



For Immediate Release

Cambridge Fire Department Telephone Administration System Enhancements

Cambridge, Ontario. December 6, 2010...New enhancements to the Voice Over IP (VoIP) telephone systems at Cambridge Fire Department (CFD) Headquarters will mean a new automated answering system that will enable citizens to move directly through to individual extensions.

The streamlined process will still use the primary telephone number - (519) 621-6001 for citizens to contact the administrative staff.

The change is part of the department's overall customer service improvements, but it does mean that a few separate telephone lines such as the one traditionally used for fire prevention will be eliminated.

"The changes will take place early this week but we'll still have an auto-directed system in place for a six-month transition to allow for public awareness about the change," says Deputy Fire Chief Bill Chesney. "It is important to note that in the event of an emergency, citizens should still dial 911."

The change only impacts Fire Station #1, located at 1625 Bishop Street North, which is the headquarters. It houses the main administration offices and secondary Emergency Operations Centre for the City. There are four other stations located strategically throughout the City.

The Cambridge Fire Department is committed to providing leadership in fire safety and awareness and it consists of seven divisions: Suppression, Administration, Training, Mechanical, Fire Prevention, Public Education, and Communications. More information on the CFD divisions can be found at: www.cambridge.ca/fire_department

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The City of Cambridge is one of the fastest growing areas in the country. It is strategically located astride highway 401 in Southwestern Ontario, part of Canada's Technology Triangle. In 2010, the population reached over 130,000 people with a multicultural mix and a strong foundation of support services. Cambridge has a diverse economic base with leading industries in manufacturing, automotive, high technology, pharmaceutical, business and financial services and hospitality/retail. The Corporation of the City of Cambridge is an employer with a work environment that offers the opportunity to provide service to the community through creativity and innovation, and with opportunities for career growth and advancement.

For more information on the area or the corporation visit www.cambridge.ca
The City of Cambridge press room is located at <http://www.cambridge.ca/article.php?sid=176>

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