

## **Launch of 24-Hour Public Works Emergency Phone Number**

November 23, 2019

Douro-Dummer, ON – The Township of Douro-Dummer and the Douro-Dummer Public Works Department are pleased to announce the launch of the new Public Works Emergency Phone Number: (705) 926-0214.

The Public Works Emergency Phone Number was created as a response to suggestions from Township residents and Council. Mayor J. Murray Jones noted “One of the most difficult things our township is faced with is the ability to find a solid source of communication when something goes amiss. This new communication tool will assist us in responding to serious situations in a more timely manner.”

The Public Works Emergency Phone Number is staffed 24 hours a day, 7 days a week. This number enables the public to alert the Public Works Department at any time about public works emergencies, such as trees or other debris across roadways, flooding or washouts on Township Roads. When callers use the number, they will be connected directly to a dispatcher who will then contact Public Works Staff.

When asked how the new number will affect the response time from the Public Works Department, Harold Nelson, Manager of Public Works said “We always strive to provide an immediate response to public works emergencies, and this number will let people share emergency details to a live person at any time of day. This is an improvement over the old system where people had to call multiple numbers to get a hold of staff after-hours.”

For public works emergencies on County roads, callers should direct their calls to the Peterborough County Roads Department at 705-742-4862 during business hours, and 705-742-6823 after hours. In the Township of Douro-Dummer, County roads can be identified by their name (for example County Road 6, County Road 38, etc.)

For non-emergency road maintenance requests, such as potholes, rough roads or dust complaints, residents should continue to call the Municipal Office (705) 652-8392 or the Roads Garage (705) 652-8402.

For emergencies that threaten life or property, please call 9-1-1 immediately.

**For more information, please contact:**

Harold Nelson  
Manager of Public Works  
Township of Douro-Dummer  
705-652-8392