

Report to Chief Administrative Officer

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

General Manager's Meetings:

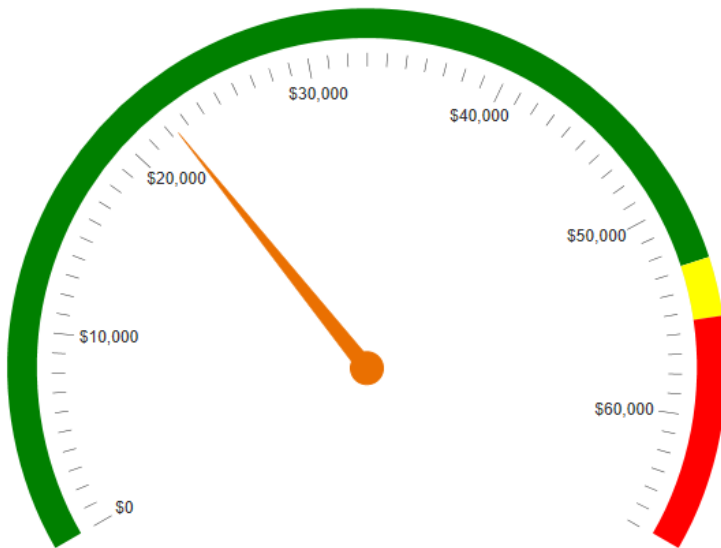
July	
1	City Hall monthly inspection
1	Management meeting
2	Safety meeting
6	Management meeting
7	Teleconference with Brownlee
8	Corporate Services managers meeting
9	Teleconference with Brownlee
27	Management meeting
29	ARB preliminary hearing
30	MOU negotiations

Administration:

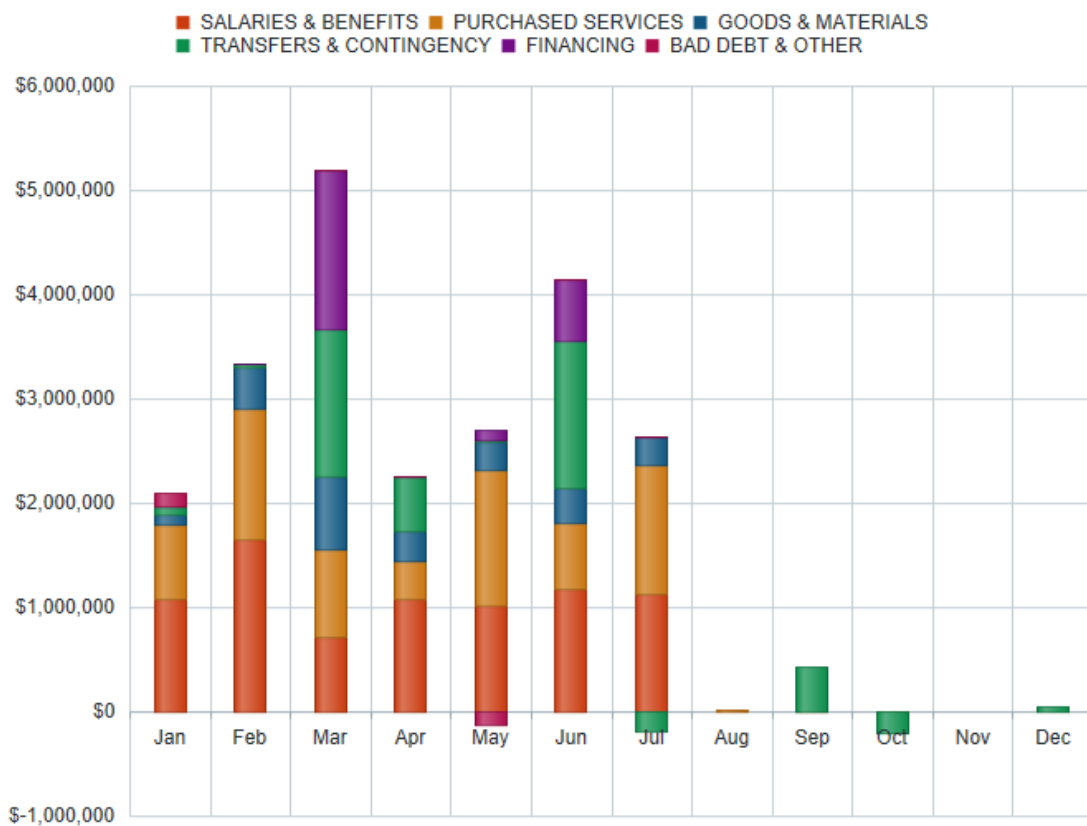
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- eScribe training
- COVID-19 research of legislated changes and updates

Finance:

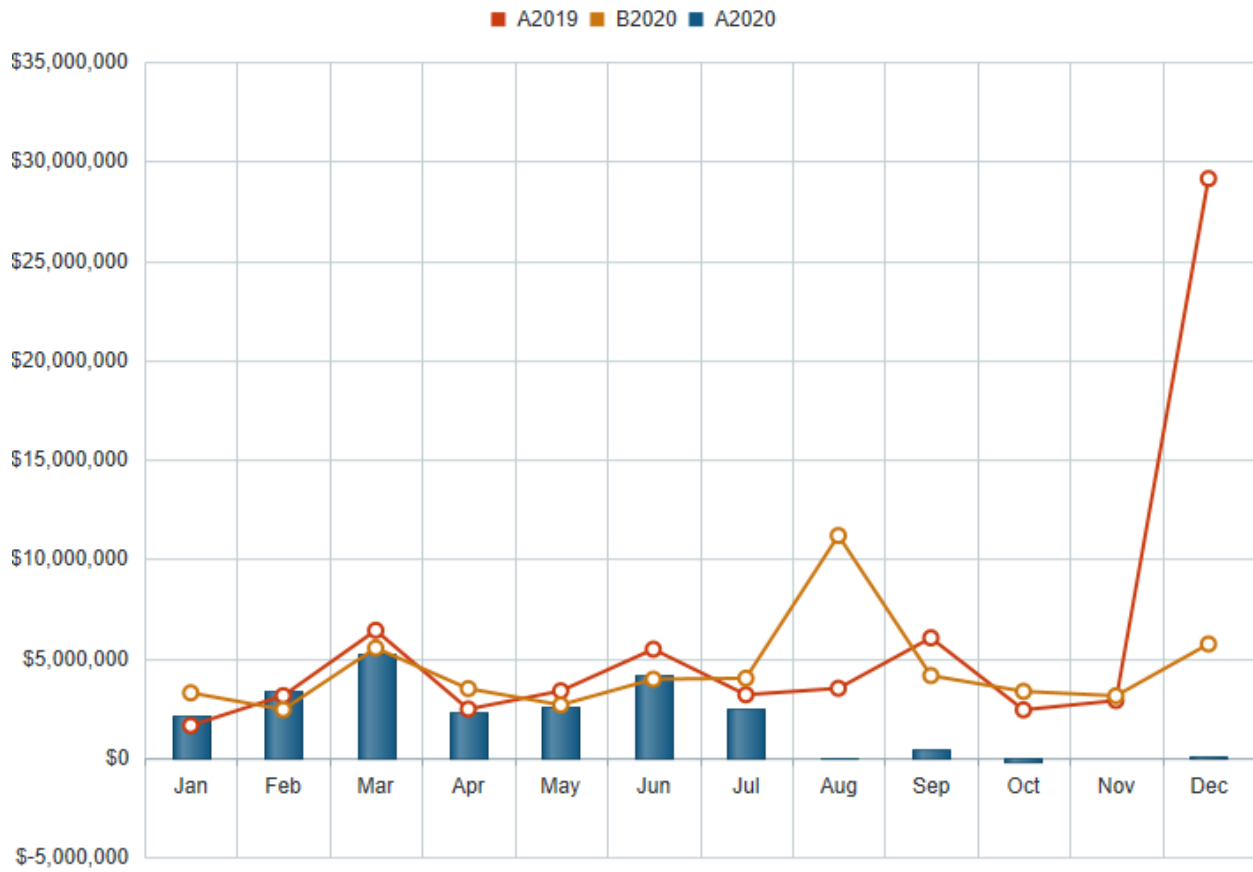
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 28 connects, 26 disconnects and 34 work orders
 - 2488 billed in Cold Lake North, 13 of these were estimated, 248 flat rate
 - 2345 billed in Cold Lake South, 26 of these were estimated, 39 flat rate

Receivable

- 128 Accounts Receivable invoices mailed out; 71 statements mailed out

Accounts Payable

- 659 Accounts Payable invoices processed, 426 Accounts Payable cheques printed

Property Taxes

- 100 tax certificates issued and 80 tax searches completed.
- 16 land title changes processed.
- Taxes receivable totalled \$28,136,005
 - Current taxes outstanding - \$5,056,015 (\$1,338,223 amount owing from 4 Wing property)
 - Tax arrears for one (1) year - \$2,394,683. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,530,761. These arrears consist of 64 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 - \$2,630,282. These arrears consist of 28 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)
- \$23,638,600 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

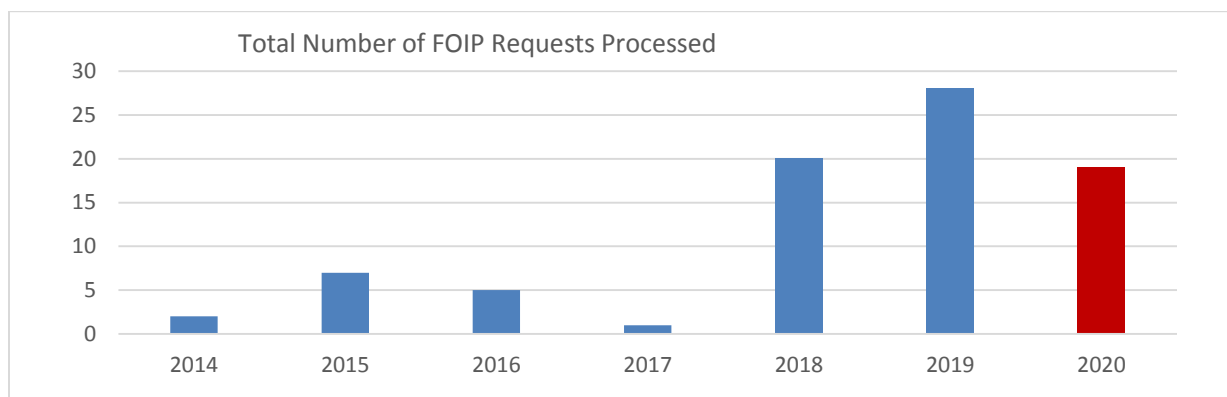
- June 2020 Bank and investment reconciliation and City Summary for Council.
- General ledger reconciliation to Perfect Mind and Golf Course software for June 2020.
- GST Return for June 2020 completed and filed.
- Variance Reports sent to department managers for all departments in the City.
- Property taxes deadline was June 30, 2020 except School Board Portion of Non-residential due September 30, 2020.
- Contest for emailed utility bills sign up ended July 31, 2020. 1,012 properties signed up so far.

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.
- Marina Review Engagement.
- Budget documents sent out to departments due back August 17, 2020.
- Preparation of service levels and budget for finance.

Legislative:

- **Information Requests & FOIP**
 - 3 new FOIP request received in July, and 19 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.
 - 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. Continued follow up as needed.
 - Facilities and Parks transition to SharePoint has begun. We are working with them to organization, sort, and analyze their records to begin their transition to SharePoint.

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

- 5 Dock Help Request tickets addressed in July, 55 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 to optimize their SharePoint site and ensure final migration of records is possible.
 - Ongoing review and maintenance of SharePoint libraries and content types, Collabware file plan, content rules and workflows.
 - Redevelopment of the legislative services quasi-judicial boards subsite was undertaken to ensure quality control and optimization of SharePoint features.
 - Following the 2 year anniversary for Recreation Programming department on SharePoint, we have initiated a review of their site to optimize use, address any issues, and ensure efficiency in record management.

- Reassessment and adjustment of the Collabware workflows to optimize records retention management.
- **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 987 active agreements; 18 new agreements filed in July.
 - RUSC has 190 active agreements; 0 new agreements filed in July.
- **Privacy Impact Assessments (PIA)**
 - 0 outstanding PIAs.
 - Consideration of the legal requirements of PIA being reviewed.
- **Quasi-judicial Boards**
 - Assist public with Subdivision and Development Appeal board questions.
 - Assessment Review Complaints received (8 total). Administration and preparation of complaint hearings has begun.
 - Preliminary hearing held on July 29, 2020 for one CARB Complaint.
 - All merit hearings for CARB and LARB complaints scheduled for September 2020.
- **Cemeteries**
 - Full review of the cemetery bylaw, policy, forms, legislation, regulations and internal processes to ensure compliance with the City's bylaw, policy and all laws and to ensure efficiencies within our processes.
 - Development of process to sell niches in the newly built columbarium in the Lakeview Cemetery.
 - Initiated development of a SharePoint records site and registries.
 - Review of the cemetery maps to assess the potential use of a public facing cemetery map to locate loved ones interred in a City cemetery.
 - Addressing public inquiries for all cemetery questions.
 - Processing cemetery applications including plot purchases, internment requests, memorial applications.
- **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)
- Development Officer (1 Full-time position)
- Community Event Programmer (1 Full-time position)
- FCSS Program Assistant (1 Part-time position)
- Family Resource Network Facilitator (12 month term position)

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

- Foreman – Water Treatment Plant (1 Full-time position)
- RCMP Clerk (1 Full-time positions)
- Watch Clerk (1 Full-time position)
- Watch Clerk (12 month term position)
- Parks Operator (1 Full-time positions)
- Utilities Operator – (10 month term position)
- CPO (1 Full-time position)
- Roads Operator (1 Full-time positions)
- Communications Coordinator (12 month term position)
- Accountant (1 Full-time position)
- Intermediate Secretary (1 Full-time position)
- Development Officer (11 month term position)

The following positions have been filled this month:

- Operator – Water Treatment Plant (2 Full-time position)
- Parks Operator (10 month term position)
- Watch Clerk (1 Full-time position)

Record of Employment: 11

Short Term Disability: 7

Long Term Disability: 6

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: 2

Property Damage to date: 9

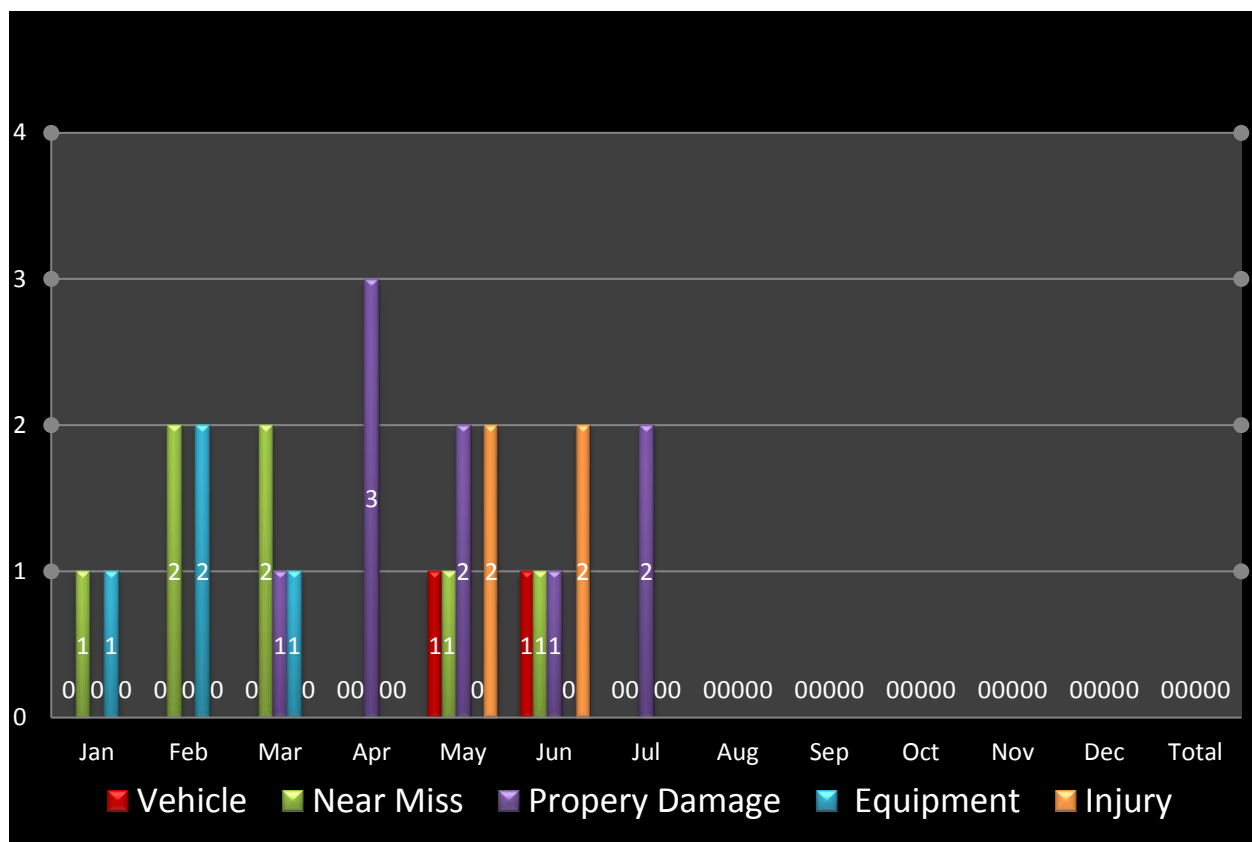
Equipment Damage to date: 4

Injuries to date: 4

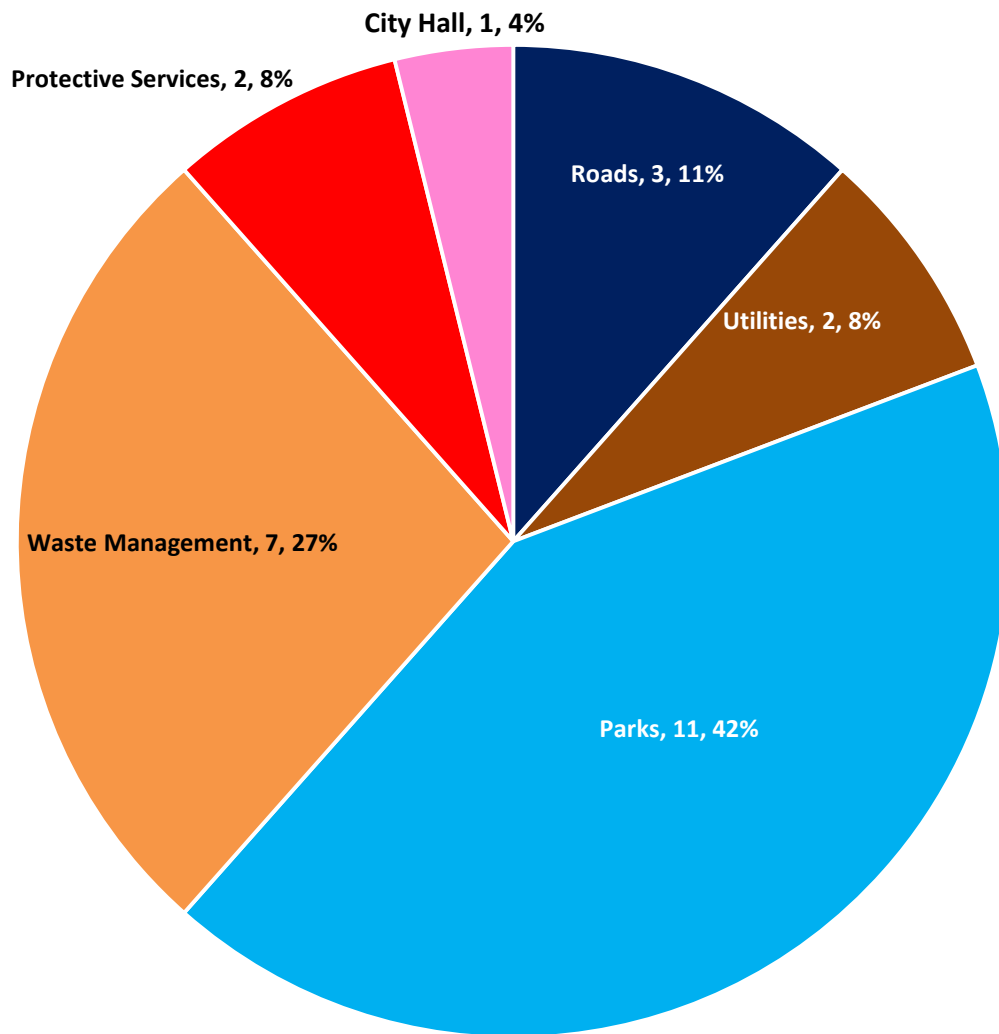
Near misses to date: 7

Total incidents **2020**: 26

Incidents by type of loss:



Incidents by Department 2020:



Information Systems and Technology:

Number of tickets closed:	102
Number of tickets opened:	102
Number of tickets still open at end of Month:	118
Number of Surveillance Footage Request:	4
Backup Recovery's:	0
Virus Threats (Online)	76
Junk	32217
SPAM Email	4548
Phishing Emails	64
Inbound Viruses Caught (Email)	78
Spoofed emails	36

- **Application Updates:** Houston radar Stats Analyzer, SolarWinds.

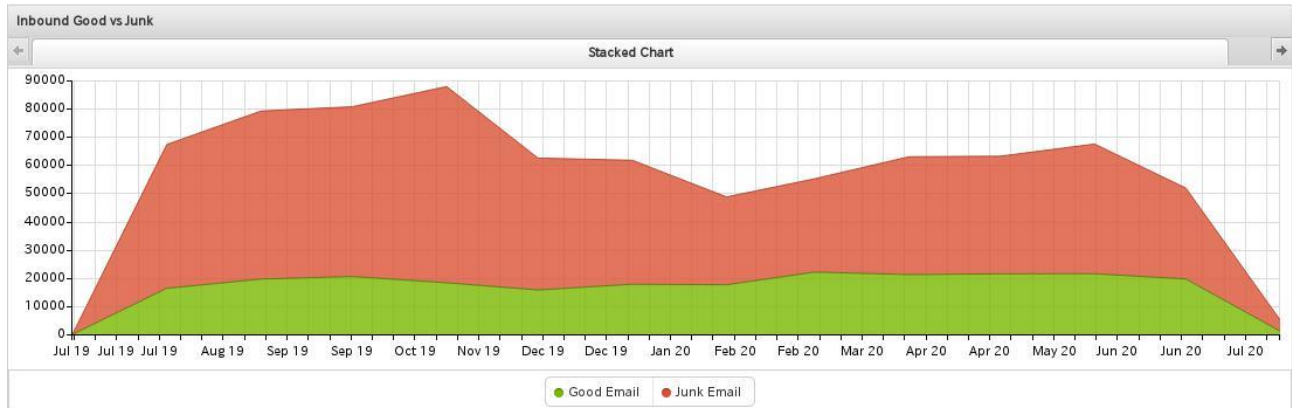
- **Application Installs:** MS Teams, Skype, Arc Reader, FileZilla.
- **Application Support:** SharePoint, Collabware, ARCGIS, ESET, Adobe, Bellamy, CAMS..
- **Server Support:** SharePoint, SQL, ARC GIS.
- **Server Patches:** 44 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Switch Installs for fiber, Golf and Winter club phone system damaged, Rec Tablet.
- **Mobile Support:** Mobile phone deployment for Leg Manager.
- **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

- Fiber conduit installed between City Hall, South Fire Hall, Building 9, Energy Centre, and Public works.
- New local phone system installed at the Golf Course to replace the old system damage due to water ingress into building.
- Replaced failing AC unit in City Hall server room with a brand new unit.
- Moved the SAN/iSCSI connections at the EC off the core network switches and onto standalone iSCSI switches.
- New Dell core network switches installed into City Hall server room. More prep work needed before they can be brought online.
- Staff account and swipe card reactivations for those returning to work due to COVID layoffs.
- Updated our network and server monitoring software to the latest version.
- Upgraded firmware on most of our network switches throughout the city.
- Released a major update to the SharePoint AIF workflow to add stability, simplicity, and monitoring.
- Created a new SharePoint site collection and database for the executive portion of the organization.
- Planned CLM workflow upgrades with the Legislative department.
- Rebuilt the Transitory CLM workflow with the Legislative department.
- Built a Community Flag Pole SharePoint calendar with the Legislative department.



Monthly Inbound Good vs Junk



Monthly Likely Spoof Messages



Monthly Inbound Viruses Caught

