

Report to Chief Administrative Officer

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

General Manager's Meetings:

June	
3	GFOA Conference
4	GFOA Conference
5	GFOA Conference
6	Safety mtg.
6	Sponsorship mtg.
10	Management mtg.
13	AUC appeal
17	Management mtg.
18	Seniors Society mtg.
19	Meeting
20	Site visit
17	Accountant interview
25	Council Mtg.
25	Telephone conference
26	City Hall safety mtg.
26	Corporate Services department mtg.
26	Corporate Services managers mtg.
26	Energy Centre Phase III mtg.
27	AUC mtg.
27	SharePoint mtg.
27	eScribe 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
- Updating Service Levels

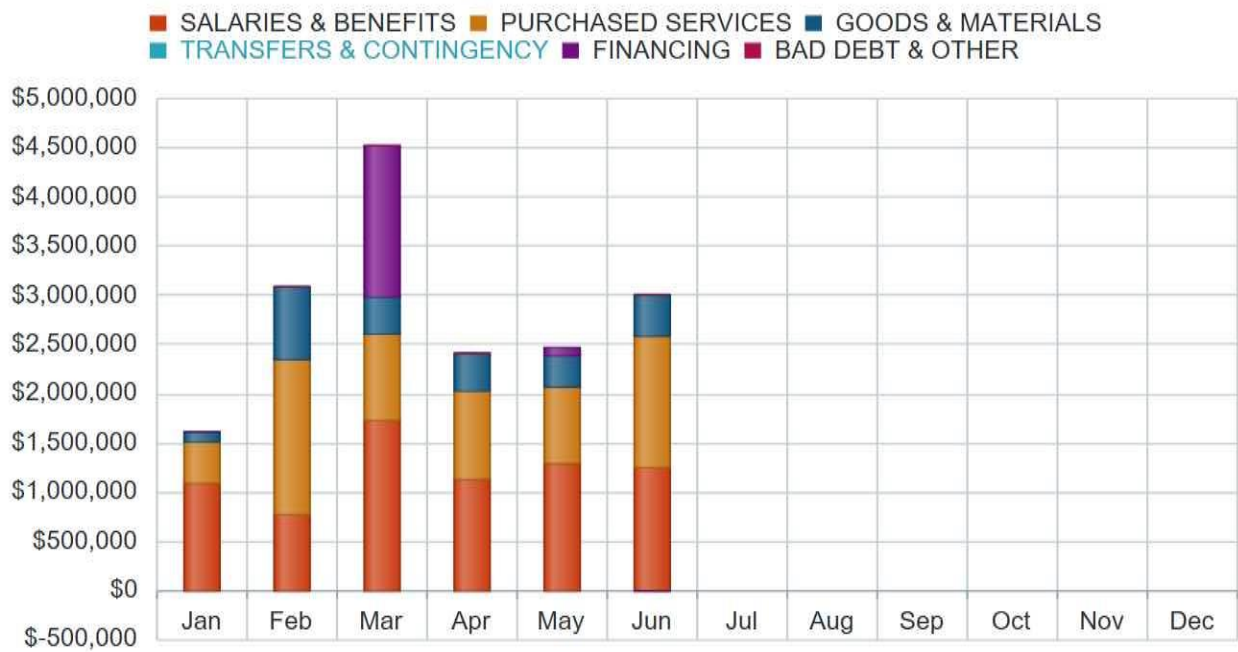
- Working on Five Year Business Plan

Finance:

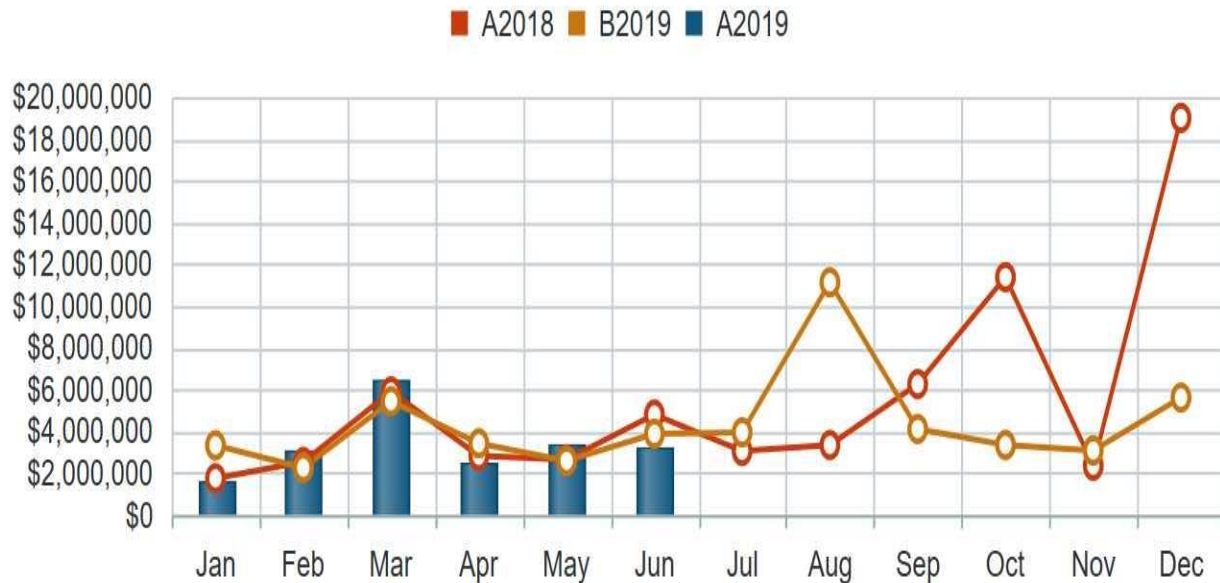
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 24 connects, 12 disconnects and 26 work orders
 - 2460 billed in Cold Lake North, 8 of these were estimated, 269 flat rate
 - 2345 billed in Cold Lake South, 28 of these were estimated, 38 flat rate

Receivable

- 136 Accounts Receivable invoices mailed out; 77 statements mailed out

Accounts Payable

- 914 Accounts Payable invoices processed, 523 Accounts Payable cheques printed

Property Taxes

- 40 tax certificates issued and 66 tax searches completed.
- 44 land title changes processed.
- Taxes receivable totalled \$25,245,447
 - Current tax outstanding - \$6,395,403
 - Tax arrears for one (1) year - \$2,627,652. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,421,223. These arrears consist of 42 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 - \$3,003,231. 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 - \$10,797,938. 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 19 properties that are currently on tax agreements.

Completed

- May 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to CLASS, Perfect Mind and Golf Course software for May 2019.
- GST Return for May 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the City.
- Property Tax Deadline was June 30th.
- Finance portion of the Annual Report.

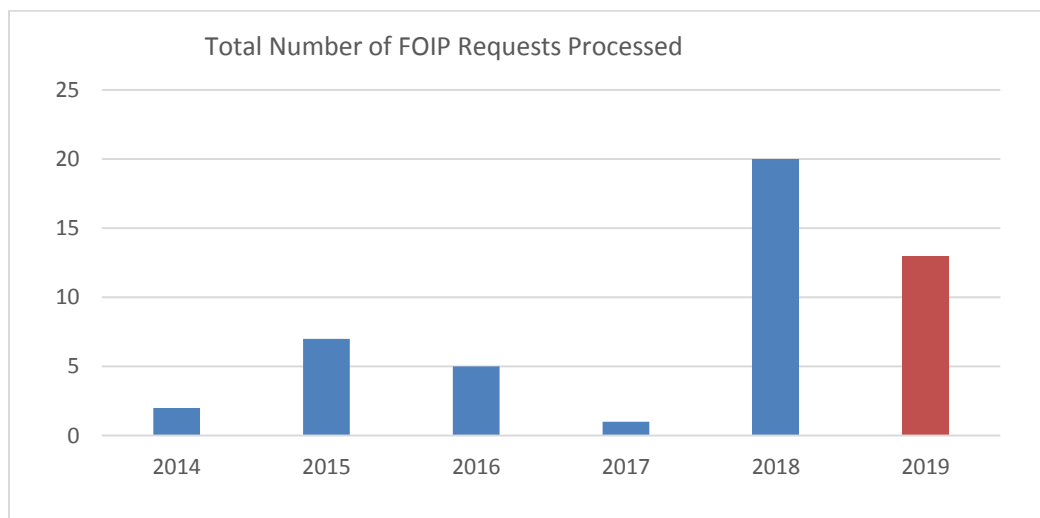
Currently Working on

- Parent Link Audit.
- Marina Review Engagement.
- Preparing Budget Documents to be sent out to the Departments.

Legislative:

- **Information Requests & FOIP**

- 3 new FOIP request received in June; 1 requests is still ongoing and 0 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.
 - Review and digitization of permanent historic records continues (including annexation and amalgamation records).
 - 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 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”:**
 - 25 Dock Help Request tickets addressed in June.
 - Assisting Planning & Development in the quality control and review of all “open” permit files continues.
 - Ongoing “tweaking” of the finance site as migration continues.
 - Ongoing review and maintenance of SharePoint libraries and content types, Collabware file plan, content rules and workflows.
 - **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 1,059 active agreements; 169 new agreements filed in June.
 - RUSC has 151 active agreements; 8 new agreements filed in June.

- **Appeals**
 - LARB and CARB appeals have been scheduled. Preparation for appeals is underway.
- **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

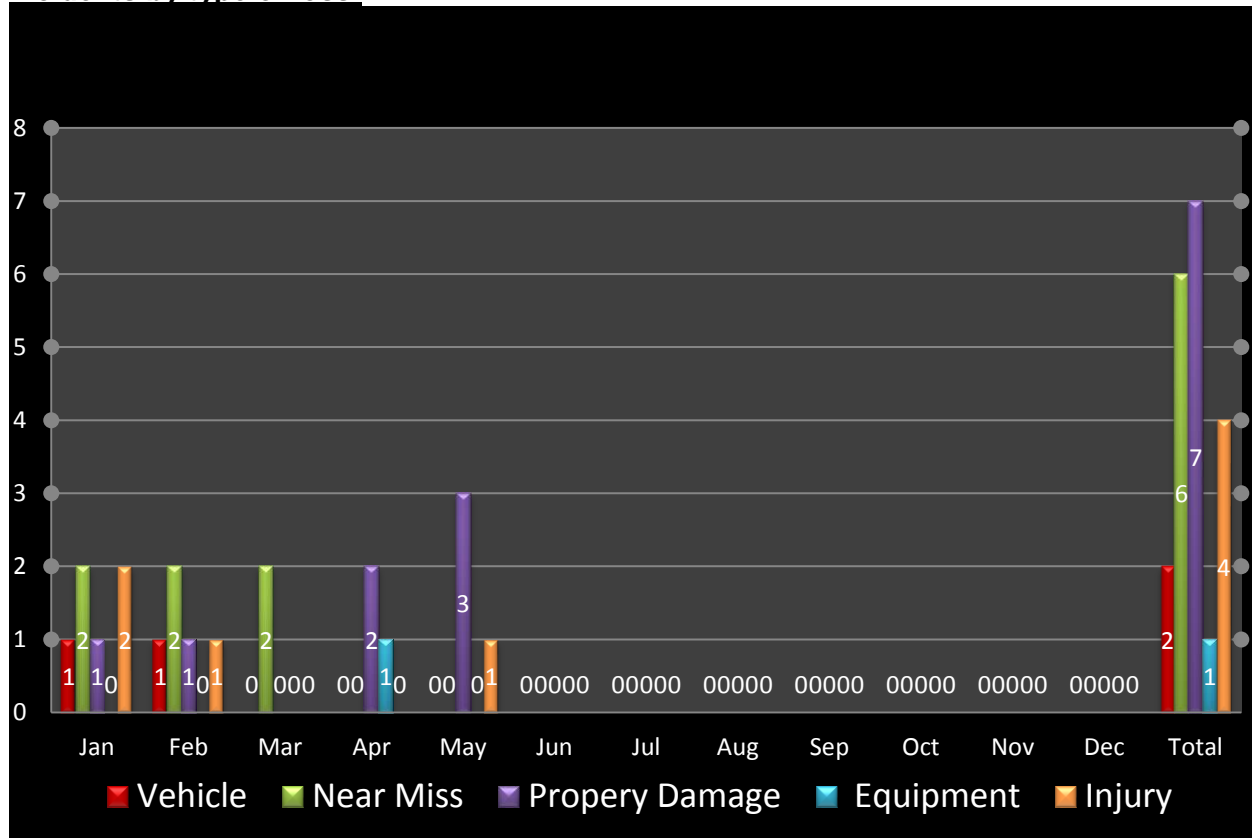
Currently working on:

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

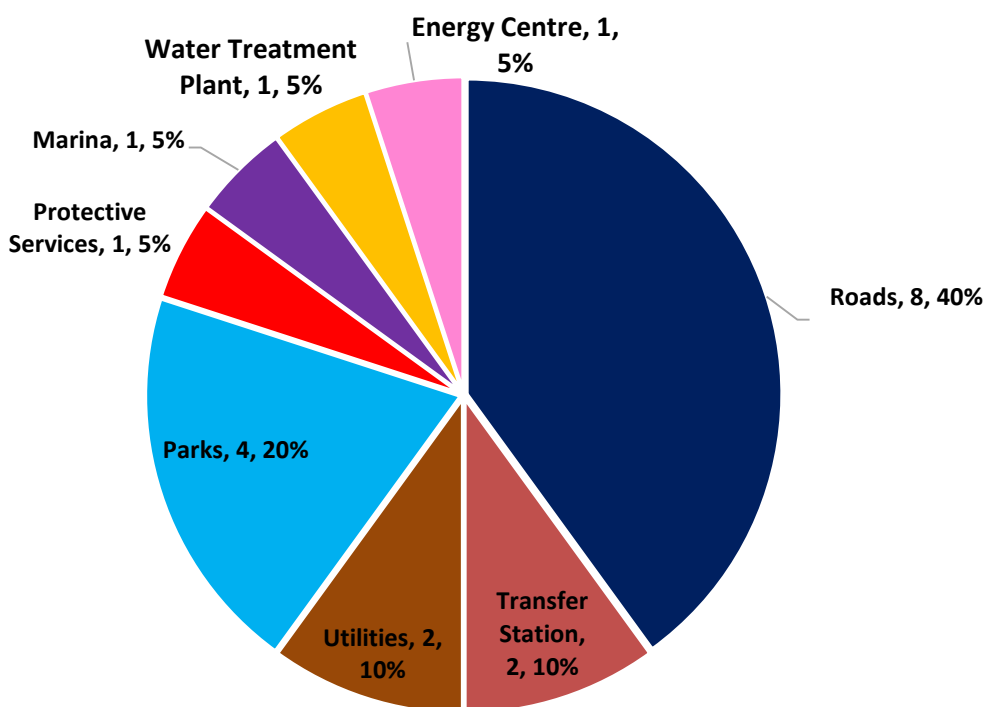
Safety:

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:	102
Number of tickets opened:	112
Number of tickets still open at end of Month:	129
Number of Surveillance Footage Request:	2
Backup Recovery's:	4
Virus Threats (Online)	13
Junk	49550
SPAM Email	2598
Phishing Emails	09
Inbound Viruses Caught (Email)	12
Spoofed emails	23

- **Application Updates:** Bellamy (Java), FirePro, Perfect Mind, Report Exec, City Works.
- **Application Installs:** Perfect Mind,
- **Application Support:** SharePoint, Collabware, Bellamy (Serenic), Four Winds (Streaming), Fire Power (Firewall), Outlook, Windows 10, Nitro (PDF Editor), Excel, WTS (Waste Transfer System), ArcGIS.
- **Server Support:** SharePoint, Report Exec (CPO Reporting), IBM (Bellamy), ESX Hosts.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** IBM (Battery Cache), Mitel (VOIP), Desktops (Mice/Keyboards), Wellness Centre Turnstiles, WTS (Modem),

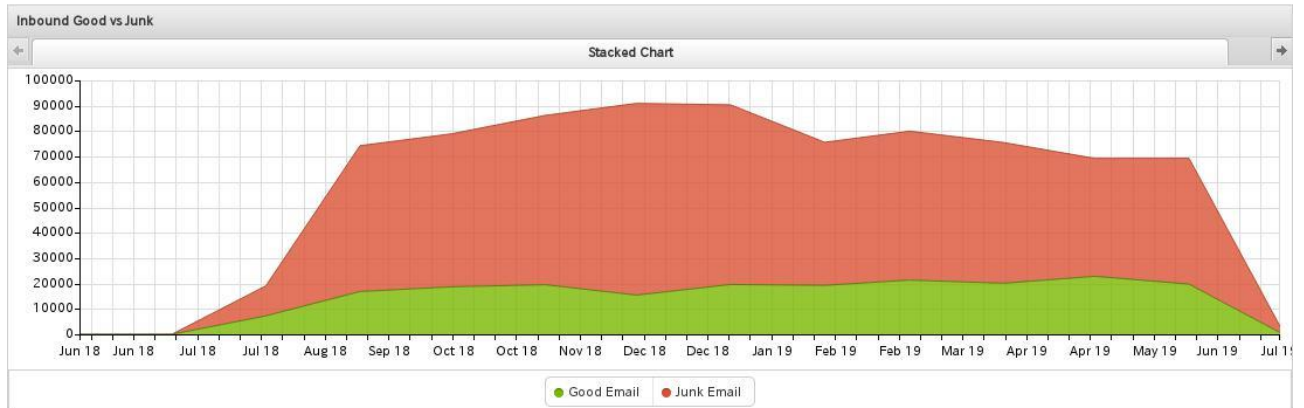
- **Mobile Support:** Roaming packages for travelers, replace stolen phone from weigh scale.
- **Backups (and monitoring):** Macrium, Eset, VM, SQL, Data, Applications, Bellamy (Daily/Weekly).
- **AD Support:** User account Setup/Disable, Password Changes. Name Changes.
- **SharePoint Support:** AIF Workflow, Performance issues, Provisioning, Excel saving issues.
- **Application Testing:**
- **Network:** WTS modem at lagoon, CIRA DZone firewall deployed, SharePoint farm performance enhancements, SCADA re-design deployment, EC Panic alarm cable routing.

Noteworthy

- Replaced WTS UPS at lagoon due to lightning strike.
- Identified and corrected a performance/stability issue with our virtualization (VMWare ESX) servers.
- Networking changes/integration with new WTP SCADA solution from Eramosa.
- Second weigh scale brought online at the Transfer Station.
- New license plate cameras for both Transfer Station weigh scales installed.
- Energy Centre Grandstand swipe doors programmed into existing Stanley WiQ security system.
- New 2 year multi-domain SSL Certificates for coldlake.com purchased.
- New SSL certs installed on all in house HTTPS services that use coldlake.com addresses.
- Installed renewal license for our Cisco gateway firewall/content filter.
- City network wireless radio alignment/interference issues identified/corrected with CCL.
- Marina fuel software integration with City Network, ongoing.
- Updated bios version on all desktops at City Hall, FCSS, and North Fire Hall.
- Moved Rec Manager to new office.
- Four Winds (Streaming) project on going at Energy Centre.
- Upgraded Report Exec test to version 14.02.19127.1.
- Helping GIS repair Jing's Scheduled Task that automates new pothole data entry.
- Several SharePoint/Collabware tickets resolved.
- Replaced Power Board/Supercapacitor board on ESX host at Energy Centre.



Monthly Inbound Good vs Junk

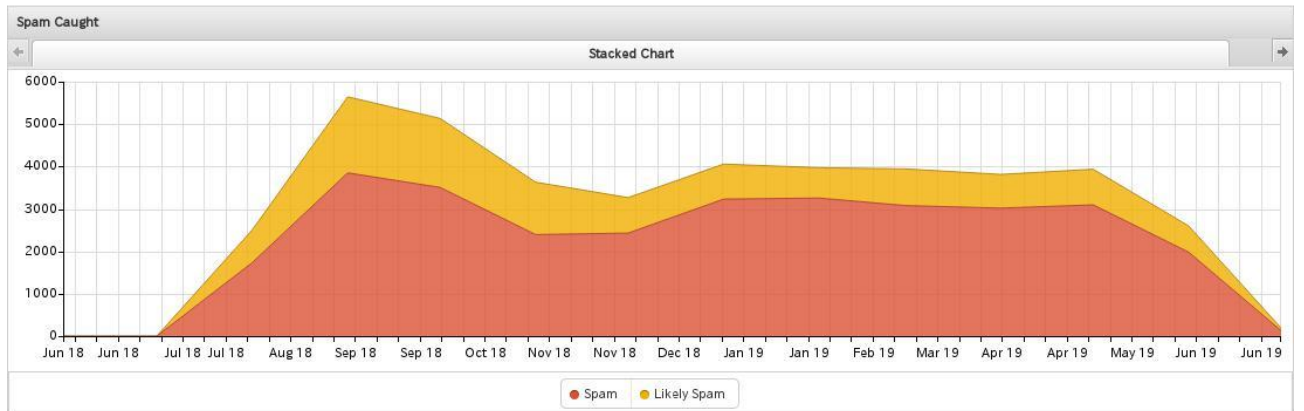


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Monthly Spam Caught

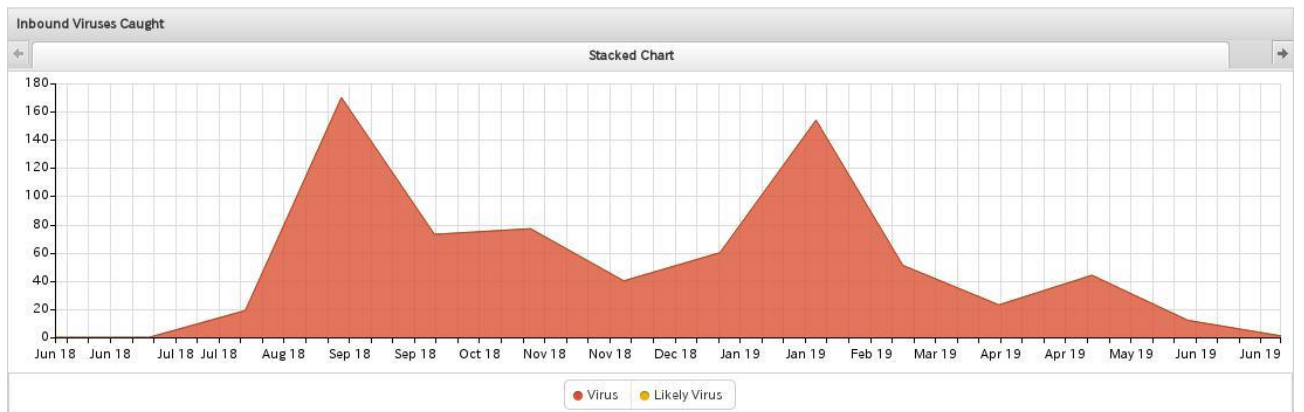


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Monthly Inbound Viruses Caught



Time Span 06/02/2018 12:00 AM - 07/02/2019 10:05 AM

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