<p style="text-align:center">Report to Chief Administrative Officer</p>

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

General Manager's Meetings:

Oct	
1	GFOA Conference
2	GFOA Conference
3	GFOA Conference
4	GFOA Conference
7	Management meeting
8	Budget meetings
8	Council meeting
9	Budget meetings
9	Corporate Services managers meeting
10	Budget meetings
15	Corporate Priorities Council meeting
16	Budget meetings
17	Budget meetings
21	Managers meeting
21	Budget meetings
22	Budget meetings
22	Council meeting
23	City Hall safety meeting
23	Corporate Services department meeting
23	Corporate Services managers' meeting
24	Budget meetings
30	Budget meetings

Administration:

- Preparation of Service Levels
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
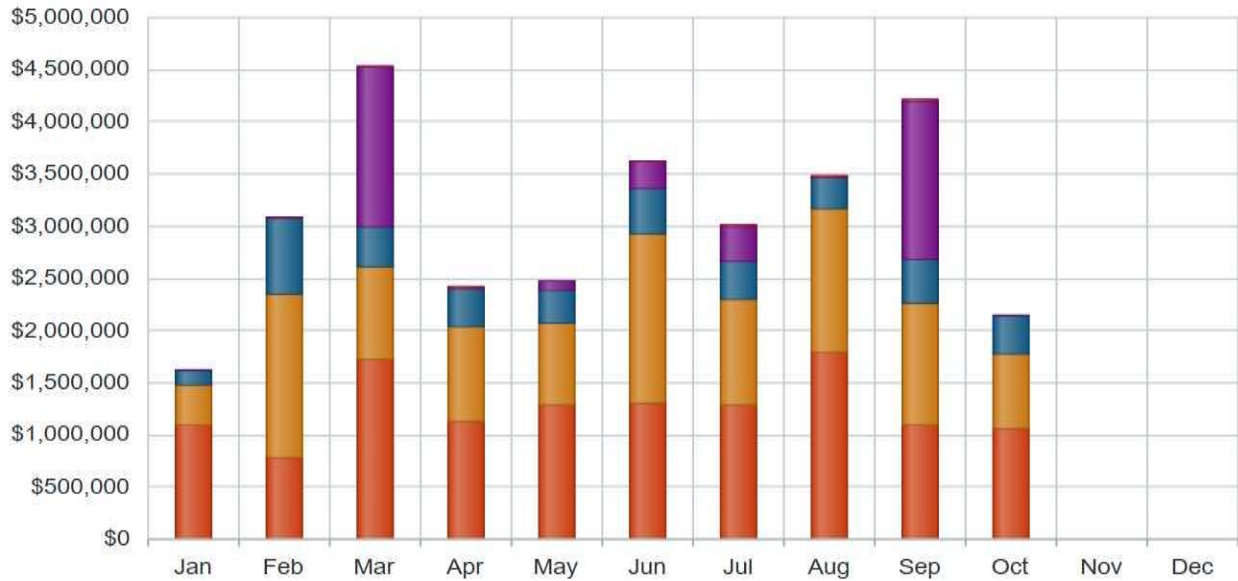- Budget meeting preparation
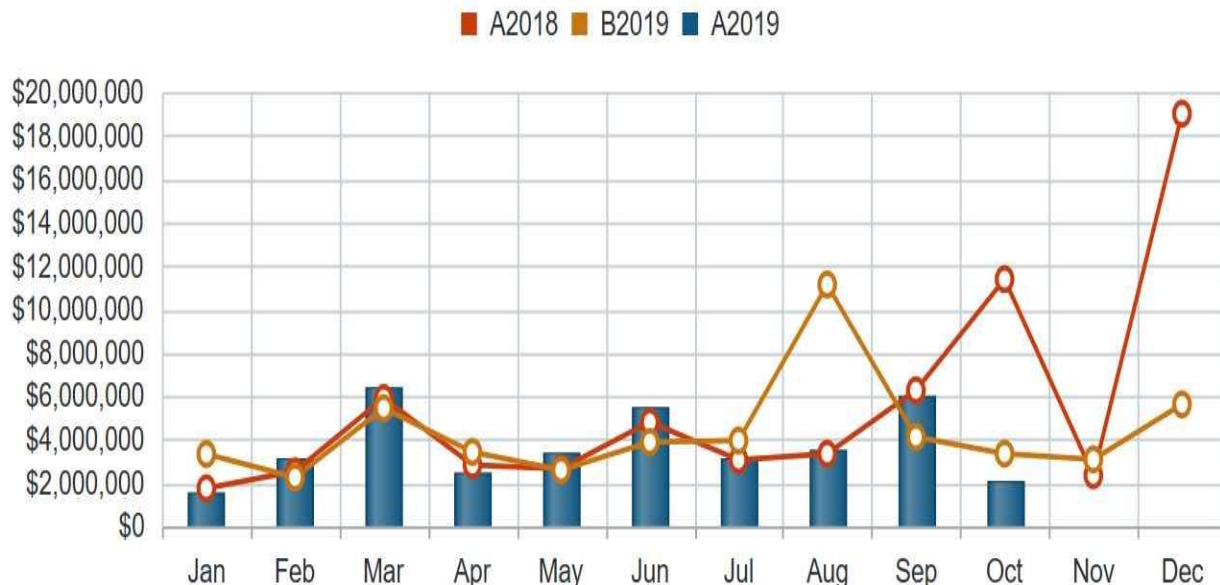
Finance:

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
- 21 connects, 21 disconnects and 29 work orders
  - 2471 billed in Cold Lake North, 9 of these were estimated, 256 flat rate
  - 2351 billed in Cold Lake South, 18 of these were estimated, 36 flat rate

Receivable
- 147 Accounts Receivable invoices mailed out; 63 statements mailed out

Accounts Payable
- 900 Accounts Payable invoices processed, 411 Accounts Payable cheques printed

Property Taxes
- 37 tax certificates issued and 36 tax searches completed.
- 38 land title changes processed.
- Taxes receivable totalled $22,096,382
  - Current tax outstanding - $3,416,246 ($1,663,146 is related to the 4 Wing Property)
  - Tax arrears for one (1) year - $2,502,898. These property owners were sent monthly statements regarding their accounts. ($2,111,537 is related to the 4 Wing property)
  - Two (2) years' arrears - $2,378,596. These arrears consist of 33 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 - $3,000,893. 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)

- o 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)
- o $19,787,096 of the total tax arrears is due to assessment dispute for the 4 Wing property.
- o There are 16 properties that are currently on tax agreements.

Completed

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

Currently Working on

- Marina Review Engagement.
- Parent Link Audit.
- Working with Sensus on the integration of the Advanced Metering Infrastructure software to Serenic financial software.
- 2020 Budget Presentations to Council.

Legislative:

- **Information Requests & FOIP**
  - o 1 new FOIP request received in October; 0 requests are still ongoing and 3 FOIP requests were completed.
  - o 1 ongoing review by the OIPC.
  - o FOIP presentation provided to all new staff at orientations.

Total Number of FOIP Requests Processed
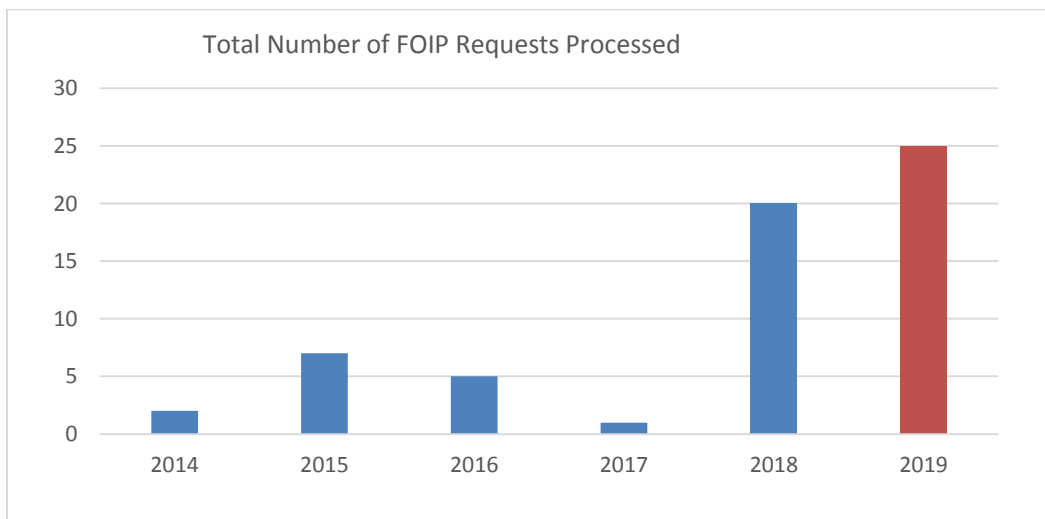
- **Record Management**
  - **Paper Records – maintenance of record rooms**
    - Efforts to file, digitize and organize all historical land files continues.
    - Organization and ongoing quality control of the Land File room.
    - Review and digitization of permanent historic records is near completion (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":**
      - <u>Recreation Department</u> transition to SharePoint complete.
      - <u>Legislative Services</u> transition to SharePoint is complete. Final migration of content has begun.
      - <u>FCSS</u> transition to SharePoint is complete.
      - <u>Finance Department</u> transition to SharePoint is complete. Final migration of content has begun.
      - <u>Planning & Development</u> transition to SharePoint is complete. Final migration of content has begun.
      - <u>Infrastructure (Engineering Department)</u> transition to SharePoint has begun, with prototype site still being developed.
    - **Ongoing Maintenance of "The Dock":**
      - 7 Dock Help Request tickets addressed in October, making 147 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**
  - Drafting and review of contracts, bylaws and policies. Efforts to standardize municipal records (including agreements) continues. Interpreting contract obligations and contract enforcement.
  - 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 1,062 active agreements; 29 new agreements filed in October.
    - RUSC has 181 active agreements; 5 new agreements filed in October.

- **Appeals**
  - 2019 LARB hearing complete.
  - 2019 CARB hearings complete.

- **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:

- Roads Operator (1 Full-time positions)
- Roads Operator (2 six month term positions)
- Waste Management Operator (1 Full-time position)
- Foreman – Water Treatment Plant (1 Full-time position)
- Development Officer (1 Full-time position)
- Climbing Wall Attendant (Casual positions)

The following positions have been filled this month:

- Water Treatment Plant Operator (1 Full-time position)
- Roads Operator (1 Full-time positions)
- GIS Analyst (1 Full-time position)
- CPO (1 Full-time position)
- Marketing Officer (1 Full-time position)
- Transit Coordinator (1 Full-time position)
- FCSS Program Assistant (1 Part-time position)
- FCSS LPLN Regional Facilitator (Term position)
- Climbing Wall Attendant (1 Casual positions)
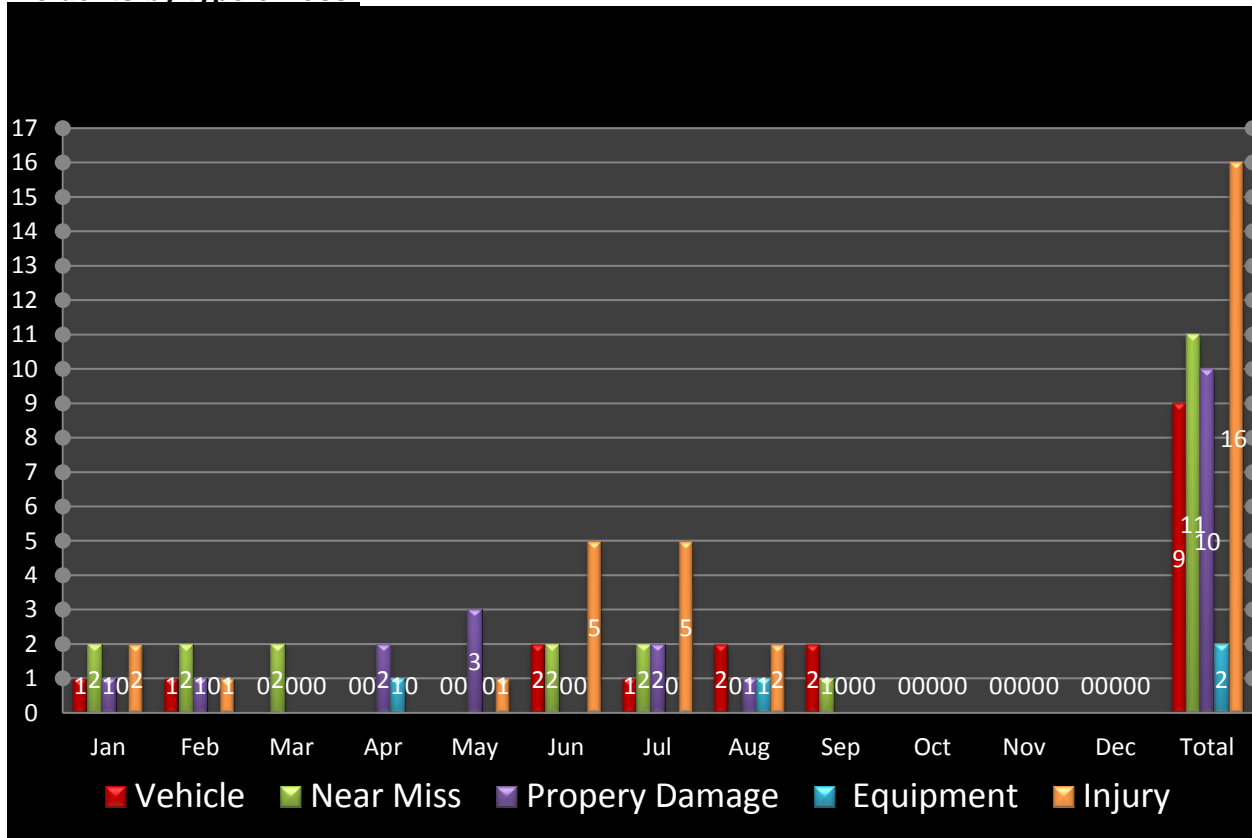- Event Staff (5 Casual positions)

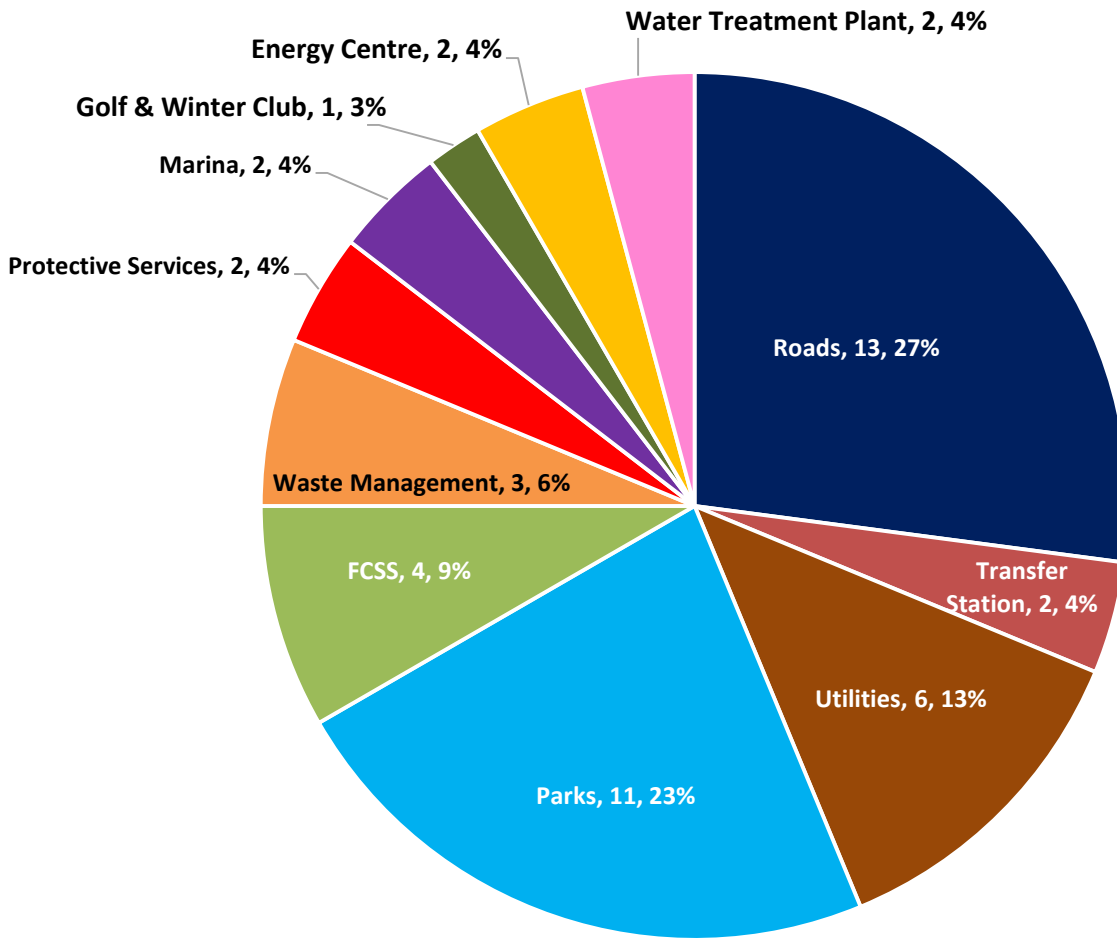|	
Record of Employment:	17
Short Term Disability:	1
Long Term Disability:	4
Union Business:	0 Active Grievances, 4 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint
Workers Compensation (WCB):	1 (no time lost)

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

Vehicle incidents to date: 9
Property Damage to date: 10
Equipment Damage to date: 2
Injuries to date: 16
Near misses to date: 11
Total incidents 2019: 48

Incidents by type of loss:

Incidents by department:

Pie chart: Incidents by department
- Water Treatment Plant, 2, 4%
- Energy Centre, 2, 4%
- Golf & Winter Club, 1, 3%
- Marina, 2, 4%
- Protective Services, 2, 4%
- Waste Management, 3, 6%
- FCSS, 4, 9%
- Parks, 11, 23%
- Utilities, 6, 13%
- Transfer Station, 2, 4%
- Roads, 13, 27%

Information Systems and Technology:

Number of tickets closed:	151
Number of tickets opened:	147
Number of tickets still open at end of Month:	120
Number of Surveillance Footage Request:	6
Backup Recovery's:	5
Virus Threats (Online)	17
Junk	60194
SPAM Email	4407
Phishing Emails	67
Inbound Viruses Caught (Email)	45
Spoofed emails	20

- **Application Updates:** Sonicwall Email security, MS Office, Win 10.
- **Application Installs:** VNC Viewer, Nitro Pro, Skype, Chrome, Adobe, Four winds.
- **Application Support:** SharePoint, Collabware, Perfect Mind, RTA, AutoCAD, Airwatch, CAMS, Nitro, Caseware, TeeWay, PowerPoint, jencess, Card Printer, Outlook, Asure ID, Boca Printer, Ticket Master.

- **Server Support:** SharePoint. IBM, WTP SCADA infrastructure.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** PLC Monitor, Swipe at SFH, EC Phone console, GIS Monitors, Grand Stand Alarm, CPO Swipe not working, Removed old IBM server off rack.
- **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:** Prep for IPSAN,

Noteworthy

- Verified that "Motion Tagging" is enabled on all of our IP security cameras.
- Assisting contractor Eramosa in configuring authentication services for new SCADA software.
- Restructuring network switches to accommodate connections for new IP SAN.
- Configured SQL Server 2017 failover cluster instance for production use.
- Wrote data dictionary to define all SQL Server databases.
- Planned IBM server migration timeline and requirements.
- Spec'd and ordered replacement IPSAN for CH.

City of Cold Lake

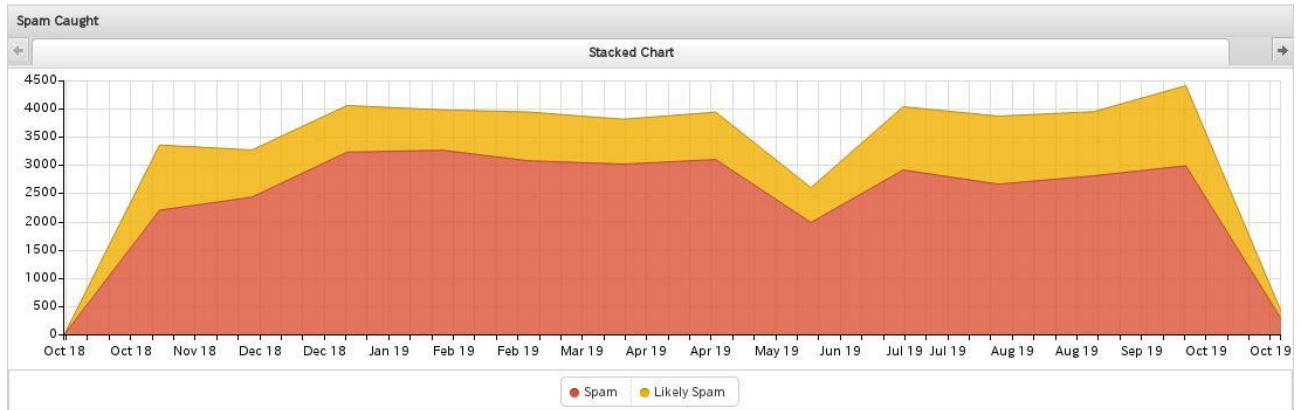**Monthly Inbound Good vs Junk**

Inbound Good vs Junk — Stacked Chart
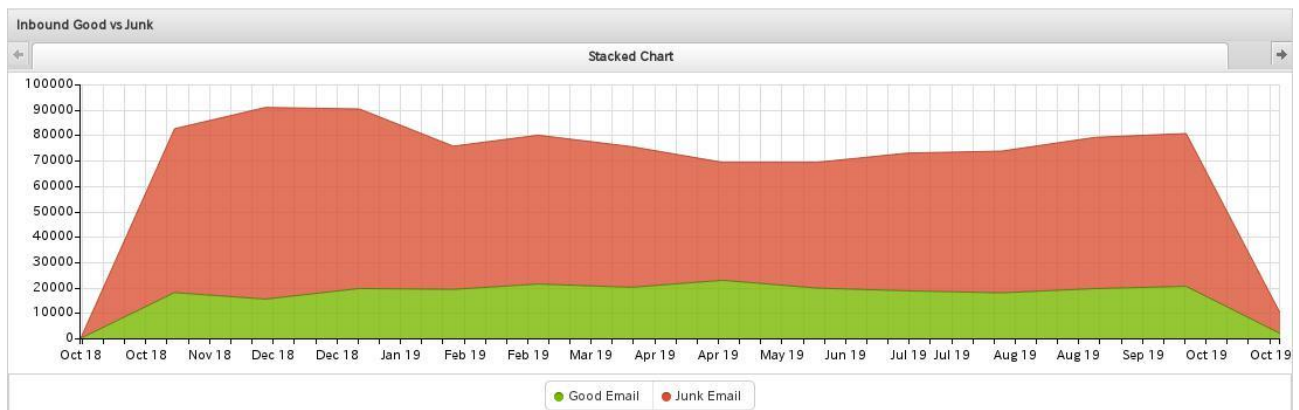
Time Span 10/04/2018 12:00 AM - 11/04/2019 02:25 PM

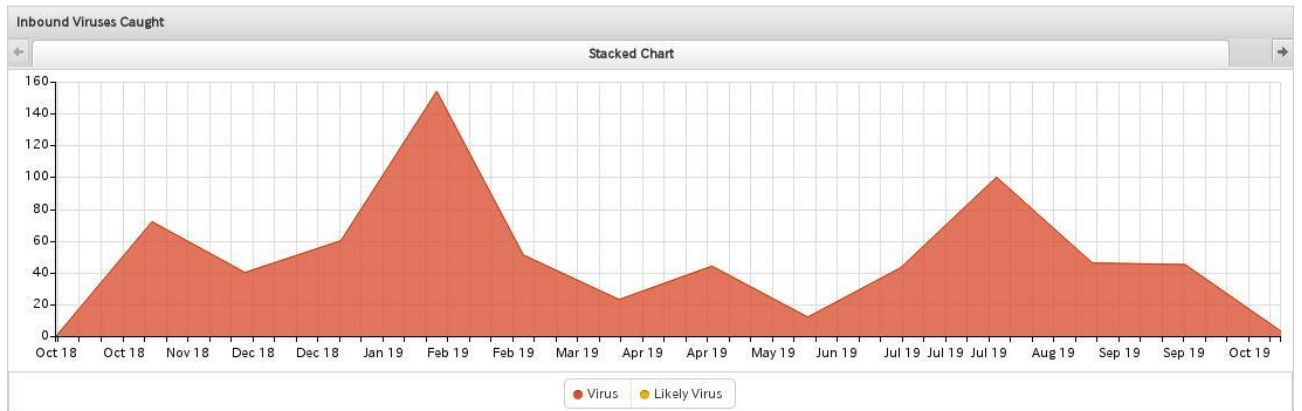Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)

Monthly Spam Caught

Spam Caught

Monthly Inbound Viruses Caught

Inbound Viruses Caught