-party quality management involves randomized reviews of 20% of all fire and medical calls per week. NWT 9-1-1 is required to achieve high compliance (98% effectiveness) in calls processed per month to attain Centre of Excellence accreditation status. Accreditation status has a direct impact on GNWT risk management insurance premiums.
- **Computer Hardware and Software:** The NWT 9-1-1 program utilizes specialized integrated hardware as well as specialized applications to provide dispatch and pre-arrival dispatch life support services. These applications include computer-aided dispatch, medical protocol and support, fire protocol and support, public alerting digital call loggers and system interoperability applications.
- **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 for the 2020-21 was \$937,160. The cost recovery fee revenue represents slightly less actual NWT subscribers than originally estimated.

Total cost recovery fees can change from year to year based on the number of subscribers registered in the NWT.

9-1-1 Program Budget	2020-2021 Main Estimates	2020-2021 Actuals
Expenditure Category		
Compensation and Benefits	937,000	1,599,137
Travel and Transport	0	32
Materials and Supplies	0	37,604
Purchased Services	2,000	6,100
Contract Services	200,000	227,249
Fees and Payments	2,000	131,250
Controllable Assets	99,000	41,855
Computer Hardware and Software	0	164,923
Equipment Amortization	12,000	12,400
Total	1,240,000	2,213,550
Revenue Category		
Call Answer Levy	1,027,000	937,160

NWT 9-1-1 Service Highlights

Accreditation and Service Evaluation

Accreditation is an ongoing process of assessing NWT 9-1-1 service against standards of excellence and best practice to identify what is being done well and what needs to be improved. Accreditation is one of the most effective ways for organizations to examine and improve the quality of services regularly and consistently.

NWT 9-1-1 is undertaking two levels of accreditation. First, NWT 9-1-1 is working towards the *International Academies of Emergency Dispatch* accredited centre of excellence accreditation for both fire and medical emergency dispatch services. Second, NWT 9-1-1 is working towards *Accreditation Canada Qmentum* accreditation to the *Standards for EMS and Interfacility Transport* and the *Leadership Standards for Small Community-Based Organizations*. This accreditation process follows a 4-year cycle and the service-based standards help the GNWT assess quality at the point of services delivery and embed a culture of quality, safety, and patient and family-centred care into all aspects of service delivery.

Work toward accreditation with the *International Academies of Emergency Dispatch* and *Accreditation Canada* was placed on hold due to the pandemic response. NWT 9-1-1 restarted work on the accreditation processes in fall 2021 which will require site visits by both accreditation bodies. An expert third-party 9-1-1 service review based on an approved evaluation framework is also expected to take place, timing to be confirmed.

Next Generation 9-1-1

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. NWT 9-1-1 relies on callers for locational information, which can be problematic in directing emergency services as callers may not know their location or be able to identify their location.

The Canadian Radio-television and Telecommunications Commission (CRTC) regulates the telecommunications carriers who supply the network needed to direct and connect 9-1-1 calls to 9-1-1 centres. Next Generation 9-1-1 (NG 9-1-1) is a national initiative aimed at updating the 9-1-1 service infrastructure to improve public emergency communications services including location accuracy. The CRTC has directed all telephone companies in Canada to update their networks to be ready to provide NG 9-1-1 voice and text messaging services in the future.

The CRTC requires the transition to NG 9-1-1 to be complete by 2025. Some NG 9-1-1 applications are anticipated to be available to NWT 9-1-1 by 2022-2023, such as:

- Text with 9-1-1, a service for persons who are deaf, deafened, hard of hearing or speech impaired;
- Registry of Canadian Public Safety Answering Points, to facilitate call transfers between 9-1-1 centres; and
- Carrier Resolution Portal, which allows 9-1-1 centres to enter a caller's number to determine the carrier providing that number, accelerating access to more caller information.

Conclusion

NWT 9-1-1 works as 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 stakeholders and the public on issues and concerns and potential improvements.

Contact Information

Public Safety Division
Municipal and Community Affairs
Government of the Northwest Territories
600, 5201 - 50 Ave
Yellowknife, NT X1A 3S9
Phone: 767-9161 (ext. 21029)
Email: Public_Safety@gov.nt.ca
Website: www.maca.nt.ca

Appendix A: Community Call Volumes by Month

APRIL 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	158	1		141	300
AKLAVIK	1			6	7
BEHCHOKÛ	4	2		49	55
COLVILLE LAKE					0
DÉLJNĚ				1	1
DETAH		1			1
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE		1		3	4
FORT LIARD				4	4
FORT MCPHERSON	2		1	15	18
FORT PROVIDENCE			1	24	25
FORT RESOLUTION				16	16
FORT SIMPSON	1	7		12	20
FORT SMITH	1	1		22	24
GAMETÌ	1			16	17
HAY RIVER	10	12	1	36	59
K'ATLODEECHE FIRST NATION		1		2	3
INUVIK	6	35		31	72
JEAN MARIE RIVER				2	2
KAKISA					0
ŁUTSELK'E				1	1
NAHANNI BUTTE					0
NORMAN WELLS		1		6	7
PAULATUK					0
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC				2	2
TUKTOYAKTUK		4		6	10
TULITA				3	3
ULUKHAKTOK				2	2
WEKWEÈTÌ				4	4
WHATÌ				3	3
WRIGLEY		2	1	10	13
YELLOWKNIFE	17	117	10	340	484
TOTAL	201	185	14	757	1,157

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

MAY 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	426	2		3	431
AKLAVIK				1	1
BEHCHOKÛ	6	6		50	62
COLVILLE LAKE				1	1
DÉLJNĚ	1			9	10
DETAH					0
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE	3			6	9
FORT LIARD		2	1	14	17
FORT MCPHERSON	1		1	8	10
FORT PROVIDENCE	3			38	41
FORT RESOLUTION	1			13	14
FORT SIMPSON	3	6		23	32
FORT SMITH	1	2		13	16
GAMETÌ				2	2
HAY RIVER	4	11	5	13	33
K'ATLODEECHE FIRST NATION				1	1
INUVIK	19	56	2	33	110
JEAN MARIE RIVER				1	1
KAKISA					0
ŁUTSELK'E	1			4	5
NAHANNI BUTTE					0
NORMAN WELLS				5	5
PAULATUK				3	3
SACHS HARBOUR				1	1
SAMBAA K'E		1			1
SMITHS LANDING*					0
TSIIGEHTCHIC					0
TUKTOYAKTUK				13	13
TULITA	1			2	3
ULUKHAKTOK	1			4	5
WEKWEÈTÌ					0
WHATÌ					0
WRIGLEY					0
YELLOWKNIFE	33	137	16	334	520
TOTAL	504	223	25	595	1,347

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

JUNE 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	404	3		1	408
AKLAVIK				3	3
BEHCHOKÛ	4	6		45	55
COLVILLE LAKE					0
DÉLJNĚ	1	1	1	4	7
DETAH		1			1
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE	3			5	8
FORT LIARD	1	1		19	21
FORT MCPHERSON		3		9	12
FORT PROVIDENCE	2	4		44	50
FORT RESOLUTION				22	22
FORT SIMPSON		1		4	5
FORT SMITH	2	1		26	29
GAMETÌ					0
HAY RIVER	3	7	3	20	33
K'ATLODEECHE FIRST NATION		1		5	6
INUVIK	12	53	11	47	123
JEAN MARIE RIVER					0
KAKISA				3	3
ŁUTSELK'E				2	2
NAHANNI BUTTE					0
NORMAN WELLS	1			9	10
PAULATUK					0
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC				2	2
TUKTOYAKTUK	1	1		12	14
TULITA	1			2	3
ULUKHAKTOK				6	6
WEKWEÈTÌ					0
WHATÌ				3	3
WRIGLEY	9	12		8	29
YELLOWKNIFE	37	145	39	339	560
TOTAL	481	240	54	640	1,415

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

JULY 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	388	3		2	393
AKLAVIK	1			4	5
BEHCHOKÛ	2	6	1	35	44
COLVILLE LAKE					0
DÉLJNĚ				6	6
DETAH					0
ENTERPRISE				1	1
FORT FITZGERALD*					0
FORT GOOD HOPE	1			10	11
FORT LIARD	1			28	29
FORT MCPHERSON	1	1		7	9
FORT PROVIDENCE	1	3		38	42
FORT RESOLUTION	5			23	28
FORT SIMPSON	4	1		14	19
FORT SMITH		1	1	13	15
GAMETÌ		1		2	3
HAY RIVER	12	13	3	29	57
K'ATLODEECHE FIRST NATION	1				1
INUVIK	8	65	3	35	111
JEAN MARIE RIVER	1				1
KAKISA					0
ŁUTSELK'E				9	9
NAHANNI BUTTE					0
NORMAN WELLS	8	1	5	7	21
PAULATUK				1	1
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC		1		7	8
TUKTOYAKTUK	3	1	1	13	18
TULITA	1			9	10
ULUKHAKTOK	2			8	10
WEKWEÈTÌ					0
WHATÌ				2	2
WRIGLEY	14	3		10	27
YELLOWKNIFE	33	143	4	353	533
TOTAL	487	243	18	666	1,414

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

AUGUST 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	372	1	1	2	376
AKLAVIK				9	9
BEHCHOKÛ	2	2	3	35	42
COLVILLE LAKE				1	1
DÉLJNĚ	1	2		10	13
DETAH					0
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE	3	1		11	15
FORT LIARD	1	1		28	30
FORT MCPHERSON	1	1		10	12
FORT PROVIDENCE	1	1		38	40
FORT RESOLUTION	1			6	7
FORT SIMPSON	1	2		10	13
FORT SMITH				11	11
GAMETÌ					0
HAY RIVER	5	10	1	34	50
K'ATLODEECHE FIRST NATION	1				1
INUVIK	5	43	2	33	83
JEAN MARIE RIVER				1	1
KAKISA				2	2
ŁUTSELK'E				6	6
NAHANNI BUTTE					0
NORMAN WELLS			1	9	10
PAULATUK		1		6	7
SACHS HARBOUR					0
SAMBAA K'E		2			2
SMITHS LANDING*					0
TSIIGEHTCHIC				1	1
TUKTOYAKTUK		1		11	12
TULITA	1			6	7
ULUKHAKTOK				4	4
WEKWEÈTÌ					0
WHATÌ				2	2
WRIGLEY	9	3		2	14
YELLOWKNIFE	40	121	6	412	579
TOTAL	444	192	14	700	1,350

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

SEPTEMBER 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	745		1		746
AKLAVIK	1	2		12	15
BEHCHOKÛ	6	1		28	35
COLVILLE LAKE					0
DÉLJNĚ		1		1	2
DETAH		1			1
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE	2	1		1	4
FORT LIARD	2			14	16
FORT MCPHERSON	1			3	4
FORT PROVIDENCE	1			10	11
FORT RESOLUTION				7	7
FORT SIMPSON	1	3		5	9
FORT SMITH	2	1		19	22
GAMETÌ				5	5
HAY RIVER	3	17		26	46
K'ATLODEECHE FIRST NATION				2	2
INUVIK	5	50		44	99
JEAN MARIE RIVER					0
KAKISA					0
ŁUTSELK'E				1	1
NAHANNI BUTTE					0
NORMAN WELLS		2		7	9
PAULATUK				2	2
SACHS HARBOUR				1	1
SAMBAA K'E		1			1
SMITHS LANDING*					0
TSIIGEHTCHIC	1				1
TUKTOYAKTUK	1	2		6	9
TULITA		1		3	4
ULUKHAKTOK				3	3
WEKWEÈTÌ					0
WHATÌ	4			8	12
WRIGLEY	4	3		11	18
YELLOWKNIFE	54	115	5	317	487
TOTAL	833	201	6	536	1,576

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

OCTOBER 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	325	2	2	1	330
AKLAVIK	1			6	7
BEHCHOKÛ	5	2		30	37
COLVILLE LAKE				1	1
DÉLJNĚ	1				1
DETAH					0
ENTERPRISE				2	2
FORT FITZGERALD*					0
FORT GOOD HOPE	1			6	7
FORT LIARD	1			12	13
FORT MCPHERSON				3	3
FORT PROVIDENCE	2			16	18
FORT RESOLUTION			1	10	11
FORT SIMPSON	1	4	1	12	18
FORT SMITH	2	4	1	8	15
GAMETÌ					0
HAY RIVER	5	14		18	37
K'ATLODEECHE FIRST NATION					0
INUVIK	14	43	1	42	100
JEAN MARIE RIVER					0
KAKISA				1	1
ŁUTSELK'E				1	1
NAHANNI BUTTE					0
NORMAN WELLS				7	7
PAULATUK				3	3
SACHS HARBOUR	1			4	5
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC	1			2	3
TUKTOYAKTUK	1			8	9
TULITA				2	2
ULUKHAKTOK				1	1
WEKWEÈTÌ					0
WHATÌ				7	7
WRIGLEY	3	1		7	11
YELLOWKNIFE	44	109	6	342	501
TOTAL	408	179	12	552	1,151

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

NOVEMBER 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	653	2	2	4	661
AKLAVIK	1	1			2
BEHCHOKÛ	3	4	1	54	62
COLVILLE LAKE					0
DÉLJNĚ				1	1
DETAH		3			3
ENTERPRISE	1		1	2	4
FORT FITZGERALD*					
FORT GOOD HOPE	1			2	3
FORT LIARD				11	11
FORT MCPHERSON	1			1	2
FORT PROVIDENCE	1			15	16
FORT RESOLUTION				5	5
FORT SIMPSON	2	4		8	14
FORT SMITH	1	1		11	13
GAMETÌ	1				1
HAY RIVER	3	9	1	23	36
K'ATLODEECHE FIRST NATION				1	1
INUVIK	12	70	1	32	115
JEAN MARIE RIVER					0
KAKISA		1			1
ŁUTSELK'E	1				1
NAHANNI BUTTE					0
NORMAN WELLS	1			6	7
PAULATUK					0
SACHS HARBOUR				1	1
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC				2	2
TUKTOYAKTUK				6	6
TULITA					0
ULUKHAKTOK				2	2
WEKWEÈTÌ					0
WHATÌ	2			5	7
WRIGLEY				2	2
YELLOWKNIFE	22	115	6	297	440
TOTAL	706	210	12	491	1,419

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

DECEMBER 2020	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	658	2		3	663
AKLAVIK				9	9
BEHCHOKÛ	5	1	1	26	33
COLVILLE LAKE					0
DÉLJNĚ				3	3
DETAH					0
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE	1			8	9
FORT LIARD				14	14
FORT MCPHERSON		2		4	6
FORT PROVIDENCE	1		1	23	25
FORT RESOLUTION	1			8	9
FORT SIMPSON	1	5		19	25
FORT SMITH		2		16	18
GAMETÌ	1			5	6
HAY RIVER	3	15	2	20	40
K'ATLODEECHE FIRST NATION				1	1
INUVIK	14	82		37	133
JEAN MARIE RIVER					0
KAKISA					0
ŁUTSELK'E	1				1
NAHANNI BUTTE					0
NORMAN WELLS	2	1	1	10	14
PAULATUK					0
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC				1	1
TUKTOYAKTUK	1			12	13
TULITA	4			8	12
ULUKHAKTOK				6	6
WEKWEÈTÌ					0
WHATÌ		1		3	4
WRIGLEY	8	1		13	22
YELLOWKNIFE	27	104	9	355	495
TOTAL	728	216	14	604	1,562

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JANUARY 2021	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	737	5		1	743
AKLAVIK	6			6	12
BEHCHOKÛ	2	7		31	40
COLVILLE LAKE					0
DÉLJNĚ	1			3	4
DETAH		2			2
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE				8	8
FORT LIARD	2			9	11
FORT MCPHERSON				9	9
FORT PROVIDENCE	1			16	17
FORT RESOLUTION	1			11	12
FORT SIMPSON	3	5	2	6	16
FORT SMITH	1	2		7	10
GAMETÌ				2	2
HAY RIVER	2	5	3	17	27
K'ATLODEECHE FIRST NATION					0
INUVIK	12	66	3	45	126
JEAN MARIE RIVER					0
KAKISA					0
ŁUTSELK'E				1	1
NAHANNI BUTTE					0
NORMAN WELLS	1	2		3	6
PAULATUK	1				1
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC				1	1
TUKTOYAKTUK	1			5	6
TULITA				2	2
ULUKHAKTOK	2			3	5
WEKWEÈTÌ				2	2
WHATÌ				3	3
WRIGLEY	3	3		7	13
YELLOWKNIFE	29	104	11	362	506
TOTAL	805	201	19	560	1,585

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

FEBRUARY 2021	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	682	4		1	687
AKLAVIK				4	4
BEHCHOKÛ	1	4	1	16	22
COLVILLE LAKE	1			1	2
DÉLJNĚ	1			3	4
DETAH					0
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE	1			4	5
FORT LIARD	3			11	14
FORT MCPHERSON				4	4
FORT PROVIDENCE	2	2		15	19
FORT RESOLUTION	1			6	7
FORT SIMPSON				11	11
FORT SMITH	5	4		7	16
GAMETÌ					0
HAY RIVER	12	5	1	22	40
K'ATLODEECHE FIRST NATION				1	1
INUVIK	15	45	5	52	117
JEAN MARIE RIVER					0
KAKISA				1	1
ŁUTSELK'E				4	4
NAHANNI BUTTE					0
NORMAN WELLS		1		9	10
PAULATUK					0
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC	1				1
TUKTOYAKTUK				7	7
TULITA				1	1
ULUKHAKTOK	1			4	5
WEKWEÈTÌ				1	1
WHATÌ				7	7
WRIGLEY					0
YELLOWKNIFE	46	119	19	298	482
TOTAL	772	184	26	490	1,472

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.

MARCH 2021	NON-EMERGENT	EMS	FIRE	RCMP	TOTAL
LOCATION NOT DISCLOSED/TRACKED/OUT OF TERRITORY	860	6	1	6	873
AKLAVIK		1		4	5
BEHCHOKÛ	2	6	1	24	33
COLVILLE LAKE					0
DÉLJNĚ				2	2
DETAH		2			2
ENTERPRISE					0
FORT FITZGERALD*					0
FORT GOOD HOPE					0
FORT LIARD				23	23
FORT MCPHERSON	1		1	7	9
FORT PROVIDENCE	2	2		23	27
FORT RESOLUTION	1			9	10
FORT SIMPSON	3	6		9	18
FORT SMITH	1	5		10	16
GAMETÌ				2	2
HAY RIVER	1	10	1	21	33
K'ATLODEECHE FIRST NATION		1			1
INUVIK	15	60	2	40	117
JEAN MARIE RIVER					0
KAKISA					0
ŁUTSELK'E				3	3
NAHANNI BUTTE					0
NORMAN WELLS	2	1		10	13
PAULATUK				1	1
SACHS HARBOUR					0
SAMBAA K'E					0
SMITHS LANDING*					0
TSIIGEHTCHIC				4	4
TUKTOYAKTUK	1			7	8
TULITA				2	2
ULUKHAKTOK	1	1		8	10
WEKWEÈTÌ					0
WHATÌ	1			10	11
WRIGLEY				7	7
YELLOWKNIFE	57	136	9	319	521
TOTAL	948	237	15	551	1,751

*Alberta communities serviced by NWT 9-1-1 and the Town of Fort Smith due to border proximity and access from the NWT.