

## Report to Chief Administrative Officer

<b>Department:</b>	Corporate Services	<b>Month:</b>	December
<b>Contributors:</b>	Linda Mortenson, Michele McIntosh, Aaron Larson, Mark Boonk and Stephanie Harris		
<b>Submitted by:</b>	Linda Mortenson, General Manager of Corporate Services		

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

Dec	
2	Management meeting
3	Family Resource Network meeting
4	Budget meeting
5	Safety meeting
9	Management meeting
9	Benefit renewal meeting
16	Gravity Union meeting
17	Special Council meeting
18	City Hall safety meeting
18	Corporate Services department meeting
18	Corporate Services managers' meeting
19	Budget meeting
23	Management meeting
23	Special Council meeting
30	Management meeting

### **Administration:**

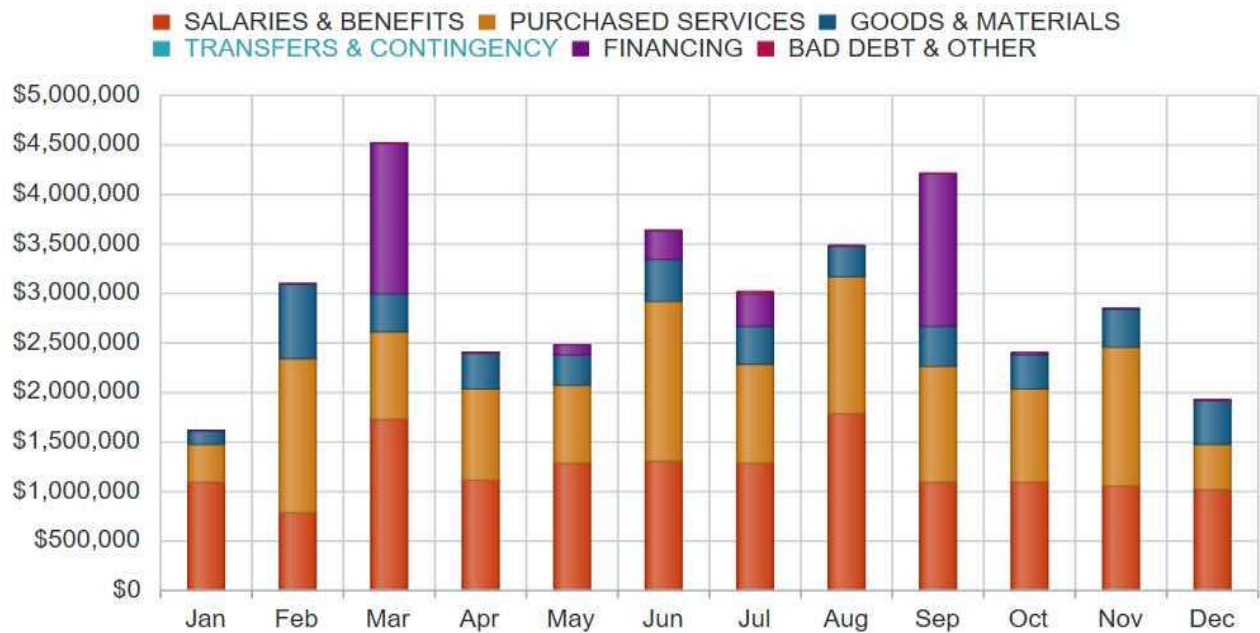
- Preparation of budget meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings

## Finance:

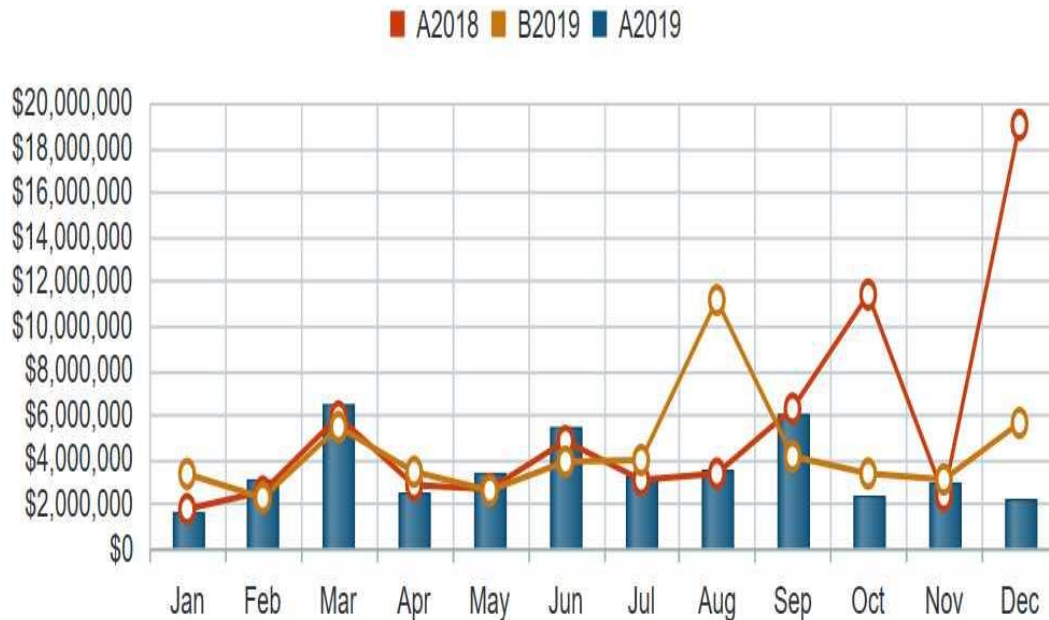
### Year to Date Expense vs Budget (000's)



### Expense by Object



# Expense, Budget and Prior Year



## Utilities

- 16 connects, 13 disconnects and 20 work orders
  - 2472 billed in Cold Lake North, 14 of these were estimated, 253 flat rate
  - 2351 billed in Cold Lake South, 17 of these were estimated, 36 flat rate

## Receivable

- 128 Accounts Receivable invoices mailed out; 68 statements mailed out

## Accounts Payable

- 750 Accounts Payable invoices processed, 322 Accounts Payable cheques printed

## Property Taxes

- 17 tax certificates issued and 16 tax searches completed.
- 39 land title changes processed.
- Taxes receivable totalled \$21,087,283
  - Current tax outstanding - \$2,476,616 (\$1,693,633 is related to the 4 Wing Property)
  - Tax arrears for one (1) year - \$2,445,652. These property owners were sent monthly statements regarding their accounts. (\$2,111,537 is related to the 4 Wing property)
  - Two (2) years' arrears - \$2,367,653. These arrears consist of 31 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 - \$2,999,613. 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)
- \$19,847,583 of the total tax arrears is due to assessment dispute for the 4 Wing property.
- There are 14 properties that are currently on tax agreements.

### **Completed**

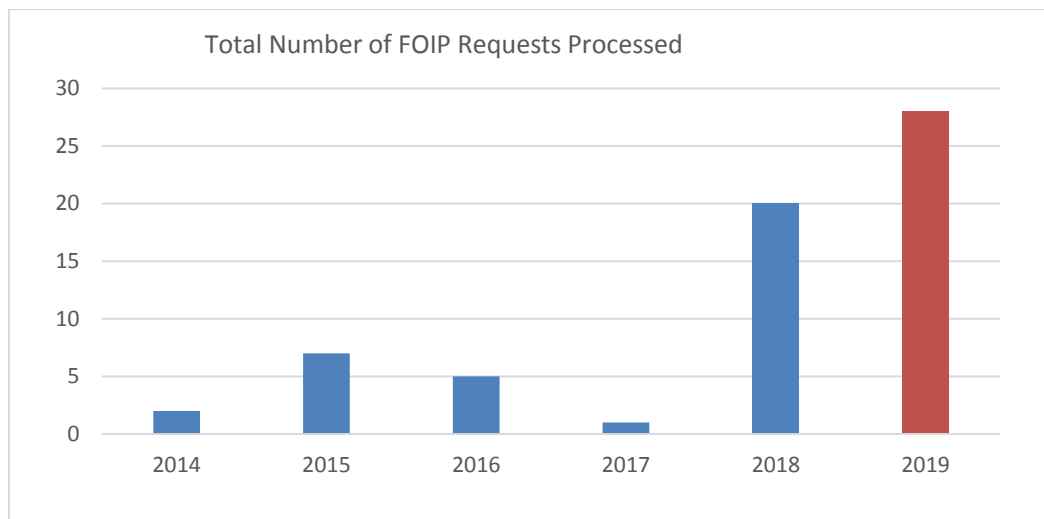
- November 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to Perfect Mind and Golf Course software for November 2019.
- GST Return for November 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the City.
- 2020 interim Operating and Capital budgets were passed by Council on December 23, 2019.
- Inventory sampling done by Auditor on December 31, 2019.
- Marina Review Engagement.
- Parent Link Audit.

### **Currently Working on**

- Working with Sensus on the integration of the Advanced Metering Infrastructure software to Serenic financial software.
- 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 3<sup>rd</sup> party.
- Planning a roll-out of emailed Utility bill option in the new-year.

### **Legislative:**

- **Information Requests & FOIP**
  - 2 new FOIP request received in December and 0 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 live site still being finalized.

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

- 1 Dock Help Request ticket addressed in December making 156 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 966 active agreements; 30 new agreements filed in December.
    - RUSC has 189 active agreements; 7 new agreements filed in December.
- **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:**

- None

<b>Record of Employment:</b>	3
<b>Short Term Disability:</b>	2
<b>Long Term Disability:</b>	5
<b>Union Business:</b>	0 Active Grievances, 4 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint
<b>Workers Compensation (WCB):</b>	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: 10

Property Damage to date: 11

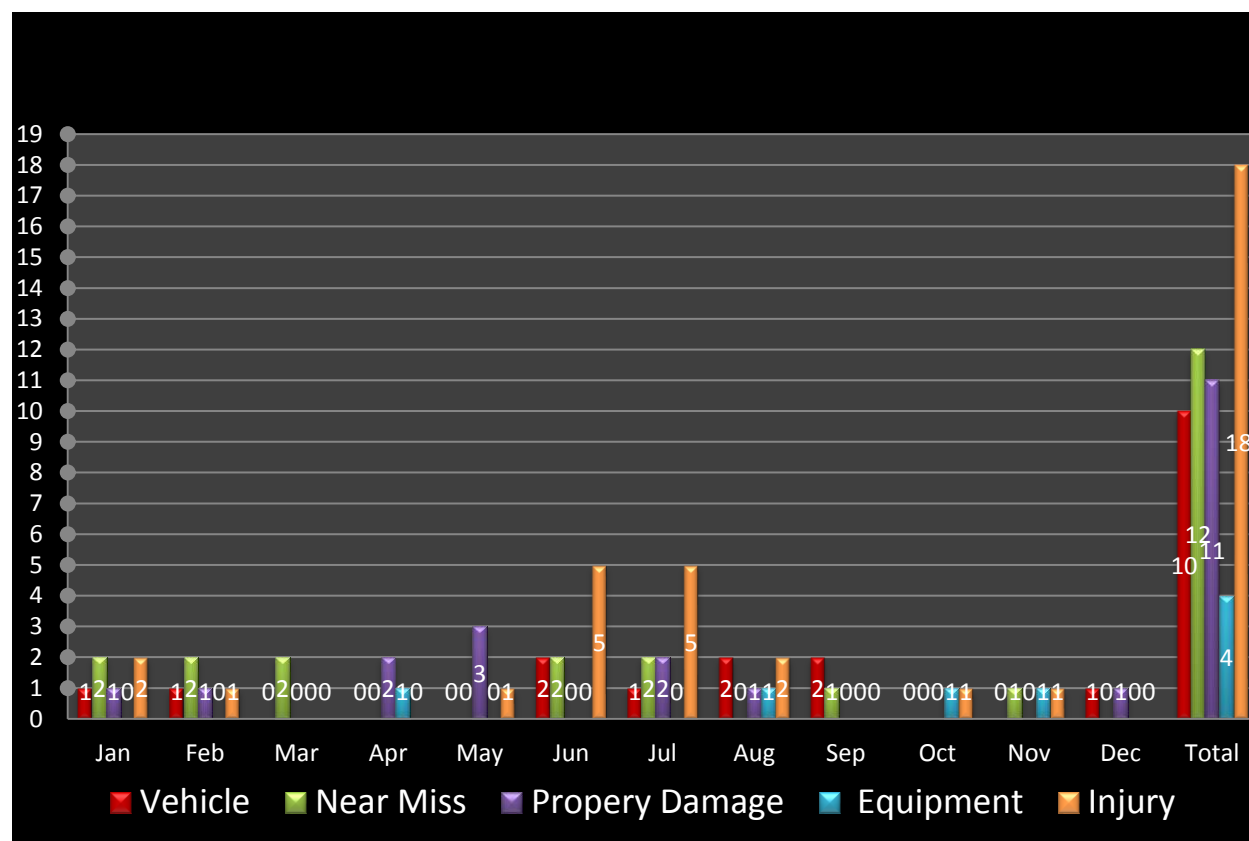
Equipment Damage to date: 4

Injuries to date: 18

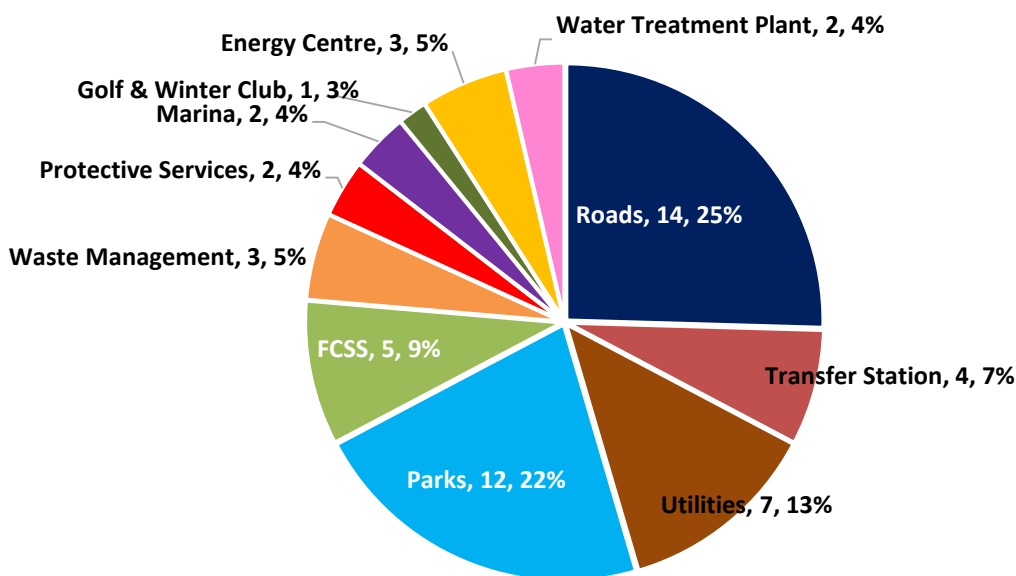
Near misses to date: 12

Total incidents 2019: 55

### Incidents by type of loss:



### Incidents by department:



### Information Systems and Technology:

Number of tickets closed:	67
Number of tickets opened:	72
Number of tickets still open at end of Month:	116
Number of Surveillance Footage Request:	3
Backup Recovery's:	1
Virus Threats (Online)	22
Junk	62448
SPAM Email	3504
Phishing Emails	68
Inbound Viruses Caught (Email)	197
Spoofed emails	28

- **Application Updates:** IPSAN Firmware, ESET.
- **Application Installs:** CaseWare, ArcReader, E.Ris (WTP)
- **Application Support:** SharePoint, Collabware, ESET, ArcGIS, CAMS2, Word, Outlook, WTS, Stanley WiQ.
- **Server Support:** SharePoint, Windows Server 2012, ESXi, GIS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** UPS (CH) battery Replacement (22), FourWinds TV's, Laptop, FCSS PC, Pin Pad at WTS, CH Copier..
- **Mobile Support:** Phone replacements (ES Manager, Transportation manager).
- **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, Site template creation.
- **Application Testing:** Windows Server 2019. Office 2016/2019, ESET Server.
- **Network:** new IPSAN Deployed.

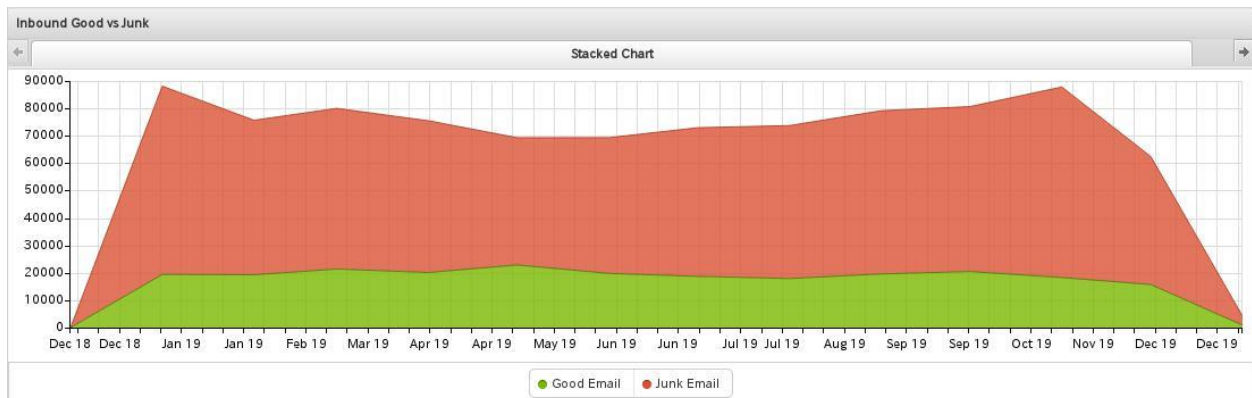


## Noteworthy

- Thwarted an attempted Crypto Virus/Trojan intrusion into the City network.
- Replaced all 22 batteries on the City Hall UPS.
- Ongoing project to upgrade our computer systems against future Crypto Virus/Trojan attacks.
- New Dell Network Data Storage Array (SAN) installed and made operational in the City Hall server room.
- Continued work to safely integrate some elements of the new WTP SCADA systems into the City network.
- Installed new Report Developer software for use by the WTP staff to create/generate advanced SCADA/Water reports.
- New cell phone deployments for managers of the Infrastructure department.
- Eset – Installed on a new server and clients migrated.
- Over-see Fourwinds/TV/Computer Installs/Config.
- Building new Public Works applications server.
- Investigating SharePoint's inability to create sites from a template with Gravity Union and Microsoft.
- Patched the Pothole python script to create service requests in City works.
- Performed disaster recovery measures in response to a phishing email malware infection.



### Monthly Inbound Good vs Junk

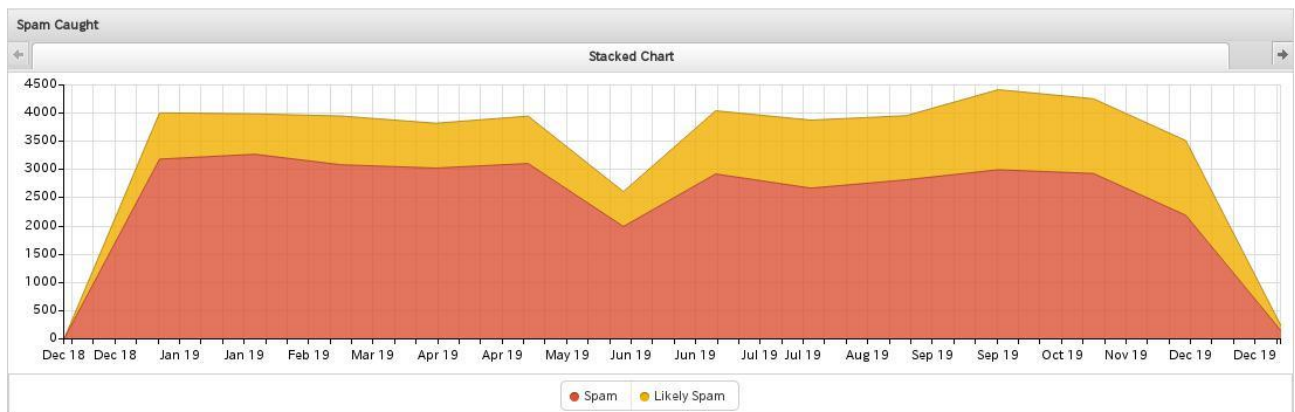


Time Span 12/03/2018 12:00 AM - 01/03/2020 10:40 AM

Email Security Version - 10.0.2.1713 (Hostname : emailsecurity)



## Monthly Spam Caught



## Monthly Inbound Viruses Caught

