

Report to Chief Administrative Officer

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

General Manager's Meetings:

May	
1	City Hall monthly inspection
5	Management meeting
7	Safety meeting
7	Project meeting
11	Management meeting
12	Council Meeting
13	Interview for term management coordinator
13	Corporate Services managers meeting
14	Interview for term management coordinator
14	AUMA webinar
14	Reynold Webinar
19	Corporate Priorities Meeting
20	Teleconference with Minister of Municipal Affairs
21	Fiber project meeting
25	RCMP meeting
24	Council meeting
26	Council Meeting
27	Corporate Services managers meeting

Administration:

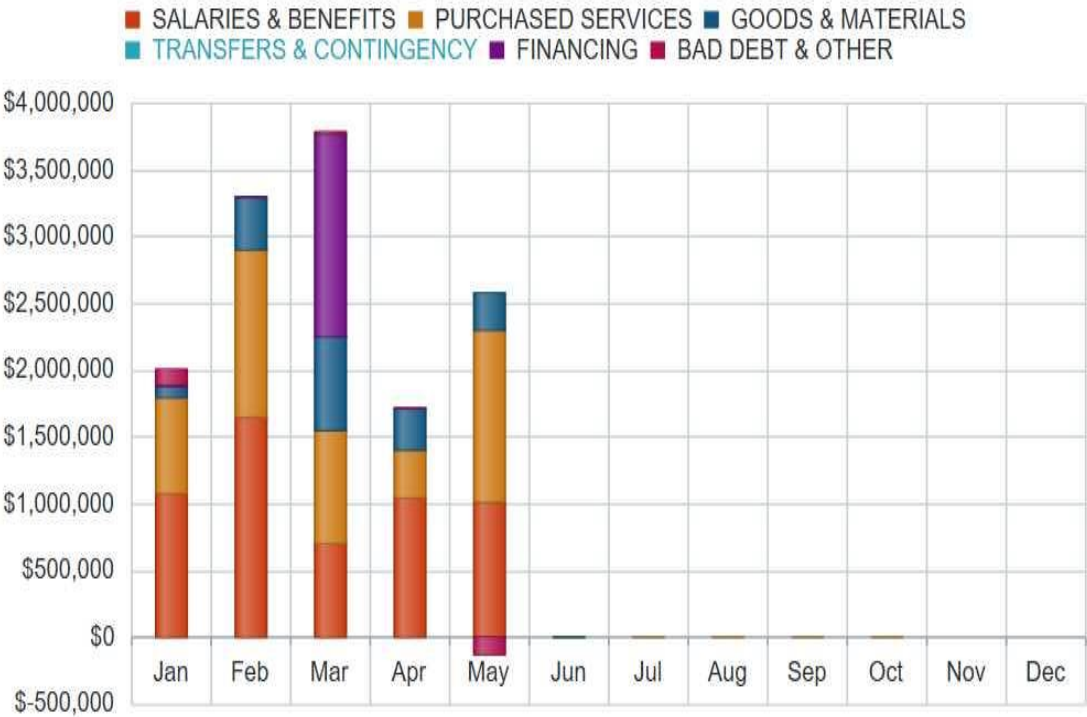
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- SharePoint/Collabware training
- COVID-19 research of legislated changes and updates
- Building access training

Finance:

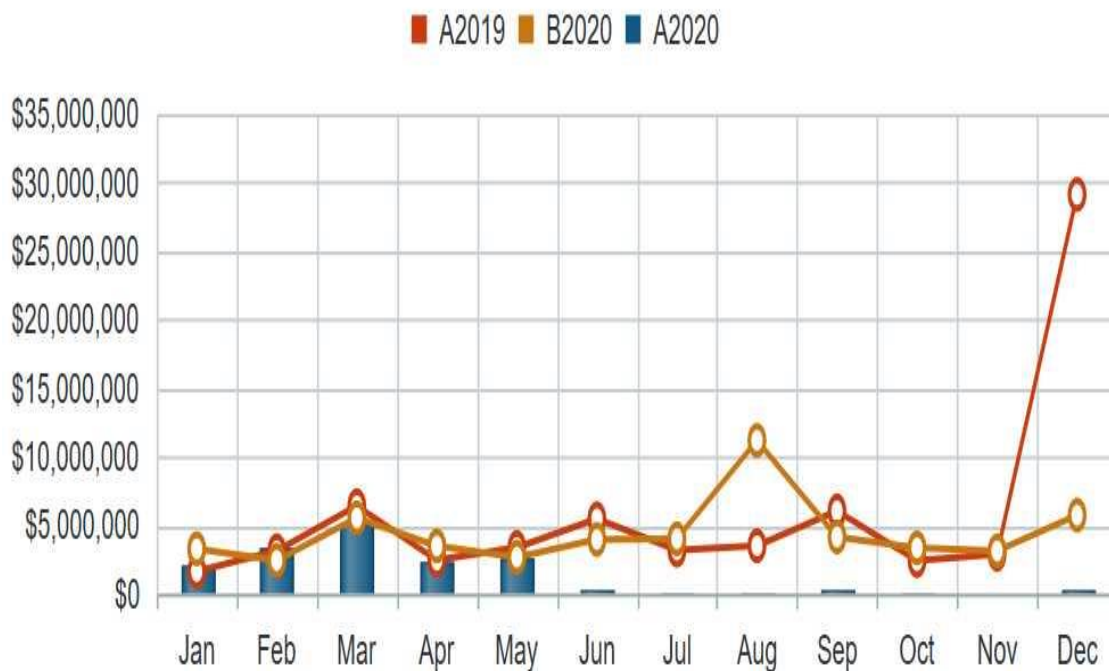
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 16 connects, 12 disconnects and 19 work orders
 - 2481 billed in Cold Lake North, 11 of these were estimated, 248 flat rate
 - 2329 billed in Cold Lake South, 14 of these were estimated, 37 flat rate

Receivable

- 112 Accounts Receivable invoices mailed out; 78 statements mailed out

Accounts Payable

- 599 Accounts Payable invoices processed, 400 Accounts Payable cheques printed

Property Taxes

- 29 tax certificates issued and 30 tax searches completed.
- 29 land title changes processed.
- Taxes receivable totalled \$21,187,480
 - Current taxes outstanding - \$24,655,999 (\$6,328,662 amount owing from 4 Wing property)
 - Tax arrears for one (1) year - \$2,644,591. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,564,386. 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, 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 - \$2,634,191. 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 - \$15,446,513. 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

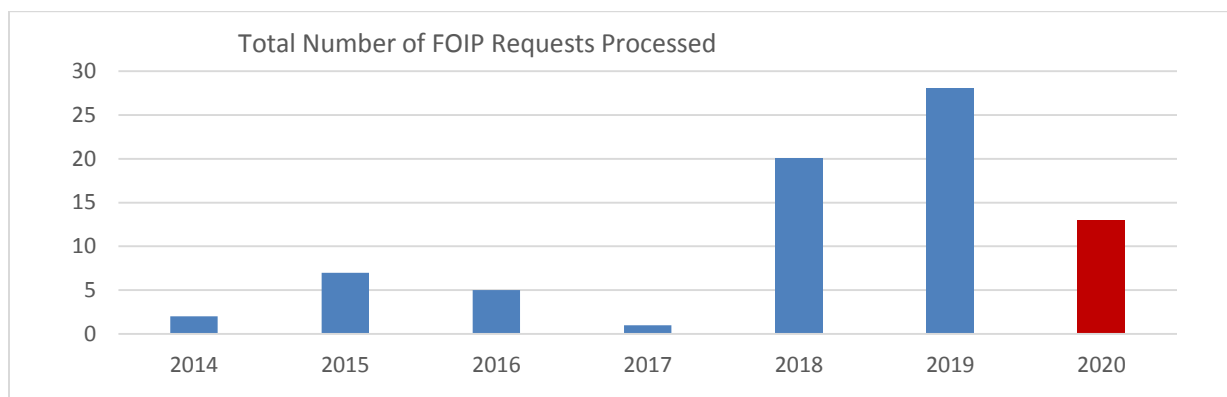
- April 2020 Bank and investment reconciliation and City Summary for Council.
- General ledger reconciliation to Perfect Mind and Golf Course software for April 2020.
- GST Return for April 2020 completed and filed.
- Variance Reports sent to department managers for all departments in the City.
- Audited Financial Statements completed, presented and approved by Council.
- 2020 Property Tax Rates were presented and approved by Council.
- 2020 Property Tax notices were prepared and mailed out. Property taxes due June 30, 2020 except School Board Portion of Non-residential due September 30, 2020.

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 September 10th due to COVID-19.
- Contest for emailed utility bills sign up still ongoing until July 31, 2020. 850 properties signed up so far.
- Preparations for the Marina Review Engagement.

Legislative:

- **Information Requests & FOIP**
 - 5 new FOIP request received in May, and 13 FOIP total requests this year.
 - 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”:**

- 6 Dock Help Request tickets addressed in May, 33 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.
- 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 928 active agreements; 31 new agreements filed in May.
 - RUSC has 189 active agreements; 0 new agreements filed in May.
- **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)
- Climbing Wall Attendant (1 Casual position)
- FCSS Program Assistant (1 Part-time position)
- Development Officer (1 Full-time position)
- CPO (1 Full-time position)

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

- Foreman – Water Treatment Plant (1 Full-time position)
- Operator – Water Treatment Plant (2 Full-time position)
- Intermediate Secretary (1 Full-time position)
- RCMP Clerk (2 Full-time positions)
- Watch Clerk (1 Full-time position)
- Watch Clerk (12 month term position)
- Parks Operator (2 Full-time positions)
- Parks Operator (10 month term position)
- Utilities Operator (1 Full-time position)
- Utilities Operator – (10 month term position)

The following positions have been filled this month:

- Legislative & Records Management Coordinator (12 month Term position)

Record of Employment:	10
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): 2 (1 lost time claim)

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
- ICS 100 training for all staff members

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. Staff off work due to travel or told to stay home by AHS is 1.
- 1 Casual staff member requested a leave without pay due to having elderly parents living in their home, has not returned to work yet.
- 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: 6

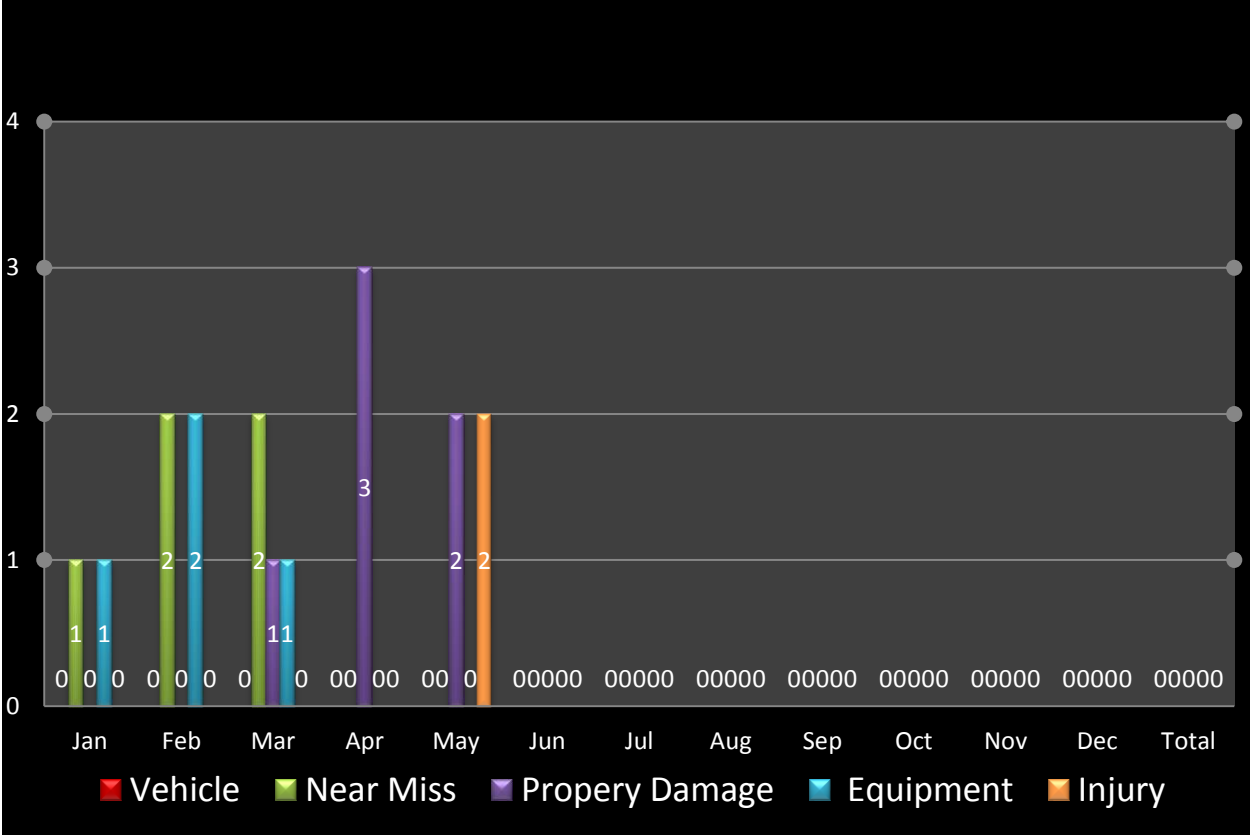
Equipment Damage to date: 4

Injuries to date: 2

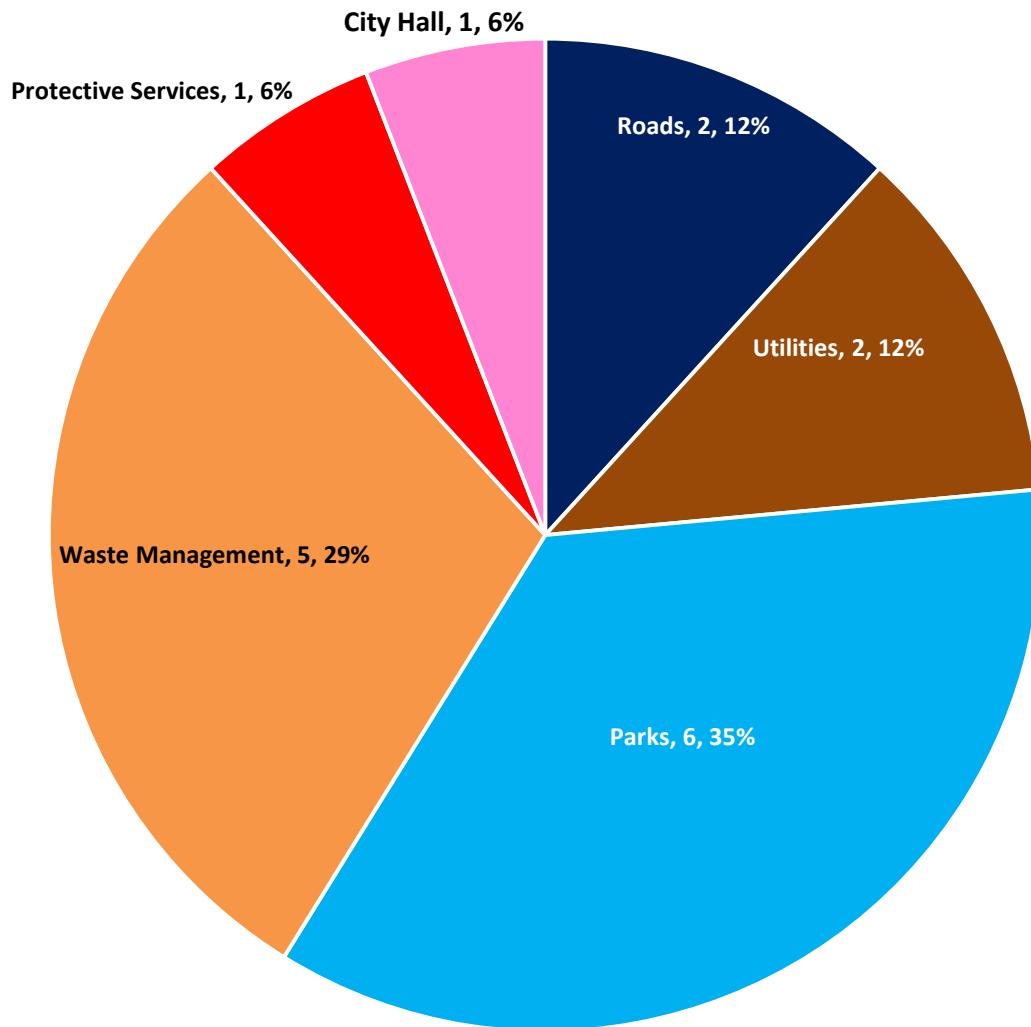
Near misses to date: 5

Total incidents **2020**: 17

Incidents by type of loss:



Incidents by Department 2020:



Information Systems and Technology:

Number of tickets closed:	83
Number of tickets opened:	79
Number of tickets still open at end of Month:	106
Number of Surveillance Footage Request:	7
Backup Recovery's:	1
Virus Threats (Online)	220
Junk	41709
SPAM Email	3201
Phishing Emails	16
Inbound Viruses Caught (Email)	13
Spoofed emails	28

- **Application Updates:** OCR Software, IBM OS V7 to V9.
- **Application Installs:** MS Teams, Traffic Counter Software.
- **Application Support:** SharePoint, Collabware, Adobe, Excel, City Website, Outlook, VPN.
- **Server Support:** SharePoint, SQL, ARC GIS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Marina FOB security, FourWinds, Headphones, AC at CH server room, Printers/Copiers, POS Machines.
- **Mobile Support:** New phone research for contract rollover.
- **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:** Point to Point radios connecting facility's (Wind/Foliage), Core switch update for Energy Centre.

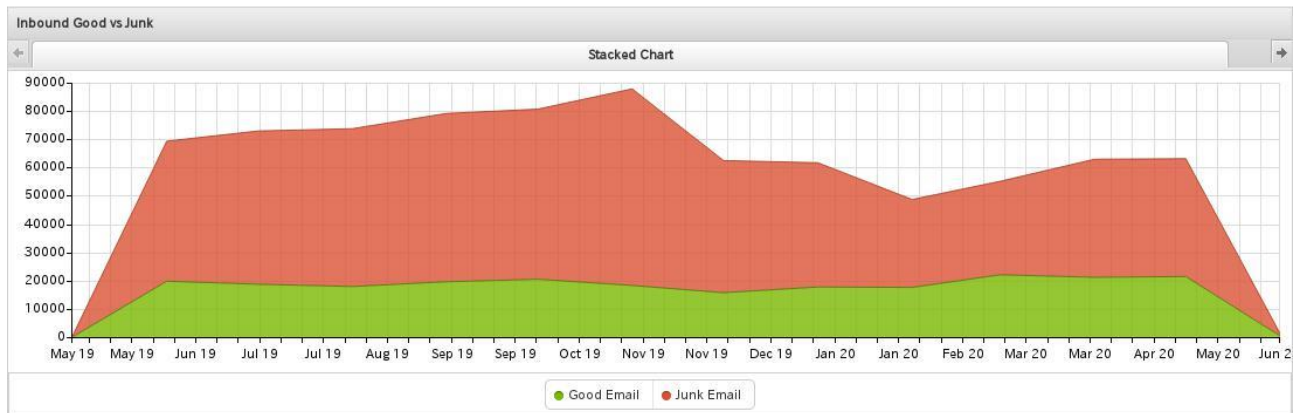
Noteworthy

- Onboarding of new seasonal/summer staff for the Golf Course and Marina.
- Outdated Marina gate security software, Keyscan, updated to latest version.
- Marina cameras and swipe gate operation service check completed before opening of the summer season.
- Fiber network and network switch installed and brought online at the Municipal Recycling Facility.
- Security cameras and swipe door installed at the Municipal Recycling Facility.
- Software/firmware updated on core network switches at City Hall and the Energy Centre.
- Renewed/installed licensing for the Internet gateway firewall/content filter.
- Reviewed operational status for all NVR and IP security cameras at the Energy Center.
- Identified a manual failover procedure to resolve major network outage issues between City Hall and the Energy Centre during wind/rain storms.
- Swipe card programming training for Corporate Services Intermediate Secretary.
- High temp environment alarm in City Hall server room identified as HVAC issue. Instructions for HVAC restart affixed to both AC head units.
- Resolved a windows update issue affecting our Windows Server 2008 R2 VM's.
- Prepared the IBM Power 7 server for an OS upgrade by applying necessary PTFs.
- Launched the new AIF Access and Reminder Workflow in SharePoint production, which gives us improved server performance and workflow reliability.
- Created SQL Server table indices to improve the retrieval speed of the Collabware audit log.
- Improved the retrieval speed of PDFs in SharePoint by reducing the number of requests Collabware made against its database.
- Improved the speed of our main SQL Server by moving its drives off of the old SAN and onto the new SAN.
- Upgraded OCR software to version 2.0, which gives us new features and added security.
- 2 New Copiers and printers installed.

- Assisted hardware moves at the Golf Course to assist with Covid -19 distancing.
- Encrypted all PC's.
- Cyber Awareness training continuing.
- Updated PC images for deployment.
- Several video disclosure requests.



Monthly Inbound Good vs Junk



Time Span 05/01/2019 12:00 AM - 06/01/2020 11:19 AM

Email Security Version - 10.0.6.3447 (Hostname : emailsecurity)



Monthly Likely Spoof Messages

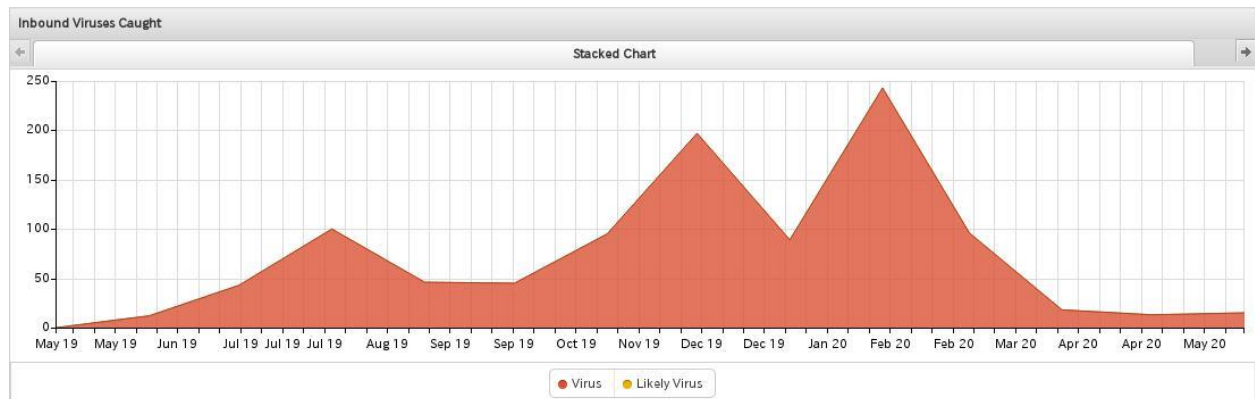


Time Span 05/01/2019 12:00 AM - 06/01/2020 11:20 AM

Email Security Version - 10.0.6.3447 (Hostname : emailsecurity)



Monthly Inbound Viruses Caught



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