

Report to Chief Administrative Officer

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

General Manager's Meetings:

Mar	
2	Management meeting
3	COVID-19 meeting
5	Safety meeting
5	Meeting with Aaron Larson
9	Management meeting
9	ICF meeting
10	Meeting with lawyers
10	Council meeting
11	ICF follow up
11	Budget meeting
12	Strategic planning meeting
17	Corporate Priorities Council meeting
22	Management meeting
24	Council meeting
25	Teleconference
26	COVID-19 meeting
27	AUMA webinar
30	Management meeting

Administration:

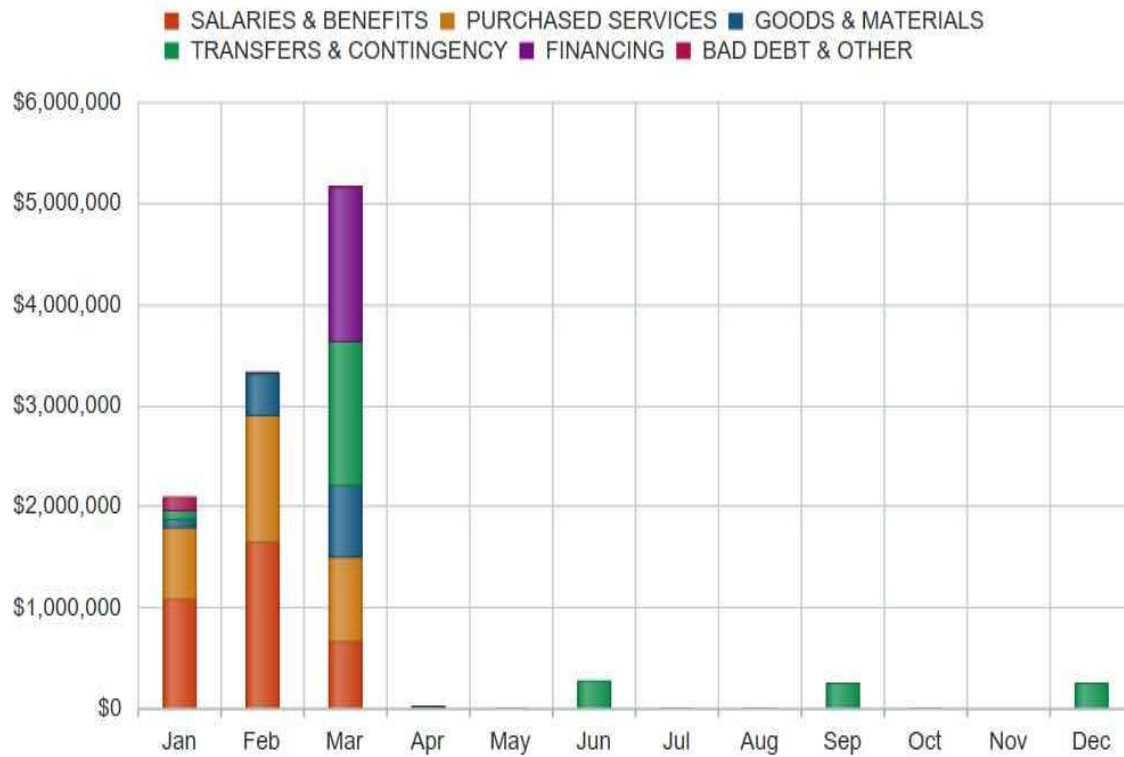
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- SharePoint/Collabware training
- Business Continuity Policy

Finance:

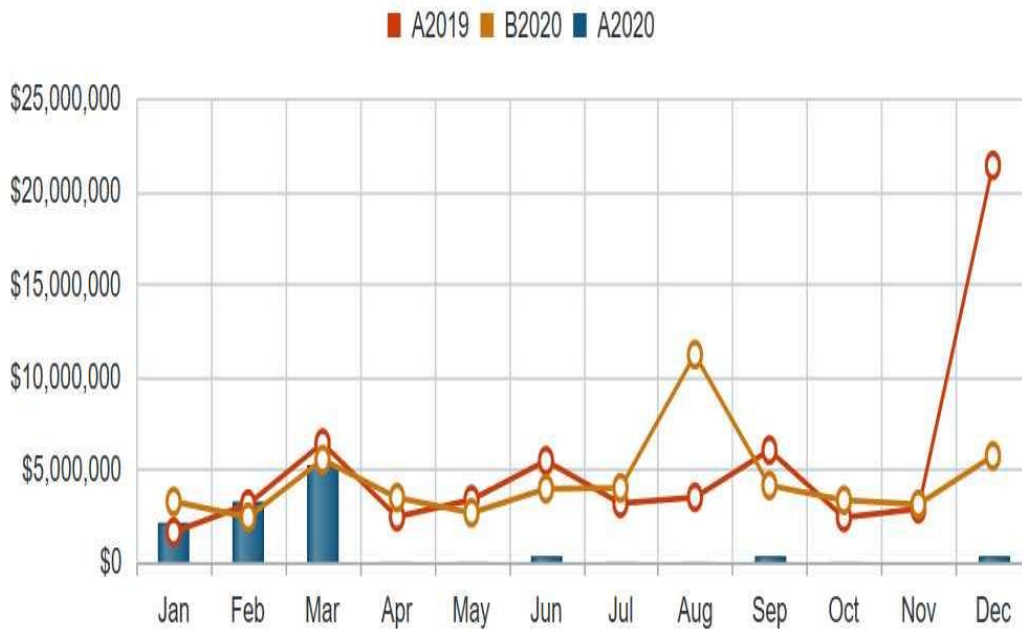
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 20 connects, 23 disconnects and 27 work orders

- 2479 billed in Cold Lake North, 8 of these were estimated, 249 flat rate
- 2347 billed in Cold Lake South, 25 of these were estimated, 37 flat rate

Receivable

- 118 Accounts Receivable invoices mailed out; 65 statements mailed out

Accounts Payable

- 772 Accounts Payable invoices processed, 416 Accounts Payable cheques printed

Property Taxes

- 36 tax certificates issued and 28 tax searches completed.
- 23 land title changes processed.
- Taxes receivable totalled \$21,762,046
 - 2020 prepaid taxes – \$1,636,249 (These are tax installment payments received for 2020)
 - Tax arrears for one (1) year - \$2,703,889. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,610,064. These arrears consist of 39 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 were 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 - \$2,637,662. 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 - \$15,446,680. 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 12 properties that are currently on tax agreements.

Completed

- February 2020 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to Perfect Mind and Golf Course software for February 2020.
- GST Return for February 2020 completed and filed.
- Variance Reports sent to department managers for all departments in the City.
- Year-end audit held March 9th to 12th.
- 2020 Assessment Notices mailed on February 27th.
- Finalized implementation of credit card payment option for property taxes, utility bills, permits and accounts receivable.
- Passed the following bylaws to help residents that have been affected by COVID-19:

- Tax Payment Deferral Bylaw
- Utility Account Penalties Waiver Bylaw
- General Accounts Receivable Penalties Bylaw
- NSF Fees Waiver Bylaw

Currently Working on

- Working with Sensus on the integration of the Advanced Metering Initiative software to Serenic financial software.
- Properties to be auctioned off for Property Tax Recovery. Adjourned to May 20th due to COVID-19.
- Planning a roll-out of emailed Utility bill option delayed due to COVID-19.
- Working with auditor to have Audited Financial Statements completed and presented to Council.
- Preparation of tax rate scenarios for 2020.

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)
- Intermediate Secretary (1 Full-time position)
- Parks Operator (1 Full-time position)
- Legislative & Records Management Coordinator (12 month Term position)

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

- CPO (1 Full-time position)
- RCMP CLerk (1 Full-time position)
- Watch Clerk (1 Full-time position)

The following positions have been filled this month:

- None

Record of Employment: 5

Short Term Disability: 4

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

COVID-19 Related:

- Register Supplemental Unemployment Benefit (SUB) Plan developed for staff moving to EI.
- Multiple staff put on a leave of absence due to facility shut downs by the province, actual numbers to be reflected in the April report.
- Staff and the Safety Department worked together with Alberta Health Services (AHS) to develop the Assessment Centre.
- Posters were created for all City facilities on proper hand washing techniques and best practices.
- Report created to track staff members who were out of country and required to self-isolate for 14 days, also tracking sick staff members told to self-isolate by AHS. Total off work due to travel or told to stay home to date is 26, 23 have returned to work with no issues. 3 staff members remain off work but are expected back within the 14 day period.
- Working with vendors to secure hand sanitizer and disinfectant wipes.

Safety Statistics:

Vehicle incidents to date: 0

Property Damage to date: 1

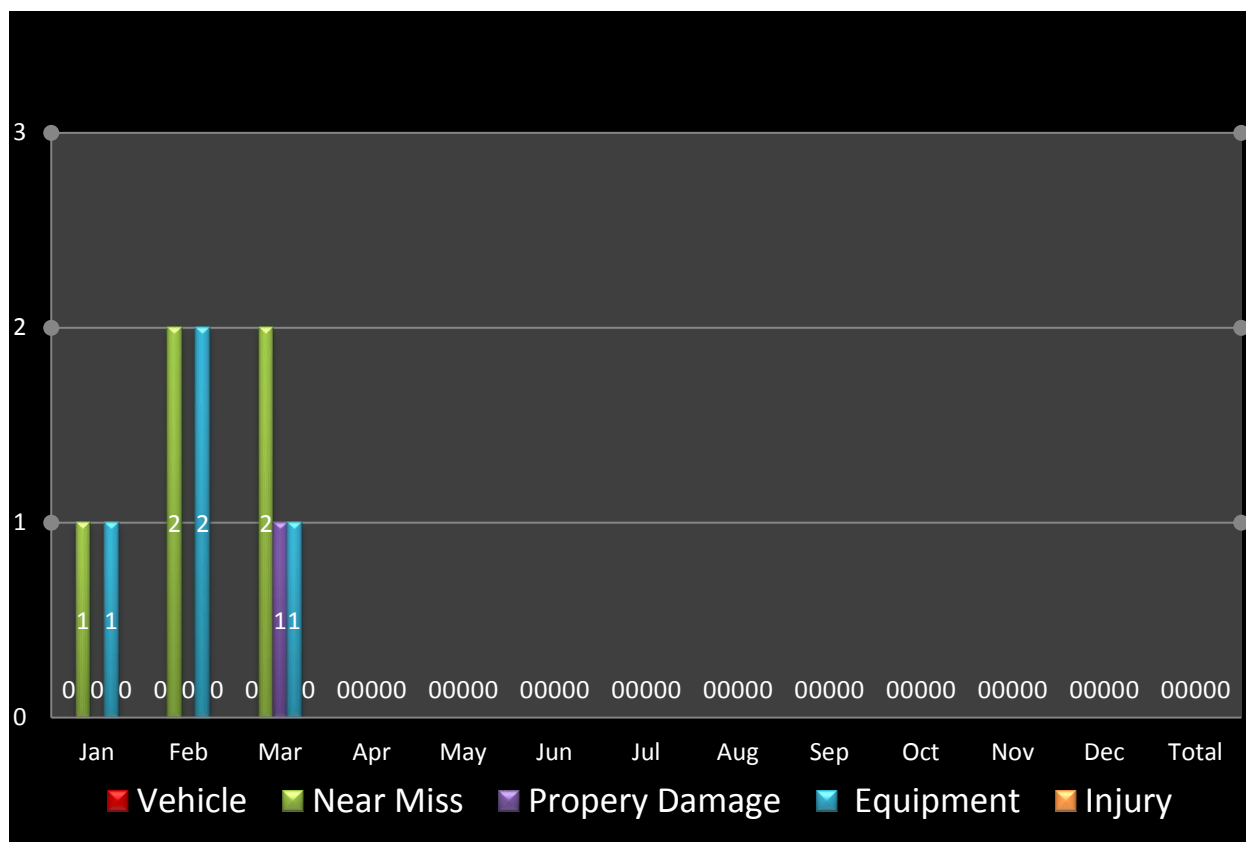
Equipment Damage to date: 4

Injuries to date: 0

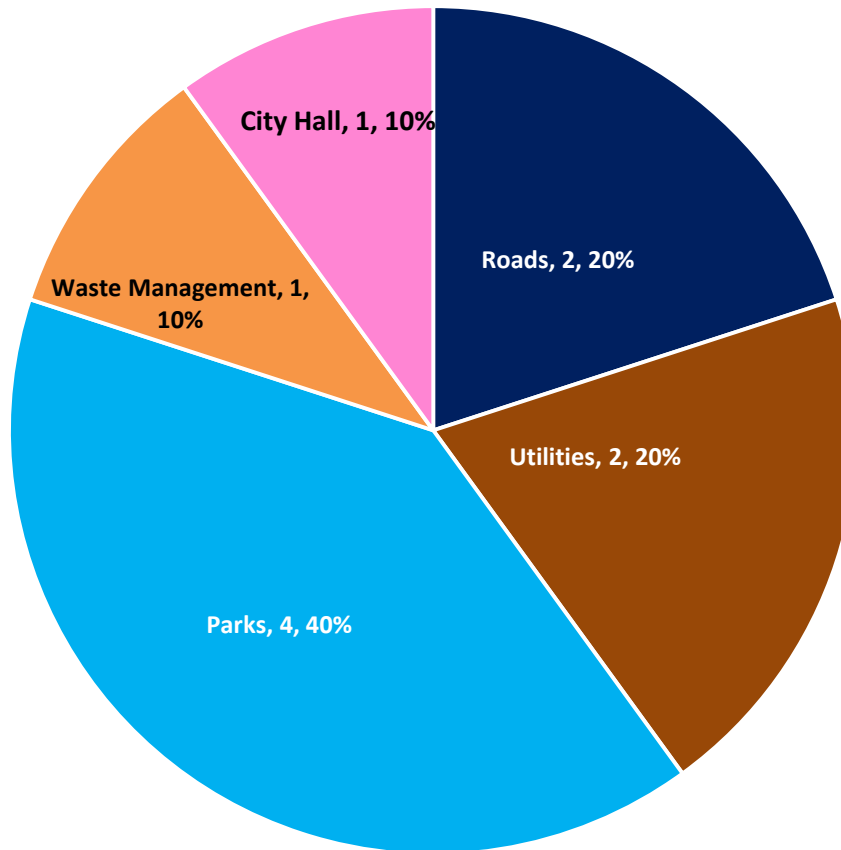
Near misses to date: 5

Total incidents **2020**: 10

Incidents by type of loss:



Incidents by Department 2020:



Information Systems and Technology:

Number of tickets closed:	102
Number of tickets opened:	100
Number of tickets still open at end of Month:	115
Number of Surveillance Footage Request:	2
Backup Recovery's:	2
Virus Threats (Online)	53
Junk	33104
SPAM Email	3828
Phishing Emails	15
Inbound Viruses Caught (Email)	96
Spoofed emails	113

- **Application Updates:** Pothole Application, Caseware, Arc GIS Pro, Nitro.
- **Application Installs:** Whats App, Ring Central, Zoom Desktop, ARC GIS Pro..
- **Application Support:** SharePoint, Mitel, Vimeo, City Works, IE Explorer, PhotoShop, Sensus Auto Read, Arc Reader, Adobe, e.RIS, Perfect Mind, Outlook.
- **Server Support:** SharePoint, Email Security, Mitel.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.

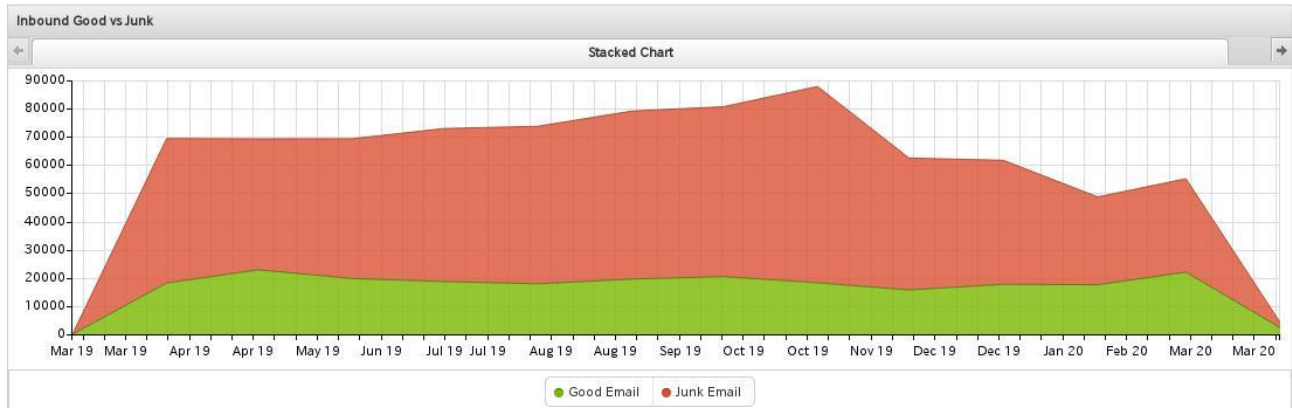
- **Hardware Support:** Desktop BIOS, Wellness Turnstile, CH Debit, SiteMinder, laptop USB controller.
- **Mobile Support:** Eramosa Mobile App, Telus Travel Plans.
- **Backups (and monitoring):** Macrium, Eset, VM, SQL, Data, Applications, Bellamy (Daily/Weekly).
- **AD Support:** User account Setup/Disable, 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:** North Arena Covid Assessment centre setup. Data port for Council chamber so Phone cord is not in the way.

Noteworthy

- Cyber Awareness training on boarding (FCSS, Public Works, Recreation)
- Assisted with deploying AHS COVID-19 response centre at the North Arena.
- Installed a City Wi-Fi access point in the North Arena.
- Upgraded the network switch at the North Arena to provide power over Ethernet and more network ports.
- Enabled new email filter rules to warn/block potentially dangerous Office attachments.
- Re-issued SSL encryptions certificates for Active Domain controllers, Exchange email, and various other Windows servers.
- Installed and tested the WhatsApp communication software for Android cell phones.
- Installed mobile e.Ris application on the Water Treatment Staff on-call tablet.
- Engineering department is on boarded into SharePoint for records management.
- Stopped all transitory workflows in SharePoint to save processing power and prevent unneeded emails from being sent.
- Worked with engineering to setup Road Matrix.
- Replaced Modem on Airport Fuel System.
- Rebuilt PW-Apps server and updated all software.
- Ran Bios Update on several 3040 PCs.
- Updated Inventory to reflect changes of recent deployments/replacements.
- Active Directory Group Policy update for power saving issues on kiosk PC's.
- Updating/Patching all spare laptops for Covid isolation preparation.
- Configuring Email forwarding for staff in Isolation.
- Researching Remote meeting software.
- Camera location tagging project at the Energy Centre. 100+ Cameras.



Monthly Inbound Good vs Junk

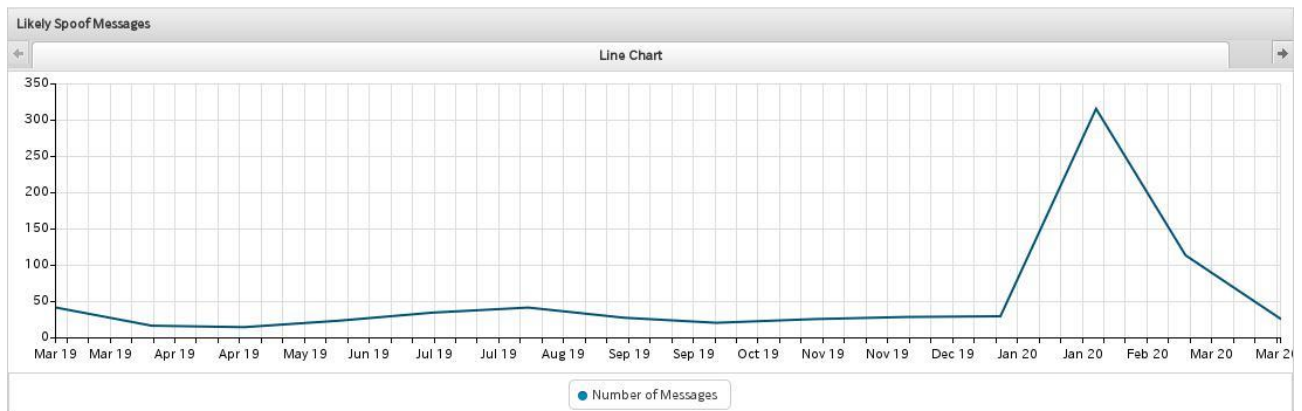


Time Span 03/03/2019 12:00 AM - 04/03/2020 12:01 PM

Email Security Version - 10.0.5.3043 (Hostname : emailsecurity)



Monthly Likely Spoof Messages

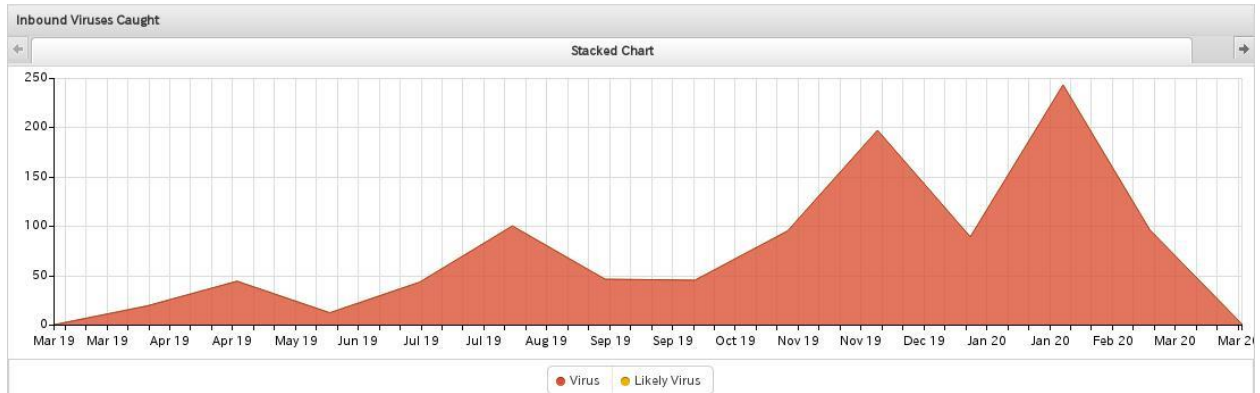


Time Span 03/03/2019 12:00 AM - 04/03/2020 12:02 PM

Email Security Version - 10.0.5.3043 (Hostname : emailsecurity)



Monthly Inbound Viruses Caught



Time Span 03/03/2019 12:00 AM - 04/03/2020 12:00 PM

Email Security Version - 10.0.5.3043 (Hostname : emailsecurity)