

Report to Chief Administrative Officer

Department:	Corporate Services	Month:	March
Contributors:	Linda Mortenson , Kristy Isert, Aaron Larson, Mark Boonk, and Michele McIntosh		
Submitted by:	Linda Mortenson, General Manager of Corporate Services		

General Manager's Meetings:

Mar	
1	City Hall inspection
1	eScribe meeting
1	55+ Winter Games
4	Management mtg.
5	Asset management webinar
6	Census utility meters software upgrade demonstration
6	Legal conference call
6	Energy Centre Phase III mtg.
6	Managers mtg.
6	Bellamy mtg.
7	Safety mtg.
11	Management mtg.
12	Asset management webinar
12	Council mtg.
13	Assessment mtg.
14	SharePoint mtg.
15	SharePoint mtg.
18	Management mtg.
19	Legal conference call
19	Asset management webinar
19	Corporate Priorities mtg.
20	Energy Centre Phase III mtg.
20	Legal conference call
25	Management mtg.
26	Asset management webinar
26	Council mtg.
27	City Hall Safety mtg.
27	Corporate Services department mtg.
27	Corporate Services managers mtg.

Administration:

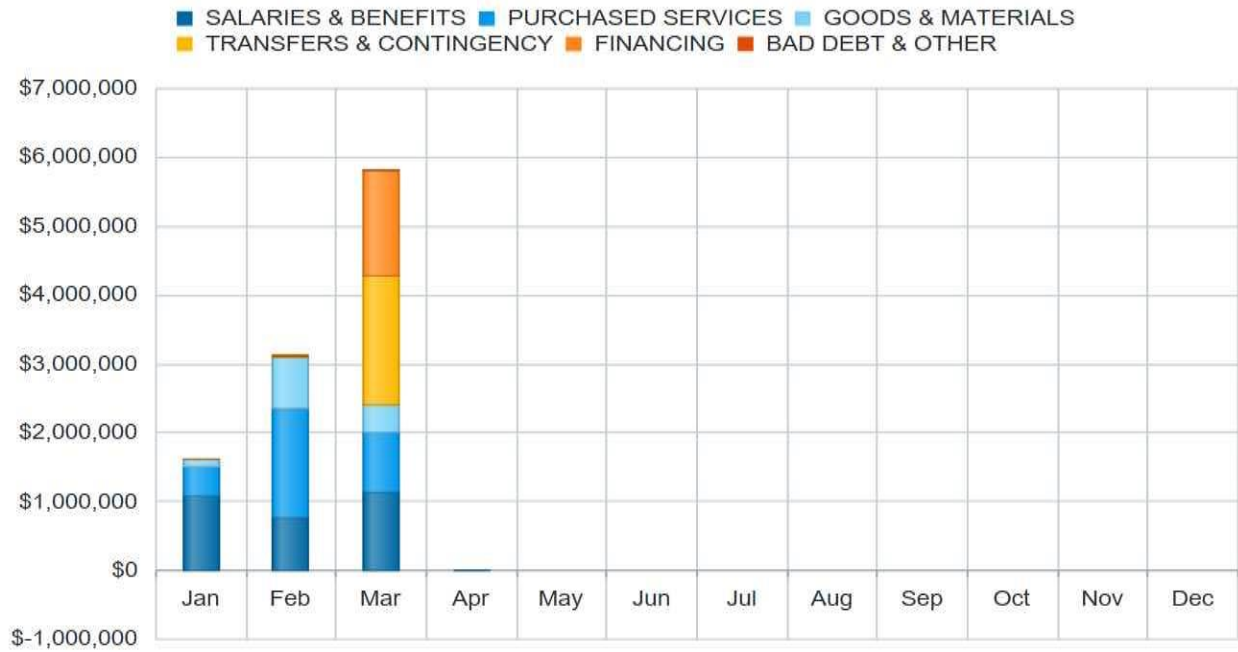
- Agenda preparation and minutes for meetings
- eScribe meetings and migration & implementation
- Create and update fillable forms, letters, and agreements
- Track returned mail
- 55+ Winter Games
- Credit card reconciliation
- Update email distribution lists
- Research tax arrears bylaws
- General correspondence
- Create and update swipe cards

Finance:

Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 31 connects, 28 disconnects and 35 work orders
 - 2452 billed in Cold Lake North, 17 of these were estimated, 273 flat rate

- 2340 billed in Cold Lake South, 13 of these were estimated, 40 flat rate

Receivable

- 113 Accounts Receivable invoices mailed out; 79 statements mailed out

Accounts Payable

- 718 Accounts Payable invoices processed, 441 Accounts Payable cheques printed

Property Taxes

- 42 tax certificates issued and 32 tax searches completed.
- 29 land title changes processed.
- Taxes receivable totalled \$17,547,336
 - 2019 prepaid taxes - \$1,562,807 (These are tax installment payments received for 2019)
 - Tax arrears for one (1) year - \$2,805,220. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,490,173. These consist of 53 properties. These property owners have been sent warning letter to inform them that their property will be placed on the arrears list by on March 31, 2019. These properties will be placed on the tax arrears list on March 31, 2019 and posted at City Hall. Monthly statements have also been mailed (\$2,258,614 is related to 4 Wing Property)
 - Three (3) year arrears - \$3,016,526. These arrears consist of 7 properties. These properties were placed on the tax arrears list on March 31, 2018 and posted at City Hall and will need to be sold at auction by March 31, 2020 if not paid. These property owners have been sent monthly statements. These properties were placed on the arrears list on March 31, 2018 (\$2,986,357 is related to 4 Wing Property)
 - Four-Five (4) year arrears - \$10,798,224. This consists of 4 Wing and a property on tax agreement. (\$10,797,442 related to 4 Wing Property)
 - \$18,153,950 of the total tax arrears is due to assessment dispute for the 4 Wing property.
 - There are 21 properties that are currently on tax agreements.

Completed

- February 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to CLASS, Perfect Mind and Golf Course software for February 2019.
- GST Return for February 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the City.
- Year-end audit was held March 4th to 7th.
- Tax arrears list sent to land titles for registration of properties with 2 year arrears.
- Assessment notices were mailed out March 6th.

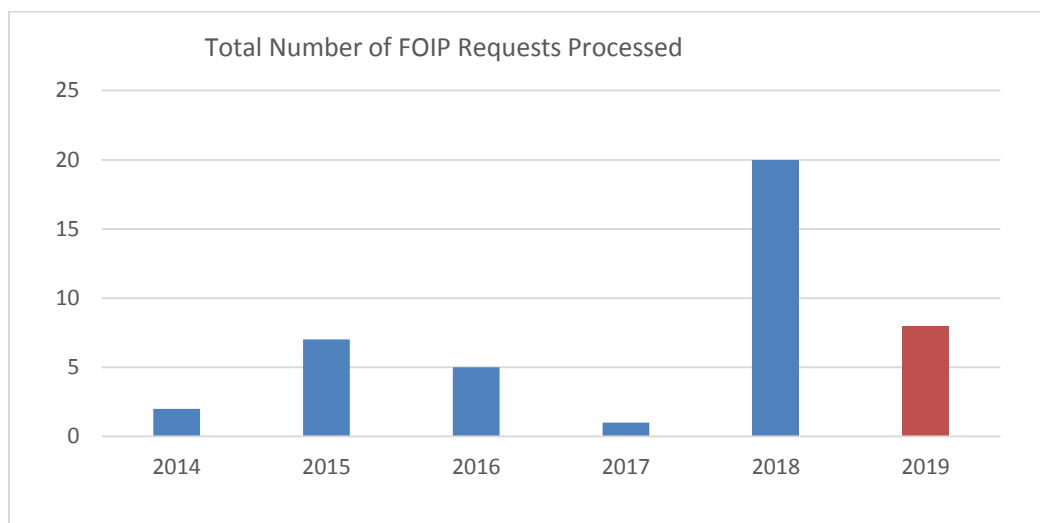
Currently Working on

- Working with auditor to have Audited Financial Statements completed and presented to Council in April.
- Preparation of tax rate scenarios for 2019

Legislative:

- **Information Requests & FOIP**

- 3 new FOIP request received in March; 4 requests are still ongoing and 1 FOIP request completed.
- 1 ongoing review by the OIPC.
- FOIP presentation provided to all new staff at orientations.



- **Record Management**

- **Paper Records – maintenance of record rooms**

- Efforts to file, digitize and organize all historical land files continues.
- Organization and ongoing quality control of the Land File room.
- Record room ongoing purges, review and reorganization of all boxed records.

- **Electronic Records – “The Dock” (SharePoint/Collabware)**

- **Transition to “The Dock”:**

- Recreation Department transition to SharePoint complete.
- Legislative Services transition to SharePoint is almost complete. Final migration of content has begun.
- FCSS transition to SharePoint is complete.
- Finance Department design and creation of the SharePoint site is complete, uploading documents and migrating remaining content into the newly configured system continues.
- Planning & Development transition to their upgraded SharePoint site is complete, uploading documents and migrating remaining content into the newly configured system continues.
- Infrastructure (Engineering Department) transition to SharePoint has begun, with prototype site developed and being tested.

- **Ongoing Maintenance of “The Dock”:**

- 24 Dock Help Request tickets addressed in March
- Assisting Planning & Development in the quality control and review of all “open” permit files continues.
- Ongoing “tweaking” of the finance site as migration continues.

- **RUSC records**
 - Creation of RUSC “The Dock” site.
 - Review and organization of historic files.
- **Legal Drafting, Research & Review**
 - Increased role in drafting and review of contracts, bylaws and policies. Efforts to standardize municipal records (including agreements) continues. Increased role in interpreting contract obligations and contract enforcement.
 - Increased role in researching and compiling information for policy development, adherence to *Municipal Government Act* amendments, and changes in the law.
 - Maintenance, coordination and organization of all current/closed legal files (paper and electronic) continues.
- **Agreements**
 - Design and implementation of SharePoint workflows to optimize agreement reminders for efficiency and accuracy is complete. Ongoing maintenance continues.
 - Detailed review and information examination of type 1 and type 2 development agreements (with their corresponding development permits) is ongoing.
 - Management of active agreements, and agreement requirements:
 - City has 768 active agreements; 56 new agreements filed in March.
 - RUSC has 127 active agreements with influx from regional waterline project; 9 new agreements filed in March.
- **Appeals**
 - None in February.
 - Training is booked for new ARB and SDAB board members.
- **Privacy Impact Assessments (PIA)**
 - One (1) PIA for transit buses submitted to the OIPC for review. Awaiting a response.
- **Other**
 - Handle general inquiries from staff.
 - Commissioning Oaths of Confidentiality and Affidavits as necessary.

Human Resources:

This month we are currently recruiting internally and externally for the following positions:

- Water Treatment Plant Operator (1 Full-time positions)
- Accountant (1 Full-time position)
- Term Bylaw (1 Term position)

The following positions have been filled this month:

- Casual Climbing Wall Attendant (2 Casual position)
- Finance Manager (1 Full-time position)
- Front Desk Receptionist (1 Part-time position)

Record of Employment: 8
Short Term Disability: 2
Long Term Disability: 3
Union Business: 3 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint
Workers Compensation (WCB): None

Currently working on:

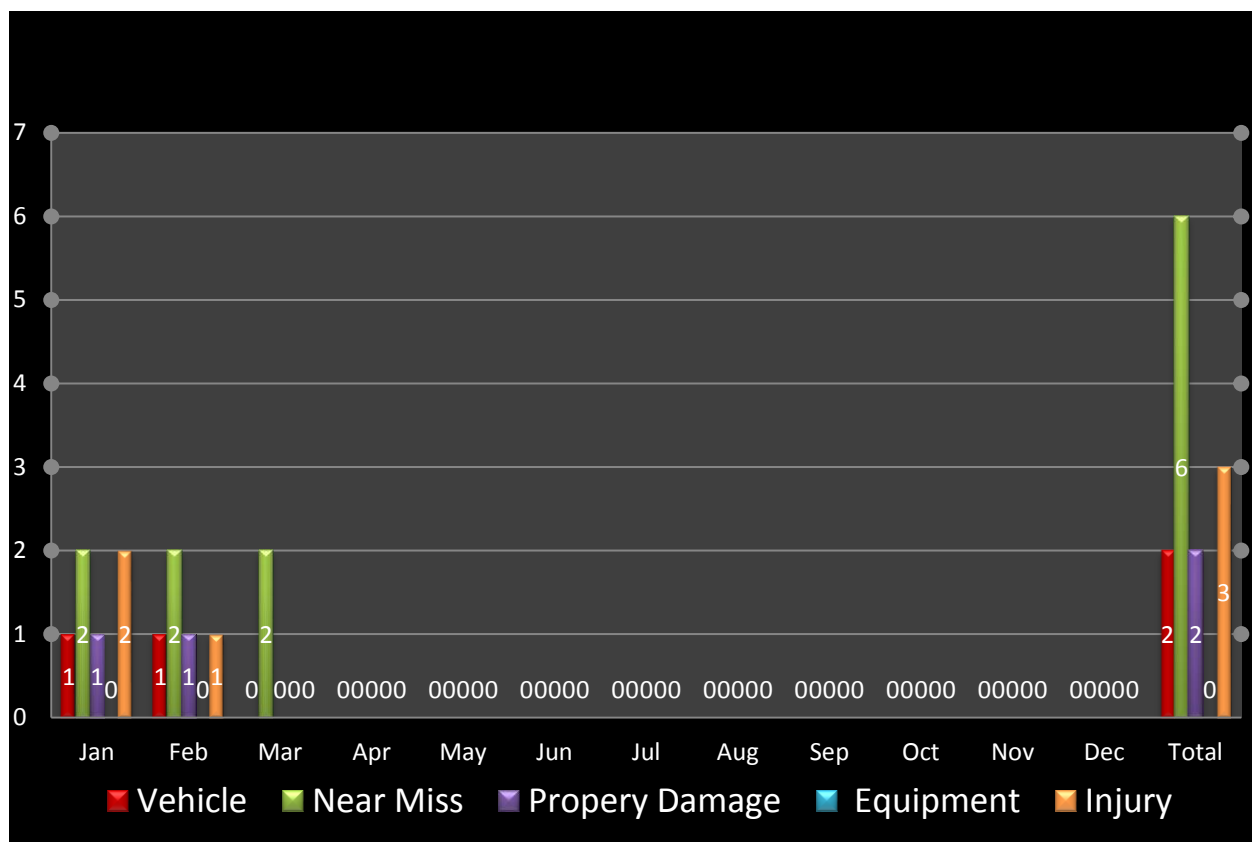
- Updating safe-work practices
- Safety Recognition Program
- Staff Training Programs
- WHMIS training
- Revising/Updating CBA and Human Resource Policies
- Safety COR Certification

Safety:

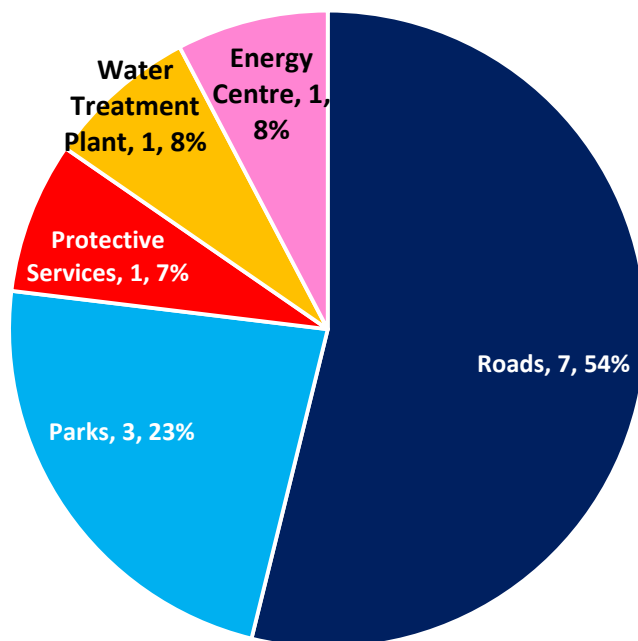
Vehicle incidents to date: 2
Property damage to date: 2
Injuries to date: 3
Near misses to date: 6

Total incidents: 13

Incidents by type of loss:



Incidents by department:



Information Systems and Technology:

Number of tickets closed:	112
Number of tickets opened:	124
Number of tickets still open at end of Month:	112
Number of Surveillance Footage Request:	2
Backup Recovery's:	2
Virus Threats (Online)	168
Junk	58,660
SPAM Email	3945
Phishing Emails	38
Inbound Viruses Caught (Email)	51
Spoofed emails	50

- **Application Updates:** Veeam (VM Backup), ASA Firewalls, CityWorks, Windows 10.
- **Application Installs:** SQL Management Studio (GIS Coordinator), Windows Photo App (Scale House Attendant).
- **Application Support:** SharePoint, Collabware, Printer Address book, Golf course ice Plant, Windows 10, ESET (Anti-Virus), Auto Read (Water meter), CityWorks, ARC reader, ARC GIS web maps, Bellamy, Mitel, Exchange, Content filter.
- **Server Support:** Vsphere, Vcenter, cociGIS4, Mitel UC Server, Idrac, Certificate services.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Main Copier, 4 ESX server installs, Golf course PC, FCSS Laptop.
- **Mobile Support:** Android Calendar issues.
- **Backups (and monitoring):** Macrium, Eset, VM, SQL, Data, Applications, Bellamy (Daily/Weekly), IBM (Quarterly Full system save).
- **AD Support:** User account Setup/Disable, Password Changes. Name Changes.
- **SharePoint Support:** Aggregate Issues, Excel multi tab save issue.
- **Application Testing:** Hikvision Adroid App. Google+City calendar integration.
- **Network:** WIFI WAP install FCSS boardroom, WIFI WAP install Rock wall Energy Centre. WIFI WAP install Zamboni room. Fiber connection between Energy Centre and Grand Stand.

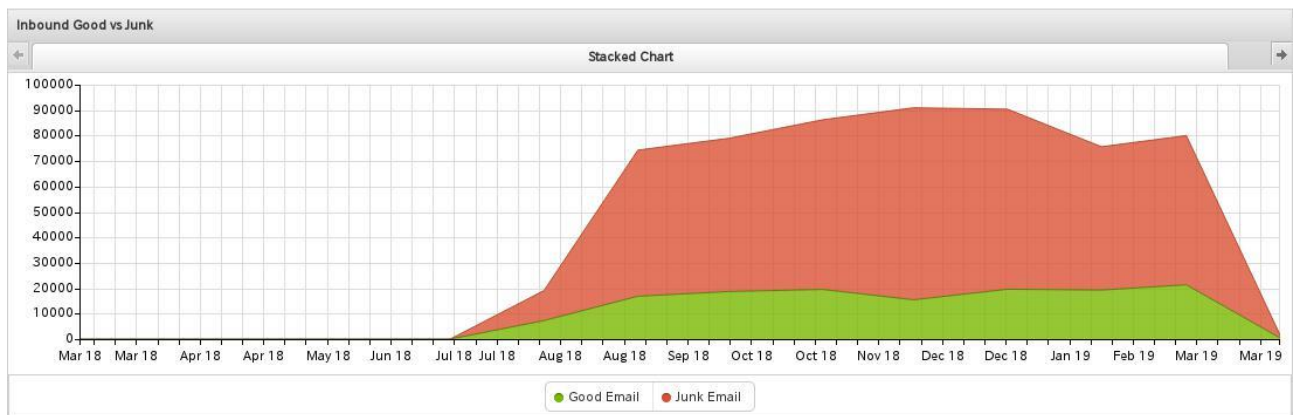
Noteworthy

- 4 new VMWare ESX hosts setup and running to replace the 4 older ESX hosts.
- One older ESX host re-installed and kept as a backup for the new ESX host at the Energy Centre.
- ESX hosts connections to iSCSI SANs discovered and corrected.
- DELL SAN4 at the EC, failing controller battery module replaced under warranty.
- VMWare vSphere admin console for City Hall and Energy Centre replaced with new VCSA VM Appliances.
- Email security service cleared of @coldlake.com addresses from user's whitelists as this was allowing some SPAM emails to arrive in users mailboxes.
- VPN/Remote access accounts to the WTP created for Eramosa Engineering.
- Mitel MiCollab server VM failure. Recovered from backups.
- Active Directory SSL certificate on Exchange server extended for another year.

- Updated Dell iDRAC monitoring on all servers to notify IST via email for any critical hardware events.
- Nitro Pro course development and deployment scheduling.
- The SharePoint aggregate issue is progressing. GU is investigating the solutions we have installed on the farm to see if they are causing the problem.
- The SharePoint Infrastructure Audit action items are complete except for shrinking our oversized content database for The Dock. Sites will be moved off of The Dock content database after Infrastructure is on-boarded.
- GIS now have administrative access to the ArcGIS and Cityworks test environments.
- Fiber, Security cameras, Door swipes being deployed at the Grand Stand.



Monthly Inbound Good vs Junk



Time Span 03/01/2018 12:00 AM - 04/01/2019 10:53 AM

Email Security Version - 9.2.1.5025 (Hostname : emailsecurity)