

## SUMMER VILLAGE OF SUNRISE BEACH AGENDA

Monday, August 22<sup>nd</sup>, 2023 immediately following the organizational meeting.

In person at 2317 Twp. Rd. 545 Lac Ste. Anne County, or Via Zoom

As per Bylaw 162-2020 there will be no audio/video recordings of Meetings

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1.	<b><u>Call to Order</u></b>		
2.	<b><u>Agenda</u></b>	a)	<p>August 22<sup>nd</sup>, 2023 Regular Council Meeting</p> <p><i>Recommendation:</i>  <i>(that the August 22<sup>nd</sup>, 2023 Regular Council Meeting Agenda be approved as presented</i>  <i>or</i>  <i>that the August 22<sup>nd</sup>, 2023 Regular Council Meeting Agenda be approved with the following amendment(s) (list amendments)</i></p>
3.	<b><u>Minutes</u></b> Pages 1-4	a)	<p>Tuesday, July 24<sup>th</sup>, 2023 Regular Council Meeting Minutes</p> <p><i>Recommendation:</i>  <i>(that the July 24<sup>th</sup>, 2023 Regular Council Meeting Minutes be approved as presented</i>  <i>or</i>  <i>that the July 24<sup>th</sup>, 2023 Regular Council Meeting Minutes be approved with the following amendment(s) (list amendments):</i></p>
4.	<b><u>Appointments</u></b> p5	a)	<p>7:20 p.m. – Dianne Johnston – please refer to the attached July 21<sup>st</sup>, 2023 email from Ms. Johnston requesting a follow up discussion on the cat issues in the Summer Village.</p> <p><i>Recommendation:</i>  <i>(accept presentation for information)</i>  <i>or</i>  <i>(some other direction as given by Council at meeting time)</i></p>
	<b><u>Bylaws</u></b>	a)	
6.	<b><u>Business</u></b> Pages	a)	<p>Morris Burak Lot Consolidation and Tax Refund – at the July 24<sup>th</sup>, 2023 Regular Council Meeting, Mr. Burak made a presentation to Council regarding his 2022 Lot Consolidation application. As a result, Council asked Administration to prepare background information for the August meeting. The original lot consolidation bylaw-176-2022 was approved in April of 2022. This bylaw was never registered at Land Titles, with the time lapse of this bylaw Council had to rescind bylaw 176-2022 and passed Bylaw 183-2023 on April 25<sup>th</sup>, 2023. The</p>

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		<p>current bylaw has since been registered at Land Titles and a new title is on file. Mr. Burak is requesting a tax refund/adjustment on his 2023 property taxes.</p> <table border="0"> <tr> <td>2023 municipal portion</td> <td align="right">- \$ 492.52</td> </tr> <tr> <td>2023 municipal portion upcharge</td> <td align="right">- \$ 487.48</td> </tr> <tr> <td>2023 school portion</td> <td align="right">- \$ 164.18</td> </tr> <tr> <td>2023 seniors portion</td> <td align="right">- \$ 13.81</td> </tr> <tr> <td align="right">Total</td> <td align="right">\$1,157.99</td> </tr> </table> <p>While there was no error on the part of the landowner in how this played out, there also is no known error on the part of the municipality in how this played out. However one could say there is some ownership by both parties, as well as Alberta Land Titles. If Council is to consider a refund I would recommend only considering the municipal portion upcharge in the amount of \$487.48, and that being part or all of this amount. If the two lots had been consolidated the assessed value of this lot would have transferred over to the newly formed lot, so the municipal school and seniors amounts would still apply as that is all based on assessed value.</p> <p><i>Recommendation:</i>  <i>(that the request from Mr. Burak, for a tax refund on tax roll 6102, be approved in the amount of _____)</i></p> <p><i>or</i></p> <p><i>(that the request from Mr. Burak, for a tax refund on tax roll 6102, be denied)</i></p> <p><i>or</i></p> <p><i>(some other direction as given by Council at meeting time)</i></p>	2023 municipal portion	- \$ 492.52	2023 municipal portion upcharge	- \$ 487.48	2023 school portion	- \$ 164.18	2023 seniors portion	- \$ 13.81	Total	\$1,157.99
2023 municipal portion	- \$ 492.52											
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2023 school portion	- \$ 164.18											
2023 seniors portion	- \$ 13.81											
Total	\$1,157.99											
<p>Pages <i>b-28</i></p>	<p>b)</p>	<p>Next Generation 9-1-1 Local Government Service Agreement is attached for Council review, this Agreement is with TELUS Communications. Parkland 911 Public Safety Answering Point (PSAP) is planning its onboarding process to the new NG9-1-1 network. In order for Parkland 911 PSAP to complete their transition to the new NG9-1-1 network, the Local Governing Authorities served by Parkland County 911 are required to execute the CRTC-approved NG9-1-1 agreement. This critical requirement will play a significant role in launching the new and improved features of NG9-1-1 that serve the citizens of the Summer Village of Sunrise Beach. This new</p>										

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		<p>Agreement is very similar to the Legacy Agreement. The main difference is that the new technology is based on an IP network which requires different security protocols due to the risks with vulnerabilities. That said, the obligations in section 3 for TELUS reflect the new technology as well as the obligations for the PSAP in section 4 have been updated. The other major change is while you still are required to provide TELUS with your addressing data, once this network is deployed the format will need to change to a GIS standard that NG9-1-1 network can work with. This addressing data change to GIS standards will be required to be in place in approximately 2-3 years from now.</p> <p><i>Recommendation:</i>  <i>(that the Next Generation 9-1-1 Local Government Service Agreement, between the Summer Village of Sunrise Beach and Telus Communications Inc., be approved and execution authorized)</i></p> <p>or</p> <p><i>(some other direction as given by Council at meeting time)</i></p>
	<p>Pages 29-30</p>	<p>c) Wastewater Effluent Disposal – for several years now the Summer Village of Sunrise Beach has had an agreement with the Town of Onoway to dispose of our wastewater effluent at the Onoway lagoon. Attached is a copy of our April 7<sup>th</sup>, 2021 letter approving continued disposal until April 30<sup>th</sup>, 2024. You will note disposal is conditional on one service provider hauling in the effluent, that being Standstone Waste.</p> <p>At this time administration is just sharing this information, but I would suggest that prior to the end of the year (or early in the new year) the Summer Village forward a request to the Town of Onoway to extend the term of this agreement or enter into a new agreement. This request may vary depending on the progress of the proposed regional sewer line Phase A.</p> <p><i>Recommendation:</i>  <i>(that the discussion on the current agreement between the Summer Village of Sunrise Beach and the Town of Onoway on wastewater disposal be accepted for information, and that further discussion on same take place prior to February 2024).</i></p>

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			<p>or</p> <p><i>(some other direction as given by Council at meeting time)</i></p>
Pages 31-39	d)	<p>Yellowhead Regional Library – August 4<sup>th</sup> letter is attached regarding the 2022 Annual Report. They have also offered to come and speak with Council on the YRL 2023-2025 Strategic Plan, if Council so desired.</p> <p><i>Recommendation:</i>  <i>(that the August 4<sup>th</sup>, 2023 letter from Yellowhead Regional Library, along with their 2022 Annual Report, be accepted for information.)</i></p> <p>or</p> <p><i>(some other direction as given by Council at meeting time)</i></p>	
Pages 40-42	e)	<p>Association of Summer Villages of Alberta – please refer to the August 4<sup>th</sup> email, along with July 7<sup>th</sup>, 2023 letters on the upcoming convention scheduled for October 19<sup>th</sup> and 20<sup>th</sup> in Edmonton. Please note the ASVA is also looking for donations for their silent auction. At the June meeting Council, Administration and the local Director of Emergency Management was authorized to attend this event.</p> <p><i>(that the Summer Village of Sunrise Beach donate _____ to the Association of Summer Villages of Alberta silent auction during their 2023 Annual Convention)</i></p> <p>or</p> <p><i>(that the request from the Association of Summer Villages of Alberta for donations to their silent auction during their 2023 Annual Convention be denied)</i></p>	
Pages	f)		
Pages	g)		
Pages	h)		

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7.	<b><u>Financial</u></b>	a)	Income and Expense Statement – as of July 31 <sup>st</sup> , 2023  <i>(that the Income and Expense Statement as of June 31<sup>st</sup>, 2023 be accepted for information)</i>
8.	<b><u>Councillor Reports</u></b>		
		a)	Mayor Ethier
		b)	Deputy Mayor Benson
		c)	Councillor Brian Benning  <i>Recommendation: (that the Councillor reports be accepted for information)</i>
9.	<b><u>Administration Reports</u></b>		
		a)	Development Officers Report
		b)	Bylaw Enforcement – verbal update, waiting to hear from LSAC
		c)	Regional Wastewater Line – verbal update, tenders have gone out
		d)	Hummocky RV Resort – verbal update, nothing new to report  <i>Recommendation: (that the Administration reports be accepted for information)</i>
10.	<b><u>Correspondence &amp; Information</u></b>		
	Pages 43	a)	2 <sup>nd</sup> Quarter Safety Codes Permit Report
	Pages 44-46	b)	23DP07-44 – for construction of a detached garage at 6402 Shedden Drive
	Pages 47	c)	Alberta Beach – July 20 <sup>th</sup> , 2023 letter on past Mayor resignation and new appointment of Mayor and Deputy Mayor
		d)	<i>Recommendation:  (that items a) through c) be accepted for information)</i>

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11.	<b><u>Open Floor Discussion with Gallery</u></b>		<p>(15 minutes time limit as per Bylaw #162-2020)</p> <p><i>Recommendation:</i>  <i>(that the open floor discussion with the gallery be accepted for information</i>  <i>or</i>  <i>some other direction as given by Council at meeting time)</i></p>
12.	<b><u>Closed Session</u></b>		N/A
13.	<b><u>Adjournment</u></b>		

Next Meetings:

Regular Council Meeting	September 26 <sup>th</sup> , 2023
Regular Council Meeting	October 24 <sup>th</sup> , 2023
Regular Council Meeting	November 28 <sup>th</sup> , 2023

MINUTES OF THE REGULAR MEETING OF COUNCIL OF THE SUMMER VILLAGE OF SUNRISE BEACH, IN THE PROVINCE OF ALBERTA HELD ON MONDAY JULY 24TH, 2023, EAST END FIRE STATION 2317 TWP. RD. 545 LAC STE. ANNE COUNTY AT 7:00P.M. MEETING IN PERSON AND VIA ZOOM

	<b>PRESENT</b>	<p>Mayor Jon Ethier Deputy Mayor Mike Benson Council Position – Vacant</p> <p>Chief Administrative Officer Wendy Wildman Administrative Assistant Victoria Message – via zoom</p> <p>Public at Large: 6 In Person 1 On Zoom</p>
1.	<b>CALL TO ORDER</b>	Mayor Ethier called the council meeting to order at 7:00 p.m.
2.	<b>AGENDA</b> 131-23	<p><b>MOVED</b> by Mayor Ethier that the July 24<sup>th</sup>, 2023, Agenda be approved with the following amendments:</p> <p>-addition: 4.b. Morris Burak – Lot Consolidation – Tax Refund 6.f. Mulching Project &amp; Burn Pit Updated Quote</p> <p align="right"><b>CARRIED</b></p>
3.	<b>MINUTES</b> 132-23	<p><b>MOVED</b> by Mayor Ethier that the minutes of the June 13<sup>th</sup>, 2023, Regular Council meeting minutes be approved as presented.</p> <p align="right"><b>CARRIED</b></p>
	133-23	<p><b>MOVED</b> by Mayor Ethier that the minutes of the June 20<sup>th</sup>, 2023, Special Council meeting minutes be approved as presented.</p> <p align="right"><b>CARRIED</b></p>
4.	<b>APPOINTMENTS</b> 134-23	<p><b>MOVED</b> by Mayor Ethier that the presentation from Robert Crawley regarding drainage and bylaw officer services be accepted for information.</p> <p align="right"><b>CARRIED</b></p>
	135-23	<p><b>MOVED</b> by Mayor Ethier that the presentation from Morris Burak regarding the Lot Consolidation and Tax refund on his property legal be accepted for information, and furthermore Administration prepare background information and same be added to the August 22<sup>nd</sup>, 2023 agenda.</p> <p align="right"><b>CARRIED</b></p>
5.	<b>BYLAWS/POLICY</b> 136-23	<p><b>MOVED</b> by Mayor Ethier that Bylaw 186-2023; to establish fees and charges for the provisions of goods and services be given 1<sup>st</sup> reading as amended, with the fee changed from the proposed fee of \$5,000.00 to \$1,250.00 for Subdivision and Development Appeal Fees.</p> <p align="right"><b>CARRIED</b></p>

MINUTES OF THE REGULAR MEETING OF COUNCIL OF THE SUMMER VILLAGE OF SUNRISE BEACH, IN THE PROVINCE OF ALBERTA HELD ON MONDAY JULY 24TH, 2023, EAST END FIRE STATION 2317 TWP. RD. 545 LAC STE. ANNE COUNTY AT 7:00P.M. MEETING IN PERSON AND VIA ZOOM

	137-23		<b>MOVED</b> by Mayor Ethier that Bylaw 186-2023; to be given 2 <sup>nd</sup> reading as amended.	<b>CARRIED</b>
	138-23		<b>MOVED</b> by Mayor Ethier that Bylaw 186-2023; to be given unanimous consent for 3 <sup>rd</sup> reading as amended.	<b>CARRIED UNANIMOUSLY</b>
	139-23		<b>MOVED</b> by Mayor Ethier that Bylaw 186-2023; be given 3 <sup>rd</sup> and final reading as amended.	<b>CARRIED</b>
<b>6.</b>	<b>BUSINESS</b>			
	140-23	a)	<b>MOVED</b> by Mayor Ethier that the July 25 <sup>th</sup> , 2023 Regular Council Meeting be cancelled.	<b>CARRIED</b>
	141-23	b)	<b>MOVED</b> by Mayor Ethier that the Summer Village of Sunrise Beach authorizes dispersing FCSS funds to the Sun and Sand Rec League in the amount of \$1,500.00.	<b>CARRIED</b>
	142-23	c)	<b>MOVED</b> by Deputy Mayor Benson that the Summer Village of Sunrise Beach accept the letter from Alberta Municipal Affairs on the Municipal Accountability Program (MAP) second cycle schedule for the five year cycle between 2024-2027.	<b>CARRIED</b>
	143-23	c)	<b>MOVED</b> by Mayor Ethier that the Summer Village of Sunrise Beach accept the call for resolutions for the Alberta Summer Villages Association Annual General Meeting or information.	<b>CARRIED</b>
	144-23	d)	<b>MOVED</b> by Mayor Ethier that the Summer Village of Sunrise Beach authorize attendance of Council and Administration to attend the Regional Municipalities Meeting being hosted by Lac Ste. Anne County at the Alberta Beach Seniors Centre on Tuesday, October 17 <sup>th</sup> , 2023 commencing at 9:30 am.	<b>CARRIED</b>
	145-23	e)	<b>MOVED</b> by Mayor Ethier that the Summer Village of Sunrise Beach proceed with the mulching work as noted in the Pentagon Earthworks proposal as follows: 1) Mulching Areas Nearest Leisure Lane and Boat Launch - \$10,850.00 est 2) Mulching Near South Powerlines and Path to Lake - \$2,400.00 etc costs to be covered by reserve funds or unrestricted surplus.	<b>CARRIED</b>

(2)



MINUTES OF THE REGULAR MEETING OF COUNCIL OF THE SUMMER VILLAGE OF SUNRISE BEACH, IN THE PROVINCE OF ALBERTA HELD ON MONDAY JULY 24TH, 2023, EAST END FIRE STATION 2317 TWP. RD. 545 LAC STE. ANNE COUNTY AT 7:00P.M. MEETING IN PERSON AND VIA ZOOM

	146-23	f)	<b>MOVED</b> by Mayor Ethier that the discussion on Community Peace Officer/Bylaw Enforcement Services with an initial set up fee be accepted for information and further that Summer Village continue discussions and negotiations with Lac Ste. Anne County.	<b>CARRIED</b>
<b>7.</b>	<b>FINANCIAL</b> 147-23	a)	<b>MOVED</b> by Mayor Ethier that the Income and Expense Statement as of June 30 <sup>th</sup> , 2023 be accepted for information.	<b>CARRIED</b>
<b>8.</b>	<b>COUNCIL REPORTS</b> 148-23		<b>MOVED</b> by Mayor Ethier that the verbal Council Reports be accepted for information as presented.	<b>CARRIED</b>
<b>9.</b>	<b>ADMINISTRATION REPORTS</b> 149-23		<b>MOVED</b> by Mayor Ethier that the Administration Reports be accepted for information as presented.	<b>CARRIED</b>
<b>10.</b>	<b>CORRESPONDENCE</b>  150-23		<b>MOVED</b> by Mayor Ethier that the following correspondence be accepted for information:  a) Development Permit #23DP06-44 – construction of an addition to an existing detached dwelling on Plan 5672KS Block 2A Lot 5	<b>CARRIED</b>
<b>11.</b>	<b>OPEN FLOOR DISCUSSION WITH THE GALLERY</b> 151-23		<b>MOVED</b> by Mayor Ethier that the open floor discussion with the gallery be accepted for information.	<b>CARRIED</b>
<b>12.</b>	<b>CLOSED MEETING</b>		N/A	
<b>13.</b>	<b>ADJOURNMENT</b>		As all matters have been addressed Mayor Ethier declared the meeting adjourned at 8:10 p.m.	

MINUTES OF THE REGULAR MEETING OF COUNCIL OF THE SUMMER VILLAGE OF SUNRISE BEACH, IN THE PROVINCE OF ALBERTA HELD ON MONDAY JULY 24TH, 2023, EAST END FIRE STATION 2317 TWP. RD. 545 LAC STE. ANNE COUNTY AT 7:00P.M. MEETING IN PERSON AND VIA ZOOM


\_\_\_\_\_  
Mayor, Jon Ethier

\_\_\_\_\_  
Chief Administrative Officer, Wendy Wildman

UNAPPROVED

4

## Fw: Appointment with council July 24

svsunrisebeach wildwillowenterprises.com <svsunrisebeach@wildwillowenterprises.com>

Wed 8/9/2023 11:29 AM

To:wendy wildwillowenterprises.com <

Back up for Aug Agenda

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**From:** Dianne Johnstone <johnstonedi7@gmail.com>

**Sent:** Friday, July 21, 2023 10:58 AM

**To:** svsunrisebeach wildwillowenterprises.com <svsunrisebeach@wildwillowenterprises.com>

**Subject:** Re: Appointment with council July 24

Ok. Thank you

Cheers

Dianne

On Jul 21, 2023, at 10:09 AM, svsunrisebeach wildwillowenterprises.com <svsunrisebeach@wildwillowenterprises.com> wrote:

Good morning Dianne,

We can add you to the August meeting, as it is too late to be added to the July 24<sup>th</sup> meeting.

Thanks,

Tori

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**From:** Dianne Johnstone

**Sent:** Friday, July 21, 2023 9:59 AM

**To:** svsunrisebeach wildwillowenterprises.com <svsunrisebeach@wildwillowenterprises.com>

**Subject:** Appointment with council July 24

I would like another appointment with council as a follow up about the cat problem. Please and thanks

Cheers

Dianne

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## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

This Agreement for the provision TELUS' Next Generation 9-1-1 Service (the "**Agreement**") is effective the [redacted] day of [redacted], 2023 (the "**Effective Date**")

BETWEEN:

[redacted]  
(the "**Local Government Authority**" or "**LGA**")

AND:

TELUS Communications Inc.  
("TELUS")

WHEREAS the Local Government Authority wishes to provide its citizens with access to Next-generation 9-1-1 ("**NG9-1-1**") Emergency Services ("**NG9-1-1 service**") through calls, sessions and events sent to the 3-digit emergency telephone number 9-1-1;

WHEREAS, the legacy 9-1-1 service is, as per Telecom Regulatory Policy CRTC 2017-182 ("**TRP 2017-182**"), called "Next Generation 9-1-1 – Modernizing 9-1-1 networks to meet the public safety needs of Canadians", is due to be decommissioned by order of the Canadian Radio-television Commission ("**CRTC**").

WHEREAS, the current legacy 9-1-1 LGA service agreement will remain in effect and supplement the NG9-1-1 until such time the legacy 9-1-1 network is decommissioned.

WHEREAS TELUS, as mandated by the CRTC, is the sole provider of NG9-1-1 services in the province in which the LGA is located and as such can route calls, sessions or events from the inhabitants of the LGA calling the 3-digit emergency telephone number 9-1-1 to the appropriate Public Safety Answering Point which provides the 9-1-1 caller with access to Emergency Services;

WHEREAS TELUS has developed an IP based next generation 9-1-1 service designed to replace the legacy provincial enhanced 9-1-1 service that will transit calls, sessions and events to the 3-digit emergency telephone number 9-1-1 in accordance with the terms and conditions laid out in TRP 2017-182 and Telecom Decision CRTC 2021-199 ("**Decision 2021-199**"); and

WHEREAS TELUS will recover costs associated with delivering the TELUS Next Generation 9-1-1 Service in the form of a fee levied against each End-User as prescribed in TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001) filed in accordance with the process laid out in TRP 2017-182 and any future modifications thereto.

**NOW THEREFORE** in consideration of the mutual agreements hereinafter contained and other good and valuable consideration, the parties hereto agree as follows:

### 1 DEFINITIONS

In this Agreement, in addition to those terms which are parenthetically defined, capitalized terms shall have the meanings ascribed to them in Schedule "A" (Definitions).

### 2 SCOPE OF AGREEMENT

2.1 **Agreement:** The LGA and TELUS (collectively, the "**Parties**") hereby agree to fulfil their respective obligations as per the terms and conditions set out in TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001) and those contained in this Agreement, in order to provide NG9-1-1 emergency calling services. The Parties agree that this Agreement is for their mutual advantage and is designed to provide continued access to Emergency Services to the

## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

served inhabitants within the Serving Area.

- 2.2 **Cost Recoveries:** The Parties agree that TELUS will recover costs associated with delivering the TELUS Next Generation 9-1-1 Service via the TELUS NG9-1-1 Tariff filed by TELUS to be levied against entities that provide access to NG9-1-1 services in TELUS' ILEC operating territory.
- 2.3 **Service Description:** The NG9-1-1 Service provides a managed, private, dedicated IP network referred to as the Emergency Services Internet Protocol network ("**ESInet**"). The ESInet provides the transport and interconnectivity for all i3-PSAPs within the Serving Area as well as Originating Service Provider networks supporting 9-1-1 Calling over IP-based networks and devices. For i3-PSAPs, the ESInet is delivered to the PSAP operations premise using TELUS's IP VPN service to the PSAPs. The NG9-1-1 Service also provides a series of applications and service interfaces known as NG9-1-1 Core Services ("**NGCS**") and may include other third-party applications from trusted entities as may be requested by the LGA and agreed to by TELUS. TELUS provided NG9-1-1 Service features are described in the User-to-Network Interface ("**UNI**") document. The LGA agrees that TELUS is not responsible nor liable for damages arising from LGA's use of third-party applications in conjunction with the NG9-1-1 Service.

### 3 TELUS' OBLIGATIONS

In accordance with TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001), TELUS agrees to:

- 3.1 Provide TELUS Next Generation 9-1-1 Service to the LGA in order to provide End-Users, within the Serving Area, served by Originating Network Providers who have entered into agreements with TELUS with respect to access to TELUS Next Generation 9-1-1 Service, access to Emergency Services through calls, sessions and events sent to the 3-digit emergency telephone number 9-1-1, as further described herein.
- 3.2 Provide TELUS' Next Generation 9-1-1 Network access, network termination/demarcation, and services to the PSAP, as agreed to by TELUS and the LGA, to be used to answer and transfer calls, sessions and events to the 3-digit emergency telephone number 9-1-1.
- 3.3 Provide Selective Routing and Transfer of emergency calls, sessions and events to the Primary PSAP and Secondary PSAPs according to instructions provided by the LGA, including those described in PSAP Contingency Plans.
- 3.4 Provide 9-1-1 caller information, as ordered by the CRTC, to the PSAP(s).
- 3.5 Maintain and update the 9-1-1 mapping and addressing database subject to receipt of the information required to be provided by the LGA pursuant to paragraphs 4.4.2 and 4.4.3.
- 3.6 Be responsible for any other requirements not specifically identified in this Agreement related to matters of the kind as imposed by the CRTC.
- 3.7 Where an Originating Network Provider has entered into agreements with TELUS with respect to access to TELUS Next Generation 9-1-1 Service, TELUS shall remain responsible for all aspects of the operation of the TELUS Next Generation 9-1-1 Service and shall not be relieved of any of its obligations under this Agreement.
- 3.8 Maintain a 24x7 9-1-1 Support Team to monitor the network and coordinate activities with stakeholders.
- 3.9 Maintain a fallback Third Party Operator Service that will accept NG9-1-1 calls, sessions and events and route them to the appropriate Primary PSAP in the event of network,

## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

- routing, or location issues.
- 3.10 Selectively route and enable the selective transfer of 9-1-1 Calls to the Primary-PSAP, Secondary-PSAPs and Dispatch Agency according to Policy Routing Rules crafted to the needs of the LGA, including those described in PSAP Contingency Plans.
  - 3.11 Maintain a PSAP Contingency Plan as prepared by each PSAP in the event of network or customer equipment outage or evacuation.
  - 3.12 Perform Quality Assurance and Quality Control (QA/QC) on the aggregated dataset and provide mapping and addressing discrepancy/errors reporting back to the Local Government Authorities or their designees.
  - 3.13 Provide ESInet IP connection with redundant and, dependent upon availability, diverse facilities to PSAP locations designated by the LGA and as listed in Schedule "D" (PSAP Designations & Locations).
  - 3.14 TELUS is responsible for delivering NG9-1-1 traffic to the TELUS NG9-1-1 demarcation point. TELUS will not be responsible for any issues, nor will it troubleshoot outages or failures proved to be occurring with the LGA network, which begin on the LGA side of the TELUS NG9-1-1 demarcation point.

### 4 OBLIGATIONS OF THE LGA

- 4.1 As it applies to PSAPS, the LGA agrees to:
  - 4.1.1. Designate Primary PSAPs, Secondary PSAPs, and Back-Up PSAPs to answer and dispatch 9-1-1 Calls in the Serving Area. In the event that the LGA contracts with a third party for the management and operation of the PSAP, the LGA will remain responsible for all aspects of the operation of the PSAP and will not be relieved of any of its obligations under this Agreement.
  - 4.1.2. Ensure that all PSAPs are i3-compliant as per the conditions listed in section 6, requirements listed in Schedule C, and documents referenced in Schedule E of this document are connected to the NG9-1-1 network
  - 4.1.3. Ensure that all PSAPs provide, operate, and manage the personnel and the equipment, including terminal equipment, required to receive and process all emergency calls, sessions and events directed to the PSAP, based on the technical requirements further detailed under Schedule C. LGA shall put in place a Business Continuity Plan applicable to the PSAPs and test it annually.
  - 4.1.4. Provide TELUS with a minimum of ninety (90) days' written notice of an intended change of a PSAP in their serving area.<sup>1</sup>
- 4.2 The LGA acknowledges and understands that in cases where Next Generation 9-1-1 calls, sessions and events are delivered to TELUS without complete location information, these calls, sessions and events may be routed to a default PSAP which may be a Provincial Default i3 PSAP, designated by the provincial government or an alternate default PSAP selected and managed by TELUS.
- 4.3 As it applies to mapping addressing data (GIS or MSAG), where not otherwise defined by

<sup>1</sup> See Telecom Decision 2011-309 – CISC consensus reports – Emergency Services Working Group – ESRE0052 Section 4.2.2 – Change activity timelines.

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applicable provincial legislation and absent a provincial body that acts as a GIS data aggregator, the LGA shall create, maintain and update all boundaries, addressing and mapping information according to applicable standards (MSAG and GIS) and perform quality assurance and control on the data prior to submission. If a third party is to provide the GIS data on behalf of the LGA, such party shall be identified in Schedule "E", and that 9-1-1 specific GIS data layers must be provided directly to TELUS in a secure manner without transiting through any shared open platform upon implementation of GIS functionality within the NG9-1-1 network. The LGA agrees to provide TELUS with a minimum of ninety (90) days' written notice of a change in GIS data providers. The LGA shall take responsibility for changes to the 9-1-1 call routing resulting from submitted GIS data.

- 4.4 As it applies to Serving Area, the LGA shall coordinate the participation of all PSAPs in the Serving Area with respect to TELUS Next Generation 9-1-1 Service. This will include:
- 4.4.1. Determining, in conjunction with TELUS, the Serving Area and Emergency Service Zones served by the PSAPs;
  - 4.4.2. Providing and validating, as required by TELUS, all geographical data, including street names, addresses, or other data provided by the geographic information system (GIS) and associating those with Emergency Service Zones;
  - 4.4.3. Informing TELUS of all changes in the geographical data that may occur during the term of this Agreement and changes in that geographical data must be reported to TELUS as soon as possible after that data changes;
  - 4.4.4. Ensuring all PSAPs in the Serving Area have secure 9-1-1 data and systems which security includes physical security, network security, cybersecurity, and all other considerations within the PSAPs domains;
  - 4.4.5. Ensuring all PSAPs in the Serving Area have and maintain current contact information and make it available as per the NENA i3 standard;
  - 4.4.6. Ensuring the Primary PSAP accepts specific planned test calls from the public;
  - 4.4.7. Ensuring the Primary PSAP implements a call handling solution that includes a test call interface and automaton as described in NENA i3;
  - 4.4.8. Correcting all errors with submitted geographic data as reported by TELUS as soon as possible after the notification is sent to the LGA. LGA shall aim to do it in 72 hours to ensure that all carriers operating within the LGA territory have access to accurate validation information;
  - 4.4.9. Providing TELUS with 85 days written notice of an intended change in borders of the Serving Area.<sup>2</sup>
- 4.5 As the requirements related to the TELUS Next Generation 9-1-1 Service may evolve in time or need to be detailed, the LGA shall be responsible for any other requirements that are not specifically identified in the Agreement but added in documents referred under the Agreement (such as UNI) or otherwise communicated by TELUS to all LGAs and PSAPs.
- 4.6 The LGA shall not, nor shall it authorize, assist or permit any person other than TELUS to

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<sup>2</sup> Please see Telecom Decision 2011-309 – CISC consensus reports – Emergency Services Working Group – ESRE0052 Section 4.2.2 – Change activity timelines.

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change, repair, reinstall or tamper with the TELUS' Next Generation 9-1-1 Network and equipment up to the demarcation point.

- 4.7 The LGA recognizes that TELUS Next Generation 9-1-1 Service allows for many new functionalities regarding types of data that can be transmitted over the Next Generation 9-1-1 network. It is expected that the Commission will mandate the implementation of such new functionalities. The availability of these functionalities may require the LGA to upgrade software and/ or hardware at the PSAP. To ensure NG9-1-1 services' upgrades and new features are available uniformly across TELUS' ILEC operating territory, the LGA will have to ensure the PSAPs selected to serve its inhabitants implement such upgrades on the implementation schedule set out by the CRTC.
- 4.8 The LGA shall support embargoes implemented to suspend changes to the database during major outages or planned upgrades.
- 4.9 The LGA shall implement guidelines and procedures with respect to the retention and destruction of personal information related to NG9-1-1 services prior to the provision of those services.<sup>3</sup>
- 4.10 The LGA shall ensure that all communications destined for carriage over the NG9-1-1 network will be secure, and it will take all steps necessary to protect the confidentiality of the information carried over these networks to the maximum extent feasible.
- 4.11 Upon implementation of GIS functionality within the NG9-1-1 network, the LGA must provide sensitive NG9-1-1-related GIS and addressing data directly to TELUS in a secure and encrypted manner without transiting through any shared open platform.<sup>4</sup>
- 4.12 The LGA shall continue to provide TELUS access to the Master Service Addressing Guide until such time as the legacy 9-1-1 network is decommissioned or is advised by TELUS that the Master Service Addressing Guide is no longer required.
- 4.13 Warrant and represent that it has the authority to:
  - 4.13.1. Enter into this Agreement;
  - 4.13.2. Determine that the LGA will utilize TELUS Next Generation 9-1-1 Service to provide End-Users within the Serving Area, served by TELUS or by Originating Network Providers who have entered into agreements with TELUS with respect to access to TELUS Next Generation 9-1-1 Service, access to Emergency Services through calls, sessions and events sent to the 3-digit emergency telephone number 9-1-1; and
  - 4.13.3. Determine that all End-Users, within the Serving Area, served by TELUS or by Originating Network Providers who have entered into agreements with TELUS with respect to access to 9-1-1 Service, shall receive access to Emergency Services through calls, sessions and events sent to the 3-digit emergency telephone number 9-1-1 through use by the LGA of 9-1-1 Service.

### 5 PROPERTY RIGHTS

- 5.1 Title to, ownership of, and all intellectual property rights in any facilities, equipment, software, systems, processes, and documentation used by TELUS to provide the TELUS Next Generation 9-1-1 Service and all enhancements on them shall be and remain with

<sup>3</sup> Pursuant to Telecom Regulatory Policy CRTC 2017-182, paragraph 233.

<sup>4</sup> Pursuant to Telecom Regulatory Policy CRTC 2020-150, paragraph 22.



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TELUS or its suppliers. Except as expressly set forth elsewhere in this Agreement, this Agreement does not grant the LGA any intellectual property or other rights or licenses in or to any service components listed above.

### 6 TRUSTED ENTITIES

- 6.1 Trusted entities are entities that have been qualified, certified and authorized by either TELUS and/or CRTC to connect to the TELUS Next Generation 9-1-1 Network.

### 7 CONFIDENTIAL INFORMATION

- 7.1 Unless the LGA provides express consent or disclosure is pursuant to a legal power, all information kept by TELUS regarding the LGA, other than the LGA's name, address and listed telephone number, is confidential and may not be disclosed by TELUS to anyone other than: i) the LGA; ii) a person who, in the reasonable judgment of TELUS, is seeking the information as an agent of the LGA; iii) another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose; iv) an agent retained by TELUS in the collection of the LGA's account, provided the information is required for and is to be used only for that purpose; v) public authority or agent of a public authority, for emergency public alerting purposes, if a public authority has determined that there is an imminent or unfolding danger that threatens the life, health or security of an individual and that the danger could be avoided or minimized by disclosure of information; vi) an Affiliate involved in supplying the LGA with the Services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose.
- 7.2 TELUS is responsible for complying with Canadian privacy legislation (including the Personal Information Protection and Electronic Documents Act (PIPEDA) and substantially similar Canadian provincial privacy legislation) as such is applicable to TELUS in the provision of the Services under this Agreement. TELUS' commitment to the protection of personal information is further detailed in the TELUS Business Customer Privacy Policy available at [www.telus.com/businessprivacy](http://www.telus.com/businessprivacy). TELUS' provision of the Services is subject to this policy. This policy may be updated by TELUS from time to time. The amended policy will be posted at the location above, and notice of the change will be provided by invoice notification, email, or otherwise. Unless otherwise indicated, the effective date of the amended policy will be the date of posting. The continued use of the Services by the Customer after such date will be deemed to constitute the acceptance of the amended policy. As TELUS does not have a direct contractual relationship with the PSAPs and the End-Users, TELUS relies on and the LGA shall ensure that the LGA (directly or through the PSAPs) has obtained all necessary consents from such End-Users, provided all necessary notices to End-Users, and otherwise have all necessary authority to permit the collection, use or disclosure of personal information by and between LGA and TELUS (if any).
- 7.3 Any information including any and all written documentation provided by TELUS to the LGA, its employees, servants, agents, assigns and/or contractors pertaining to the design, development, implementation, the operation and the maintenance of TELUS the Next Generation 9-1-1 Service is confidential, and will be provided only to such persons who have a need to know for the purposes of this Agreement. The LGA will not permit any of its employees, servants, agents, assignees and/or contractors to duplicate, reproduce, or otherwise copy any such confidential information for any purpose whatsoever, except as may be required by any such employees, servants, agents, assigns and/or contractors with a need to do so for the purposes of this Agreement.
- 7.4 Use all information or data that is provided by an End-User for the sole purpose of

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responding to 9-1-1 related communications, unless the End-User provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power. For greater clarity, information or data related to a specific emergency occurrence shall be used only for the purpose of responding to that emergency, unless the End-User provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power.<sup>5</sup> For greater clarity, such obligation also applies to the information or data that are provided on behalf of the End-User, for purposes associated with emergency services accessed through TELUS' NG9-1-1 network. For greater clarity, such obligation also applies when the information or data is stored or otherwise under the custody or control of the PSAP.

- 7.5 The LGA will retain the confidential End-User data, including any audio or video or text files provided and associated information in confidence and will treat the confidential information with the same degree of care that it employs for the protection of its own confidential information and, at a minimum, a reasonable degree of care, and will not use or copy such confidential information except as necessary to perform its obligations under this Agreement, and will not permit disclosure of such confidential information except to employees, servants, agents, assigns and/or contractors, including the PSAP (provided such employees, servants, agents, assigns and/or contractors are bound by similar confidentiality obligations as the one contained in this Agreement and provided such can be evidenced) where there is a need to know for purposes of this Agreement.
- 7.6 The LGA agrees that it will indemnify TELUS against any and all liabilities, losses, damages, costs, and expenses (including legal fees and disbursements on a solicitor and own client basis) resulting from the unauthorized disclosure or use of information identified in paragraphs 7.1 to 7.3 on the part of the LGA, its employees, servants, agents, assigns and/or contractors.
- 7.7 Furthermore, the LGA agrees to abide by all applicable federal and provincial legislation with respect to the protection of privacy and confidential information in effect from time to time.

### 8 QUALITY OF THE LGA'S SERVICE

- 8.1 The LGA agrees to implement and ensure the operation of its PSAP(s) in a manner that meets the quality standards generally accepted in Canada for such services.
- 8.2 The LGA acknowledges the importance under this Agreement that all PSAPs connected to the TELUS' Next Generation 9-1-1 Network meet at all times the requirements set out under this Agreement and promptly whenever those are changed by TELUS from time to time to assure the operation of TELUS' Next Generation 9-1-1 Network, in accordance with quality standards generally accepted in Canada and that the default of a PSAP to comply with such requirement can compromise the TELUS' Next Generation 9-1-1 Network and affect all End-Users.

### 9 FORCE MAJEURE

- 9.1 Neither TELUS nor the LGA will be held responsible for any damages or delays as a result of war, invasion, insurrection, demonstrations, or as a result of decisions by civilian or military authorities, fire, floods, strikes, decisions of regulatory authorities, and, generally, as a result of any event that is beyond the LGA's or TELUS' reasonable control ("Force Majeure").
- 9.2 TELUS and the LGA agree that in the event of a Force Majeure, the Parties will cooperate

<sup>5</sup> Pursuant to Telecom Regulatory Policy CRTC 2017-182, paragraph 232.

## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

and make all reasonable efforts to provide temporary replacement service until permanent service is completely restored.

- 9.3 The costs required to provide temporary replacement service will be borne according to the sharing of obligations between TELUS and the LGA, as indicated in Articles 3 and 4 of this Agreement.

### 10 IMPLEMENTATION SCHEDULE

- 10.1 TELUS and the LGA agree that the implementation of TELUS Next Generation 9-1-1 Service within the Serving Area, and based on the requirements set out in Schedule B, will be carried out pursuant to an implementation schedule to be mutually agreed to by the Parties in writing and which may be changed from time to time by agreement of the Parties.

### 11 LIMITATION OF LIABILITY

- 11.1 TELUS' liability for the performance of its obligations pursuant to this Agreement shall be the one set out in TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001). It is understood that TELUS' limited liability under this Agreement is a condition without which TELUS would not have entered into this Agreement, and therefore, TELUS' liability for the performance of its obligations pursuant to this Agreement shall not exceed any limitation of liability set out under TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001) even if such limitation of liability does not specifically apply or refer to the LGA.
- 11.2 The LGA and TELUS shall, during the Term, maintain sufficient insurance to cover their respective obligations under this Agreement and shall provide evidence of same to the other party or, if either the LGA or TELUS is self-insured, provide to the other party evidence that is satisfactory to that party that the LGA and/or TELUS, as the case may be, is and will be, at all relevant times, in a position to face successfully its monetary obligations stemming from liability under this Agreement.
- 11.3 This Article 11 will survive the present Agreement even if it is annulled, in part or in whole, or even if it is terminated for any other reason.

### 12 TERM

- 12.1 **Term:** This Agreement will be effective as of the Effective Date, and will be valid for a period of five (5) years, with an automatic renewal for a successive period of five (5) years, unless one party gives to the other at least six (6) months' written notice of termination before the end of the then current five (5) years term.
- 12.2 **Termination or Suspension of a Service:** Notwithstanding Article 13.1, TELUS may immediately suspend the entirety or a portion of the NG9-1-1 Service where TELUS has reasonable cause to believe that the LGA's traffic is compromised or otherwise poses a risk to the NG9-1-1 Service. For any reason other than the integrity of NG9-1-1 Service, the LGA may terminate the NG9-1-1 Service, or TELUS may terminate or suspend the NG9-1-1 Service, in accordance with the terms of the relevant Tariffs with six (6) months prior written notice.

### 13 REGULATORY APPROVAL

- 13.1 It is expressly understood that TELUS Next Generation 9-1-1 Service is provided pursuant to the terms and conditions of the TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001) as amended from time to time and as approved by the Commission, and this Agreement as amended from time to time and as approved by the Commission.

## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

13.2 This Agreement (excluding the Schedules) will be subject to approval by the Commission, and is subject to changes imposed by directions or orders of the Commission. Any future amendments to this Agreement (excluding the Schedules) will also be subject to approval by the Commission.

### 14 WAIVER

14.1 The failure of either party to require the performance of any obligation hereunder, or the waiver of any obligation in a specific instance, will not be interpreted as a general waiver of any of the obligations hereunder, which will continue to remain in full force and effect.

### 15 RELATIONSHIP OF THE PARTIES

15.1 This Agreement will not create nor will it be interpreted as creating any association, partnership, any employment relationship, or any agency relationship between the Parties.

### 16 ENTIRE AGREEMENT

16.1 Except as otherwise stated herein, this Agreement, together with the terms of TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001) constitutes the entire agreement of the Parties and supersedes any previous agreement, whether written or verbal. Should any provision of this Agreement be declared null, void, or inoperative, the remainder of the Agreement will remain in full force and effect. In the event of a conflict between this Agreement and TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001), the terms of TELUS NG9-1-1 Tariff (CRTC 21461 Item 1001) will prevail.

### 17 NOTICES

17.1 Except if expressly specified otherwise elsewhere in the Agreement, all notices necessary under this Agreement shall be given in writing. In the case of TELUS, the notice shall be sent by e-mail and in the case of the LGA, the notice can be either personally delivered, or sent by registered mail or facsimile, or by e-mail at the addresses indicated below. Notices, if personally delivered or sent by facsimile, will be deemed to have been received the same day, or if sent by registered mail, will be deemed to have been received four days (excluding Saturdays, Sundays and statutory holidays) after the date of mailing. Notices delivered by e-mail shall include the following, and shall only be effective if the recipient provides by e-mail a confirmation of delivery and the date of acceptance of the delivery: (i) sender's name, address, telephone number, and e-mail address; and (ii) date and time of the transmission.

17.2 TELUS can change the telecommunication services provided to a PSAP by providing the LGA at least thirty (30) days prior written notice, without the necessity of the Parties signing a formal amendment to this Agreement. By continuing to use the TELUS' Next Generation 9-1-1 Network after TELUS has changed the telecommunication services provided to a PSAP, the change is deemed to have been accepted by the Parties.

**NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT**

**Local Government Authority**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TELUS Communications Inc.

TELUS

Regulatory Affairs

Attn: TELUS NG9-1-1 Leadership Team

Regulatory.affairs@telus.com

Or to such other address as either party may indicate in writing to the other.

IN WITNESS WHEREOF the Parties have caused this Agreement to be executed by their duly authorized representatives, such execution effective on the Effective Date.

**Local Government Authority**

Per: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

TELUS Communications Inc.

Per: \_\_\_\_\_

Printed: **Jeff Smith**

Title: **Managing Consultant-Regulatory Affairs**

# NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

## Schedule A

### 1 DEFINITIONS

For the purposes of this Agreement, in addition to other terms defined elsewhere in the Agreement, the following terms have the meanings ascribed below:

1.1 "Automatic Number Identification" or "ANI":

TELUS' NG9-1-1 Network's capability to automatically identify the calling telephone number and to provide a display of the number at the PSAP.

1.2 "Border Control Function" or "BCF":

Provides a secure entry into the ESInet for emergency calls presented to the network. The BCF incorporates firewall, admission control, and may include anchoring of session and media as well as other security mechanisms to prevent deliberate or malicious attacks on PSAPs or other entities connected to the ESInet.

1.3 "Business Continuity Plan":

A plan outlining how to continue operating during an unplanned service disruption; i.e.: technology or relocation.

1.4 "Commission":

The Canadian Radio-television and Telecommunications Commission ("CRTC") and its successors.

1.5 "Default Routing":

Default Routing is a contingency routing scheme whereby 9-1-1 calls, sessions and events are directed to an alternative PSAP or PSAPs due to network issues or missing/invalid location information.

1.6 "Demarcation Point":

The furthest physical point of NG9-1-1 interconnection for the PSAPs. The location of the PSAP is designated by the LGA; however, the PSAP shall determine where the termination equipment/demarcation points are to be located.

1.7 "Emergency Services":

The first responders to situations that require immediate assistance, such as law enforcement, fire department, ambulance service, or other emergency medical assistance service.

1.8 "Emergency Services IP Network" or "ESInet":

An ESInet is a managed, private, dedicated IP network used for Emergency Services communications. The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant PSAPs within the Serving Area, as well as CRTC-registered ONPs supporting 9-1-1 calling over IP-capable networks. For PSAPs, the ESInet is delivered using the Company's IP VPN service to the PSAPs' operations premises authorized by the LGA. ONPs interconnect to the ESInet through designated physical Points of Interconnection (POIs).

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## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

1.9 "End-User":

An end-user with NG9-1-1 Network Access within the boundaries of the LGA, as determined by the Company and the LGA.

1.10 "Emergency Service Zone" or "ESZ":

A defined area within a Serving Area consisting of a specific combination of LGA, law enforcement, fire, emergency medical, and PSAP coverage areas.

1.11 "i3 PSAP":

A PSAP that is capable of receiving IP-based signaling and media for delivery of emergency calls conformant to the i3 standard.

1.12 "Local Government Authority" or "LGA":

An LGA is the relevant government authority, at the provincial, indigenous, territorial, regional and/or municipal level, that governs the PSAPs. For greater clarity, the PSAP is selected or designed by the LGA and is under the responsibility of the LGA.

1.13 "Master Service Addressing Guide" or "MSAG":

The MSAG/SAG is a database of street names and house number ranges; it defines emergency service zones within a community and the emergency service numbers associated to them in order to enable proper routing of basic 9-1-1 and enhanced 9-1-1 calls.

1.14 "Network Access":

A connection that allows calls, sessions, or other types of events intended to be delivered to the Company's NG9-1-1 Network.

1.15 "Next Generation Core Services" or "NGCS":

The base set of services needed to process an NG9-1-1 call, session or event on an ESInet. NGCS includes the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Border Control Function (BCF), Bridge, Policy Store, Logging Services and typical IP services such as Domain Name System (DNS). The term NGCS includes the services but not the network on which they operate.

1.16 "NG9-1-1 Network Provider":

The carrier that provides connectivity, services, and management for Next Generation 9-1-1 service to LGASs and their PSAPs.

1.17 "Offnet Agency":

An agency outside of the NG9-1-1 network, such as a poison control centre or a hospital, which the LGA may designate to be able to receive PSTN calls transferred by a PSAP through the ESInet.

1.18 "Originating Network Provider":

A CRTC-approved authorized telecommunications service provider, wireless service provider, or other service provider which delivers traffic to the Company's NG9-1-1 Network for routing to a PSAP.

## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

### 1.19 "Policy Routing Rules" or "PRRs":

Policy Routing Rules (PRRs) allow PSAP to enable multi-layered treatment policies for diversion within the NG9-1-1 Network, providing more options to a PSAP to divert 9-1-1 calls, sessions and events to another destination based upon multiple conditions defined in the PRRs.

### 1.20 "Public Safety Answering Point" or "PSAP":

A primary PSAP is a PSAP to which 9-1-1 calls, sessions and events are routed directly as the first point of contact. In some cases, the primary PSAP then contacts the appropriate agency to dispatch emergency responders. However, in cases where local authorities determine that specialized expertise, such as emergency medical services, is required, 9-1-1 calls, sessions and events are then transferred from a primary PSAP to a secondary PSAP.

A secondary PSAP, also known as an Emergency Response Agency dispatch centre, is a PSAP to which NG9-1-1 calls, sessions and events are transferred from a primary PSAP. A secondary PSAP is directly interconnected to an NG9-1-1 Network, allowing for the receipt and display of NG9-1-1 information.

### 1.21 "PSAP Contingency Plan":

It is a plan prepared by the PSAP, in collaboration with TELUS, to provide Default Routing to ensure 9-1-1 calls are answered. PSAP Contingency Plan is about alternative routing and configuration options related to the NG9-1-1 Network and is more specific than the overall PSAP Business Continuity Plan.

### 1.22 "Selective Routing and Transfer":

A feature that automatically routes traffic destined for emergency services to the appropriate PSAP based on the location data provided during the setup of the 9-1-1 call, session or event (Automatic Identification information or Geodetic) and facilitates inter-agency transfer.

### 1.23 "Serving Area":

The area within the LGA's boundaries, as determined by TELUS and the LGA, from which calls, sessions and events sent to the 3-digit emergency telephone number 9-1-1 will be directed to a particular primary PSAP which has a contract with the LGA .

### 1.24 "TELUS' Next Generation 9-1-1 Network":

A standards-based, all IP emergency communications infrastructure enabling highly reliable and secure voice and multimedia communications.

### 1.25 "Operator Service":

Operator Service for NG9-1-1 is a last resort routing scheme whereby calls, sessions and events that cannot be routed by the NG9-1-1 network on the ESInet to the PSAP will be routed to an operator service contracted by the NG9-1-1 Service Provider as mandated in Telecom Decision 2019-66.

### 1.26 "User-to-Network Interface (UNI) Interconnection Design Specifications":

User-to-Network Interface (UNI) Interconnection Design Specifications means the authoritative document which sets the technical specifications an i3-PSAP must comply with.



# NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

Schedule B (for TELUS internal resource planning purposes only)

<b>SCHEDULE B - v.1</b>			
<b>List of NG9-1-1 PSAPs, locations &amp; targeted migration</b>			
<b>Current Emergency Zones &amp; PSAP migration identification</b>			
<p><b>Schedule B is a current list of PSAPs that provide services to the LGA. Please review and confirm accuracy (initial) of all contracted PSAPs. Post transition changes or updates to Schedule B will be communicated to TELUS via current TELUS operations change process.</b></p>			

LGA initial \_\_\_\_\_

<b>PSAP Serving Information</b>			
PSAP Name (*1 &*2)	PSAP Address	PSAP Address - Backup Site	Targetted Migration Date
Parkland County ECC	53109A HWY 779 moving to 4820 52 Ave Wabamun Parkland County, AB	53115 Range Road 263a, Acheson AB	2023,Q4

**Notes:**

\*1 – LGA shall ensure all PSAP sites meet the NG9-1-1 requirements.

\*2 – LGA shall ensure that if a PSAP changes during the Term, the replacement is aware of the LGA obligations re: PSAPs under this Agreement, and TELUS is notified of the change.

ESZ	Community	Municipality	9-1-1 Answer	Fire
614	Sunrise Beach	S.V. of Sunrise Beach	Parkland County ECC	Parkland County ECC

**Notes:**

\*1 – LGA shall ensure all PSAP sites meet the NG9-1-1 requirements.

\*2 – LGA shall ensure that if a PSAP changes during the Term, the replacement is aware of the LGA obligations re: PSAPs under this Agreement, and TELUS is notified of the change.

\*3 – "Offnet" Agencies are not connected to the ESInet over an IP-UNI

\*4 – This PSAP is only required if there is a PSAP designated as a safety net for a specific Province or Territory.

# NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

## Schedule C

### Technical requirements\ESInet Access Criteria

Next Generation 9-1-1 is comprised of complex and interactive systems. In order to ensure proper network security, resiliency, diversity, and reliability, the LGA must ensure that all of their PSAPs meet the following technical criteria. A PSAP cannot interconnect to the NG9-1-1 network without meeting these requirements.

PSAPs utilizing networks to process and deliver NG9-1-1 calls outside of the ESInet do so at their own risk and assume all liabilities, including prolonged restoration times in the event of an outage.

LGA must ensure that the PSAP(s):

- 1 Deploy Dual Stack as the preferred method for simultaneous use of IPV4 & IPV6 address space OR to individually perform NAT-PT (Network Address Translation - Protocol Translation) for their Network Domain as defined in the NG9-1-1 network provider's UNI Interconnection Design Specifications, as a mandatory condition to interconnect to the NG9-1-1 network.
- 2 Support a set MTU (Maximum Transmission Unit) value of 1500 bytes for their network domain.
- 3 Utilize the Border Gateway Protocol (BGP) for dynamic routing between peering networks, using registered Autonomous System (AS) numbers, when available.
- 4 Assign a Local Registration Authority ("LRA"). The LRA will be responsible for determining and managing which users will be authorized to access the ESInet. An LRA can be assigned for a specific PSAPs or may be assigned for all PSAPs in an entire serving territory. The PSAP must notify TELUS at least 30 days prior to onboarding to the NG9-1-1 network of its selection and provide TELUS with 60 days' notice prior to any changes to its LRA structure. The LRA will have to enter into a distinct agreement with TELUS regarding the rights and obligations specific to the LRA and agree to TELUS Certificate Policy. For greater clarity, if access to the ESInet is needed for devices, the PSAP must assign an Authorized Organization Representative ("AOR"), which shall also enter into a distinct agreement with TELUS. For greater clarity, LRA and AOR doesn't need to be the PSAP itself.
- 5 Utilize the PCA service provided by the NG9-1-1 network provider, as defined in the UNI Interconnection Design Specifications, as a mandatory condition of interconnection with the NG9-1-1 network until a nation-wide PSAP Credentialing Agency is established.
- 6 Comply with the UNI and any other bulletins or technical documents communicated by TELUS to all LGAs and PSAPs from time to time. Employ a NENA i3 compliant BCF (Border Control Function), as defined in the NG9-1-1 network provider UNI Interconnection Design Specifications, as a mandatory condition of interconnection with the NG9-1-1 network. In addition, the BCF must be deployed in a manner that prevents single points of failure.
- 7 Employ the QoS requirements as defined in the NG9-1-1 network provider UNI Interconnection Design Specifications as a mandatory condition of interconnection with the NG9-1-1 network.
- 8 Implement the mandatory list of audio CODECs as provided by the NG9-1-1 network providers as part of the Onboarding Process, and as updated through the proposed change management process managed by CISC.
- 9 Use the two (2) redundant 9-1-1 IP-VPN circuits and routers provided by TELUS to deliver 9-1-1 calls, sessions and events, and associated data as per TELUS acceptable use policy available at [www.telus.com/aup](http://www.telus.com/aup). The PSAPs shall not modify, repair, reinstall, or tamper with the 9-1-1 IP-

## NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

VPN circuits and routers, or use them in a manner that interferes with any service components used to provide them, TELUS' networks, or with the use of TELUS services by other persons, or in a manner that avoids the payment of any charges, or use the 9-1-1 IP-VPN circuits in violation of any law or regulation. TELUS recommends that the PSAP use both 9-1-1 IP-VPN circuits to avoid service impacts in the event of an 9-1-1 IP-VPN circuit or terminating router failure.

- 10 Design and operation the PSAPs WAN/LAN, including resiliency, capacity, management, quality of service and security.
- 11 Support end-to-end encryption of traffic from and towards the ESInet as defined in the TELUS NG9-1-1 UNI Interconnection Design Specifications. PSAPs are strongly encouraged to utilize the TELUS NGCS-based DNS service to ensure the resiliency of DNS functions and seamless PCA functionality. If a PSAP opts to use its own DNS service, it will be the sole responsibility of that agency to design, maintain and administer this element.
- 12 Use the provided ESInet connections strictly for the delivery of NG9-1-1 calling and associated data and not to use any private VPN tunnels across the ESInet.
- 13 Create Policy Routing Rules for NG9-1-1 and communicate their Default Routing, if any, as part of their PSAP Contingency Plans to ensure that 9-1-1 calls are answered in the event of a PSAP outage.
- 14 Synchronize their network elements with those of the NGCS based on the Network Time Protocol resource provided by TELUS.
- 15 Apply on an ongoing basis, the required security updates (including any security patches) promptly, on the schedule communicated by TELUS.

The failure of a PSAP to comply with the technical requirement and access criteria may result in having such PSAP removed from the TELUS Next Generation 9-1-1 network. In the event where a PSAP does not meet the above technical requirements and access criteria to the ESInet, TELUS will inform the LGA before removing the PSAP from the TELUS Next Generation 9-1-1 network.

**NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT**

**Schedule D**

**MULTIPLE REGION PSAPs**

This Schedule, or an alternative format agreed to by both the LGA and the Company, must be filled out by the LGAs with their respective PSAPs covering multiple regions and managed by a provincial or federal authority (e.g. Alberta Health Services, British Columbia Health Care Services, Royal Canadian Mounted Police.)

**Operating as a provincial or federal secondary PSAP, the following provisions within this agreement does not apply: 4.1.1; 4.3; 4.4.1; 4.4.2; 4.4.3; 4.4.8; 4.8.9; 4.12;**

**The following provisions of this agreement (4.3.2; 4.3.3; 4.6; 4.8.4; 4.8.5; 4.9) that relate to "all PSAPs" for the purposes of this LGA, shall apply only to the single Multiple Regions PSAP.**

Communication Centre Sites	Official Name	LGA (municipalities, counties, etc.)

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# NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

## Schedule E

### NG9-1-1 GIS REQUIREMENTS \* **Provided to TELUS upon GIS introduction**

Municipality, County or Other Government Entity name	GIS Data Provider or *Provincial/ Territorial Designated Data Aggregator name	Provincial /Territorial Legislation (Y/N)

In the absence of Provincial or Territorial legislation defining a Data Aggregator body, by default, the NG9-1-1 Network Provider will be the defined GIS and addressing Data Aggregator ([Telecom Decision CRTC 2020-150 | CRTC](#))

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**NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT**

<b>SCHEDULE F - v.1</b>
<b>LGA must verify with each PSAP and PSAP location listed in Schedule B has a 9-1-1 Contingency Plan and Policy Routing Rules</b>

<b>PSAP Serving Information</b>			
<b>PSAP Name (*1 &amp;*2)</b>	<b>PSAP Addresses</b>	<b>PSAP Address-Backup Site</b>	<b>Contingency Plan &amp; Policy Routing Rules LGA verified (initial)</b>
Parkland County ECC Stony Plain Redundant	53109A HWY 779 moving to	53115 Range Road 263a, Acheson AB	
	4820 52 Ave Wabamun Parkland County, AB		

**Notes:**

- \*1 – LGA shall ensure all PSAP sites meet the NG9-1-1 requirements.
- \*2 – LGA shall ensure that if a PSAP changes during the Term, the replacement is aware of the LGA obligations re: PSAPs under this Agreement, and TELUS is notified of the change.
- \*3 – “Offnet” Agencies are not connected to the EShet over an IP-UNI
- \*4 – This PSAP is only required if there is a PSAP designated as a safety net for a specific Province or Territory.

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**NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT**

<b>SCHEDULE G - v.1</b>			
<b>LGA must designate a Local Registration Authority ("LRA")</b>			<b>*</b>
<b>reference Schedule C, #4.</b>			
<b>Digital Subscriber Certificate Agreement and Application Form - submitted by LGA's Local Registration Authority designate upon TELUS onboarding</b>			
<b>PSAP Serving Information</b>			
<b>PSAP Name (*1 &amp;*2)</b>	<b>PSAP Addresses</b>	<b>PSAP Address-Backup Site</b>	<b>LGA designated Local Registration Authority ("LRA")</b>
Parkland County ECC	53109A HWY 779 moving to	53115 Range Road 263a, Acheson AB	
	4820 52 Ave Wabamun Parkland County, AB		

**Notes:**

- \*1 – LGA shall ensure all PSAP sites meet the NG9-1-1 requirements.
- \*2 – LGA shall ensure that if a PSAP changes during the Term, the replacement is aware of the LGA obligations re: PSAPs under this Agreement, and TELUS is notified of the change.
- \*3 – "Offnet" Agencies are not connected to the ESnet over an IP-UNI
- \*4 – This PSAP is only required if there is a PSAP designated as a safety net for a specific Province or Territory.

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## Fw: Signature request - NG9-1-1 LGA Agreement, S.V. Sunrise Beach

svsunrisebeach wildwillowenterprises.com <svsunrisebeach@wildwillowenterprises.com>

Mon 7/31/2023 4:20 PM

To:wendy wildwillowenterprises.com <wendy@wildwillowenterprises.com>

📎 1 attachments (877 KB)

NG9-1-1LGAS.V.ofSunriseBeachAgreement.pdf;

Hey Wendy - Please see attached.

---

**From:** Assunta Marozzi <assunta.marozzi2@telus.com>

**Sent:** Monday, July 31, 2023 3:30 PM

**To:** svsunrisebeach wildwillowenterprises.com <svsunrisebeach@wildwillowenterprises.com>

**Cc:** Karen Clark <karen.clark@parklandcounty.com>

**Subject:** Signature request - NG9-1-1 LGA Agreement, S.V. Sunrise Beach

Good afternoon,

We are excited to announce your Parkland 911 PSAP is planning its onboarding process to the new NG9-1-1 network.

In order for Parkland 911 PSAP to complete their transition to the new NG9-1-1 network, the Local Governing Authorities served by Parkland County 911 are required to execute the CRTC-approved NG9-1-1 agreement. This critical requirement will play a significant role in launching the new and improved features of NG9-1-1 that serve the citizens of the S.V. of Sunrise Beach.

Accordingly, I have attached a copy of the agreement for signature.

To help facilitate and for additional clarity concerning Schedule B,D, E, F and G:

**Schedule B:** initials required

**Schedule D:** Not required to be filled in. Schedule D is reserved for provincial and federal PSAPs such as AHS, RCMP, DND.

**Schedule E:** At this time we are not expecting any data to be filled for Schedule E as this is specific to the introduction of the NG9-1-1 GIS (anticipated sometime between 2025 - 2027). As we get closer to implementation, we will follow up to obtain the LGAs Schedule E information. In the interim, the legacy processes for submitting municipality address data to TELUS will continue.

**Schedule F:** initials required

**Schedule G:** the LGA must designate a Local Registration Authority ("LRA"). The LRA will be responsible for determining and managing which users will be authorized to access the NG9-1-1 network and managing their credentials, user names, passwords, etc. An LRA can be assigned for a specific PSAP(s) or may be assigned for all PSAPs in an entire serving territory. While an LGA can designate themselves to manage PSAPs users' access, in most cases, the LGA will designate their respective PSAPs with the LRA responsibilities. If you prefer your PSAPs to be your LRA, then please fill in each of the respective PSAPs serving ( Parkland 911) within Schedule G (per line) accordingly.

I look forward to receiving your signed agreement.

Kindest regards,

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**Assunta Marozzi**  
**LGA Relations Manager**  
**NG9-1-1**  
**T. (780) 508-1237**

**TELUS** | the future is friendly®

I humbly acknowledge that we are on Treaty 6 territory, a traditional meeting grounds, gathering place, and traveling route to the Cree, Saulteaux, Blackfoot, Métis, Dene and Nakota Sioux. I acknowledge all the many First Nations, Métis, and Inuit whose footsteps have marked these lands for centuries.

**CONFIDENTIALITY CAUTION:** This message is intended only for the use of the individual or entity to which it has been addressed and may contain information that is privileged and confidential. If you are not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, respond immediately via telephone or return e-mail, and delete all copies of this material.

Please consider the environment before printing this email



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The AMDSP continues to work for its member partners and continues to grow in numbers and now has almost 250 members across the province. Many of our new members have sought to join to take advantage of the work we are doing to revise our system to create NG9-1-1 compatible data. The work on our new specifications and the details of how our new system will be configured continues. A draft set of our specifications is available on our web site [amdsp.ca](http://amdsp.ca) in the specifications folder.

The specifications and format of the submission files will change slightly to accommodate the requirements of NG9-1-1. Additional information can be found in the draft specifications and on our website in the NG9-1-1 folder.

A link to a survey is included with this update. Please take a minute to fill out the survey as it will help us make some critical decisions for the development of our system. The question about who your PSAP is and address ranges on your road centerline data are related. The NG9-1-1 specifications, and the LGA agreement, require the

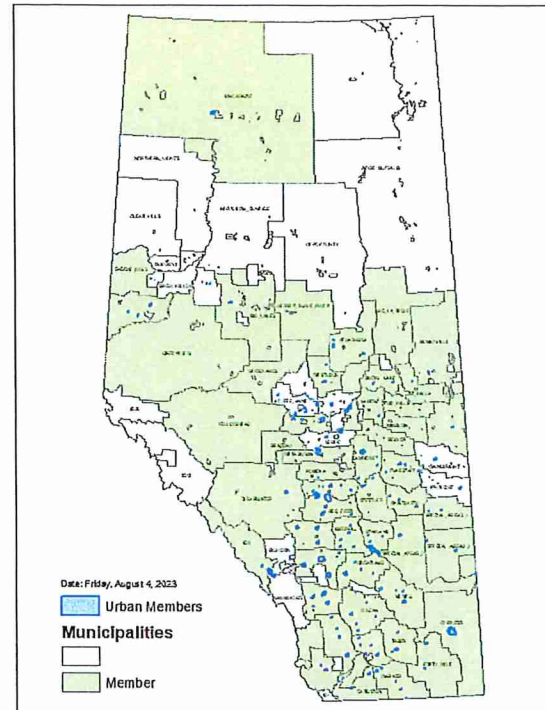
municipality to include address range information on each road segment. (Note that a PSAP is a Public Safety Answering Point. This is your dispatch organization that does dispatch for your fire services.) The AMDSP needs to know if the PSAP that serves you will make use of our data or maintain their own copy of the road network and update the address range data manually. Some PSAP's rely on AHS to maintain this data for them. The decision to go forward with imposing this requirement is crucial as it could have a total cost for our members in the range of 1 – 2 million dollars. We want to make sure that if the data is produced it will be used. Your feedback on this is important.

The new system will go out for quotes in late August or Early September. We hope to start development soon after. Please ensure you keep your data up-to-date in our system. A FAQ on the NG9-1-1 page entitled "What can AMDSP members be doing now to prepare for the new data specification?" gives you some tips on getting prepared for the new system.

If you need any further information or assistance to submit your data feel free to contact our support person Don Kitchener at the following:

[support@amdsp.ca](mailto:support@amdsp.ca)      AMDSP phone: (403) 778-0979      Cell: (403) 461-4700

The invoices for the membership fees were sent out in July. Please check that your invoice has been paid or let us know if you did not receive an invoice. We rely on your fees to support our initiative.





# Town of Onoway

Box 540, Onoway, AB T0E 1V0

AGREEMENTS

April 7<sup>th</sup>, 2021

Summer Village of Sunrise Beach  
Box 1197  
Onoway, AB. T0E 1V0

Att: Lana Lange

Dear Lana:

**Re: Wastewater Effluent Disposal**

In reference to the above noted, and your March 24<sup>th</sup>, 2021 email requesting a 3 year extension to our existing wastewater disposal agreement, please be advised this matter was presented to the Council of the Town of Onoway at their regular meeting of April 1<sup>st</sup>, 2021.

I am pleased to advise Council approved a three-year extension to our existing agreement, taking us to April 30<sup>th</sup>, 2024. Similarly, the Town has extended the Summer Village of Sandy Beach's permission to this same date, April 30<sup>th</sup>, 2024. The disposal fee of \$55.00/load will remain in place for the 2021 year, and this fee is estimated to increase to \$65.00/load for the 2022 year.

This approval is conditional on one service provider hauling in the effluent, and that service provider being Standstone Waste. Should you change service providers you will need to request approval from the Town to continue disposal. We expect your service provider to ensure that ONLY wastewater effluent from the Summer Village of Sunrise Beach, or our other approved communities, will be hauled in and should there be deemed a breach of this condition access to our lagoon will be terminated immediately. We request monthly reporting of the volumes going in, and the disposal fee collected. We request a 30 day termination notice by either party, or in the event of an emergent situation access to our lagoon may be suspended immediately and until the situation is resolved.

....2

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SV of Sunrise Beach/lagoon access  
April 7<sup>th</sup>, 2021/page two

If you are in agreement with this, please sign and return the noted letter.

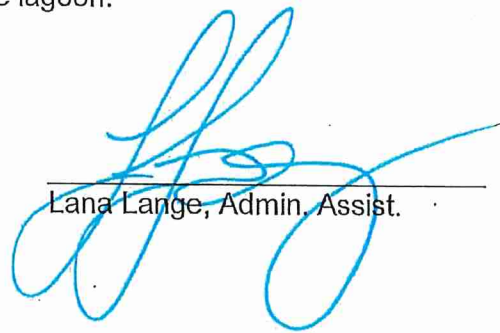
Yours truly,



Wendy Wildman  
Chief Administrative Officer  
Town of Onoway  
/ww

c.c. Jason Madge, Assist CAO/Public Works Manager  
Standstone Waste

The Summer Village of Sunrise Beach hereby accepts the terms and conditions as noted above, with respect to access to the Town's sewage lagoon.

  
Glen Usselman, Mayor  
Lana Lange, Admin. Assist.

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August 4, 2023

Wendy Wildman  
Summer Village of Sunrise Beach  
Box 1197  
Onoway AB T0E 1V0

Dear Wendy,

As a valued partner and member of Yellowhead Regional Library (YRL), I am happy to share the YRL 2022 Annual Report with you and your stakeholders.

For YRL member municipalities and school divisions, we know return on your investment with us is critical. The 2022 Annual Report demonstrates several key indicators of our value to your residents and students. Here are two examples from residents in the YRL region, including your community:

- 101,127 international newspaper/magazine issues read through [PressReader](#).
- 228,183 books, audiobooks and/or magazines checked out through [OverDrive](#).

The power of regional collaboration opens a world of resources to every person living in the YRL region. The power of our collective purchasing and distribution delivers a catalogue of materials beyond what any individual library could maintain on its own. And, the power of our continuous improvement brings the latest technology and best practices to each member library and the patrons they serve. I hope you find the Annual Report informative and reflective of a remarkable year.

I am available to discuss this document and/or answer any questions you may have. Please contact me at [kpalichuk@yrl.ab.ca](mailto:kpalichuk@yrl.ab.ca) or 780-962-2003, x226.

In addition, we would be happy to speak to your Council about YRL services, governance and our [2023-2025 Strategic Plan](#). To schedule a presentation, please contact our Executive Assistant, Laurie, at [lhaak@yrl.ab.ca](mailto:lhaak@yrl.ab.ca) or 780-962-2003, x221.

Thank you for your support of YRL and library services.

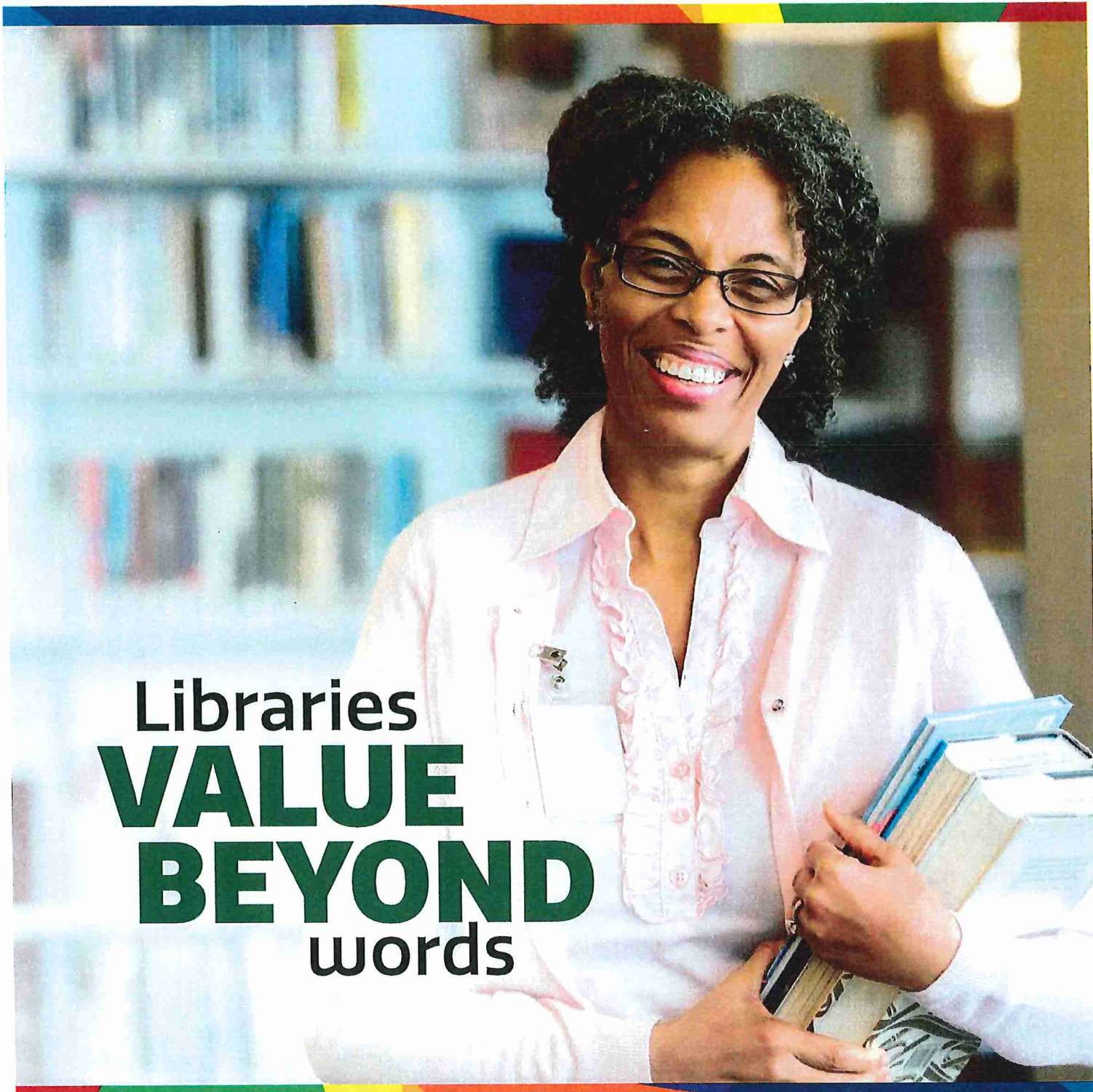
Yours truly,

A handwritten signature in blue ink that reads "Karla Palichuk".

Karla Palichuk, Director  
Yellowhead Regional Library

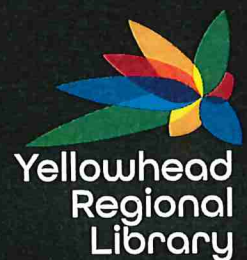
Enclosure

The logo for "Libraries Value Beyond Words" features the text "Libraries" in a small font, "VALUE BEYOND" in large, bold, green capital letters, and "words" in a smaller font below it. To the right of the text is a blue circle containing the number "31".

A photograph of a woman with dark curly hair and glasses, wearing a white button-down shirt with pink ruffles. She is smiling and holding a stack of books. The background is a blurred library with bookshelves. The text 'Libraries VALUE BEYOND words' is overlaid on the image.

Libraries  
**VALUE  
BEYOND**  
words

**2022 Annual  
Report**





## Message from the Board Chair

Over the past year, Yellowhead Regional Library (YRL) continued to demonstrate its commitment to service excellence. The role of YRL is to collaboratively support and enable public and school member libraries to deliver timely, responsive services to their respective patrons.

This partnership yields tremendous results, both financial and operational.

The return on investment to communities is more than monetary. We regularly hear stories of people accessing resources, upgrading job skills, learning to read and having fun – all at their local public and school libraries. Libraries truly are the hubs of their communities, and to more fully express this, the YRL team developed a tagline: Libraries Value Beyond Words. This tagline is being used on a range of materials, including approaches to advocacy with elected officials.

We believe this will help people to 'see libraries' full contributions to the quality of life we enjoy every day.

**Hendrik (Hank) Smit**  
*Chair, Yellowhead Regional Library Board of Trustees*



## Message from the Director

This past year was incredibly active for YRL staff, with new programs and services delivered to public and school libraries within the region. These include: an updated program guide to help school librarians understand YRL's services, delivery of high-end training on topics such as managing the impacts of homelessness and how to hold crucial conversations, and new advocacy efforts to support a better understanding of the value that libraries bring to communities.

Additionally, YRL staff visited each of the 43 public libraries in the region, to meet with library staff and offer in-person support. We coordinated wireless printing options, made significant cybersecurity upgrades, and completed the legwork on creating new library websites.

Perhaps the greatest outcome, though, is the daily collaboration that occurs between and among YRL staff and member libraries. Partnering with the wonderful library staff in communities across our region is highly rewarding. We appreciate the innovation and creativity that comes from our joint efforts. Working together, we can help all member libraries to shine brightly.

**Karla Palichuk**

*Director, Yellowhead Regional Library*

### YRL In the Community

In 2022, Library Development Services staff met with 43 public libraries, provided 64 on site consulting visits, and held 1,329 remote consulting sessions (online). In addition, Technology Services staff met with 14 public libraries, provided 29 on site visits, held 200 remote sessions, and resolved 1,769 IT helpdesk tickets.

**57**

Public library visits

**93**

In-person consultations

**9**

School library visits

**1,529**

Remote consultations

**1,769**

Helpdesk tickets resolved

34





# Board of Trustees

## Executive Committee Members as of December 2022

**YRL Chair**

**Hendrik (Hank) Smit**

*Town of Hinton*

**YRL Vice Chair**

**Wayne Rothe**

*City of Spruce Grove*

**Barb Maddigan**

*Northern Gateway School Division*

**Robert (Bob) Robinson**

*City of Beaumont*

**Carla Frybort**

*City of Leduc*

**Sally Kucher Johnson**

*Parkland County*

**Eric Meyer**

*Town of Stony Plain*

**Sandy Morton**

*Town of Mayerthorpe*

**Kathy Rooyakkers**

*County of Wetaskiwin No. 10*

**Tara Elwood**

*Village of Alberta Beach*

For the complete list of trustees, please visit [yrl.ab.ca](http://yrl.ab.ca).

## YRL Leadership

Extending beyond their YRL roles, key personnel also held leadership positions with provincial organizations in 2022.

**Hank Smit**

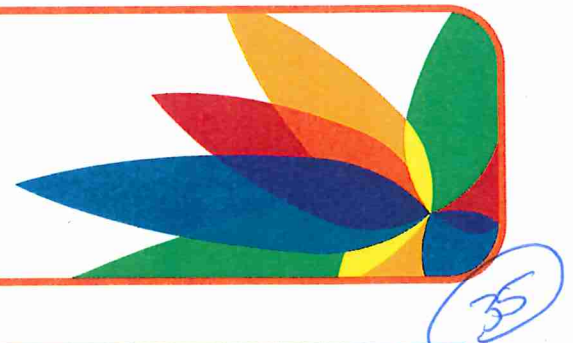
*Vice President, Alberta  
Library Trustees' Association*

**Karla Palichuk**

*Chair, The Alberta  
Library*

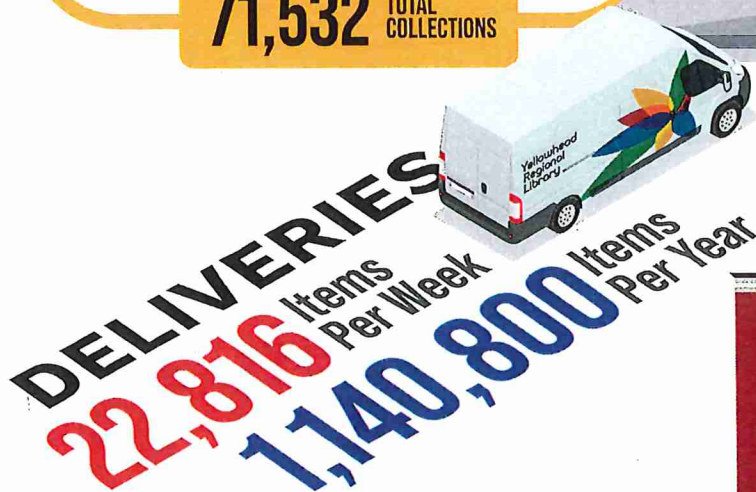
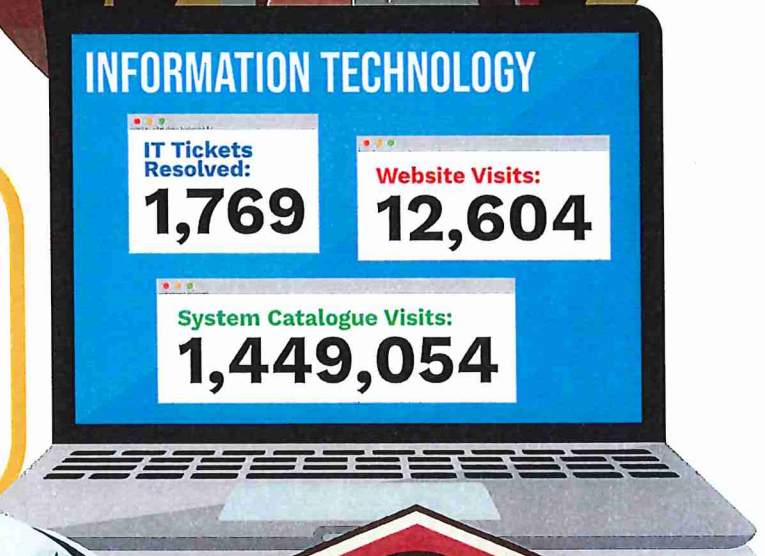
**Jessica Knoch**

*President, Library  
Association of Alberta*



# A Year in Review

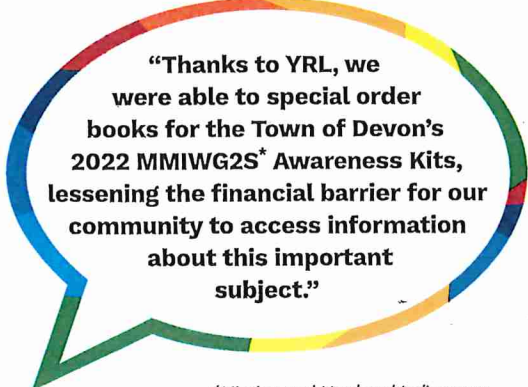
By the Numbers



## Collections and Resource Sharing (CRS)

Our member libraries took advantage of the access through YRL to many virtual and physical collections in 2022, helping their patrons in life-long learning and enjoying a variety of content.

- Overdrive and Libby checkouts increased to 228,183 (up from 225,552 in 2021). Audiobook Cloud use increased 3% and Read Alberta eBooks use increased by 50%.
- More than 240 library patrons, an increase of 10% from the previous year, used Pronunciator to help them to learn and practice languages, including: French, Spanish, Russian and Ukrainian.
- LinkedIn Learning saw patrons record 640 hours of training time, up 14% from 2021.
- CRS facilitated six special orders for school and public libraries to support grant-funded programs, community events, community partnerships, one school-one book programs and more.



*\*Missing and Murdered Indigenous Women, Girls, and Two-Spirit*

## Technology Services (TS)

2022 saw TS staff busy helping the member public libraries to upgrade and strengthen the technology and computer networks at their sites to ensure stable and secure connections.

- 52 equipment orders were placed by TS staff for 18 libraries ensuring good quality computers met network standards for security and function.
- 572 questions by patrons about CloudLibrary/OverDrive/hoopla were answered by TS staff, allowing better access to these popular virtual collections.
- 29 site visits were made by TS staff to work in person at member libraries to help maintain the computer networks.
- Cyber security training through Sophos Phish Threat was offered to libraries to lessen the chance of future cyber hacks or incidents.
- Jasper Municipal Library was supported by TS staff with technical advice, securing contingency funding in case network devices were impacted and arranging for extra wi-fi hubs to arrive during the major wildfire that impacted internet connectivity in the Jasper townsite.
- 6 libraries were supported by TS staff in upgrading to VOIP phone systems on the SuperNet network allowing for new money saving technology.
- Libraries were surveyed, and the data analysed about the new website platform coming in 2023, allowing libraries to provide their opinion on what priorities should be included.

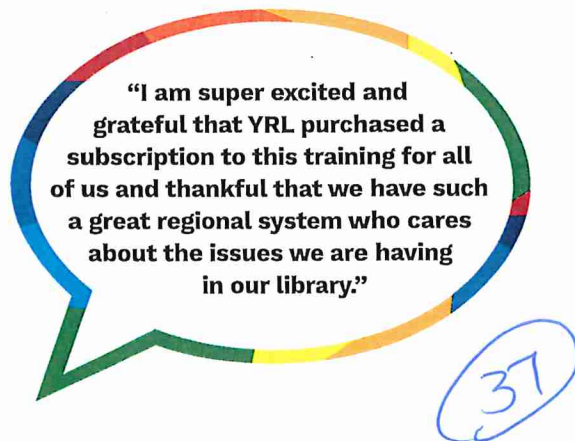
## Library Development Services (LDS)

LDS staff were out and about in 2022 in person and remotely to support our members in making their libraries better than ever.

### Homeless Library Academy

<b>Total Tutorials</b>	35	<b>Total Tutorial Enrollments</b>	288
<b>Total Tutorials Accessed</b>	35	<b>Total Learners</b>	85

Over the past few years, public libraries have seen a marked increase in interactions with people who are unsheltered. LDS purchased specialized, self-paced homelessness training tutorials to help member library staff learn the skills needed to effectively work with this population.



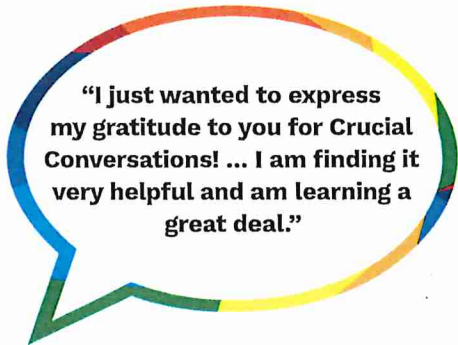
37

Since its rollout in late 2021, all 35 virtual tutorials have been accessed by member library staff. LDS staff also had follow up discussions with members who viewed the tutorials about how to implement some of the concepts that were presented.

### Crucial Conversations

Being able to communicate effectively in the workplace is a skill everyone wants to do well especially with regards to human resources and promoting psychological safety in the workplace. To that end, LDS provided access to a virtual course and three workshops to help our member library directors, managers, and other library leadership to learn this skill set.

<b>Total Learners</b>	<b>36</b>
<b>Total Live Discussions</b>	<b>3</b>
<b>Total Visits to the Course Website</b> <i>(as of Dec 2022)</i>	<b>161</b>



### Networks and Group Meetups

Both the Indigenous Services Working Group and Peer Support Network for member library staff were new initiatives in 2022 and well received by our members. Both provided opportunities for networking and delving deeper into each subject matter.

	<b>Total Sessions</b>
<b>Peer Support Network for Library Staff</b>	<b>6</b>
<b>Indigenous Services Working Group</b>	<b>3</b>
<b>Coffee Chat for Managers</b>	<b>12</b>

### General Consultation and Client Support

<b>Primary Purpose</b>	<b>In Person</b>	<b>Virtual</b>	<b>Email</b>	<b>Total</b>
<b>AskYRL</b> <i>(all categories)</i>	0	0	1,329	<b>1,329</b>
<b>Collections</b>	16	14	0	<b>30</b>
<b>Customized Training</b> <i>(on site or at YRL)</i>	3	1	0	<b>4</b>
<b>Library Visits</b>	44	0	0	<b>44</b>
<b>Manager Onboarding</b>	9	0	0	<b>9</b>
<b>Policy</b>	1	12	0	<b>13</b>
<b>Strategic Planning</b>	1	2	0	<b>3</b>
<b>TOTAL</b>	<b>74</b>	<b>29</b>	<b>1,329</b>	<b>1,432</b>
<b>YRL Public Libraries Reached</b>	<b>100%</b>			
<b>YRL School Divisions Reached</b>	<b>100%</b>			
<b>YRL School Libraries Reached</b>	<b>24%</b> <i>(note this includes in-person or virtual contacts only and does not include email)</i>			

### Programming Support - Kits

<b>Total Kits</b>	<b>120</b>
<b>Total Kit Bookings</b>	<b>251</b>
<b>Public Libraries that Borrowed Kits</b>	<b>68%</b>

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## Administrative Services (AS)

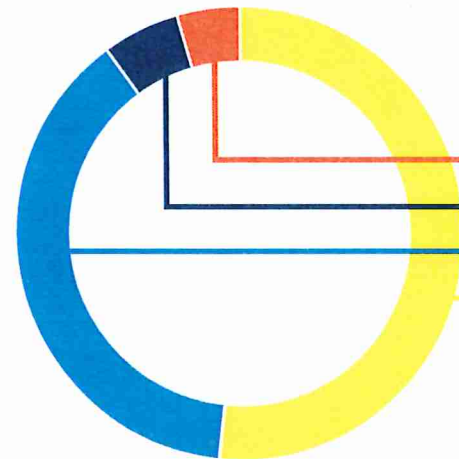
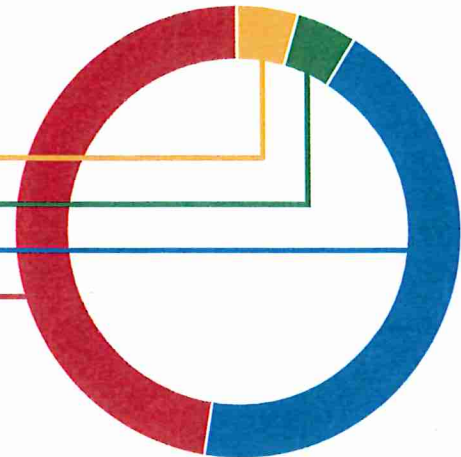
In 2022, the AS staff were behind the scenes, keeping staff, facilities and funding in line with the priorities and wants of our members.

### Planning and Finances

A new Plan of Service was completed for the period 2023-2025, based on the current plans of member libraries, municipalities and school divisions.

#### Revenue:

School Levies	\$146,899 (4.5%)
Contract Services	\$147,884 (4.5%)
Provincial Government	\$1,415,451 (43.5%)
Municipal Levies	\$1,546,823 (47.5%)
<b>Total</b>	<b>\$3,257,057</b>



#### Expenses:

Administration	\$152,638 (4.6%)
Building and Capital	\$180,330 (5.4%)
Direct Services	\$1,269,002 (38.4%)
Staffing	\$1,708,206 (51.6%)
<b>Total</b>	<b>\$3,310,176</b>

### Stewardship

- ✦ A new investment strategy was developed and approved, netting nearly \$70,000 in interest (compared to \$15,483 in 2021).
- ✦ A new cyber insurance policy was purchased, increasing the per-incident coverage from \$150,000 to \$2,000,000.
- ✦ A new vehicle was purchased to augment the fleet.

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## Yellowhead Regional Library

Mailing Address  
Box 4270, Spruce Grove, AB T7X 3B4

Building Location  
433 King Street, Spruce Grove, AB T7X 2C6

Phone Toll-free  
780-962-2003 1-877-962-2003

[yrl.ab.ca](http://yrl.ab.ca)

## FW: ASVA's 65th Annual Conference Registration Is Now Open....

svislandlake wildwillowenterprises.com <svislandlake@wildwillowenterprises.com>

Thu 8/10/2023 4:04 PM

To:wendy wildwillowenterprises.com <wendy@wildwillowenterprises.com>

 2 attachments (1 MB)

Summer Village's Notice ASVA Conference Registration Now Open.pdf; DEMS, DDEMS ASVA Conference Registration Open October 20.pdf;

**From:** ASVA Exec Director <summervillages@gmail.com>

**Sent:** Friday, August 4, 2023 8:57 AM

**To:** Kathy Krawchuk (execdirector@asva.ca) <execdirector@asva.ca>

**Subject:** Fwd: ASVA's 65th Annual Conference Registration Is Now Open....

Good morning,

Just a friendly reminder that Registration is now open for ASVA's 65th Anniversary Conference October 19-20th, 2023, being held in person at the Royal Hotel West, Edmonton.

Attached, is also a letter for the Mayors and CAOs to share with their DEMS/DDEMS, inviting them to Friday October 20th's morning session, focusing on Emergency Management.

ASVA, kindly asks everyone to please talk to your local businesses for silent auction donations, for our event. Being ASVA's 65th Anniversary Conference, we are hoping to make it a memorable one with your support. Should you have any questions, please feel free to contact me.

ASVA looks forward to networking with all our peers and hope to see all of you in October.

Thank you and have a great weekend.

**Kathy Krawchuk**

Executive Director

Association of Summer Villages of Alberta

780-236-5456

[execdirector@asva.ca](mailto:execdirector@asva.ca)

[www.asva.ca](http://www.asva.ca)

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Association of  
**SUMMER VILLAGES**  
OF ALBERTA



**YEARS OF SUCCESS TOGETHER – ASVA'S 65<sup>th</sup> ANNUAL CONFERENCE**  
**OCTOBER 19-20<sup>th</sup>, 2023**

July 07, 2023

Dear Mayors and CAOs:

I am very pleased to let you know that Registration for the ASVA 2023, 65<sup>th</sup> Annual Conference, is NOW OPEN! Please join us to celebrate "65 Years of Success Together" Please note that a block of rooms has been reserved at the Royal Hotel West in Edmonton, 780-484-6000. Ask for the ASVA Group Booking.

We hope you will consider attending to learn more about the challenges that summer villages face, to share ideas and experiences and network with peers.

Please use the following link to go to our registration page:

<https://www.eventbrite.ca/e/asvas-celebrating-its-65th-annual-conference-october-19-20-2023-edm-ab-tickets-660073707227?aff=oddtcreator>

Please use the Credit Card / Debit payment method. For "job title" please indicate whether you are Mayor, Councillor and if administration staff, please enter your job title as CAO, etc. Under "organization", please indicate the name of your municipality.

**Cancellations must be in writing via email to [execdirector@asva.ca](mailto:execdirector@asva.ca) before September 15<sup>th</sup>, unless, otherwise stated, for a full refund, less \$50 administration fee.**

By the end of August/beginning of September, we will have our final agenda posted, so please keep an eye on our website [[www.asva.ca](http://www.asva.ca)] at that time.

The conference begins with a breakfast buffet at 7:00 am on October 19th. The conference itself starts at 8:00 am – 3:45 pm. The Thursday night banquet starts at 6:00 pm with cocktails, dinner at 6:30 pm, with a silent auction, awards and entertainment to follow. Banquet tickets are included in the Registration Fee of \$299, but additional banquet tickets can be purchased for \$50, using the link. Friday October 20<sup>th</sup>, will kick off with a hot breakfast buffet at 8:00 am, focusing the morning on Emergency Management, with the conference ending at 12:30pm.

If you have any trouble registering or have any questions, please let me know by emailing me at [info@asva.ca](mailto:info@asva.ca)

Yours truly,

Kathy Krawchuk  
Executive Director, ASVA

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Association of  
**SUMMER VILLAGES**  
OF ALBERTA



**YEARS OF SUCCESS TOGETHER – ASVA'S 65<sup>th</sup> ANNUAL CONFERENCE  
DEMS & DDEMS – FRIDAY OCTOBER 20<sup>TH</sup>, 2023**

July 07, 2023

Dear DEMS and DDEMS:

I am very pleased to let you know that **Registration for the ASVA 2023, 65<sup>th</sup> Annual Conference, for Friday October 20<sup>th</sup> is NOW OPEN!** Please join us to celebrate "65 Years of Success Together". ASVA is inviting DEMS & DDEMS to join their Mayors, Councils and CAOs from Summer Villages and surrounding Counties for a morning dedicated to Emergency Management. A hot buffet breakfast is included in your Registration Fee of \$75, that starts at 8:00 am. The conference begins at 9:00 am and concludes at 12:30 pm.

Listen to Reeve's, Fire Chiefs, AEMA, FireSmart Specialists and a DEM from Lac Ste. Anne County, share their experiences and challenges they faced in 2023 with wildfires and stories about communities that have experienced disasters and so much more. By the end of August/beginning of September, we will have our final agenda posted, so please keep an eye on our website [[www.asva.ca](http://www.asva.ca)] at that time.

Please join us Thursday night for our evening banquet. Banquet starts at 6:00 pm with cocktails, dinner at 6:30 pm, with a silent auction, awards and entertainment to follow. **Banquet tickets are not included in the Registration Fee. Registration of \$75 and Banquet tickets of \$50, can be purchased using the link below.**

<https://www.eventbrite.ca/e/asvas-65th-annual-conference-dems-ddems-friday-october-20-2023-edm-tickets-668915493247?aff=oddtcreator>

Please use the Credit Card / Debit payment method. For "job title", please indicate whether you are a DEM, DDEM, or Fire Chief etc. Under "organization", please indicate the name of your municipality.

**Cancellations must be in writing via email to [execdirector@asva.ca](mailto:execdirector@asva.ca) before September 15<sup>th</sup>, unless, otherwise stated, for a full refund, less \$20 administration fee.**

Please note that a block of rooms has been reserved at the Royal Hotel West in Edmonton, 780-484-6000. Ask for the ASVA Group Booking.

We hope you will consider attending to learn more about summer villages and to share ideas and challenges that we each are facing. If you have any trouble registering or have any questions, please let me know by emailing me at [info@asva.ca](mailto:info@asva.ca)

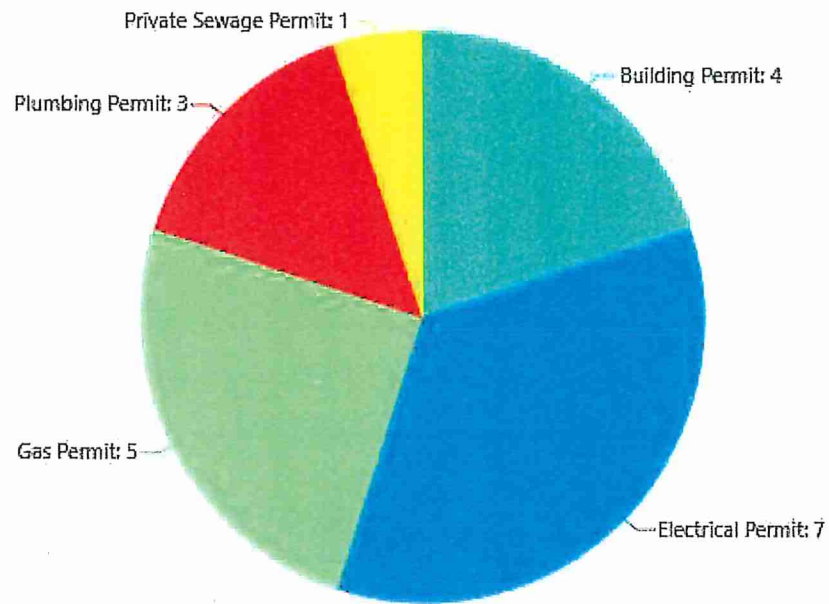
Yours truly,

Kathy Krawchuk  
Executive Director, ASVA

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Summer Village of Sunrise Beach – 2<sup>nd</sup> Quarter Safety Codes Report



■ Building Permit - 20.0% ■ Electrical Permit - 35.0% ■ Gas Permit - 25.0%  
■ Plumbing Permit - 15.0% ■ Private Sewage Permit - 5.0%

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July 25, 2023

File: 23DP07-44

**Re: Development Permit Application No. 22DP03-44  
Plan 5672 KS, Block 4, Lot 2 : 6402 Shedden Drive (the "Lands")  
R – Residential : Summer Village of Sunrise Beach**

APPROVAL OF DEVELOPMENT PERMIT

You are hereby notified that your application for a development permit with regard to the following:

**CONSTRUCTION OF A DETACHED GARAGE  
(53.6 SQ. M.).**

Has been **APPROVED** subject to the following conditions:

- 1- All municipal taxes must be paid.
- 2- That the applicant shall display for no less than twenty-one (21) days after the permit is issued, in a conspicuous place on the site or on streets abutting the site, the enclosed notice.
- 3- **The applicants shall provide to the Summer Village of Sunrise Beach a site / grading plan (plot plan) prepared by an Alberta Land Surveyor indicating the location of the proposed building in three co-ordinates (x,y,z) and indication of grading such that stormwater is directed from the Lands, to the satisfaction of the Summer Village of Sunrise Beach.**
- 4- **EXISTING FOUNDATION:**
  - Where the existing foundation is to be utilized in conjunction with this development, an Engineer's report shall be provided to the Summer Village of Sunrise Beach confirming the suitability of the foundation for the proposed use.
  - Where the existing foundation is to be removed, all debris shall be removed from the site and disposed of in an appropriate manner.
- 5- The applicants shall obtain and comply with the requirements, where applicable, from the appropriate authority, permits relating to demolition, building, electricity, plumbing and drainage, and all other permits required in connection with the proposed development. Copies of all permits shall be submitted to the Summer Village of Sunrise Beach for review.

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- 6- Arrangements, satisfactory to the Development Authority, must be in place to provide sanitary facilities for the contractors working on the site.
- 7- The applicants shall be financially responsible during construction for any damage by the applicant, his servants, his suppliers, agents or contractors, to any public or private property.
- 8- The applicants shall prevent excess soil or debris from being spilled on public streets and lanes; and shall not place soil or any other material on adjacent properties without permission in writing from adjacent property owners.
- 9- That all improvements shall be completed within twelve (12) months of the effective date of the permit.

**10- Development shall conform to the following site requirements:**

- **Rear Yard Setback:**
  - i. **Where the Garage main doors face the roadway (Shedden Drive) shall be a minimum of 6.1 metres;**
  - ii. **Where the Garage main doors face either side yard shall be a minimum of 0.91 metre.**
- **Front Yard Setback shall be a behind the front line of the Principal Building; and**
- **Side Yard Setback shall be a minimum of 1.5 metres or greater distance as required under the Alberta Safety Codes Act.**

Note: Please be reminded that where walls are located within 2.4 metres of the property line they shall be constructed as a fire separation of not less than 45 minutes. (Alberta Fire Code - Article 9.10.15.5).

Note: Development shall also conform to the Alberta Electrical and Communication Utility Code. A copy of TABLE 9 – Minimum Design Clearances From Wires and Conductors not Attached to Buildings, Signs and Similar Plants is attached to the permit for your information.

- 11- The site and improvements thereon shall be maintained in a clean and tidy condition during construction, free from rubbish and debris. Receptacles for the purpose of disposing of rubbish and debris shall be provided to prevent scatter of debris and rubbish.
- 12- No person shall keep or permit to be kept in any part of a yard any excavation, storage or piling of materials required during the construction stage unless all necessary safety measures are undertaken. The owner of such materials or excavation must assume full responsibility to ensure the situation does not prevail any longer than reasonably necessary to complete a particular stage of construction.

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Development Services  
for the

# Summer Village of Sunrise Beach

Box 2945, Stony Plain, AB., T7Z 1Y4, Phone (780) 718-5479 Fax (866) 363-3342  
Email: pcm1@telusplanet.net

Should you have any questions please contact this office at (780) 718-5479.

Date Application Deemed **July 25, 2023**

Complete

Date of Decision **July 25, 2023**

Effective Date of

Permit **August 23, 2023**

Signature of Development  
Officer

Tony Sonnleitner, Development Officer, Summer Village of Sunrise Beach

cc Wendy Wildman, Municipal Administrator, Summer Village of Sunrise Beach  
Superior Safety Codes  
MASG

**Note:** An appeal of any of the conditions of approval may be made to the Subdivision and Development Appeal Board by serving written notice of appeal to the Clerk of the Subdivision and Development Appeal Board. Such an appeal shall be made in writing and shall be delivered either personally or by mail so as to reach the Clerk of the Subdivision and Development Appeal Board no later than twenty-one (21) days after the notice of decision. The appeal should be directed to this office at:

Town of Onoway  
Box 1197  
Onoway, AB T0E 1V0

and should include a statement of the grounds for the appeal and have attached an Appeal fee in the amount of \$200.00.

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# Alberta Beach

Box 278 • Alberta Beach • Alberta • T0E 0A0  
Telephone: 780-924-3181 • Fax: 780-924-3313

July 20, 2023

Lac Ste. Anne County  
Town of Onoway  
Town of Mayerthorpe

Summer Villages of Birch Cove, Castle Island, Nakamun Park, Ross Haven, Sandy Beach, Silver Sands,  
South View, Sunrise Beach, Sunset Point, Val Quentin, West Cove and Yellowstone

**Re: Alberta Beach Councillor Resignation  
Appointment of Mayor & Deputy Mayor**

Alberta Beach Council at their July 18<sup>th</sup>, 2023 regular Council meeting received a letter of resignation from Councillor (Mayor) Angela Duncan. At this meeting Council elected Councillor Tara Elwood as Mayor and Councillor Debbie Durocher as Deputy Mayor. As well Council made a motion that a By-election date be set for September 28, 2023.

Alberta Beach Council members are as follows;

- Mayor..... Tara Elwood
- Deputy Mayor.....Debbie Durocher
- Councillor..... Kelly Muir
- Councillor..... Daryl Weber
- Councillor..... Vacant

Please do not hesitate to contact the undersigned at 780-924-3181 if you require any further information.

Sincerely,

*Kathy Skwarchuk*  
Kathy Skwarchuk,  
C.A.O.

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