



Municipality of the District of Argyle

Item: Accessibility Project

Date: July 12, 2021

### **VISION STATEMENT**

**We see Argyle as home to a healthy and thriving rural population. Our municipality promotes and supports economic and social opportunities for the region, and engages in the active expression of our unique Acadian heritage. We are a place of choice for rural living and are widely recognized for our warm hospitality and joie de vivre. Surrounded by fresh air and cool ocean breezes, we work and play in the great outdoors. People choose to live in Argyle because of our commitment to each other, to our community and to our neighbors. Argyle is a place we are proud to call home.**

### **MISSION STATEMENT**

**Argyle will provide affordable traditional municipal services for our citizens. Furthermore, Argyle will provide leadership by being actively engaged with the business community to understand their needs, and facilitate growth. We will create innovative programs to foster growth both for community and industry. We will create an environment where our residents seek our partnership in the projects that matter most, and we will provide the expertise needed to ensure those projects are successful. We seek to support and instill cultural pride and a sense of place in our communities. Our mission is founded on the belief that our community assets are plentiful, none more precious than its people, and that Argyle's assets possess the answers to our most difficult challenges.**

### **Background:**

The Municipal staff has received growing concerns and complaints regarding the current cell phone service in our Municipality. Most of these complaints are shared verbally, with the thought that perhaps the Municipality would be able to find the proper contacts to raise these concerns.

We are certainly aware that there are communities in Argyle and Yarmouth that have little to no service. These communities (Quinan, Kempt especially) are fairly remote when considering their distance to some of the commercial centers, and the service providers have taken a position that there aren't enough users in these areas to justify an investment, to the dismay of the residents in those areas.

Recently, the cell phone service issue has expanded in other more commonly lived areas; specifically, the Tusket and surrounding communities and West Pubnico and surrounding communities. The business community is also raising the lack of consistent and reliable cell service in some of our larger commercial communities, such as Tusket. In our move from our old location to the new, we noted a significant reduction in service. We are neighbors to major commercial operations in this area.

Furthermore, there are many of our residents that travel through the Tusket community that have rising concerns on reliable service.

The issue is not limited to Tusket. West Pubnico has also experienced spotty or less than reliable cell service in specific areas.

The rising residential and business owner concerns raised precipitated this concern to be raised at your table, with the thought that a Council raised issue would be considered more significant than individual complaints to the service providers.

The lack of reliable cell service has a direct impact on the effectiveness of business operations, which is progressively done with mobile phones and access to reliable communication. The concern is growing in our business community regarding further reduction in reliable service.

**MGA, Costs and Budget Considerations:**

None at this time

**CAO's Recommendation:**

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While we have identified some service issues in larger communities, this does not represent a full list of the areas of spotty service. Both as a request from staff that work in the community, as well as business owners and residents, we ask that Council consider reaching out to the appropriate service providers to share our concern on reliable service in key communities and have an appropriate assessment of this service for our Municipality.

**Suggested Motion**

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That Council correspond with the cell phone service provider companies requesting their attention to the issue of non-reliable cell phone service in key communities in Argyle, and that the CAO report the findings to Council and residents.