



February 27, 2025

Honourable Kim Masland  
Minister of Emergency Management  
PO Box 2851, Dartmouth, Nova Scotia  
B3J 3N5

The Municipality of East Hants extends congratulations to you on your appointment as Minister of Emergency Management.

On behalf of Council, I would like to take an opportunity to provide an overview of the concerns that our residents and first responders are facing with the cellular phone coverage throughout East Hants.

We are aware of the shared concern by all Nova Scotians with the availability and dependability of cellular phone coverage within the province, and our Council commends the province for the investment already made to improve cellular service. It is extremely important, however, that this much needed work and investment continue.

During an emergency, it is critically important that our residents can rely on effective cell service, not only for the ability for residents to reach out to others in times of need, but more importantly to receive notices and alerts to keep them informed regarding public safety events that may require them to take action.

East Hants is one of the fastest-growing municipalities by population. The Municipality is comprised of both urban and rural areas, and in many of these areas cellular phone coverage is weak and inconsistent. This includes a number of service gaps when traveling through major provincial transportation corridors. Recently, throughout the municipality there has been a significant unexplained decrease in cell coverage in both rural and highly populated areas. Lack of service and dropped calls are common occurrences leading to the above-mentioned safety issues. These have been reported to carriers who have acknowledged that it could be years until it is remedied through investment in new infrastructure. During an emergency, time is of the essence.

Reliable cell phone coverage is a critical infrastructure that impacts the safety and well-being of our residents and businesses. Following a recent emergency alert, we were advised that many residents within an area of a subdivision with poor cell service did not receive the

alert until they went outside their home area many hours after the event. This concerns our first responders and the municipality that, when sent, our message may be delayed when it is needed the most.

On behalf of Municipal Council, should you feel it would be helpful, I would be happy to meet to discuss these challenges faced by our residents and first responders who serve our communities on a daily basis.

Sincerely,

Eleanor Roulston, Warden

CC:

John MacDonald, MLA Hants East

Brad Johns, MLA Sackville-Uniacke

Melissa Sheehy-Richard, MLA Hants-West