

Report to Chief Administrative Officer

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

General Manager's Meetings:

April	
2	Safety meeting
2	COVID-19 meeting
6	Management meeting
13	Management meeting
14	Management meeting
14	Meeting with HR
14	Meeting with lawyers
14	Council meeting
17	Safety meeting
20	Management meeting
22	COVID-19 meeting
28	Council
22	Management meeting
24	Council meeting
25	Teleconference
26	COVID-19 meeting
27	AUMA webinar
30	Management meeting

Administration:

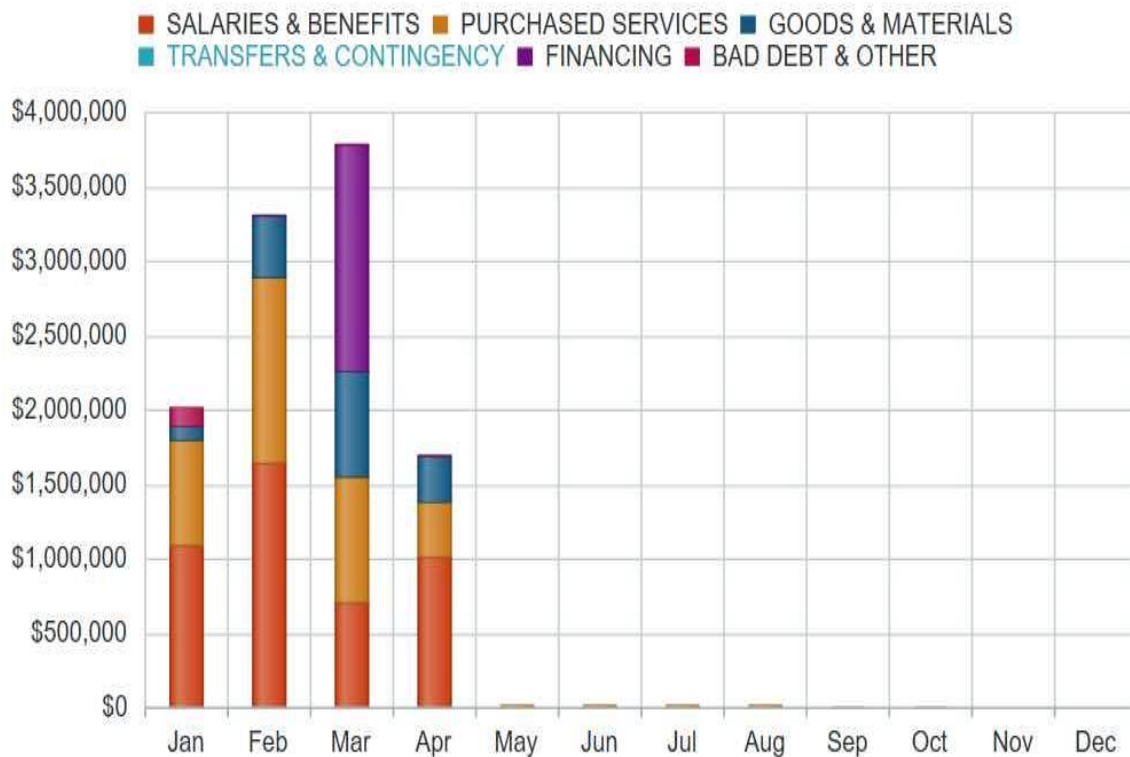
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- SharePoint/Collabware training
- COVID-19 research of legislated changes and updates
- Policy/procedure/bylaw updates due to COVID-19.

Finance:

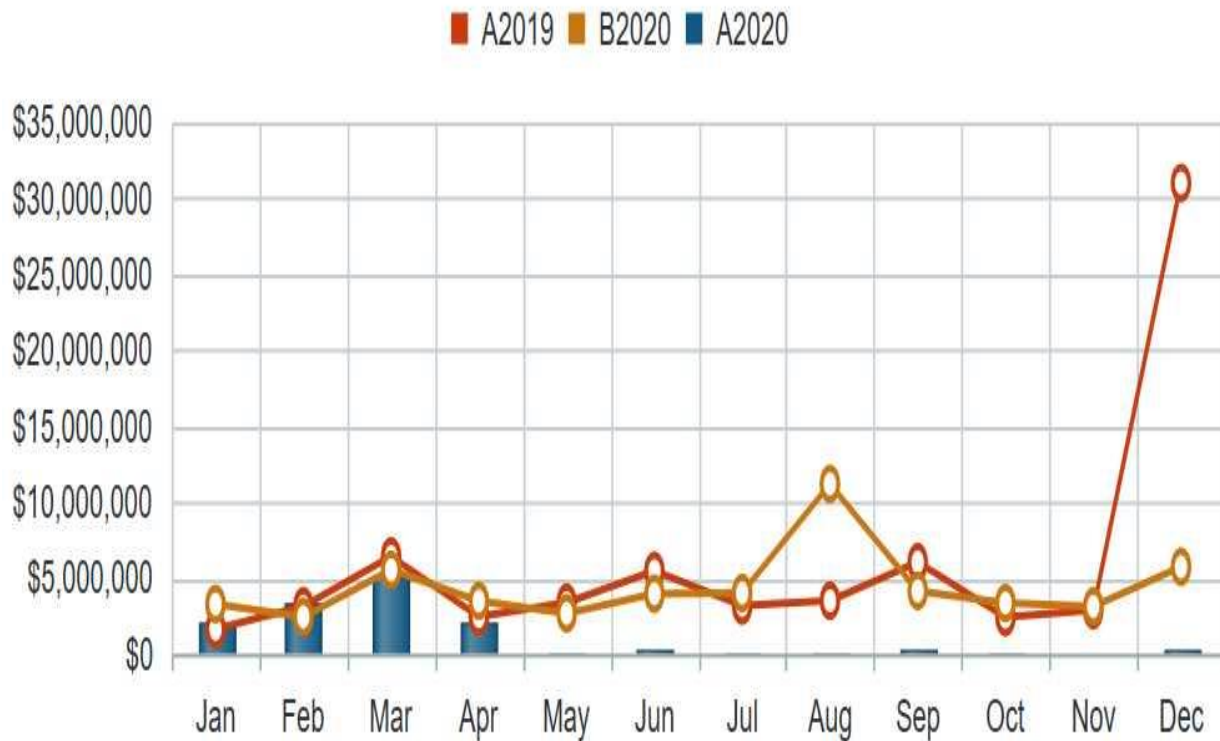
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 16 connects, 12 disconnects and 20 work orders
 - 2483 billed in Cold Lake North, 18 of these were estimated, 247 flat rate
 - 2346 billed in Cold Lake South, 13 of these were estimated, 37 flat rate

Receivable

- 103 Accounts Receivable invoices mailed out; 62 statements mailed out

Accounts Payable

- 569 Accounts Payable invoices processed, 289 Accounts Payable cheques printed

Property Taxes

- 32 tax certificates issued and 14 tax searches completed.
- 36 land title changes processed.
- Taxes receivable totalled \$21,187,480
 - 2020 prepaid taxes – \$2,130,073 (These are tax installment payments received for 2020)
 - Tax arrears for one (1) year - \$2,663,641. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,571,169. These arrears consist of 35 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 - \$2,636,229. These arrears consist of 20 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 - \$15,446,514. 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

- March 2020 Bank and investment reconciliation and City Summary for Council
- General ledger reconciliation to Perfect Mind and Golf Course software for March 2020.
- GST Return for March 2020 completed and filed.
- Variance Reports sent to department managers for all departments in the City.
- Rolled-out a contest for sign-up of emailed Utility bills.

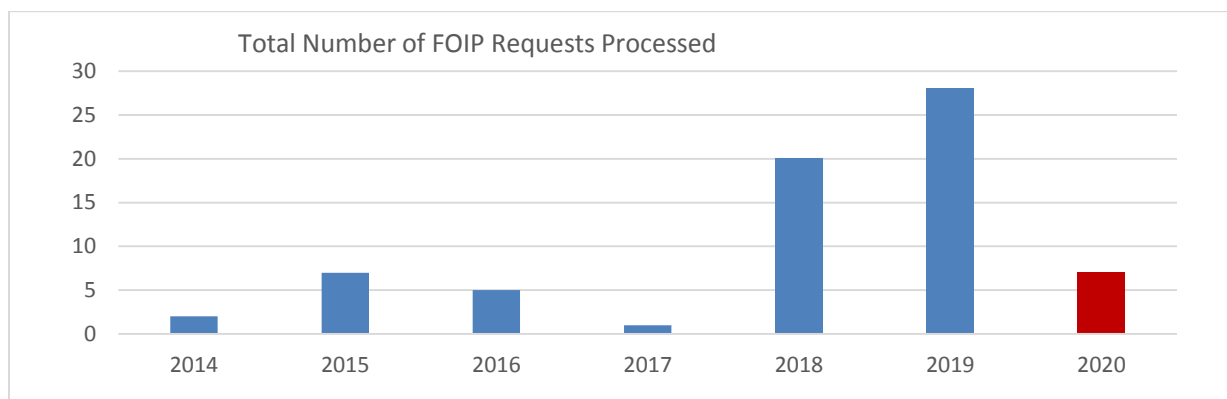
Currently Working on

- Working with Sensus on the integration of the Advanced Metering Initiative software to Serenic financial software including training on the new software.
- Properties to be auctioned off for Property Tax Recovery. Adjourned to May 20th due to COVID-19.
- Working with auditor to have Audited Financial Statements completed and presented to Council.
- Preparation of tax rate scenarios for 2020.
- Processes/policies and bylaw cheques due to COVID-19 legislation.

Legislative:

- **Information Requests & FOIP**

- 1 new FOIP request received in April, and 4 FOIP requests were completed. 7 FOIP requests this year so far.
- 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 is complete. Final migration of content has begun.

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

- 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.
- Policy and bylaw review due to COVID-19.
- **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 900 active agreements; 74 new agreements filed in April.
 - RUSC has 189 active agreements; 0 new agreements filed in April.
- **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)
- 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)
- Parks Operator (1 Full-time position)
- CPO (1 Full-time position)
- RCMP CLerk (1 Full-time position)
- Watch Clerk (1 Full-time position)

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

- Legislative & Records Management Coordinator (12 month Term position)
- Foreman – Water Treatment Plant (1 Full-time position)
- Operator – Water Treatment Plant (2 Full-time position)
- Intermediate Secretary (1 Full-time position)

The following positions have been filled this month:

- Operator – Waste Management (1 Full-time position)

Record of Employment: 34

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 31, 31 have returned to work with no issues. 1 Casual staff member requested a leave without pay due to having elderly parents living in their home.
- Working with vendors to secure hand sanitizer and disinfectant wipes and masks.
- Revised Safety orientation to include COVID-19 updates and other PPE required.
- Implementation of procedures/policies/engineering and safety controls due to COVID-19.

Safety Statistics:

Vehicle incidents to date: 0

Property Damage to date: 4

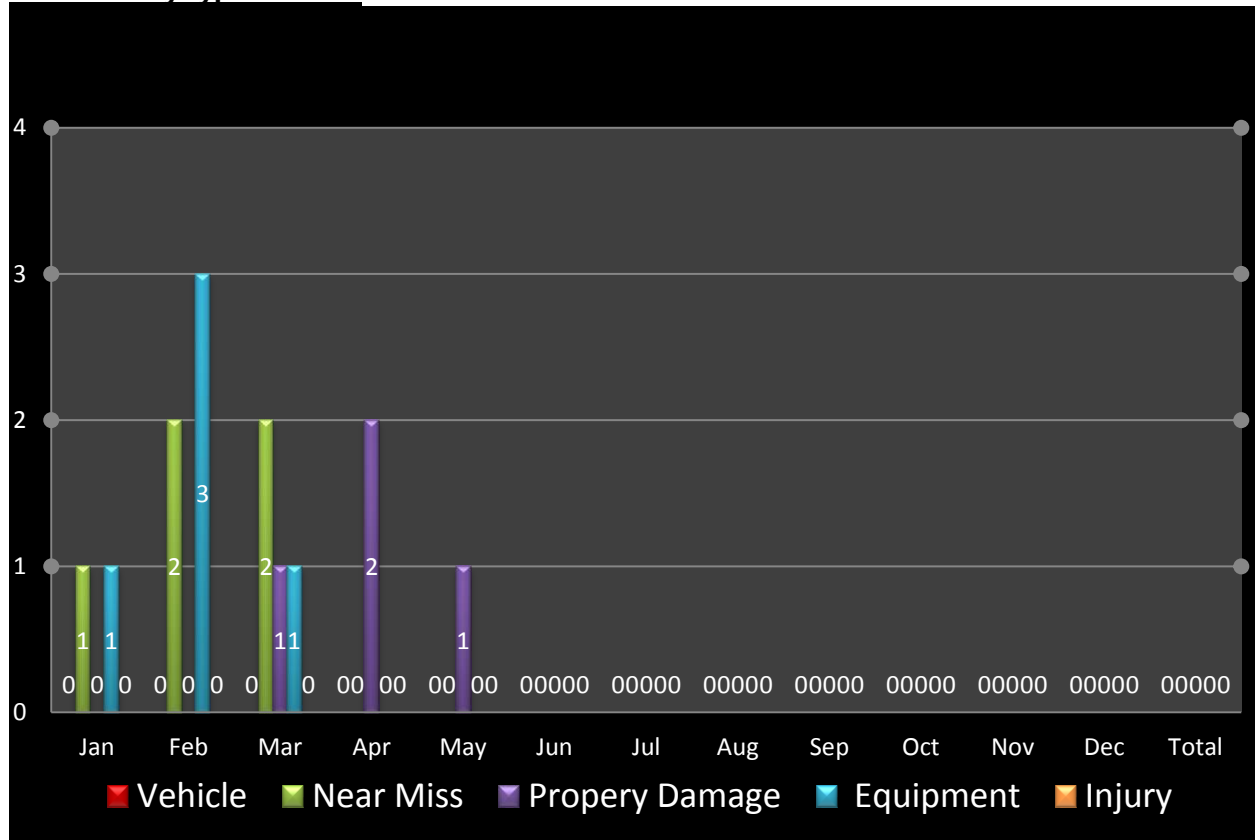
Equipment Damage to date: 5

Injuries to date: 0

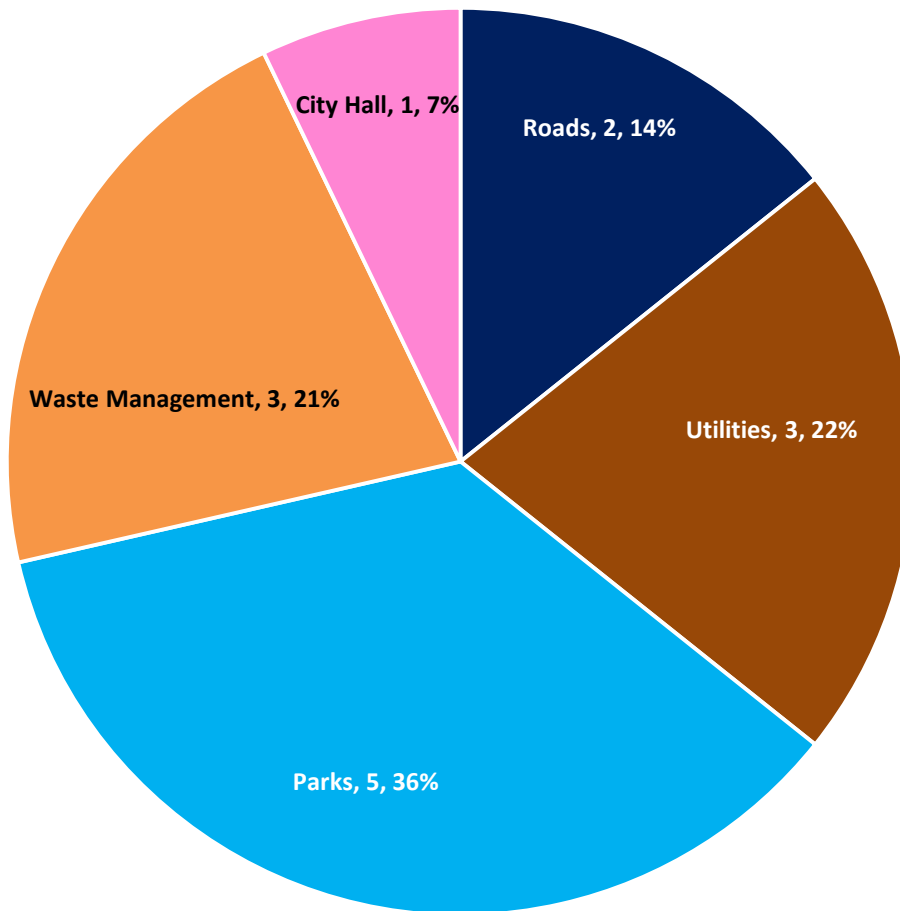
Near misses to date: 5

Total incidents **2020**: 14

Incidents by type of loss:



Incidents by Department 2020:



Information Systems and Technology:

Number of tickets closed:	97
Number of tickets opened:	92
Number of tickets still open at end of Month:	110
Number of Surveillance Footage Request:	2
Backup Recovery's:	0
Virus Threats (Online)	248
Junk	41789
SPAM Email	3179

Phishing Emails	19
Inbound Viruses Caught (Email)	18
Spoofed emails	118

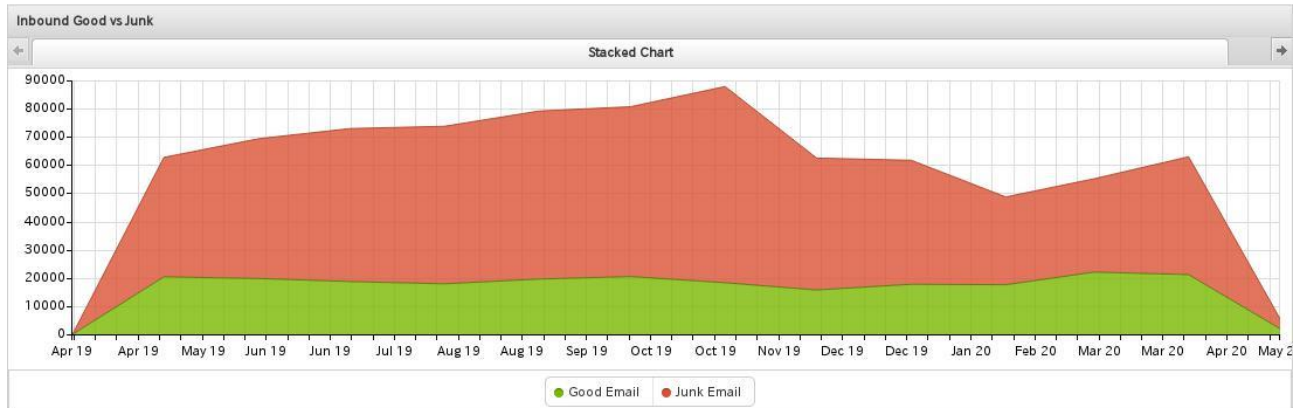
- **Application Updates:** Arc pro, OCR Software, Desktop BIOS.
- **Application Installs:** Mobile messaging app, Remote Meeting App, WTP Reporting App.
- **Application Support:** SharePoint, CityWorks, Collabware, Outlook, Transit App.
- **Server Support:** SharePoint, Email Security.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Recreation software printing, Energy Centre Streaming TV's, Tablet for field data collection (arborist), Copiers/Fax/Print, PDF reader.
- **Mobile Support:** Infrastructure GM mobile connectivity support.
- **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.
- **Application Testing:** Windows Server 2019. Office 2016/2019, ESET Server.
- **Network:** Updated Core Switch firmware/software.

Noteworthy

- Replaced copiers/fax at Energy Centre, City Hall, and Public Works.
- Desktop tech completed Fall Arrest and scissor lift training.
- Upgraded OCR server to ver. 2.0.
- Moving SQL Server cluster storage from RDM disks on the old SAN to VVols on the new SAN.
- A new version of the AIF Access and Reminder Workflow is being developed.
- Purchased a new IBM server.
- Launched the new Citizen Problem Reporter application publically.
- Windows Active Directory integration with Microsoft Azure cloud services.
- Microsoft Teams software/account testing.
- Firmware/Software upgrades for core network switches at the Energy Center and City Hall.
- Staff, PC/Phone relocations due to COVID-19.
- Updated Door/Swipe unlock schedules due to COVID-19.
- Phone/Tablet charging solution for the EOC.
- Planning for Animal Shelter build.



Monthly Inbound Good vs Junk



Time Span 04/04/2019 12:00 AM - 05/04/2020 11:16 AM

Email Security Version - 10.0.6.3447 (Hostname : emailsecurity)



Monthly Likely Spoof Messages

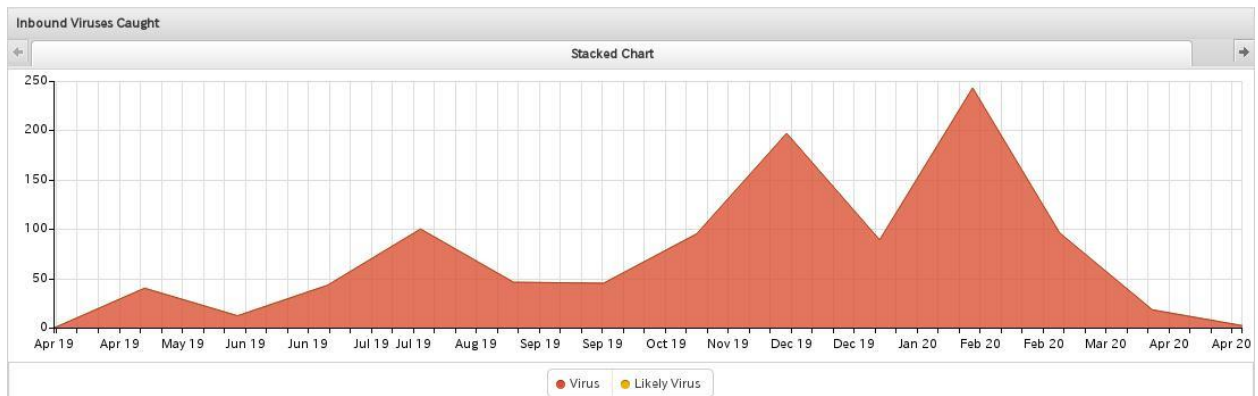


Time Span 04/04/2019 12:00 AM - 05/04/2020 11:17 AM

Email Security Version - 10.0.6.3447 (Hostname : emailsecurity)



Monthly Inbound Viruses Caught



Time Span 04/04/2019 12:00 AM - 05/04/2020 11:18 AM

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