

Report to Chief Administrative Officer

Department:	Corporate Services	Month:	May
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Submitted by:	Linda Mortenson, General Manager of Corporate Services		

General Manager's Meetings:

May	
6	Management mtg.
8	Risk Management Conference
9	Risk Management Conference
13	Management mtg.
13	eScribe mtg.
13	Sponsorship mtg.
14	Accountant interview
14	Council mtg.
15	Energy Centre Phase III mtg.
16	Meeting
16	eScribe conference call
17	Accountant interview
20	Management mtg.
21	Corporate Priorities Council mtg.
23	MGA webinar
24	ARB course
29	City Hall safety meeting
29	Corporate Priorities department mtg.
29	Corporate Priorities managers mtg.

Administration:

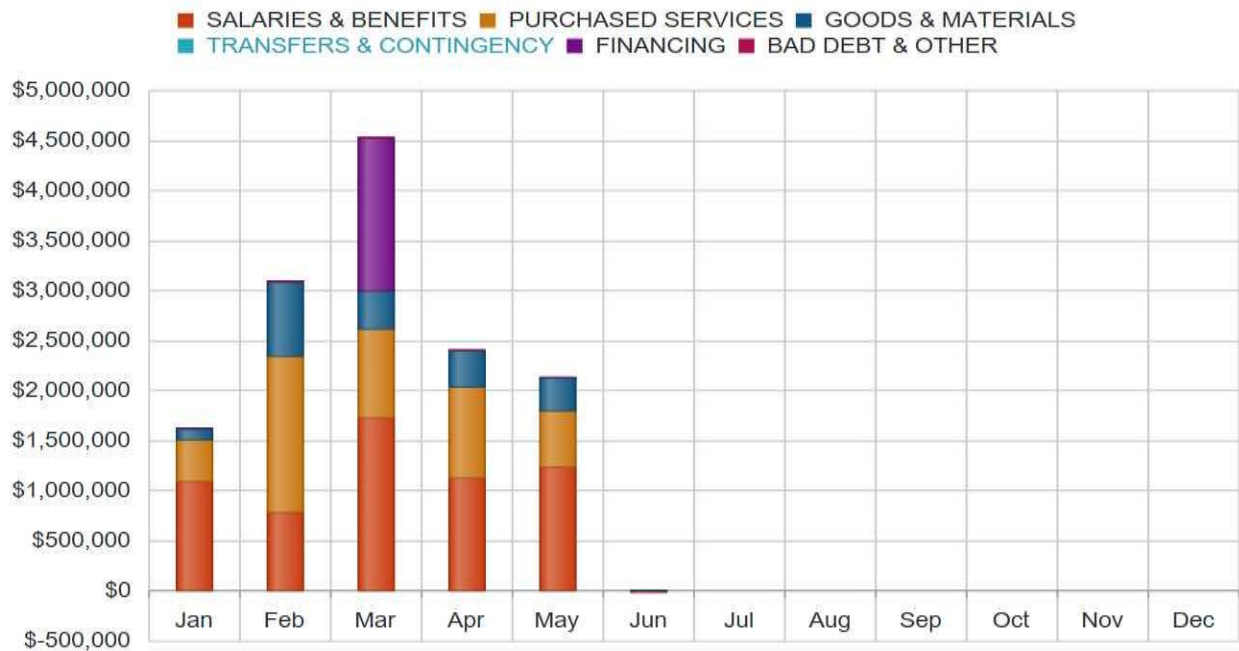
- Agenda preparation and minutes for meetings
- eScribe meetings and migration & implementation
- Schedule various meetings
- Create and update fillable forms, letters, and agreements
- Track returned mail
- Credit card reconciliation
- Various correspondence

Finance:

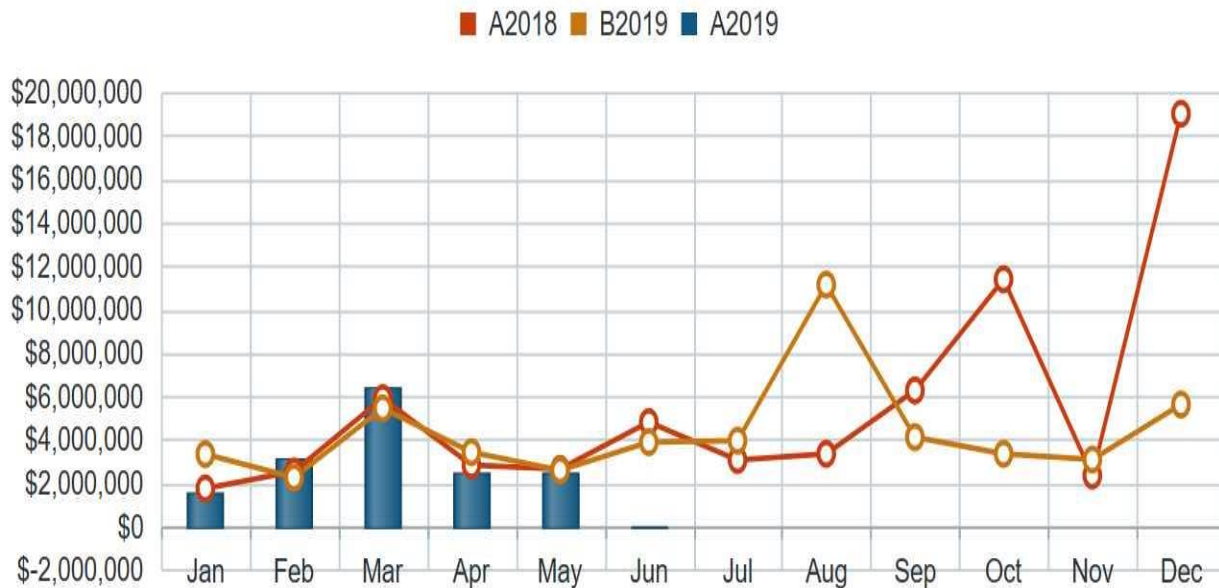
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 37 connects, 21 disconnects and 40 work orders
 - 2452 billed in Cold Lake North, 11 of these were estimated, 271 flat rate
 - 2342 billed in Cold Lake South, 28 of these were estimated, 38 flat rate

Receivable

- 158 Accounts Receivable invoices mailed out; 68 statements mailed out

Accounts Payable

- 931 Accounts Payable invoices processed, 547 Accounts Payable cheques printed

Property Taxes

- 48 tax certificates issued and 52 tax searches completed.
- 34 land title changes processed.
- Taxes receivable totalled \$43,838,494
 - Current tax outstanding - \$24,879,771
 - Tax arrears for one (1) year - \$2,716,263. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,440,370. These arrears consist of 44 properties. These property owners were sent warning letter to inform them that their property will be placed on the arrears list on March 31, 2019. These properties were 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 - \$3,004,056. These arrears consist of 4 properties not on a tax agreement. 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 - \$10,798,034. This consists of 4 Wing and four properties 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

- April 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to CLASS, Perfect Mind and Golf Course software for April 2019.
- GST Return for April 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the City.
- 2019 Property Tax Rates were presented and approved by Council.
- 2019 Property Tax Notices were prepared and mailed out. Property taxes are due on June 30, 2019.

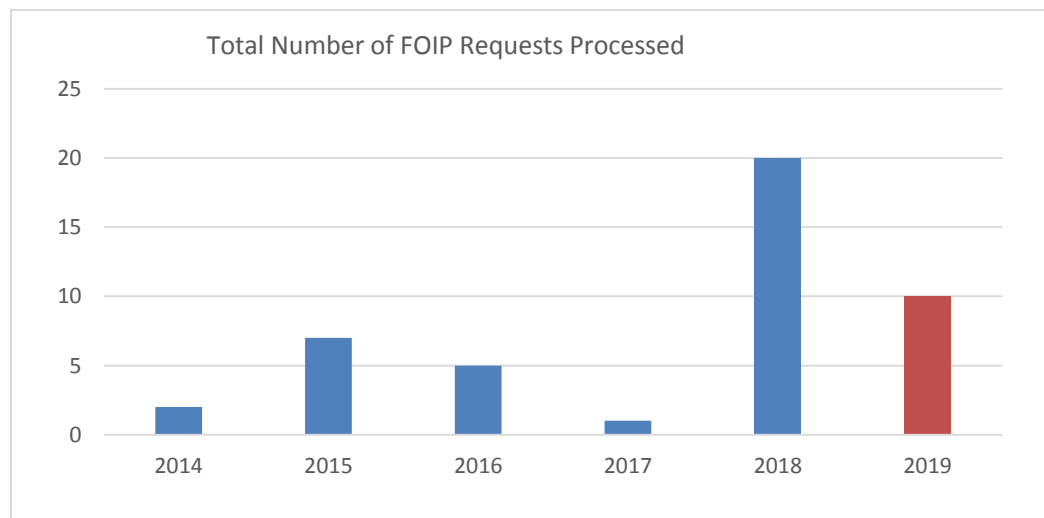
Currently Working on

- Preparing information for the Finance section of the Annual Report.
- Preparations for the Parent Link Audit.

Legislative:

- **Information Requests & FOIP**

- 1 new FOIP request received in May; 0 requests is still ongoing and 3 FOIP requests were 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 complete. Final migration of content has begun.
 - FCSS transition to SharePoint is complete.
 - Finance Department transition to SharePoint is almost complete. Final migration of content has begun.
 - Planning & Development transition to SharePoint is complete. Final migration of content has begun.
 - Infrastructure (Engineering Department) transition to SharePoint has begun, with prototype site developed and being tested.
 - **Ongoing Maintenance of “The Dock”:**
 - 11 Dock Help Request tickets addressed in May
 - 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 1,043 active agreements; 56 new agreements filed in May.
 - RUSC has 143 active agreements; 6 new agreements filed in May.
- **Appeals**
 - LARB and CARB appeals have been received. Administrative processing and scheduling of appeals is ongoing.
- **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 position)
- Roads Operator (1 Full-time position)
- Development Officer (1 Full-time position)
- Term Bylaw (1 Term position)

The following positions have been filled this month:

- Accountant (1 Full-time position)
- Meter Reader (11 month term)
- Facility Maintenance (3 month term)

Record of Employment:	3
Short Term Disability:	3
Long Term Disability:	3
Union Business:	3 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint
Workers Compensation (WCB):	1 – No lost time

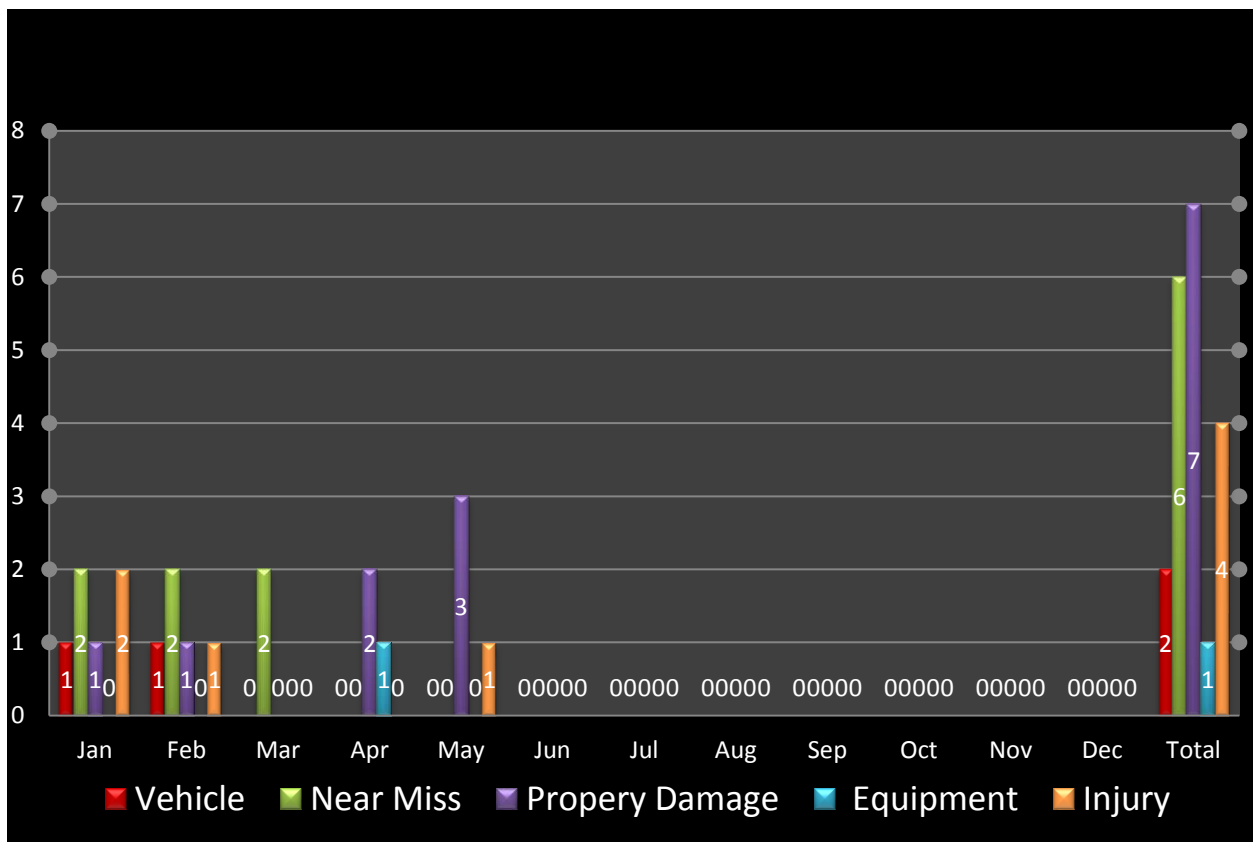
Currently working on:

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

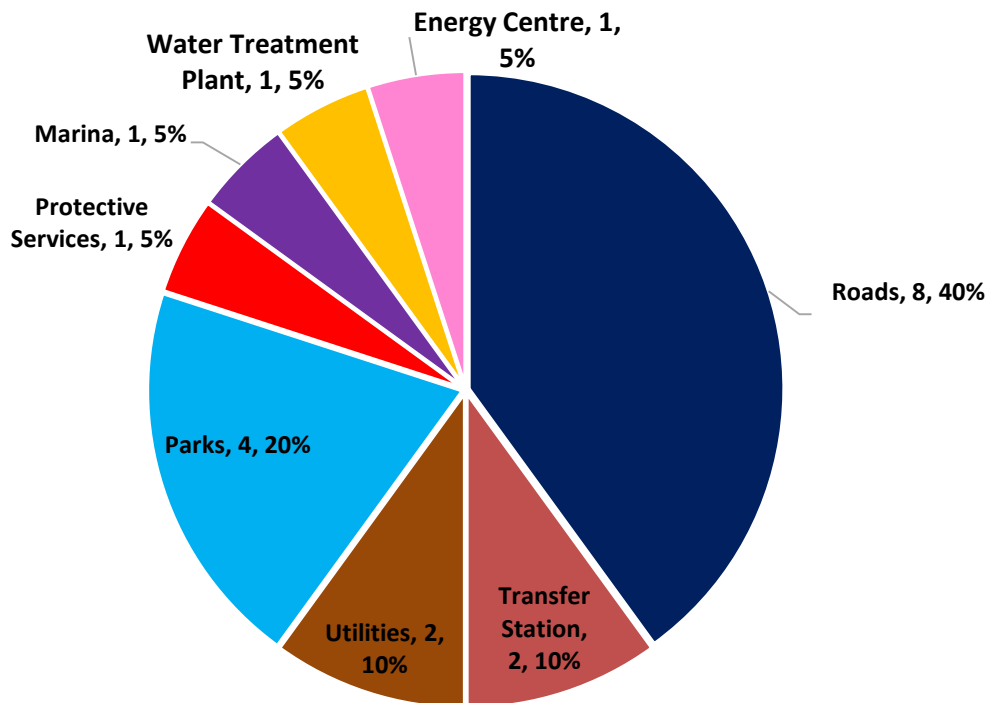
Safety:

Vehicle incidents to date: 2
 Property damage to date: 7
 Equipment damage to date: 1
 Injuries to date: 4
 Near Misses to date: 6
Total Incidents: 20

Incidents by type of loss:



Incidents by department:



Information Systems and Technology:

Number of tickets closed:	138
Number of tickets opened:	126
Number of tickets still open at end of Month:	118
Number of Surveillance Footage Request:	3
Backup Recovery's:	0
Virus Threats (Online)	17
Junk	46443
SPAM Email	3937
Phishing Emails	18
Inbound Viruses Caught (Email)	44
Spoofed emails	14

- **Application Updates:** Java
- **Application Installs:** Microsoft Team, Android Hazardous Materials App., Serenic, Arc Map.
- **Application Support:** SharePoint, Serenic, Android OS, Flight Skills, Flight Scope (Golf Course App), Report Exec, Outlook, Photoshop, Keyscan, Excel, SCADA PLC, Wellness Turnstile Gate Kicker, RTA, Perfect Mind, Collabware, Windows 10, ESET (Antivirus).
- **Server Support:** SharePoint.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Main Copier, VOIP Phone, Main Reception PC, Golf Pro Shop PC, Public Works Day (Projectors, Laptop)
- **Mobile Support:** Conference Apps for Fire Chiefs, and Mayor/Council.
- **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, SharePoint workflow issues.
- **Application Testing:**
- **Network:** WTP Alarm DSL Line (TELUS Line was cut at WTP), IPSAN to ESXi Host network connections re-configured.

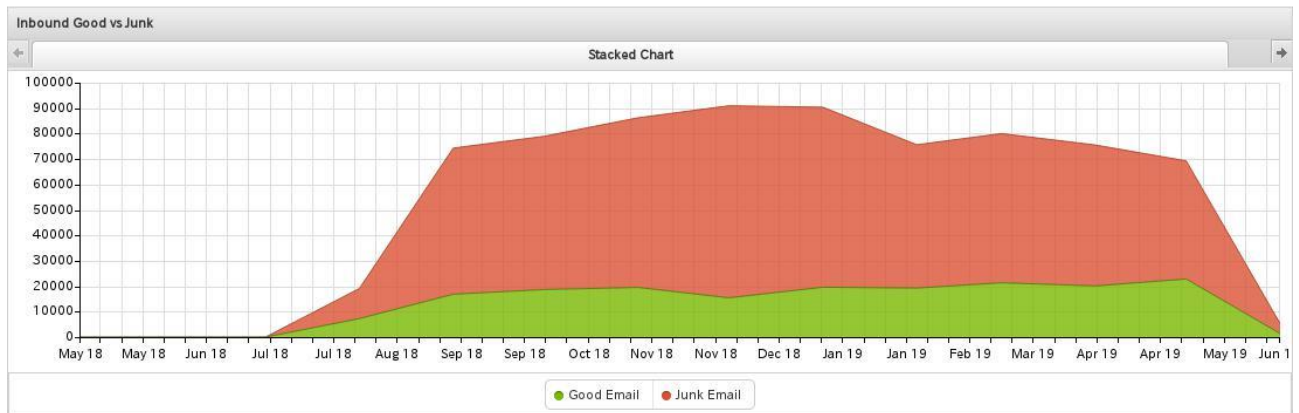
Noteworthy

- Repaired TELUS DSL/Phone lines cut due to construction at the WTP.
- Setup alternate SCADA email alerts to use the City network connection at the WTP.
- Purchased and tested an offline backup storage device to be used for Disaster Recovery.
- Continuing to switch mobile phones over to using Exchange Active Sync (Gmail or Outlook app).
- Changing SAN network configuration at City hall to be more efficient.
- Replaced stolen Waste Bins mobile device from a spare mobile phone.
- Swipe gates at the Marina repaired and operating for opening day.
- Pulling security camera footage for various incidences at City facilities.
- SharePoint Aggregates Issue Resolved.
- SharePoint bread crumb issue resolved.
- Paradigm, adding second scale at scale house planning and research (Licensing, Hardware, Deployment)
- Marina setup - Desktop/POS, Debit Machine, Printers, Fuel System App, Phone Line.

- WSUS (Windows Update Service) re-configuration planning and research.
- Desktop BIOS configuration set to wake on LAN for City PC.
- Grand Stand intrusion alarm install.
- New license plate cameras installed at scale house.



Monthly Inbound Good vs Junk

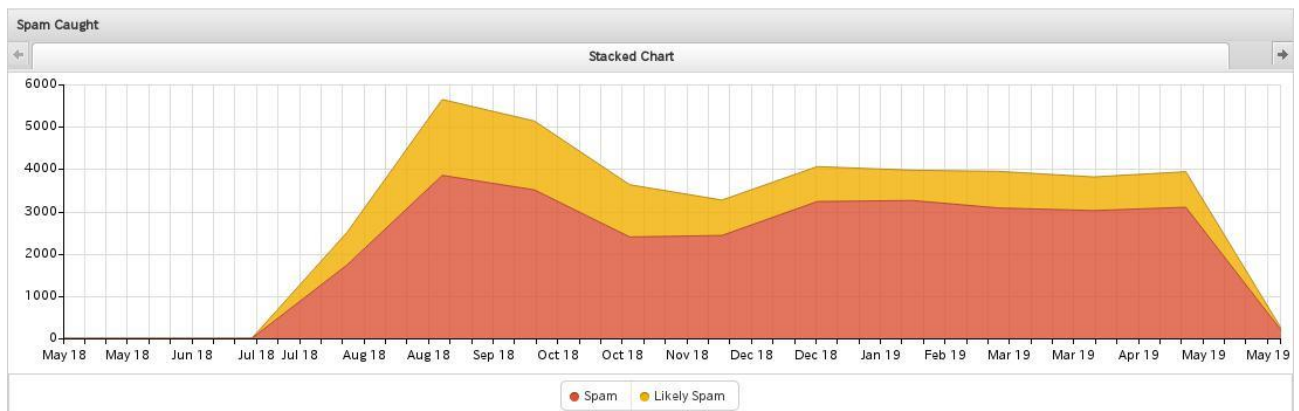


Time Span 05/03/2018 12:00 AM - 06/03/2019 08:44 PM

Email Security Version - 9.2.1.5025 (Hostname : emailsecurity)



Monthly Spam Caught



Time Span 05/03/2018 12:00 AM - 06/03/2019 09:01 PM

Email Security Version - 9.2.1.5025 (Hostname : emailsecurity)



Monthly Inbound Viruses Caught

