Department:	Corporate Services	Month:	September
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:

Sep	
2	Management meeting
5	CARB hearings
5	Safety meeting
6	Interview
9	Management meeting
9	Telephone conference with Brownlee
10	Meeting with Humane Society
10	Interview
10	Grievance hearing
11	Interview
13	Interview
16	SharePoint meeting
16	Minister's tour
17	Corporate Priorities meeting
18	Meeting with Minister
19	Meeting with Cold Lake Public Library
19	Meeting with HR
20	Meeting with HR
20	Facility Tour at the Transfer Station
23	Management meeting
25	City Hall safety meeting
25	Corporate Services department meeting
25	Corporate Services managers' meeting
30	Management meeting

Administration:

- Agenda preparation and minutes for meetings
- Track returned mail
- Credit card reconciliation
- Update Service Levels
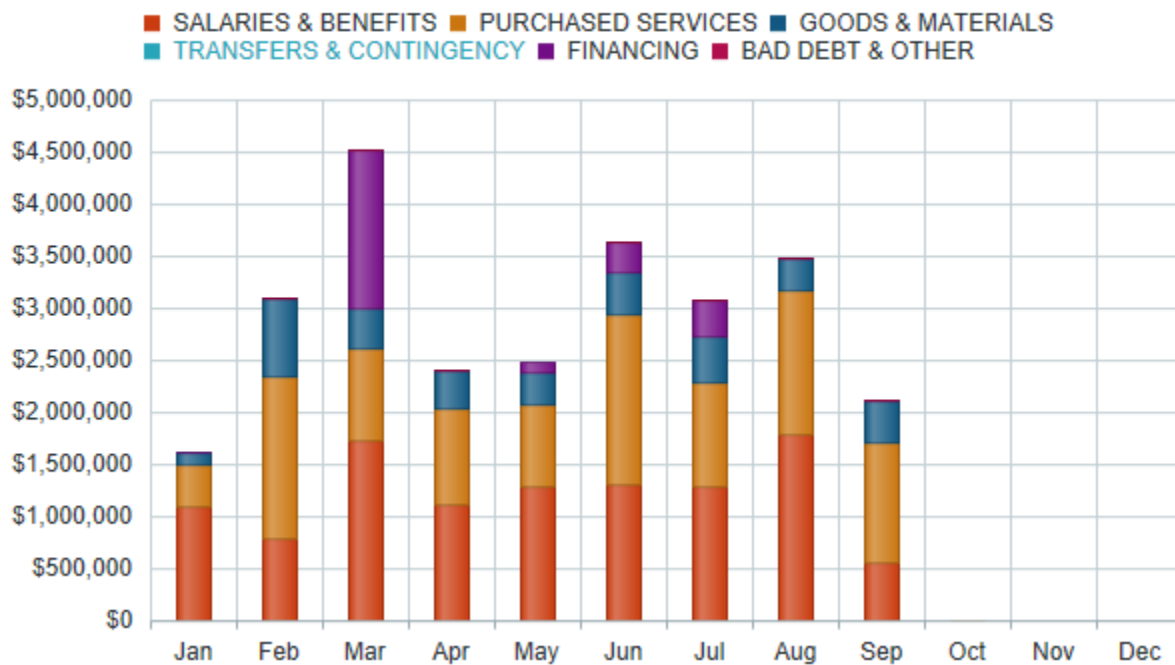- Update Five Year Business Plan

- Create and update fillable forms, letters, and agreements
- Assist in Executive Secretary duties
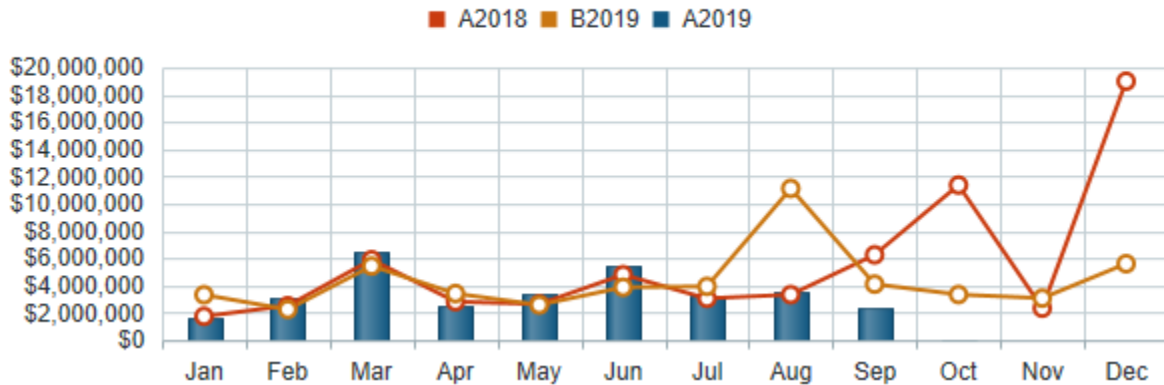- Schedule various meetings

Finance:

Year to Date Expense vs Budget (000's)

Expense by Object

Legend: SALARIES & BENEFITS ■ PURCHASED SERVICES ■ GOODS & MATERIALS ■ TRANSFERS & CONTINGENCY ■ FINANCING ■ BAD DEBT & OTHER

Expense, Budget and Prior Year

■ A2018 ■ B2019 ■ A2019

Utilities
- 23 connects, 24 disconnects and 36 work orders
  - 2469 billed in Cold Lake North, 17 of these were estimated, 259 flat rate
  - 2351 billed in Cold Lake South, 14 of these were estimated, 36 flat rate

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

Accounts Payable
- 750 Accounts Payable invoices processed, 434 Accounts Payable cheques printed

Property Taxes
- 33 tax certificates issued and 36 tax searches completed.
- 53 land title changes processed.
- Taxes receivable totalled $22,631,555
  - Current tax outstanding - $3,930,911 ($1,602,903 is related to the 4 Wing Property)
  - Tax arrears for one (1) year - $2,517,032. These property owners were sent monthly statements regarding their accounts. ($2,111,537 is related to the 4 Wing property)
  - Two (2) years' arrears - $2,384,330. These arrears consist of 35 properties. These property owners were sent warning letters 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 - $3,001,533. 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 - $10,797,749. This consists of 4 Wing and one other property on tax agreement. ($10,797,442 related to 4 Wing Property)
  - $19,756,853 of the total tax arrears is due to assessment dispute for the 4 Wing property.
  - There are 16 properties that are currently on tax agreements.

Completed
- August 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to CLASS, Perfect Mind and Golf Course software for August 2019.
- GST Return for August 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.
- Budget Meetings with all departments
- Working with Sensus on the integration of the Advanced Metering Infrastructure software to Serenic financial software.

Legislative:

- **Information Requests & FOIP**
  - 4 new FOIP request received in September; 5 requests total are still ongoing and 4 FOIP requests were completed.
  - 1 ongoing review by the OIPC.
  - FOIP presentation provided to all new staff at orientations.

Total Number of FOIP Requests Processed

Year	Requests
2014	2
2015	7
2016	5
2017	1
2018	20
2019	24
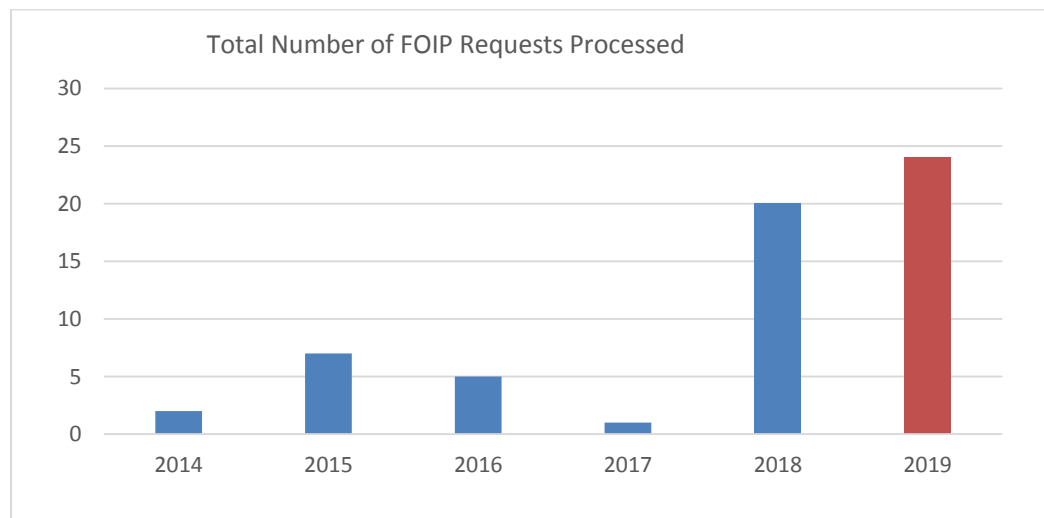
- **Record Management**
  - **Paper Records – maintenance of record rooms**
    - Efforts to file, digitize and organize all historical land files continues.
    - Organization and ongoing quality control of the Land File room.
    - Review and digitization of permanent historic records is near completion (including annexation and amalgamation records).
    - Record room ongoing purges, review and reorganization of all boxed records.

- o **Electronic Records – "The Dock" (SharePoint/Collabware)**
  - ▪ **Transition to "The Dock":**
    - o <u>Recreation Department</u> transition to SharePoint complete.
    - o <u>Legislative Services</u> transition to SharePoint is complete. Final migration of content has begun.
    - o <u>FCSS</u> transition to SharePoint is complete.
    - o <u>Finance Department</u> transition to SharePoint is complete. Final migration of content has begun.
    - o <u>Planning & Development</u> transition to SharePoint is complete. Final migration of content has begun.
    - o <u>Infrastructure (Engineering Department)</u> transition to SharePoint has begun, with prototype site developed, tested, and adjusted to meet department needs. Live SharePoint site will be built the first week of October.
  - ▪ **Ongoing Maintenance of "The Dock":**
    - o 10 Dock Help Request tickets addressed in September, making 139 to date in 2019.
    - o Assisting Planning & Development in the quality control and review of all "open" permit files continues.
    - o Ongoing "tweaking" of the finance site as migration continues.
    - o Ongoing review and maintenance of SharePoint libraries and content types, Collabware file plan, content rules and workflows.

  - o **RUSC records**
    - ▪ Creation of RUSC "The Dock" site.
    - ▪ Review and organization of historic files.

- **Legal Drafting, Research & Review**
  - o 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.
  - o Increased role in researching and compiling information for policy development, adherence to *Municipal Government Act* amendments, and changes in the law.
  - o Maintenance, coordination and organization of all current/closed legal files (paper and electronic) continues.

- **Agreements**
  - o Design and implementation of SharePoint workflows to optimize agreement reminders for efficiency and accuracy is complete. Ongoing maintenance continues.
  - o Detailed review and information examination of type 1 and type 2 development agreements (with their corresponding development permits) is ongoing.
  - o Management of active agreements, and agreement requirements:
    - ▪ City has 882 active agreements; 26 new agreements filed in September.
    - ▪ RUSC has 176 active agreements; 3 new agreements filed in September.

- **Appeals**
  - o 2019 LARB hearing complete (1 hearing).
  - o 2019 CARB hearings complete (3 hearings).

- **Privacy Impact Assessments (PIA)**
  - o Zero outstanding PIAs.

- **Other**
  - Handle general inquiries from staff.
  - Commissioning Oaths of Confidentiality and Affidavits as necessary.

<u>**Human Resources:**</u>

This month we are currently recruiting internally and externally for the following positions:

- Water Treatment Plant Operator (1 Full-time position)
- Roads Operator (2 Full-time positions)
- 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)
- Marketing Officer (1 Full-time position)
- Transit Coordinator (1 Full-time position)
- Event Staff (Casual positions)
- FCSS LPLN Regional Facilitator (Term position)

The following positions have been filled this month:

- Legislative Manager (Term position)
- Front Desk Receptionist (1 Full time position)

Record of Employment: 47
Short Term Disability: 1
Long Term Disability: 4
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
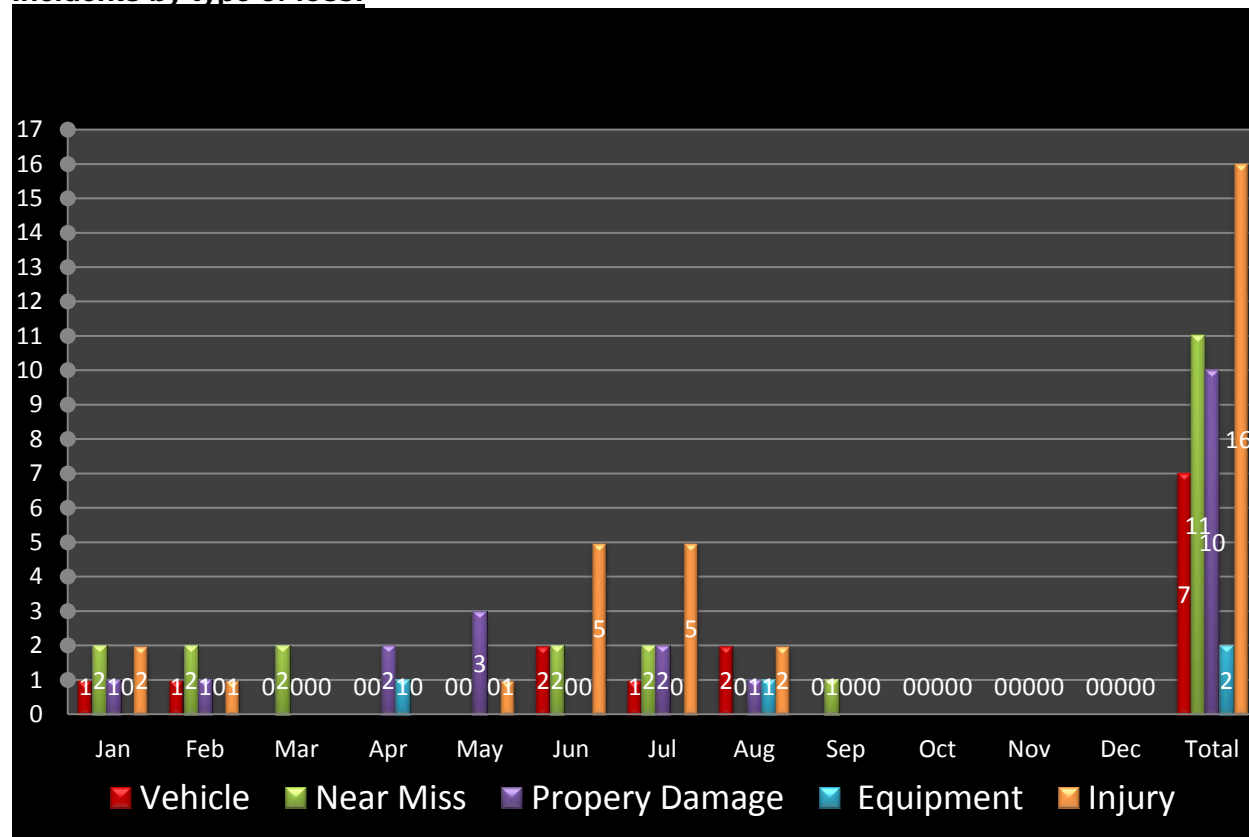
Vehicle incidents to date: 7
Property Damage to date: 10
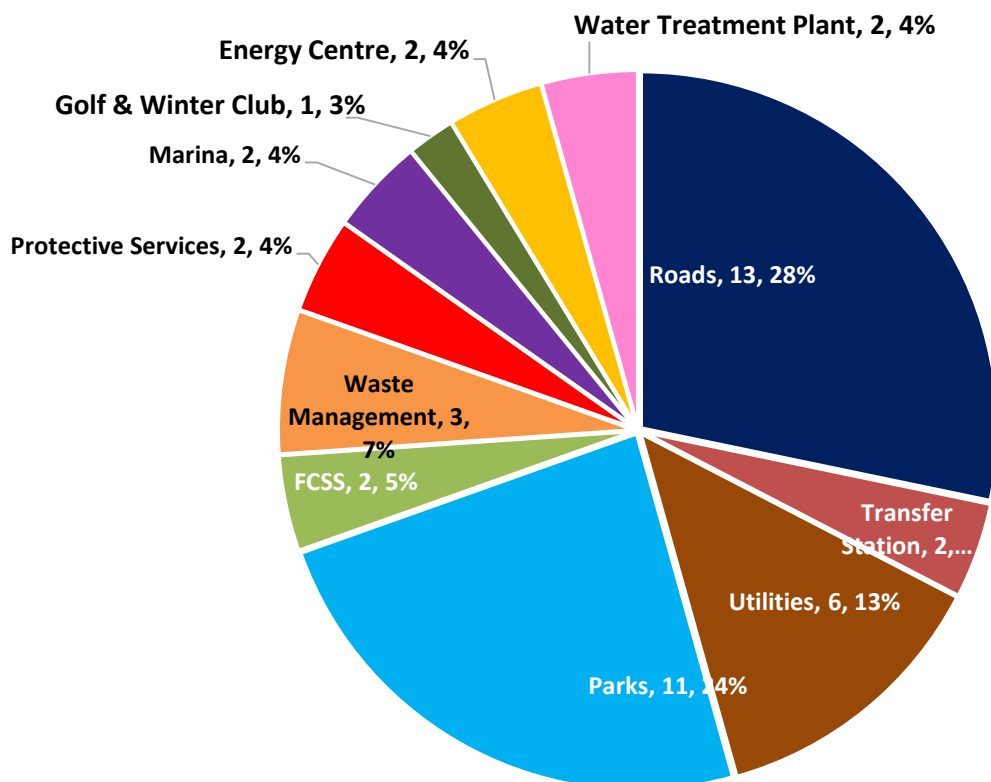Equipment Damage to date: 2
Injuries to date: 16
Near misses to date: 11
Total incidents 2019: 46

Incidents by type of loss:

Chart legend: ■ Vehicle ■ Near Miss ■ Propery Damage ■ Equipment ■ Injury

Month	Vehicle	Near Miss	Propery Damage	Equipment	Injury
Jan	1	2	1	0	2
Feb	1	2	1	0	1
Mar	0	2	0	0	0
Apr	0	0	2	1	0
May	0	0	3	0	1
Jun	2	2	0	0	5
Jul	1	2	2	0	5
Aug	2	0	1	1	2
Sep	0	1	0	0	0
Oct	0	0	0	0	0
Nov	0	0	0	0	0
Dec	0	0	0	0	0
Total	7	11	10	2	16

Incidents by department:

Pie chart:
- Roads, 13, 28%
- Transfer Station, 2, …
- Utilities, 6, 13%
- Parks, 11, 24%
- FCSS, 2, 5%
- Waste Management, 3, 7%
- Protective Services, 2, 4%
- Marina, 2, 4%
- Golf & Winter Club, 1, 3%
- Energy Centre, 2, 4%
- Water Treatment Plant, 2, 4%

Information Systems and Technology:

Number of tickets closed:	110
Number of tickets opened:	120
Number of tickets still open at end of Month:	124
Number of Surveillance Footage Request:	4
Backup Recovery's:	3
Virus Threats (Online)	11
Junk	59556
SPAM Email	3945
Phishing Emails	62
Inbound Viruses Caught (Email)	46
Spoofed emails	27

- **Application Updates:** Sonicwall Email security, FME, Airwatch.
- **Application Installs:** Chrome, TeeWay, CISCO Any connect.
- **Application Support:** SharePoint, Collabware, Bellamy, Alarm panel (Grand Stand), Paradigm, Perfect mind, SCADA, Outlook, Exchange, Mitel, Airwatch.
- **Server Support:** SharePoint. IBM, WTP SCADA infrastructure.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Weigh Scale Debit Machine, EC Sound system, Backup Server (City Hall), IP Cam (City Hall), Phone/monitor/mouse/keyboards.
- **Mobile Support:** AirWatch, Zamboni connect, Speed sign (CPO's)
- **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, Engineering on boarding.
- **Application Testing:** Windows Server 2019. Office 2016/2019, ESET Server.
- **Network:** Streaming ports for Junior A teams.

Noteworthy

- New City Hall backup server "Edison" unpacked, installed and configured with latest Windows OS and management software.
- New EC backup server "Tesla" unpacked, installed and configured with latest Windows OS and management software.
- Helped Eramosa recover a previous version of the new VT SCADA virtual environment at the WTP.
- Network and Swipe programming configured for the new CPO office at the EC (was old Rec Manager Office).
- Configured a new VLAN to be used as a heartbeat/failover detection between clustered servers.
- Fixed Issues with the automated monthly finance report for the Marina Fuel not being emailed to the Finance department.
- Continued collaboration with Eramosa in configuring the new SCADA software for the Water Treatment Plant.
- Refreshed the Golf and Curling club financial reports access for senior finance.

- Portage College installed a new switch into the EC Phase 3 server room to service their new offices on the 2nd floor.
- AirWatch Mobile Device Management services updated to latest version (1907).
- Email Security services updated to latest version (10.0.2.1713).
- Failed City Hall lobby IP Camera replaced with a new unit.
- Implemented checks on our email security services to detect and report on potential email hacks.
- FCSS Swipe door seasonal schedule updated for fall 2019, and winter/spring 2020.
- Blair Technologies is curating a quote for a new IBM Power 9 server. Blair will supply the hardware and Serenic will perform the migration.
- Constructed a Windows Server Failover Cluster for SQL Server 2017.
- AIF Workflow issues being looked at by Gravity Union.
- OCR issues resolved by reconfiguring OCR parameters.
- Fourwinds computers/tv's setup at Energy Centre.
- VPN Setup for SFH staff
- WSUS windows 10 upgrades.
- ACAD licensing – installing new keys.
- MS Office 2019 evaluation (new install methods).
- Council Chamber remote meeting research/pricing.
- Laptop Roll overs currently being deployed.

City of Cold Lake

Monthly Inbound Good vs Junk
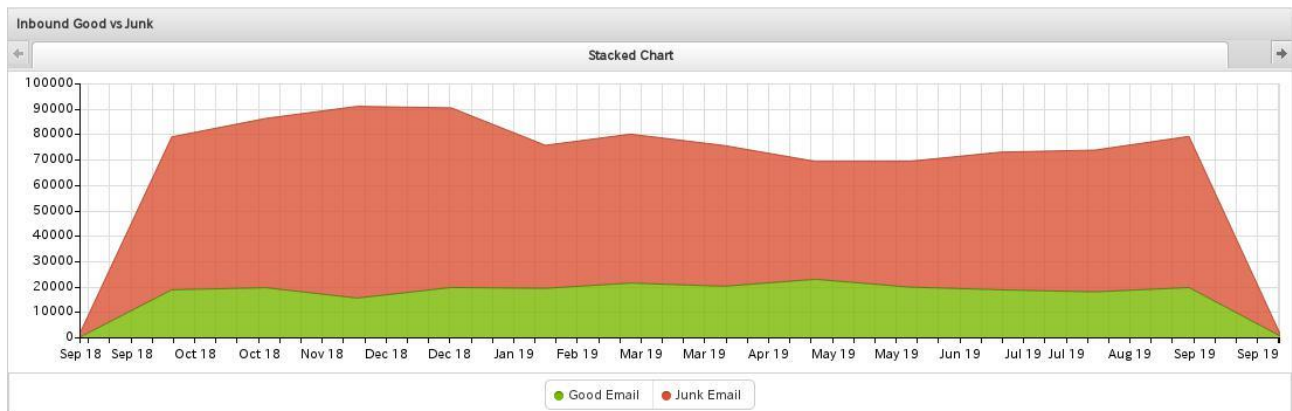
Time Span 09/01/2018 12:00 AM - 10/01/2019 11:25 AM

Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)

Monthly Spam Caught

Spam Caught

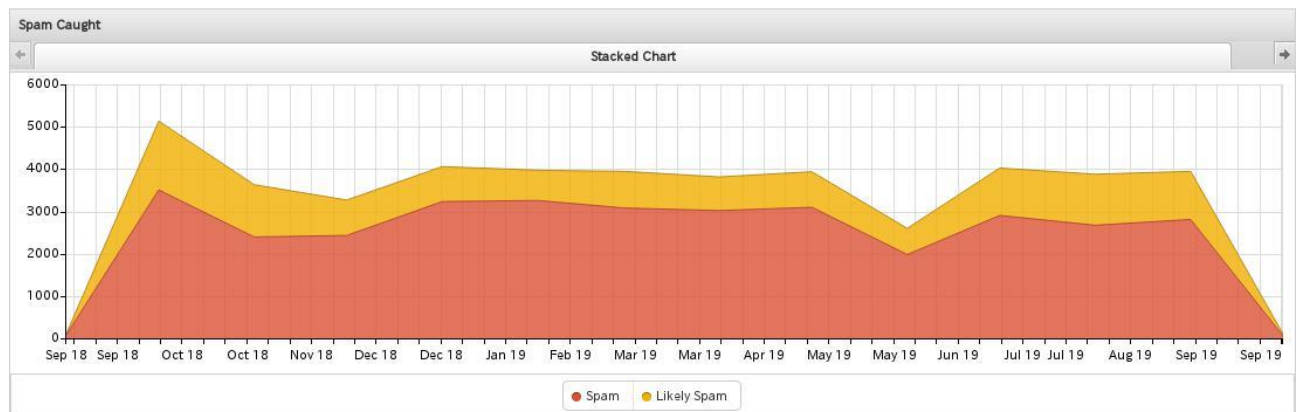Time Span 09/01/2018 12:00 AM - 10/01/2019 11:27 AM

Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)

Monthly Inbound Viruses Caught

Inbound Viruses Caught

Time Span 09/01/2018 12:00 AM - 10/01/2019 11:28 AM

Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)