Report to Chief Administrative Officer

Department:	Corporate Services	Month:	June 2023
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Submitted by:	Kristy Isert, General Manager of Corporate Services		

General Manager's Meetings – June 2023:

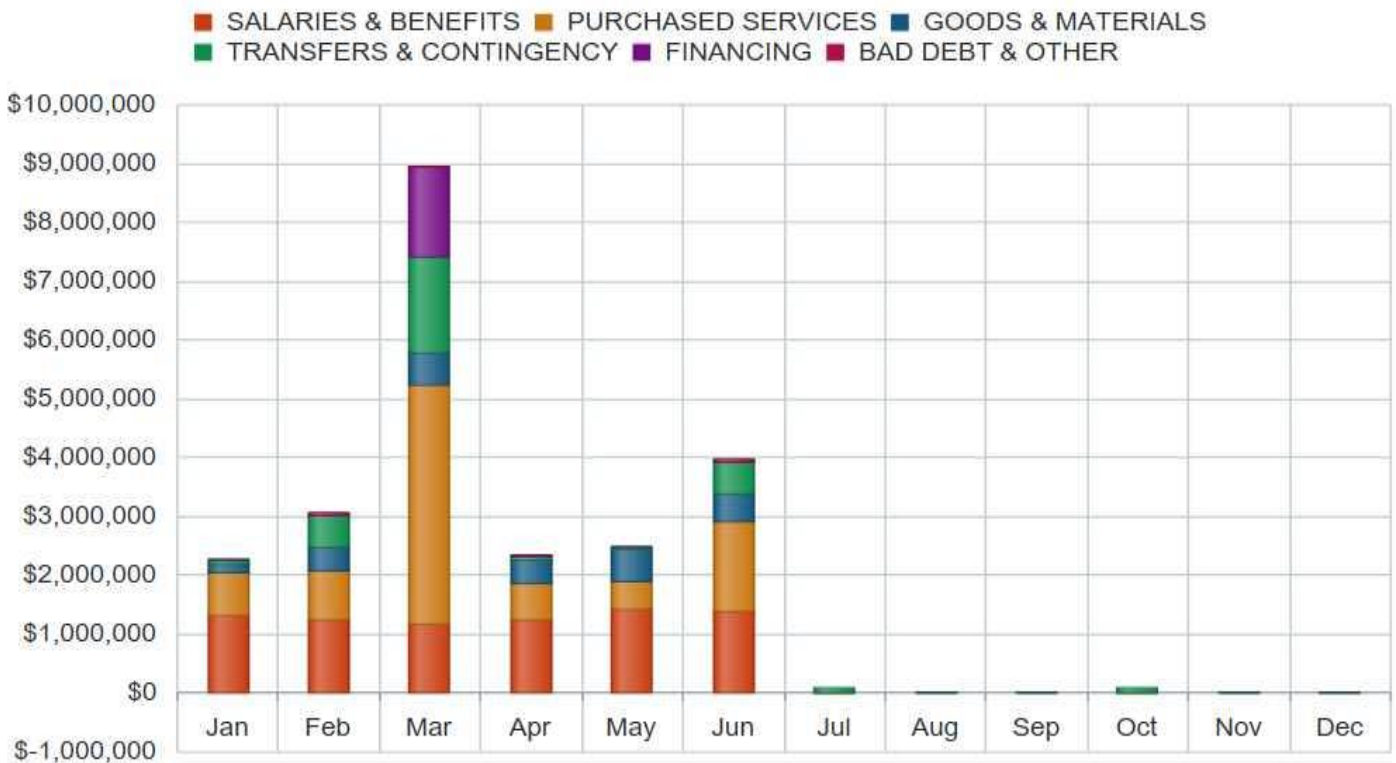|	
1	Positive Ticketing Meeting
1	Teams Meeting with Gravity Union - SharePoint Online Team Stand-up
2	P&D Department Meeting
2	Visit ACCC – Staff Meeting
5	GM Meeting
5	Housing Accelerator Fund Planning Meeting
6	Special Council Meeting
8	Meeting at Fire Hall – Enforcement Staff Meeting
8	Meeting with Member of the Public
8	Meeting with Municipal Enforcement Member
13	Meeting with Municipal Enforcement Member
14	Corporate Services Managers Meeting
14	Meeting with Municipal Enforcement Member
20	Teams Meeting - Questica Refresher
20	TPM Update - CPO's Quarterly Meeting
20	Meeting with Municipal Enforcement Member
21	P&D Department Meeting
21	Meeting with Municipal Enforcement Member
22	Meeting with Municipal Enforcement Member
22	Municipal Enforcement Training Debrief
22	Meeting with Primary Care Network
22	Meeting Regarding Pelican Rock
26	GM Meeting
27	P&D Meeting
27	Regular Council Meeting
28	Corporate Services Managers Meeting
28	Teams Meeting- Alberta Broadband Networks
28	Municipal Enforcement Staff Meeting
29	Teams Meeting with Gravity Union - SharePoint Online Team Stand-up
29	Municipal Enforcement 911 Dispatch Meeting
30	Meeting with Municipal Enforcement Member
30	Meeting with Municipal Enforcement Member

Administration:

- Agenda and minute preparation for the City Hall Safety Meeting, and the Corporate Services Department Meeting.
- Circulate and update forms as per the form approval process.
- Schedule various meetings.
- Open, distribute and track incoming and returned mail.
- Daily mail delivery to the post office and bank deposit at Lakeland Credit Union.
- Credit card reconciliation.
- AP and AR processing as required.
- Contract and records management.
- Customer Service.
- City Hall cleanup coordination; ongoing.

FINANCE DEPARTMENT

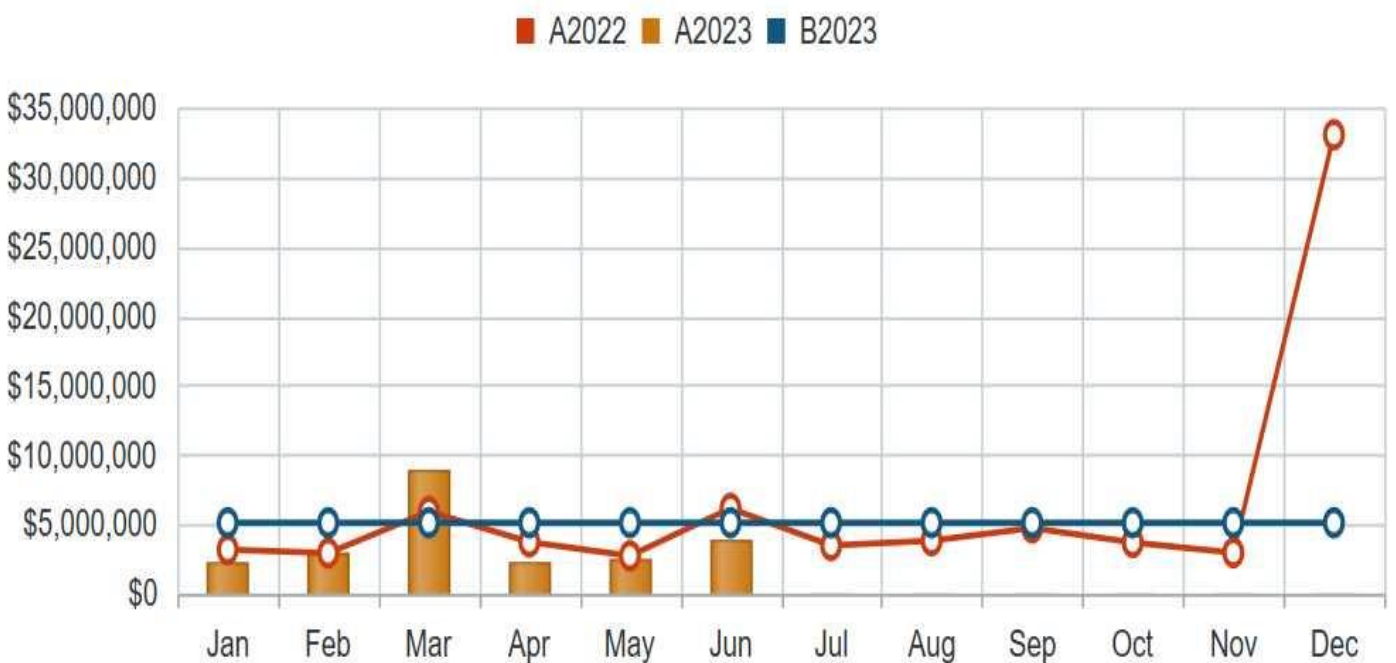Year to Date Expense vs Budget (000's)

Expense by Object

Legend: SALARIES & BENEFITS · PURCHASED SERVICES · GOODS & MATERIALS · TRANSFERS & CONTINGENCY · FINANCING · BAD DEBT & OTHER

Expense, Budget and Prior Year

Legend: A2022 · A2023 · B2023

Utilities

- 44 connects, 38 disconnects and 57 work orders, (renter connects/disconnects 19)
  - 2,746 billed in Cold Lake North of these 202 were flat rate and 6 were estimates. Emailed invoices 1,425 (increase of 28).
  - 2,343 billed in Cold Lake South of these 35 were flat rate and 1 was an estimate. Emailed invoices 1,297 (increase of 11).
- 2,722 registered for e-billing. (Increase of 39)
- Number of calls for high usage/continuous flow/zero consumption was 20.

Receivable

- 113 Accounts Receivable invoices mailed out; 56 statements mailed out.
  - 56 penalties applied to account.
- 1,662 customer self-service registrations (CSS) (Increase of 17).

Accounts Payable

- 1,282 accounts payable invoices processed, 612 accounts payable cheques printed

Property Taxes

- 105 tax certificates issued and 97 tax searches completed.
- 50 land title changes processed.
- 1,676 registered for TIPPS (Increase of 21)
- 9 properties currently on tax agreements (Increase of 1)
- Total taxes receivable $42,838,098 ($35,677,578 of the total taxes receivable are from 4 Wing property)

Tax Receivable			
# Years	Amount	Properties without a tax agreement	Notes
Current	**$7,102,164** ($598,361 related to 4 Wing Property)		• Monthly 2% penalty on outstanding current balance from July-December.
1 Year Arrears	**$1,962,623** ($1,546,132 related to 4 Wing property)		• Property owners are sent monthly statements regarding their accounts. • Will need to be sold at public auction by March 31, 2026.
2 Year Arrears	**$1,770,648** ($1,657,199 related to 4 Wing Property)	26	• Placed on the tax arrears list on March 31, 2023, 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, 2025.
3 Year Arrears	**$1,892,012** ($1,853,894 related to 4 Wing Property)	16	• 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.
4 Year Arrears	**$2,494,468** ($2,468,240 related to 4 Wing Property)	1	• Placed on the tax arrears list on June 30, 2021 and posted at City Hall. • These property owners have been sent monthly statements as well as letters and phone calls. • Public auction will be held on March 23, 2023.
5+ Year Arrears	**$27,616,183** ($27,553,752 related to 4 Wing Property)	10	• The properties are 2 vacant medium density lots held at public auction on September 29, 2020 and 8 parking lots held at auction on March 23, 2022. • Public auction was held but no bids were offered.

Completed
- May bank and investment reconciliation and city summary for Council.
- May general ledger reconciliation to Perfect Mind and golf software.
- May GST reasonability and return completed and filed.
- May variance reports sent to department managers for all City departments.
- Created 2024 budget year in Questica. Sent to departments for review and update.
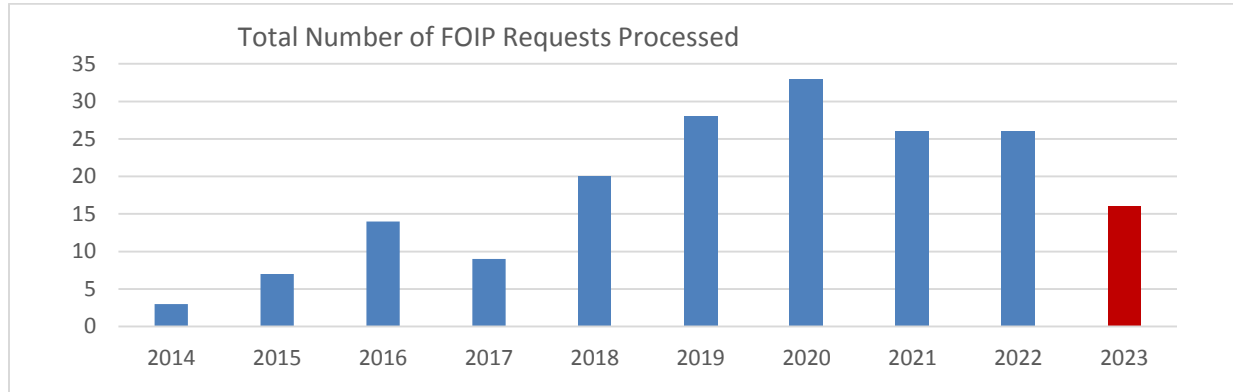
Currently Working on

- Reviewing and reworking finance related policies if applicable.
- Working with Infrastructure on Asset Management Plans for roads.
- Reviewing current asset listings for integration with software.
- Capital budgeting software training to be provided to other City Questica users after budget discussion with departments.
- Looking into the possibility of using Questica Openbook for the operating and capital project reporting to the public and internally.
- Reviewing contractor holdbacks with Infrastructure to determine if some balances can be cleared.
- Following up on accounts receivable write-off listing.
- Working on RFP for ERP software. Drafting list of requirements.
- Purchasing property that did not sell at the March 23, 2023, tax sale.
- Reviewing accounts payable processes.
- Preparing budgets for fall meetings.
- Reviewing forms to be updated.
- Exploring creating a new owner package to provide to residents and have available for residents.
- Addressing TCA concerns of auditor.
- Starting process for implementation of new accounting standard PS 3280 – Asset Retirement Obligations.
- Addressing management letter concerns issued by auditor.
- Reviewing department service levels.

LEGISLATIVE SERVICES DEPARTMENT

Information Requests & FOIP
- 2 FOIP Requests received in June-16 FOIP request in 2023.
- FOIP presentation provided to all new staff at orientations.

Total Number of FOIP Requests Processed

Year	Requests
2014	3
2015	7
2016	14
2017	9
2018	20
2019	28
2020	33
2021	26
2022	26
2023	16

Legal Drafting, Research & Review
- Processing policies and bylaws passed in Council meetings, drafting policies and bylaw amendments for the departments as required.
- 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, bylaw development 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	171	1128
RUSC	0	204

- 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
- Training for SDAB members.

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.
- New cemetery pamphlet and booklet have been published.
- Updating cemetery forms to ensure consistency with cemetery bylaw & policy.
- Updating cemetery webpage to make the payment available online for customers.

Interments				
	June	Total 2023 Interments	Total 2022 Internments	Total 2021 Internments
Columbarium Niche	0	0	4	3
In-Ground Standard Plots	1	4	14	15
In-Ground Cremation Plots	0	0	0	-

Plot Sales				
	June	Total 2023 Plot Sales	Total 2022 Plot Sales	Total 2021 Plot Sales
Columbarium Niche	1	2	5	5
In-Ground Standard Plots	0	10	2	7
In-Ground Cremation Plots	0	0	0	-

- To date, plot inventory summary is provided below:

	Total Plots Sold	Total Plots Available	Total Plots	% Sold
Columbaria	17	349	366	**4.64%**
In-Ground Standard Plots (Grand Centre Cemetery)	178	114	292	**60.96%**
In-Ground Standard Plots (Lakeview Cemetery)	803	16	819	**98.05%**
In-Ground Cremation Plots (Grand Centre Cemetery)	0	40	40	**0%**

Other
- Commissioning Oaths of Confidentiality and Affidavits as necessary.

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

Census
- 2022 Municipal Census Results available on the City of Cold Lake official webpage.

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)**
  - Moved to latest version of SharePoint (SharePoint Cloud online) from SharePoint 2013. Analyzing Electronic Records Management software options (Purview vs Collabspace) to replace 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: received 112 SharePoint requests and completed 110 in June.
  - Training for all City Departments for SharePoint online. Provided training to 78 City Staff members for SharePoint online.

SharePoint Implementation Status		
Department	**Transition to "The Dock"**	**Ongoing Site Maintenance**
Executive	COMPLETE	Migration of historical content ongoing.
Corporate Services	Intermediate Secretary – COMPLETE Legislative – COMPLETE Finance – COMPLETE HR – ongoing (site development in progress)	Audit of all Corporate Services sites ongoing to clean-up content and streamline use of SharePoint.
Infrastructure	Engineering - COMPLETE Intermediate Secretary - COMPLETE Transportation – nearing completion. Environmental Services – ongoing (additional site development in progress)	
Community Services	Intermediate Secretary – COMPLETE FCSS – COMPLETE Parks – COMPLETE Recreation – COMPLETE Protective Services – COMPLETE	Audit of all Community Services sites ongoing to clean-up content and streamline use of SharePoint.
Planning & Development	COMPLETE	• Final historical content migration nearing completion
Marketing & Communication	COMPLETE	• Final review of content migration complete.

HUMAN RESOURCES DEPARTMENT

Human Resources Recruitment Chart			
Department	Filled in June	Open - Actively Recruiting	Open - Not Actively Recruiting
CAO's Office		• **Municipal Enforcement Team Leader (Supervisor)** (1 full-time position) • **Term Bylaw Officer** (2 full-time positions)	
Corporate Services			• **HR Advisor** (1 full-time position)
Community Services	• **Parks Operator** (2 full-time positions) • **Term Parks Operator** (1 8-month Term position) • **Turf Labourer** (1 full-time position) • **Casual Event Staff** (5 casual positions	• **FCSS Front Desk Receptionist** (1 full-time position) • **Community Partnerships Facilitator** (1 full-time position) • **Climbing Wall Attendant** (2 casual positions)	
Infrastructure Services	• **Water Treatment Plant Senior Operator** (1 full-time position)	• **Engineering Technologist** (1 full-time position) • **Intermediate Assistant** (1 full-time position) • **Water Treatment Plant Operator** (1 full-time position)	

Record of Employment: 9
Short Term Disability: 1
Long Term Disability: 5

Labour Relations: 1 Active Arbitration File
Workers Compensation (WCB):   3 No-Lost-Time Claims

Currently working on:
- Safety Week
- Updating Safety Manual
- Updating safe-work practices
- Hearing Conservation program
- Staff Training Programs
- Revising/Updating Human Resources Policies and Forms

Safety Statistics:

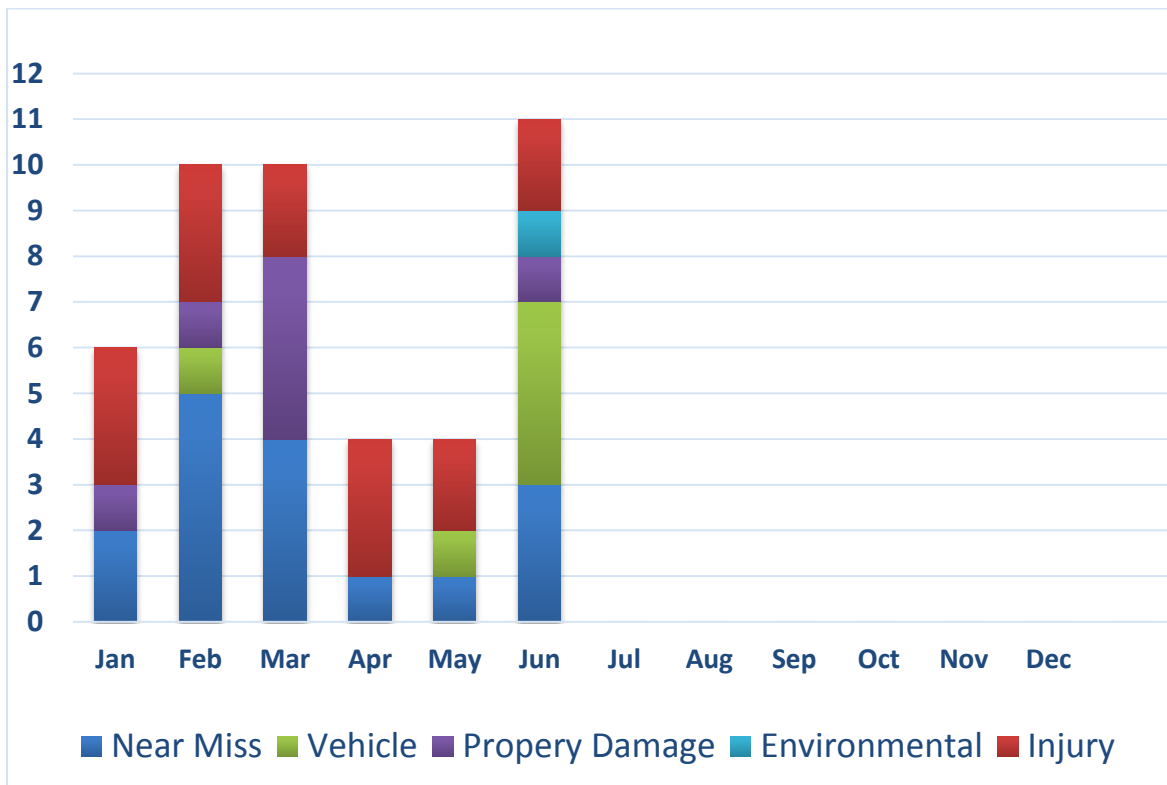**Safety incidents to date 2023**
Near misses: 16
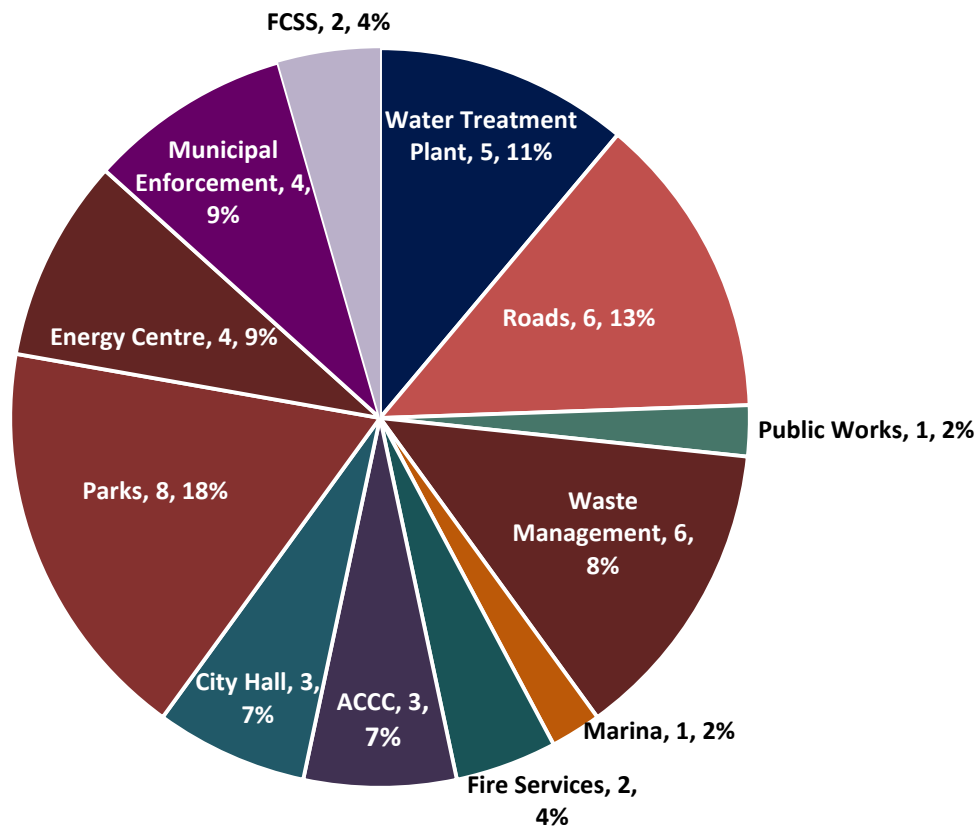Vehicle incidents: 6
Property Damage: 7
Environmental: 1
Injuries: 15
Total incidents to date 2023: 45

Incidents by type of loss 2023:

Incidents by Department 2023:

Pie chart: Incidents by Department 2023
- FCSS, 2, 4%
- Water Treatment Plant, 5, 11%
- Roads, 6, 13%
- Public Works, 1, 2%
- Waste Management, 6, 8%
- Marina, 1, 2%
- Fire Services, 2, 4%
- ACCC, 3, 7%
- City Hall, 3, 7%
- Parks, 8, 18%
- Energy Centre, 4, 9%
- Municipal Enforcement, 4, 9%

IST DEPARTMENT

|	
Number of Tickets Closed:	94
Number of Tickets Opened:	107
Number of Tickets Still Open at End of Month:	63
Number of Surveillance Footage Requests:	03
Backup Recovery's:	00
Virus Threats (Online):	29
Junk:	28234
SPAM Emails:	13070
Phishing Emails:	06
Inbound Viruses Caught (Email):	151
Spoofed Emails:	570

- **Application Updates:** Enforcement software.
- **Application Installs:** Nitro.
- **Application Support:** Serenic, SharePoint, Mitel, Omnigo.
- **Server Support:** Serenic, ShaerPoint. Exchange.
- **Server Patches:** 50 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Municipal Enforcement vehicle modem/dock issues.
- **Mobile Support:** Exchange online configuration for Council.
- **Backups (and monitoring):** Macrium, ESET, VM, SQL, Data, Applications, Bellamy (Daily/Weekly), Exchange online.
- **AD Support:** User Account Setup/Disable, Password Changes, Name Changes
- **SharePoint Support:** SharePoint access, Migration.
- **Application Testing:** Windows 11, Omnigo Mobile.
- **Network:** CPO vehicle modems sent for diagnostic and repair.

Recent Activity:

- Created new Land User Development and Regulatory Services department entries in Active Directory and other IST systems.
- Server/network monitoring software updated to version 2023.2.1
- Replaced failing UPS (backup power supply) at the beach hut.
- Marina – Repaired broken security camera mount on pier 1.
- City Hall – Land file room swipe repaired.
- Upgrade IBM ISERIES to V7R4
- Serenic Hub server's upgrade.
- SharePoint online migration and configuration ongoing.
- Backup systems for cloud systems are being implemented.
- Reviewing Office 365 implementation.
- Continue Organization and preparation for Old PC's to be "Auctioned" or recycled. Updated info and pictures. Items listed on Gov Deals.
- Assist Email issues and config Post migration to the Cloud.
- Troubleshooting CPO Network issue with CPO. Waiting for Modem device to be returned.

Monthly Inbound Good vs Junk
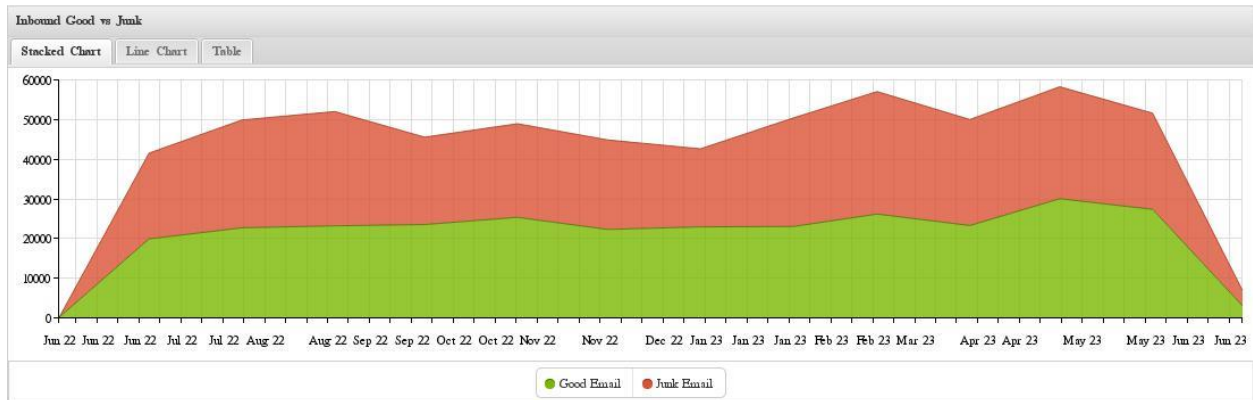
Inbound Good vs Junk

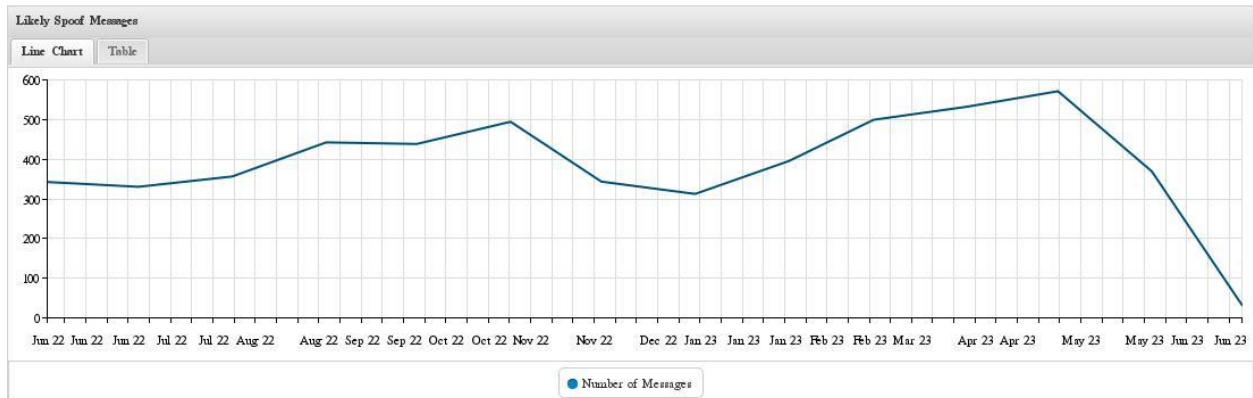Stacked Chart | Line Chart | Table

Good Email ● Junk Email

Time Span 06/06/2022 12:00 AM - 07/06/2023 12:36 PM

Email Security Version - 10.0.21.7607 (Hostname : emailsecurity)

Monthly Likely Spoof Messages

Likely Spoof Messages
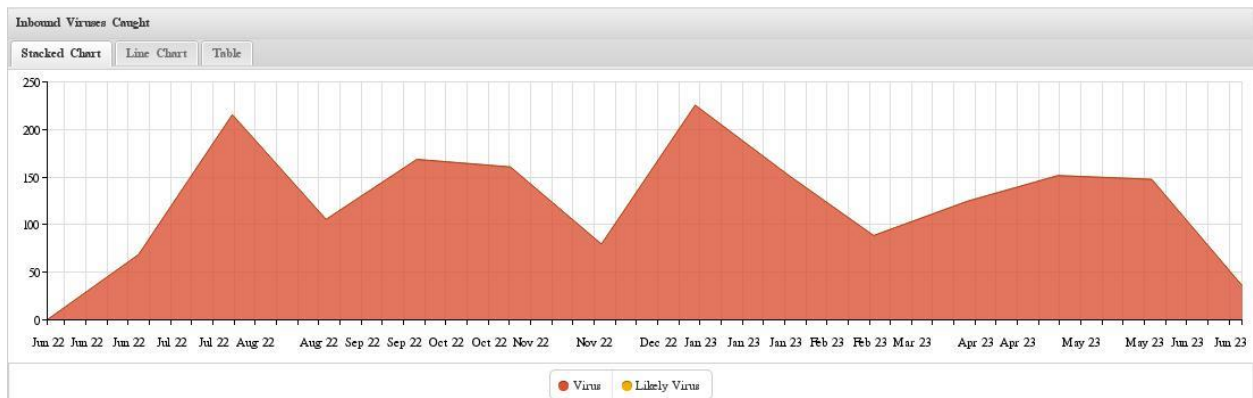
Line Chart | Table

● Number of Messages

Time Span 06/06/2022 12:00 AM - 07/06/2023 12:36 PM

Email Security Version - 10.0.21.7607 (Hostname : emailsecurity)

Monthly Inbound Viruses Caught

Inbound Viruses Caught

Stacked Chart | Line Chart | Table

● Virus ● Likely Virus

Time Span 06/06/2022 12:00 AM - 07/06/2023 12:37 PM

Email Security Version - 10.0.21.7607 (Hostname : emailsecurity)