

**Robyn Mawhinney**

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October 4, 2024

To: **Electoral Area Services Committee**

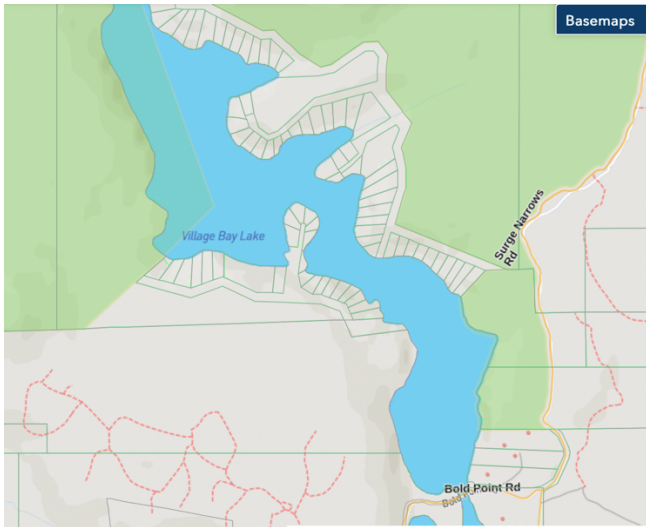
From: Director Robyn Mawhinney

Re: Village Bay Lakes pay phone removal

The attached letter from the Village Bay Lake Family Water Recreation Society details a heightened level of concern for safety following Telus' recent removal of the pay phone at Village Bay Lakes and requests investigation of potential solutions.

Village Bay Lake and the adjacent to Main Lakes Provincial Park are well-loved and well-used recreational assets on Quadra Island. Village Bay is rather unique, with approximately 80 water-access properties, no cell service, and the only reliable connection to call for help during a health or other emergency, the pay phone, recently removed by Telus.

Screenshots from SRD's UMapIt, to illustrate the area under discussion; the pay phone was located at the bridge (where it says Bold Point Road).



To learn more about possible solutions to this conundrum, I propose the following motion:

THAT communication with Telus be undertaken to determine the potential of reinstating the important safety connection payphone at Village Bay Lake; and THAT options for providing a reliable phone connection from the Village Bay Lake area be reported to the Electoral Area Services Committee.

Respectfully,

Robyn Mawhinney

Director, Discovery Islands and Mainland Inlets, Area C, Strathcona Regional District

*received by email to rmawhinney@srd.ca September 10, 2024*

Robyn Mawhinney  
Regional Director  
Strathcona Area C

Dear Ms Mawhinney

August 29, 2024

I am writing on behalf of Village Bay Lake Family Water Recreation Society (FWRS) regarding the removal of the pay phone at the Village Bay Lake parking area. There is zero cell coverage in the area.

Village Bay Lake has about 75 cabins, many of which are owned by seniors. This area is also busy with other day use people who will put their kayaks or canoes in at the boat ramp to paddle up Main Lake Provincial Park.

We are very concerned about the lack of telephone access in the event of an emergency. Cell service is sketchy and the rare spots that we need to drive to for cell coverage are not dependable.

We would appreciate it if you could please look into this matter on our behalf. We understand there is the possibility of having a booster put in to replace the phone booth.

Thank you in advance

Gloria Heisterman  
vblakes@shaw.ca  
Family Water Recreation Society