Report to Chief Administrative Officer

Department:	Corporate Services	Month:	May 2022
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Submitted by:	Kristy Isert, General Manager of Corporate Services		

General Manager's Meetings:

| May	
4	Department Meeting
4	Animal Holding Facility Meeting
4	Human Resources Meeting
4	Municipal Census Meeting
5	Human Resources Meeting
5	Pre-Collective Bargaining Meeting
6	Department Administration Meeting
6	Municipal Census Drop-In Event
6	Lakeland Connect Interview
9	Collective Bargaining
10	Collective Bargaining
10	Regular Council Meeting
11	Collective Bargaining
13	Census Enumerator Training
16	Senior Management Meeting
17	Alberta Municipalities Meeting
17	Habitat for Humanity Meeting
17	Corporate Priorities Meeting
19	Census Meeting
24	Regular Council Meeting
25	Department Managers Meeting
25	Bell Promotion Meeting
25	Census Meeting

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 census administration
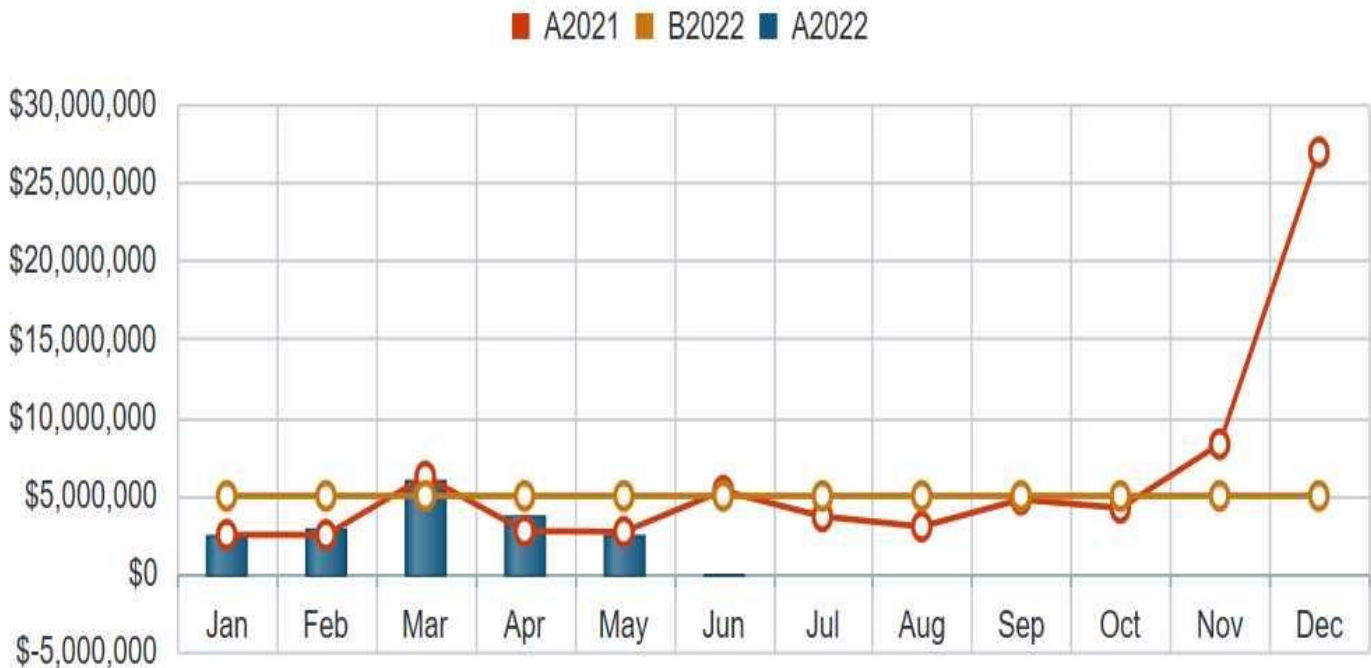
Year to Date Expense vs Budget (000's)

Expense by Object

Legend: SALARIES & BENEFITS · PURCHASED SERVICES · GOODS & MATERIALS · AMORTIZATION · TRANSFERS & CONTINGENCY · FINANCING · BAD DEBT & OTHER
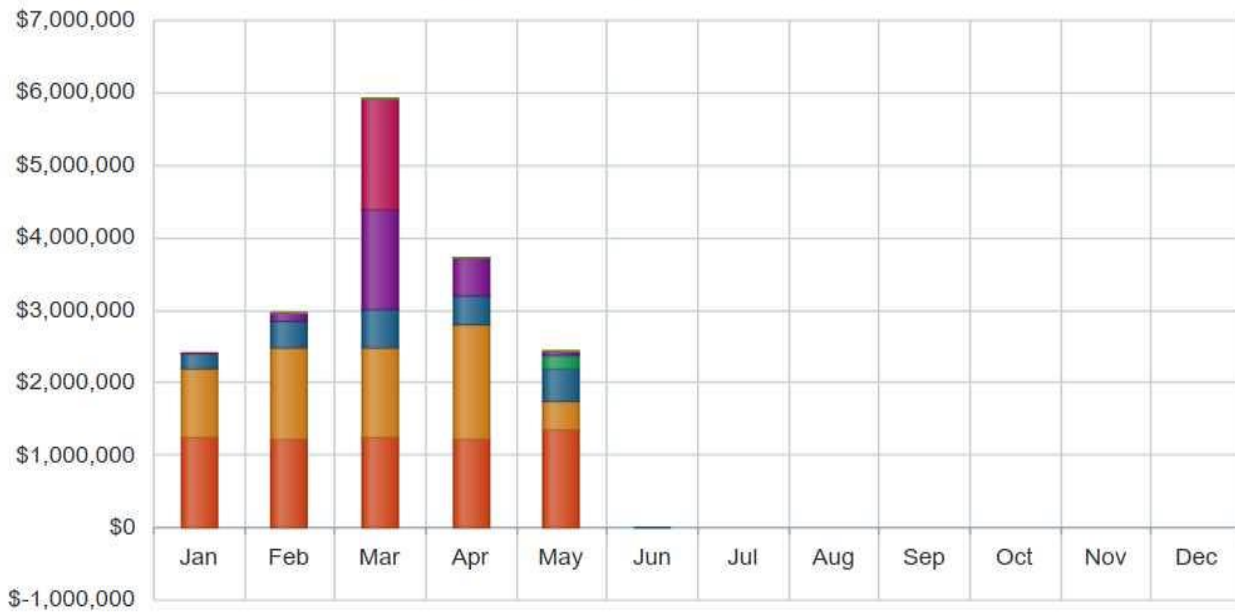
Expense, Budget and Prior Year

■ A2021 ■ B2022 ■ A2022

Utilities
- 34 connects, 36 disconnects and 48 work orders (renter connects/disconnects 15)
  - 2,738 billed in Cold Lake North of these 221 were flat rate and 17 were estimates.
  - 2,339 billed in Cold Lake South of these 32 were flat rate and 10 were estimates.
- 1,779 registered for e-billing. (Decrease of 20 from disconnected accounts and connected accounts not registering.)

Receivable
- 96 Accounts Receivable invoices mailed out; 41 statements mailed out.
  - 40 penalties applied to account.
- 1,313 customer self-service registrations (CSS). (Increase of 52)

Accounts Payable
- 757 accounts payable invoices processed, 403 accounts payable cheques printed

Property Taxes
- 96 tax certificates issued and 130 tax searches completed.
- 44 land title changes processed.
- 1,593 registered for TIPPS
- 13 properties currently on tax agreements.
- Total taxes receivable $56,330,601 ($37,497,095 of the total taxes receivable are from 4 Wing property)

# Years	Amount	Properties without a tax agreement	Notes
Tax Receivable			
Current	**$24,818,181** ($6,674,601 related to 4 Wing Property)		• Tax levies less installments for 2022.
1 Year Arrears	**$1,993,184** ($1,485,251 related to 4 Wing property)		• Property owners are sent monthly statements regarding their accounts.
2 Year Arrears	**$1,774,057** ($1,681,134 related to 4 Wing Property)	33	• Placed on the tax arrears list on March 31, 2022 and posted at City Hall. • These property owners have been sent monthly statements as well as letters and phone calls. • Will need to be sold at public auction by March 31, 2024
3 Year Arrears	**$2,207,617** ($2,174,289 related to 4 Wing Property)	9	• Placed on the tax arrears list on March 31, 2021 and posted at City Hall. • These property owners have been sent monthly statements as well as letters and phone calls. • Will need to be sold at public auction by March 31, 2023.
4 Year Arrears	**$2,984,396** ($2,966,557 related to 4 Wing Property)	8	• Placed on the tax arrears list on June 30, 2020 and posted at City Hall. • These property owners have been sent monthly statements as well as letters and phone calls. • Public auction held on March 23, 2022 and properties and no bids were offered.
5+ Year Arrears	**$22,553,166** ($22,515,263 related to 4 Wing Property)	2	• The properties are 2 vacant medium density lots. • A public auction was set for September 29, 2020 but no bids were offered.

Completed
- April bank and investment reconciliation and city summary for Council.
- April general ledger reconciliation to Perfect Mind and golf software.
- April GST reasonability and return completed and filed.
- April Variance Reports sent to department managers for all City departments.
- Tax rate bylaw passed on May 24, 2022
- Tax notices sent out May 27, 2022

Currently Working on
- Reviewing and reworking finance related policies if applicable.
- Working with Infrastructure on Asset Management Plans for water, wastewater, roads, and storm sewer.
- Participating in Clean Energy Improvement Project Implementation.
- Working on transitioning to Questica budget software.
- Preparing Finance's section of Annual report.
- Preparation of Statistical Information Return due July 4, 2022.
- Preparing mill rate analysis for mill rates and multi residential properties compared to other municipalities.
- Reviewing current asset listings for integration with software.
- Preparation of new Tax Installment Payment Plan Bylaw.
- Preparation of 2022 Supplementary Tax Bylaw.

LEGISLATIVE SERVICES DEPARTMENT

Information Requests & FOIP
- 3 FOIP Requests received in May- 12 FOIP requests in 2022.
- FOIP presentation provided to all new staff at orientations.
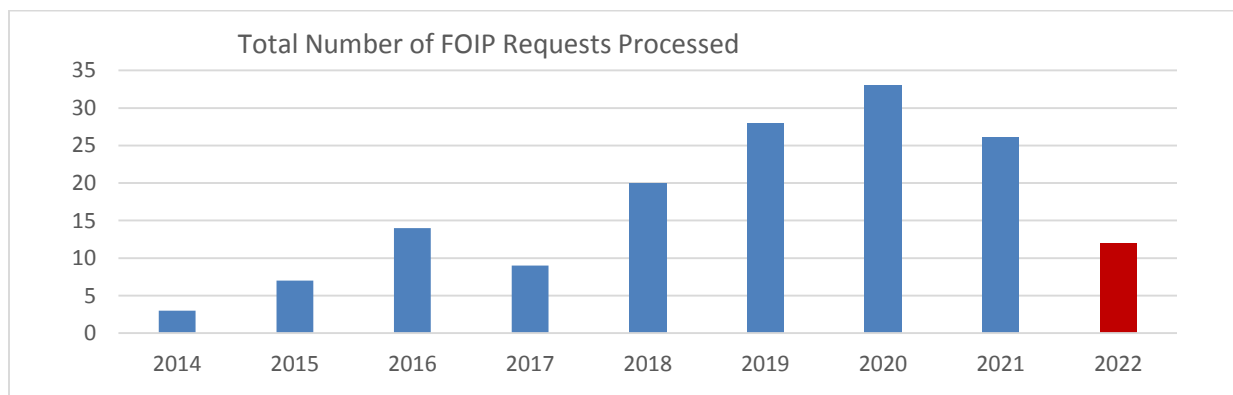
Legal Drafting, Research & Review
- Municipal Census 2022.
- Efforts to standardize municipal records (including agreements) continues.
- Interpreting contract obligations and contract enforcement.
- Researching and compiling information for policy development, adherence to *Municipal Government Act* 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	12	866
RUSC	0	214

- 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
- Received SDAB complaint and scheduled hearing on May 19, 2022. Administrative processing and coordination for hearing completed. Hearing cancelled.

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 complete at GCMP. Niches and new plot types (standard in-ground plots, flat marker standard plots, and in-ground cremation plots) are now available for purchase at GCMP. Each columbaria unit has 66 niches- which will add 132 niches to our total niches available.
- Updates to cemetery booklet and brochure to reflect additions at GCMP- waiting for spring to capture photos of the columbaria units at GCMP.

Interments				
	May	**Total 2022 Interments**	**Total 2021 Internments**	**Total 2020 Internments**
Columbarium Niche	0	0	3	0
In-Ground Standard Plots	0	1	15	9
In-Ground Cremation Plots	0	0	-	-

Plot Sales				
	May	**Total 2022 Plot Sales**	**Total 2021 Plot Sales**	**Total 2020 Plot Sales**
Columbarium Niche	1	3	5	4
In-Ground Standard Plots	0	1	7	12
In-Ground Cremation Plots	0	0	-	-

- To date, plot inventory summary is provided below:

	Total Plots Sold	**Total Plots Available**	**Total Plots**	**% Sold**
Columbaria	11	355	366	**3.0%**
In-Ground Standard Plots (Grand Centre Cemetery)	176	90	266	**66.1%**
In-Ground Standard Plots (Lakeview Cemetery)	797	22	819	**97.3%**
In-Ground Cremation Plots (Grand Centre Cemetery)	0	44	44	**0%**

Other
- Commissioning Oaths of Confidentiality and Affidavits as necessary.

Election

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

Census

- Planning and Implementation for Municipal Census.

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)**
    - 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.
    - Ongoing audit of file drive while supporting departments in their content migration.
    - Assist staff with any Dock Help requests:

SharePoint Implementation Status		
Department	**Transition to "The Dock"**	**Ongoing Site Maintenance**
Executive	Full SharePoint site built. Migration ongoing.	
Corporate Services	Intermediate Secretary – COMPLETE Legislative – COMPLETE Finance – COMPLETE HR – ongoing (site development in progress)	• Legislative: Historical cemetery content fully migrated to SharePoint. • HR: working with Safety dept. to add additional features to manage new content on SharePoint.
Infrastructure	Engineering - COMPLETE Intermediate Secretary - COMPLETE Transportation – Nearing completion Environmental Services – ongoing	
Community Services	Intermediate Secretary – COMPLETE FCSS – COMPLETE Parks – COMPLETE Recreation – COMPLETE Protective Services – COMPLETE	
Planning & Development	COMPLETE	• Final historical content migration nearing completion
Marketing & Communication	Full site has been built	• Final review of content migration

HUMAN RESOURCES DEPARTMENT

Human Resources Recruitment Chart			
Department	**Filled in May**	**Open - Actively Recruiting**	**Open - Not Actively Recruiting**
Executive		• **Term Communications Coordinator** (1 Term position)	
Corporate Services	• **Finance Clerk** (1 full-time Position) – filled internally		
Community Services		• **Term Parks Staff** (1 term positions) • **Casual Event Staff** (10 casual positions) • **Casual Fitness Monitor** (4 Casual positions) • **Part-time Front Desk Receptionist** (1 term position) • **Casual Climbing Wall Attendant** (1 casual position) • **Term Part-time Fitness Monitor** (1 term position)	
Infrastructure Services	• **Summer Utilities** (3 summer term positions)	• **WTP Operator** (1 full-time position) • **Term Facility Maintenance Labourer** (1 term position) • **Utilities Senior Operator** (1 full-time position) • **Utilities Operator** (1 full-time position) • **Water Treatment Plant Foreman** (1 full-time position) • **Summer Waste Management Staff** (1 summer term position)	• **Facility Maintenance Foreman** (1 full-time position)
Planning and Development			

Record of Employment: 7
Short Term Disability: 4
Long Term Disability: 7

Labour Relations: 1 Active Arbitration File
1 FOIP Complaint
Collective Agreement Negotiations

Workers Compensation (WCB):   3 Claims (2 lost-time)

Currently working on:
- Updating safe-work practices
- Safety Manual Update
- Safety Directives
- Staff Training Programs
- Revising/Updating Human Resources Policies and Forms
- CBA Negotiations
- Safety COR Certification
- Online payroll processing

Safety Statistics:

<u>Safety incidents to date 2022</u>

Near misses: 8

Vehicle incidents: 0
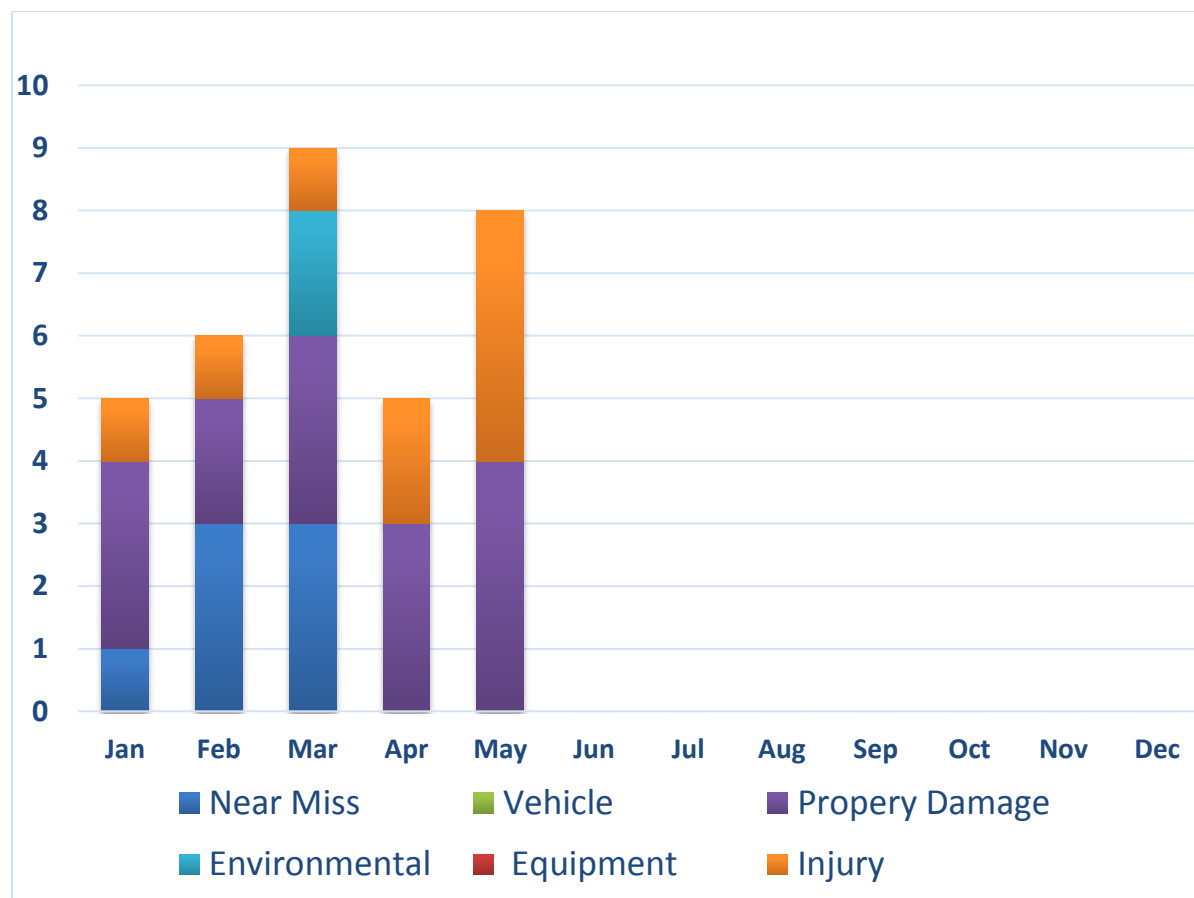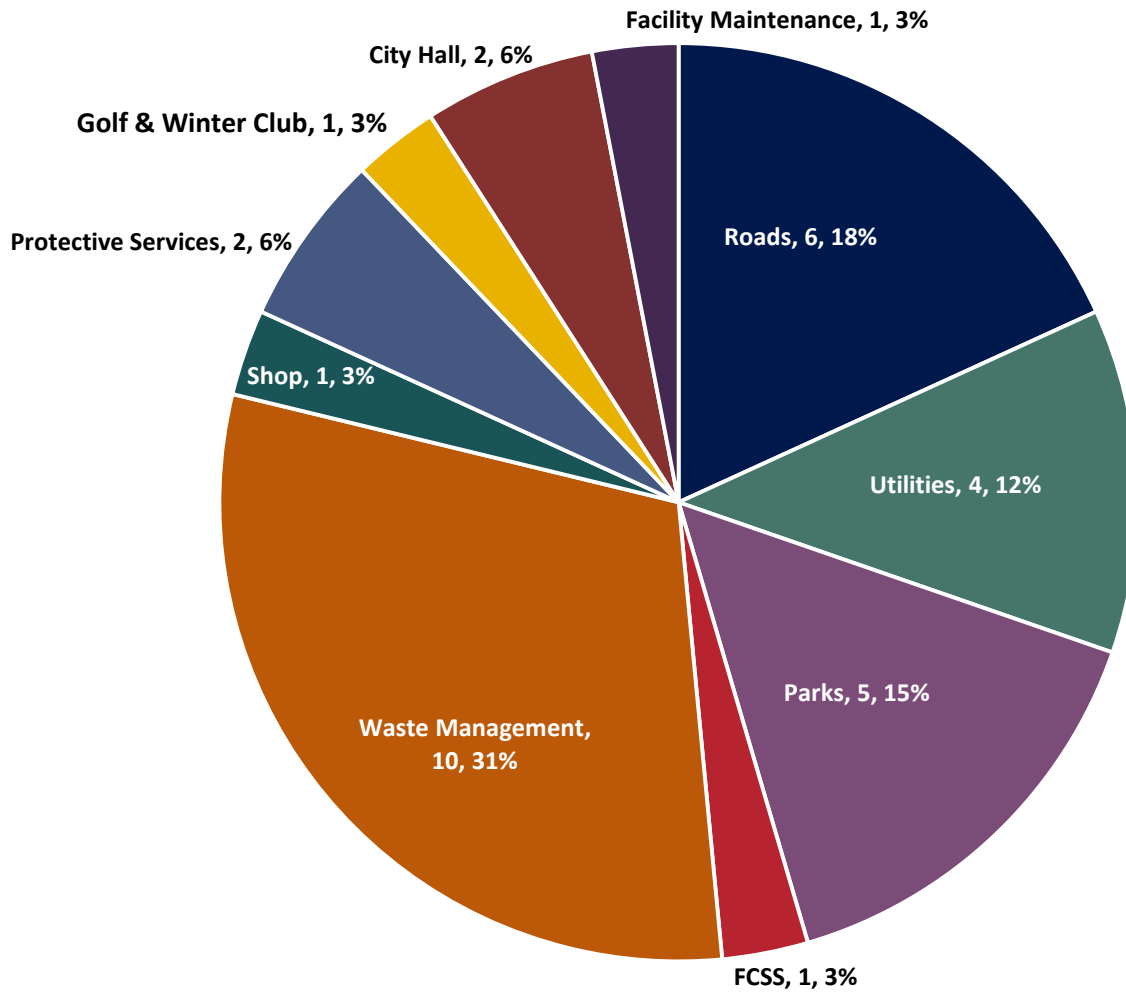
Property Damage: 14

Environmental: 2

Equipment damage: 0

Injuries: 9

Total incidents to date 2022: 33

<u>Incidents by type of loss 2022:</u>

Incidents by Department 2022:

Pie chart — Incidents by Department 2022:
- Facility Maintenance, 1, 3%
- City Hall, 2, 6%
- Golf & Winter Club, 1, 3%
- Protective Services, 2, 6%
- Shop, 1, 3%
- Waste Management, 10, 31%
- FCSS, 1, 3%
- Parks, 5, 15%
- Utilities, 4, 12%
- Roads, 6, 18%

IST DEPARTMENT

|	
Number of Tickets Closed:	N/A
Number of Tickets Opened:	N/A
Number of Tickets Still Open at End of Month:	N/A
Number of Surveillance Footage Requests:	05
Backup Recovery's:	00
Virus Threats (Online):	81
Junk:	23742
SPAM Emails:	5433
Phishing Emails:	38
Inbound Viruses Caught (Email):	132
Spoofed Emails:	469

- **Application Updates:** Helpdesk system.
- **Application Installs:** Fourwinds content manager, Nitro, ARCGIS.
- **Application Support:** ARCGIS.
- **Server Support:** City Works.
- **Server Patches:** 50 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** POD Casting, Council Stream system.
- **Mobile Support:** City Works tablets deployment.
- **Backups (and monitoring):** Macrium, ESET, VM, SQL, Data, Applications, Bellamy (Daily/Weekly).
- **AD Support:** User Account Setup/Disable, Password Changes, Name Changes.
- **SharePoint Support:** Records management demo, SharePoint access.
- **Application Testing:** N/A.
- **Network:** Animal Holding Centre network infrastructure.

Noteworthy

- Applied the renewed "coldlake.com" SSL certificates to all servers/services that require them.
- Initial network changes for new Mitel VOIP VLAN applied to all City facilities.
- Infrastructure's Cityworks tablets configured and waiting to be deployed to City staff.
- Configured Census direct phone line to ring on Legislative Services and other support staff desk phones.
- Prepared a special external network connection at the SFH for the new AFRRCS radio relay service for Kyetech dispatch.
- Increased storage space for SharePoint and SharePoint backup data volumes.
- Moved the Water+ sync service off of a desktop PC and onto a server VM.
- Updated Cityworks, Respond, and Message Queue to version 15.7.6.
- Moved Cityworks from a Windows Server 2012 R2 VM to a Windows Server 2019 VM.
- Setup Zammad Helpdesk and launched it for production use.
- Rebuilt XSPLIT and scenes/ Updated software version.
- Researched and Purchased all-new podcast gear.
- Image laptops with Windows 11, set up as Kiosk straight to browser for public use (Census).
- Setup a new payment system for the Transfer station that was removed because pyramid had issues with it.
- Beach Stream Project - Site review, created a Cold Lake Streams YouTube channel, tokens, created APIs and embedded source code for Cold Lake specific time and weather.
- Caseware update/configuration.
- Cira configuration/add/deactivate users/reporting.
- Planning MS Office Update (to 2019 city wide).

Monthly Inbound Good vs Junk

Inbound Good vs Junk

Stacked Chart | Line Chart | Table

Good Email | Junk Email
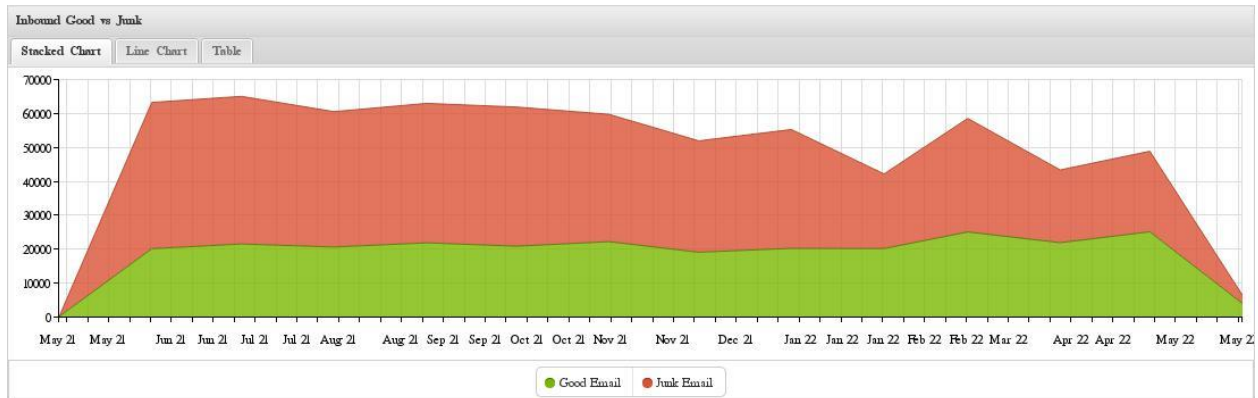
Time Span 05/06/2021 12:00 AM - 06/06/2022 02:58 PM

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Monthly Likely Spoof Messages

Likely Spoof Messages
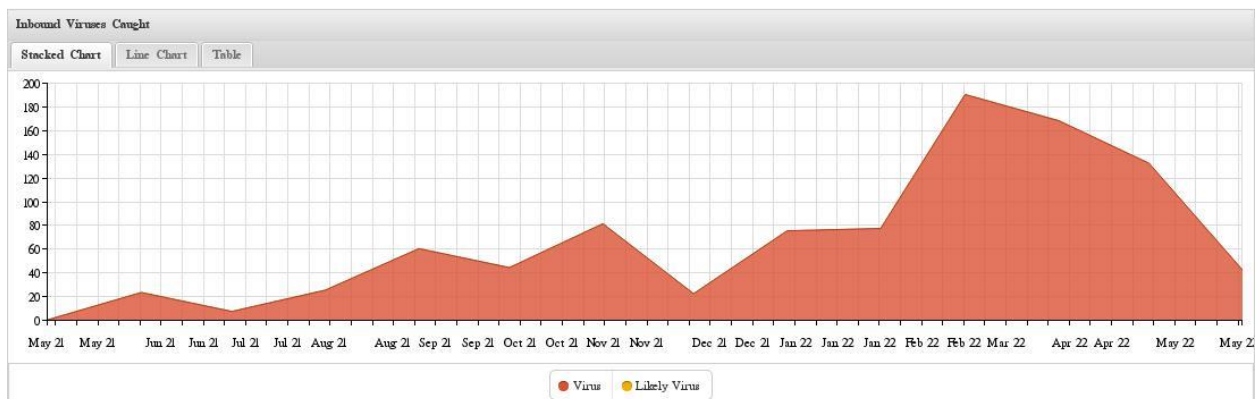
Line Chart | Table

Number of Messages

Time Span 05/06/2021 12:00 AM - 06/06/2022 03:01 PM

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Monthly Inbound Viruses Caught

Inbound Viruses Caught

Stacked Chart | Line Chart | Table

Virus | Likely Virus

Time Span 05/06/2021 12:00 AM - 06/06/2022 03:01 PM

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