

## Report to Chief Administrative Officer

<b>Department:</b>	Corporate Services	<b>Month:</b>	February
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<b>Submitted by:</b>	Linda Mortenson, General Manager of Corporate Services		

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

Feb	
5	Meeting with RCMP
7	Safety meeting
8	Management meeting
11	Council meeting
12	RUSC meeting
18	Management meeting
18	Corporate Priorities meeting
25	Council meeting
26	City Hall safety meeting
26	Corporate Services department meeting
26	Corporate Services managers meeting
28	AUMA Alberta budget webinar

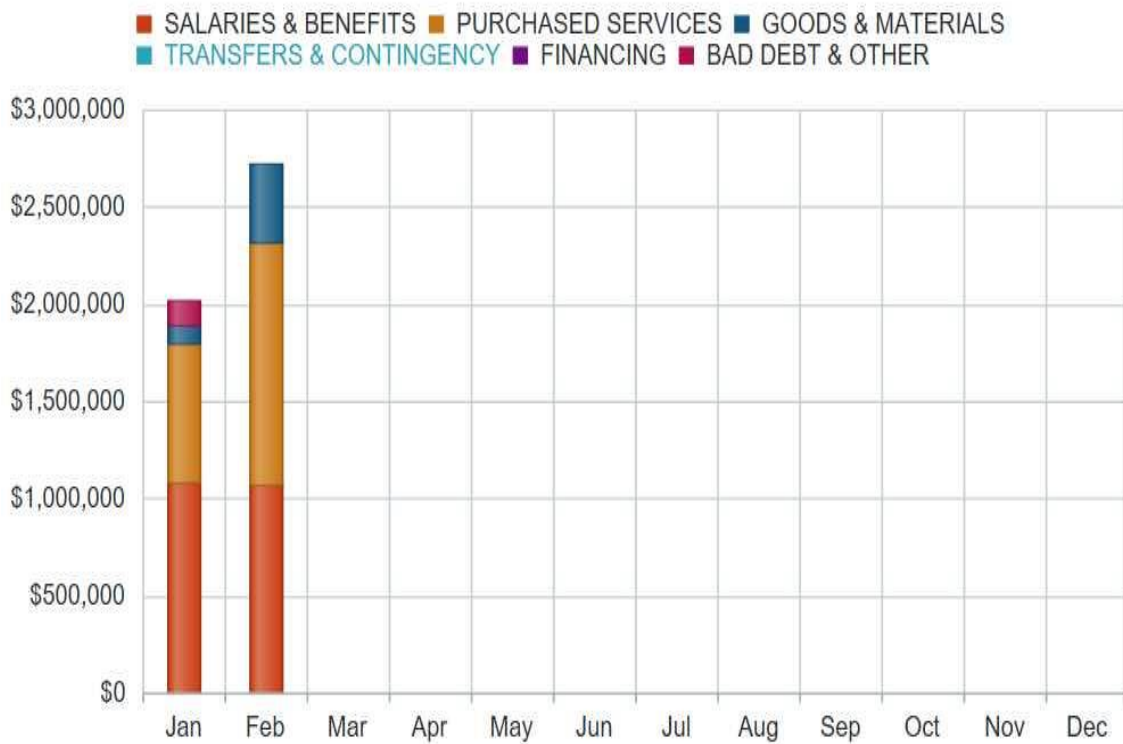
### **Administration:**

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

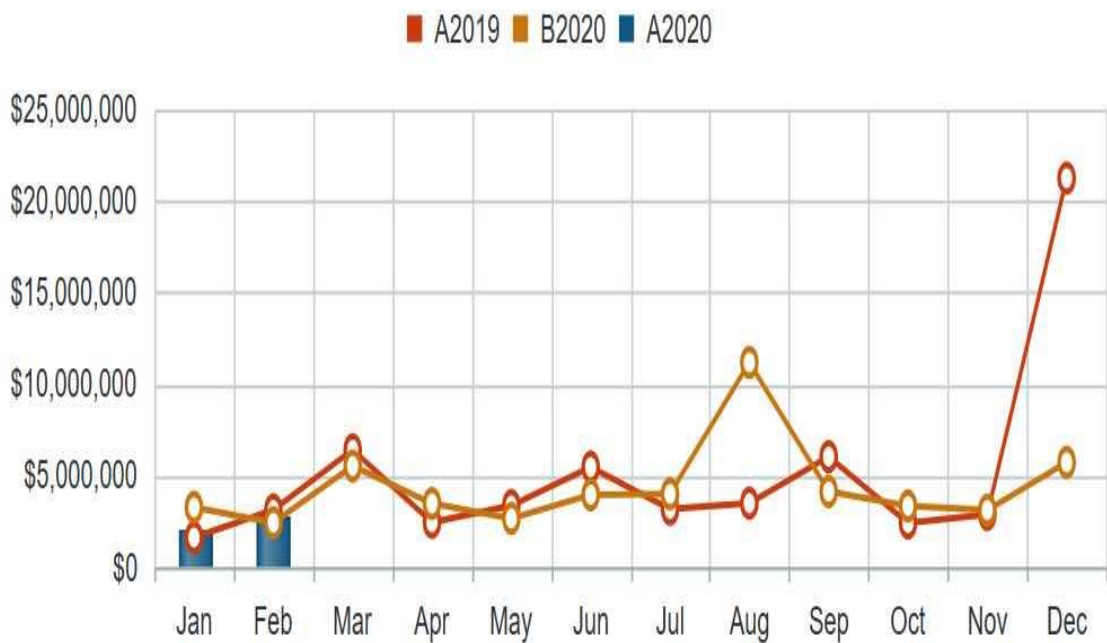
### **Finance:**

Council passed an interim budget of \$12M to cover expenses between January 1, 2020 and March 31, 2020. Approximately \$4.8M has been spent to Feb 29, 2020.

## Expense by Object



## Expense, Budget and Prior Year



**Utilities**

- 21 connects, 19 disconnects and 25 work orders
  - 2477 billed in Cold Lake North, 13 of these were estimated, 251 flat rate
  - 2350 billed in Cold Lake South, 14 of these were estimated, 36 flat rate

**Receivable**

- 103 Accounts Receivable invoices mailed out; 64 statements mailed out

**Accounts Payable**

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

**Property Taxes**

- 26 tax certificates issued and 21 tax searches completed.
- 32 land title changes processed.
- Taxes receivable totalled \$22,414,511
  - 2020 prepaid taxes – (- \$1,109,199) (These are tax installment payments received for 2020)
  - Tax arrears for one (1) year - \$2,750,497. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
  - Two (2) years' arrears - \$2,687,984. These arrears consist of 72 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 - \$2,637,984. These arrears consist of 24 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 - \$15,447,280. 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 11 properties that are currently on tax agreements.

**Completed**

- January 2020 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to Perfect Mind and Golf Course software for January 2020.
- GST Return for January 2020 completed and filed.

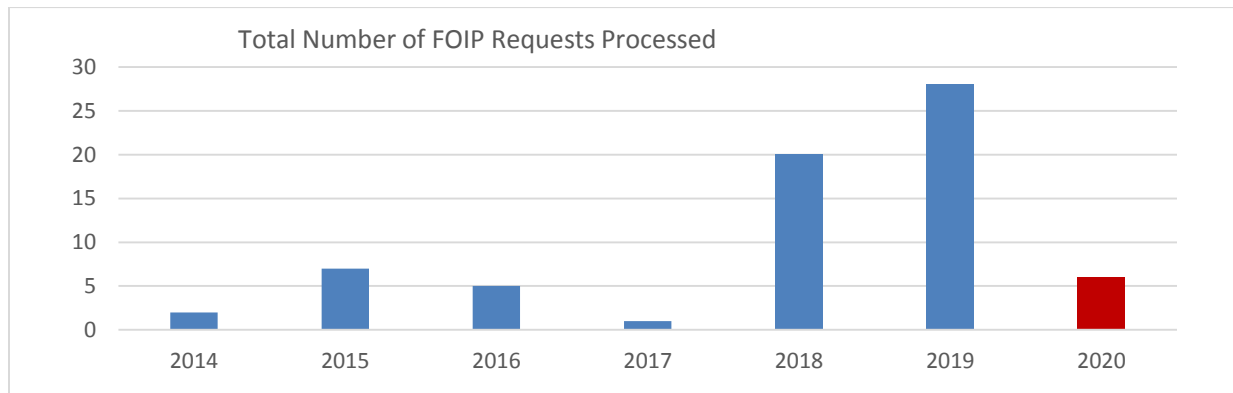
### Currently Working on

- 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 3<sup>rd</sup> party.
- Planning a roll-out of emailed Utility bill option in the new-year.

### Legislative:

- **Information Requests & FOIP**

- 3 new FOIP request received in February, 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 to take place on March 9, 2020

- **Ongoing Maintenance of “The Dock”:**
    - 8 Dock Help Request tickets addressed in February, 18 so far this year
    - 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 1,001 active agreements; 46 new agreements filed in February.
    - RUSC has 189 active agreements; 0 new agreements filed in February.
- **Privacy Impact Assessments (PIA)**
  - 1 outstanding PIAs.
- **Other**
  - Handle general inquiries from staff.
  - Commissioning Oaths of Confidentiality and Affidavits as necessary.

## **Human Resources:**

### **\*All other 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)
- Climbing Wall Attendant (1 Casual position)
- FCSS Program Assistant (1 Part-time position)
- Development Officer (1 Full-time position)

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

- Intermediate Secretary – Community Services (1 Full-time position)
- Waste Management Operator (1 Full-time position)
- Parks Operator (1 Full-time position)

**The following positions have been filled this month:**

- Term Meter Reader (4 month term)

**Record of Employment:** 4

**Short Term Disability:** 5

**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
- Safety Manual Revisions
- 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

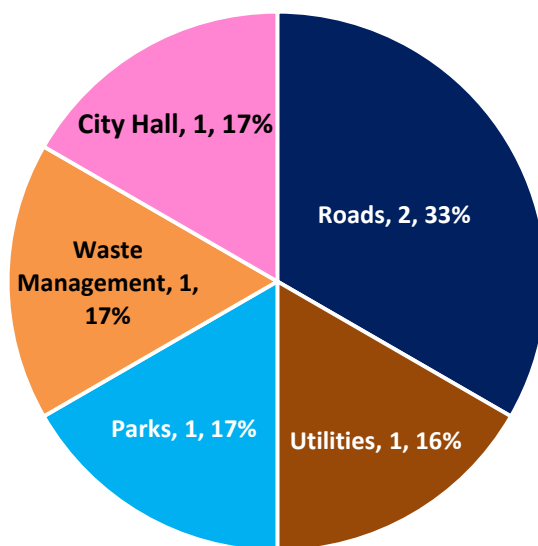
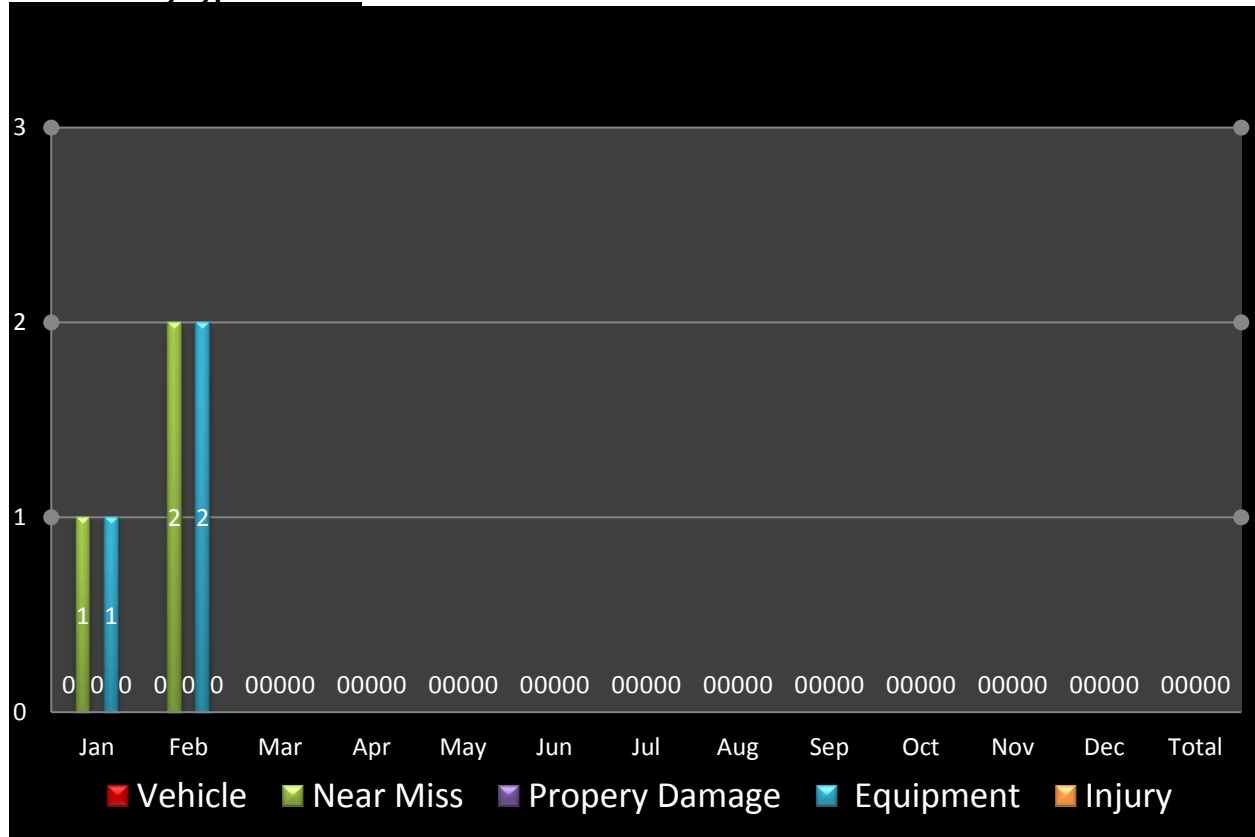
Equipment Damage to date: 3

Injuries to date: 0

Near misses to date: 3

Total incidents 2020: 6

### Incidents by type of loss:



### **Information Systems and Technology:**

Number of tickets closed:	81
Number of tickets opened:	91
Number of tickets still open at end of Month:	116
Number of Surveillance Footage Request:	3
Backup Recovery's:	0
Virus Threats (Online)	36
Junk	31188
SPAM Email	3962
Phishing Emails	14
Inbound Viruses Caught (Email)	243
Spoofed emails	317

- **Application Updates:** City Works, ESET, SiteMinder.
- **Application Installs:** City Webmap, RTA, Fileopen.
- **Application Support:** SharePoint, Collabware, Perfect Mind, Outlook, GIS, CityWorks, Windows 10, Nitro, ArcGIS, Airport fuel System, Bellamy, Chrome, Mitel.
- **Server Support:** SharePoint, Email Security.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Desktop's, CRA laptops for FCSS, mobile chargers, keyboards/mouse, WTP Door swipes, cameras.
- **Mobile Support:** Chargers and training.
- **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:** VLAN camera setup for Energy Centre.

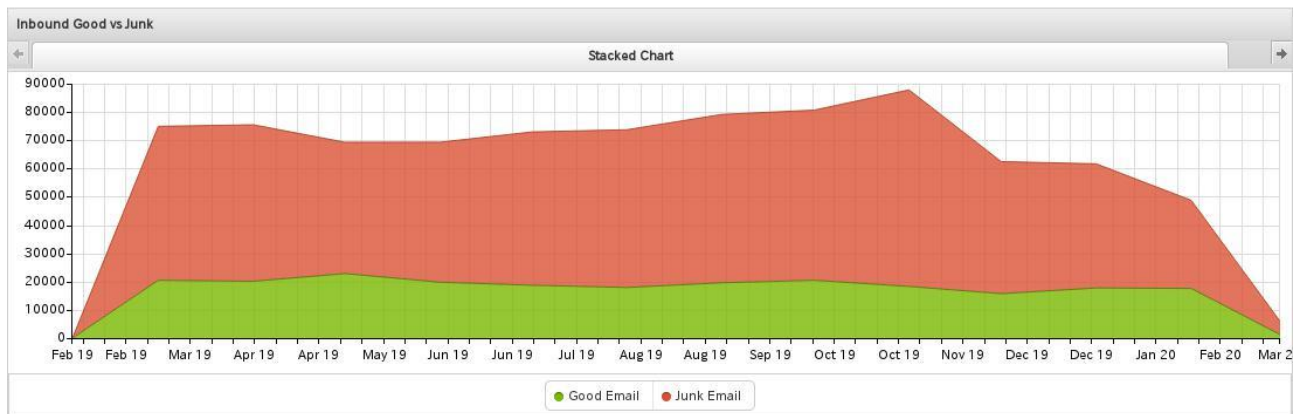
### **Noteworthy**

- Cyber Awareness training on boarding (Finance, HR, Leg, Marketing, Planning and Development.)
- Upgraded Cityworks to version 15.5.2.
- Changed Cityworks URL to cw.coldlake.com enabling field data collection.
- WiFi access point installed in North Fire hall for Fire Rescue Services.
- Completed initial modules of the CIRA Email and Internet security online training.
- Verified legitimacy of various potential dangerous emails sent to staff email accounts.
- Updated Email filter to allow blocked attachment types to certain staff/group email accounts.
- Assisted with recovery of VT-SCADA systems after a scheduled power maintenance at the WTP.

- Security WiQ swipe controller at the WTP converted to be powered from the main network switch, which is on a backup power supply.
- Significant increase in spoofed and virus emails sent to the City.
- Rebuilt PW-Apps server
- BIOS and Driver updates for Desktop PC's.
- Photoshop deployment for Energy Centre staff.
- Printer issues (Perfect Mind, Group Policy)
- Caseware update.
- Water Meter project and deployment.



### Monthly Inbound Good vs Junk

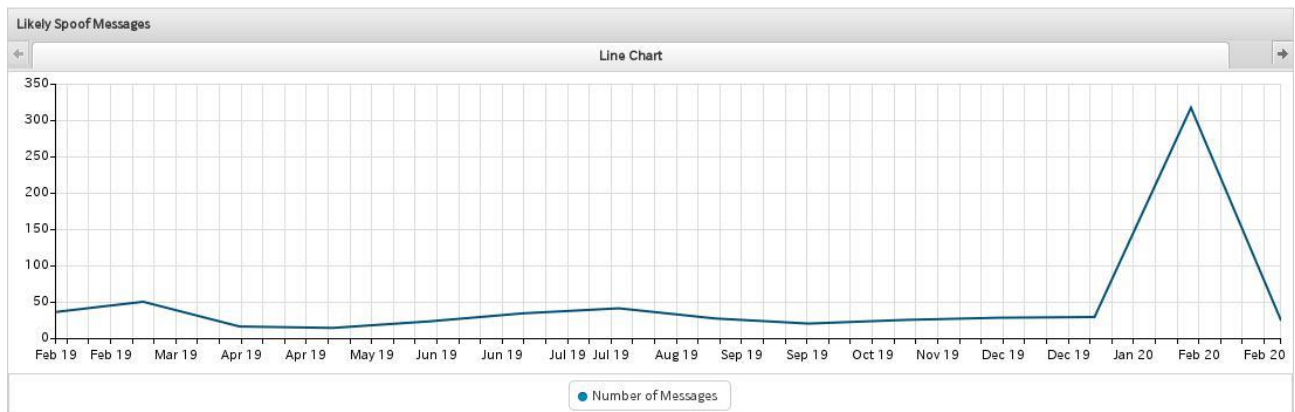


Time Span 02/03/2019 12:00 AM - 03/03/2020 09:03 AM

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### Monthly Likely Spoof Messages

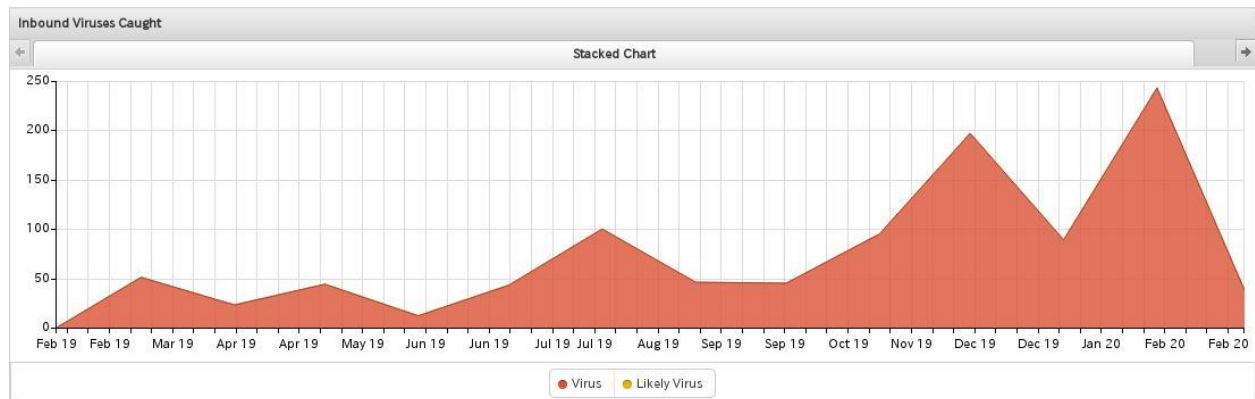


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## Monthly Inbound Viruses Caught



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