

Report to Chief Administrative Officer

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

General Manager's Meetings:

Nov	
1	City Hall monthly inspection
1	HR meeting
4	Management meeting
5	Budget meeting
7	Safety meeting
11	Management meeting
12	Council meeting
13	Corporate Services managers meeting
18	Management meeting
19	Corporate Priorities Council meeting
20	Public open house preparation meeting
21	Budget deliberations
25	Management meeting
26	Auction presentation
26	Council meeting
27	HR Meeting
28	City Hall safety meeting
28	Corporate Services department meeting
28	Corporate Services managers' meeting

Administration:

- Preparation of budget meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings

Finance:

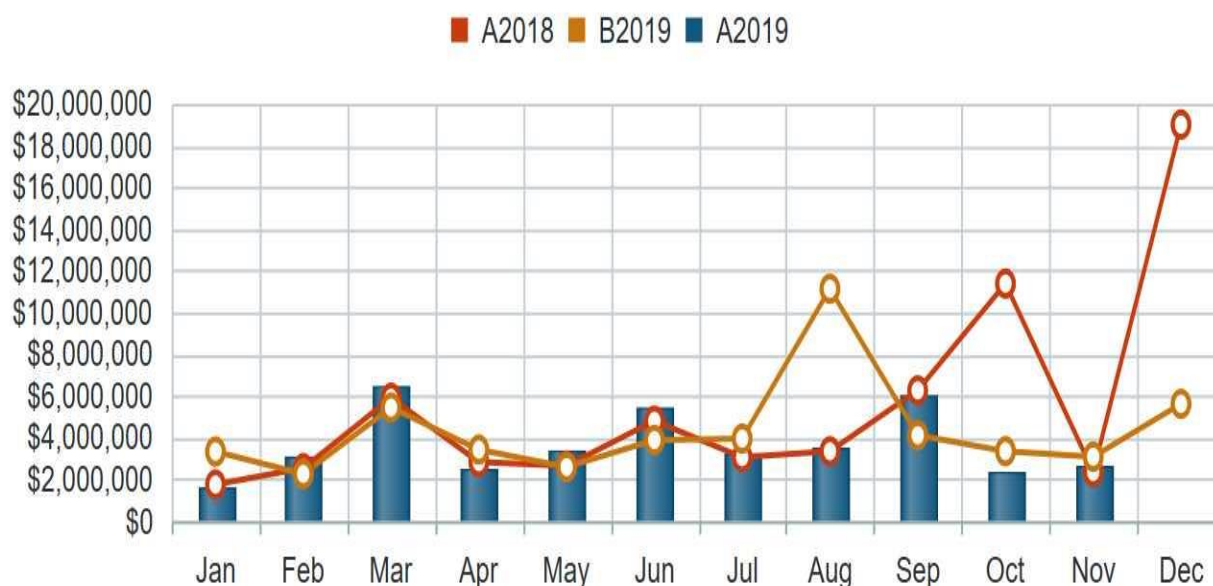
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 27 connects, 23 disconnects and 36 work orders
 - 2472 billed in Cold Lake North, 17 of these were estimated, 255 flat rate
 - 2352 billed in Cold Lake South, 8 of these were estimated, 36 flat rate

Receivable

- 126 Accounts Receivable invoices mailed out; 71 statements mailed out

Accounts Payable

- 618 Accounts Payable invoices processed, 505 Accounts Payable cheques printed

Property Taxes

- 40 tax certificates issued and 52 tax searches completed.
- 37 land title changes processed.
- Taxes receivable totalled \$21,642,696
 - Current tax outstanding - \$2,986,075 (\$1,663,389 is related to the 4 Wing Property)
 - Tax arrears for one (1) year - \$2,484,573. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,374,046. 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 - \$3,000,253. 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 (4) plus years - \$10,797,749. This consists of 4 Wing and one other property on tax agreement. (\$10,797,442 related to 4 Wing Property)
- \$19,817,339 of the total tax arrears is due to assessment dispute for the 4 Wing property.
- There are 15 properties that are currently on tax agreements.

Completed

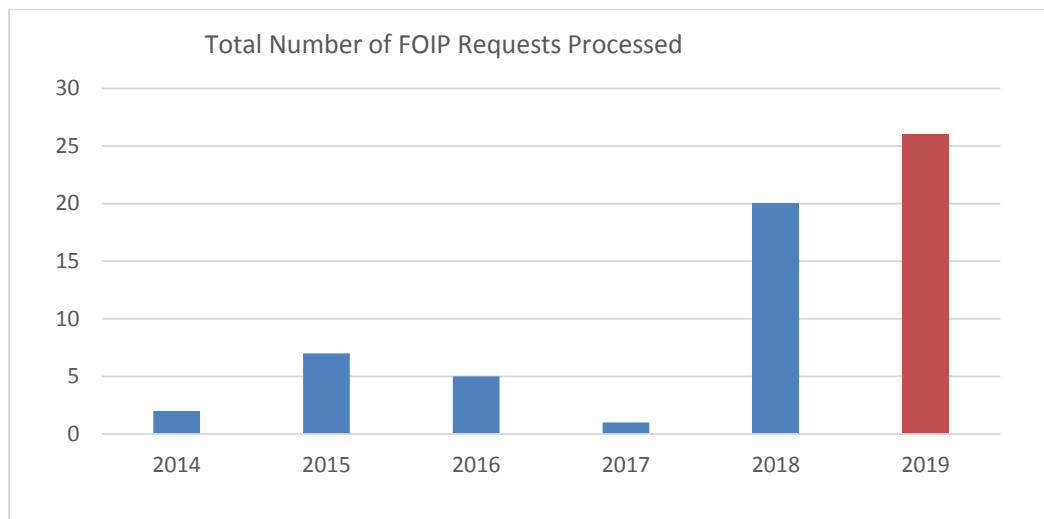
- October 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to Perfect Mind and Golf Course software for October 2019.
- GST Return for October 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the City.
- Interim Audit was conducted on November 4-6, 2019.
- Supplementary Tax Notices were mailed on November 27, 2019.

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.
- Preparation for properties to be auctioned off for Property Tax Recovery.
- Preparations for year-end and final audit to be held on March 9-13, 2020.
- Working towards the implementation of credit card acceptance for Property Taxes and Utility payments through a 3rd party.
- Planning a roll-out of emailed Utility bill option in the new-year.

Legislative:

- **Information Requests & FOIP**
 - 1 new FOIP request received in November; 0 requests are still ongoing and 1 FOIP request was 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 still being developed.

- **Ongoing Maintenance of “The Dock”:**

- 9 Dock Help Request tickets addressed in November, making 155 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 938 active agreements; 13 new agreements filed in November.
 - RUSC has 182 active agreements; 1 new agreements filed in November.
- **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:

All positions currently on hold until further notice

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

The following positions have been filled this month:

- Waste Management Operator (1 Full-time position)
- Roads Operator (1 six month term position)
- Climbing Wall Attendant (1 Casual position)

Record of Employment:	9
Short Term Disability:	2
Long Term Disability:	5
Union Business:	0 Active Grievances, 4 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: 9

Property Damage to date: 10

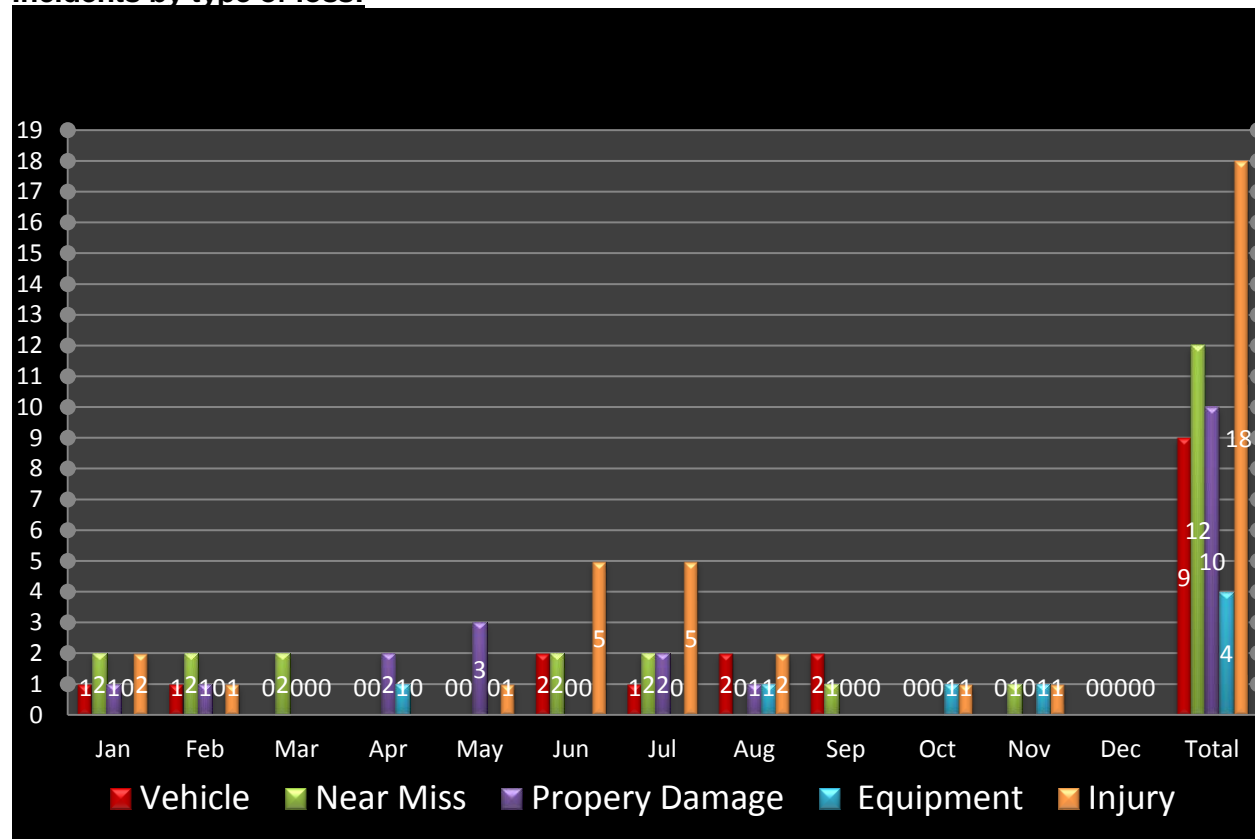
Equipment Damage to date: 4

Injuries to date: 18

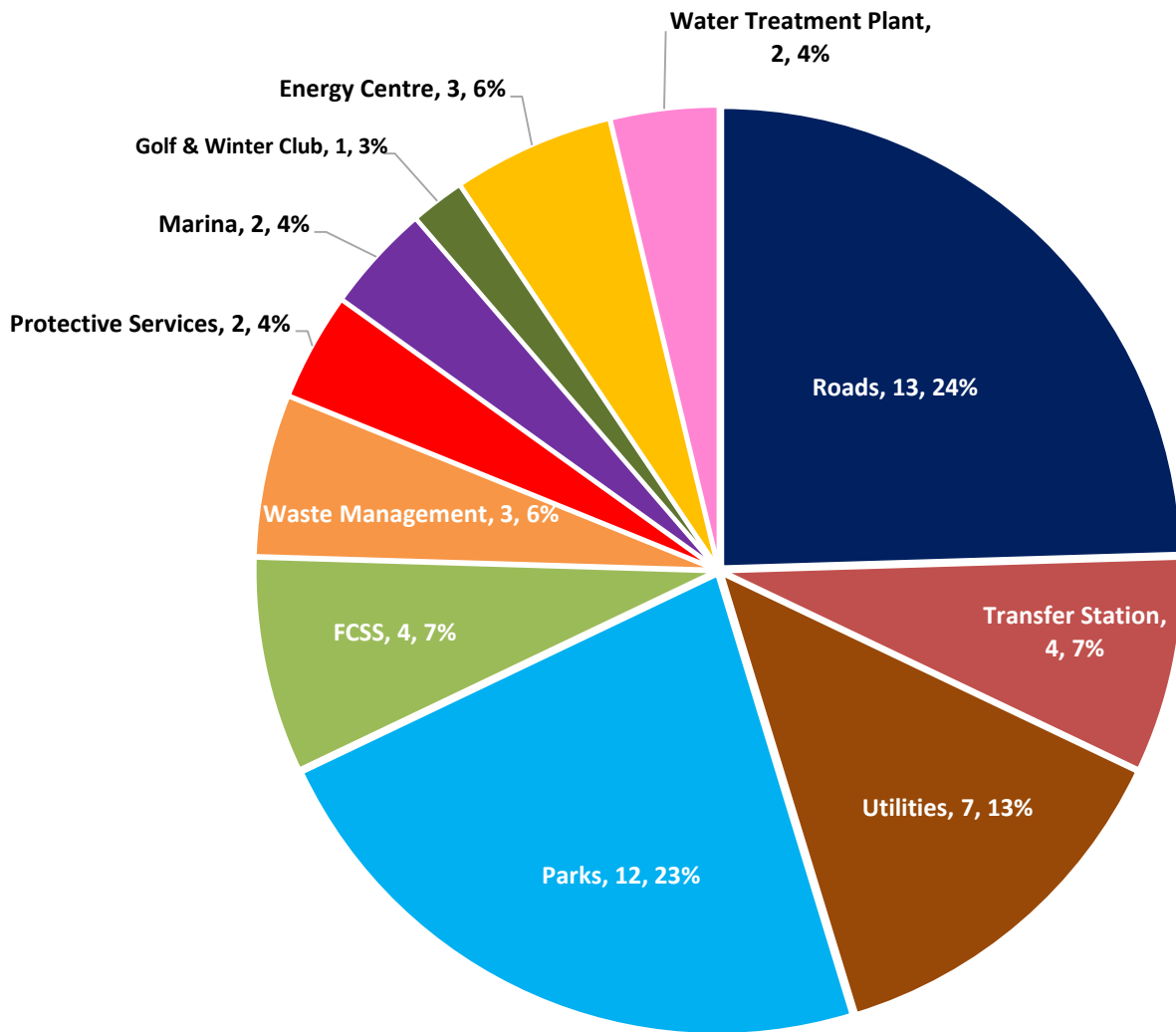
Near misses to date: 12

Total incidents 2019: 53

Incidents by type of loss:



Incidents by department:



Information Systems and Technology:

Number of tickets closed:	147
Number of tickets opened:	138
Number of tickets still open at end of Month:	111
Number of Surveillance Footage Request:	6
Backup Recovery's:	0
Virus Threats (Online)	23
Junk	69539
SPAM Email	4245
Phishing Emails	36
Inbound Viruses Caught (Email)	95
Spoofed emails	25

- **Application Updates:** Report Exec, APC (CH) Intelligence module. ESET.
- **Application Installs:** Performance Impact, Zoom meeting, Solar Winds, Caseware, Web Ex.
- **Application Support:** SharePoint, Collabware, SPIN Map, TicketMaster, SQL, SCADA, Paradigm, Bellamy, CISCO, City Works, Android, CAMS2.
- **Server Support:** SharePoint, Windows Server 2012, DMZ Server, ESXi, GIS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** UPS (CH) battery Replacement (2 of 22), IBM tape drive, TeeWay POS, iPad, Mitel, Stanley, IP Cameras, NVR.
- **Mobile Support:** Phone replacements, Transfer of users to new positions.
- **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,

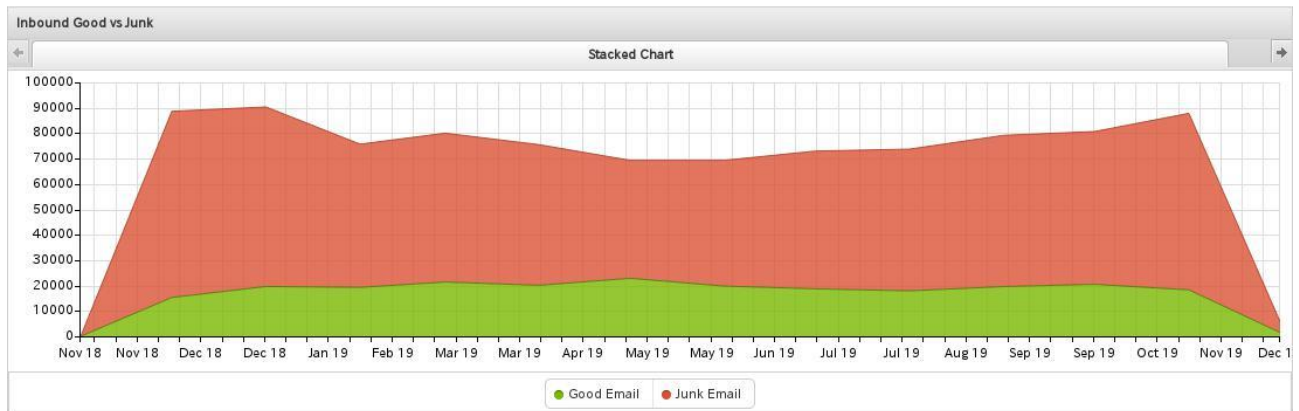
Noteworthy

- New WiFi Access Point device installed in the South Fire Hall for use in the EOC.
- FCSS network slowness narrowed down to PCs connecting through the Mitel phones. Switched over affected PC's to direct connected network instead.
- Installed a new Windows Server VM to replace the physical server that serviced the cities Secure File Transfer services.
- Installed a new dedicated Windows Server VM to handle all print jobs sent to City printers.
- Setup remote SCADA access for the WTP staff situated at the North Fire Hall.
- Identified battery issues with the existing backup power supply unit in the City Hall server room (replacement batteries have been ordered).
- Upgraded various Windows Servers from version Server 2012 R2 to Server 2019(1809). Project is about 30% complete.
- Discovered an issue with the primary management access to our VMWare ESX servers. Enabled alternate management service as backup access method.

- Replacement network server storage unit (IP SAN) for City Hall has been ordered. Expected to be installed and online mid-December.
- Ongoing daily maintenance for IP security cameras throughout city facilities. (Camera restarts, recording issues etc.)
- Deployed apple Ipads for Nov 23 event at FCSS.
- Extended the City's IBM maintenance agreement to August 2020.
- Performing the final configurations of Keystone Web.



Monthly Inbound Good vs Junk

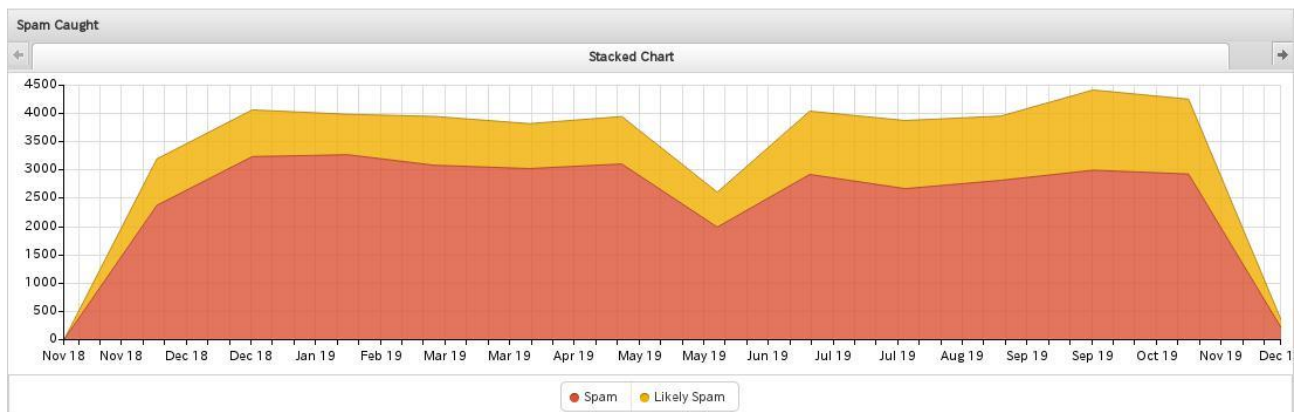


Time Span 11/03/2018 12:00 AM - 12/03/2019 10:05 AM

Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)



Monthly Spam Caught



Time Span 11/03/2018 12:00 AM - 12/03/2019 10:07 AM

Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)



Monthly Inbound Viruses Caught

