

## Report to Chief Administrative Officer

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

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

Aug	
19	Management mtg.
21	Energy Centre Phase II mtg.
22	Mtg. with 4 Wing
26	Management mtg.
27	Council mtg.
28	City Hall safety mtg.
28	Corporate Services department mtg.
28	Corporate Services managers mtg.
29	Mtg. with Lakeland Humane Society

### **Administration:**

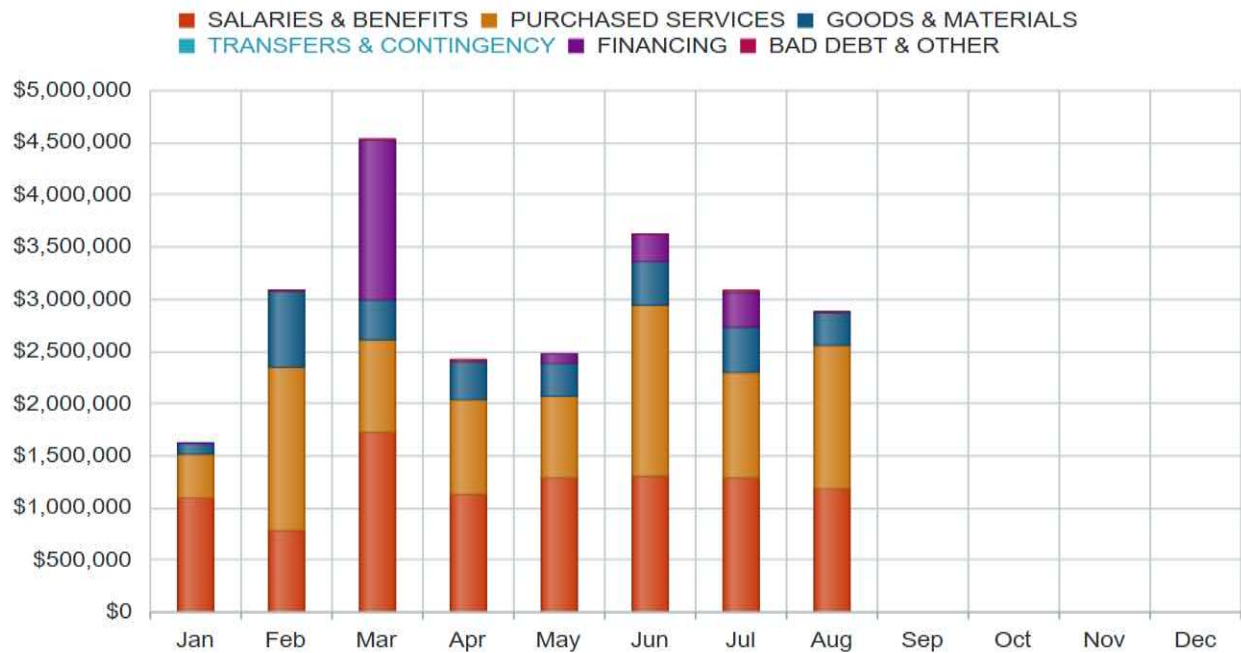
- Agenda preparation and minutes for meetings
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- Various correspondence
- Updating Service Levels
- Update Five Year Business Plan
- Research for pet licencing
- SharePoint and Collabware research

## Finance:

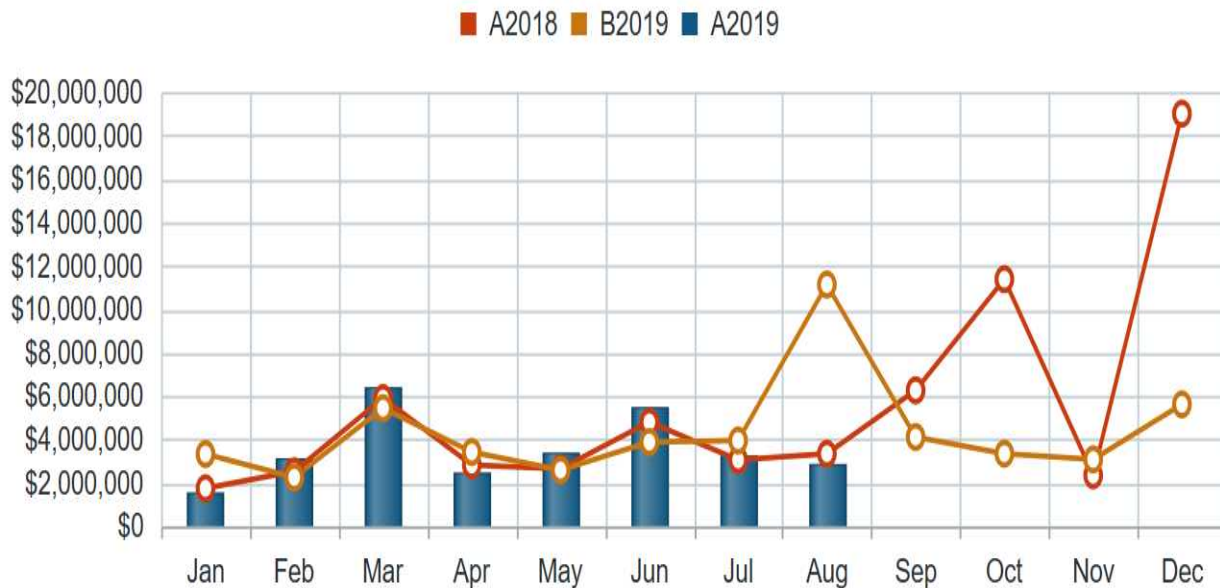
### Year to Date Expense vs Budget (000's)



### Expense by Object



## Expense, Budget and Prior Year



### Utilities

- 34 connects, 38 disconnects and 45 work orders
  - 2465 billed in Cold Lake North, 11 of these were estimated, 261 flat rate
  - 2384 billed in Cold Lake South, 19 of these were estimated, 37 flat rate

### Receivable

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

### Accounts Payable

- 699 Accounts Payable invoices processed, 484 Accounts Payable cheques printed

### Property Taxes

- 35 tax certificates issued and 35 tax searches completed.
- 73 land title changes processed.
- Taxes receivable totalled \$23,211,422
  - Current tax outstanding - \$4,464,284 (\$1,572,659 is related to the 4 Wing Property)
  - Tax arrears for one (1) year - \$2,556,693. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
  - Two (2) years' arrears - \$2,390,524. These arrears consist of 36 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 - \$3,002,173. 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 - \$10,797,748. This consists of 4 Wing and one other property on tax agreement. (\$10,797,442 related to 4 Wing Property)
- \$19,726,609 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**

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

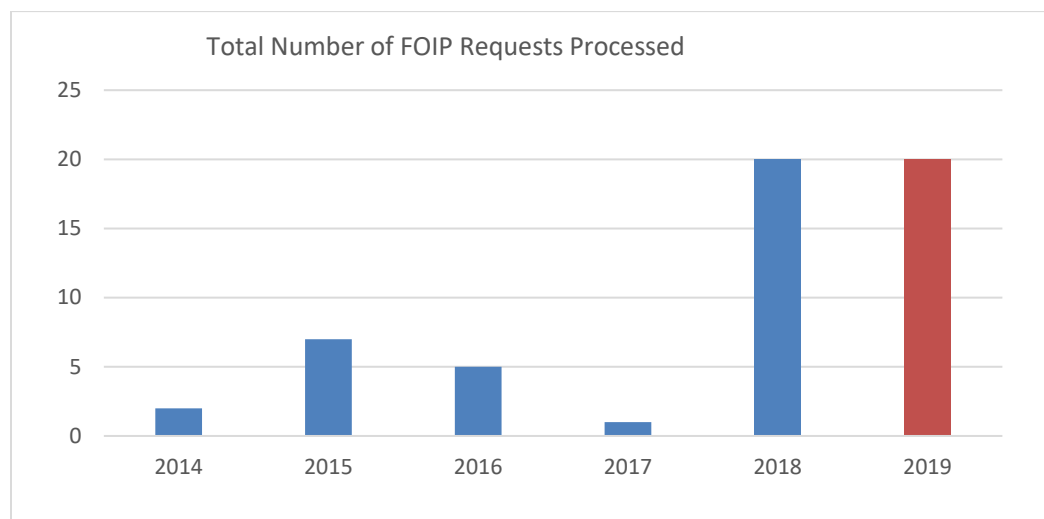
#### **Currently Working on**

- Parent Link Audit.
- Marina Review Engagement.
- Preparing and inputting departmental budgets.
- Preparation of service levels and budget for finance.

#### **Legislative:**

- **Information Requests & FOIP**

- 2 new FOIP request received in August; 2 requests is still ongoing and 4 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 is near completion (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 August, making 129 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 871 active agreements; 16 new agreements filed in August.
    - RUSC has 173 active agreements; 15 new agreements filed in August.
- **Appeals**
  - 2019 LARB hearing complete.
  - CARB appeals scheduled September 5, 2019. Preparation for appeals is underway.

- **Privacy Impact Assessments (PIA)**
  - Zero outstanding PIAs.
- **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)
- 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)
- Climbing Wall Attendant (Casual positions)
- Front Desk Receptionist (1 Full time position)

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

- Development Officer (1 Full-time position)
- Parent Link Program Facilitator (1 Full-time position)

**Record of Employment:** 13

**Short Term Disability:** 4

**Long Term Disability:** 3

**Union Business:** 1 Active Grievance File, 3 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint

**Workers Compensation (WCB):** 0

**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: 7

Property Damage to date: 9

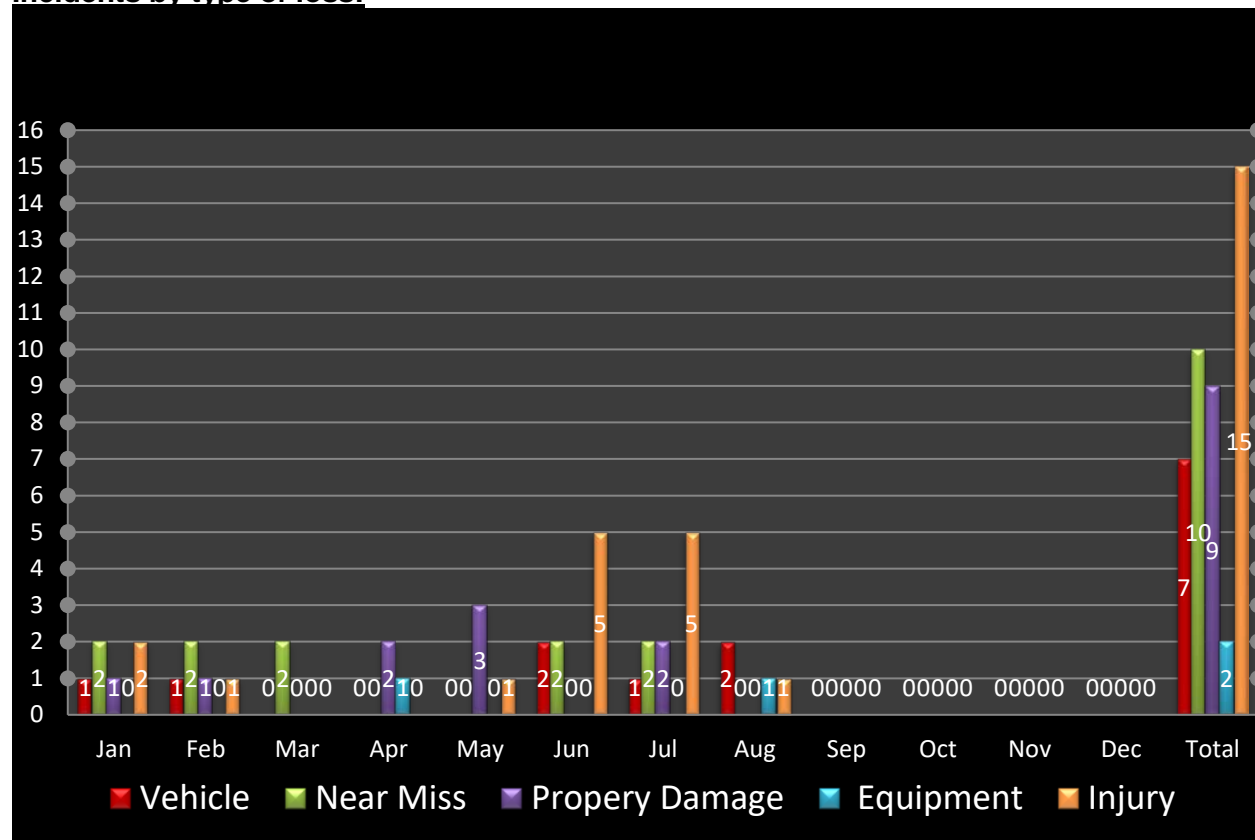
Equipment Damage to date: 2

Injuries to date: 15

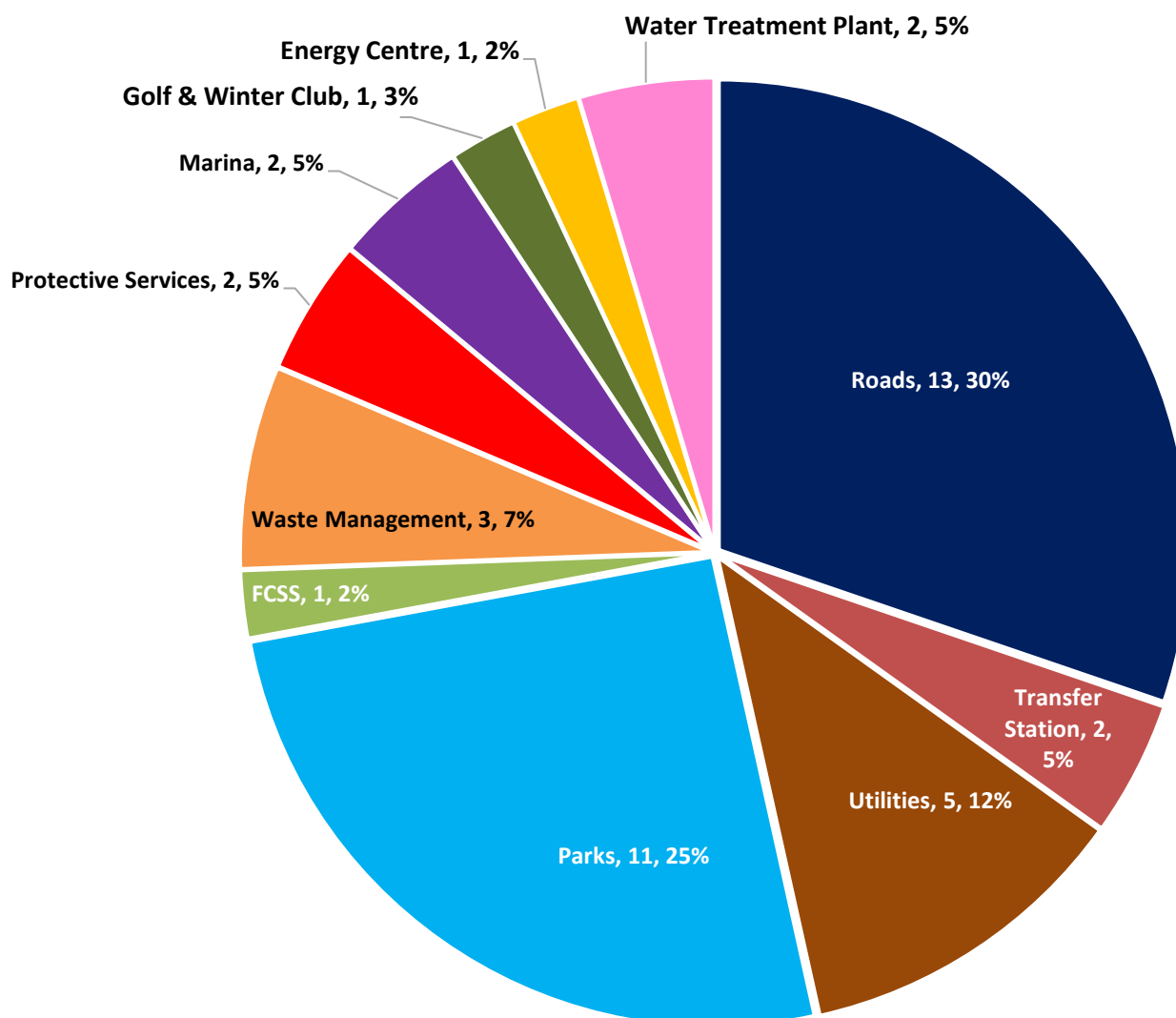
Near misses to date: 10

Total incidents 2019: 43

### Incidents by type of loss:



### Incidents by department:



### Information Systems and Technology:

Number of tickets closed:	77
Number of tickets opened:	81
Number of tickets still open at end of Month:	113
Number of Surveillance Footage Request:	2
Backup Recovery's:	5
Virus Threats (Online)	11
Junk	55838
SPAM Email	3878
Phishing Emails	51
Inbound Viruses Caught (Email)	100
Spoofed emails	34

- **Application Updates:** Collabware, AutoCAD Civil 3D, Airwatch.



- **Application Installs:** Marina fuel reporting system, Adobe Flash, Chrome, FileZilla, File Open System, Mitel Console, ATCO Electricity App, adobe Connect.
- **Application Support:** SharePoint, Collabware, Windows Mobile, Airwatch, CISCO Content filter, Pothole App, ESET, Bellamy, Report Exec, ESRI, IMS Hurco Valve exerciser, Exchange, Mitel.
- **Server Support:** SharePoint. Windows Certificate Server, Airwatch, CISCO Content filter.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Weigh Scale Debit Machine, Desktop (keyboards/Mice/Speakers), Space heaters tripping breakers, Swipe card printer, Alarm panel Imperial Park.
- **Mobile Support:** AirWatch Upgrade, AirCard, SCADA Tablet, Mobile Apps, Google licensing for mobile devices, New device deployment, Trans Loc App (Busses).
- **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, Aggregates, Workflow issues, Access Permissions.
- **Application Testing:** Windows Server 2019. ESET Server.
- **Network:** Amazing Race Viewing Party setup, WTP support.

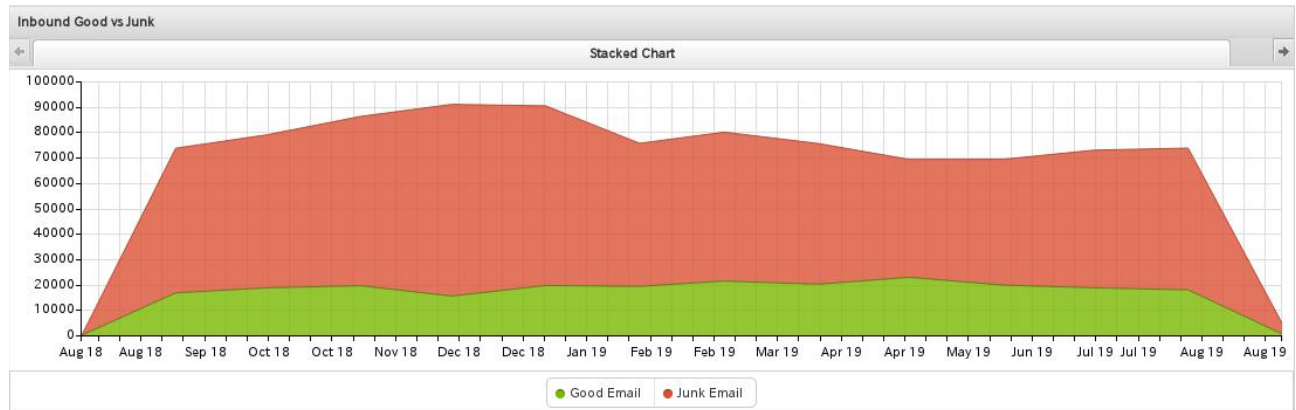
### **Noteworthy**

- Records failed to move to the records repository for long term storage. This is because the user who created, or last modified, the record was deleted. We solved this by changing the user who created, or last modified, the record to another user.
- Provided Stantec with a complete copy of our RoadMatrix data.
- Collaborated with Serenic and Finance to utilize our backup plan to restore an item from two weeks prior.
- Updated the Pothole application to notify Infrastructure of new potholes using data from new fields.
- Setting up RTA to email vehicle reports.
- FourWinds streaming service at the Energy Centre on going.
- Updates to the automatic Financial reports for the Marina Fuel system.
- Continued support for Eramosa to setup the new WTP SCADA software solution.
- Exchange Calendars created for the new event/dressing room TV's at the Energy Centre.
- Configured an older Android phone for use with the CPO traffic speed signs.
- The backup cell phone for City Transit TransLoc Application required a full reset and rebuild.
- Alarm panel at Imperial Park not responding to updates/changes. Required on site visit and full power off/on reboot to fix.
- Assisted Utilities staff in identifying the problem with the Lagoon Dump Station communication equipment.
- Setup 2 Virtual Windows 7 installs to run the frontdesk landline phone software at City Hall and the Energy Centre.
- Configured a hardwired Guest Internet connection in the Reid Field House for the Amazing Race Watch Party.

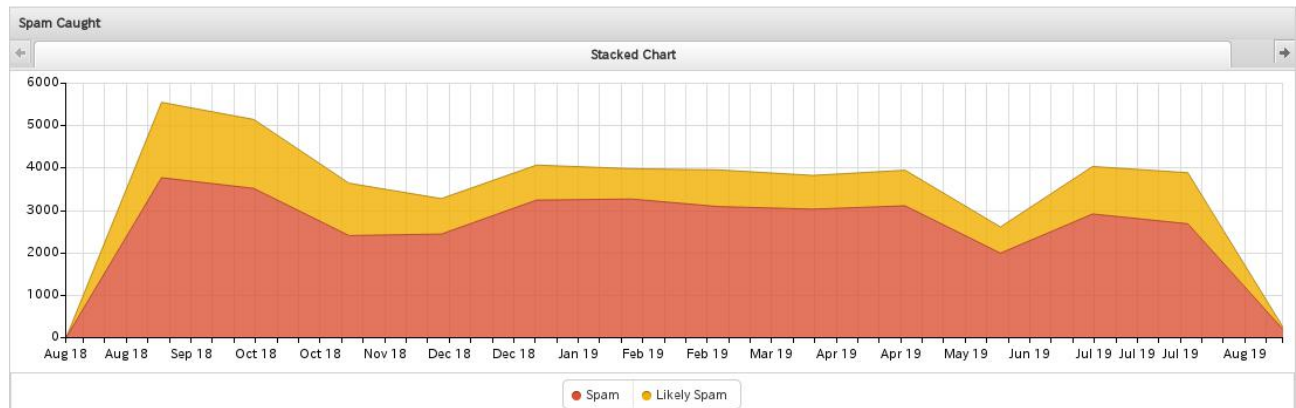
- Identified possible network access locations in the EC 2nd Arena to support network streaming of Jr. A hockey games.



### Monthly Inbound Good vs Junk



### Monthly Spam Caught



### Monthly Inbound Viruses Caught

