

## Report to Chief Administrative Officer

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

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

June	
1	City Hall monthly inspection
1	Management meeting
2	COVID-19 meeting
4	Sharepoint meeting
15	Management meeting
16	Corporate Priorities Committee meeting
18	Safety meeting
22	Management meeting
23	Council Meeting
25	Corporate Services managers meeting
29	Management meeting

### **Administration:**

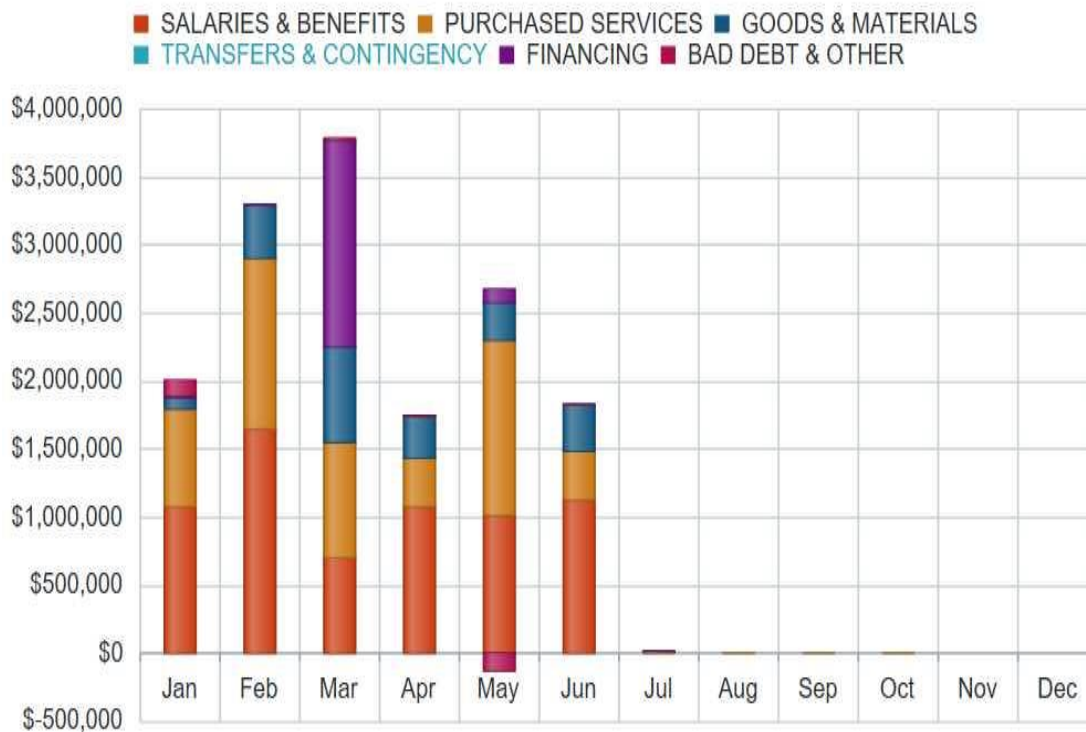
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- eScribe training
- COVID-19 research of legislated changes and updates

## Finance:

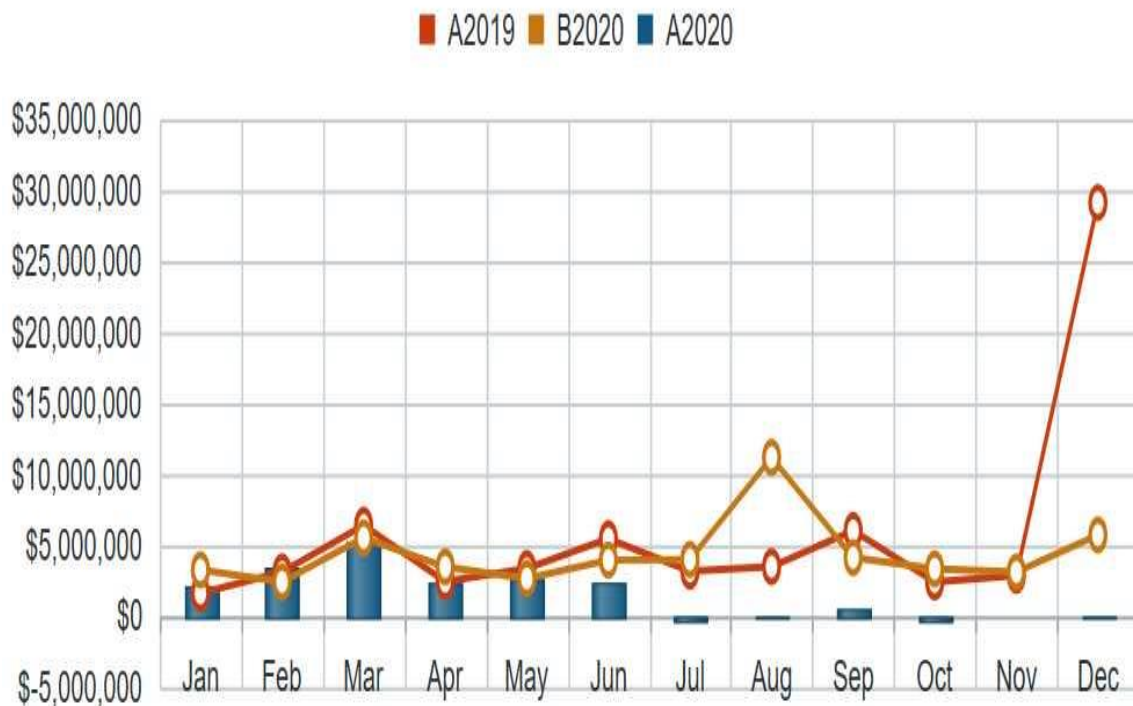
### Year to Date Expense vs Budget (000's)



### Expense by Object



# Expense, Budget and Prior Year



## Utilities

- 23 connects, 20 disconnects and 27 work orders
  - 2487 billed in Cold Lake North, 14 of these were estimated, 248 flat rate
  - 2351 billed in Cold Lake South, 14 of these were estimated, 39 flat rate

## Receivable

- 97 Accounts Receivable invoices mailed out; 81 statements mailed out

## Accounts Payable

- 669 Accounts Payable invoices processed, 331 Accounts Payable cheques printed

## Property Taxes

- 53 tax certificates issued and 42 tax searches completed.
- 23 land title changes processed.
- Taxes receivable totalled \$29,453,339
  - Current taxes outstanding - \$6,397,448 (\$1,332,132 amount owing from 4 Wing property)
  - Tax arrears for one (1) year - \$2,442,750. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
  - Two (2) years' arrears - \$2,533,637. These arrears consist of 26 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 - \$2,633,191. 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 - \$15,446,313. 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)
- \$23,554,558 of the total tax arrears is due to assessment dispute for the 4 Wing property.
- There are 10 properties that are currently on tax agreements.

### **Completed**

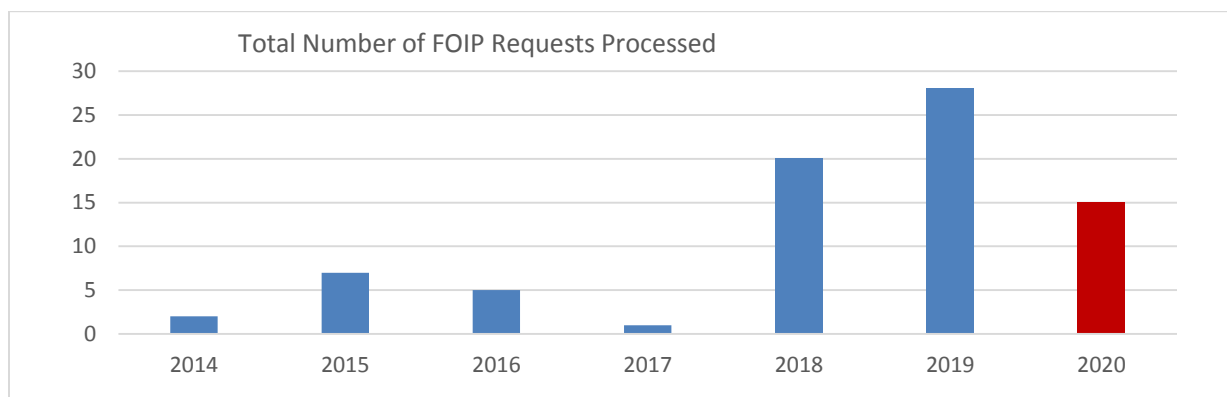
- June 2020 Bank and investment reconciliation and City Summary for Council.
- General ledger reconciliation to Perfect Mind and Golf Course software for June 2020.
- GST Return for June 2020 completed and filed.
- Variance Reports sent to department managers for all departments in the City.
- Property taxes deadline was 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 10<sup>th</sup> due to COVID-19.
- Contest for emailed utility bills sign up still ongoing until July 31, 2020. 933 properties signed up so far.
- Marina Review Engagement.
- Budget documents sent out to departments due back August 17, 2020.

### **Legislative:**

- **Information Requests & FOIP**
  - 3 new FOIP request received in June, and 15 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”:**

- 16 Dock Help Request tickets addressed in June, 49 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.

- **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 974 active agreements; 94 new agreements filed in June (majority Marina Berth Rental Contracts).
    - RUSC has 190 active agreements; 1 new agreements filed in June.
- **Privacy Impact Assessments (PIA)**
  - 1 outstanding PIAs.
- **Quasi-judicial Boards**
  - Assessment Review Complaints received (8 total). Administration and preparation of complaint hearings has begun.
- **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\***

- 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)
- Community Event Programmer (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)
- RCMP Clerk (1 Full-time positions)
- Watch Clerk (2 Full-time position)
- Watch Clerk (12 month term position)
- Parks Operator (1 Full-time positions)
- Parks Operator (10 month term position)
- Utilities Operator – (10 month term position)
- CPO (1 Full-time position)
- Roads Operator (1 Full-time positions)
- Communications Coordinator (12 month term position)

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

- Parks Operator (1 Full-time positions)
- Intermediate Secretary (1 Full-time position)
- RCMP Clerk (1 Full-time positions)
- Utilities Operator (1 Full-time position)

**Record of Employment:** 5  
**Short Term Disability:** 6  
**Long Term Disability:** 6  
**Union Business:** 0 Active Grievances, 4 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint

**Workers Compensation (WCB):** 2 lost time claims

**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

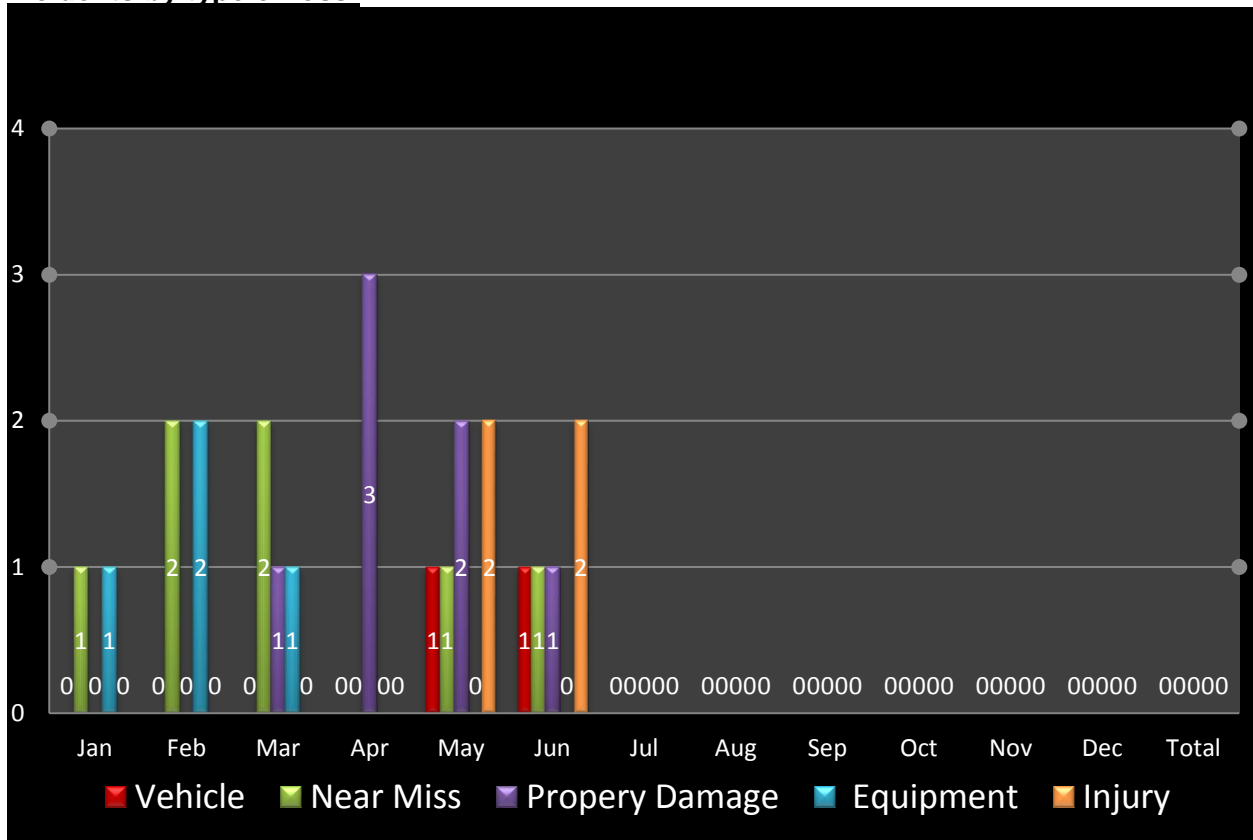
**COVID-19 Related:**

- 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:**

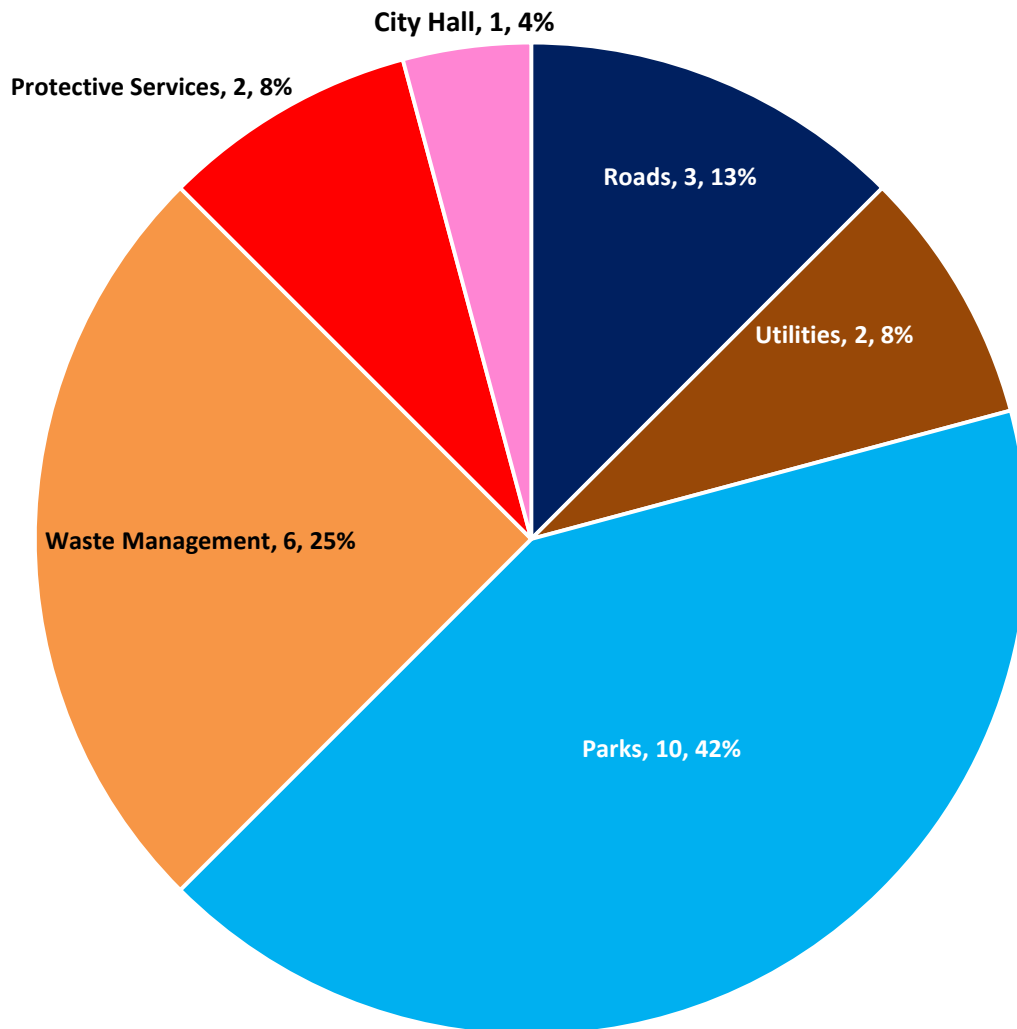
Vehicle incidents to date: 2  
Property Damage to date: 7  
Equipment Damage to date: 4  
Injuries to date: 4  
Near misses to date: 7  
Total incidents **2020**: 24

# Incidents by type of loss:





**Incidents by Department 2020:**



**Information Systems and Technology:**

Number of tickets closed:	106
Number of tickets opened:	117
Number of tickets still open at end of Month:	117
Number of Surveillance Footage Request:	2
Backup Recovery's:	2
Virus Threats (Online)	72
Junk	46000
SPAM Email	5484

Phishing Emails	168
Inbound Viruses Caught (Email)	79
Spoofed emails	28

- **Application Updates:** Collabware CLM to version 4.2.
- **Application Installs:** MS Teams, Google Earth, ESET.
- **Application Support:** SharePoint, Collabware, ARCGIS, Marina Fuel System, CityWorks, CAMS, Adobe/Nitro.
- **Server Support:** SharePoint, SQL, ARC GIS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Laptop replacements for Community Services GM and Infrastructure GM, VOIP phone at Marina, UPS at Beach hut, CAMS modem CPO vehicle, Swipe access controller replaced at SFH.
- **Mobile Support:** Mobile phone deployment at Golf Course.
- **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:** Core Switch deployment ongoing.

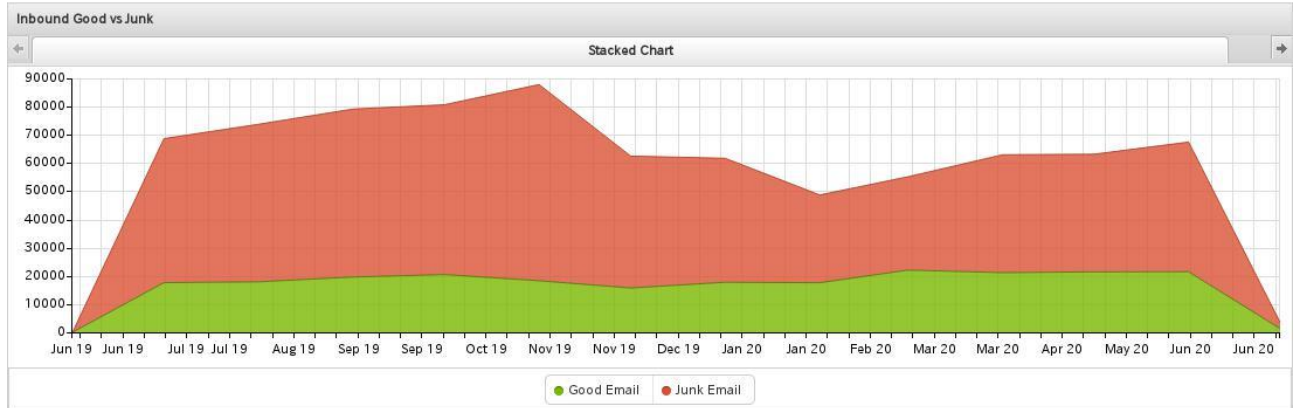
### **Noteworthy**

- Updated Collabware CLM to version 4.2.
- Patched the AIF Access and Reminder workflow.
- Created a list on Cityweb to store links to GIS applications.
- Setup accounts and access for the new Intermediate Secretary and Records Coordinator.
- Moved Serenic applications from the old IBM Power 7 server to a new Power 9 server.
- Marina main phone line was damaged, possibly due to lightning. TELUS repaired/replaced the line.
- Land line phone system at the Golf Course damaged by water from the roof. Unable to repair. Programmed a cell phone with main line number until a replacement phone system is decided on.
- Swipe and handicap button installed on the North Entrance at the Energy Centre.
- Swipe access controller for an internal door at the South Fire Hall repaired/replaced.
- FCSS Parent Link Centre email (plc@coldlake.com) renamed as Family Resource Network ([frn@coldlake.com](mailto:frn@coldlake.com)).
- Purchased some standalone MS Teams licenses for managers.
- Contacted Dell support to delete orphaned VVOL objects and update the firmware on the Compellant SAN at City Hall.
- Replaced the batteries in the backup power supply (UPS) that powers the network and security cameras at the beach/splash park.
- Replaced the batteries in the backup power supply (UPS) that powers the radio relay between the Peace Officers and their dispatch office.
- Various changes to auto door lock/unlock schedules as certain departments re-open and/or change hours.

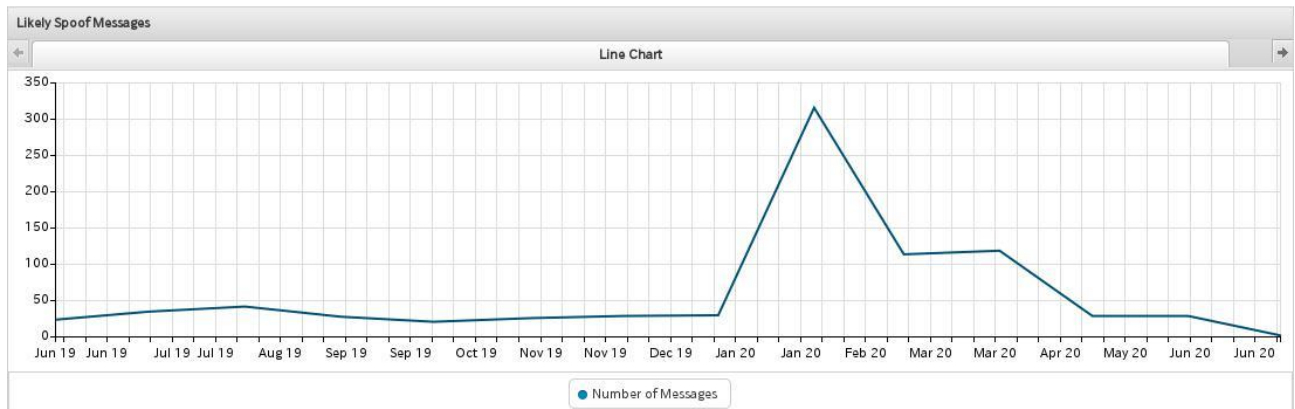
- Replaced several PC's as part of yearly roll over.



### Monthly Inbound Good vs Junk



### Monthly Likely Spoof Messages



### Monthly Inbound Viruses Caught

