



STAFF REPORT

DATE: March 5, 2025 **FILE:** 0550-04 EASC Reports

TO: Chair and Directors
Electoral Areas Services Committee

FROM: Dave Leitch
Chief Administrative Officer

RE: VILLAGE BAY LAKES TELEPHONE SERVICE

PURPOSE/PROBLEM

To consider options for providing telephone service for residents and visitors to the Village Bay Lakes area on Quadra Island.

EXECUTIVE SUMMARY

The attached report was considered at the October 30, 2024 meeting of the Board at which time the following resolution was passed:

Mawhinney/Whalley: SRD 874/24

THAT a report with options for providing reliable telephone service to the Village Bay Lakes area on Quadra Island be prepared for consideration by the Electoral Areas Services Committee including, if possible, the reinstatement of the recently discontinued Telus pay phone service.

Through conversations with Telus it appears that the decision to discontinue the payphone service at Village Bay Lakes was undertaken as part of a larger corporate program of service reductions based on economics. Given that background it is unlikely that Telus would be interested in reinstatement of the service without a change in the economic circumstances.

If the Regional District is interested in re-instating the payphone service it could establish a service with Telus (or another telephone provider) to cover any shortfall in revenue resulting from its operation whether restricted to emergency use or available for general public use. In establishing a service the Regional District would need to define the annual budgetary requirements, the annual shortfall in revenue to maintain the operation, and the area from which those costs would be recovered via requisition. Approval of the ratepayers who would be responsible for meeting those costs would be required before the service could be initiated.

ALTERNATIVES

Option A – THAT the Committee recommend that further analysis be undertaken to determine the annual cost of maintaining a payphone service for the Village Bay Lakes area.

Option B – THAT the Committee recommend that no further analysis of the cost of maintaining a payphone service for the Village Bay Lakes area be undertaken at this time.

RECOMMENDATION:

THAT the report from the Chief Administrative Officer be received.

Respectfully:

A large, stylized handwritten signature in blue ink, written over a horizontal line. The signature is cursive and appears to read 'Dave Leitch'.

Dave Leitch
Chief Administrative Officer

Prepared by: T. Yates, Corporate Services Manager

Attachment: October 16, 2024 report to the Regional Board



STAFF REPORT

DATE: October 16, 2024

FILE: 0550-04 Board

TO: Chair and Directors,
Regional Board

FROM: Dave Leitch
Chief Administrative Officer

RE: VILLAGE BAY LAKES TELEPHONE SERVICE

PURPOSE/PROBLEM

To consider a recommendation from the Electoral Areas Services Committee regarding telephone service in the Village Bay Lakes area on Quadra Island.

EXECUTIVE SUMMARY

The attached report was considered at the October 9, 2024 meeting of the Electoral Areas Services Committee at which time the following resolution was passed:

Mawhinney/Vonesch: EASC 370/24

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.

The following actions are offered in support of the Committee's recommendations.

RECOMMENDATIONS

1. THAT the report from the Chief Administrative Officer be received.
2. THAT a report with options for providing reliable telephone service to the Village Bay Lakes area on Quadra Island be prepared for consideration by the Electoral Areas Services Committee including, if possible, the reinstatement of the recently discontinued Telus pay phone service.

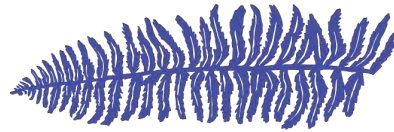
Respectfully:



Dave Leitch
Chief Administrative Officer

Prepared by: T. Yates, Corporate Services Manager

Attachment: Copy of October 4, 2024 report to the Electoral Areas Services Committee



Robyn Mawhinney

Regional Director, Discovery Islands & Mainland Inlets
RMawhinney@srd.ca • 250.203.2468

October 4, 2024

To: **Electoral Area Services Committee**

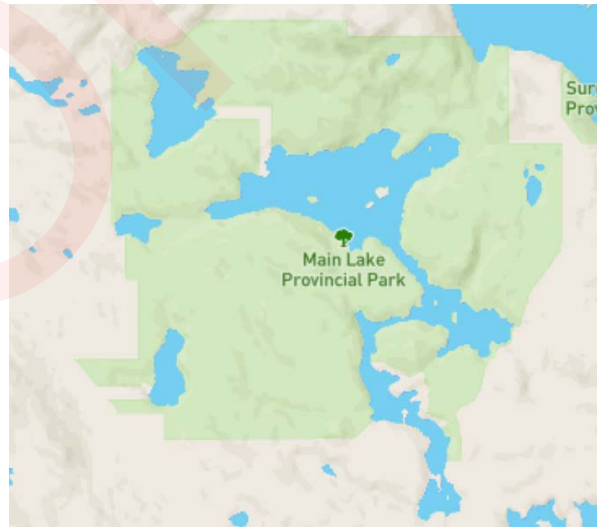
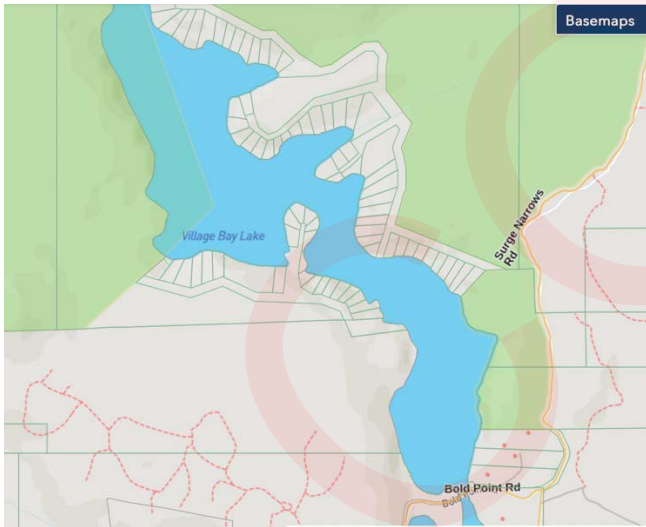
From: Director Robyn Mawhinney

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