



**Township of Springwater**  
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## **FOR IMMEDIATE RELEASE**

### **THE TOWNSHIP OF SPRINGWATER AND THE ENHANCED 9-1-1 SYSTEM**

**SPRINGWATER TOWNSHIP / January 29, 2010** – In order to ensure the safety of its residents, past councils have approved the Township of Springwater's use of the Enhanced 9-1-1 System.

Through the Enhanced 9-1-1 System, all calls are answered in North Bay by the Ontario Provincial Police Communications Centre. From there, the calls are sent to the local Emergency Services to respond. The Enhanced 9-1-1 System requires a complete address, including street address, unit address, telephone number, and municipality.

Although Emergency Services Personnel are often familiar with the communities in which they respond, this may not always be the case due to dispatch areas and protocols. In emergency situations, seconds count when it comes to response times. In order to ensure that Emergency Services are able to locate your address, it is important to be consistent in communicating your address, and to use your municipally-assigned address.

Addresses are assigned by the Township of Springwater's Building Department, as part of the building permit process, and are communicated to the County of Simcoe, who registers the information with the Enhanced 9-1-1 System. Through this process, outside service agencies such as Canada Post, Hydro One, Enbridge, and Rogers Cable are informed.

As a result of past cases where multiple occupied dwellings use the same property entrance, the Township of Springwater's practice is to assign these dwellings alpha-numeric addresses (Ex. 15A, 15B), which instantly alerts Emergency Services to the fact that more than one occupied structure exists at that location. This generally is used where other distinguishing features are limited or not available. This alpha-numeric system has proven to be effective.

Residents can be assured that the safety of persons and property are always a priority. As the municipality grows and new forms of development evolve, we appreciate your understanding as we evaluate and determine the best 911 System protocols.

More information on the Enhanced 9-1-1 System or on Springwater's Emergency Services is available on our website at [www.springwater.ca](http://www.springwater.ca) or by calling 705-728-4784.

Springwater is a municipality of approximately 18,000 residents located in the heart of Simcoe County. 2009 celebrates the 15th anniversary of the amalgamated Township of Springwater. The Township is governed by a seven-member council with a complement of 60 full and part-time staff. The **NEW** Township of Springwater Administration Centre is located at 2231 Nursery Road in Midhurst, and amalgamates the Parks and Recreation staff as well as Council Chambers with the rest of the staff.

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