

## Report to Chief Administrative Officer

<b>Department:</b>	Corporate Services	<b>Month:</b>	February
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<b>Submitted by:</b>	Linda Mortenson, General Manager of Corporate Services		

### **General Manager's Meetings:**

Feb	
19	Corporate Priorities mtg.
20	PILT appeal
20	Jr. A. mtg
20	55+ Winter Games mtg
21	Mtg re phone system
25	eScribe mtg.
26	Council mtg
27	City Hall Safety mtg
27	Corporate Services department mtg.
27	Corporate Services managers' mtg.
28	Assessment Mtg.

### **Administration:**

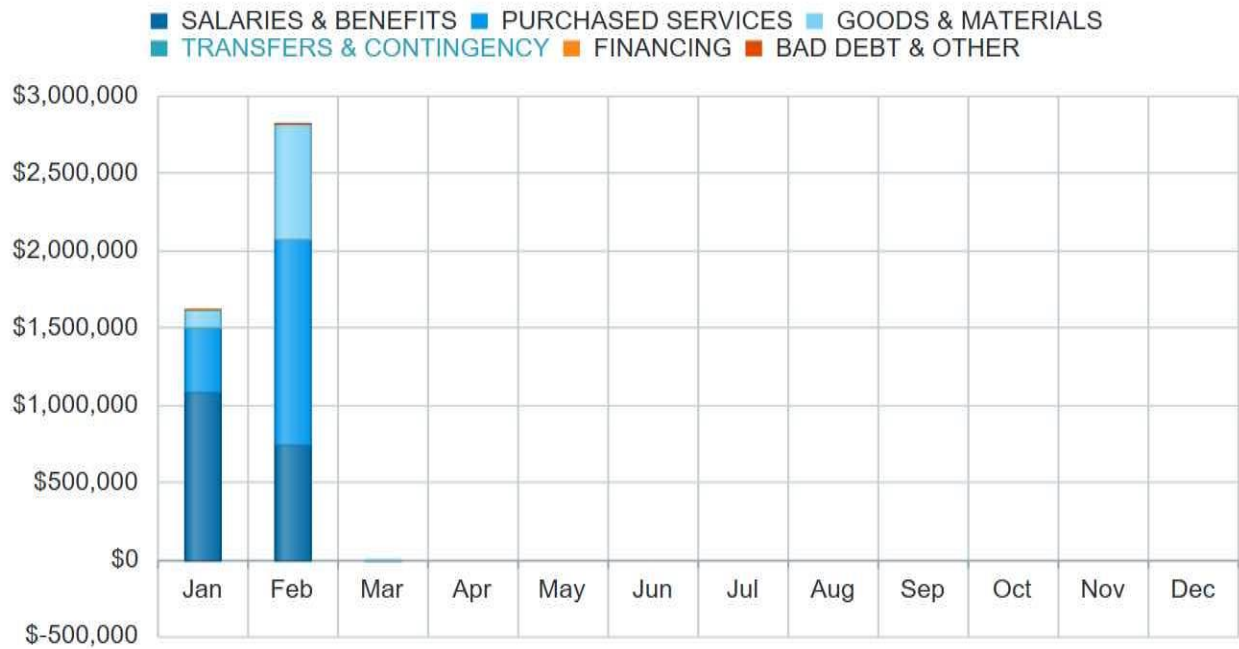
- Agenda preparation and minutes for meetings
- eScribe meetings, migration & implementation
- Create and update fillable forms, letters, and agreements
- Track returned mail
- 55+ Winter Games
- Credit card reconciliation
- Research phones and Council Compensation
- Annexation correspondence

## Finance:

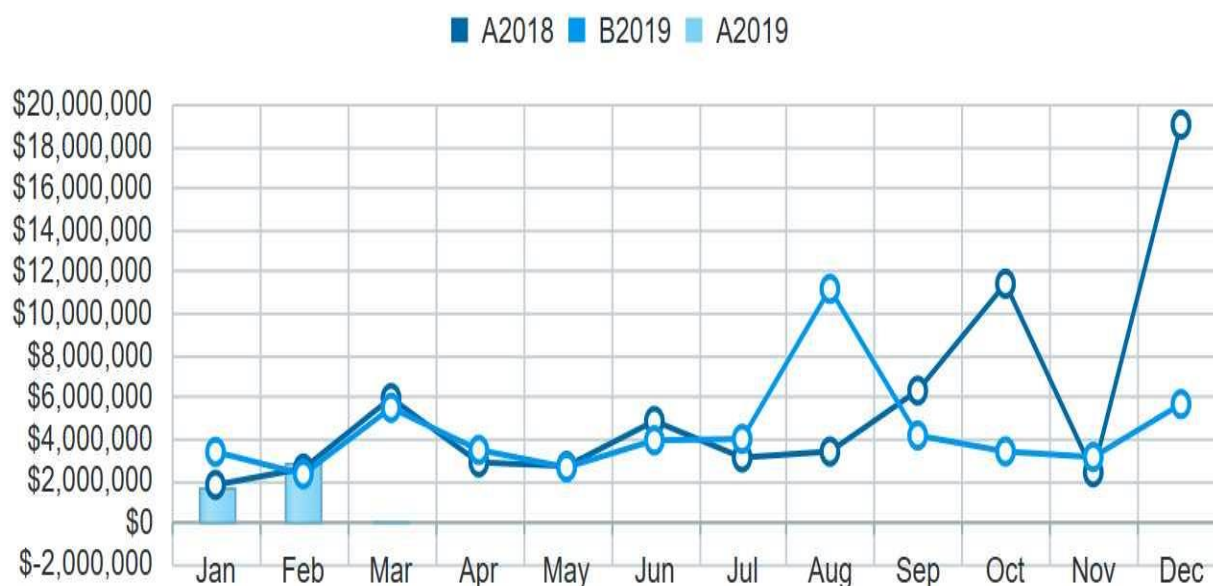
### Year to Date Expense vs Budget (000's)



### Expense by Object



# Expense, Budget and Prior Year



## Utilities

- 13 connects, 7 disconnects and 14 work orders
  - 2444 billed in Cold Lake North, 13 of these were estimated, 275 flat rate
  - 2343 billed in Cold Lake South, 29 of these were estimated, 40 flat rate

## Receivable

- 107 Accounts Receivable invoices mailed out; 69 statements mailed out

## Accounts Payable

- 667 Accounts Payable invoices processed, 426 Accounts Payable cheques printed

## Property Taxes

- 17 tax certificates issued and 27 tax searches completed.
- 34 land title changes processed.
- Taxes receivable totalled \$18,254,331
  - 2019 prepaid taxes - \$1,020,479 (These are tax installment payments received for 2019)
  - Tax arrears for one (1) year - \$2,867,220. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
  - Two (2) years' arrears - \$2,572,444. These consist of 105 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 - \$3,031,747. These arrears consist of 8 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 - \$10,803,399. This consists 2 vacant lots, 2 designated manufactured homes and 4 Wing. The vacant lots and designated manufactured homes will be sold by public auction on March 28, 2019 if payment is not received (\$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 17 properties that are currently on tax agreements.

#### **Completed**

- January 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to CLASS, Perfect Mind and Golf Course software for January 2019.
- GST Return for January 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the City.

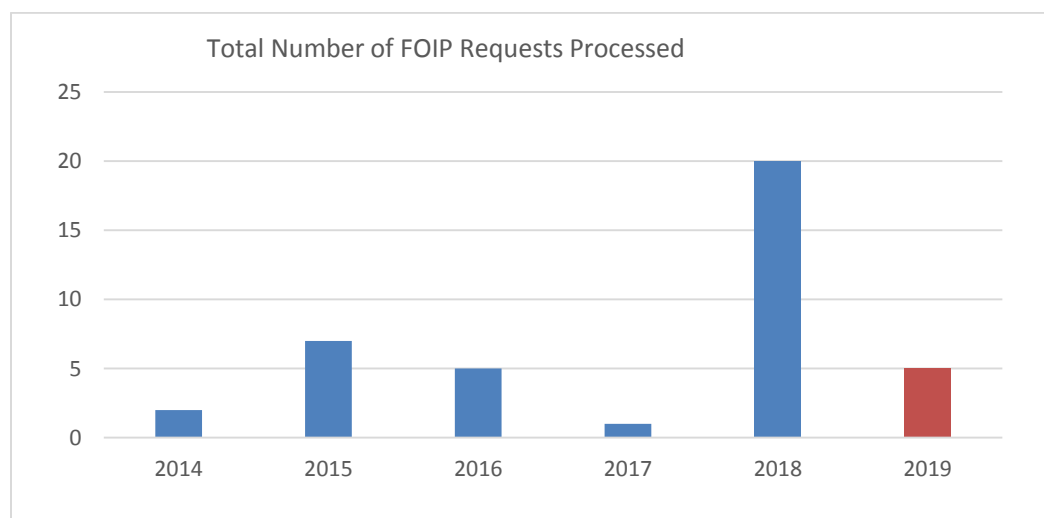
#### **Currently Working on**

- 2018 Year end
- Finance team working with auditors for final year-end audit held March 4<sup>th</sup> to 7<sup>th</sup>.

#### **Legislative:**

- **Information Requests & FOIP**

- 2 new FOIP request received in February; 5 requests are still ongoing and 3 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”:**
    - 22 Dock Help Request tickets addressed in February
    - 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 727 active agreements; 26 new agreements filed in February.
    - RUSC has 121 active agreements with influx from regional waterline project; 12 new agreements filed in January.



- **Appeals**
  - None in February.
  - Training is being coordinated 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:**

- Finance Manager (1 Full-time position)
- Water Treatment Plant Operator (1 Full-time positions)
- Front Desk Receptionist (1 Part-time position)
- Casual Climbing Wall Attendant (1 Casual position)

**The following positions have been filled this month:**

- Roads Operator (1 Full-time position)
- Water Treatment Plant Operator (1 Full-time positions)
- Casual Event Staff (1 Casual position)
- Casual Climbing Wall Attendant (1 Casual position)
- Transit Coordinator (11 month Term position)
- Roads Operator (6 month Term position)
- Community Event Programmer (11 month Term position)

**Record of Employment:** 1  
**Short Term Disability:** 4  
**Long Term Disability:** 3  
**Union Business:** 3 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint  
**Workers Compensation (WCB):** 1 (No time lost)

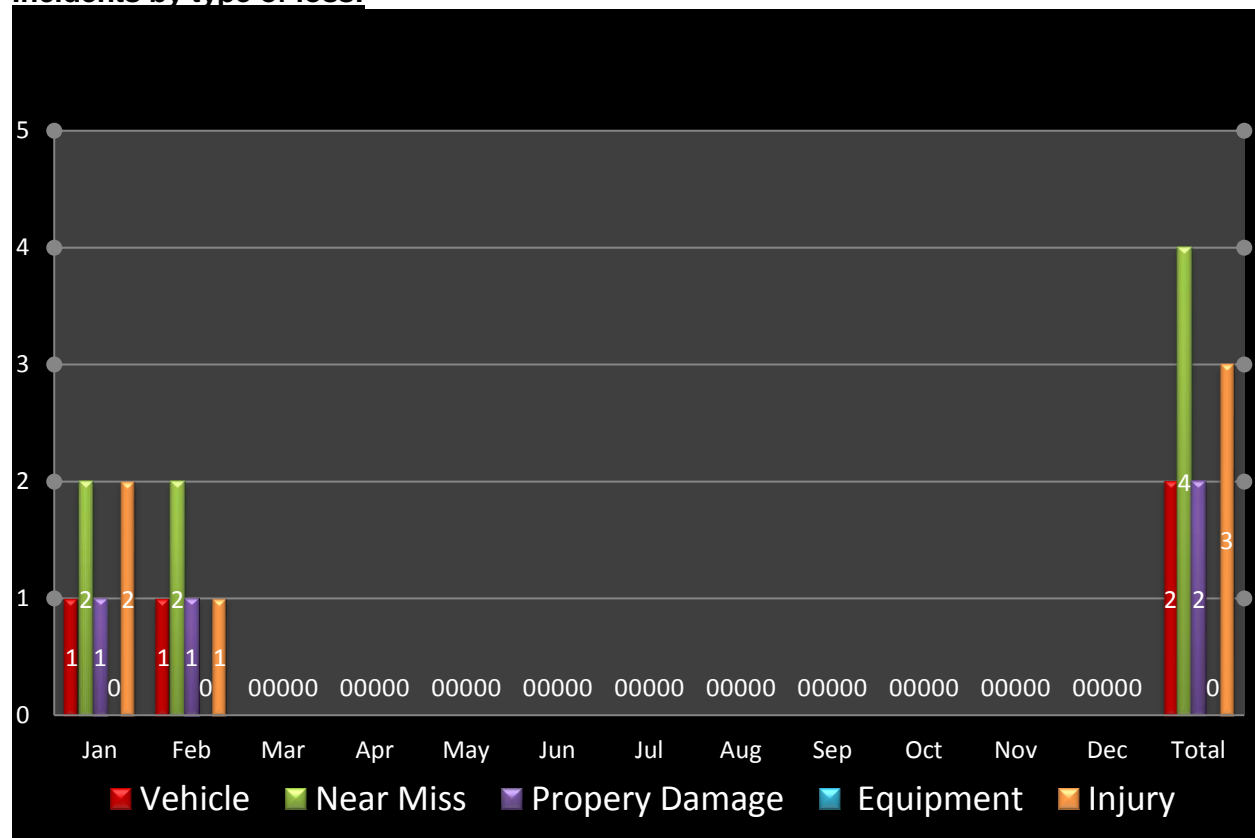
**Currently working on:**

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

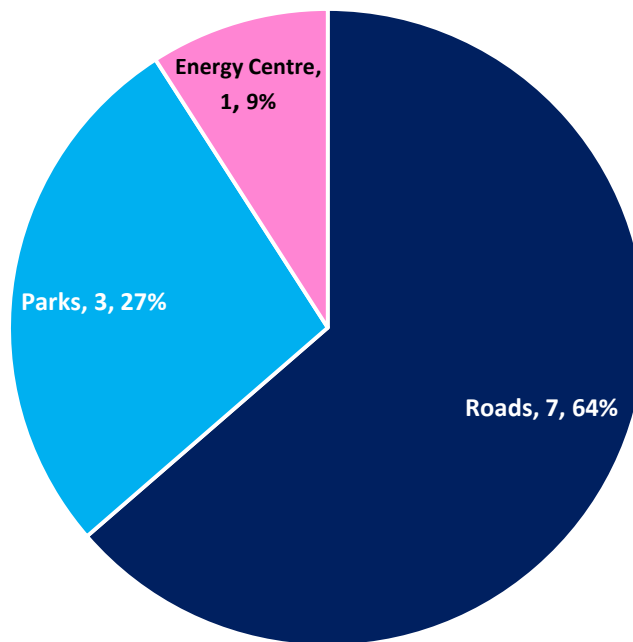
**Safety:**

Total Incidents to date: 11  
 Total Near Misses to date: 4  
 Incidents involving vehicles: 2  
 Property Damage: 2  
 Injuries: 3

**Incidents by type of loss:**



### Incidents by department:



### Information Systems and Technology:

Number of tickets closed:	114
Number of tickets opened:	113
Number of tickets still open at end of Month:	105
Number of Surveillance Footage Request:	2
Backup Recovery's:	1
Virus Threats (Online)	149
Junk	56405
SPAM Email	3978
Phishing Emails	22
Inbound Viruses Caught (Email)	154
Spoofed emails	36

- **Application Updates:** City Works, SQL, SharePoint, Windows 10.
- **Application Installs:** Performance Patch, Android (ESRI), Android (QR Code Scanner) RTA (Cloud).
- **Application Support:** Collabware, SharePoint, CityWorks, FourWinds, ArcGIS, CISCO, Browser, Outlook, Escribe, Bellamy, MS Office, HVAC, Ice Plant (Golf and Country Club), Adobe, Google Docs, Windows, Projector.
- **Server Support:** ArcGIS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Plotter, Perfect Mind PIN pads, Laptop, Desktop, Security Camera, Mobile Devices, Network.



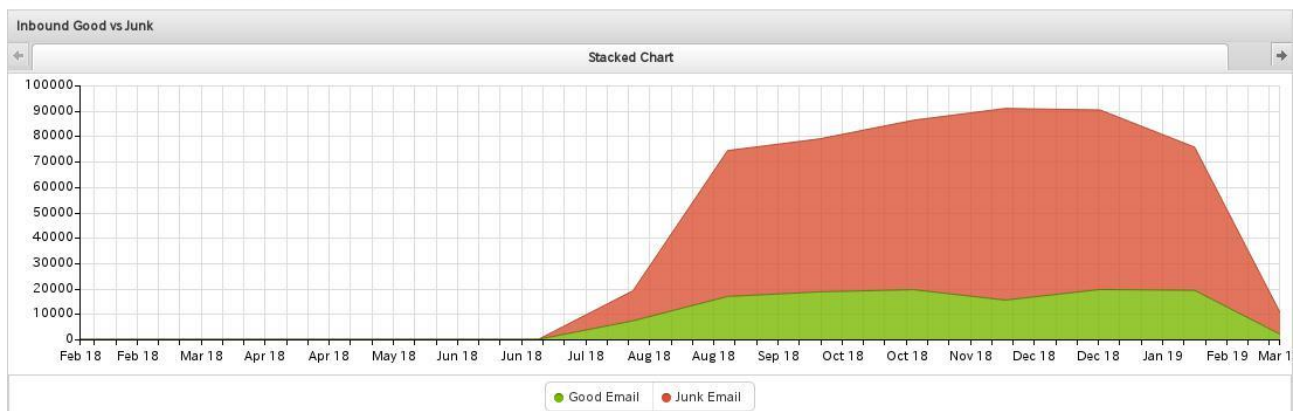
- **Mobile Support:** Android (Waste Management Scanner), Airwatch Profile for CPO, Samsung (Council Power Management).
- **Backups (and monitoring):** Macrium, Eset, VM, SQL, Data, Applications, Bellamy (Daily/Weekly), IBM (Quarterly Full system save).
- **AD Support:** User account Setup/Disable, Password Changes. Name Changes.
- **SharePoint Support:** Aggregate Issues, Excel multi tab save issue.
- **Application Testing:** Hikvision Adroid App.
- **Network:** WTP SCADA VPN router crashed.

## Noteworthy

- WTP SCADA network firewall/VPN router died, purchased/configured a new replacement unit.
- Approved a BarCode/QR scanner app for use on City Cell Phones.
- Malfunctioning security camera at the new weigh scale replaced.
- Special Events phone setup for Alberta 55 Games at the EC.
- Software solution found for City PCs to allow maintenance to connect to the aging Ice Plant equipment at the Golf & Winter club.
- First new VMWare ESX Host deployed at the Energy Centre server room.
- Upgraded Cityworks to version 15.4.0. (11868)
- Deleted all old Collabware Record Categories. (11786).
- Ran scans and diagnostics on Laptops donated for tax at FCSS.
- Lunch and Learn (Outlook)
- Started the file backup for the Golf course PC's
- RTA online configuration and migration to cloud service.



## Monthly Inbound Good vs Junk



Time Span 02/04/2018 12:00 AM - 03/04/2019 03:10 PM

Email Security Version - 9.2.1.5025 (Hostname : emailsecurity)