

## Report to Chief Administrative Officer

<b>Department:</b>	Corporate Services	<b>Month:</b>	October 2021
<b>Contributors:</b>	Michele McIntosh, Mark Boonk, Noman Sharif, Emily Allsop		
<b>Submitted by:</b>	Kristy Isert, General Manager of Corporate Services		

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

October	
4	Senior Management Meeting
4	Election Planning Meeting
5	Advanced Polls #1 - Drive Through Polling
6	Drive Through Polling Debrief
6	Management Team Meeting
7	Advanced Polls #2 – Energy Centre Polling
12	Election Planning Meeting
12	HR Meeting
13	Advanced Polls #3 – Drive Through Polling
14	Election Day Planning Meeting
15	Advanced Polls #4 – Seniors Centre Polling
18	Election Day
19	Election Debrief
20	Safety Meeting
25	Council Orientation – Legal Presentation
26	HR Meeting – Grievance Hearing
26	HR Meeting
27	Corporate Services Managers Meeting
27	Council Orientation
28	RFP – Software Demonstration
28	Council Orientation
29	Council Orientation

### **Administration:**

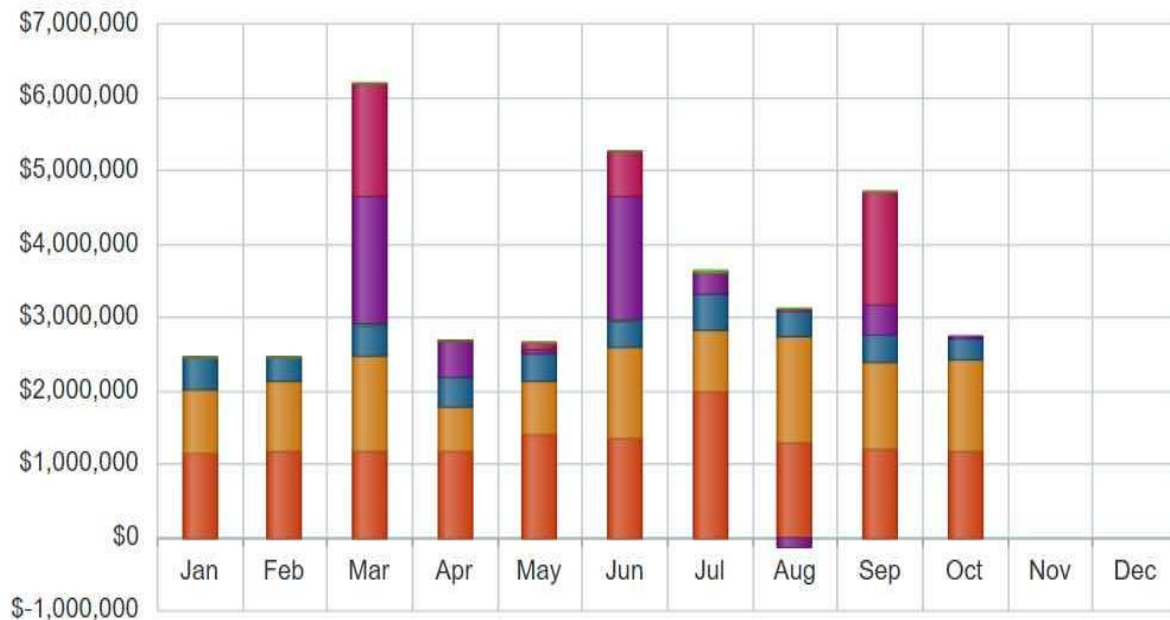
- Agenda preparation and minutes for various meetings
- Create and update fillable forms, letters, and agreements
- Schedule various meetings
- Open and distribute mail
- Track returned mail
- Credit card reconciliation
- Assist with onboarding of various departments to SharePoint
- Assist with Election preparations

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

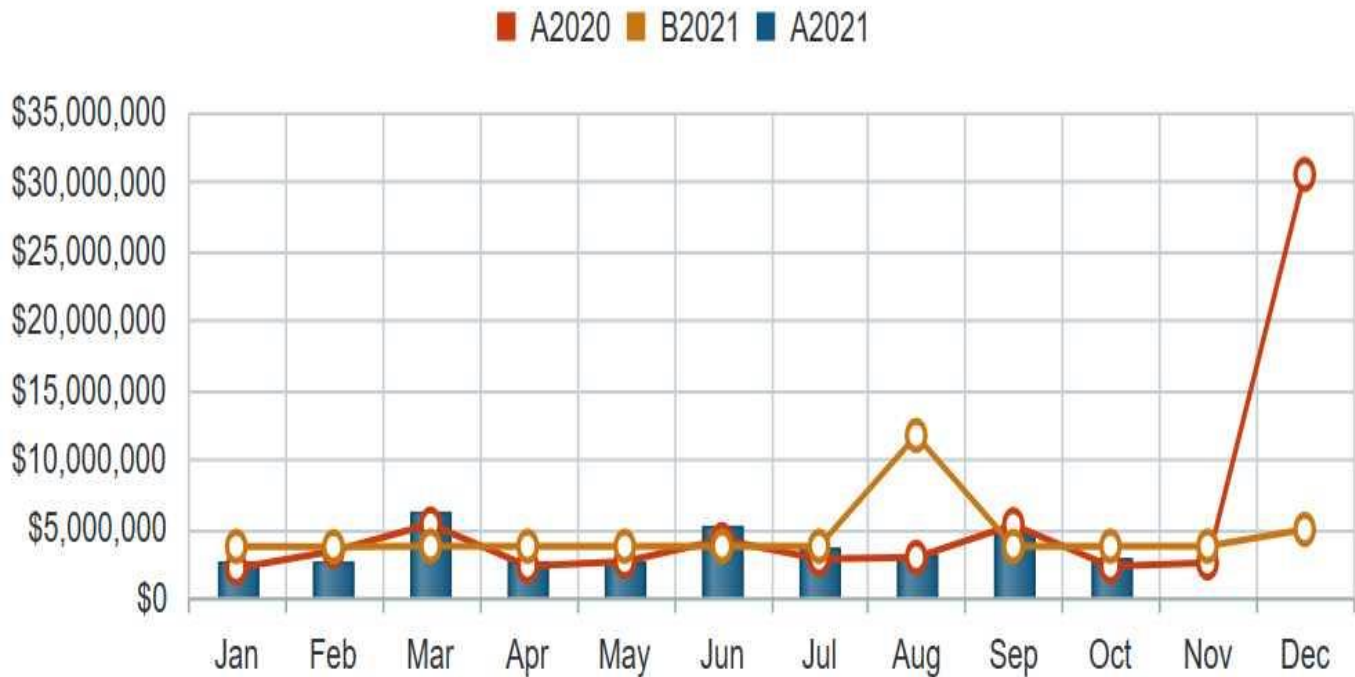


### Expense by Object

■ SALARIES & BENEFITS 
 ■ PURCHASED SERVICES 
 ■ GOODS & MATERIALS 
 ■ AMORTIZATION 
 ■ TRANSFERS & CONTINGENCY 
 ■ FINANCING 
 ■ BAD DEBT & OTHER



# Expense, Budget and Prior Year



## Utilities

- 27 connects, 35 disconnects and 38 work orders (renter connects/disconnects 24)
  - 2,722 billed in Cold Lake North of these 226 were flat rate and 16 were estimates.
  - 2,350 billed in Cold Lake South of these 34 were flat rate and 11 were estimates.
- 1,354 registered for e-billing.

## Receivable

- 130 Accounts Receivable invoices mailed out; 48 statements mailed out
  - 43 penalties applied to account.
- 1,186 Customer Self Service Registrations (CSS)

## Accounts Payable

- 755 Accounts Payable invoices processed, 549 Accounts Payable cheques printed

## Property Taxes

- 40 tax certificates issued and 49 tax searches completed.
- 84 land title changes processed. There has been a delay in the land titles processed due to delays on land titles registrations end.
- 14 properties currently on tax agreements.
- Total taxes receivable \$29,736,960 (\$27,735,257 of the total taxes receivable are from 4 Wing property)

<b>Tax Receivable</b>			
<b># Years</b>	<b>Amount</b>	<b>Properties without a tax agreement</b>	<b>Notes</b>
Current	<b>\$2,898,219</b> (\$1,278,755 related to 4 Wing Property)		<ul style="list-style-type: none"> <li>• Tax balances outstanding.</li> <li>• Property owners are sent monthly statements regarding their accounts.</li> <li>• Monthly 2% penalty on the outstanding current balance from July-December.</li> <li>• 12% penalty will occur on January 1 on entire balance owing including arrears.</li> </ul>
1 Year Arrears	<b>\$1,847,189</b> (\$1,574,252 related to 4 Wing property)		<ul style="list-style-type: none"> <li>• Property owners are sent monthly statements regarding their accounts.</li> </ul>
2 Year Arrears	<b>\$2,183,945</b> (\$2,124,493 related to 4 Wing Property)	20	<ul style="list-style-type: none"> <li>• Placed on the tax arrears list on March 31, 2021 and posted at City Hall.</li> <li>• These property owners have been sent monthly statements as well as letters and phone calls.</li> <li>• Will need to be sold at public auction by March 31, 2023</li> </ul>
3 Year Arrears	<b>\$2,664,721</b> (\$2,648,712 related to 4 Wing Property)	9	<ul style="list-style-type: none"> <li>• Placed on the tax arrears list on June 30, 2020 and posted at City Hall.</li> <li>• These property owners have been sent monthly statements as well as letters and phone calls.</li> <li>• Will need to be sold at public auction by March 31, 2022</li> </ul>
4 Year Arrears	<b>\$2,848,892</b> (\$2,829,965 related to 4 Wing Property)	0	<ul style="list-style-type: none"> <li>• Placed on the tax arrears list on March 31, 2019 and posted at City Hall.</li> <li>• These property owners were sent monthly statements as well as letters and phone calls.</li> <li>• Public auction held on March 24, 2021 for 1 parcel of vacant land. No offers on the property. Council voted to purchase the lot.</li> </ul>
5+ Year Arrears	<b>\$17,293,994</b> (\$17,279,080 related to 4 Wing Property)	2	<ul style="list-style-type: none"> <li>• The properties are 2 vacant medium density lots.</li> <li>• A public auction was set for September 29, 2020 but no bids were offered.</li> </ul>

#### **Completed**

- September bank and investment reconciliation and city summary for Council.
- September general ledger reconciliation to Perfect Mind and golf software.
- September GST reconciliation & return completed and filed.
- September Variance Reports sent to department managers for all City departments.

- Assisting with assembling documents and information relating to PILT appeal in the new year.

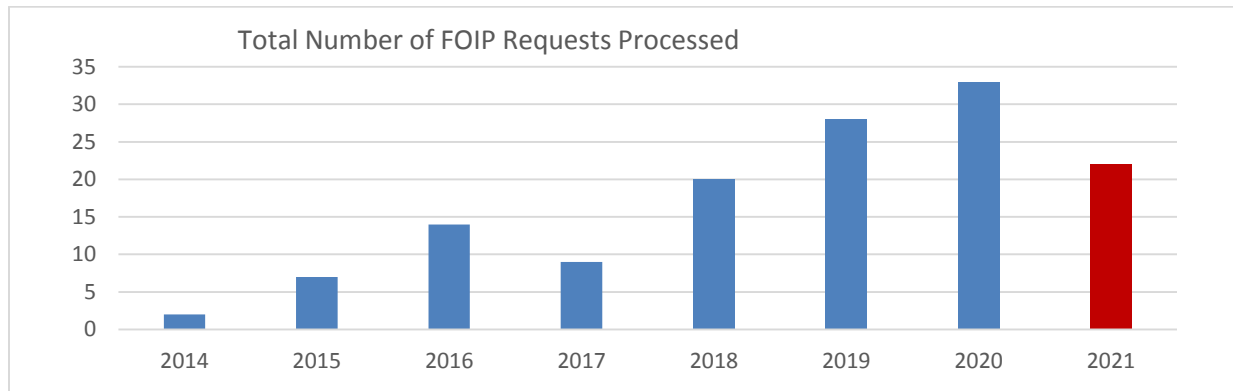
#### Currently Working on

- Preparing for 2022 Budget presentations to Council.
- Reviewing proposals for financial software applications RFP.
- Reviewing and reworking finance related policies if applicable.
- Completing insurance renewal documents.
- Preparing for interim audit to be held on November 15-19, 2021.

## LEGISLATIVE SERVICES DEPARTMENT

### Information Requests & FOIP

- 1 new FOIP request in October- 22 total FOIP requests in 2021.
- FOIP presentation provided to all new staff at orientations. An updated presentation for all new staff is being developed.



### Legal Drafting, Research & Review

- Processing of 1 bylaw amendment
- 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.

### Agreements

- Management of active agreements, and agreement requirements:

Organization	New Agreements this Month	Total Active Agreements
City of Cold Lake	20	1034
RUSC	1	213

- Design and implementation of SharePoint workflows to optimize agreement reminders for efficiency and accuracy is complete.

- Detailed review and information examination of type 1 and type 2 development agreements (with their corresponding development permits) is ongoing.

### Privacy Impact Assessments (PIA)

- Consideration of the legal requirements of PIA being reviewed.

### Quasi-judicial Boards

- The ARB decisions were sent to complainants and respondent after receiving from Land and Property Rights Tribunal.

### Cemeteries

- Communications with members of the public with cemetery complaints and inquiries.
- Processing of Internment requests and plot purchases; customer service for all inquiries including monument permits.
- Upgrades nearly complete at GCMP, with this, the addition of new plots and columbarium units will be available for sale- final CCC inspection to take place in November.
- Updates to cemetery booklet and brochure to reflect additions at GCMP.

Interments			
	October	Total 2021 Internments	Total 2020 Internments
Columbarium Niche	1	2	0
In-Ground Plots	0	14	9

Plot Sales			
	October	Total 2021 Plot Sales	Total 2020 Plot Sales
Columbarium Niche	0	3	4
In-Ground Plots	0	7	12

- To date, plot inventory summary is provided below:

	Total Plots Sold	Total Plots Available	Total Plots	% Sold
Columbaria	7	227	234	3.0%
In-Ground Plots (Grande Centre Cemetery)	174	8	182	95.6%
In-Ground Plots (Lakeview Cemetery)	797	22	819	97.3%

### Other

- Commissioning Oaths of Confidentiality and Affidavits as necessary.

### Election

- Record management and retention of materials as per *Local Authority Election Act*.

### 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 Management: “The Dock” (SharePoint/Collabware)**
  - 8 Dock Help Request tickets addressed in October, 153 total in 2021.
  - Ongoing review and maintenance of SharePoint libraries and content types, Collabware file plan, content rules and workflows
  - Reassessment and adjustment of the Collabware workflows to optimize records retention management.
  - On pace to complete full SharePoint migration in 2021.

SharePoint Implementation Status		
Department	Transition to “The Dock”	Ongoing Site Maintenance
<b>Executive</b>	Full SharePoint site built. Migration ongoing.	<ul style="list-style-type: none"> <li>• No migration progress from Executive Secretary</li> </ul>
<b>Corporate Services</b>	<u>Intermediate Secretary</u> – COMPLETE <u>Legislative</u> – COMPLETE <u>Finance</u> – COMPLETE <u>HR</u> – ongoing	<ul style="list-style-type: none"> <li>• <u>Legislative</u>: Completing final historical cemetery content migration</li> </ul>
<b>Infrastructure</b>	<u>Engineering</u> - COMPLETE <u>Intermediate Secretary</u> - ongoing <u>Transportation</u> – Nearing completion <u>Environmental Services</u> – ongoing	<ul style="list-style-type: none"> <li>• RUSC migration is nearly complete</li> <li>• Environmental site has been built, progress to resume this month</li> </ul>
<b>Community Services</b>	<u>Intermediate Secretary</u> – COMPLETE <u>FCSS</u> – COMPLETE <u>Parks</u> – COMPLETE <u>Recreation</u> – COMPLETE <u>Protective Services</u> – COMPLETE	
<b>Planning &amp; Development</b>	COMPLETE	<ul style="list-style-type: none"> <li>• Final historical content migration nearing completion</li> </ul>
<b>Marketing &amp; Communication</b>	Full site has been built	

## HUMAN RESOURCES DEPARTMENT

<b>Human Resources Recruitment Chart</b>			
<b>Department</b>	<b>Filled in October</b>	<b>Open - Actively Recruiting</b>	<b>Open - Not Actively Recruiting</b>
<b>Executive</b>			
<b>Corporate Services</b>		<ul style="list-style-type: none"> <li>• <b>Legislative &amp; Records Management Coordinator</b> (1 full-time position)</li> </ul>	
<b>Community Services</b>	<ul style="list-style-type: none"> <li>• <b>Casual Event Staff</b> (5 Casual positions)</li> <li>• <b>Community Event Programmer</b> (1 full-time position)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Part-time Bylaw Officer</b> (1 position)</li> <li>• <b>Community Peace Officer</b> (1 full-time position)</li> <li>• <b>Watch Clerk</b> (1 full-time position)</li> <li>• <b>Parks Operator</b> (1 full-time position)</li> </ul>	
<b>Infrastructure Services</b>	<ul style="list-style-type: none"> <li>• <b>Utilities Senior Operator</b> (1 full-time position)</li> <li>• <b>Facility Maintenance Operator</b> (1 full-time position)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Water Treatment Plant Foreman</b> (1 full-time position)</li> <li>• <b>Term Roads Operator</b> (2 full-time, six-month positions)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Facility Maintenance Foreman</b> (1 full-time position)</li> </ul>
<b>Planning and Development</b>			

**Record of Employment:** 14  
**Short Term Disability:** 5  
**Long Term Disability:** 6

**Labour Relations:** 2 Active Grievances, 1 Active Arbitration File, 1 FOIP Complaint

**Workers Compensation (WCB):** 0

**Currently working on:**

- Voluntary Rapid Testing Program
- Updating safe-work practices
- Safety Manual Revisions
- Safety Directives
- Staff Training Programs
- Revising/Updating Human Resource Policies and Forms
- Revising Performance Review template and process
- Revising Exit Interview template
- CBA Negotiations Preparation
- Safety COR Certification



## Safety Statistics:

### Safety incidents to date 2021

Vehicle incidents: 11

Property Damage: 13

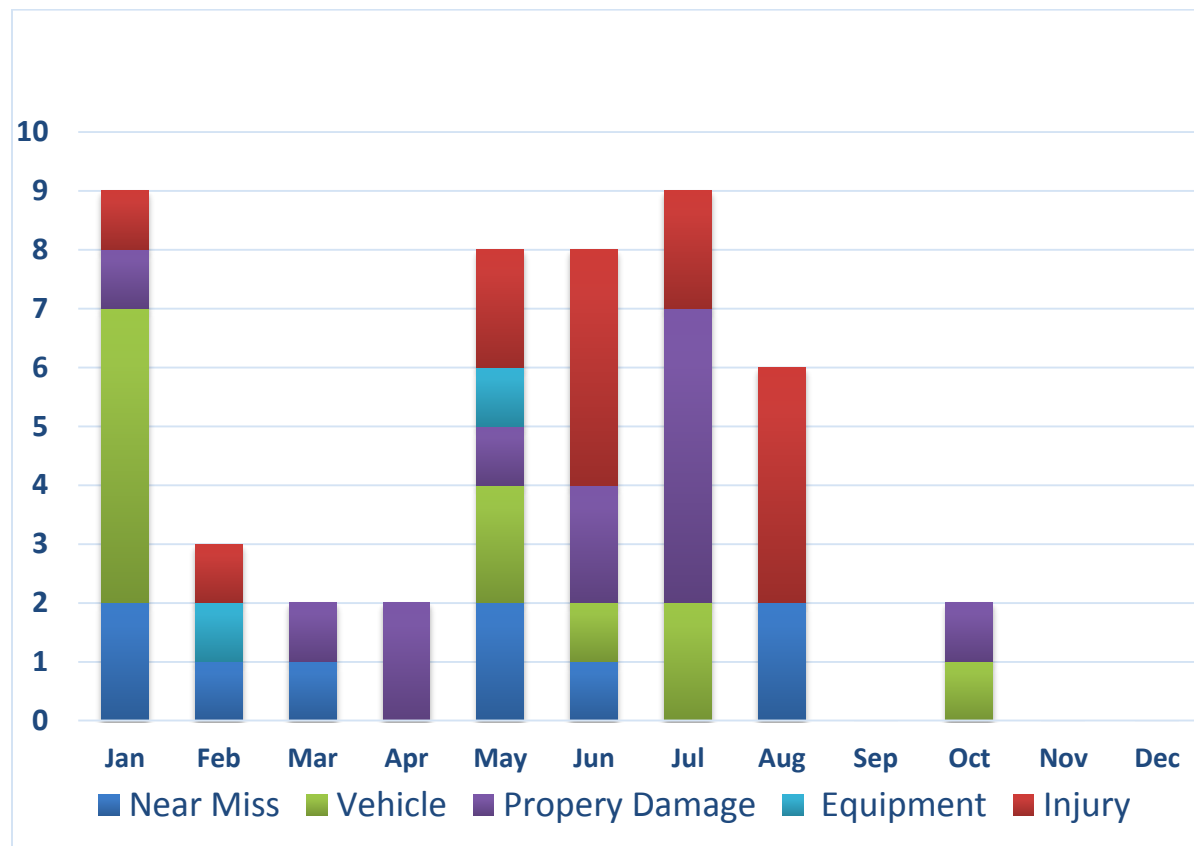
Equipment damage: 2

Injuries: 14

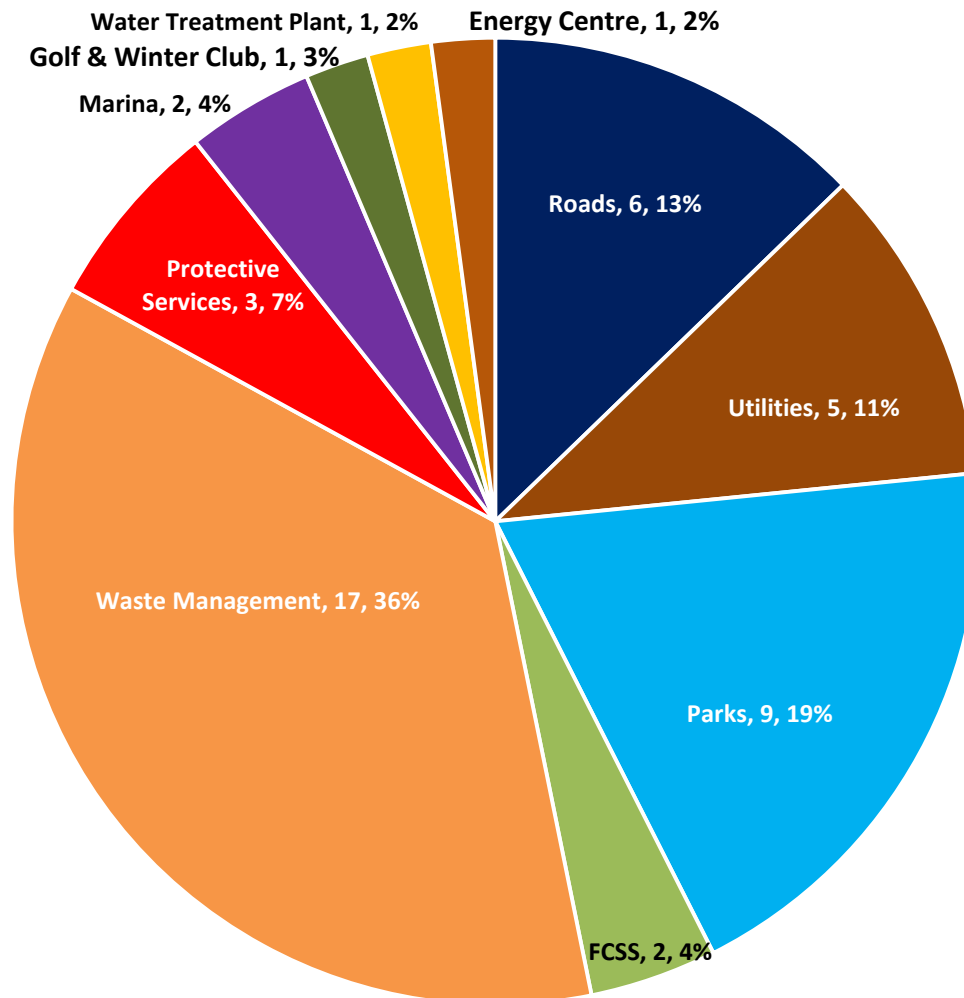
Near misses: 9

Total incidents to date 2021: 49

### Incidents by type of loss 2021:



## Incidents by Department 2021:



## **IST DEPARTMENT**

Number of tickets closed:	125
Number of tickets opened:	138
Number of tickets still open at end of Month:	55
Number of Surveillance Footage Request:	6
Backup Recovery's:	0
Virus Threats (Online)	15
Junk	41013
SPAM Email	5521
Phishing Emails	2
Inbound Viruses Caught (Email)	44
Spoofed emails	713

- **Application Updates:** Lightspeed HUB (Golf course). AD Manager.
- **Application Installs:** VPN Client, SketchUP, Nitro.

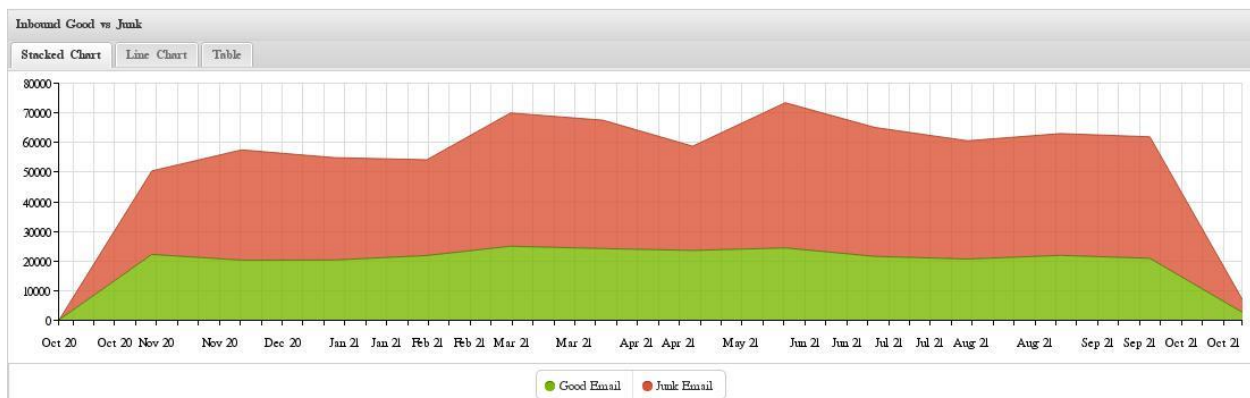
- **Application Support:** SharePoint, Print services, ARCGIS, Transit App, paradigm, Serenic, Perfect Mind, CityWorks, ipads, Nitro.
- **Server Support:** SharePoint.
- **Server Patches:** 50 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** FCSS door swipe, CPO laptop charging in vehicle, replacement of old PC's.
- **Mobile Support:** QR code scanning for vaccination proof, ipad deployment for council.
- **Backups (and monitoring):** Macrium, ESET, VM, SQL, Data, Applications, Bellamy (Daily/Weekly).
- **AD Support:** User account Setup/Disable, Password Changes. Name Changes.
- **SharePoint Support:** On boarding of depoartments.
- **Application Testing:** ipad, Streaming, Psono password manager, Xsplit, Elgato.
- **Network:** WIFI (FCSS).

## Noteworthy

- IST support for the 2021 Municipal election.
- New mobile phones configured and supplied to the 4 newly elected City Councillors.
- Deployed 3 of our older Android mobile phones to be used as standalone COVID Vaccine QR scanning devices at the Energy Centre.
- Fulfilled various security camera disclosure requests for the Energy Centre/Grand Stand.
- Enabled CityWorks application to send emails to external recipients (email addresses other than @coldlake.com).
- An updated install package/script was created for the latest licensed version of the Nitro Pro PDF editing software.
- Onboarding IST onto SharePoint.
- New PC deployments X11.
- New Printer deployments.
- Website support, Social media API, bus link, web support.
- EC meeting room support/ Councillor orientation.



### Monthly Inbound Good vs Junk



Time Span 10/03/2020 12:00 AM - 11/03/2021 04:59 PM

Email Security Version - 10.0.10.6443 (Hostname : emailsecurity)



## Monthly Likely Spoof Messages

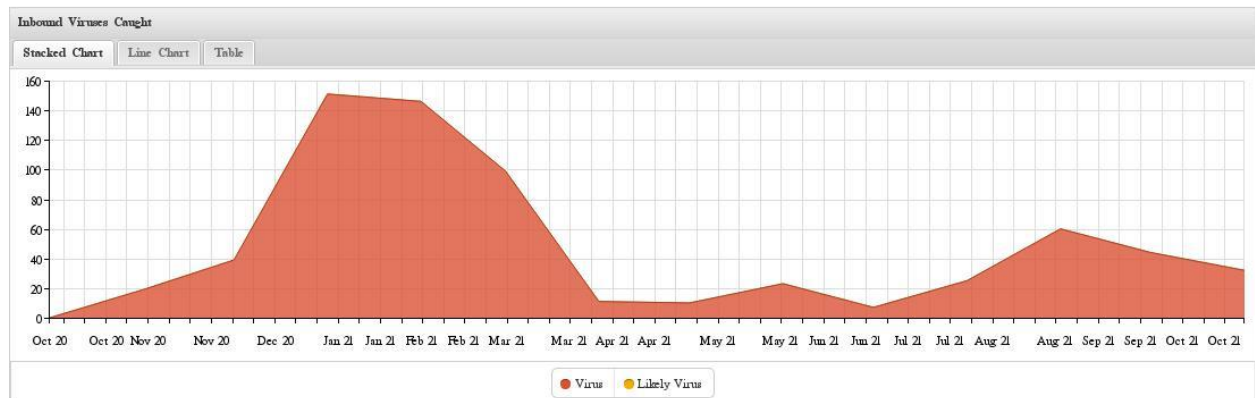


Time Span 10/03/2020 12:00 AM - 11/03/2021 04:58 PM

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## Monthly Inbound Viruses Caught



Time Span 10/03/2020 12:00 AM - 11/03/2021 04:58 PM

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