

Report to Chief Administrative Officer

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

General Manager's Meetings:

Aug	
3	Management meeting
5	Service Level review meeting
6	Safety meeting
7	Service Level review meeting
10	Management meeting
11	Council meeting
12	Cemetery meeting
20	Cemetery meeting
24	Management meeting
25	SharePoint meeting
25	Council meeting
26	Accountant interview
26	Cemetery meeting
27	Accountant interview
27	MOU meeting
28	Parks interview
28	Cemetery meeting
31	Management meeting

Administration:

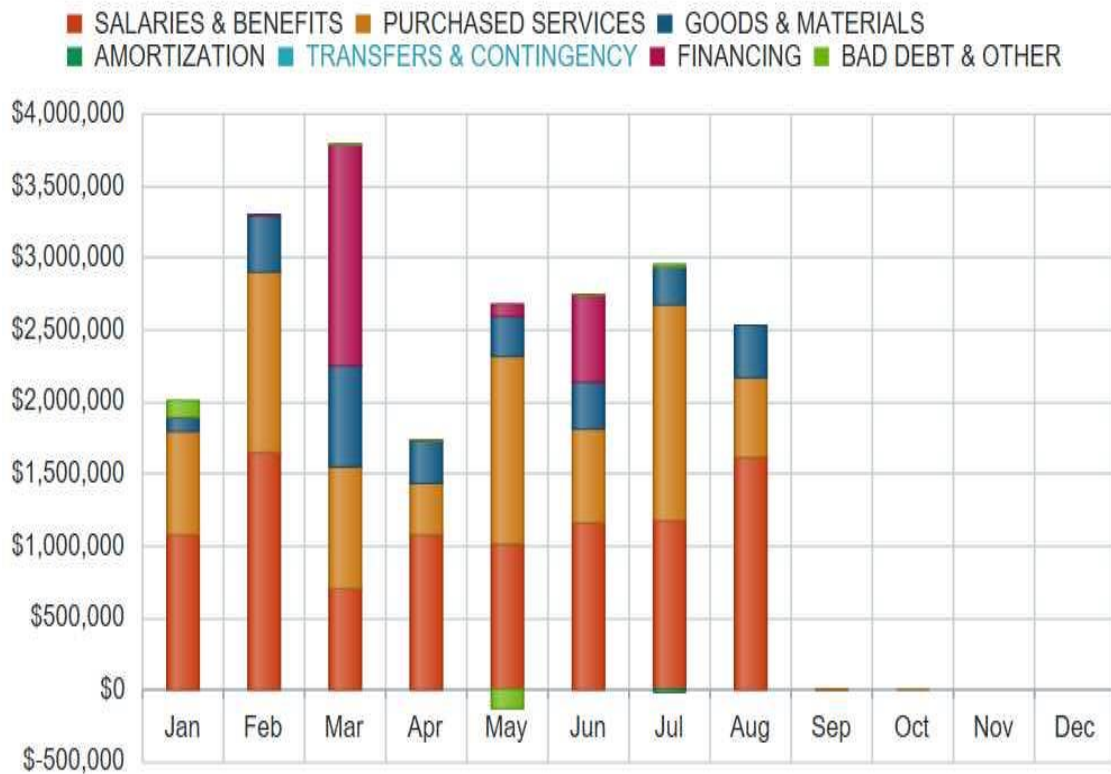
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Track returned mail
- Credit card reconciliation
- eScribe training
- COVID-19 research of legislated changes and updates
- Preparation of Service Levels

Finance:

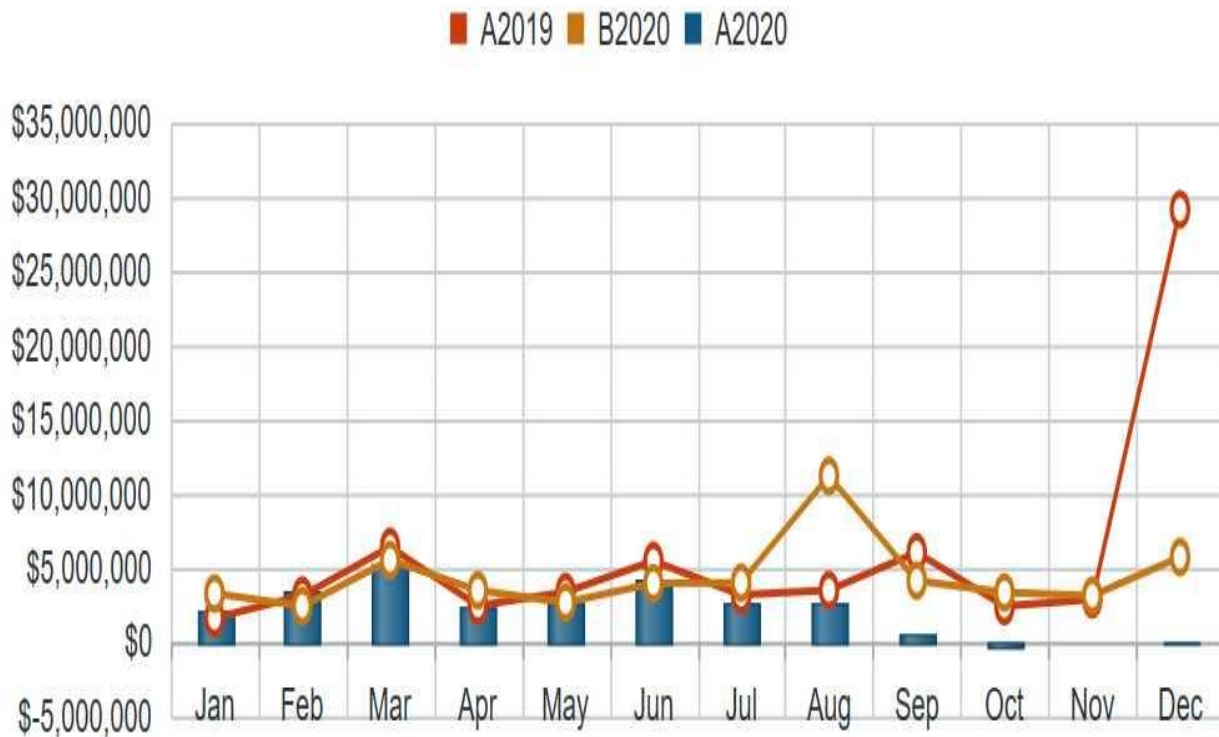
Year to Date Expense vs Budget (000's)



Expense by Object



Expense, Budget and Prior Year



Utilities

- 83 connects, 76 disconnects and 95 work orders
 - 2483 billed in Cold Lake North, 15 of these were estimated, 249 flat rate
 - 2346 billed in Cold Lake South, 25 of these were estimated, 39 flat rate

Receivable

- 164 Accounts Receivable invoices mailed out; 64 statements mailed out

Accounts Payable

- 569 Accounts Payable invoices processed, 348 Accounts Payable cheques printed

Property Taxes

- 83 tax certificates issued and 50 tax searches completed.
- 77 land title changes processed.
- Taxes receivable totalled \$27,336,539
 - Current taxes outstanding - \$4,382,976 (\$1,344,314 amount owing from 4 Wing property)
 - Tax arrears for one (1) year - \$2,358,225. These property owners were sent monthly statements regarding their accounts. (\$1,896,869 is related to the 4 Wing property)
 - Two (2) years' arrears - \$2,519,442. These arrears consist of 24 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 - \$2,629,783. These arrears consist of 22 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 - \$15,446,113. This consists of 4 Wing and 2 properties not on tax agreement. The properties are 2 vacant medium density lots. If the arrears are not paid by September 29, 2020 these properties will be sold by public auction. (\$15,432,516 related to 4 Wing Property)
- \$23,566,740 of the total tax arrears is due to assessment dispute for the 4 Wing property.
- There are 9 properties that are currently on tax agreements.

Completed

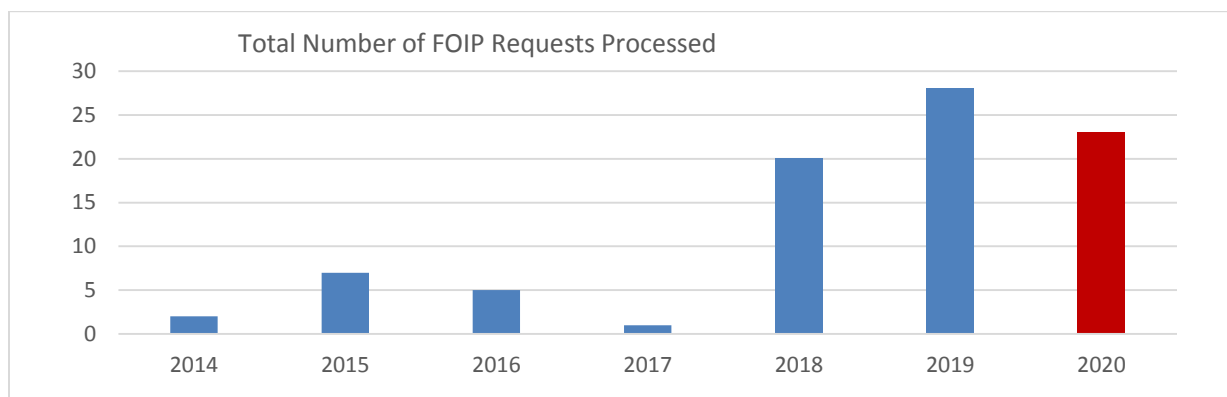
- July 2020 Bank and investment reconciliation and City Summary for Council.
- General ledger reconciliation to Perfect Mind and Golf Course software for July 2020.
- GST Return for July 2020 completed and filed.
- Variance Reports sent to department managers for all departments in the City.
- Property taxes deadline was June 30, 2020 except School Board Portion of Non-residential due September 30, 2020.
- Budget documents sent out to departments were due back August 17, 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 29th due to COVID-19.
- Marina Review Engagement
- Preparing and inputting departmental budgets.

Legislative:

- **Information Requests & FOIP**
 - 4 new FOIP request received in August, and 23 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.
 - Cemetery site has been built. All cemetery records will be moved onto SharePoint

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

- 21 Dock Help Request tickets addressed in August, 76 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. Minor reorganization of content has begun to ensure long term organization of content and reduction of duplicates.
 - 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.
 - In depth research of cemetery legal requirements for bylaws and policy, and assessment of cemetery processes.
- **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 957 active agreements; 14 new agreements filed in August.
 - RUSC has 195 active agreements; 6 new agreements filed in August.
- **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).
 - Preliminary hearing held on July 29, 2020 for one CARB Complaint.
 - All merit hearings for CARB and LARB complaints scheduled for September 2020. Administrative preparation for complaints is ongoing.
- **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. Review and consideration of cemetery business process improvements as recommended by the Cemetery Master Plan. Research of cemetery processes at similar sized municipal cemeteries to ensure best practice management of the cemetery.
 - 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.
- Preparation of cemetery bylaw and policy amendments for Council's consideration.
- Redevelopment of all cemetery forms.
- **Other**
 - Handle general inquiries from staff.
 - Commissioning Oaths of Confidentiality and Affidavits as necessary.

Human Resources:

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

- Water Treatment Plant Foreman (1 full-time position)
- Parks Operator (1 full-time positions)
- Utilities Operator (10 month term position)
- Roads Operator (1 full-time positions)
- Accountant (1 full-time position)
- Intermediate Secretary (1 full-time position)
- Development Officer (11 month term position)
- Term Parks Operator (2 positions, both 11 months)
- Water Treatment Plant Operator (1 full-time position)
- Desktop Technician (1 full-time position)
- General Manager of Infrastructure Services (1 full-time position)
- Waste Management Operator (1 full-time position)
- Part-time Special Transportation Driver (8 month position)

The following positions have been filled this month:

- Term Front Desk Receptionist (3 month, full-time position)
- Casual Front Desk Receptionist
- Term Watch Clerk (12 month, full-time position)
- Term Communications Coordinator (12 month, full-time position)
- RCMP Clerk (2 full-time positions)
- Community Peace Officer (full-time position)
- Watch Clerk (full-time position)
- Water Treatment Plant Operator (2 full-time positions)

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)

Record of Employment: 3
Short Term Disability: 9
Long Term Disability: 6
Union Business: 0 Active Grievances, 4 Active Arbitration Files, 1 Human Rights Complaint, 1 FOIP Complaint

Workers Compensation (WCB): 4 (3 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

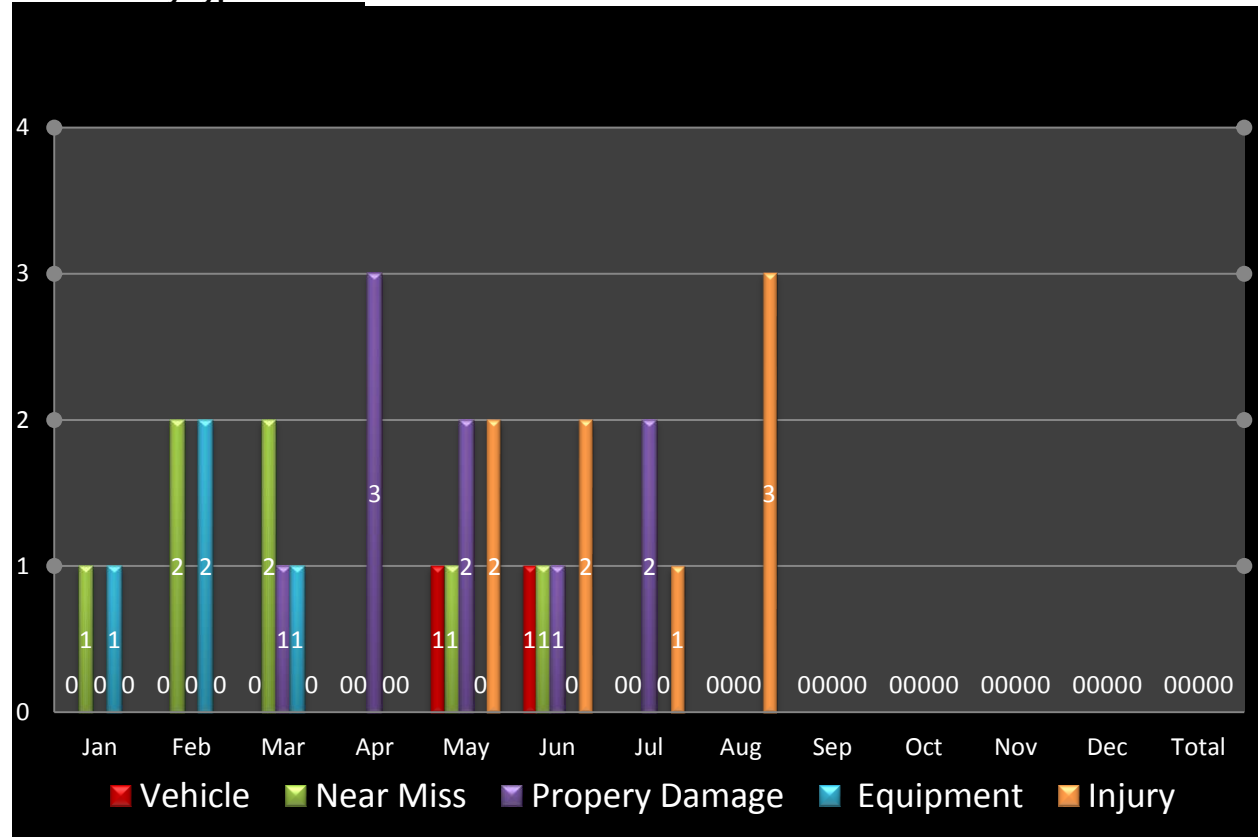
COVID-19 Related:

- 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.
- 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.

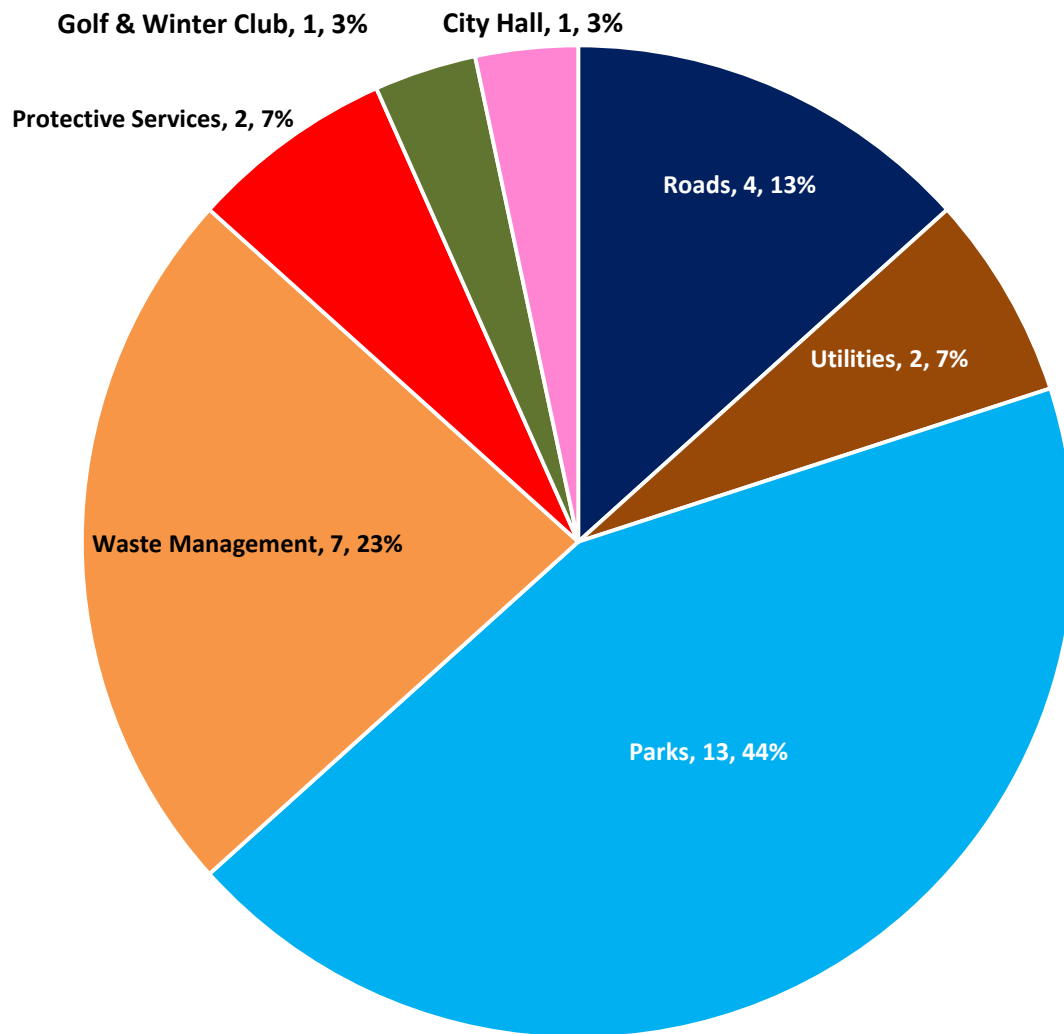
Safety Statistics:

Vehicle incidents to date: 2
Property Damage to date: 9
Equipment Damage to date: 4
Injuries to date: 8
Near misses to date: 7
Total incidents **2020**: 30

Incidents by type of loss:



Incidents by Department 2020:



Information Systems and Technology:

Number of tickets closed:	94
Number of tickets opened:	92
Number of tickets still open at end of Month:	117
Number of Surveillance Footage Request:	1
Backup Recovery's:	1
Virus Threats (Online)	44
Junk	39514
SPAM Email	6680
Phishing Emails	7
Inbound Viruses Caught (Email)	136
Spoofed emails	7

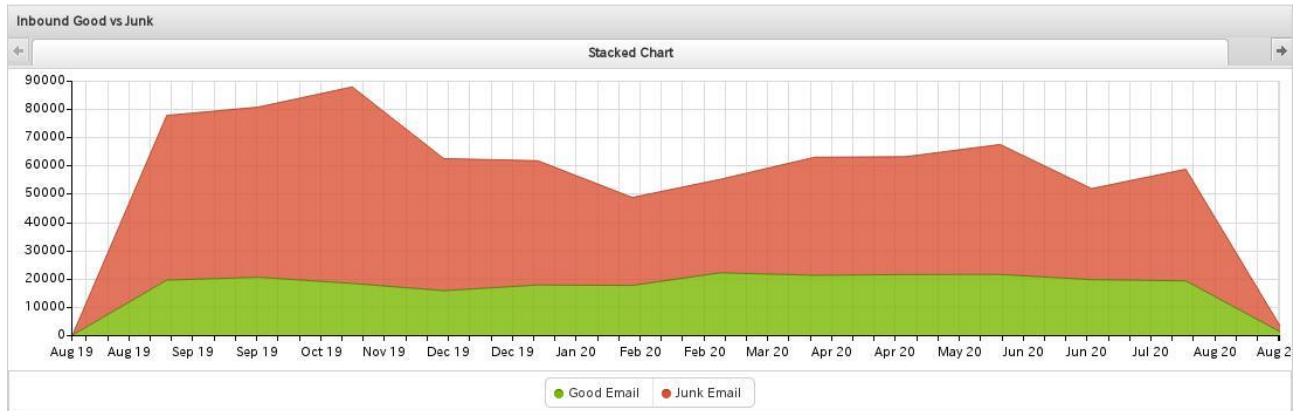
- **Application Updates:** Finance software updated to latest version, Document management software updated to ensure AIF workflows are working. Email security update, CAMS,
- **Application Installs:** MS Teams, Nitro.
- **Application Support:** SharePoint, Collabware, ARCGIS, ESET, Adobe, Bellamy, CAMS, Paradigm, Outlook, Veeam, Teams.
- **Server Support:** SharePoint, SQL, ARC GIS, Serenic.
- **Server Patches:** 50 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Switch Installs for fiber, CPO Laptop WIFI, WTS Debit machine damaged, Swipe reader at FCSS damaged, old SCADA pc moved to upstairs electrical room, Energy Centre debit machine.
- **Mobile Support:** Transit tablet charging issues.
- **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

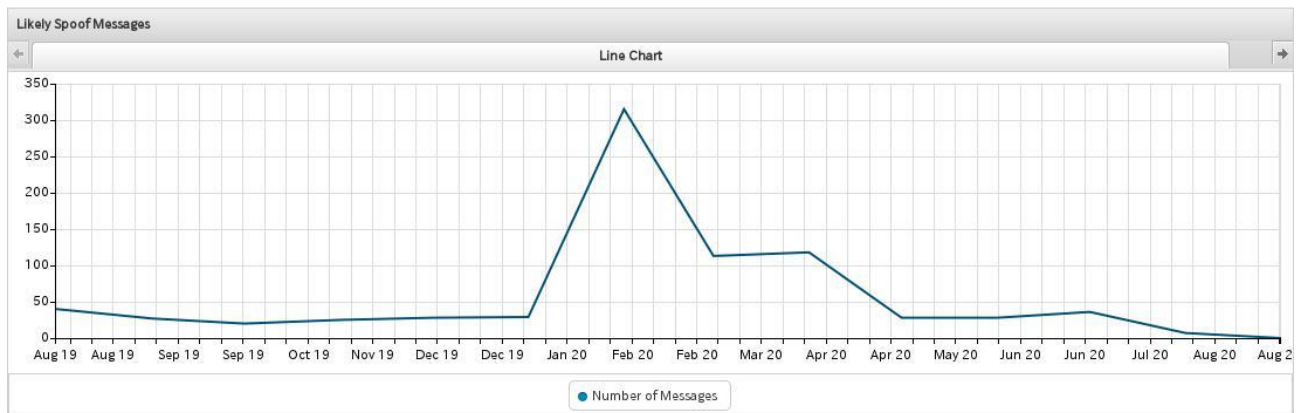
- Fiber conduit and cable have been installed, terminated, connecting City Hall to the South Fire Hall, FCSS, and the Energy Centre.
- Prep work for last mile fiber connecting Public Works to the City's fiber network is almost complete.
- Prep work for the deployment of our new 10/100 Gbps core network switches continues.
- SCADA and Staff PC workstations moved from the main floor LAB to the new upstairs office at the Water Treatment Plant.
- Provided SharePoint and Collabware training to new records management staff.
- Upgraded financial software to the latest release.
- Changed utility bill emails to be sent from "finance.noreply" instead of the user's email address.
- Rebuilt the transitory Collabware workflow with the Legislative department.
- Wrote a script to verify the AIF Notification Workflow is sending emails as it ought to.



Monthly Inbound Good vs Junk



Monthly Likely Spoof Messages



Monthly Inbound Viruses Caught

