

Report to Chief Administrative Officer

Department:	Corporate Services	Month:	January
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Submitted by:	Linda Mortenson, General Manager of Corporate Services		

General Manager's Meetings:

Jan	
2	Safety meeting
3	SharePoint/Collabware meeting

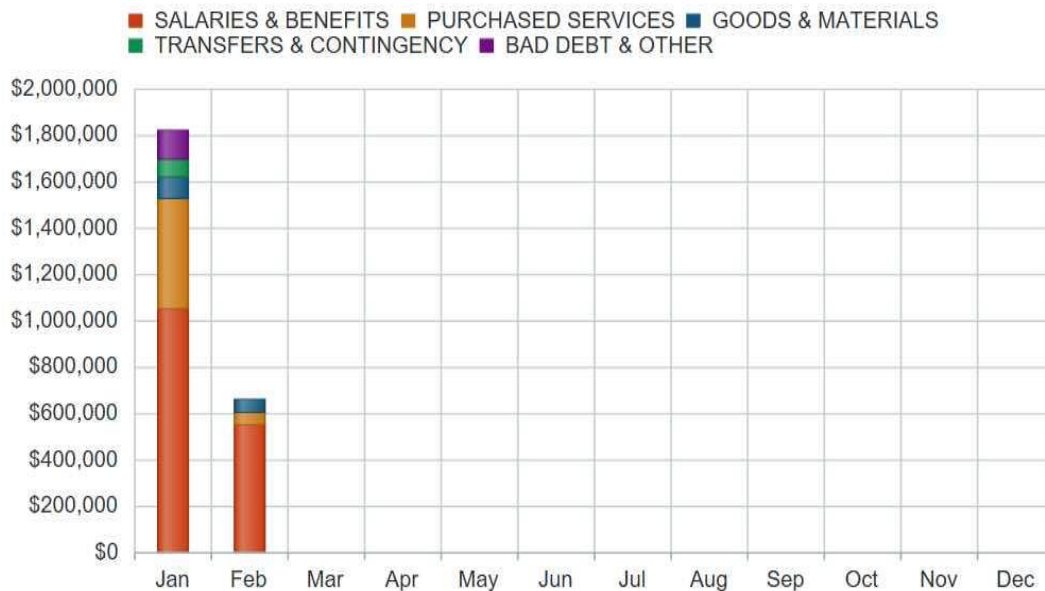
Administration:

- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Update 2020 Service Levels
- Credit card reconciliation
- SharePoint/Collabware training

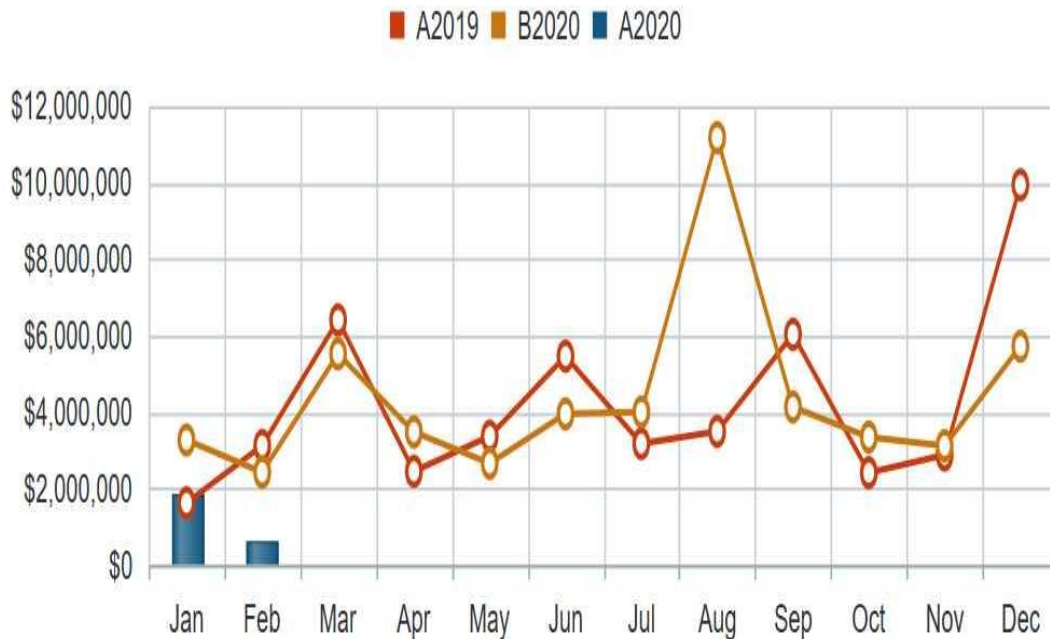
Finance:

Council passed an interim budget of \$12M to cover expenses between January 1, 2020 and March 31, 2020. Approximately \$1.8M has been spent to January 31, 2020.

Expense by Object



Expense, Budget and Prior Year



Utilities

- 10 connects, 10 disconnects and 13 work orders
 - 2479 billed in Cold Lake North, 9 of these were estimated, 252 flat rate
 - 2352 billed in Cold Lake South, 23 of these were estimated (high due to the extreme cold when doing readings), 36 flat rate

Receivable

- 154 Accounts Receivable invoices mailed out; 72 statements mailed out

Accounts Payable

- 712 Accounts Payable invoices processed, 474 Accounts Payable cheques printed

Property Taxes

- 36 tax certificates issued and 38 tax searches completed.
- 12 land title changes processed.
- Taxes receivable totalled \$23,031,587
 - 2020 prepaid taxes – (- \$617,947) (These are tax installment payments received for 2020)
 - Tax arrears for one (1) year - \$2,821,388. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,731,719. These arrears consist of 80 properties. These property owners were sent warning letter to inform them that their property will be placed on the arrears list on March 31, 2020. These properties will be placed on the tax arrears list on March 31, 2020 and posted at City Hall. Monthly statements have also been mailed (\$2,364,921 is related to 4 Wing Property)

- Three (3) year arrears - \$2,648,814. These arrears consist of 26 properties. These properties were placed on the tax arrears list on March 31, 2019 and posted at City Hall and will need to be sold at auction by March 31, 2021 if not paid. These property owners have been sent monthly statements. These properties were placed on the arrears list on March 31, 2019 (\$2,528,119 is related to 4 Wing Property)
- Four-Five (4) year arrears - \$15,447,613. This consists of 4 Wing and 3 properties not on tax agreement. The properties are 2 vacant medium density lots and 1 residential property with a house. If the arrears are not paid by March 25, 2020 these properties will be sold by public auction. (\$15,432,516 related to 4 Wing Property)
- \$22,222,425 of the total tax arrears is due to assessment dispute for the 4 Wing property.
- There are 13 properties that are currently on tax agreements.

Completed

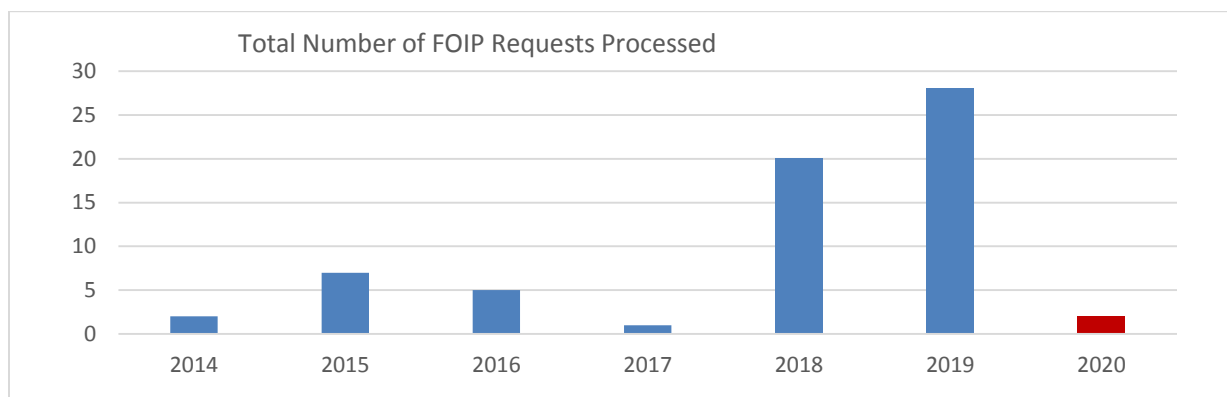
- December 2019 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to Perfect Mind and Golf Course software for December 2019.
- GST Return for December 2019 completed and filed.
- Variance reports were sent to department managers for all departments in the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

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 2019 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**
 - 2 new FOIP request received in January, and 3 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. Live site has also been developed, onboarding imminent.

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

- 9 Dock Help Request tickets addressed in January
 - 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 960 active agreements; 13 new agreements filed in January.
 - RUSC has 189 active agreements; 4 new agreements filed in January.
- **Privacy Impact Assessments (PIA)**
 - 1 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

- Legislative Manager (Term position)
- Roads Operator (1 Full-time positions)
- Roads Operator (1 six month term position)
- Foreman – Water Treatment Plant (1 Full-time position)
- Utilities Operator (1 Full-time position)
- Intermediate Secretary – Community Services (1 Full-time position)
- Climbing Wall Attendant (1 Casual position)
- FCSS Program Assistant (1 Part-time position)
- Development Officer (1 Full-time position)

The following positions have been filled this month:

- None

Record of Employment:	4
Short Term Disability:	6
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:

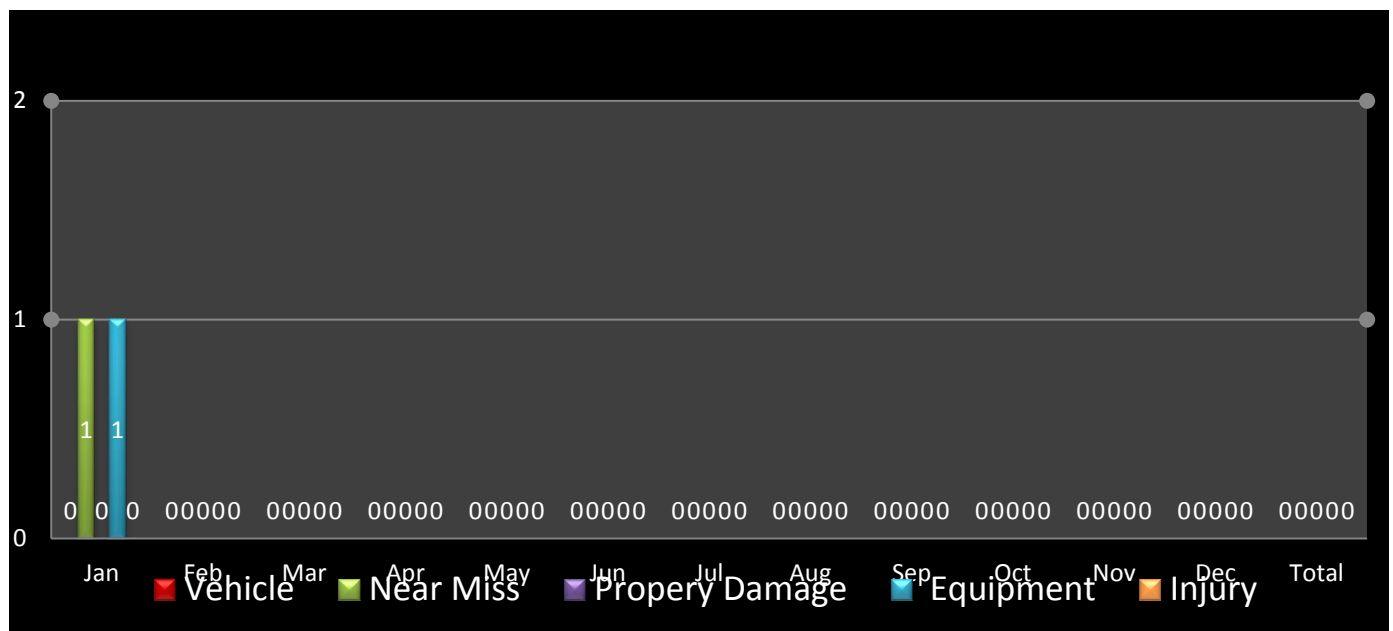
- Updating safe-work practices
- Safety Recognition Program
- Staff Training Programs

- WHMIS training
- Revising/Updating CBA and Human Resource Policies
- Safety COR Certification
- Violence and Harassment training

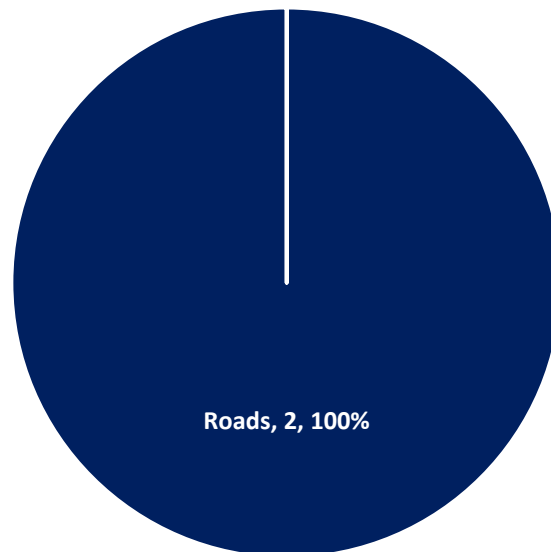
Safety Statistics

Vehicle incidents to date: 0
 Property Damage to date: 0
 Equipment Damage to date: 1
 Injuries to date: 0
 Near misses to date: 1
 Total incidents 2020: 2

Incidents by type of loss:



Incidents by department



Information Systems and Technology:

Number of tickets closed:	133
Number of tickets opened:	120
Number of tickets still open at end of Month:	103
Number of Surveillance Footage Request:	4
Backup Recovery's:	2
Virus Threats (Online)	25
Junk	43928
SPAM Email	3127
Phishing Emails	33
Inbound Viruses Caught (Email)	89
Spoofed emails	29

- **Application Updates:** keystone (BEST Core software), VMWare Vcentre, Road matrix, Bellamy.
- **Application Installs:** CityWorks, e.RIS (SCADA).
- **Application Support:** SharePoint, Collabware, Perfect Mind, Outlook, GIS, CityWorks, Windows 10, Mitel Phones.
- **Server Support:** SharePoint. IBM, Email Security.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.

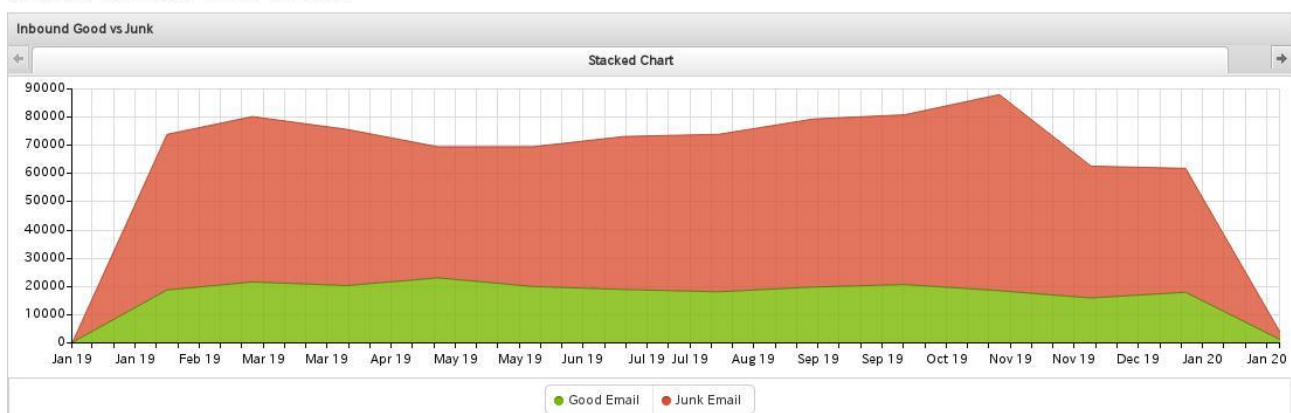
- **Hardware Support:** PLC Monitor, Swipe at SFH, EC Phone console, GIS Monitors, Grand Stand Alarm, CPO Swipe not working, Removed old IBM server off rack.
- **Mobile Support:** User training for reducing image size on Samsung.
- **Backups (and monitoring):** Macrium, Eset, VM, SQL, Data, Applications, 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:** Golf and Winter Club laptop network issues.

Noteworthy

- Enabled new email filter to automatically remove potentially malicious file types (.DOC, .XLS etc.) from being delivered to users email inboxes.
- All Virtual servers upgraded from VMWare 6.5 to 6.7 and installed latest security patches.
- Network shared drives moved from old Equallogic SAN units to the new Compellent SAN unit.
- Various other server data volumes also moved to new Compellent SAN unit.
- Setup a more reliable method for scanning documents on printers directly to the network Shared drive.
- Implemented a process to immediately notify the IST department whenever a Windows/Email accounts get locked out due to too many bad password attempts.
- End User coaching on file drive usage.
- Migrating printers (GPOs) to the new server.
- Began installation of the new version of Nitro pro 13.
- Setup the new RoadMatrix application and database.
- Fixed an error in the Python script that adds new potholes reports to Cityworks.
- Released the new Best Keystone web application for production use.
- Cyber Awareness Training for City Staff in development.



Monthly Inbound Good vs Junk



Time Span 01/03/2019 12:00 AM - 02/03/2020 03:10 PM

Email Security Version - 10.0.5.3043 (Hostname : emailsecurity)



Monthly Spam Caught

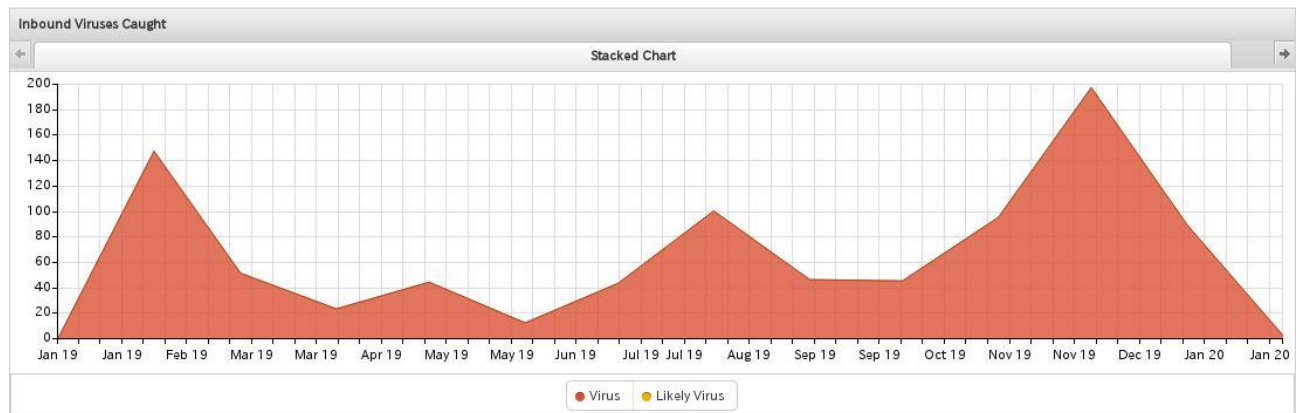


Time Span 01/03/2019 12:00 AM - 02/03/2020 03:15 PM

Email Security Version - 10.0.5.3043 (Hostname : emailsecurity)



Monthly Inbound Viruses Caught



Time Span 01/03/2019 12:00 AM - 02/03/2020 03:16 PM

Email Security Version - 10.0.5.3043 (Hostname : emailsecurity)