



# Interior Health

January 11, 2010

COPY

Donna Barnett  
MLA Cariboo-Chilcotin  
301-383 Oliver Street  
Williams Lake, BC  
V2G 1M4

Dear MLA Barnett:

Subject: Health Connections Bus

<b>Cariboo Regional District</b>	
File No. ....	H0960-01
JAN 19 2010	
Referred To .....	CFO 100293

I am writing in response to your letter dated November 10, 2009, and apologize for the delay. However, I wanted to be certain you had the most up-to-date information recognizing BC Transit and Interior Health were in the midst of reviewing this issue in regard to the bus' heating system. I also understand Allison Ruault, Health Services Administrator for the Cariboo-Chilcotin, has provided you with verbal updates.

Last winter there were validated concerns regarding the heat, particularly towards the back of the passenger compartment. Improperly placed hoses were the reason for the poor heat output and the issue was rectified immediately once discovered.

In early October 2009, the operator contacted BC Transit indicating a similar problem with the heat. A fleet inspector followed up and found the heating system to be in good working order. However, it was discovered with the close proximity of heating and cooling switches, the wrong switch could inadvertently be turned on. Drivers have since been re-oriented on the location of these controls.

To determine if there were any ongoing problems, thermometers were placed in the bus to monitor the inside temperature during the December 14, 2009, Health Connections Williams Lake-to-Kamloops run. It was an extremely cold day, with temperatures at -33 C on departure in Williams Lake. While there were fluctuations in the warmth of the bus throughout the trip which can be attributed to the opening and closing of doors for passenger pick-ups and drop-offs, passengers disembarking in Kamloops reported the trip was comfortable.

Temperatures were tracked again during the following week's trip and there were no issues noted with the heat. Bus patrons arriving in Kamloops were again queried and feedback received was positive.

I am comfortable that there has been a thorough review of this matter and issues related to the heating system have been resolved. In addition, the operator will continue to monitor the temperature inside the bus for a few more weeks to ensure there are no ongoing problems.

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Given the interest received from others in the past, I have taken the liberty to copy them on this response. As you can see, this matter has been taken seriously with steps taken to ensure patients in the Cariboo are provided a comfortable trip when accessing health care services in other centres. Should you have further questions, please do not hesitate to contact me again.

Sincerely,



Andrew Neuner  
Chief Operating Officer  
Thompson Cariboo Shuswap Health Service Area

c.c. Kerry Cook, Mayor, Williams Lake  
Rick Mumford, Chairman, Cariboo Chilcotin Regional Hospital District  
Pete Whalen, President, Lakers' Go-Bus Society  
Audrey MacLise, Seniors Advisory Council  
Allison Ruault, Health Services Administrator, Cariboo Chilcotin