

2016  
Jurisdictional Scan: Theme Public Phone Use

**Does your jurisdiction provide phones for use by the public?**

JURISDICTION	REPLIED	YES/NO	CONTACT NAME
<b>B.C PARKS</b>	<input checked="" type="checkbox"/>	No	<a href="#">Bob Austad</a>

**COMMENTS:**

Public phone installation and park visitor use is declining in BC for two specific reasons. First, cellphone coverage has increased for many of the Provincial Parks and park visitors are then using their own cell phones to make calls. However, there are many Provincial Parks or areas in the Provincial Parks system where there is no cell phone coverage, this is true even in some large Provincial Parks close to Vancouver.

Second, vandalism and theft of coin boxes has increased significantly in the last 5 years. As a result the phone companies are no longer willing to place their public phones in many Provincial Parks. Their asset loss and repair costs don't make or support a good business investment, so once the pay phone is vandalized the phone company will not replace. The result is not a real positive one for park visitors, they lose their ability to phone out at the day use or campground location. The park visitor must then seek assistance from parks staff or a park host to place an emergency call.

BC Parks has no plans to invest in the replacement of pay phones, nor have we considered the use of dedicated 911 only phones. There are improved cell phone range expansions happening throughout the Province year after year, and in many locations park visitors are benefiting from these improvements. Note, BC Parks posts on our park information boards the status of emergency numbers and communications options. In some cases, Park visitors, have to leave the park boundary to gain cell coverage to phone out or make an emergency call.

<b>ALBERTA PARKS</b>	<input checked="" type="checkbox"/>	Somewhat	Doug Marvin
----------------------	-------------------------------------	----------	-------------

**COMMENTS:**

Yes and No. This varies throughout the province and depends on the availability of cellular coverage.

- We have larger sites that do not have reliable cell service and therefore have a public phone available.
- We also have larger sites with cell service and we still are providing full service public pay phones.

None of our public pay phones are restricted.

- We have some areas with reception, but a good portion of our campgrounds do not have cell service.
- Serviced Parks and campgrounds that have cell service do not have public phones
- We have public phones in the major provincial parks but Telus is no longer replacing damaged phones in low use areas. We put in an emergency phone beside the wading pool at Winagami because Telus pulled that one and the health unit wouldn't let us open without one. Cell coverage is mixed and we are looking at paying for a public

phone at Dunvegan because there is no coverage there and Telus has pulled both phones.

- Pay phones have just recently been removed from Miquelon Lake campground. Telus was not receiving enough revenue to justify, as well as there were numerous 911 hang up prank calls when the phones were in operation. There is only one pay phone left at the park centre.

<b>SASKATCHEWAN PARKS</b>	<input checked="" type="checkbox"/>	No	<a href="#">Paul A. Johnson</a>
---------------------------	-------------------------------------	----	---------------------------------

**COMMENTS:**

Not generally. We do have land line phone service in Park offices, but this is not open for public access. In some locations in some Parks, we use the Yellow Phone system. These phones are used for reservations and emergency calls directed to our Park Watch number. This is a limited service in limited locations.

Cellular reception is also limited across Saskatchewan Parks. Some parks – specifically those near urban centres – have very good coverage. Some parks have good cellular reception in areas, but no reception in other locations within that same park. Many of our more northern parks have little or no cellular reception.

<b>MANITOBA PARKS</b>	X		
<b>ONTARIO PARKS</b>	Inquiring Jurisdiction		<a href="#">Amy Yakelashek</a>

**COMMENTS:**

1. Do you provide phones for use by the public in your parks?
  - a. If yes, is the phone restricted to emergency calls only (i.e. programmed to only dial 911)?
2. Is there typically cellular reception in your parks?

<b>SEPAQ (QUEBEC)</b>	X		
<b>NEWFOUNDLAND &amp; LABRADOR</b>	<input checked="" type="checkbox"/>	Yes	"Bailey, Geoff" < <a href="mailto:geoffbailey@gov.nl.ca">geoffbailey@gov.nl.ca</a> >

**COMMENTS:**

We provide public payphones at only a couple of parks. The call charges are the responsibility of the client. The payphones are open to all calls and are not restricted.

No. Eight have good cellular reception while five have poor or non-existent cell service. We do allow folks to connect to our wifi which has proven to be extremely useful at those locations without cell service.

<b>NOVA SCOTIA</b>	X		
<b>PARKS NEW BRUNSWICK</b>	<input checked="" type="checkbox"/>	Yes	<a href="#">Josh Tompkins</a>

**COMMENTS:**

Hi Amy, we still have a few pay phones in our parks with no restrictions, as they are user pay.

Where this isn't available, our staff would allow the public to use our phones pretty much at will. Most of our parks have good or excellent cell service; with Mount Carleton being the exception due to its remoteness.

<b>P.E.I PARKS</b>	<input checked="" type="checkbox"/>	Yes	<a href="#">Shane Arbing</a>
<p>COMMENTS:</p> <p>1) Pay phones are available to the public at all Provincial campgrounds. There are also pay phones available at two (2) of our most popular beach locations. The remainder of our day use areas do not have pay phones available.</p> <p>2) Generally, we do have cell coverage in all our locations. If you require anything else let me know. Thanks.</p>			
<b>GOVERNMENT OF NORTHWEST TERRITORIES</b>	<input type="checkbox"/>		
<b>NUNAVUT PARKS</b>	<input type="checkbox"/>		
<b>YUKON PARKS</b>	<input type="checkbox"/>		
<b>PARKS CANADA</b>	<input checked="" type="checkbox"/>	Yes	<a href="#">Michael Nadler</a>
<p>COMMENTS:</p> <p><b>1. Do you provide phones for use by the public in your parks?</b> Typically yes, if possible in a given location.  <b>If yes, is the phone restricted to emergency calls only (i.e. programmed to only dial 911)?</b> There is a variety of phone services available in National Parks and National Historic Sites. In most cases there are some public payphones available and in certain locations only emergency call phones are available.</p> <p><b>2. Is there typically cellular reception in your parks?</b>  The attachment (see below) includes an overview of cell reception in our most visited locations.</p>			

**Response Rate:** 7/13 for **54%**

**Key Findings:**

- Most parks have a few payphones
- Most payphones in parks are legacy systems with no plans for replacements

**Future Questions to Ask:**

- How will expanding cell coverage impact future accessibility to public phones?
- Is it worth it to have landlines to more remote areas of parks?

**Links to Resources:**

- [Parks Canada Cell Reception Sites](#)