

Report to Chief Administrative Officer

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| Department: | Corporate Services | Month: | July |
| 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:

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|------|---------------------------------------|
| July | |
| 2 | Special Council mtg. |
| 3 | Managers mtg. |
| 3 | CPO Briefing |
| 4 | Safety mtg. |
| 8 | Management mtg. |
| 9 | Council mtg. |
| 10 | Corporate Services managers' mtg. |
| 15 | Management mtg. |
| 16 | Corporate Services business plan mtg. |
| 17 | Meeting |
| 22 | Management mtg. |
| 23 | Special Council mtg. |
| 24 | City Hall safety mtg. |
| 24 | Corporate Services department mtg. |
| 24 | Corporate Services managers mtg. |
| 25 | ARB hearing |
| 25 | Insurance mtg. |
| 29 | Management mtg. |
| 30 | Personal Development Plan mtgs. |
| 31 | Personal Development Plan mtgs. |

Administration:

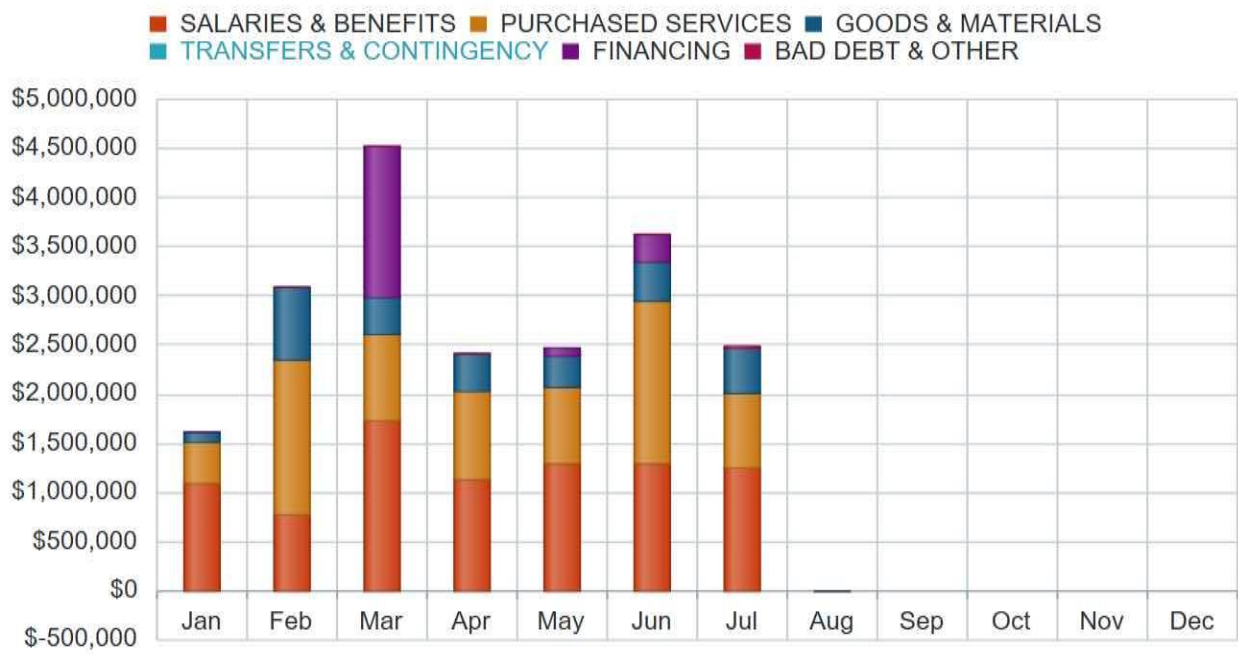
- Agenda preparation and minutes for meetings
- Schedule various meetings
- Create and update fillable forms, letters, and agreements
- Track returned mail
- Credit card reconciliation
- Various correspondence
- Updating Service Levels
- Update Five Year Business Plan

Finance:

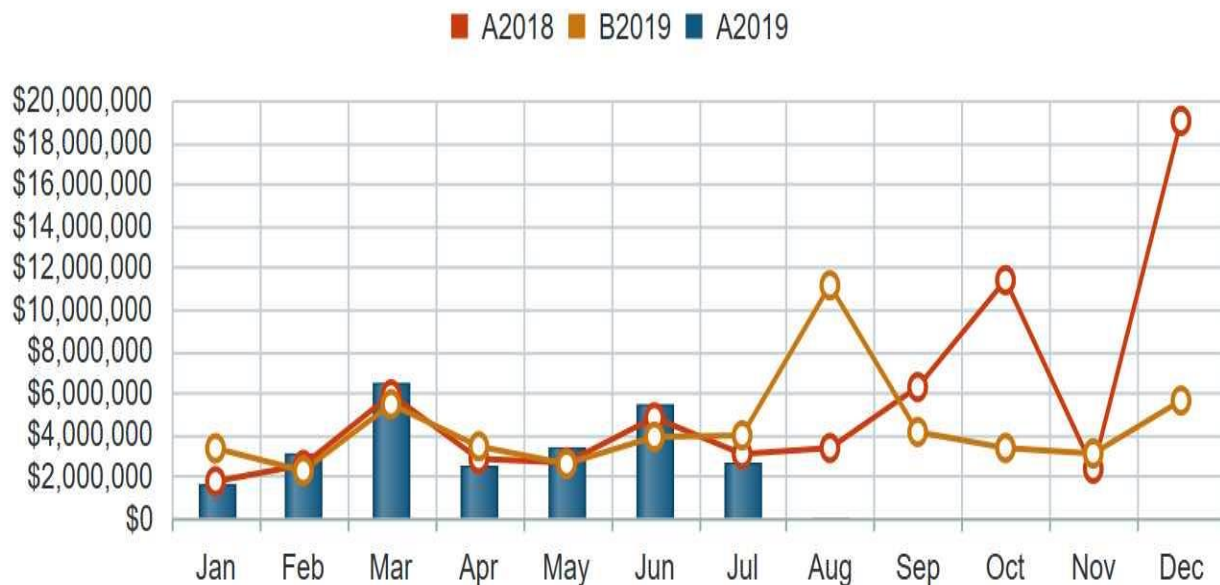
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 67 connects, 51 disconnects and 81 work orders
 - 2461 billed in Cold Lake North, 7 of these were estimated, 269 flat rate
 - 2344 billed in Cold Lake South, 16 of these were estimated, 38 flat rate

Receivable

- 139 Accounts Receivable invoices mailed out; 67 statements mailed out

Accounts Payable

- 917 Accounts Payable invoices processed, 439 Accounts Payable cheques printed

Property Taxes

- 65 tax certificates issued and 98 tax searches completed.
- 59 land title changes processed.
- Taxes receivable totalled \$23,849,500
 - Current tax outstanding - \$5,064,268
 - Tax arrears for one (1) year - \$2,580,071. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,405,064. These arrears consist of 40 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 - \$3,002,253. 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 - \$10,797,844. This consists of 4 Wing and four other 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

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

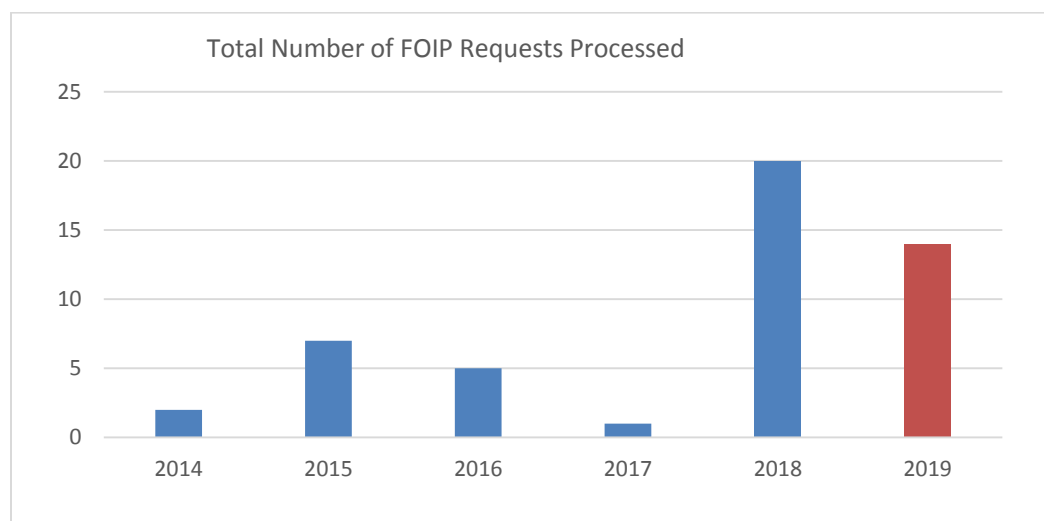
Currently Working on

- Parent Link Audit.
- Marina Review Engagement.
- Compiling Budget Documents that were sent out to the Departments.
- Preparation of service levels and budget for finance.

Legislative:

- **Information Requests & FOIP**

- 2 new FOIP request received in July; 2 requests is still ongoing and 1 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”:**
 - 5 Dock Help Request tickets addressed in July, making 124 to date in 2019.
 - 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 931 active agreements; 27 new agreements filed in July.
 - RUSC has 158 active agreements; 7 new agreements filed in July.
- **Appeals**

- LARB hearing completed, finalization of Record of Hearing and Board Order ongoing.
- 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)
- Legislative Manager (Term position)
- Foreman – Water Treatment Plant (1 Full-time position)
- GIS Coordinator (1 Full-time position)
- CPO (1 Full-time position)
- FCSS Program Assistant (1 Part-time position)

The following positions have been filled this month:

- Event Staff (4 casual positions)
- HR Admin Assistant (18 month term position)
- Summer terms (Two 3 month terms)
- Planning Position (One 3 month term)
- Bylaw Officer (1 Term position)

| | |
|------------------------------------|--|
| Record of Employment: | 3 |
| Short Term Disability: | 1 |
| Long Term Disability: | 4 |
| Union Business: | 3 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint |
| Workers Compensation (WCB): | 4 – no lost time claims, 1 – lost time claim |

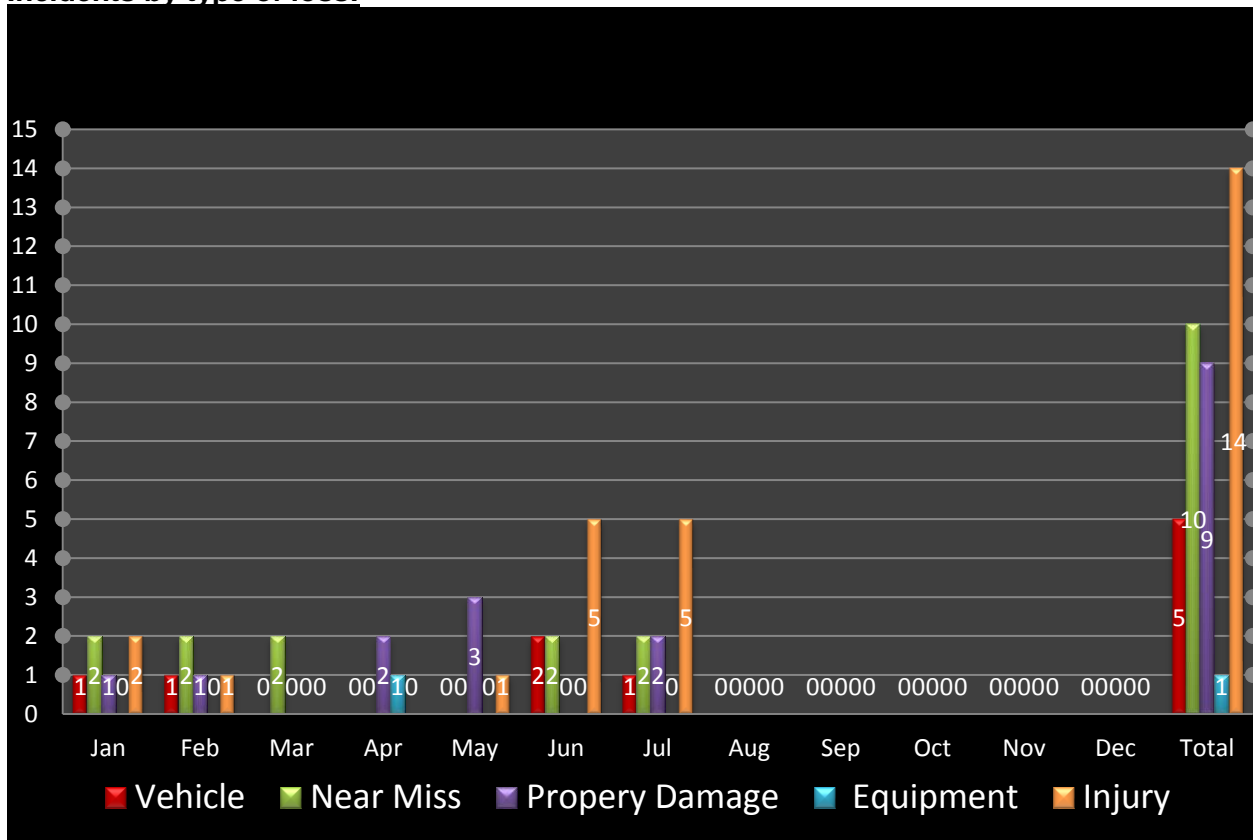
Currently working on:

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

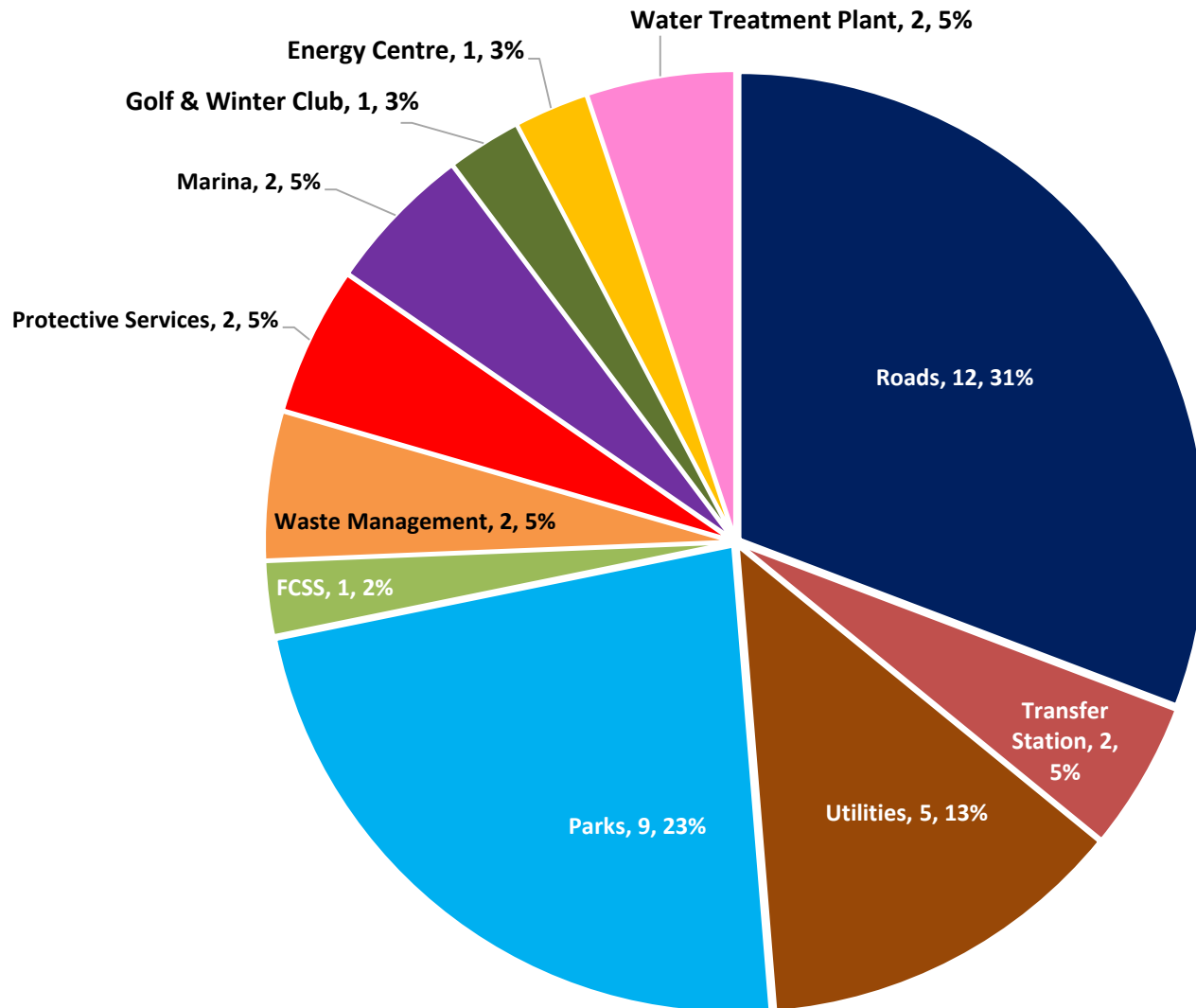
Safety:

Vehicle incidents to date: 5
Property Damage to date: 9
Equipment Damage to date: 1
Injuries to date: 14
Near misses to date: 10
Total incidents 2019: 39

Incidents by type of loss:



Incidents by department:



Information Systems and Technology:

| | |
|---|-------|
| Number of tickets closed: | 126 |
| Number of tickets opened: | 104 |
| Number of tickets still open at end of Month: | 108 |
| Number of Surveillance Footage Request: | 2 |
| Backup Recovery's: | 4 |
| Virus Threats (Online) | 13 |
| Junk | 54229 |
| SPAM Email | 4024 |

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| Phishing Emails | 16 |
| Inbound Viruses Caught (Email) | 43 |
| Spoofed emails | 34 |

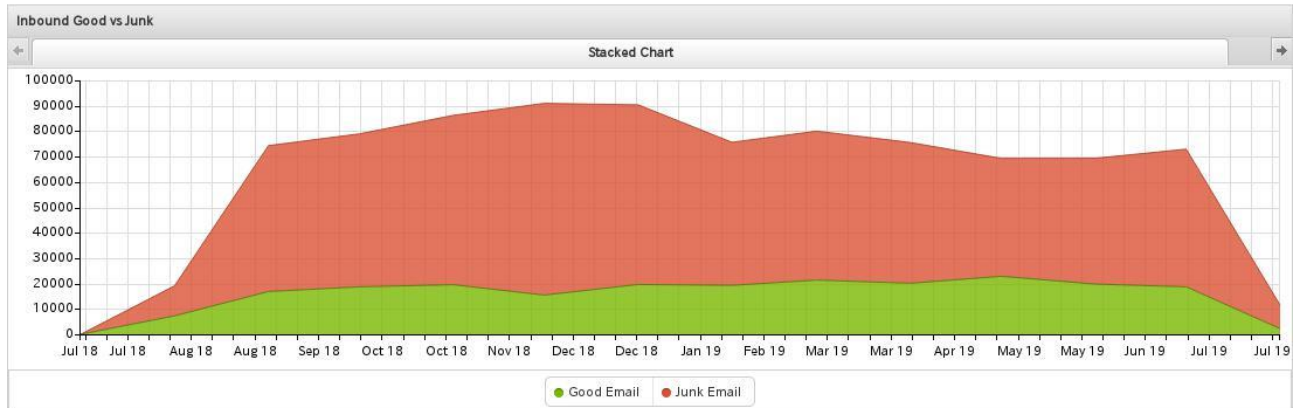
- **Application Updates:** Airwatch, Collabware
- **Application Installs:** Marina fuel reporting system, Adobe Flash, Chrome, File Open systems.
- **Application Support:** SharePoint, Collabware, Bellamy (Serenic), Four Winds (Streaming), Airwatch, ArcGIS, ESET, Report Exec, Windows 10, IMS Hurco, Perfect Mind,
- **Server Support:** SharePoint. Certificate Server, Airwatch, WSUS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Council Mic's, Pro Shop TeeWay system, Keyboards, WTS debit machine, Rec PC.
- **Mobile Support:** AirWatch Upgrade, AirCard audit, Kytech radio issues, Samsung, Gmail, Android.
- **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 ongoing.
- **Application Testing:** Windows Server 2019. ESET Server.
- **Network:** Transfer station tower hut overheating, WTP DSL line switched to static.

Noteworthy

- Upgrade our Mobile Device Management server to the latest version.
- Migrated all computers and servers to use our new Windows Updates Services server.
- Access to marina fuel reports and pricing changes configured for Senior Finance.
- Switched approximately 30% of our cell phone users over to the Gmail Exchange email client.
- The Transfer Station network radio failed, contractor installed a replacement radio.
- Android Tablet with "COBRA Software" configured for the Fireworks Group.
- Windows server 2016 upgrade to 2019 testing.
- Updated Collabware CLM with a custom version to fix Lifecycle Details not opening.
- Updated Collabware CLM to version 4 in the test and production environments.
- Updated the AIF Access and Reminder SharePoint workflow to auto restart when it fails, and to prevent email reminders triggered by System Account.
- Group Policies evaluation and creation.
- Project: WSUS testing for Windows 10/1903 upgrade.
- Project: ESET Server Testing/installation on Test server.
- "I Am Responding" computers to reboot, auto logon and auto launch the software.
- Replaced batteries in the Council chamber mic's
- Project: overlooking EC TV/Computer/CCL installs for FourWinds Streaming.
- VPN access setup for staff on training.



Monthly Inbound Good vs Junk

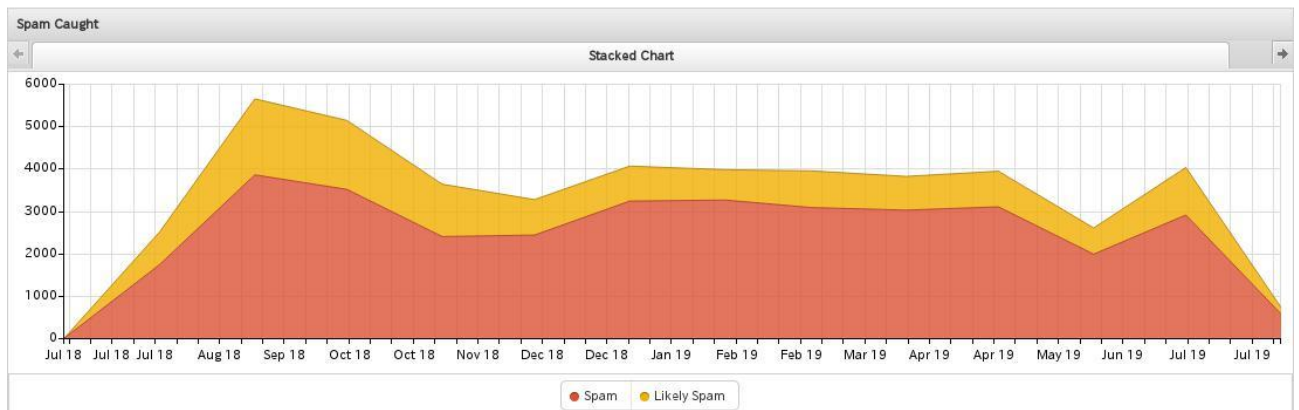


Time Span 07/06/2018 12:00 AM - 08/06/2019 09:33 AM

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Monthly Spam Caught

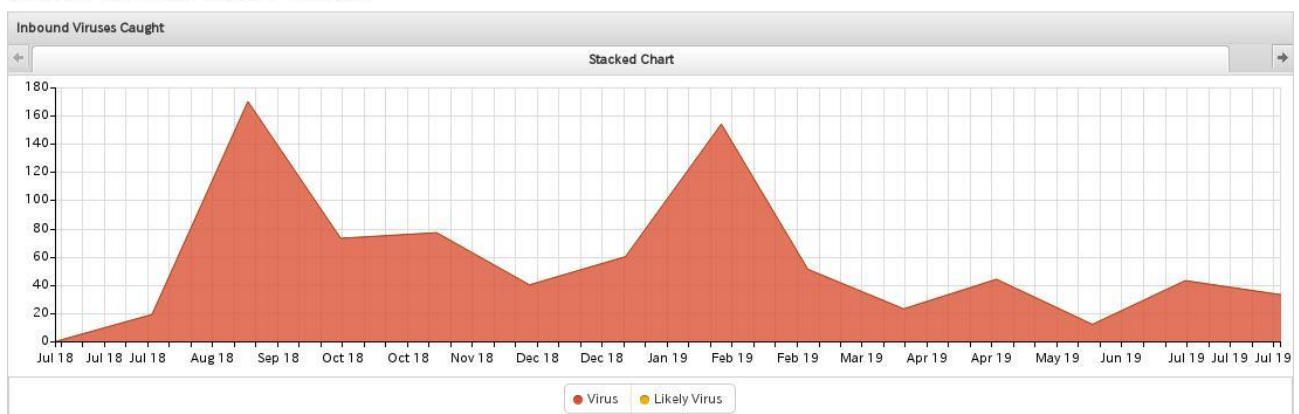


Time Span 07/06/2018 12:00 AM - 08/06/2019 08:59 AM

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Monthly Inbound Viruses Caught



Time Span 07/06/2018 12:00 AM - 08/06/2019 09:01 AM

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